

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

July to September 2017

Armidale and New England Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,201 patients
Emergency presentations:² 4,090 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,076	3.1%
Emergency presentations: ²	3,914	4.5%

Armidale and New England Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 228 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,065 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,469 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 318 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
All presentations: ¹	202	
Emergency presentations: ²	8 minutes	9 minutes
Urgent presentations: ²	29 minutes	29 minutes
Semi-urgent presentations: ²	1,150	
Non-urgent presentations: ²	22 minutes	23 minutes
All presentations: ¹	77 minutes	83 minutes
Emergency presentations: ²	2,274	
Urgent presentations: ²	31 minutes	30 minutes
Semi-urgent presentations: ²	142 minutes	121 minutes
Non-urgent presentations: ²	281	
All presentations: ¹	17 minutes	26 minutes
Emergency presentations: ²	99 minutes	118 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,201 patients

Percentage of patients who spent four hours or less in the ED 74.9%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,076	3.1%
Percentage of patients who spent four hours or less in the ED	82.4%	

* 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.

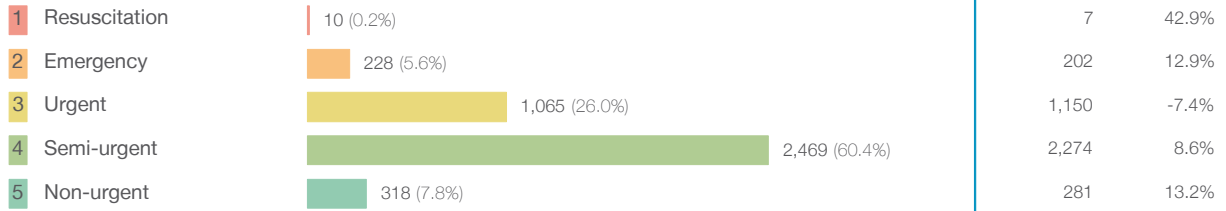
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Armidales and New England Hospital: Patients presenting to the emergency department July to September 2017

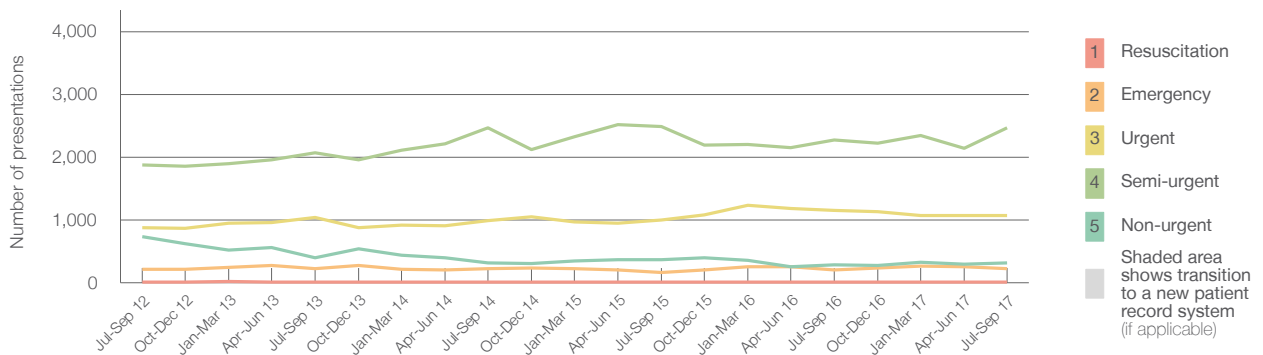
All presentations:¹ 4,201 patients

Emergency presentations² by triage category: 4,090 patients



Same period last year	Change since one year ago
4,076	3.1%
3,914	4.5%
7	42.9%
202	12.9%
1,150	-7.4%
2,274	8.6%
281	13.2%

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	9	8	13	11	7	10
Emergency	216	225	227	165	202	228
Urgent	878	1,040	991	999	1,150	1,065
Semi-urgent	1,875	2,069	2,471	2,487	2,274	2,469
Non-urgent	734	392	319	362	281	318
All emergency presentations	3,712	3,734	4,021	4,024	3,914	4,090

Armidales and New England Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 470 patients **

ED Transfer of care time



Same period last year	Change since one year ago
406	
3 minutes	0 minutes
21 minutes	21 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidale and New England 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: 228

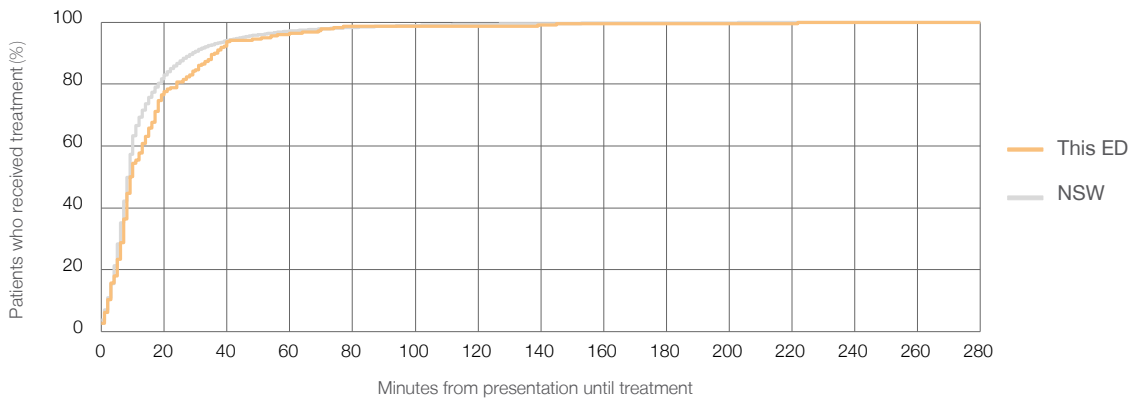
Number of triage 2 patients used to calculate waiting time:³ 222

Median time to start treatment⁴ 10 minutes

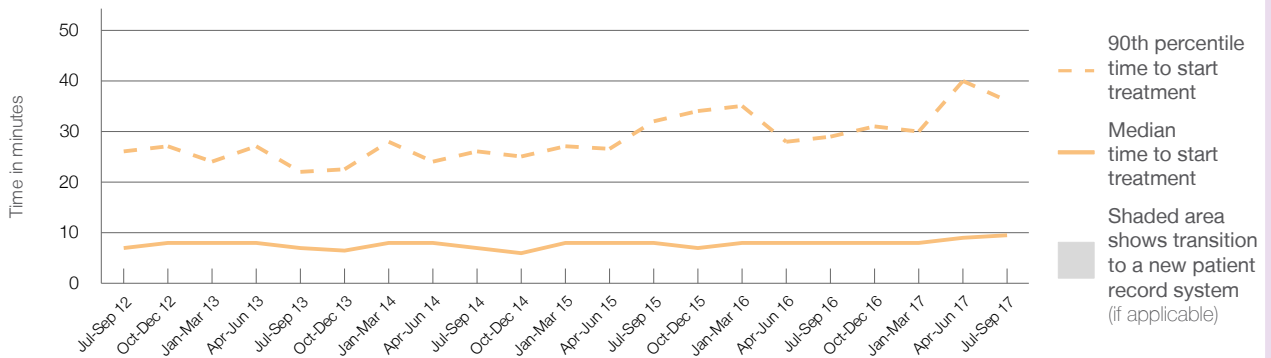
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
202	198
8 minutes	9 minutes
29 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)	7	7	7	8	8	10
90th percentile time to start treatment ⁵ (minutes)	26	22	26	32	29	36

(†) 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.

Armidale and New England 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: 1,065

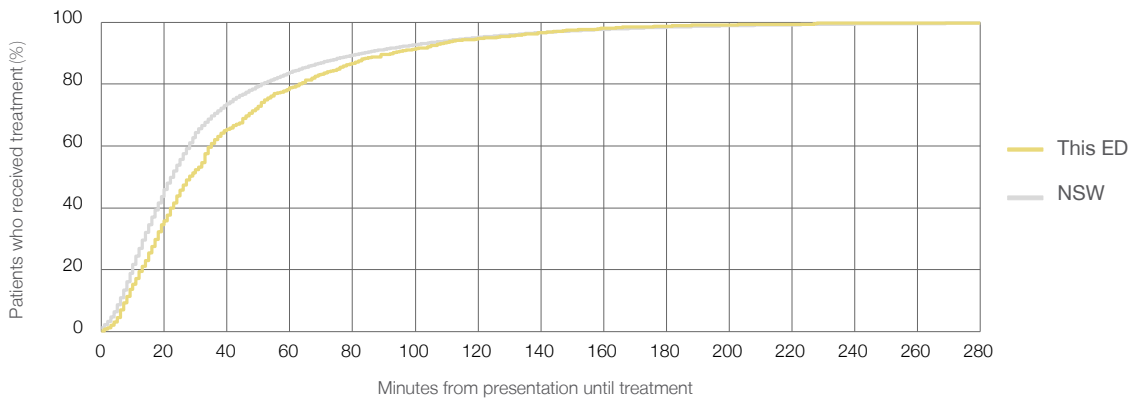
Number of triage 3 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 28 minutes

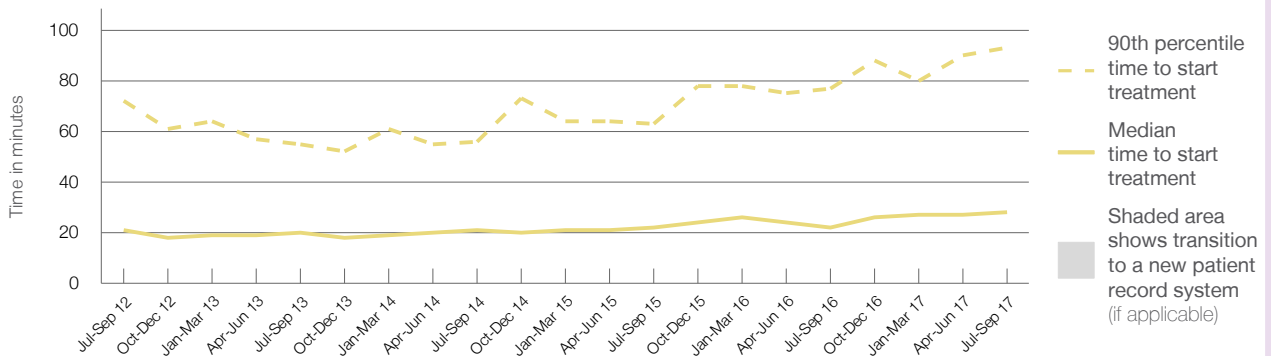
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,150	1,104
22 minutes	23 minutes
77 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)	21	20	21	22	22	28
90th percentile time to start treatment ⁵ (minutes)	72	55	56	63	77	93

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Armidale and New England 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: 2,469

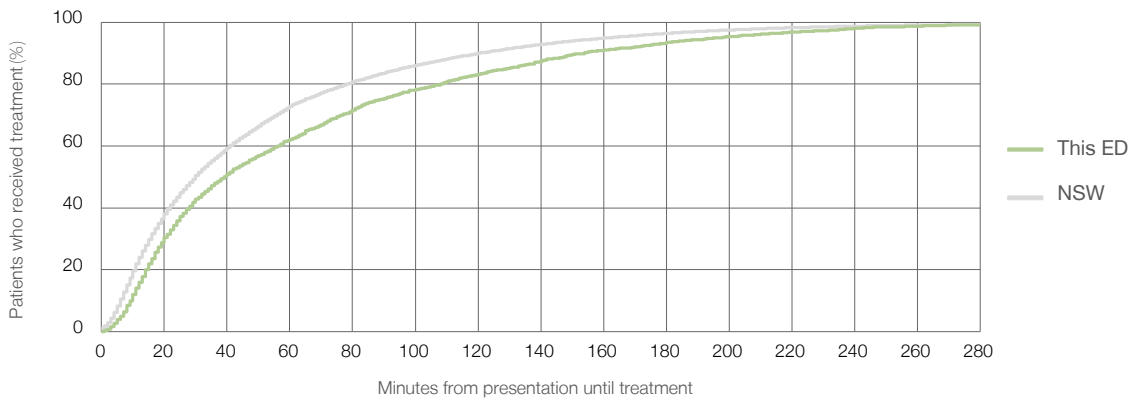
Number of triage 4 patients used to calculate waiting time:³ 2,202

Median time to start treatment⁴ 39 minutes

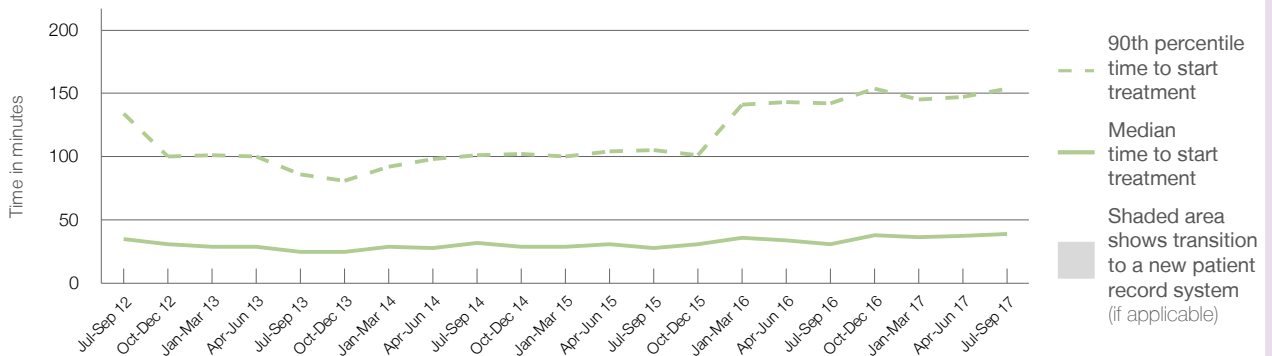
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,274	2,045
31 minutes	30 minutes
142 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)	35	25	32	28	31	39
90th percentile time to start treatment ⁵ (minutes)	134	86	101	105	142	154

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

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Armidale and New England 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: 318

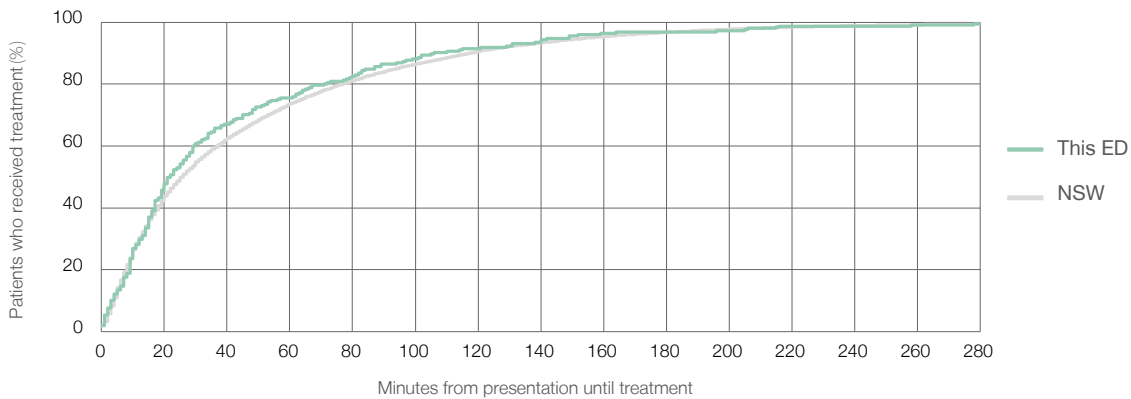
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 22 minutes

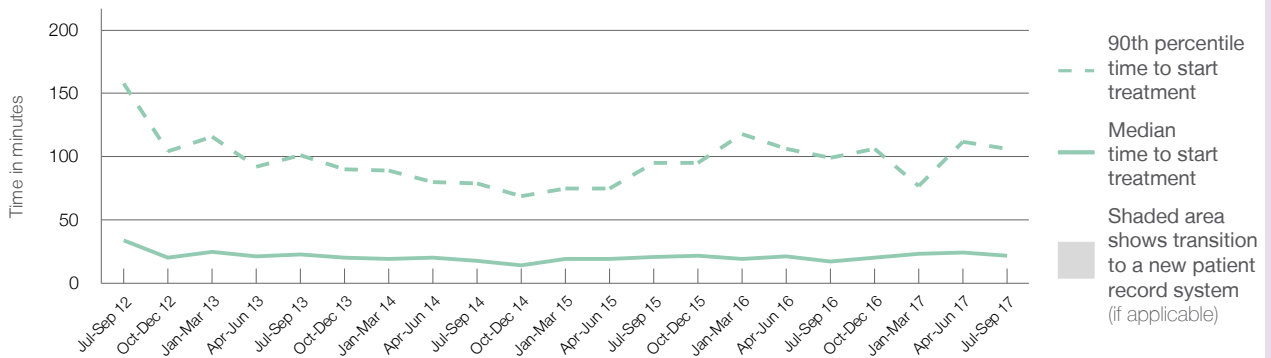
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
281	
229	
17 minutes	26 minutes
99 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)	34	23	18	21	17	22
90th percentile time to start treatment ⁵ (minutes)	158	101	79	95	99	106

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

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Armidale and New England Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,201 patients

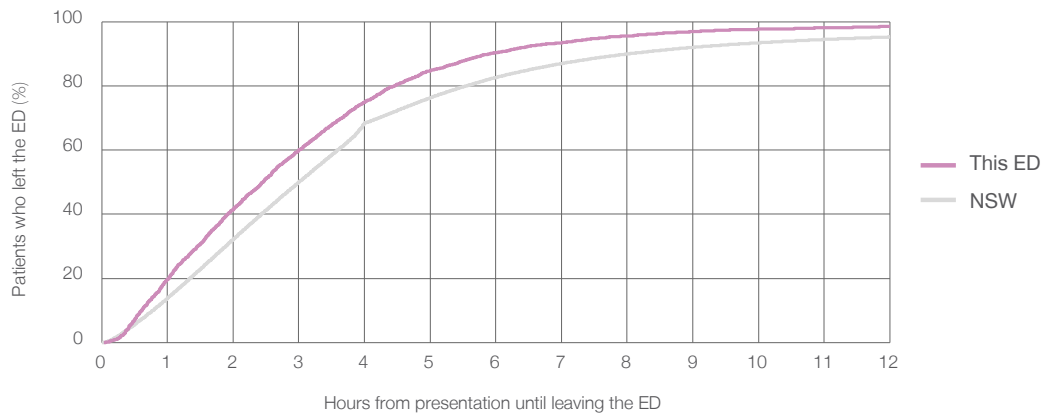
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

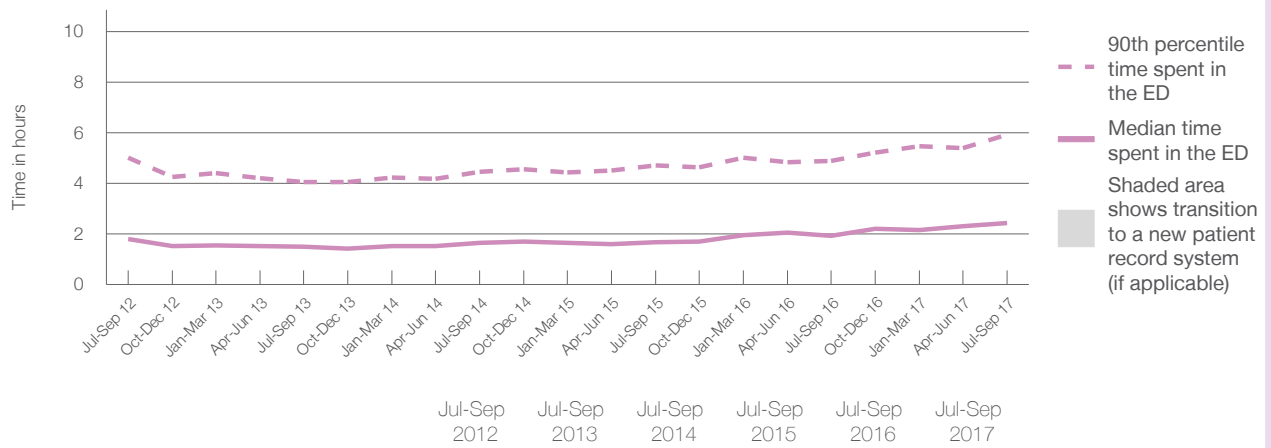
90th percentile time spent in the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
4,076	4,076
1 hours and 56 minutes	3 hours and 0 minutes
4 hours and 53 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)	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 1m	4h 3m	4h 27m	4h 43m	4h 53m	5h 55m

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Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

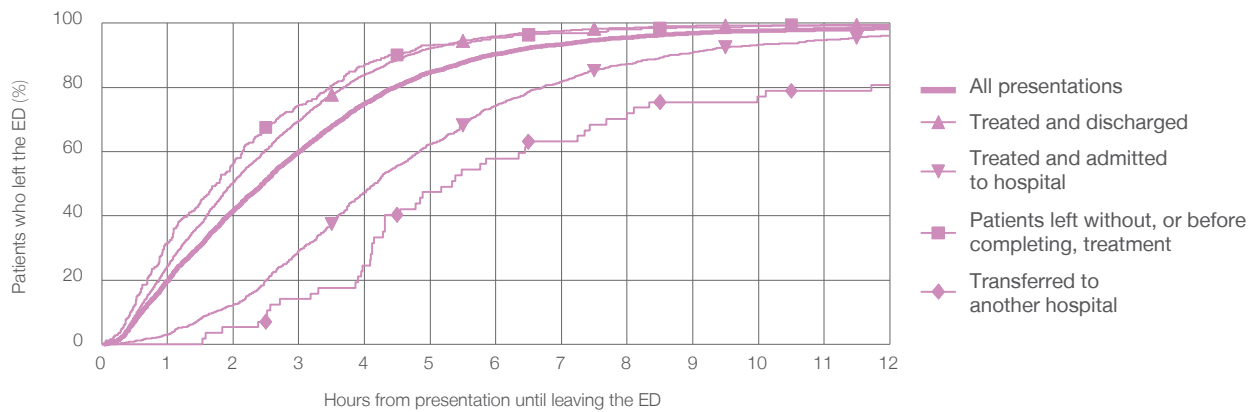
All presentations:¹ 4,201 patients

Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

Treated and discharged	2,814 (67.0%)
Treated and admitted to hospital	970 (23.1%)
Patient left without, or before completing, treatment	333 (7.9%)
Transferred to another hospital	57 (1.4%)
Other	27 (0.6%)

Same period last year	Change since one year ago
4,076	3.1%
2,889	-2.6%
845	14.8%
283	17.7%
42	35.7%
17	58.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.4%	50.4%	69.6%	84.0%	95.9%	98.6%	99.4%	99.5%
Treated and admitted to hospital	2.9%	12.3%	29.3%	47.3%	74.4%	87.3%	93.4%	96.1%
Patient left without, or before completing, treatment	31.5%	56.5%	74.5%	87.1%	95.5%	98.2%	99.1%	99.4%
Transferred to another hospital	0%	5.3%	14.0%	24.6%	57.9%	71.9%	77.2%	80.7%
All presentations	19.8%	41.6%	60.0%	74.9%	90.4%	95.6%	97.7%	98.5%

(†) 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.

Armidale and New England 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 4,201 patients

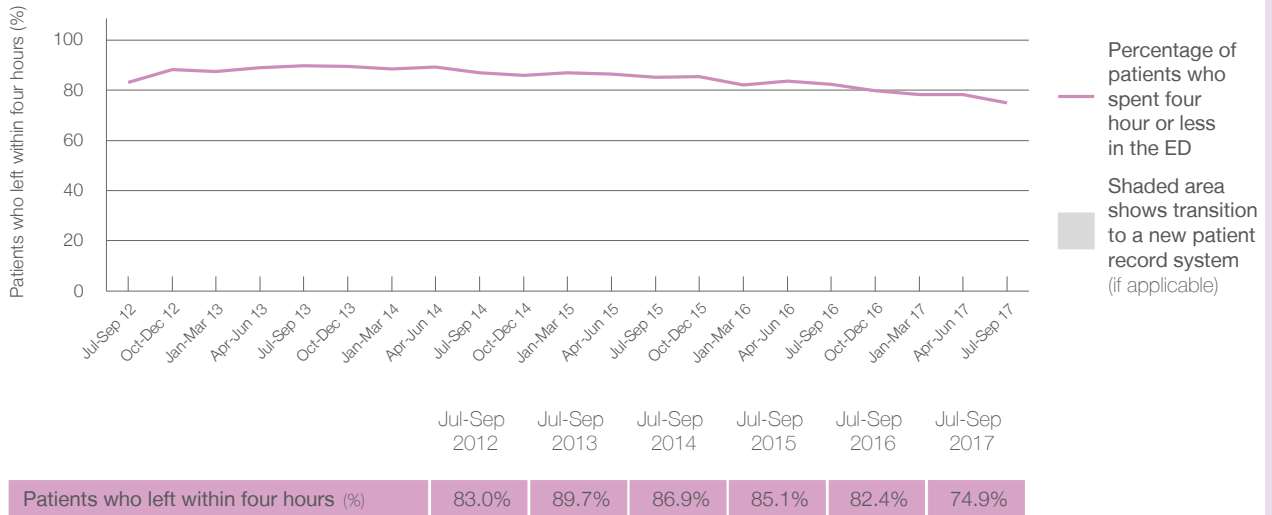
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

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	4,076	3.1%
Presentations used to calculate time to leaving the ED: ⁶	4,076	3.1%
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, July 2012 to September 2017**



* 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, 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).

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,955 patients
 Emergency presentations:² 6,863 patients

Same period last year	Change since one year ago
6,217	11.9%
6,154	11.5%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 670 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,453 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,137 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 573 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
698	
6 minutes	9 minutes
9 minutes	29 minutes
1,854	
16 minutes	23 minutes
53 minutes	83 minutes
3,065	
19 minutes	30 minutes
87 minutes	121 minutes
525	
14 minutes	26 minutes
95 minutes	118 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,939 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year	Change since one year ago
6,217	11.6%
74.4%	

* 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.

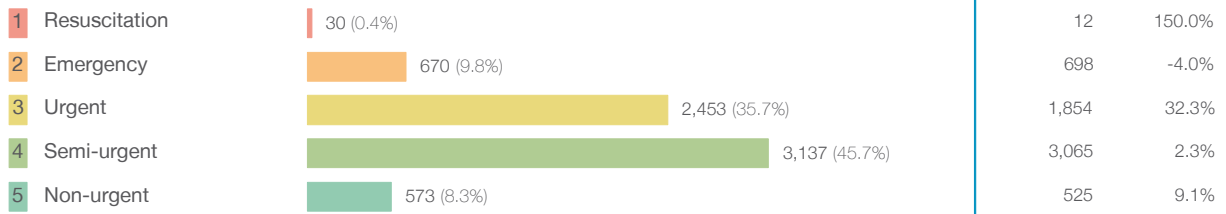
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

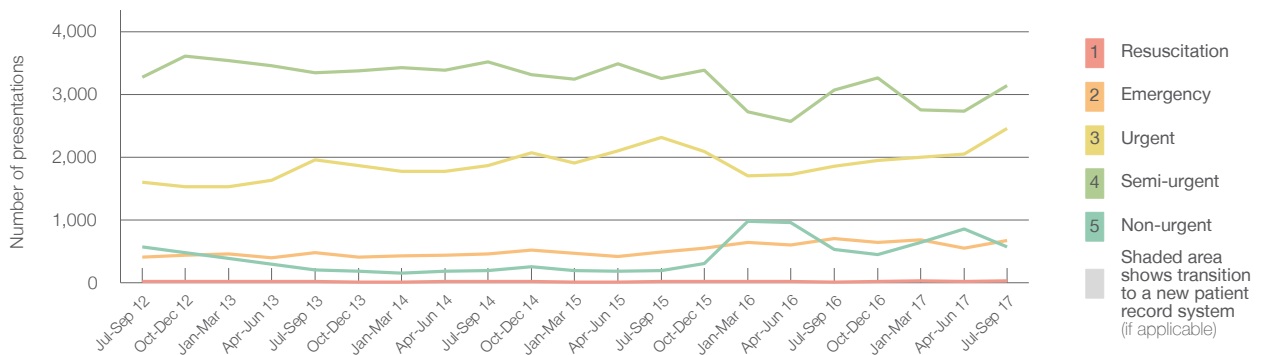
Bathurst Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 6,955 patients

Emergency presentations² by triage category: 6,863 patients



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	22	16	15	16	12	30
Emergency	409	474	457	485	698	670
Urgent	1,600	1,959	1,861	2,316	1,854	2,453
Semi-urgent	3,269	3,347	3,521	3,256	3,065	3,137
Non-urgent	569	202	196	194	525	573
All emergency presentations	5,869	5,998	6,050	6,267	6,154	6,863

Bathurst Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,058 patients

ED Transfer of care time



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Bathurst Base 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: 670

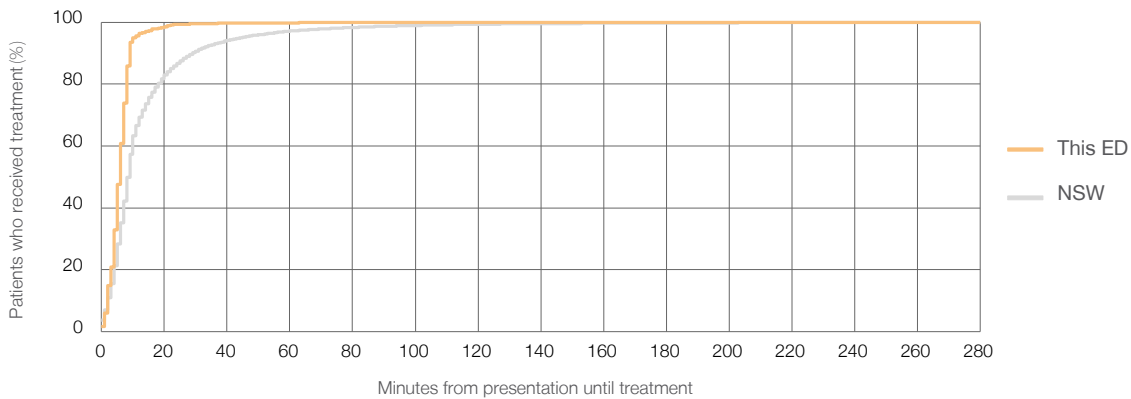
Number of triage 2 patients used to calculate waiting time:³ 667

Median time to start treatment⁴ 6 minutes

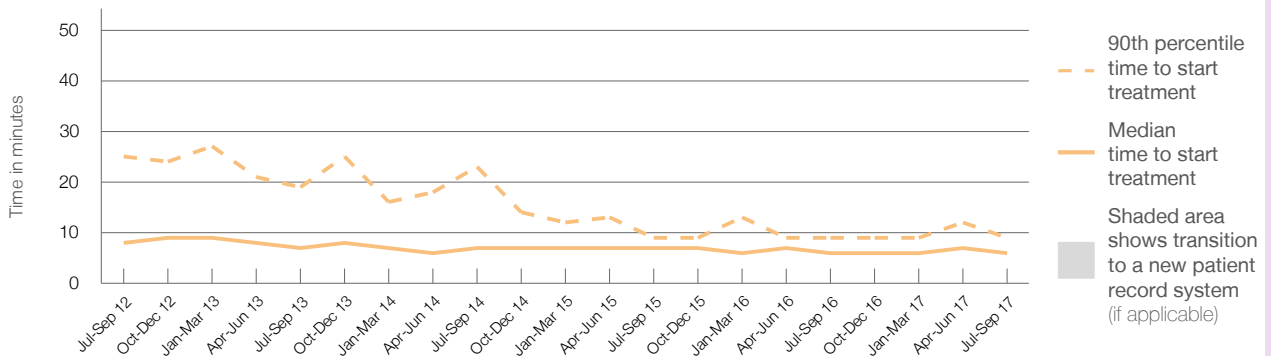
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
698	698
6 minutes	9 minutes
9 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	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	25	19	23	9	9	9

(†) 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.

Bathurst Base 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: 2,453

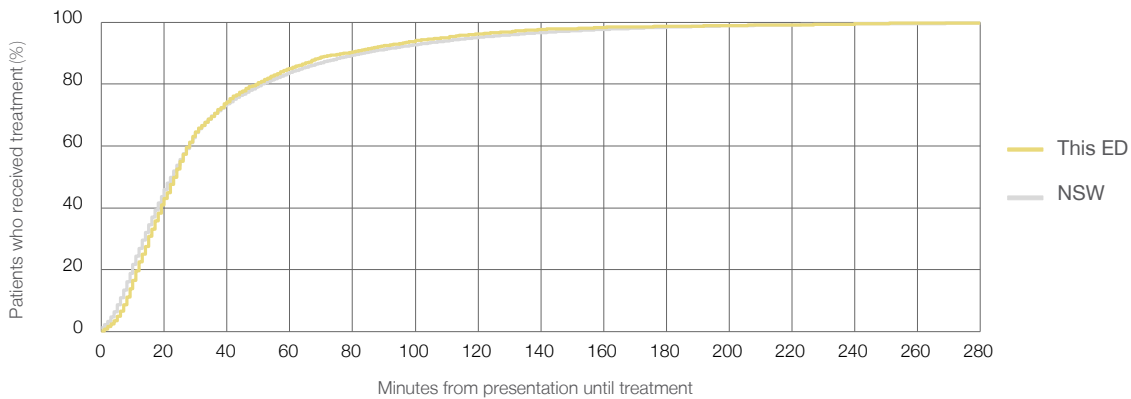
Number of triage 3 patients used to calculate waiting time:³ 2,412

Median time to start treatment⁴ 24 minutes

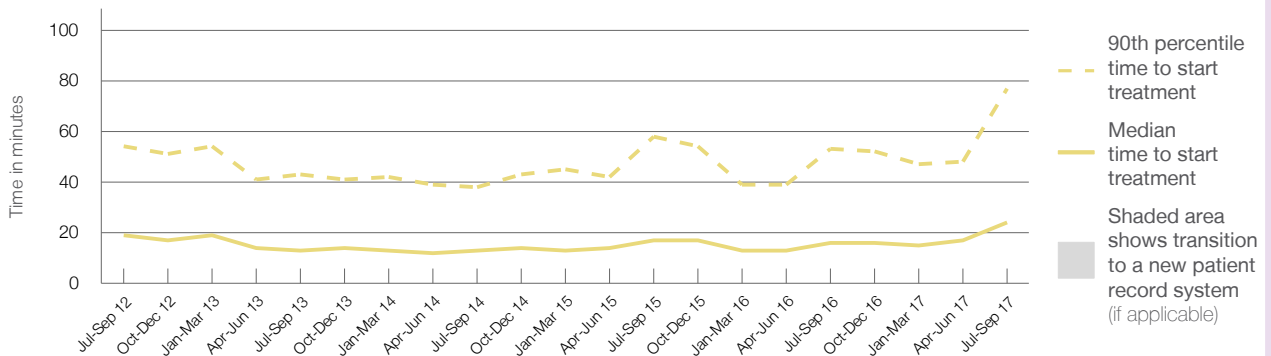
90th percentile time to start treatment⁵ 77 minutes

	Same period last year	NSW (this period)
	1,854	
	1,824	
	16 minutes	23 minutes
	53 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)	19	13	13	17	16	24
90th percentile time to start treatment ⁵ (minutes)	54	43	38	58	53	77

(†) 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.

Bathurst Base 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: 3,137

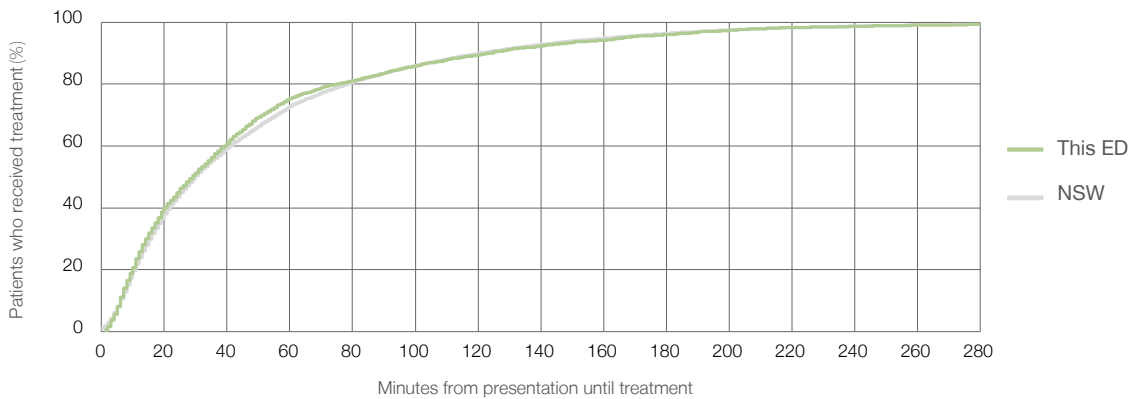
Number of triage 4 patients used to calculate waiting time:³ 2,957

Median time to start treatment⁴ 29 minutes

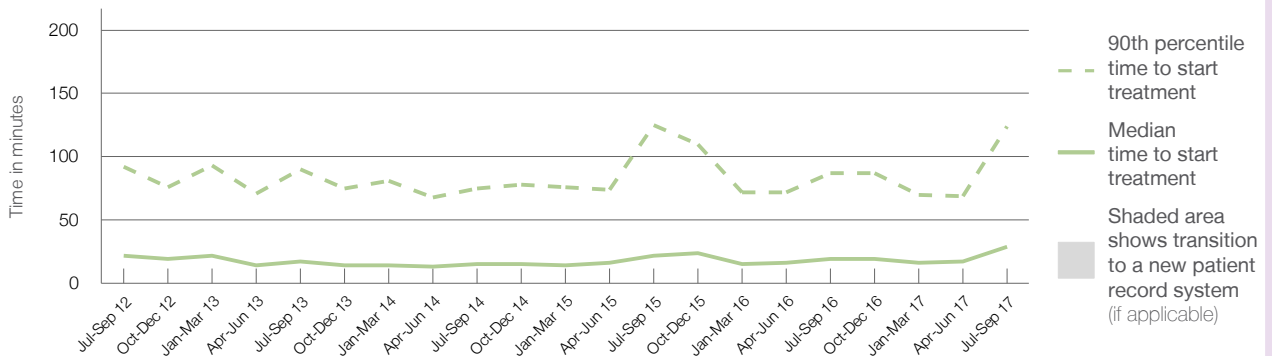
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
3,065	
2,888	
19 minutes	30 minutes
87 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)	22	17	15	22	19	29
90th percentile time to start treatment ⁵ (minutes)	92	90	75	125	87	124

(†) 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.

Bathurst Base 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: 573

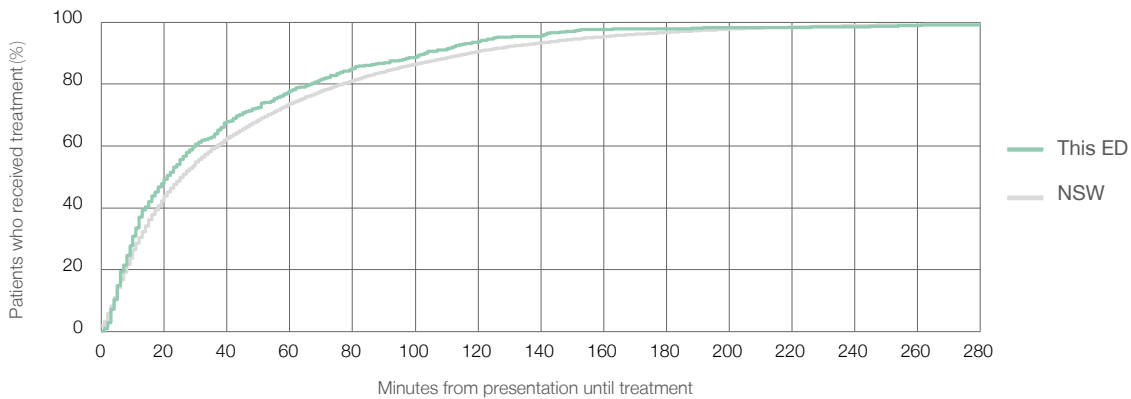
Number of triage 5 patients used to calculate waiting time:³ 527

Median time to start treatment⁴ 21 minutes

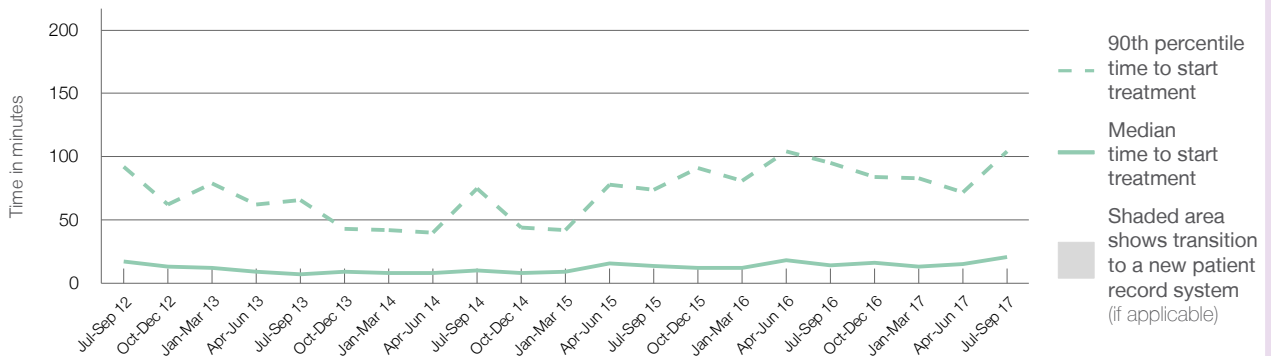
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
525	
467	
14 minutes	26 minutes
95 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)	17	7	10	14	14	21
90th percentile time to start treatment ⁵ (minutes)	92	66	75	74	95	104

(†) 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.

Bathurst Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 6,955 patients

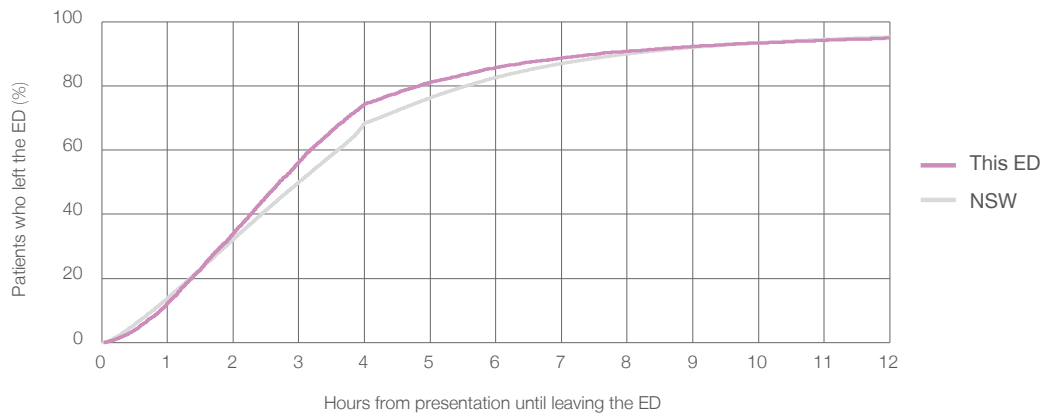
Presentations used to calculate time to leaving the ED:⁶ 6,939 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

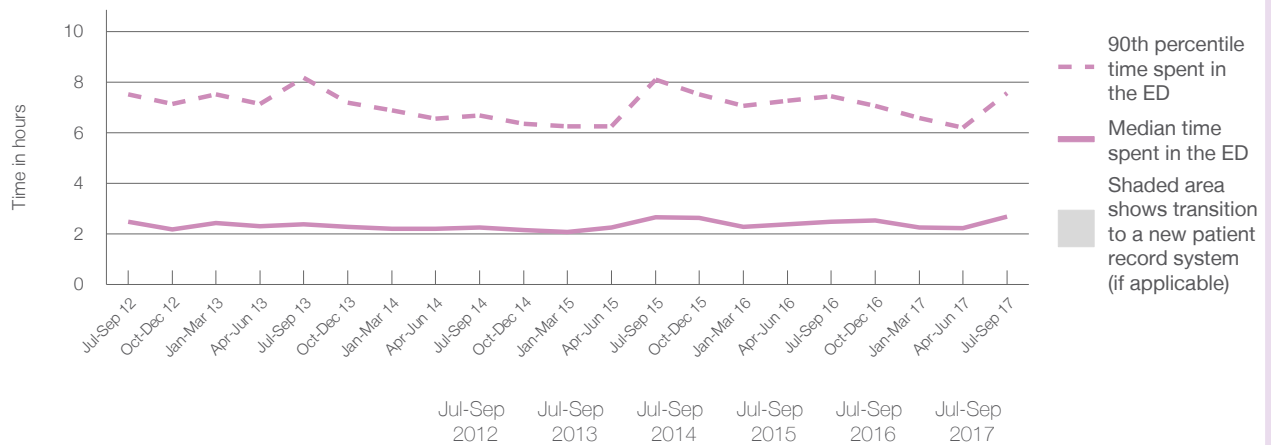
90th percentile time spent in the ED⁹ 7 hours and 35 minutes

Same period last year	NSW (this period)
6,217	6,217
2 hours and 29 minutes	3 hours and 0 minutes
7 hours and 26 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 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 35m

(†) 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.

Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

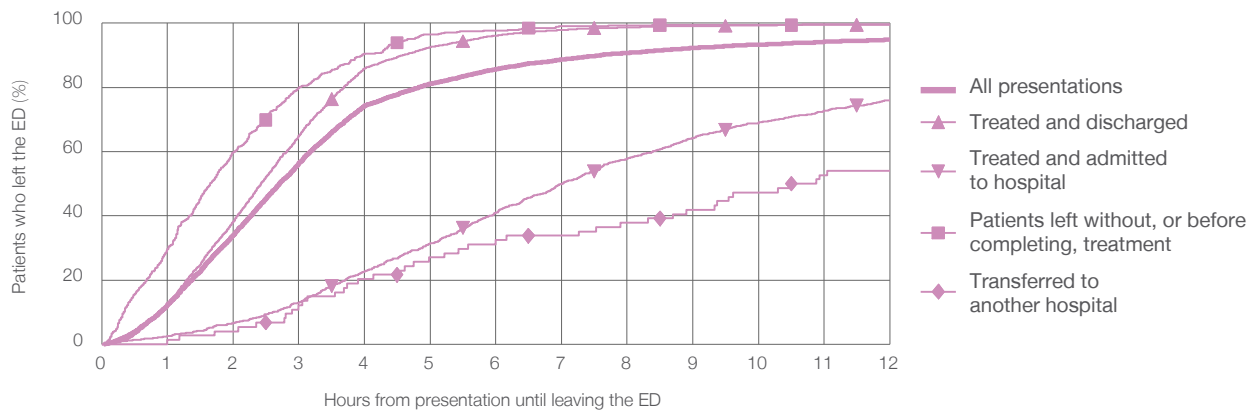
All presentations:¹ 6,955 patients

Presentations used to calculate time to leaving the ED:⁶ 6,939 patients

Treated and discharged	5,067 (72.9%)
Treated and admitted to hospital	1,240 (17.8%)
Patient left without, or before completing, treatment	522 (7.5%)
Transferred to another hospital	74 (1.1%)
Other	52 (0.7%)

Same period last year	Change since one year ago
6,217	11.6%
4,458	13.7%
1,328	-6.6%
330	58.2%
81	-8.6%
20	160.0%

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	12.7%	38.2%	65.0%	86.0%	96.1%	98.7%	99.3%	99.6%
Treated and admitted to hospital	2.5%	6.6%	13.0%	22.7%	41.0%	57.8%	69.1%	76.0%
Patient left without, or before completing, treatment	29.7%	59.8%	79.9%	90.6%	97.7%	99.2%	99.4%	99.6%
Transferred to another hospital	1.4%	4.1%	12.2%	20.3%	32.4%	37.8%	47.3%	54.1%
All presentations	12.3%	34.1%	56.3%	74.3%	85.7%	90.7%	93.4%	94.9%

(†) 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.

Bathurst Base 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 6,955 patients

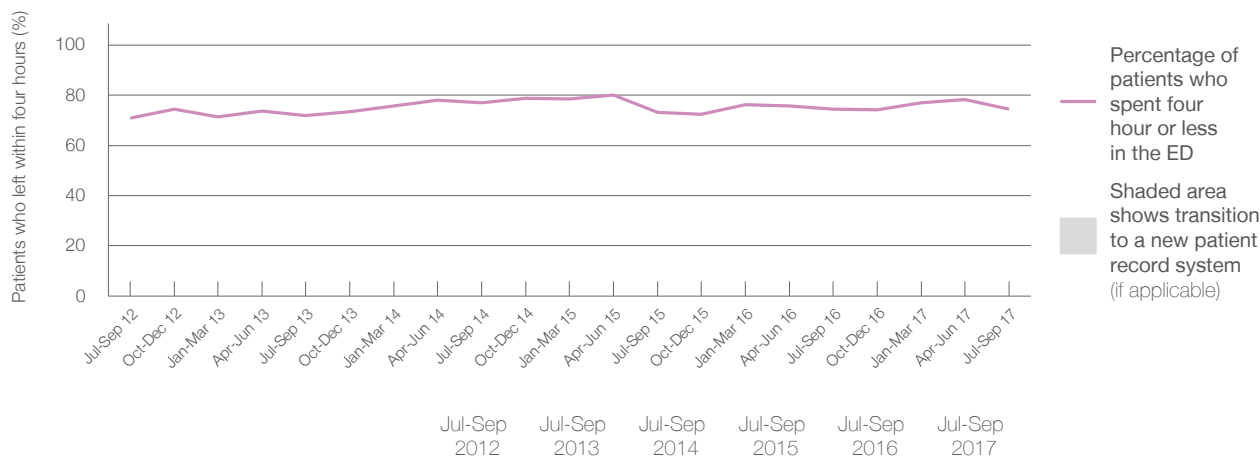
Presentations used to calculate time to leaving the ED:⁶ 6,939 patients

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 6,955 patients	6,217	11.9%
Presentations used to calculate time to leaving the ED: ⁶ 6,939 patients	6,217	11.6%
Percentage of patients who spent four hours or less in the ED	74.4%	

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
	70.7%	71.8%	77.0%	73.1%	74.4%	74.3%

* 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, 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).

Belmont Hospital: Emergency department (ED) overview

July to September 2017



All presentations:¹ 6,616 patients
 Emergency presentations:² 6,591 patients

Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%



Belmont Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,410 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  119 minutes

Same period last year	NSW (this period)
479	
7 minutes	9 minutes
15 minutes	29 minutes
1,353	
17 minutes	23 minutes
39 minutes	83 minutes
3,019	
22 minutes	30 minutes
83 minutes	121 minutes
994	
25 minutes	26 minutes
109 minutes	118 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,616 patients

Percentage of patients who spent four hours or less in the ED  68.9%

Same period last year	Change since one year ago
5,902	12.1%
73.0%	

* 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.

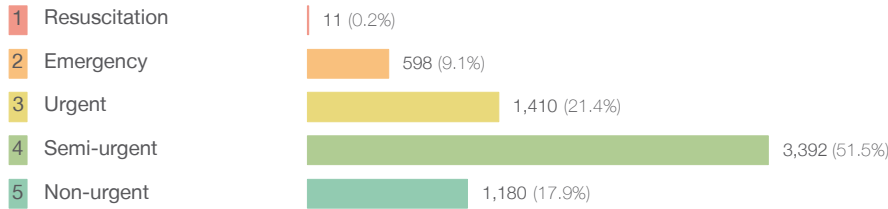
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients presenting to the emergency department July to September 2017

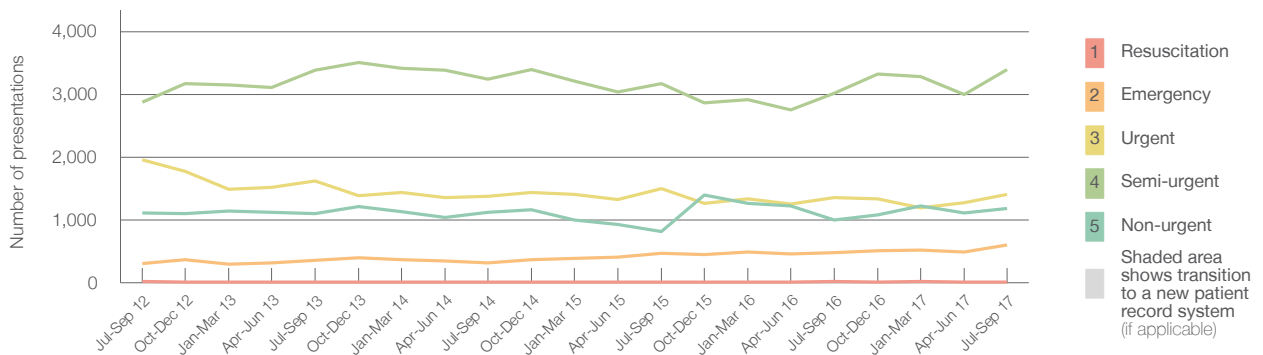
All presentations:¹ 6,616 patients

Emergency presentations² by triage category: 6,591 patients



Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%
16	-31.3%
479	24.8%
1,353	4.2%
3,019	12.4%
994	18.7%

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	24	11	7	9	16	11
Emergency	305	351	319	463	479	598
Urgent	1,955	1,623	1,373	1,496	1,353	1,410
Semi-urgent	2,877	3,386	3,246	3,168	3,019	3,392
Non-urgent	1,113	1,099	1,118	816	994	1,180
All emergency presentations	6,274	6,470	6,063	5,952	5,861	6,591

Belmont Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,502 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
10 minutes	2 minutes
22 minutes	3 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.

Belmont 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: 598

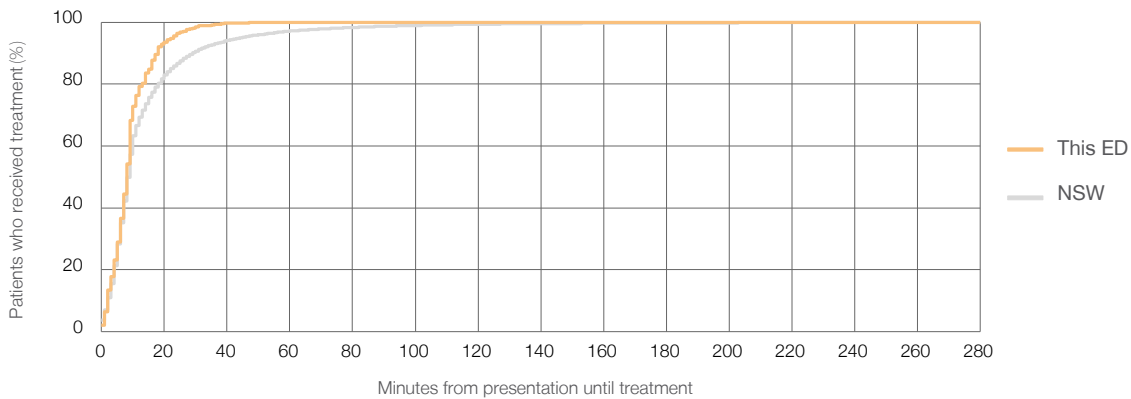
Number of triage 2 patients used to calculate waiting time:³ 590

Median time to start treatment⁴ 8 minutes

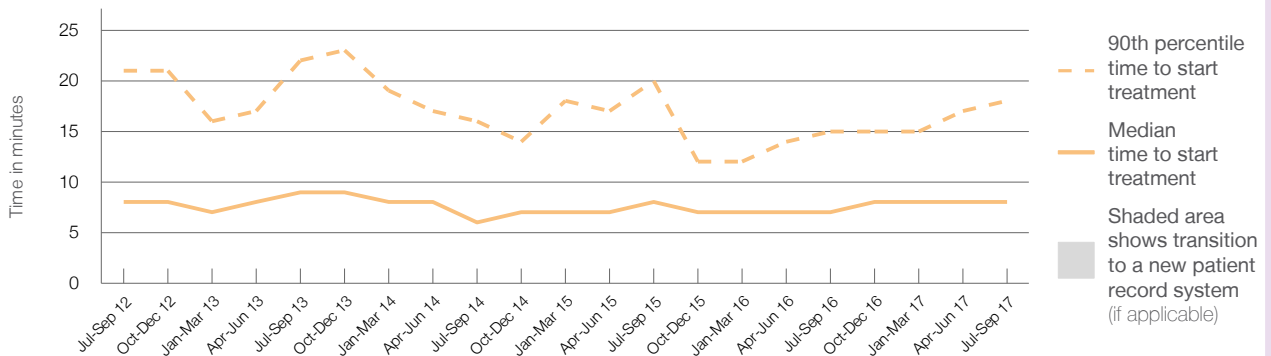
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
479	
471	
7 minutes	9 minutes
15 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	9	6	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	22	16	20	15	18

(†) 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.

Belmont 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: 1,410

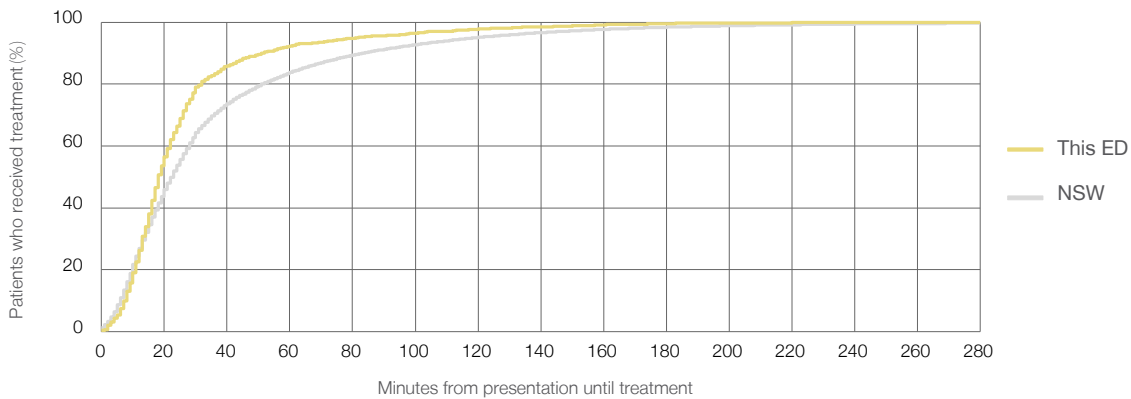
Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴ 18 minutes

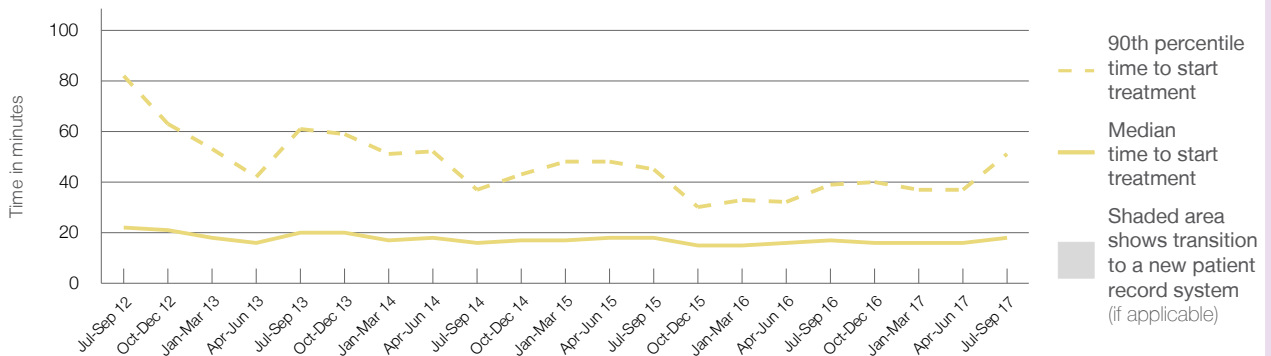
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,353	
1,302	
17 minutes	23 minutes
39 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)	22	20	16	18	17	18
90th percentile time to start treatment ⁵ (minutes)	82	61	37	45	39	51

(†) 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.

Belmont 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: 3,392

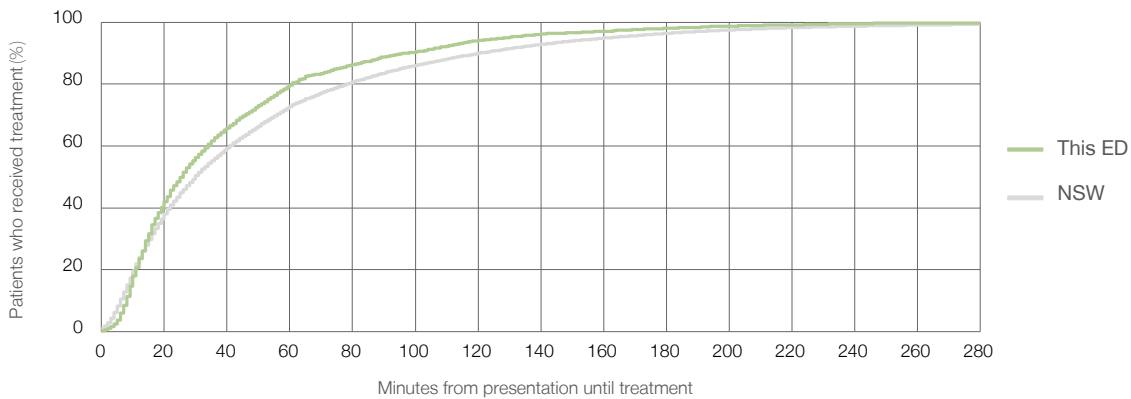
Number of triage 4 patients used to calculate waiting time:³ 2,830

Median time to start treatment⁴ 26 minutes

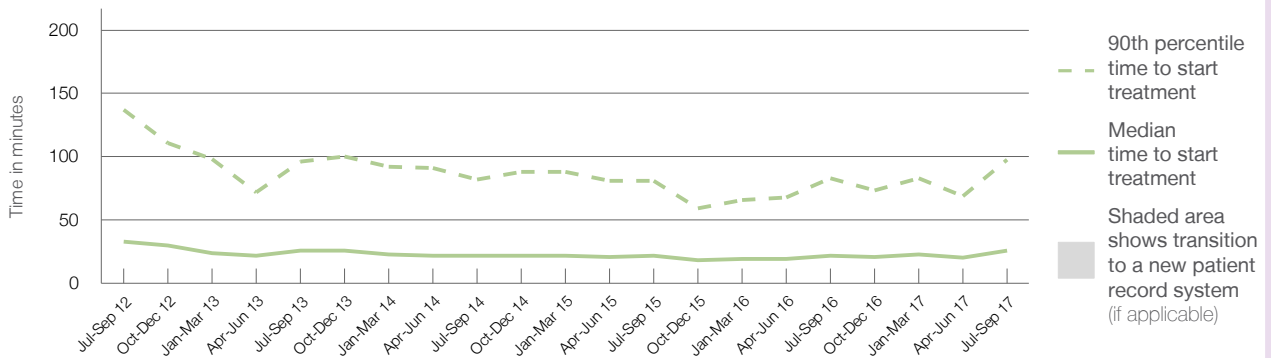
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,019	
2,533	
22 minutes	30 minutes
83 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)	33	26	22	22	22	26
90th percentile time to start treatment ⁵ (minutes)	137	96	82	81	83	98

(†) 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.

Belmont 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: 1,180

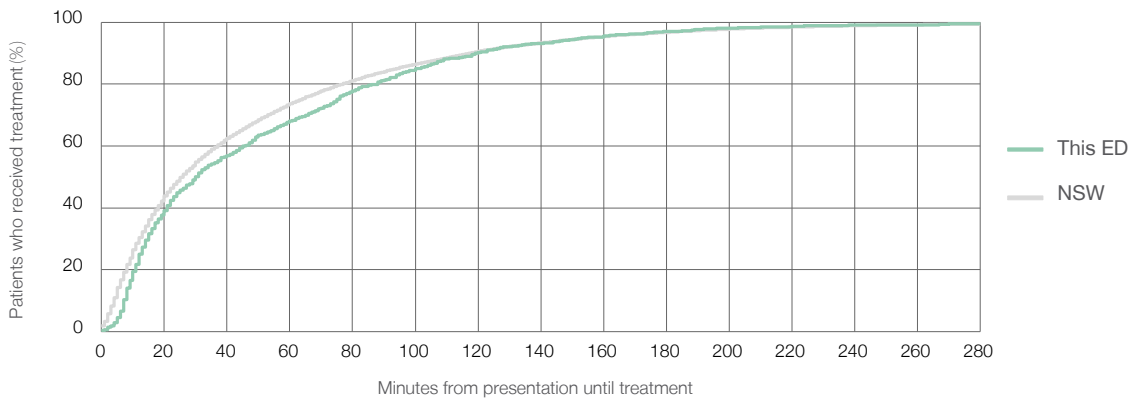
Number of triage 5 patients used to calculate waiting time:³ 861

Median time to start treatment⁴ 30 minutes

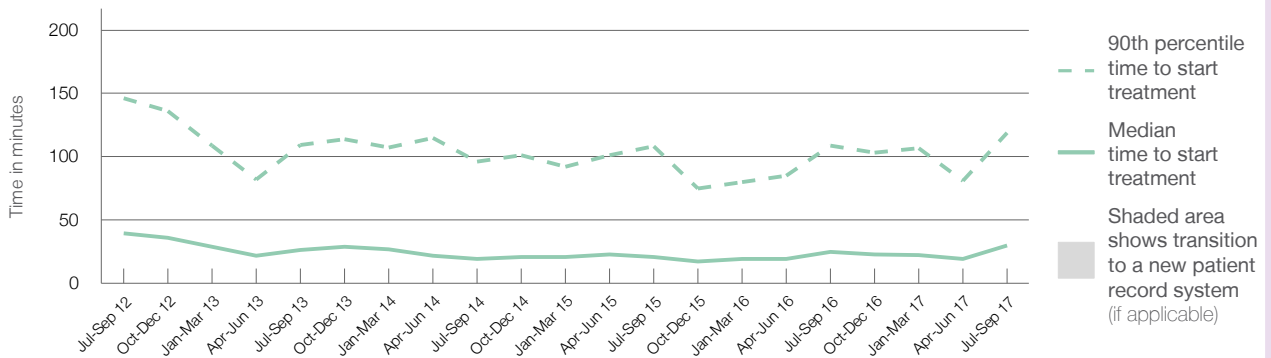
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
994	756
25 minutes	26 minutes
109 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)	40	27	19	21	25	30
90th percentile time to start treatment ⁵ (minutes)	146	110	96	108	109	119

(†) 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.

Belmont Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,616 patients

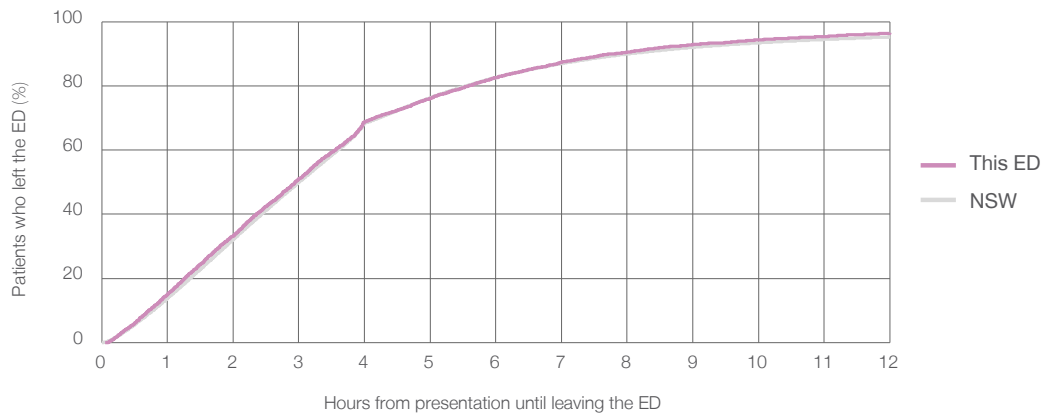
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

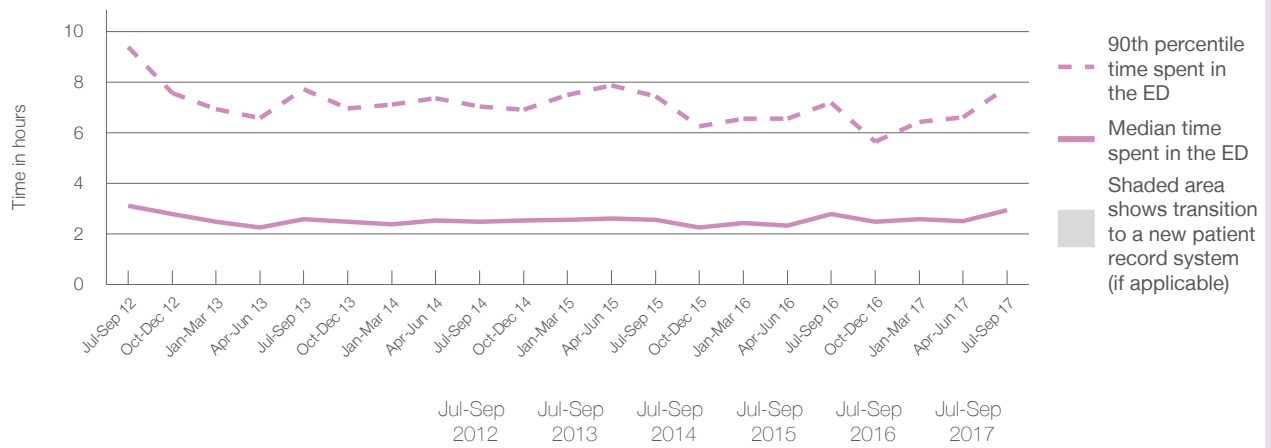
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
5,902	5,902
2 hours and 47 minutes	3 hours and 0 minutes
7 hours and 12 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)	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

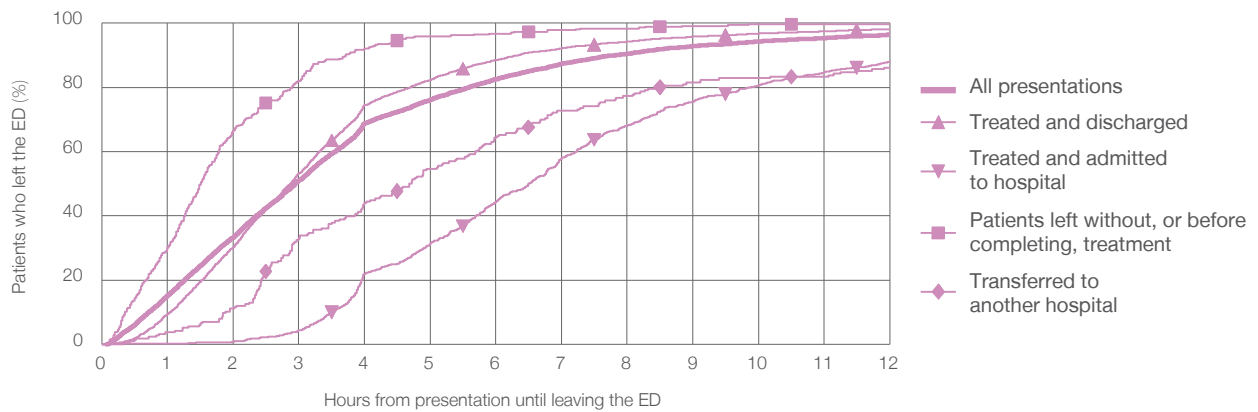
All presentations:¹ 6,616 patients

Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Treated and discharged	4,391 (66.4%)
Treated and admitted to hospital	992 (15.0%)
Patient left without, or before completing, treatment	371 (5.6%)
Transferred to another hospital	216 (3.3%)
Other	646 (9.8%)

Same period last year	Change since one year ago
5,902	12.1%
3,825	14.8%
1,019	-2.6%
253	46.6%
224	-3.6%
581	11.2%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	30.3%	53.2%	74.5%	88.5%	94.3%	96.8%	98.2%
Treated and admitted to hospital	0.2%	0.8%	4.3%	22.0%	44.5%	68.1%	80.6%	88.2%
Patient left without, or before completing, treatment	30.2%	66.6%	81.9%	92.2%	96.8%	98.4%	99.7%	99.7%
Transferred to another hospital	3.7%	11.1%	32.9%	44.0%	64.4%	77.3%	82.9%	86.1%
All presentations	15.2%	33.4%	51.1%	68.9%	82.6%	90.5%	94.3%	96.5%

(†) 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.

Belmont 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 6,616 patients

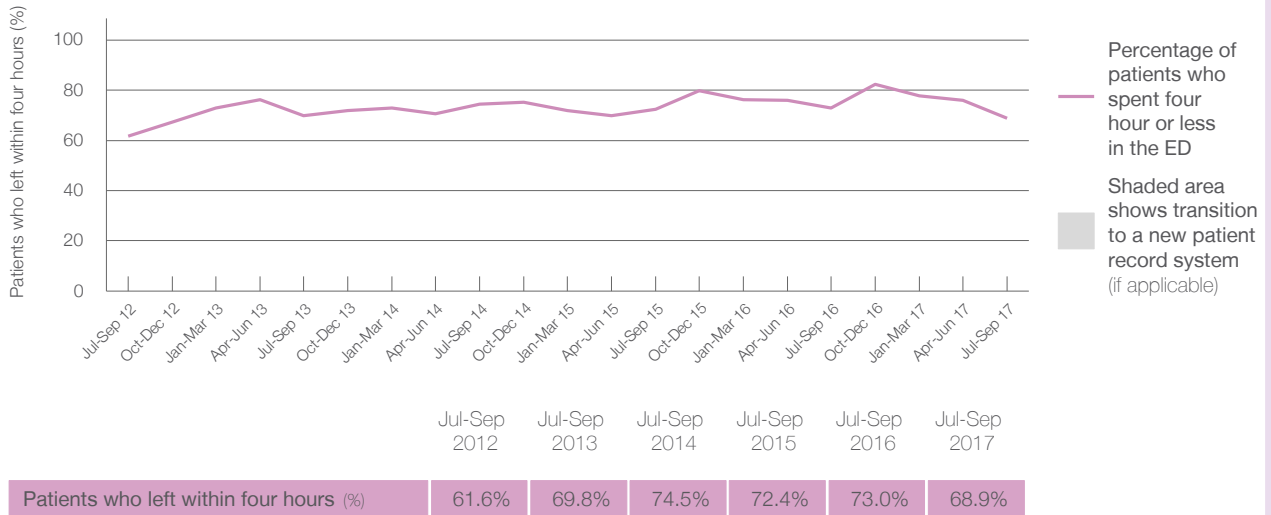
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

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	5,902	12.1%
Presentations used to calculate time to leaving the ED: ⁶	5,902	12.1%
Percentage of patients who spent four hours or less in the ED	73.0%	

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



* 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, 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).

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.

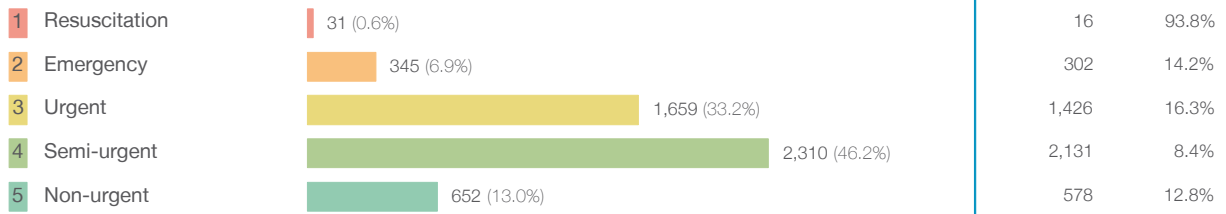
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

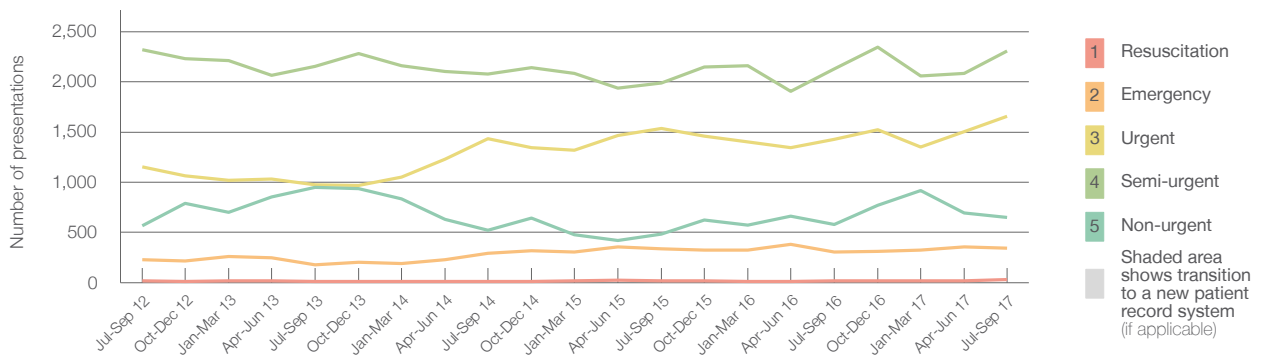
Bowral and District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 5,124 patients

Emergency presentations² by triage category: 4,997 patients



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



(†) 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

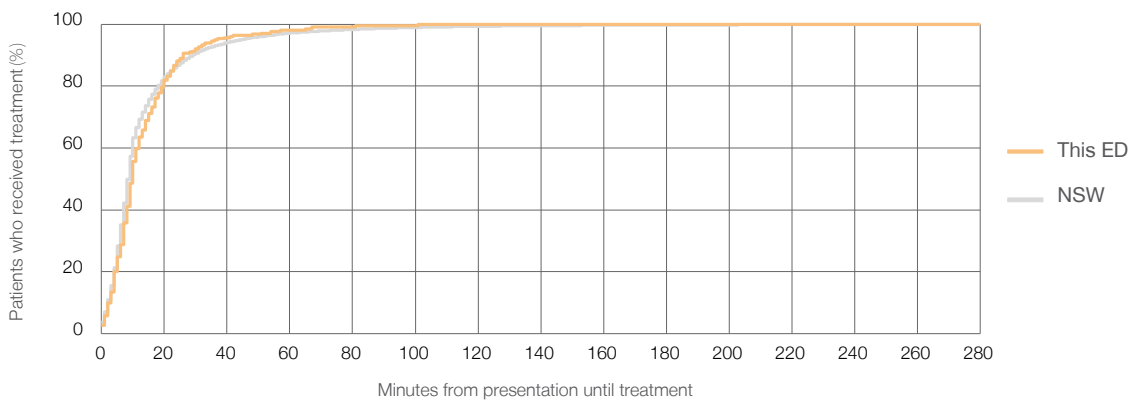
Number of triage 2 patients used to calculate waiting time:³ 343

Median time to start treatment⁴ 10 minutes

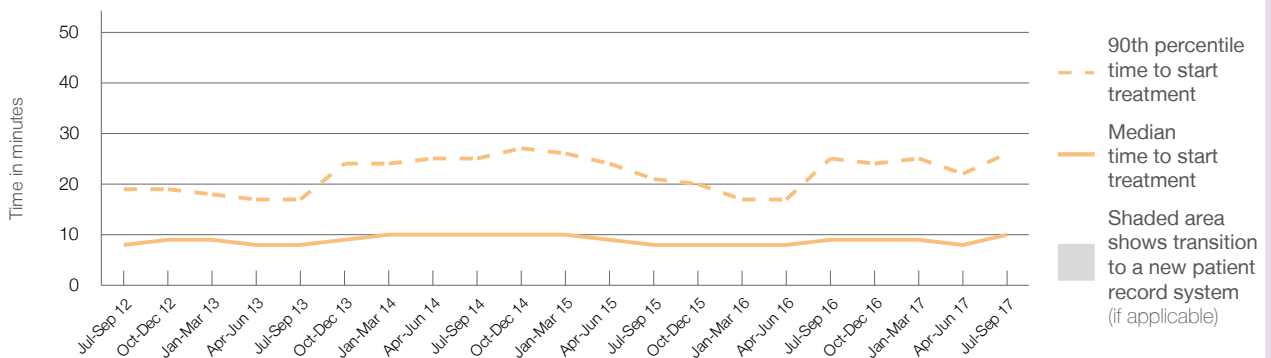
90th percentile time to start treatment⁵ 26 minutes

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

(†) 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 3 July to September 2017

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

Number of triage 3 patients: 1,659

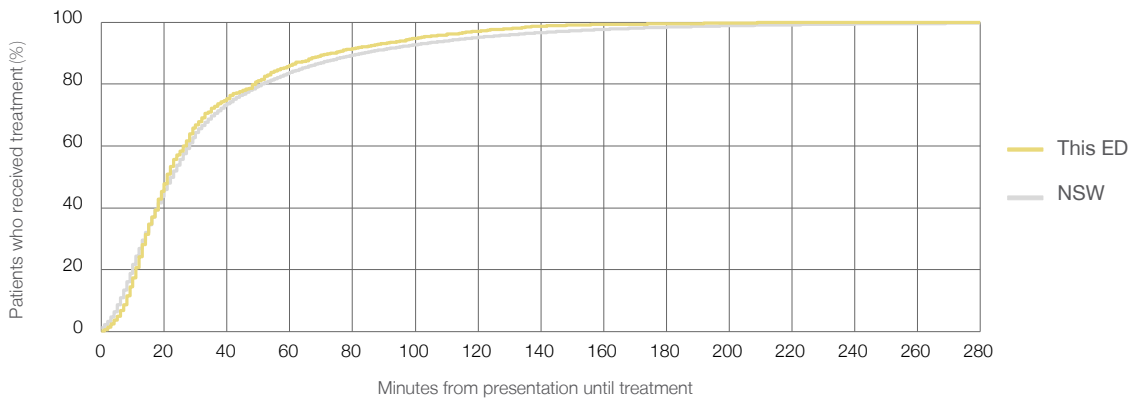
Number of triage 3 patients used to calculate waiting time:³ 1,642

Median time to start treatment⁴ 21 minutes

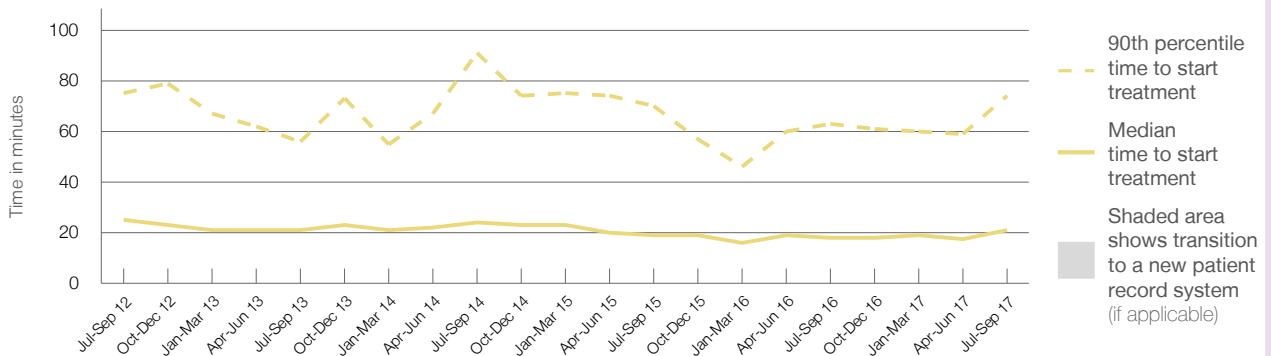
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,426	1,414
18 minutes	23 minutes
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

(†) 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 4 July to September 2017

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

Number of triage 4 patients: 2,310

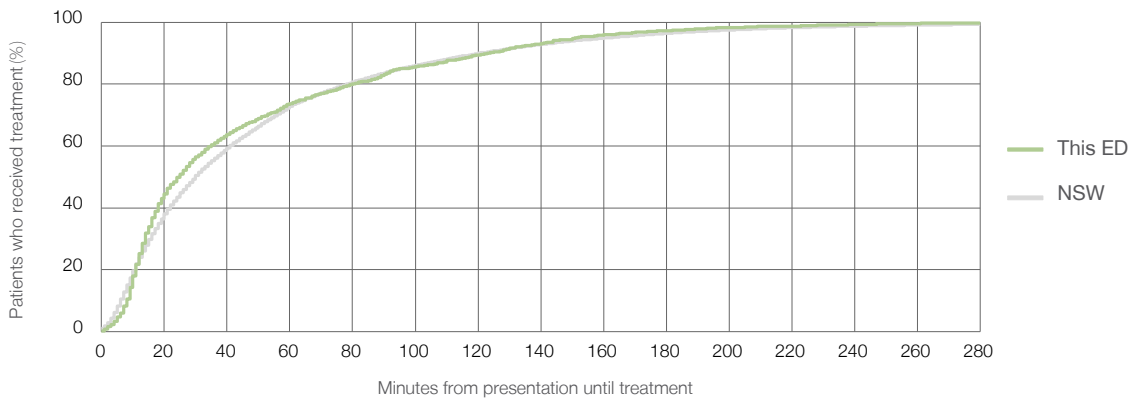
Number of triage 4 patients used to calculate waiting time:³ 2,191

Median time to start treatment⁴ 25 minutes

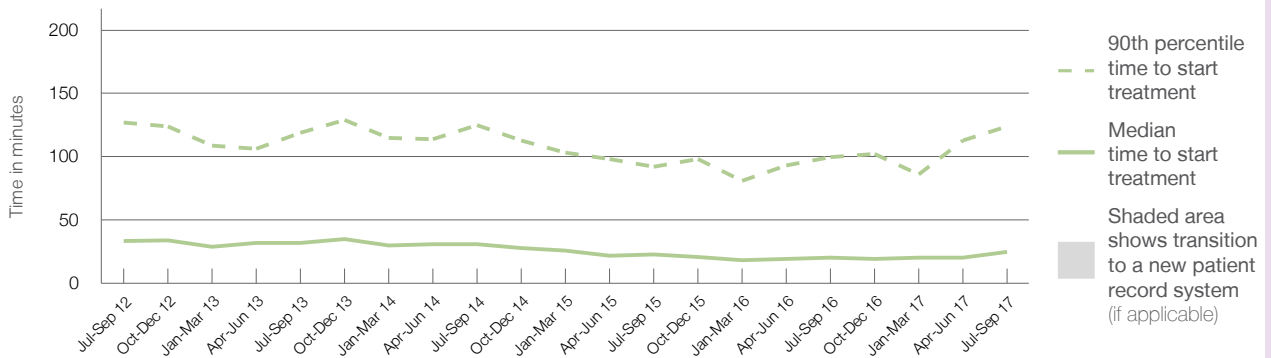
90th percentile time to start treatment⁵ 124 minutes

	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

(†) 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 5 July to September 2017

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

Number of triage 5 patients: 652

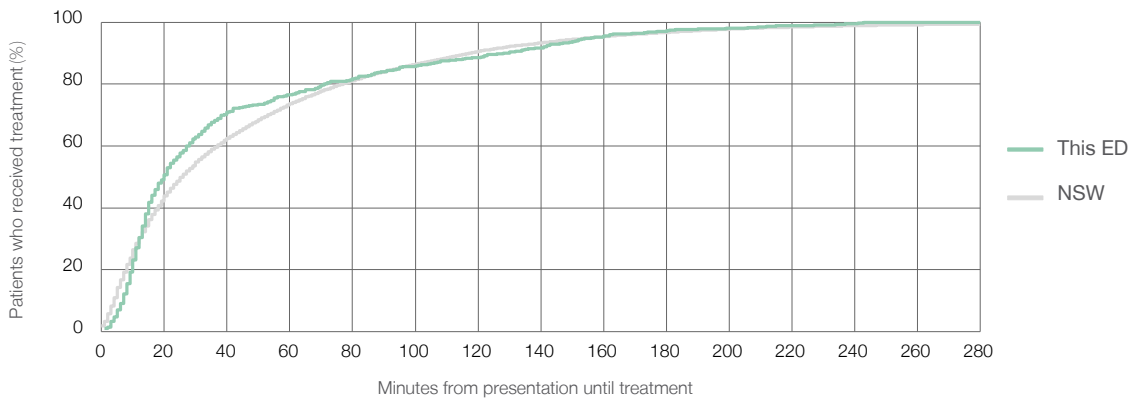
Number of triage 5 patients used to calculate waiting time:³ 589

Median time to start treatment⁴ 20 minutes

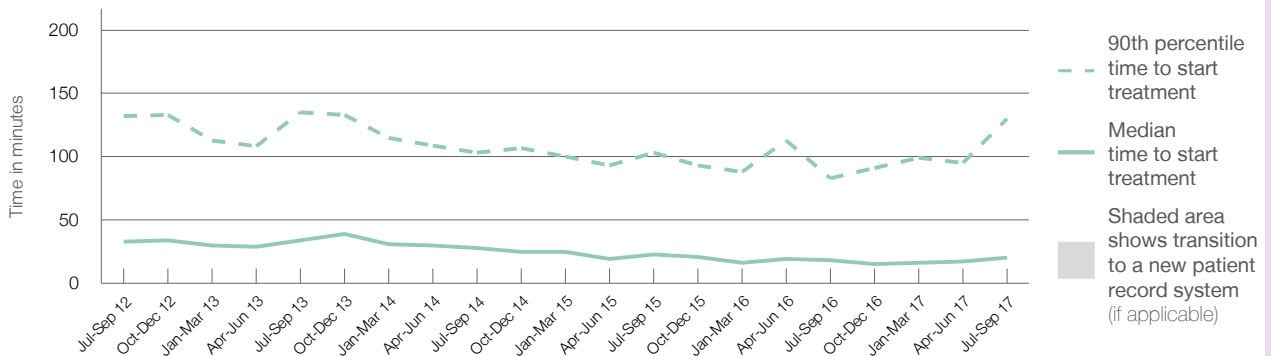
90th percentile time to start treatment⁵ 130 minutes

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

(†) 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 spent in the ED July to September 2017

All presentations:¹ 5,124 patients

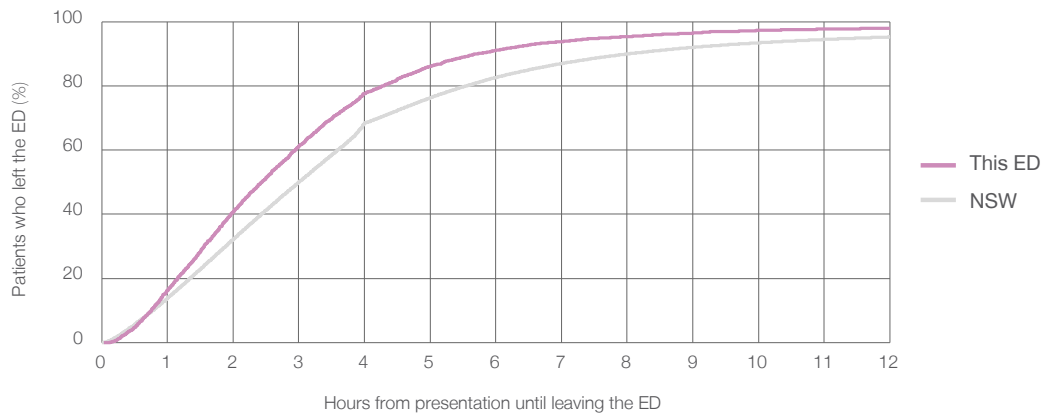
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

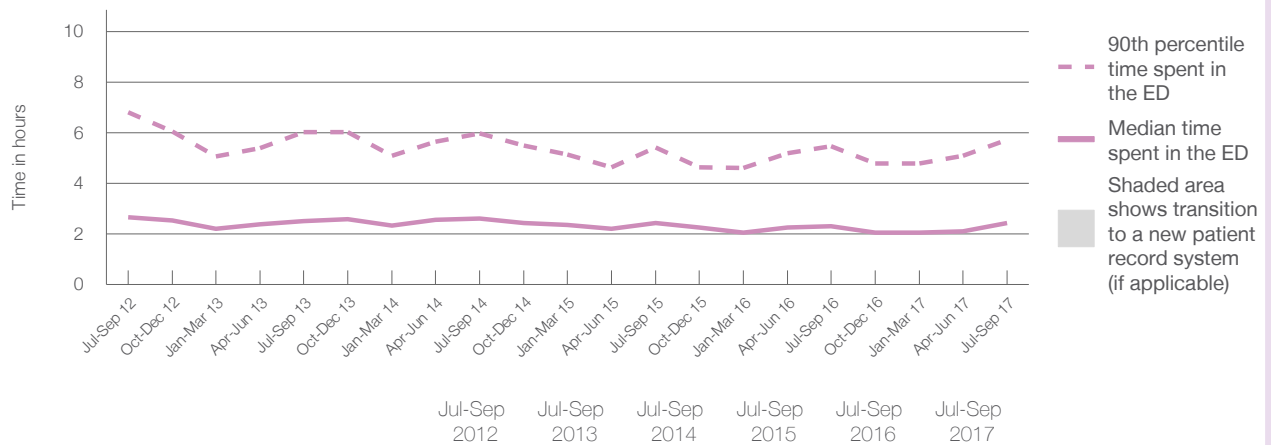
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

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

(†) 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 spent in the ED

By mode of separation

July to September 2017

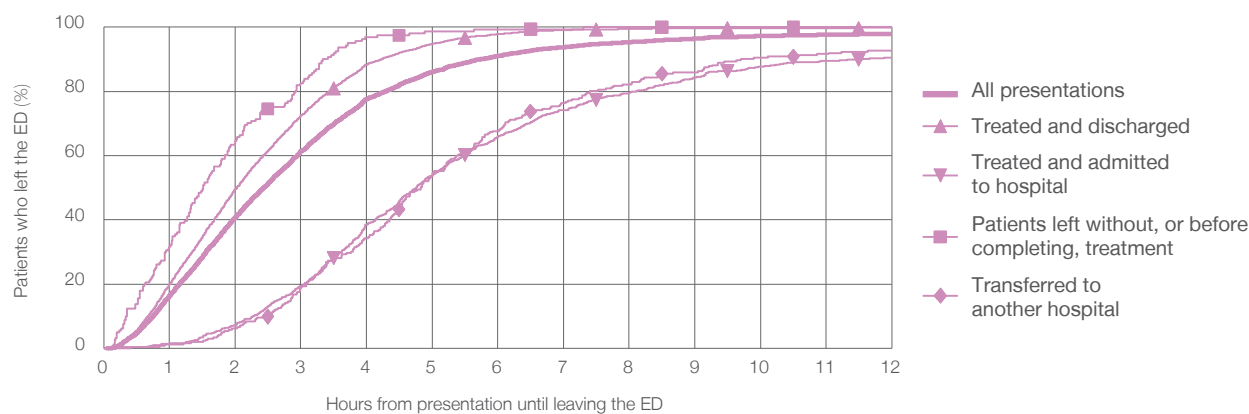
All presentations:¹ 5,124 patients

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

	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%

(†) 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 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

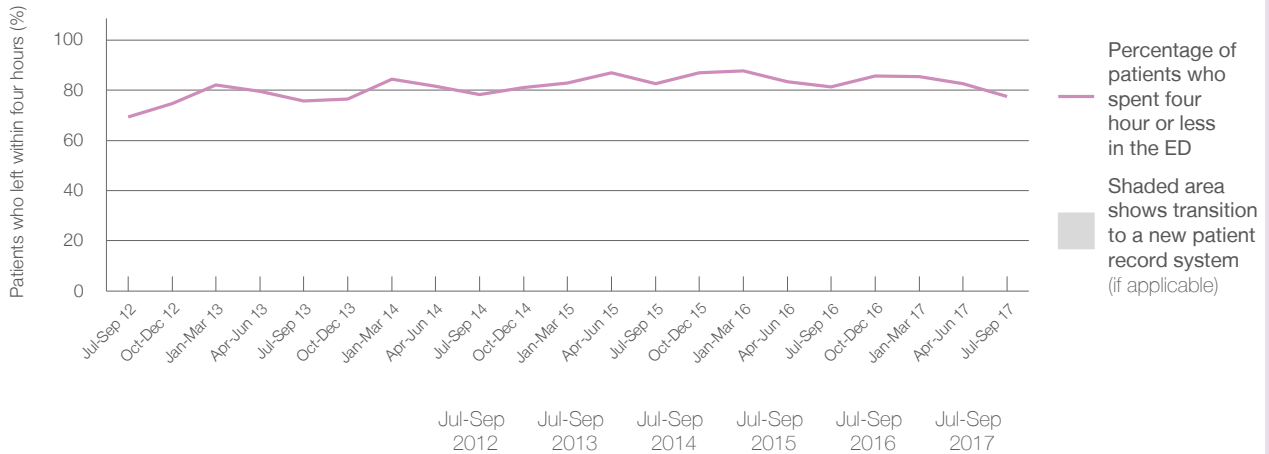
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

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%

* 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, 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).

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,747 patients
 Emergency presentations:² 5,173 patients

Same period last year	Change since one year ago
5,796	-0.8%
5,261	-1.7%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 976 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,999 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,824 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
358	
8 minutes	9 minutes
22 minutes	29 minutes
1,162	
16 minutes	23 minutes
50 minutes	83 minutes
1,955	
19 minutes	30 minutes
71 minutes	121 minutes
1,771	
19 minutes	26 minutes
88 minutes	118 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,742 patients

Percentage of patients who spent four hours or less in the ED 90.6%

Same period last year	Change since one year ago
5,796	-0.9%
89.6%	

* 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.

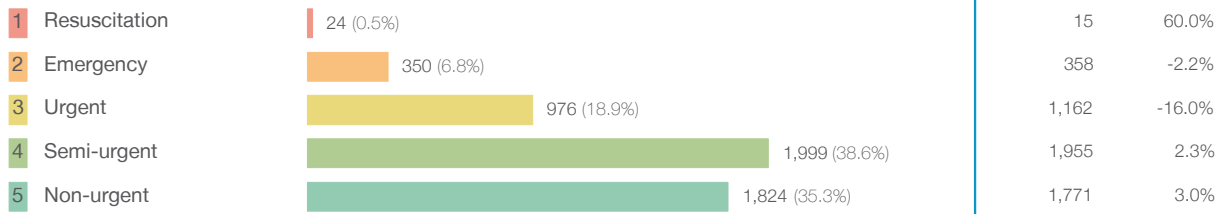
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

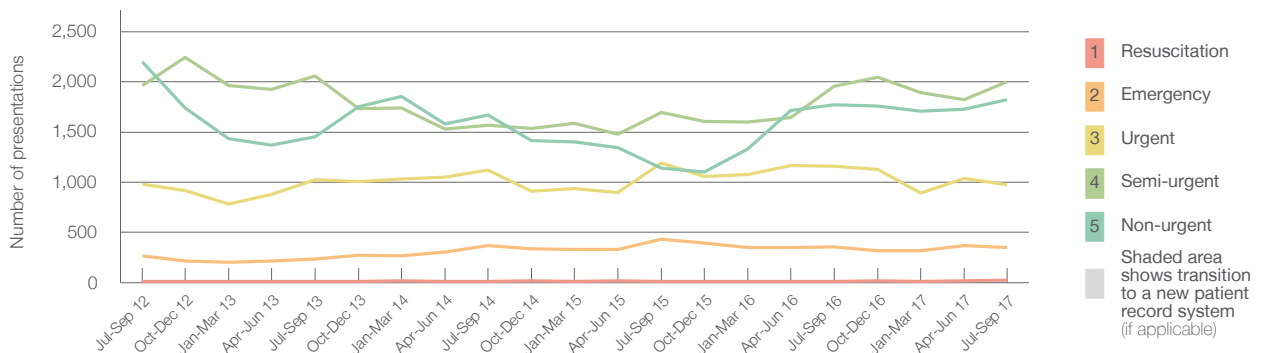
Broken Hill Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 5,747 patients

Emergency presentations² by triage category: 5,173 patients



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	11	13	14	15	15	24
Emergency	268	234	367	432	358	350
Urgent	981	1,025	1,122	1,189	1,162	976
Semi-urgent	1,961	2,056	1,568	1,698	1,955	1,999
Non-urgent	2,201	1,451	1,668	1,143	1,771	1,824
All emergency presentations	5,422	4,779	4,739	4,477	5,261	5,173

Broken Hill Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 650 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.

Broken Hill Base 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: 350

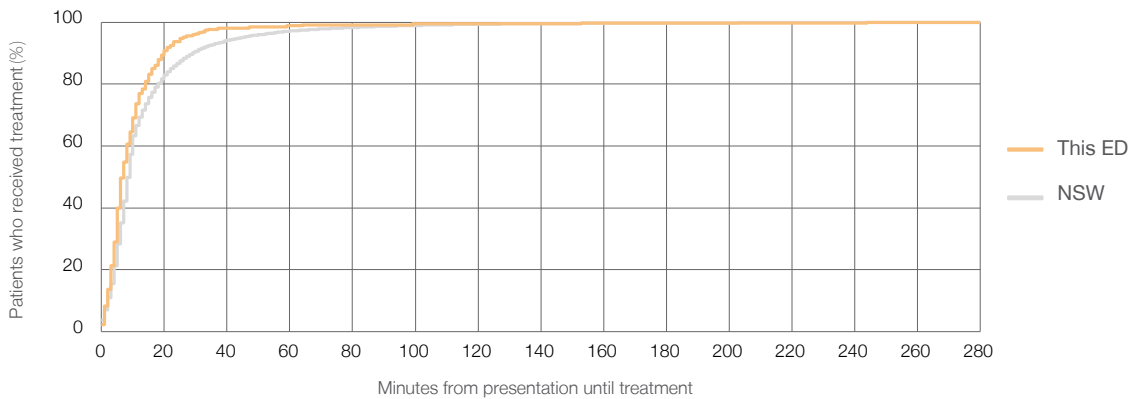
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 7 minutes

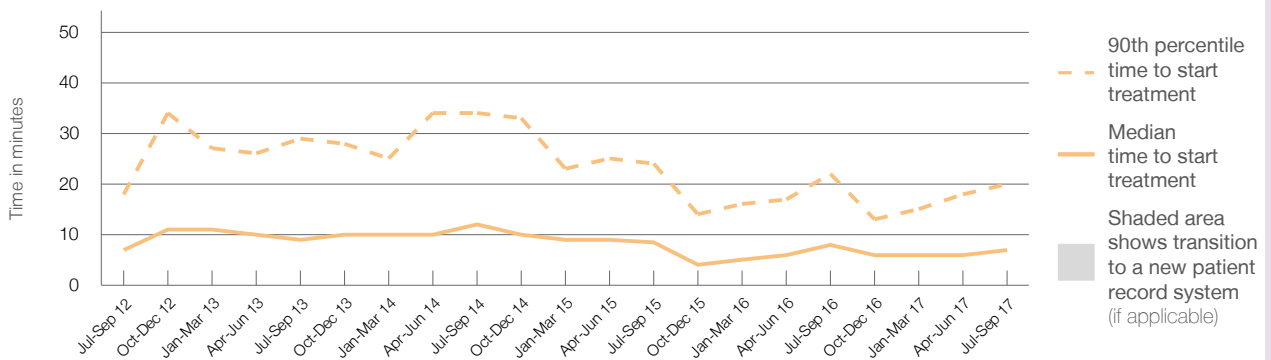
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
358	
356	
8 minutes	9 minutes
22 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)	7	9	12	9	8	7
90th percentile time to start treatment ⁵ (minutes)	18	29	34	24	22	20

(†) 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.

Broken Hill Base 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: 976

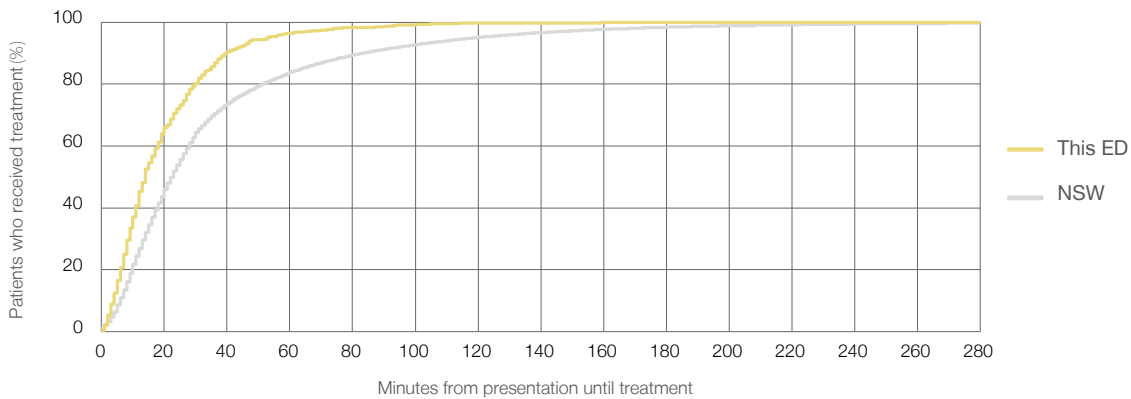
Number of triage 3 patients used to calculate waiting time:³ 931

Median time to start treatment⁴ 14 minutes

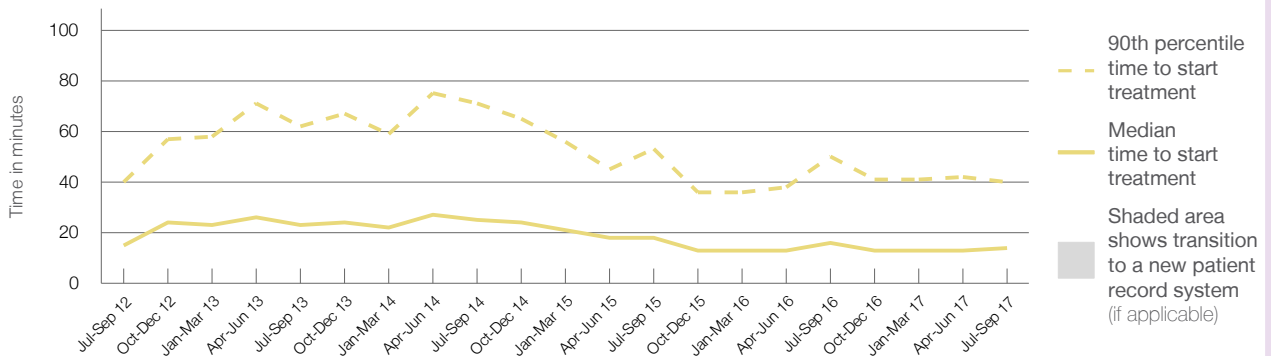
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,162	
1,096	
16 minutes	23 minutes
50 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)	15	23	25	18	16	14
90th percentile time to start treatment ⁵ (minutes)	40	62	71	53	50	40

(†) 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.

Broken Hill Base 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: 1,999

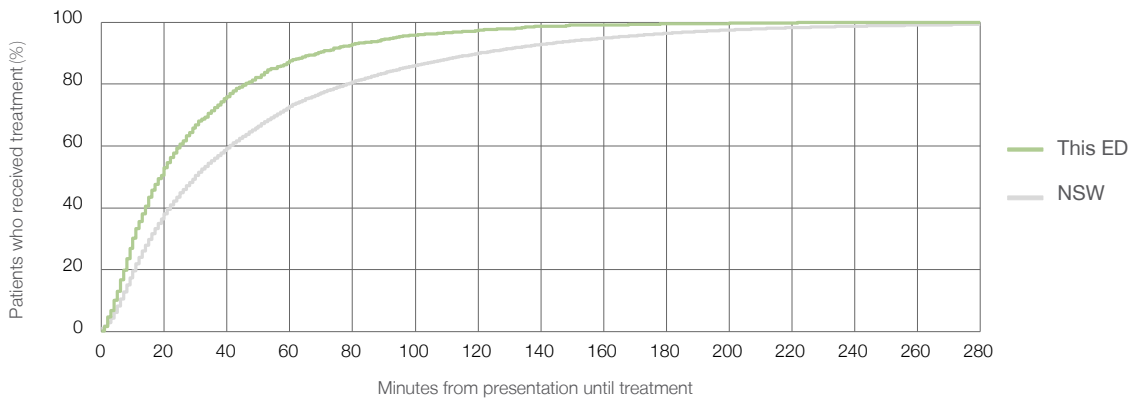
Number of triage 4 patients used to calculate waiting time:³ 1,471

Median time to start treatment⁴ 19 minutes

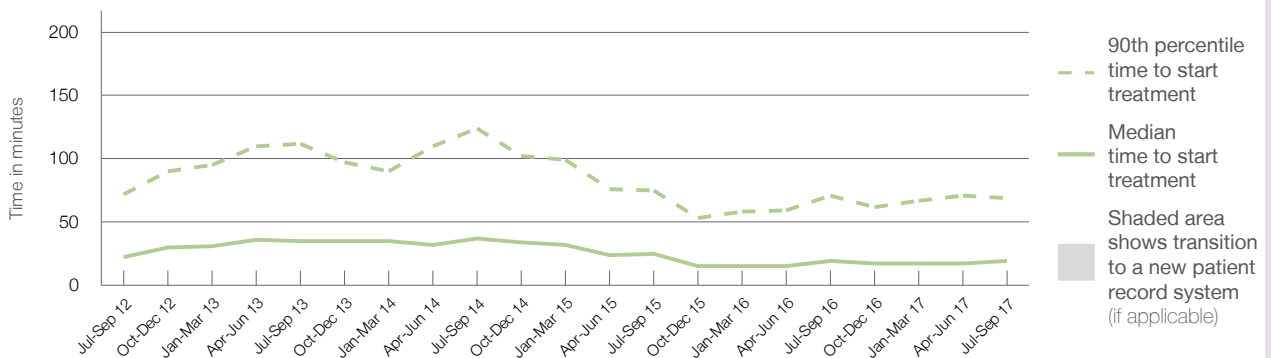
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,955	
1,087	
19 minutes	30 minutes
71 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)	23	35	37	25	19	19
90th percentile time to start treatment ⁵ (minutes)	72	112	124	75	71	69

(†) 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.

Broken Hill Base 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: 1,824

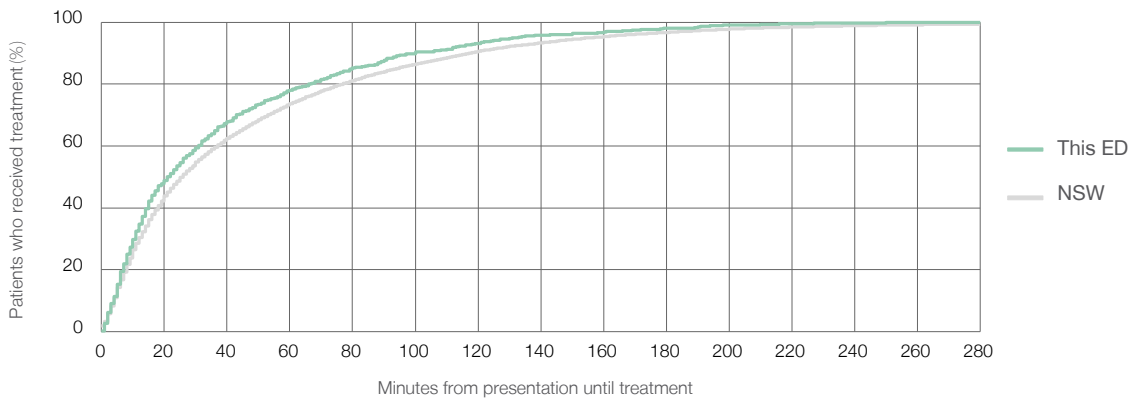
Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 21 minutes

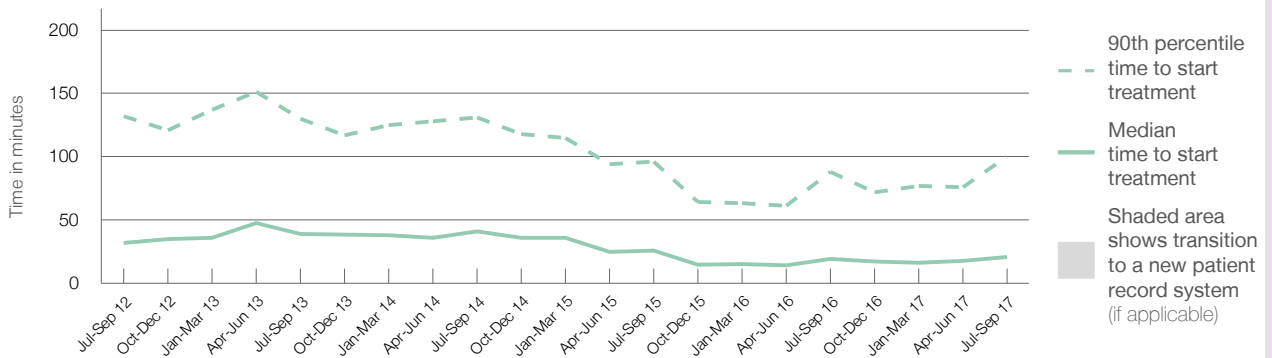
90th percentile time to start treatment⁵ 100 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,771	483
Median time to start treatment ⁴	19 minutes	26 minutes
90th percentile time to start treatment ⁵	88 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)	32	39	41	26	19	21
90th percentile time to start treatment ⁵ (minutes)	132	130	131	96	88	100

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 5,747 patients

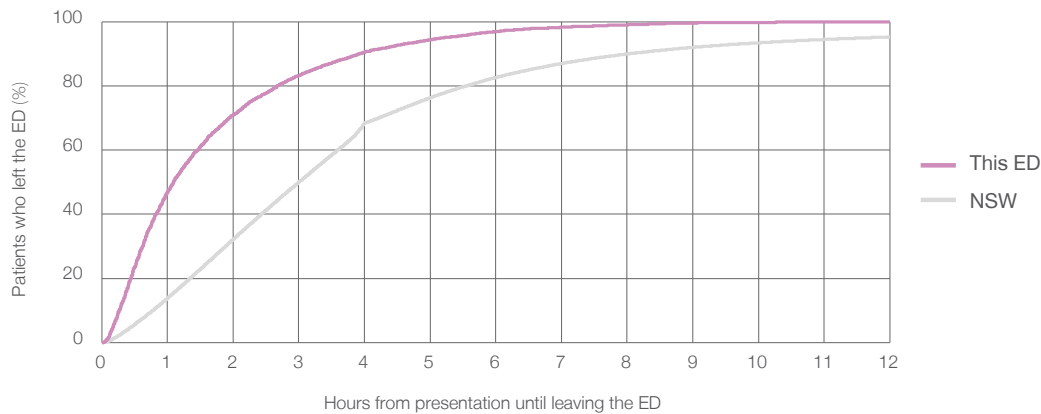
Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

Median time spent in the ED⁸ 1 hours and 6 minutes

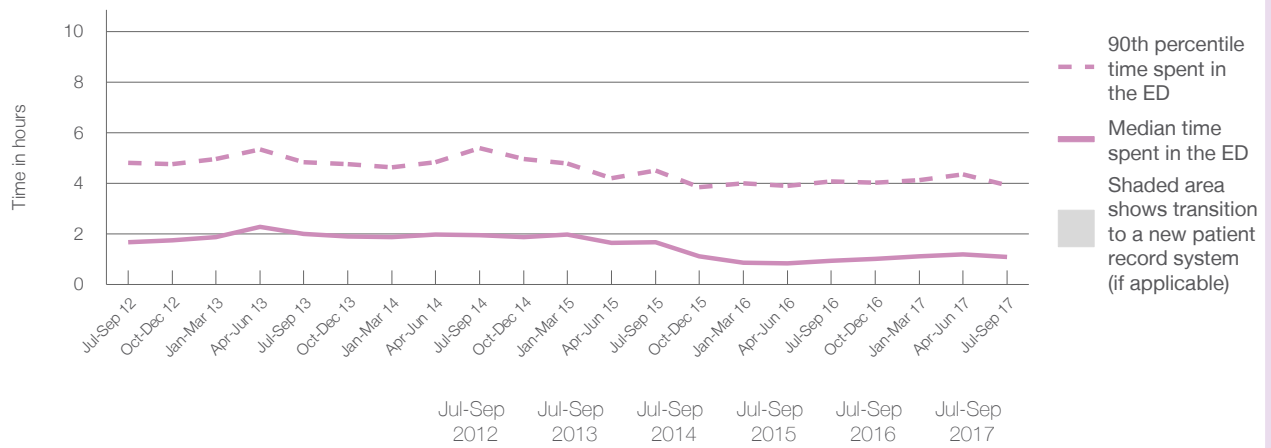
90th percentile time spent in the ED⁹ 3 hours and 56 minutes

Same period last year	NSW (this period)
5,796	5,796
0 hours and 57 minutes	3 hours and 0 minutes
4 hours and 5 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)	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m	1h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 49m	4h 51m	5h 24m	4h 31m	4h 5m	3h 56m

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

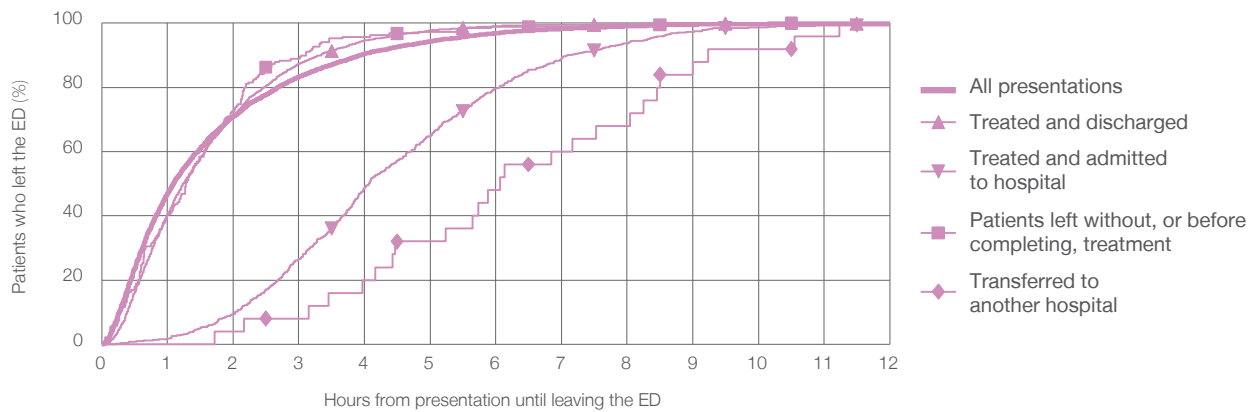
All presentations:¹ 5,747 patients

Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

Treated and discharged	3,408 (59.3%)
Treated and admitted to hospital	646 (11.2%)
Patient left without, or before completing, treatment	190 (3.3%)
Transferred to another hospital	25 (0.4%)
Other	1,478 (25.7%)

Same period last year	Change since one year ago
5,796	-0.9%
2,525	35.0%
724	-10.8%
146	30.1%
33	-24.2%
2,368	-37.6%

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	40.5%	71.5%	87.3%	94.7%	99.1%	99.8%	99.9%	100%
Treated and admitted to hospital	1.7%	9.4%	26.5%	48.9%	79.7%	93.8%	98.6%	99.4%
Patient left without, or before completing, treatment	40.5%	72.6%	88.9%	95.8%	98.9%	99.5%	100%	100%
Transferred to another hospital	0%	4.0%	8.0%	20.0%	48.0%	68.0%	92.0%	100%
All presentations	47.1%	71.0%	83.2%	90.6%	97.0%	99.0%	99.8%	99.9%

(†) 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.

Broken Hill Base 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 5,747 patients

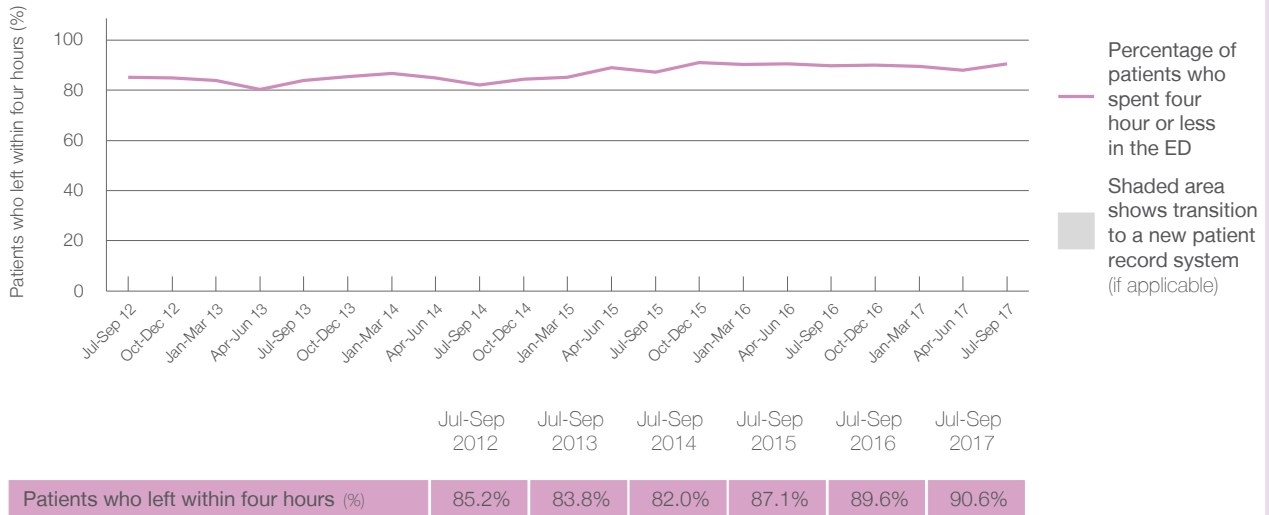
Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

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 5,747 patients	5,796	-0.8%
Presentations used to calculate time to leaving the ED: ⁶ 5,742 patients	5,796	-0.9%
Percentage of patients who spent four hours or less in the ED	89.6%	

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



* 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, 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).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,658 patients
Emergency presentations:² 4,460 patients

Same period last year	Change since one year ago
4,309	8.1%
4,111	8.5%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 530 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,918 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
523	
9 minutes	9 minutes
22 minutes	29 minutes
1,666	
23 minutes	23 minutes
82 minutes	83 minutes
1,602	
32 minutes	30 minutes
129 minutes	121 minutes
297	
25 minutes	26 minutes
126 minutes	118 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,658 patients

Percentage of patients who spent four hours or less in the ED 79.1%

Same period last year	Change since one year ago
4,309	8.1%
77.2%	

* 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.

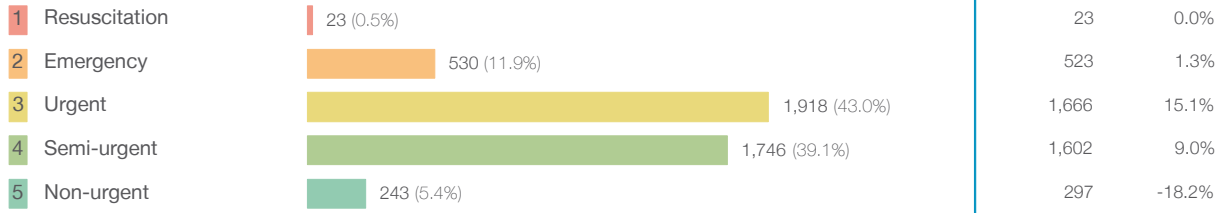
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

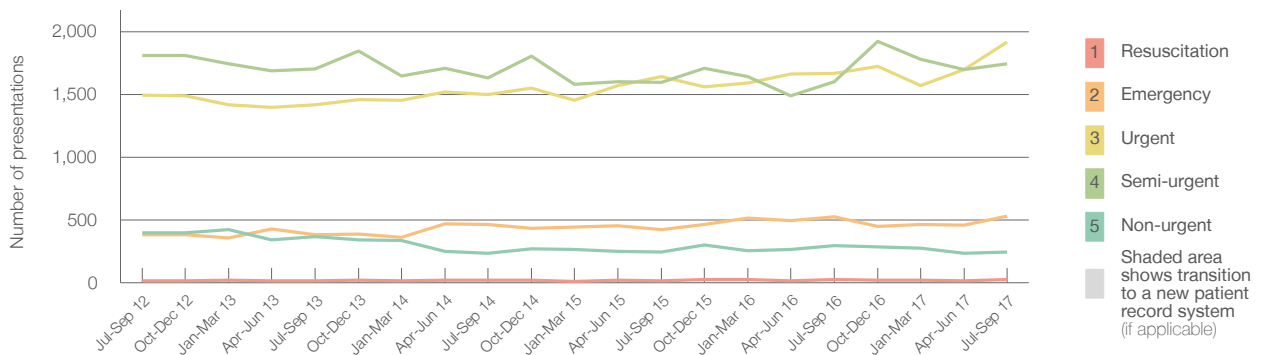
Goulburn Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 4,658 patients

Emergency presentations² by triage category: 4,460 patients



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	16	17	21	17	23	23
Emergency	382	384	464	425	523	530
Urgent	1,493	1,415	1,497	1,641	1,666	1,918
Semi-urgent	1,811	1,701	1,634	1,597	1,602	1,746
Non-urgent	396	366	234	243	297	243
All emergency presentations	4,098	3,883	3,850	3,923	4,111	4,460

Goulburn Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 923 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: 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: 530

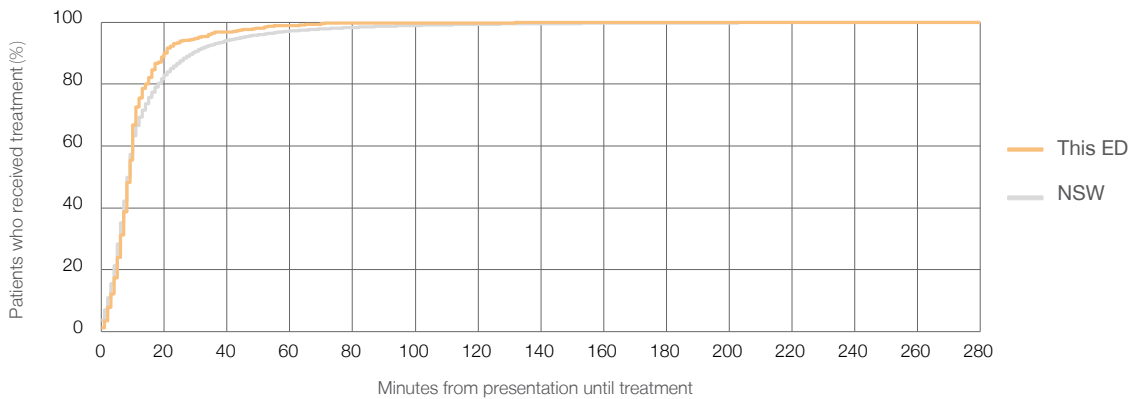
Number of triage 2 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 9 minutes

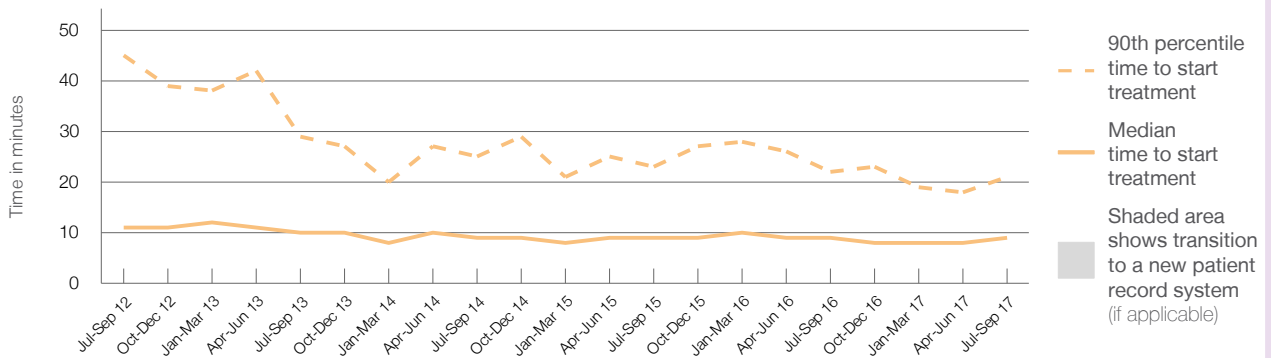
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
523	523
9 minutes	9 minutes
22 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)	11	10	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	45	29	25	23	22	21

(†) 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: 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: 1,918

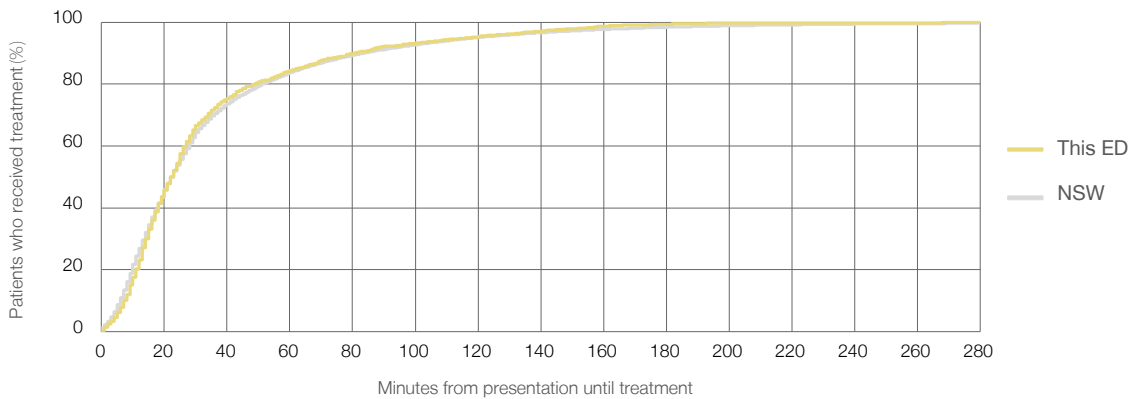
Number of triage 3 patients used to calculate waiting time:³ 1,884

Median time to start treatment⁴ 22 minutes

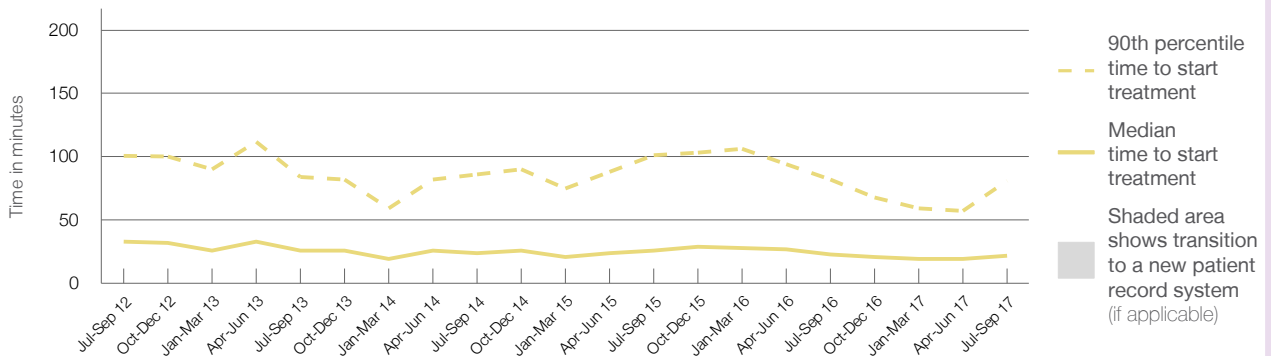
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,666	1,615
23 minutes	23 minutes
82 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)	33	26	24	26	23	22
90th percentile time to start treatment ⁵ (minutes)	101	84	86	101	82	81

(†) 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: 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: 1,746

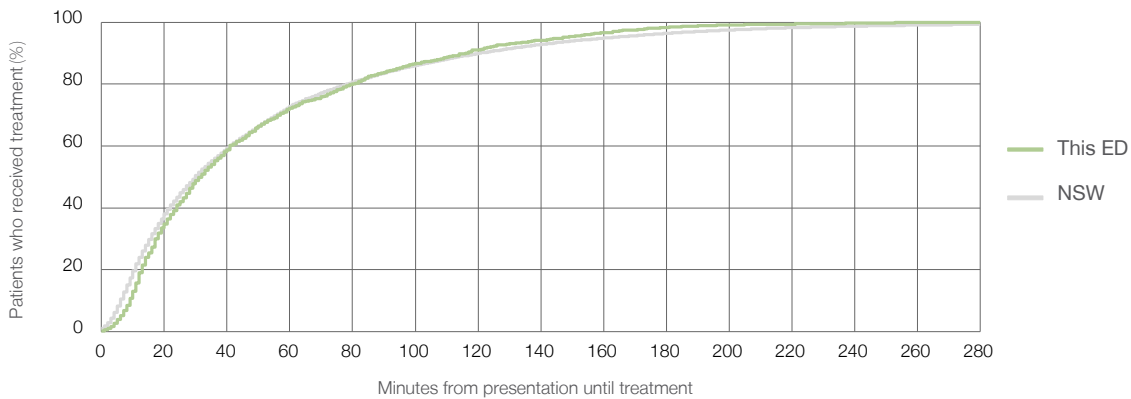
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 32 minutes

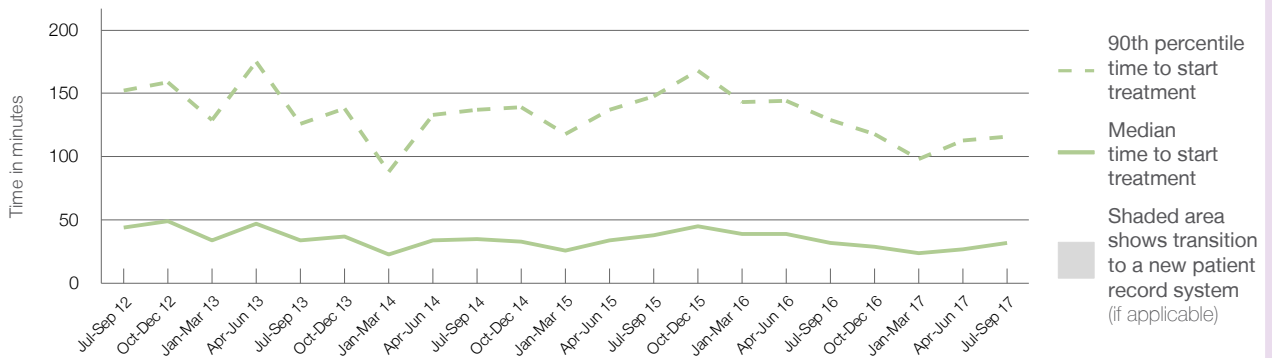
90th percentile time to start treatment⁵ 116 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,602	1,458
Median time to start treatment ⁴	32 minutes	30 minutes
90th percentile time to start treatment ⁵	129 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)	44	34	35	38	32	32
90th percentile time to start treatment ⁵ (minutes)	152	126	137	148	129	116

(†) 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: 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: 243

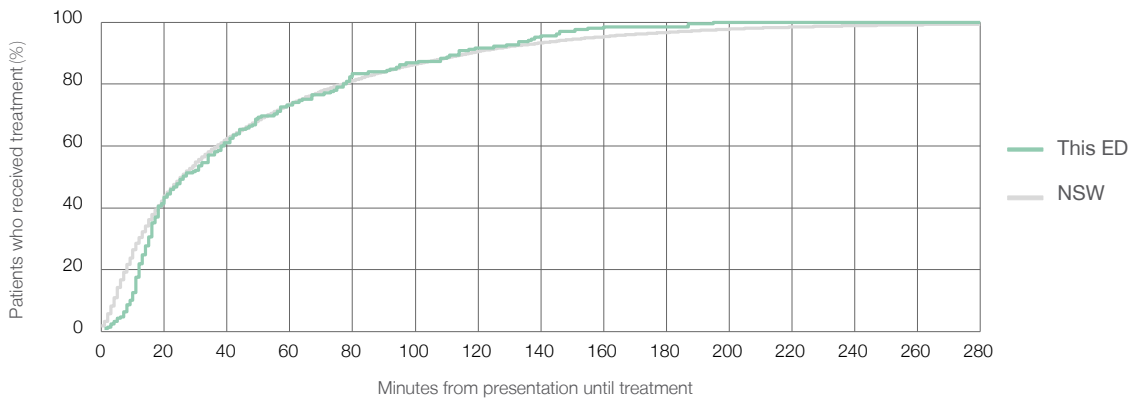
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 26 minutes

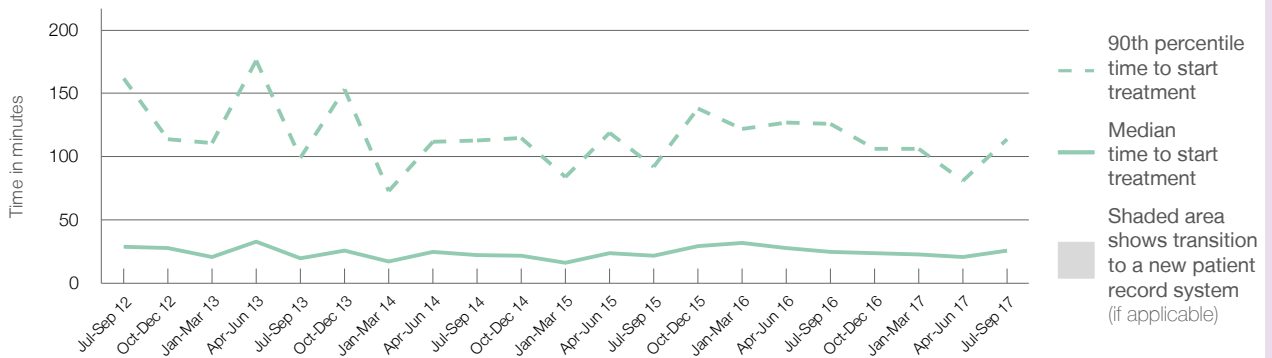
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
297	
239	
25 minutes	26 minutes
126 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)	29	20	23	22	25	26
90th percentile time to start treatment ⁵ (minutes)	162	99	113	92	126	114

(†) 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: Time patients spent in the ED July to September 2017

All presentations:¹ 4,658 patients

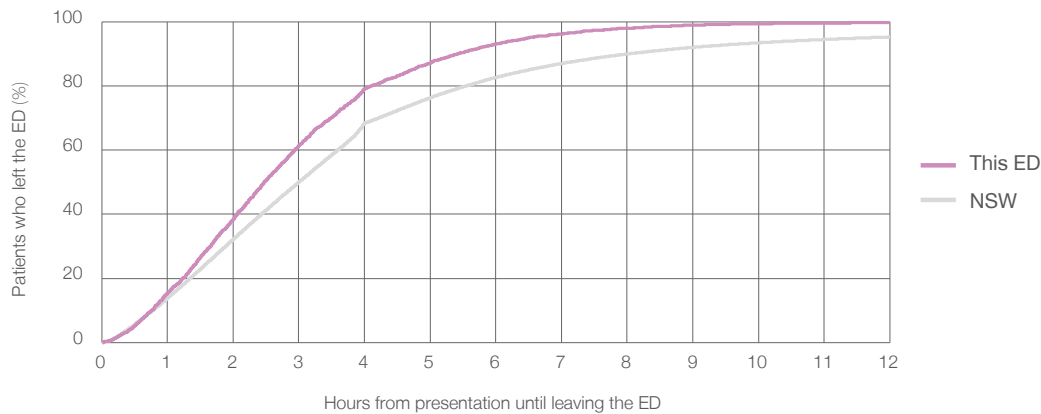
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Median time spent in the ED⁸ 2 hours and 28 minutes

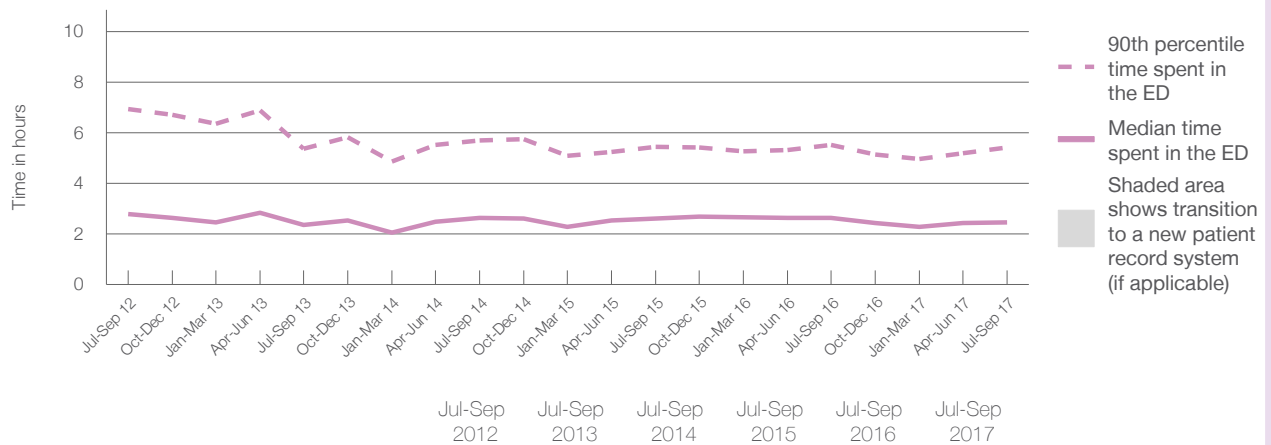
90th percentile time spent in the ED⁹ 5 hours and 26 minutes

Same period last year	NSW (this period)
4,309	4,309
2 hours and 38 minutes	3 hours and 0 minutes
5 hours and 31 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 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m

(†) 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: Time patients spent in the ED

By mode of separation

July to September 2017

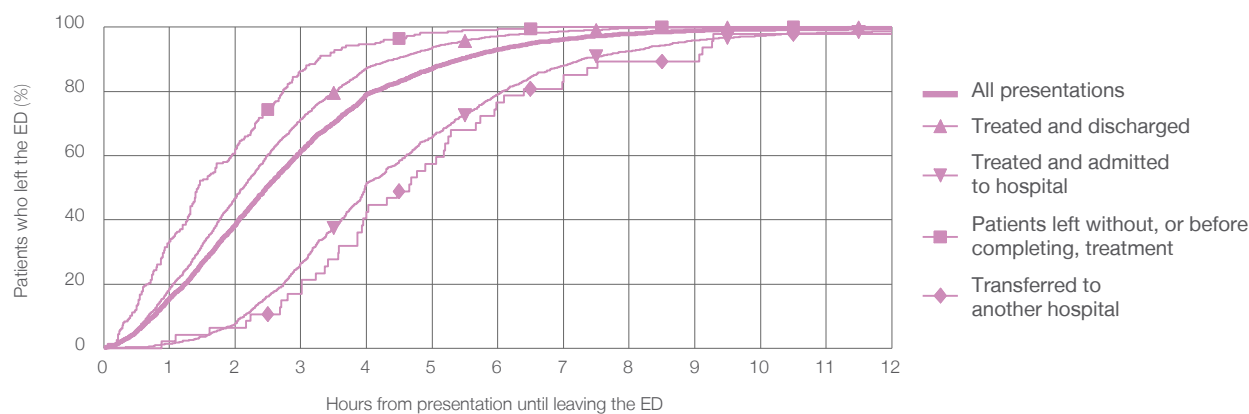
All presentations:¹ 4,658 patients

Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Treated and discharged	3,310 (71.1%)
Treated and admitted to hospital	1,053 (22.6%)
Patient left without, or before completing, treatment	226 (4.9%)
Transferred to another hospital	47 (1.0%)
Other	22 (0.5%)

Same period last year	Change since one year ago
4,309	8.1%
2,993	10.6%
960	9.7%
276	-18.1%
51	-7.8%
29	-24.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.5%	46.9%	71.3%	87.3%	97.3%	99.7%	100%	100%
Treated and admitted to hospital	1.4%	7.8%	26.4%	51.4%	79.1%	92.5%	97.3%	98.7%
Patient left without, or before completing, treatment	33.2%	61.9%	86.3%	94.7%	99.6%	100%	100%	100%
Transferred to another hospital	2.1%	6.4%	17.0%	42.6%	76.6%	89.4%	97.9%	97.9%
All presentations	15.5%	38.5%	61.4%	79.1%	93.0%	97.9%	99.4%	99.7%

(†) 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: 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 4,658 patients

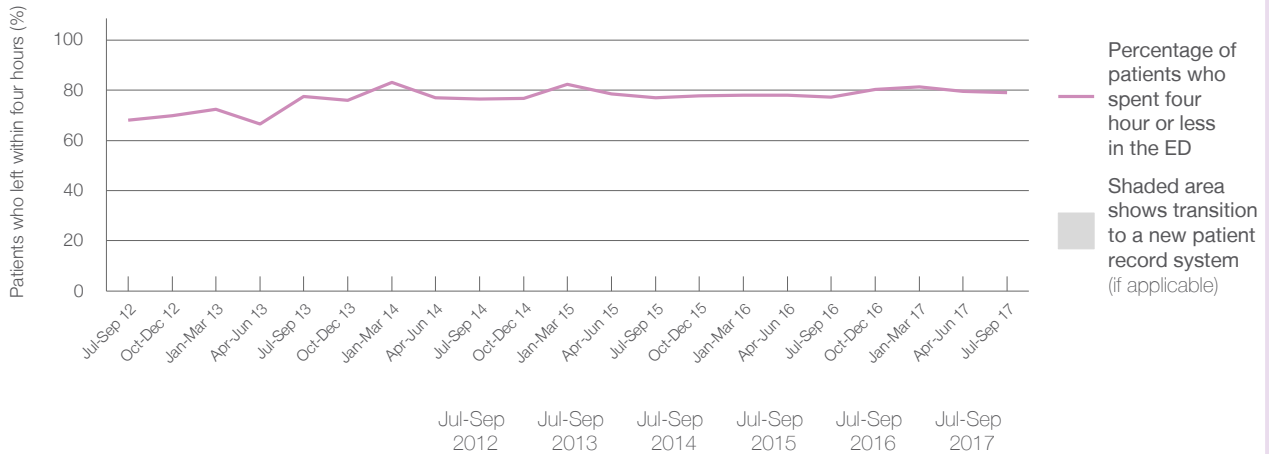
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

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	4,309	8.1%
Presentations used to calculate time to leaving the ED: ⁶	4,309	8.1%
Percentage of patients who spent four hours or less in the ED	77.2%	

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
	67.9%	77.5%	76.6%	77.1%	77.2%	79.1%

* 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, 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).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,806 patients
 Emergency presentations:² 6,310 patients

Same period last year	Change since one year ago
6,301	8.0%
5,844	8.0%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 617 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,910 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,934 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
552	
9 minutes	9 minutes
30 minutes	29 minutes
1,958	
23 minutes	23 minutes
74 minutes	83 minutes
2,617	
32 minutes	30 minutes
91 minutes	121 minutes
689	
33 minutes	26 minutes
94 minutes	118 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,805 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
6,301	8.0%
75.5%	

* 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.

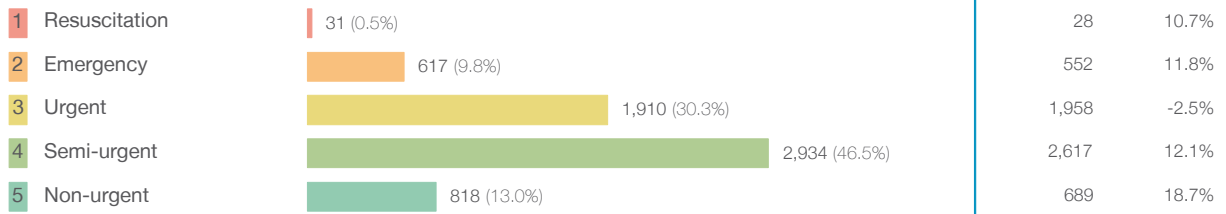
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

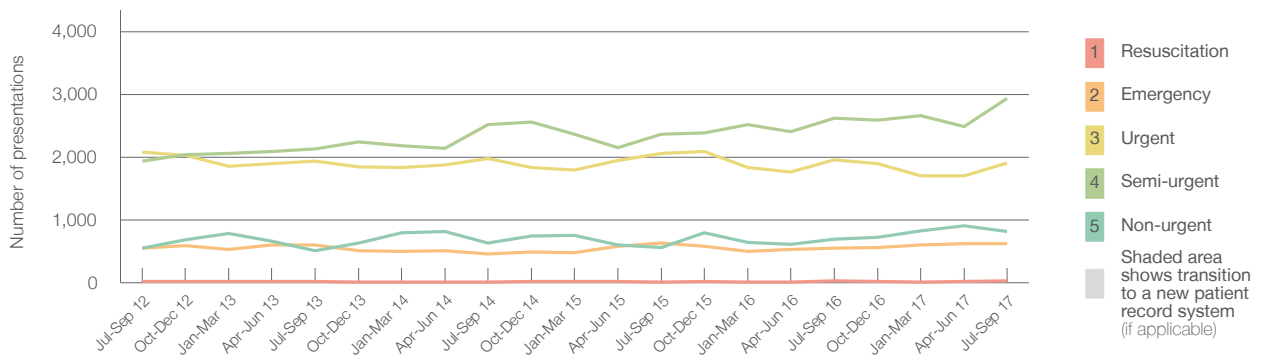
Grafton Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 6,806 patients

Emergency presentations² by triage category: 6,310 patients



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	22	17	13	7	28	31
Emergency	551	603	454	633	552	617
Urgent	2,077	1,936	1,975	2,059	1,958	1,910
Semi-urgent	1,941	2,134	2,518	2,365	2,617	2,934
Non-urgent	548	506	633	560	689	818
All emergency presentations	5,139	5,196	5,593	5,624	5,844	6,310

Grafton Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 644 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.

Grafton Base 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: 617

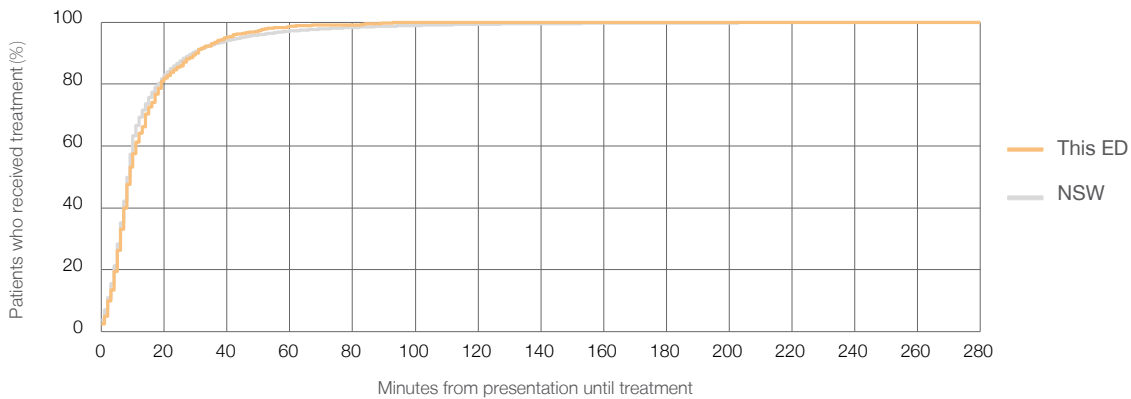
Number of triage 2 patients used to calculate waiting time:³ 615

Median time to start treatment⁴ 9 minutes

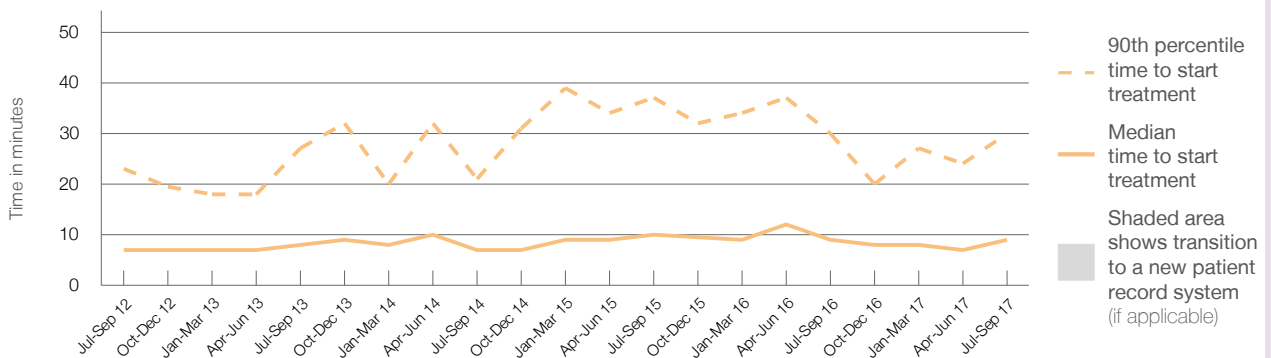
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
552	
550	
9 minutes	9 minutes
30 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)	7	8	7	10	9	9
90th percentile time to start treatment ⁵ (minutes)	23	27	21	37	30	30

(†) 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.

Grafton Base 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: 1,910

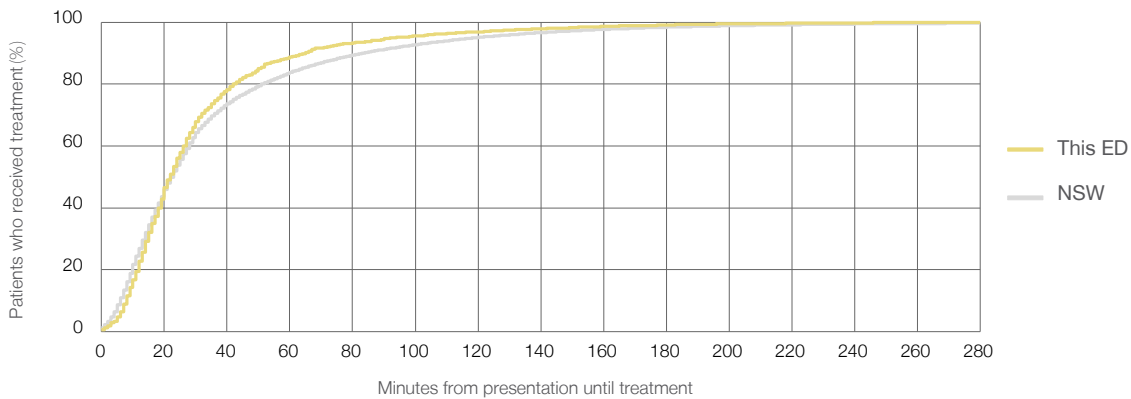
Number of triage 3 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 22 minutes

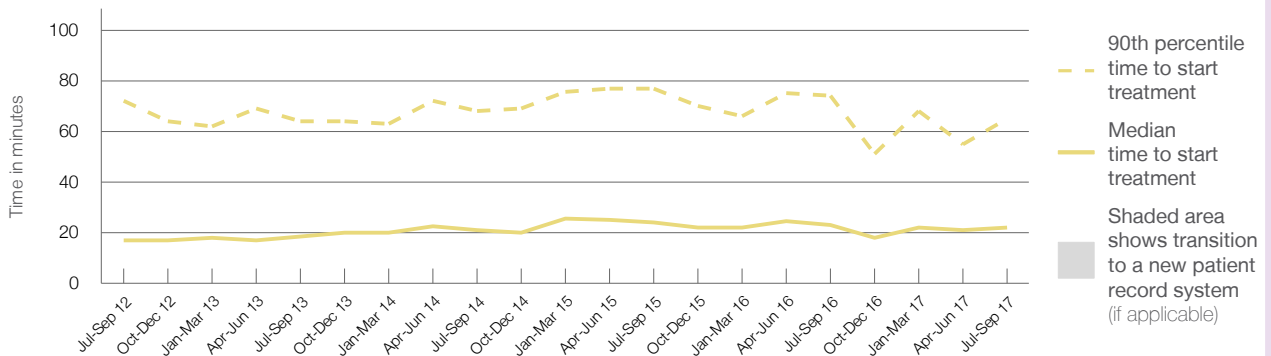
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,958	1,922
23 minutes	23 minutes
74 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)	17	19	21	24	23	22
90th percentile time to start treatment ⁵ (minutes)	72	64	68	77	74	65

(†) 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.

Grafton Base 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: 2,934

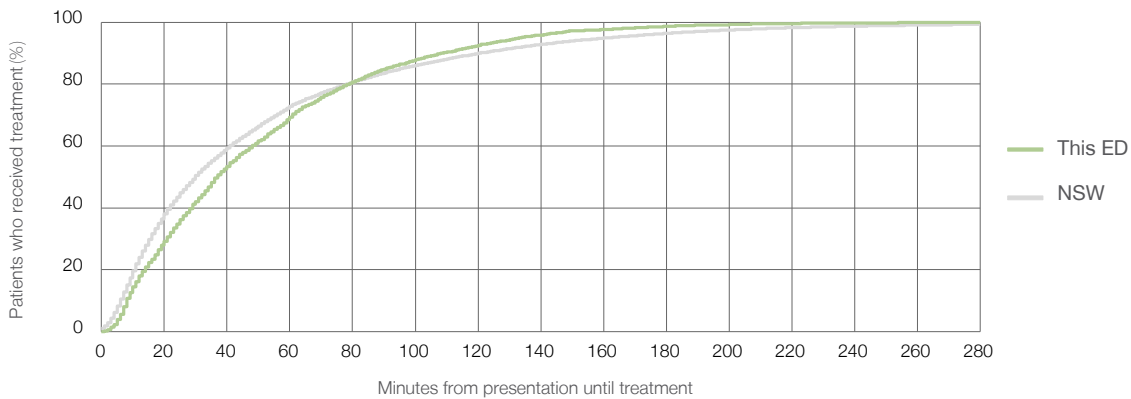
Number of triage 4 patients used to calculate waiting time:³ 2,788

Median time to start treatment⁴ 37 minutes

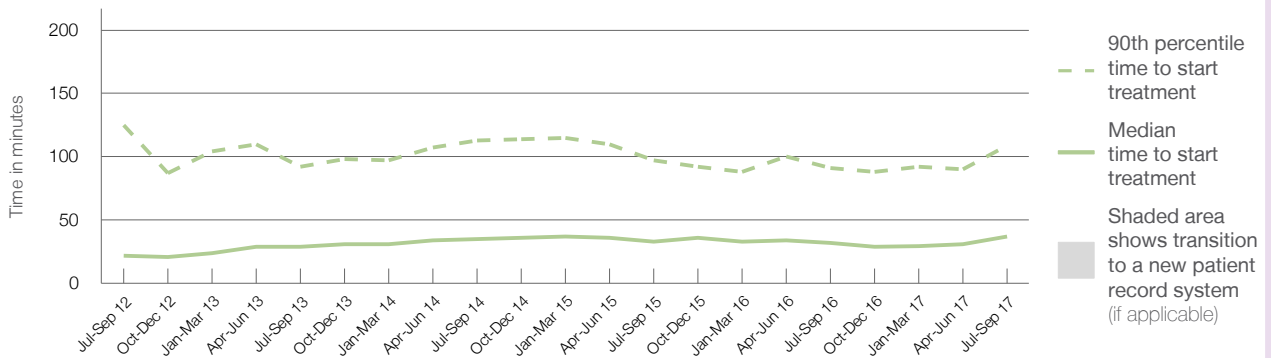
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,617	2,494
32 minutes	30 minutes
91 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)	22	29	35	33	32	37
90th percentile time to start treatment ⁵ (minutes)	125	92	113	97	91	109

(†) 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.

Grafton Base 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: 818

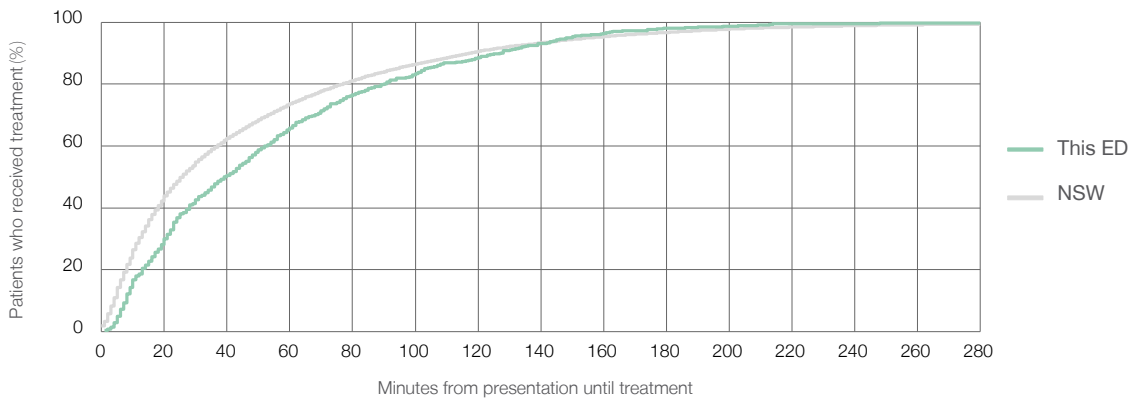
Number of triage 5 patients used to calculate waiting time:³ 700

Median time to start treatment⁴ 39 minutes

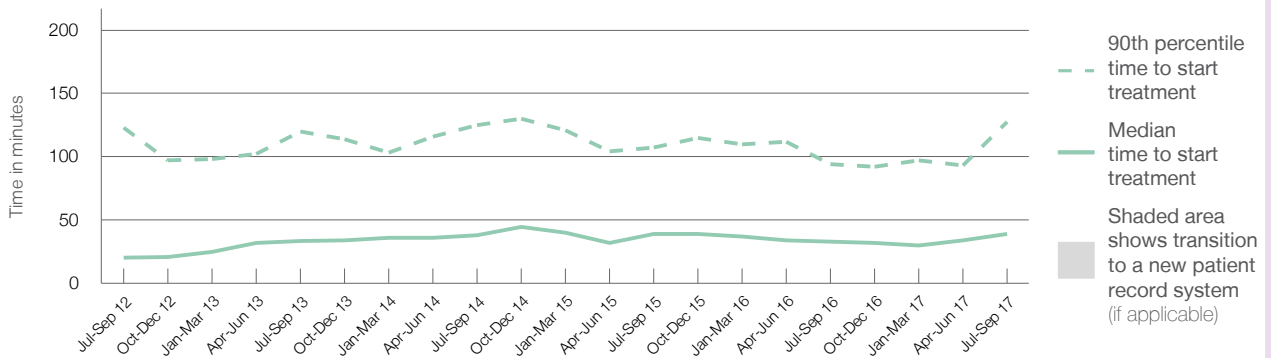
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
689	
612	
33 minutes	26 minutes
94 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)	20	34	38	39	33	39
90th percentile time to start treatment ⁵ (minutes)	123	120	125	107	94	128

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,806 patients

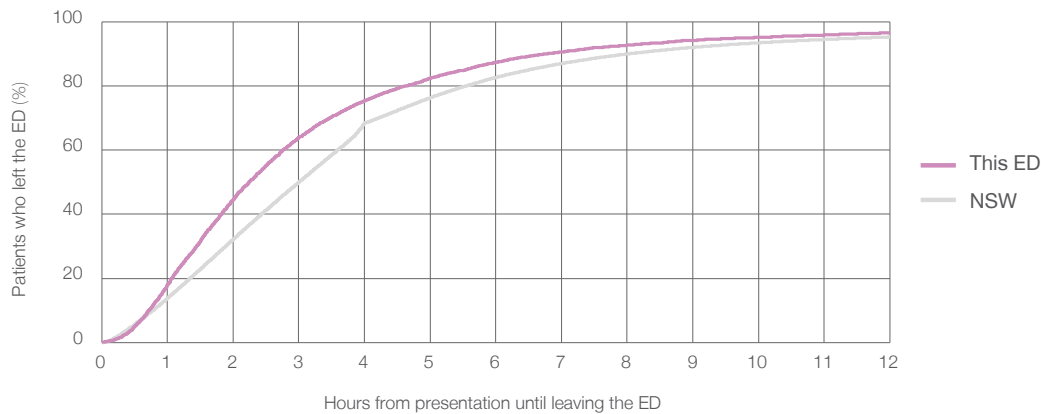
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

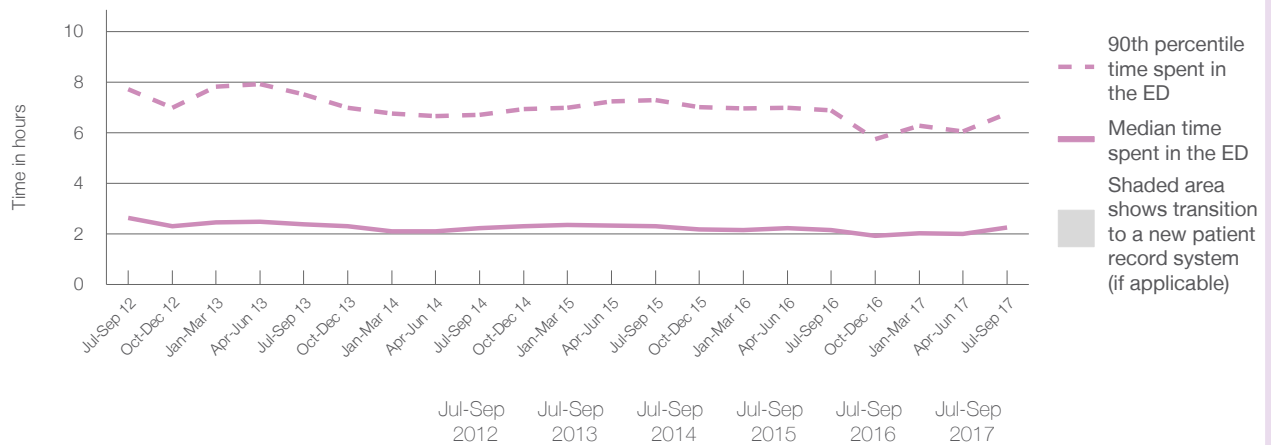
90th percentile time spent in the ED⁹ 6 hours and 46 minutes

Same period last year	NSW (this period)
6,301	6,301
2 hours and 10 minutes	3 hours and 0 minutes
6 hours and 54 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 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m

(†) 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.

Grafton Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

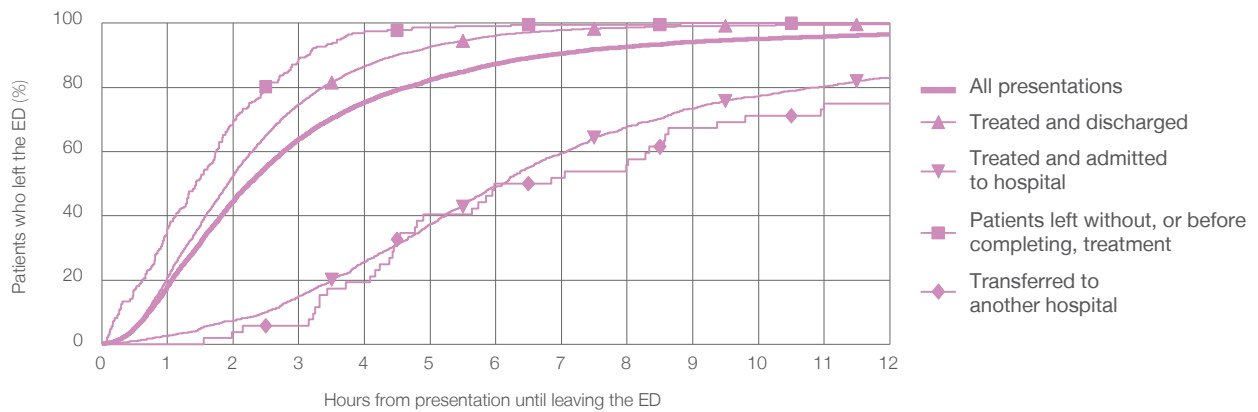
All presentations:¹ 6,806 patients

Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Treated and discharged	5,261 (77.3%)
Treated and admitted to hospital	1,241 (18.2%)
Patient left without, or before completing, treatment	233 (3.4%)
Transferred to another hospital	52 (0.8%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,301	8.0%
4,807	9.4%
1,263	-1.7%
167	39.5%
47	10.6%
17	11.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.9%	52.6%	74.8%	86.5%	96.1%	98.6%	99.4%	99.7%
Treated and admitted to hospital	2.7%	7.4%	15.1%	25.7%	49.1%	67.8%	77.4%	83.1%
Patient left without, or before completing, treatment	36.1%	69.5%	88.8%	97.4%	99.1%	99.6%	100%	100%
Transferred to another hospital	0%	3.8%	5.8%	19.2%	50.0%	55.8%	71.2%	75.0%
All presentations	18.1%	44.7%	63.9%	75.3%	87.3%	92.7%	95.2%	96.5%

(†) 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.

Grafton Base 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 6,806 patients

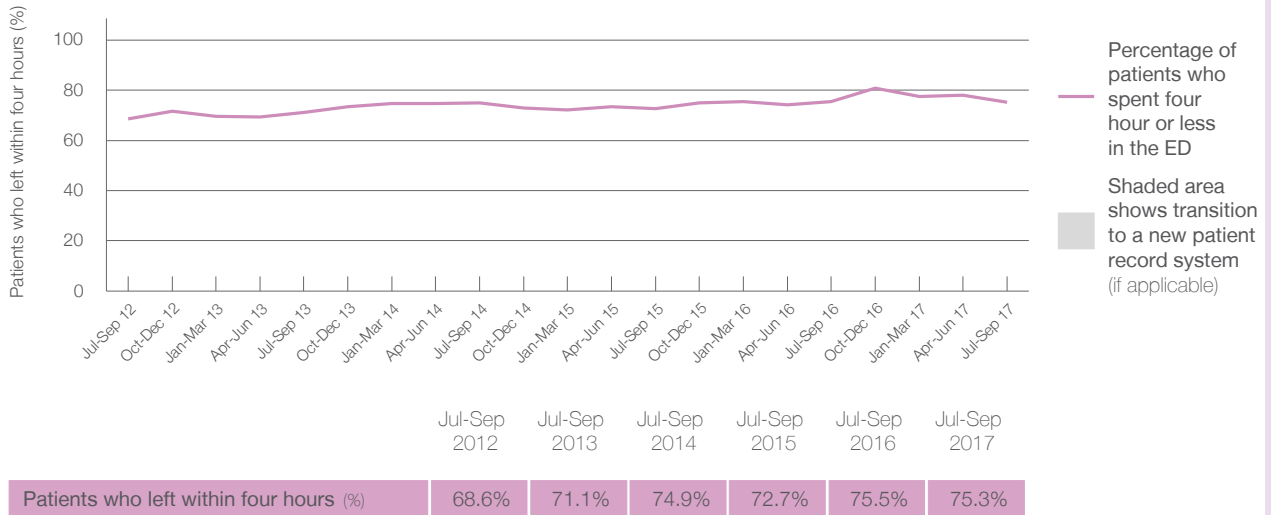
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

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 6,806 patients	6,301	8.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,805 patients	6,301	8.0%
Percentage of patients who spent four hours or less in the ED	75.5%	

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
	68.6%	71.1%	74.9%	72.7%	75.5%	75.3%

* 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, 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).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,409 patients
 Emergency presentations:² 5,118 patients

Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 587 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,183 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 499 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
434	
6 minutes	9 minutes
21 minutes	29 minutes
2,107	
16 minutes	23 minutes
52 minutes	83 minutes
2,040	
21 minutes	30 minutes
82 minutes	121 minutes
363	
24 minutes	26 minutes
93 minutes	118 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,404 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
5,190	4.1%
84.1%	

* 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.

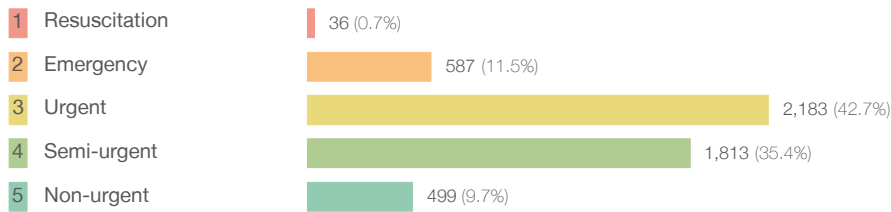
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Griffith Base Hospital: Patients presenting to the emergency department July to September 2017

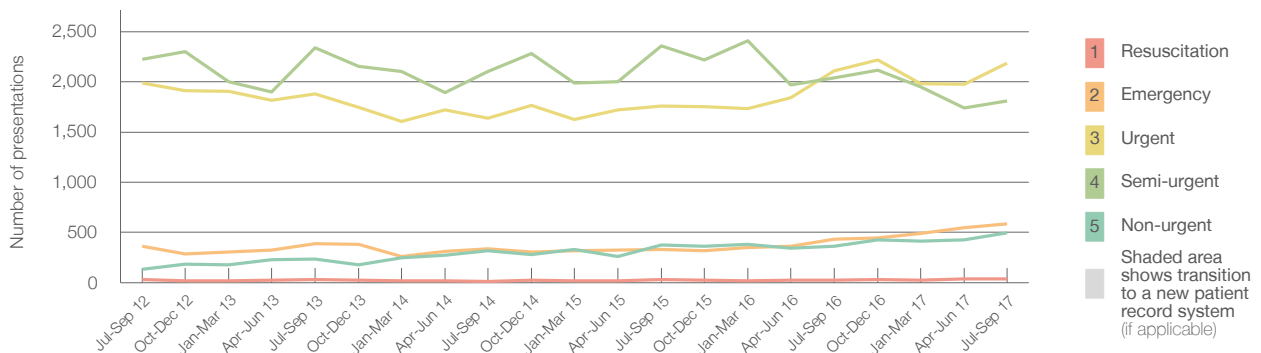
All presentations:¹ 5,409 patients

Emergency presentations² by triage category: 5,118 patients



Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%
27	33.3%
434	35.3%
2,107	3.6%
2,040	-11.1%
363	37.5%

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	30	28	15	30	27	36
Emergency	365	387	339	333	434	587
Urgent	1,990	1,881	1,635	1,759	2,107	2,183
Semi-urgent	2,222	2,341	2,101	2,356	2,040	1,813
Non-urgent	136	238	319	376	363	499
All emergency presentations	4,743	4,875	4,409	4,854	4,971	5,118

Griffith Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 774 patients

ED Transfer of care time



Same period last year	Change since one year ago
761	
12 minutes	-1 minute
24 minutes	-2 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.

Griffith Base 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: 587

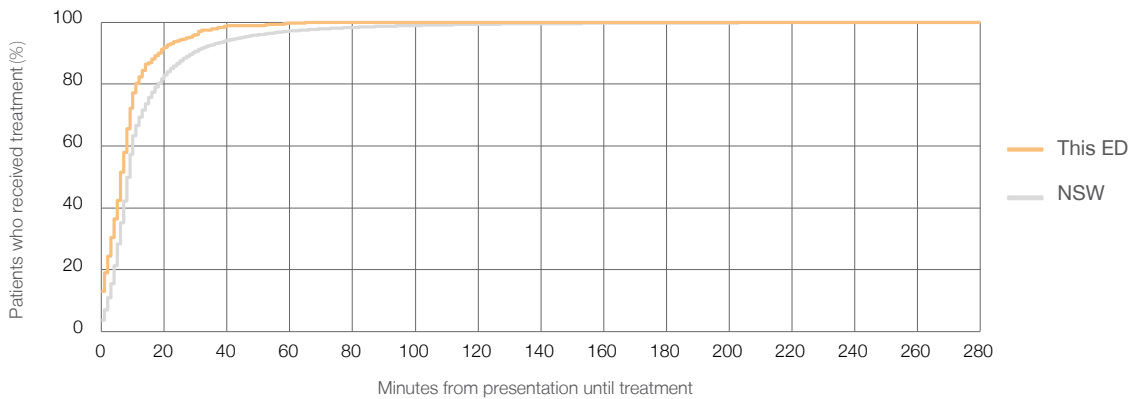
Number of triage 2 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 6 minutes

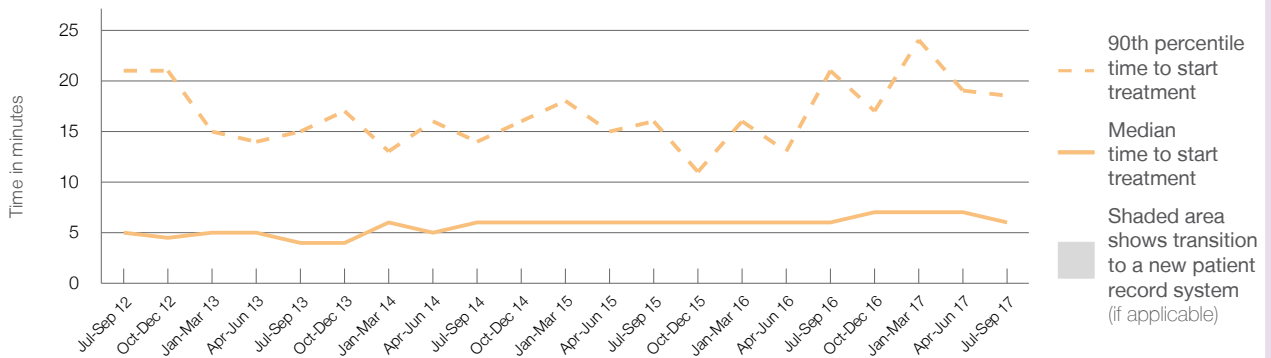
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
434	433
6 minutes	9 minutes
21 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)	5	4	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	15	14	16	21	19

(†) 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.

Griffith Base 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: 2,183

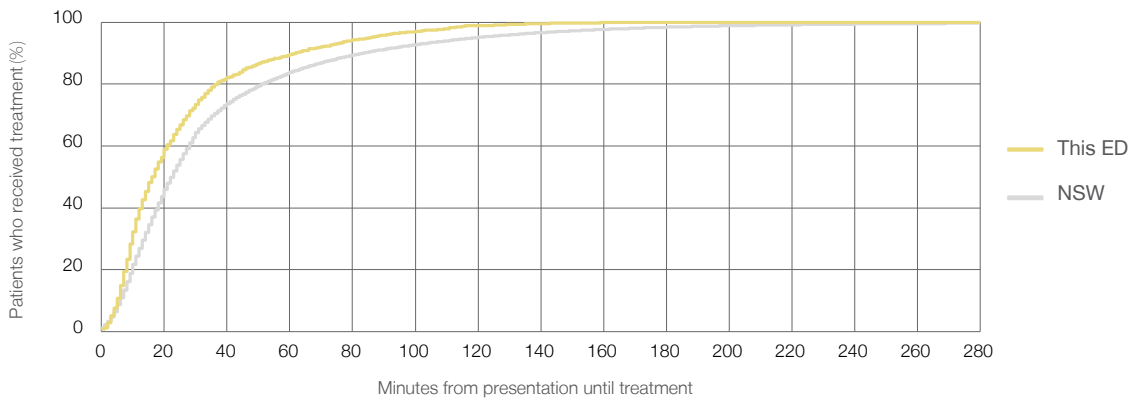
Number of triage 3 patients used to calculate waiting time:³ 2,134

Median time to start treatment⁴ 16 minutes

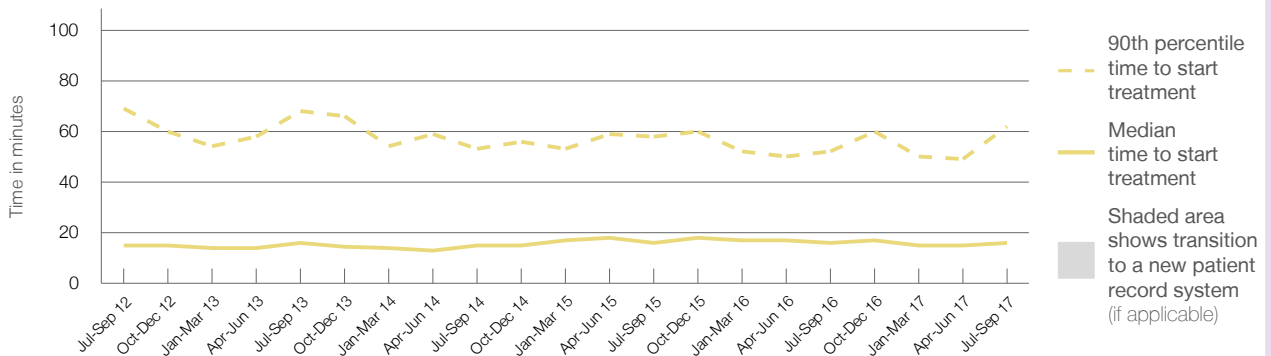
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,107	
2,079	
16 minutes	23 minutes
52 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)	15	16	15	16	16	16
90th percentile time to start treatment ⁵ (minutes)	69	68	53	58	52	62

(†) 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.

Griffith Base 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: 1,813

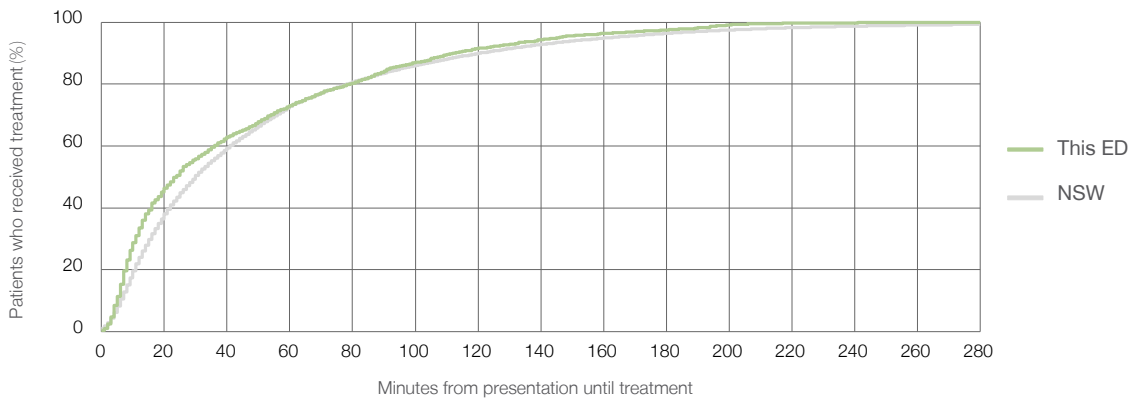
Number of triage 4 patients used to calculate waiting time:³ 1,705

Median time to start treatment⁴ 24 minutes

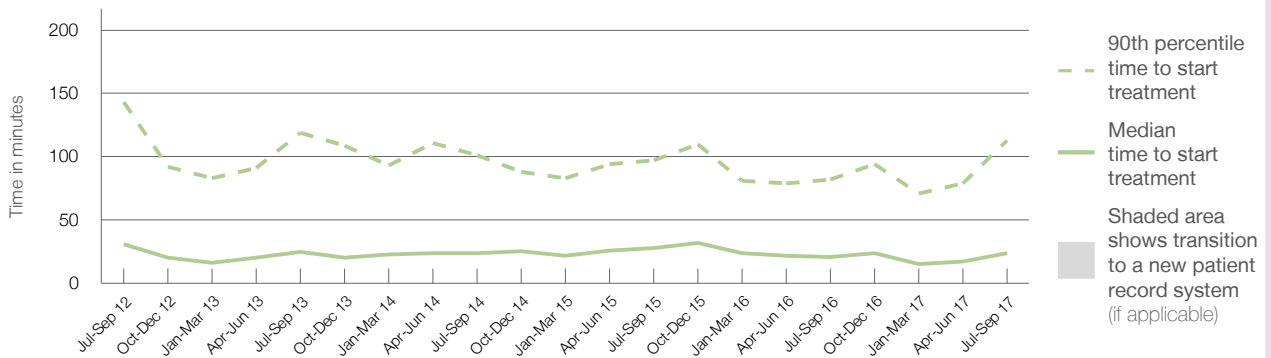
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,040	1,970
21 minutes	30 minutes
82 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)	31	25	24	28	21	24
90th percentile time to start treatment ⁵ (minutes)	143	119	101	97	82	113

(†) 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.

Griffith Base 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: 499

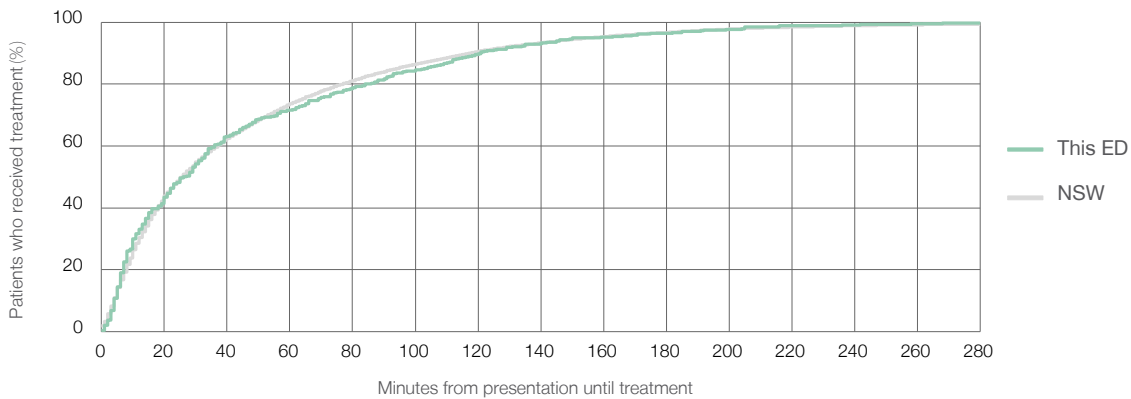
Number of triage 5 patients used to calculate waiting time:³ 437

Median time to start treatment⁴ 26 minutes

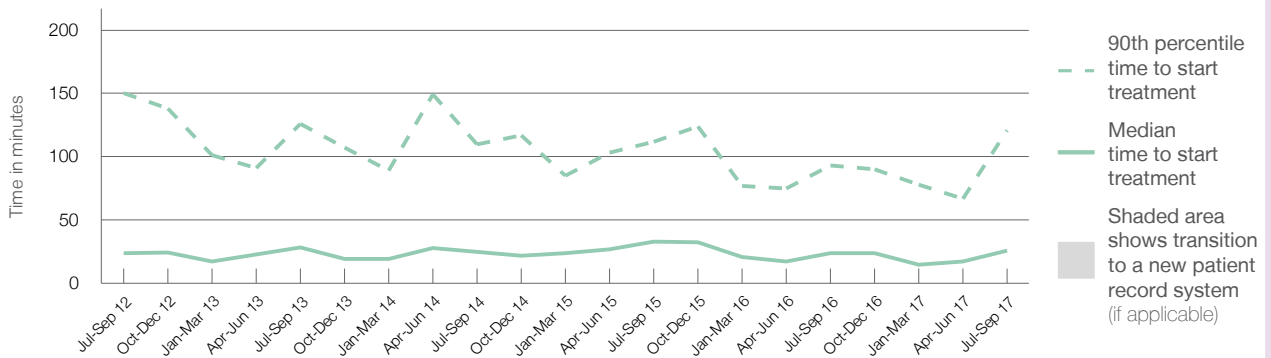
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
363	
338	
24 minutes	26 minutes
93 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)	24	29	25	33	24	26
90th percentile time to start treatment ⁵ (minutes)	150	126	110	112	93	121

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,409 patients

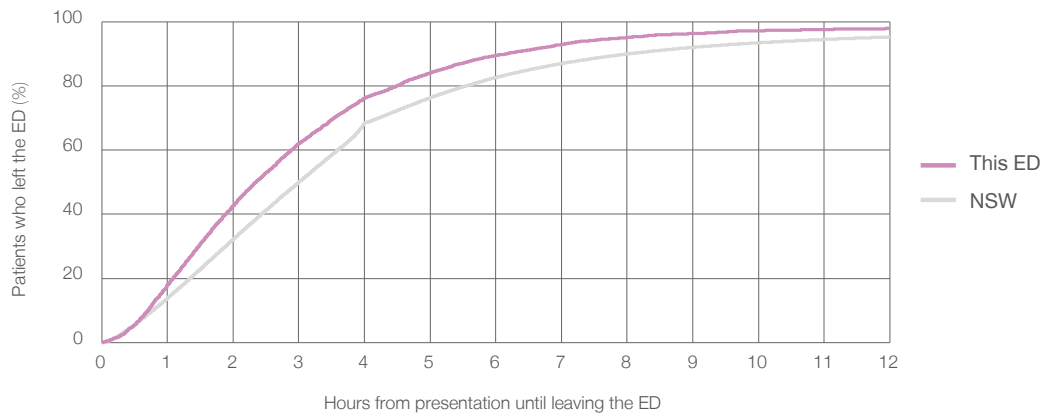
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

Median time spent in the ED⁸ 2 hours and 21 minutes

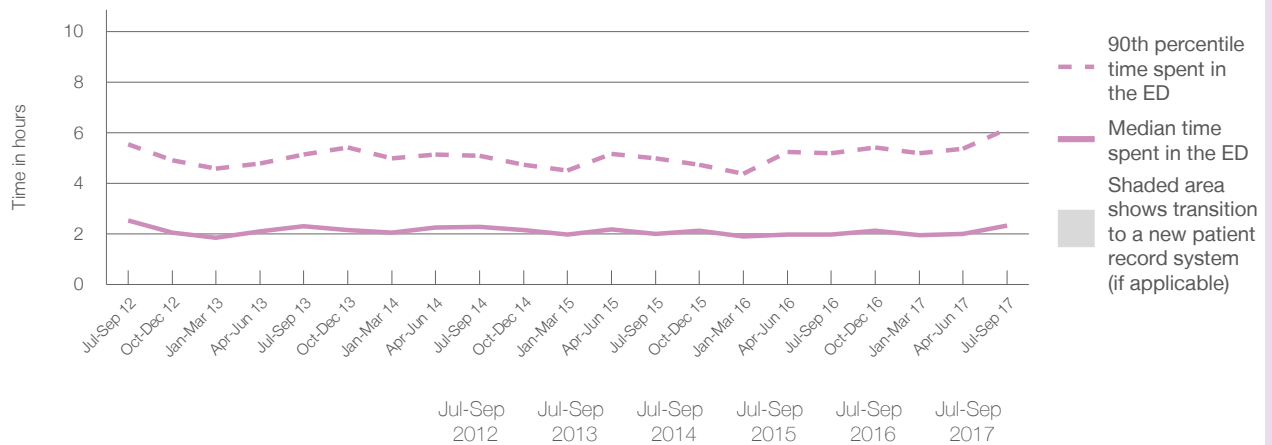
90th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
5,192	
5,190	
1 hours and 59 minutes	3 hours and 0 minutes
5 hours and 11 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 32m	2h 18m	2h 17m	2h 0m	1h 59m	2h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 33m	5h 8m	5h 6m	4h 59m	5h 11m	6h 10m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

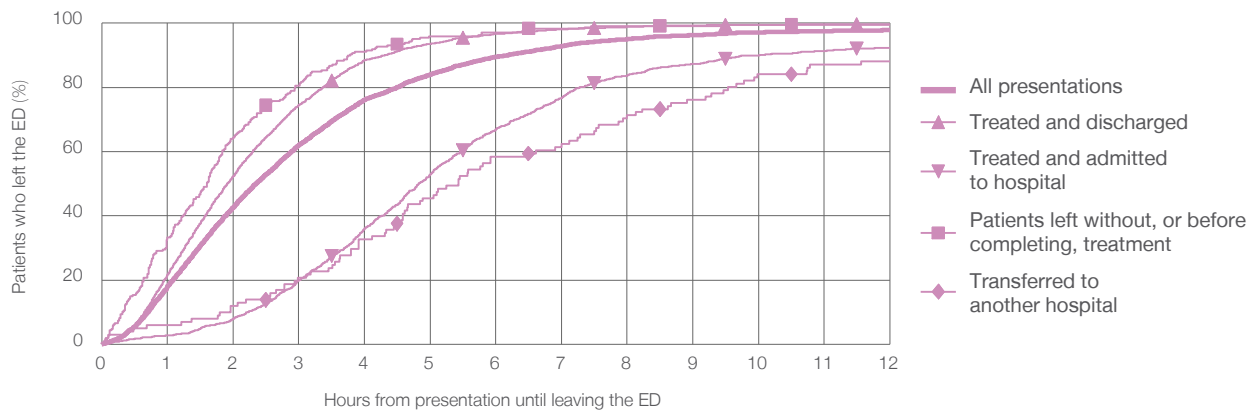
All presentations:¹ 5,409 patients

Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

Treated and discharged	3,879 (71.7%)
Treated and admitted to hospital	1,160 (21.4%)
Patient left without, or before completing, treatment	247 (4.6%)
Transferred to another hospital	101 (1.9%)
Other	22 (0.4%)

Same period last year	Change since one year ago
5,190	4.1%
3,751	3.4%
1,196	-3.0%
154	60.4%
79	27.8%
12	83.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.8%	52.4%	74.5%	88.5%	96.7%	98.8%	99.6%	99.7%
Treated and admitted to hospital	2.8%	7.9%	19.8%	36.0%	66.9%	83.7%	90.0%	92.3%
Patient left without, or before completing, treatment	33.2%	64.4%	80.6%	91.1%	97.2%	99.2%	99.6%	99.6%
Transferred to another hospital	5.9%	11.9%	20.8%	32.7%	58.4%	71.3%	84.2%	88.1%
All presentations	18.0%	42.7%	62.0%	76.2%	89.5%	95.0%	97.2%	97.8%

(†) 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.

Griffith Base 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 5,409 patients

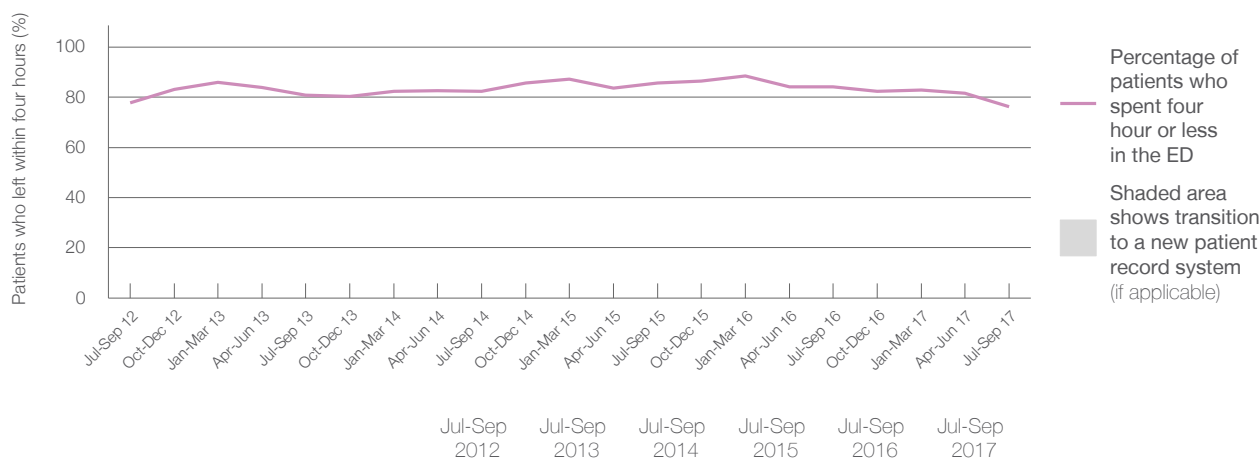
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

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	5,192	4.2%
Presentations used to calculate time to leaving the ED	5,190	4.1%
Percentage of patients who spent four hours or less in the ED	84.1%	

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
	77.7%	80.8%	82.3%	85.5%	84.1%	76.2%

* 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, 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).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,452 patients
 Emergency presentations:² 6,213 patients

Same period last year	Change since one year ago
5,695	13.3%
5,522	12.5%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 772 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,021 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,073 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 322 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
582	
11 minutes	9 minutes
28 minutes	29 minutes
1,640	
18 minutes	23 minutes
38 minutes	83 minutes
2,872	
20 minutes	30 minutes
60 minutes	121 minutes
407	
19 minutes	26 minutes
69 minutes	118 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,452 patients

Percentage of patients who spent four hours or less in the ED 64.4%

Same period last year	Change since one year ago
5,695	13.3%
77.8%	

* 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.

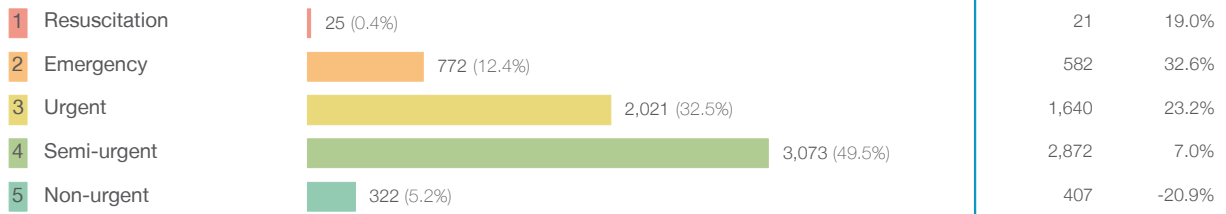
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2017

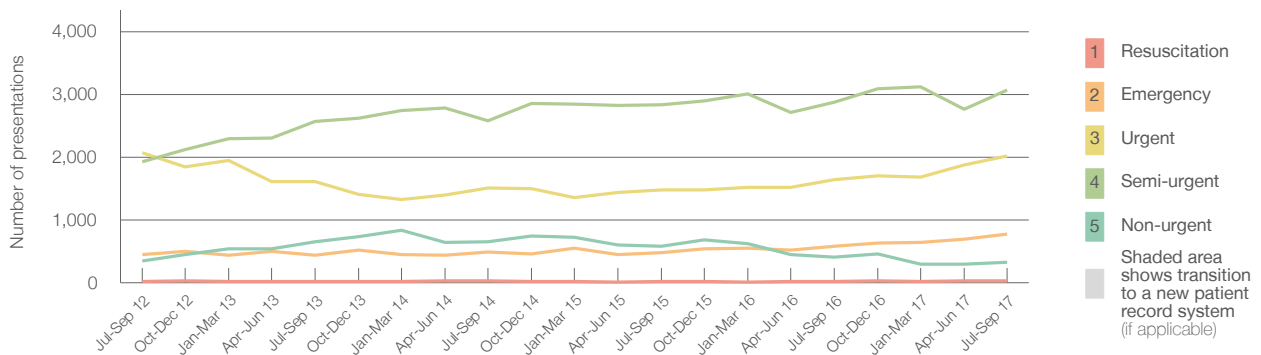
All presentations:¹ 6,452 patients

Emergency presentations² by triage category: 6,213 patients



	Same period last year	Change since one year ago
All presentations	5,695	13.3%
Emergency presentations ²	5,522	12.5%
1 Resuscitation	21	19.0%
2 Emergency	582	32.6%
3 Urgent	1,640	23.2%
4 Semi-urgent	2,872	7.0%
5 Non-urgent	407	-20.9%

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	24	20	25	16	21	25
Emergency	446	440	485	474	582	772
Urgent	2,068	1,607	1,505	1,481	1,640	2,021
Semi-urgent	1,922	2,567	2,580	2,838	2,872	3,073
Non-urgent	341	648	656	581	407	322
All emergency presentations	4,801	5,282	5,251	5,390	5,522	6,213

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,020 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	886	
ED Transfer of care time	19 minutes	-5 minutes
90th percentile time	42 minutes	-9 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 772

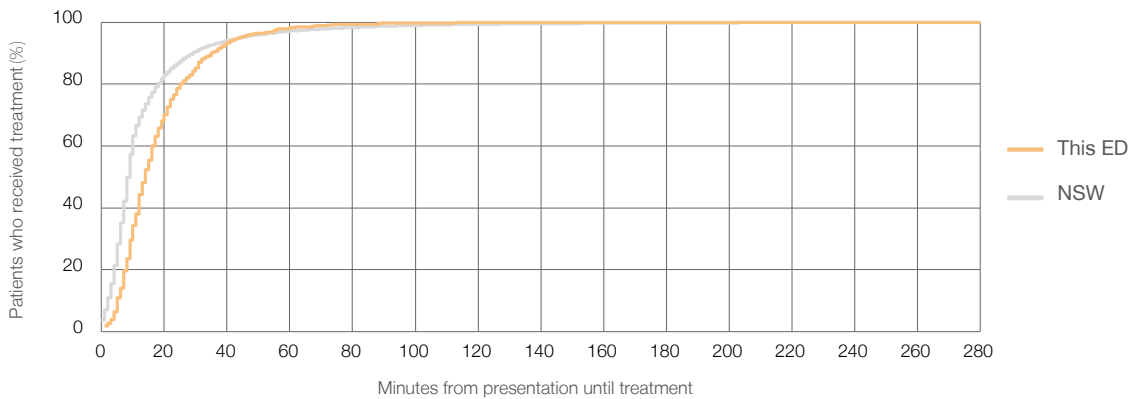
Number of triage 2 patients used to calculate waiting time:³ 769

Median time to start treatment⁴ 14 minutes

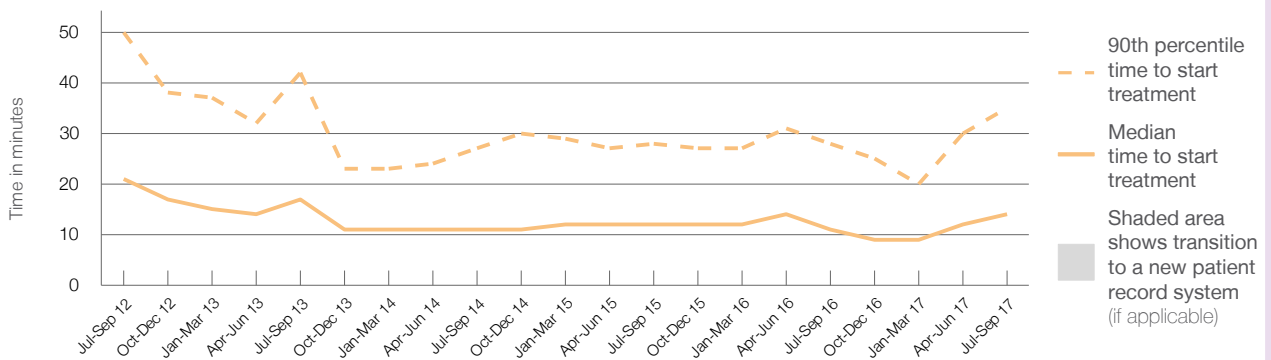
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
582	582
11 minutes	9 minutes
28 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)	21	17	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	50	42	27	28	28	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 2,021

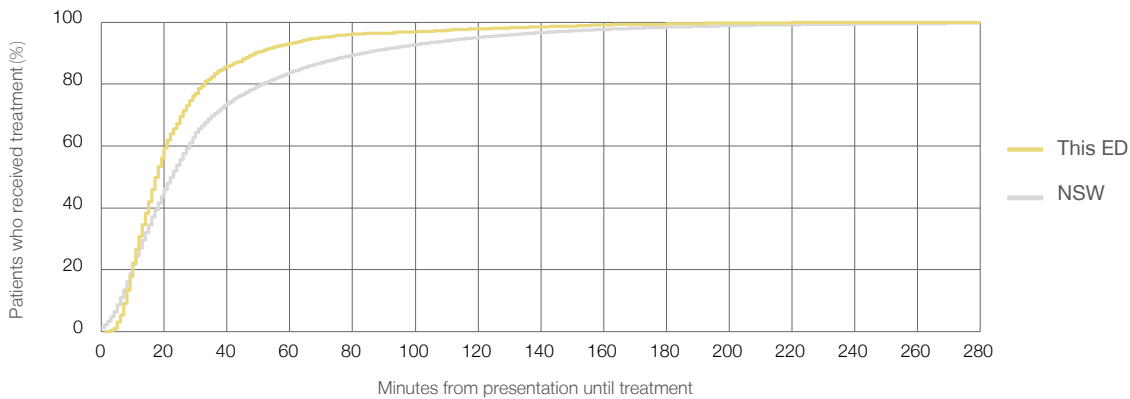
Number of triage 3 patients used to calculate waiting time:³ 1,997

Median time to start treatment⁴ 18 minutes

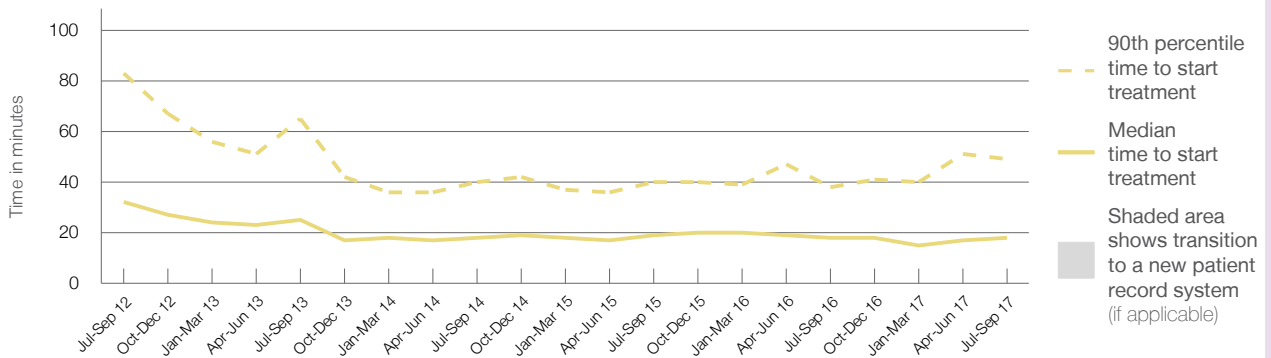
90th percentile time to start treatment⁵ 49 minutes

	Same period last year	NSW (this period)
	1,640	1,639
	18 minutes	23 minutes
	38 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)	32	25	18	19	18	18
90th percentile time to start treatment ⁵ (minutes)	83	65	40	40	38	49

(†) 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.

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Hawkesbury District Health Services: 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: 3,073

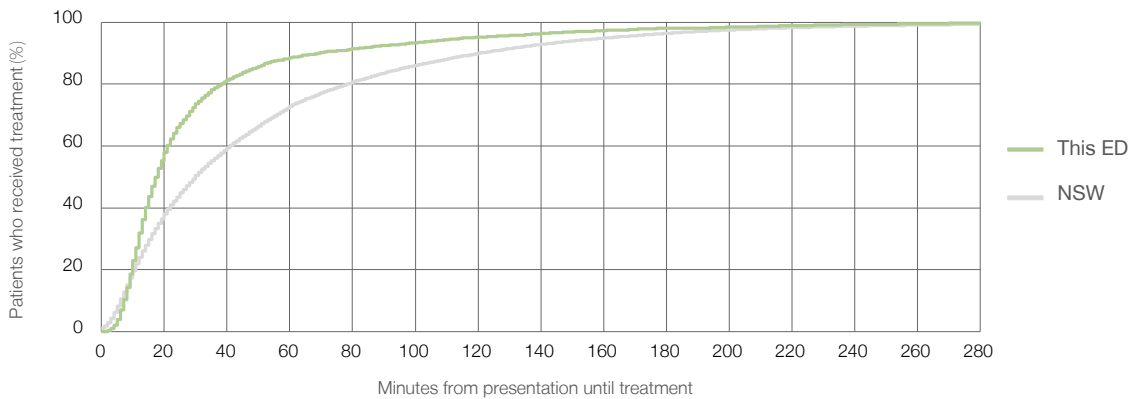
Number of triage 4 patients used to calculate waiting time:³ 2,973

Median time to start treatment⁴ 18 minutes

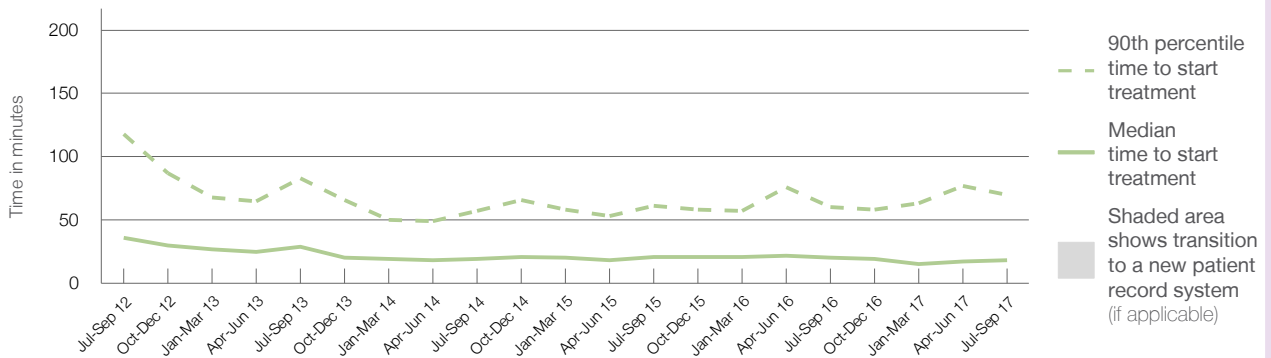
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,872	2,864
20 minutes	30 minutes
60 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)	36	29	19	21	20	18
90th percentile time to start treatment ⁵ (minutes)	118	83	57	61	60	70

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 322

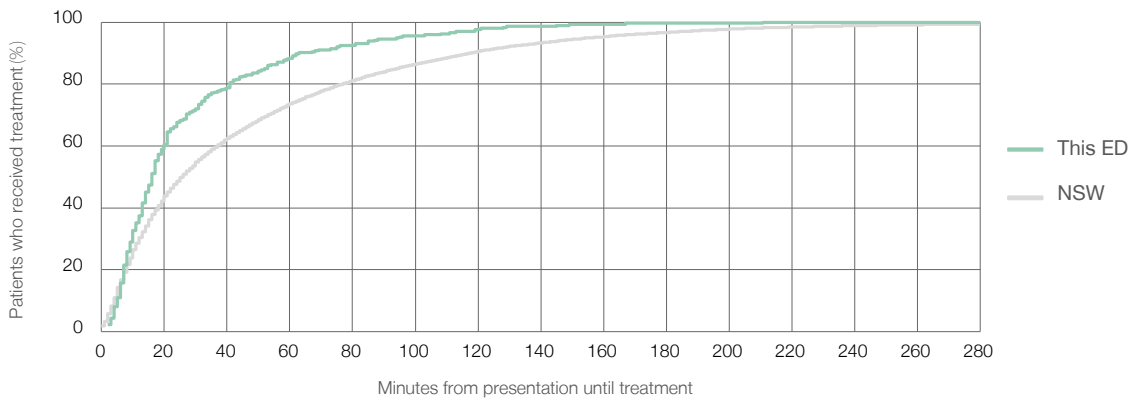
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 16 minutes

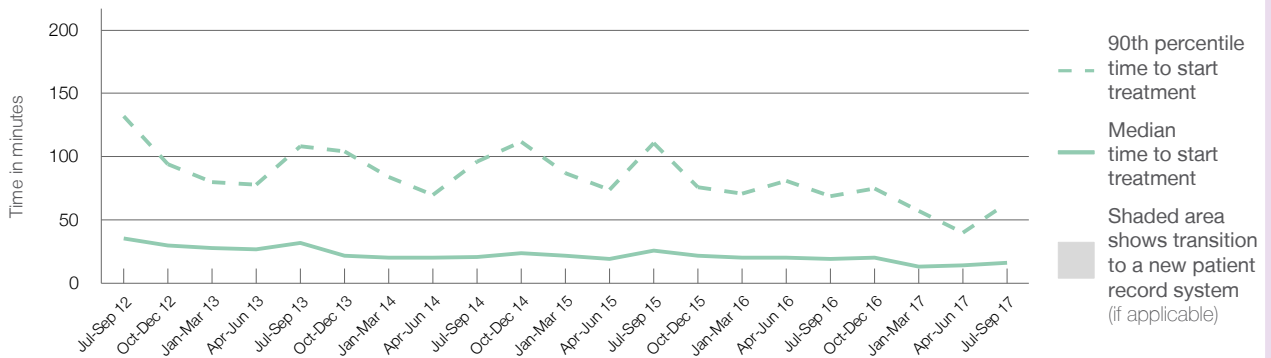
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
407	
390	
19 minutes	26 minutes
69 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)	36	32	21	26	19	16
90th percentile time to start treatment ⁵ (minutes)	132	108	96	111	69	63

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,452 patients

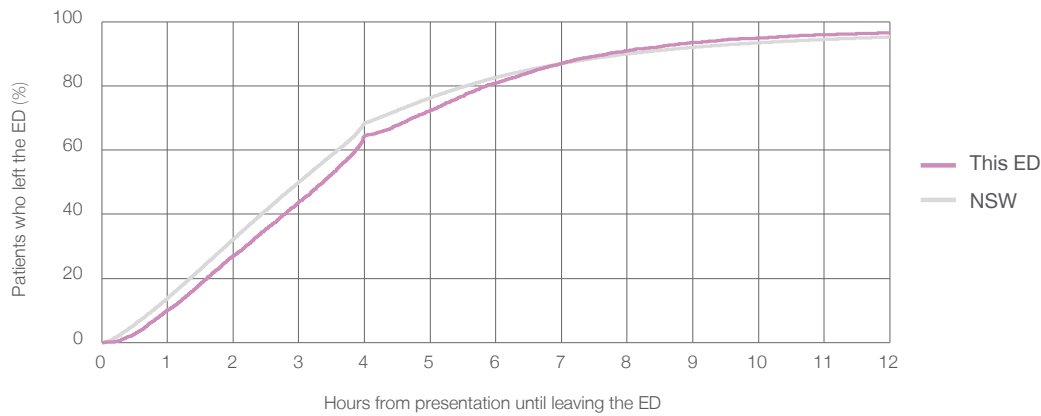
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

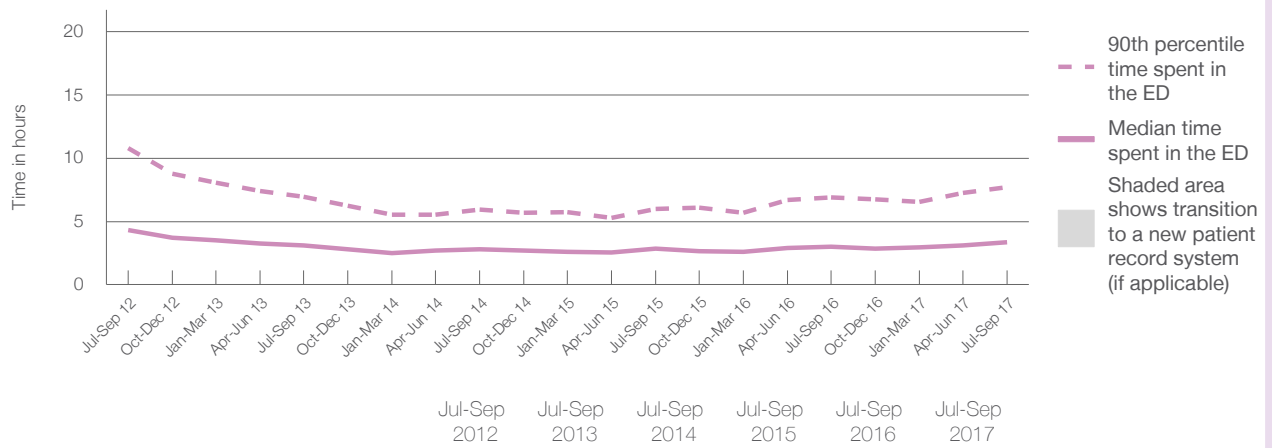
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
5,695	5,695
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 54 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)	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m

(†) 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.

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

July to September 2017

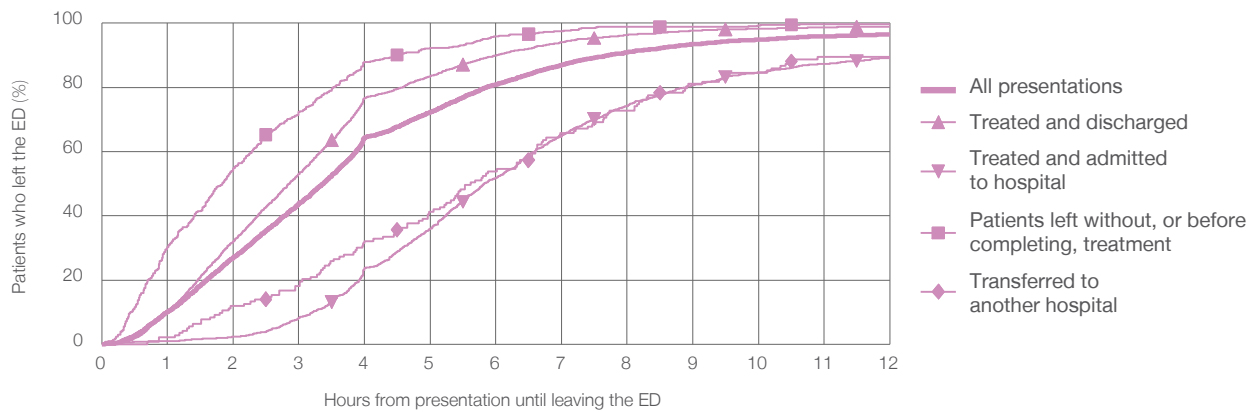
All presentations:¹ 6,452 patients

Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Treated and discharged	4,179 (64.8%)
Treated and admitted to hospital	1,506 (23.3%)
Patient left without, or before completing, treatment	568 (8.8%)
Transferred to another hospital	143 (2.2%)
Other	56 (0.9%)

Same period last year	Change since one year ago
5,695	13.3%
3,799	10.0%
1,304	15.5%
399	42.4%
182	-21.4%
11	409.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.4%	32.1%	53.1%	76.7%	90.0%	96.3%	98.3%	98.9%
Treated and admitted to hospital	1.0%	2.4%	8.2%	23.6%	51.9%	74.2%	84.7%	89.2%
Patient left without, or before completing, treatment	30.3%	54.8%	72.4%	88.0%	96.0%	98.9%	99.3%	99.6%
Transferred to another hospital	2.1%	11.9%	18.2%	32.2%	53.8%	72.7%	84.6%	89.5%
All presentations	10.1%	27.0%	43.8%	64.4%	80.9%	90.9%	94.9%	96.5%

(†) 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.

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Hawkesbury District Health Services: 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 6,452 patients

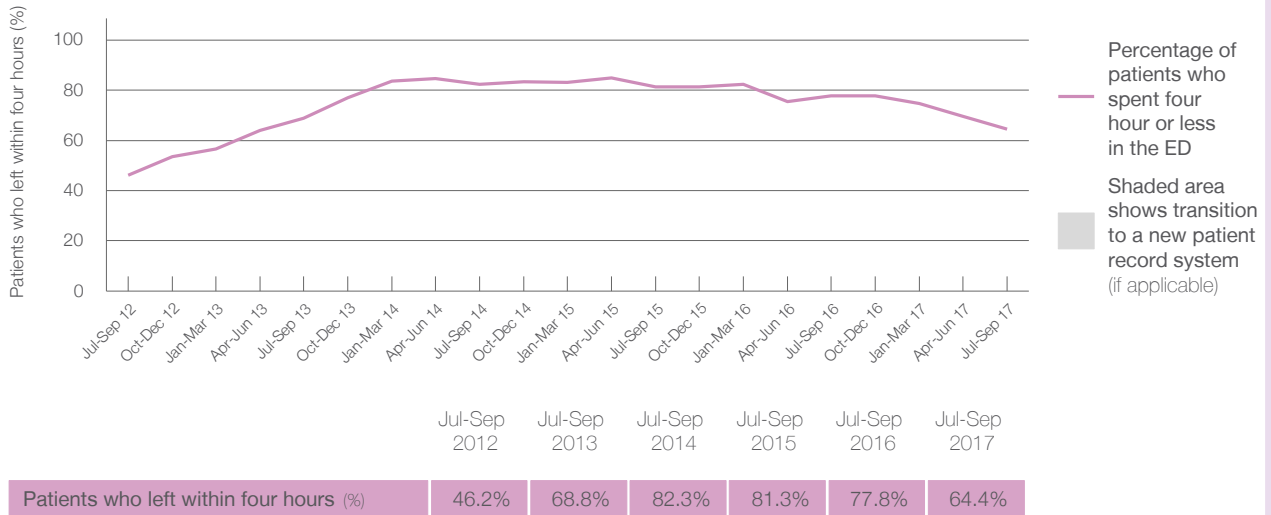
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

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	5,695	13.3%
Presentations used to calculate time to leaving the ED	5,695	13.3%
Percentage of patients who spent four hours or less in the ED	77.8%	

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



* 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).
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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, July to September 2016*.
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- 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).

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,352 patients
Emergency presentations:² 9,252 patients

Same period last year	Change since one year ago
8,131	15.0%
8,023	15.3%

Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,577 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,621 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,080 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 930 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,262	
11 minutes	9 minutes
27 minutes	29 minutes
3,300	
32 minutes	23 minutes
115 minutes	83 minutes
2,552	
45 minutes	30 minutes
131 minutes	121 minutes
880	
39 minutes	26 minutes
127 minutes	118 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,349 patients

Percentage of patients who spent four hours or less in the ED 66.8%

Same period last year	Change since one year ago
8,122	15.1%
68.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

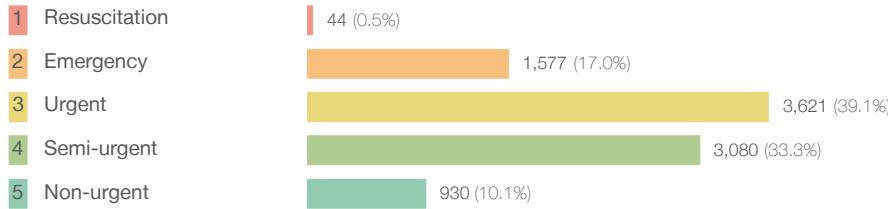
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2017

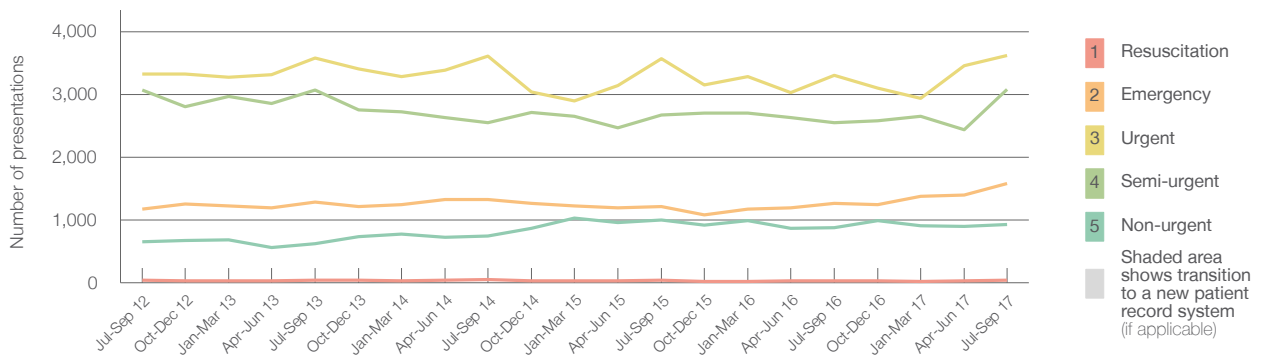
All presentations:¹ 9,352 patients

Emergency presentations² by triage category: 9,252 patients



Same period last year	Change since one year ago
8,131	15.0%
8,023	15.3%
29	51.7%
1,262	25.0%
3,300	9.7%
2,552	20.7%
880	5.7%

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	44	39	45	38	29	44
Emergency	1,167	1,286	1,328	1,208	1,262	1,577
Urgent	3,325	3,581	3,606	3,568	3,300	3,621
Semi-urgent	3,071	3,073	2,548	2,667	2,552	3,080
Non-urgent	648	624	745	1,002	880	930
All emergency presentations	8,255	8,603	8,272	8,483	8,023	9,252

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,081 patients

ED Transfer of care time



Same period last year	Change since one year ago
844	
16 minutes	0 minutes
36 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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

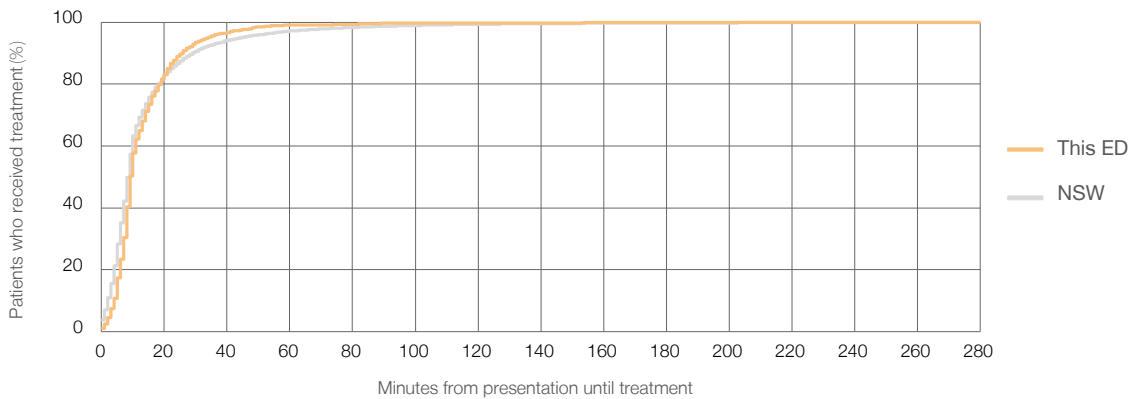
Number of triage 2 patients: 1,577

Number of triage 2 patients used to calculate waiting time:³ 1,561

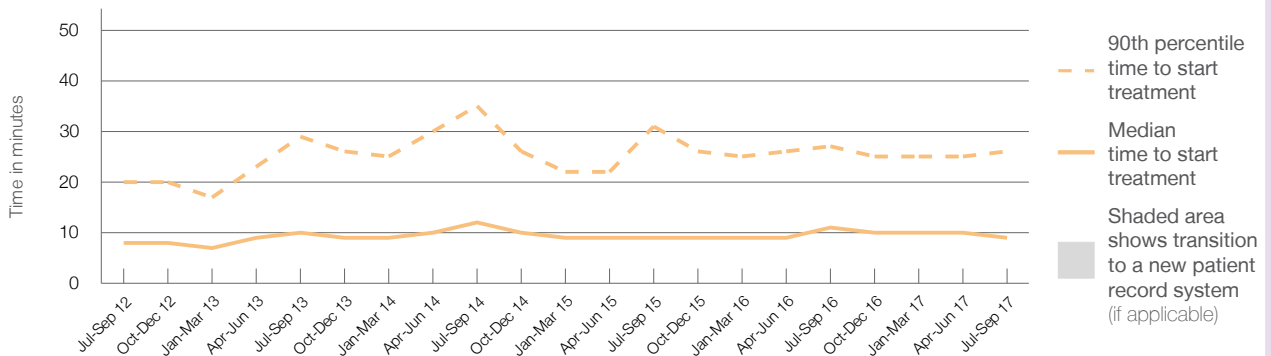
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
1,262	
1,256	
11 minutes	9 minutes
27 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	10	12	9	11	9
90th percentile time to start treatment ⁵ (minutes)	20	29	35	31	27	26

(†) 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.

Mount Druiitt 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: 3,621

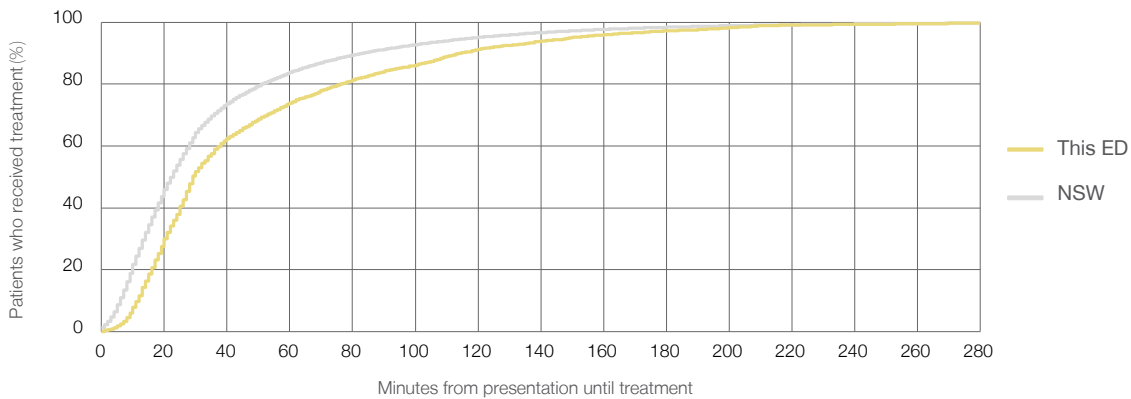
Number of triage 3 patients used to calculate waiting time:³ 3,396

Median time to start treatment⁴ 29 minutes

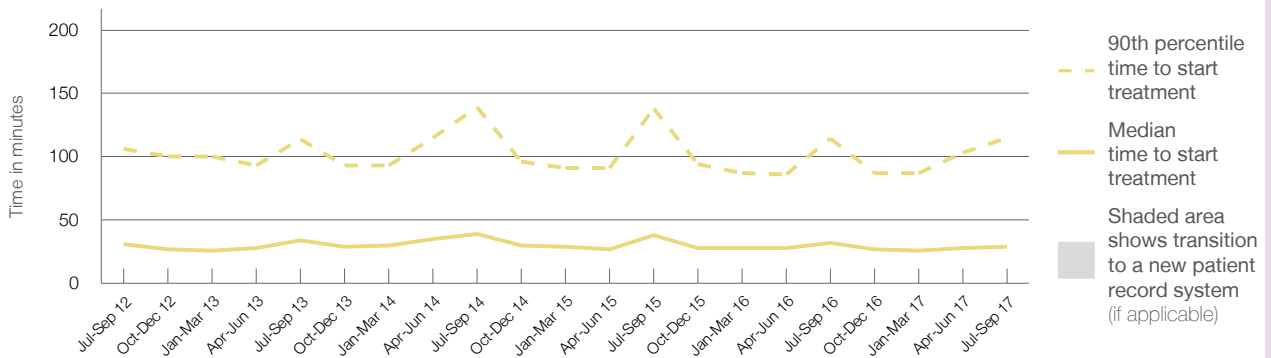
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,300	3,190
32 minutes	23 minutes
115 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)	31	34	39	38	32	29
90th percentile time to start treatment ⁵ (minutes)	106	114	139	138	115	115

(†) 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.

Mount Druiitt 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: 3,080

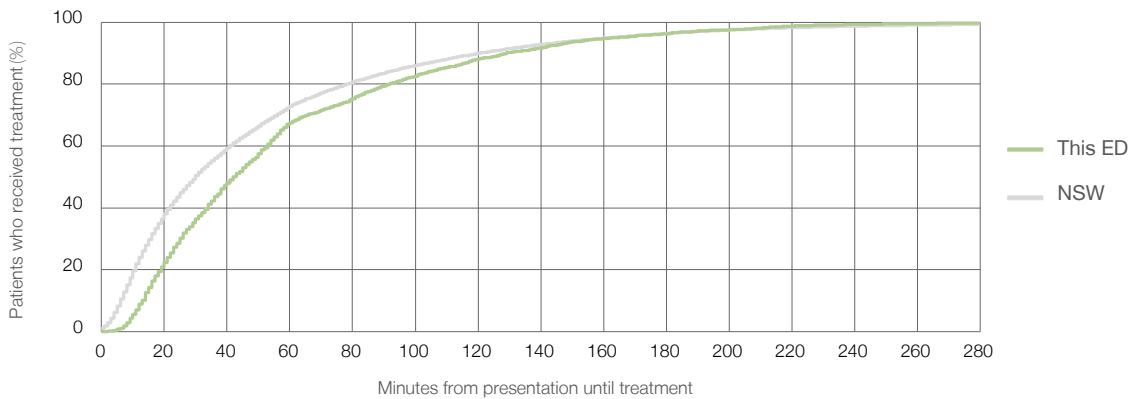
Number of triage 4 patients used to calculate waiting time:³ 2,806

Median time to start treatment⁴ 43 minutes

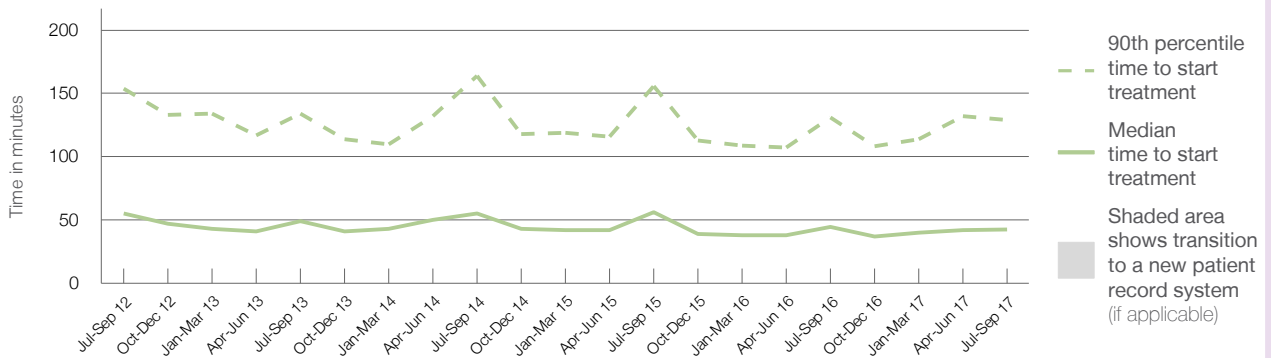
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,552	
2,404	
45 minutes	30 minutes
131 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)	55	49	55	56	45	43
90th percentile time to start treatment ⁵ (minutes)	154	134	164	156	131	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.

Mount Druiitt 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: 930

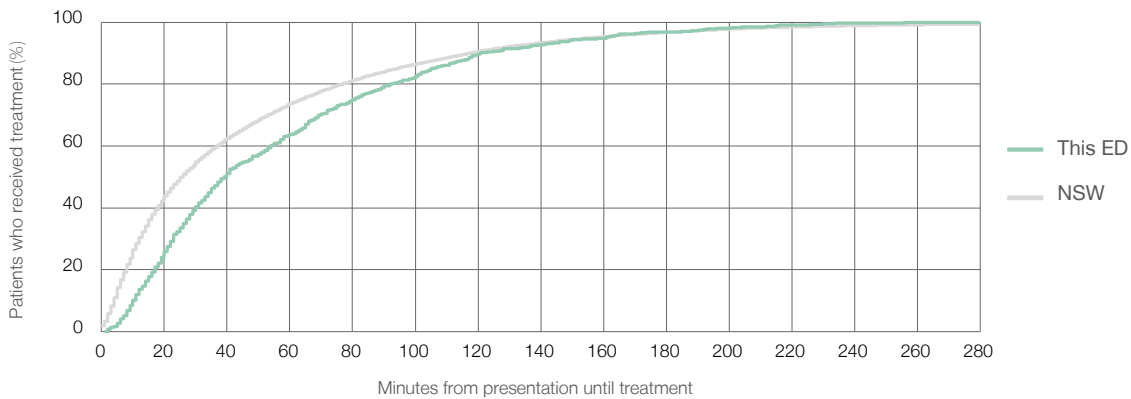
Number of triage 5 patients used to calculate waiting time:³ 800

Median time to start treatment⁴ 40 minutes

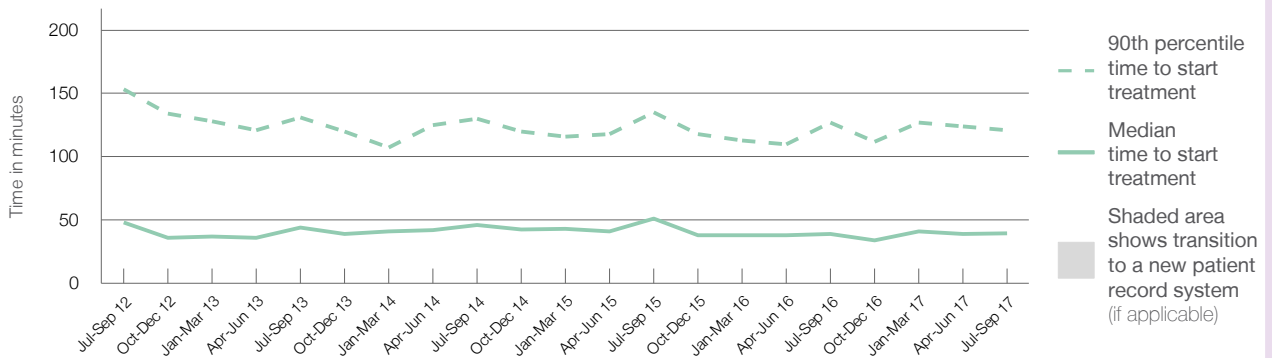
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
880	785
39 minutes	26 minutes
127 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)	48	44	46	51	39	40
90th percentile time to start treatment ⁵ (minutes)	153	131	130	135	127	121

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,352 patients

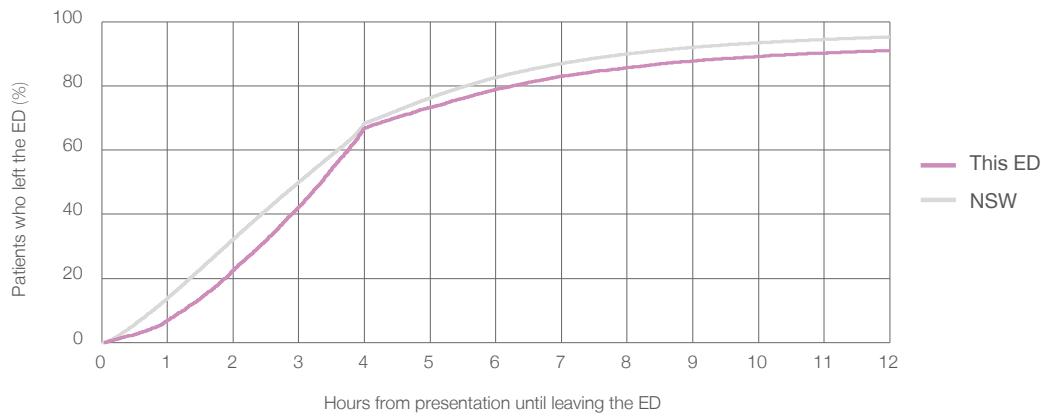
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

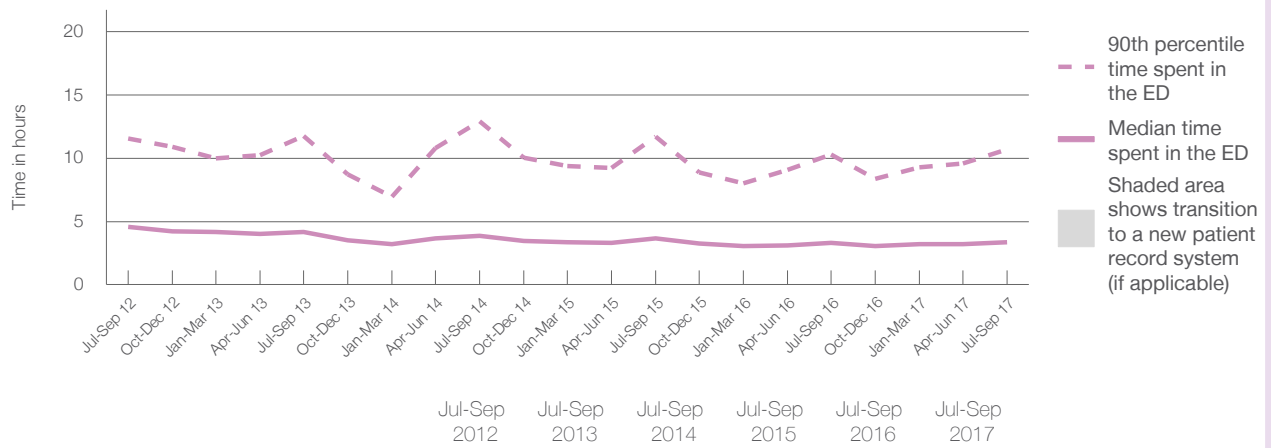
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
8,131	8,122
3 hours and 18 minutes	3 hours and 0 minutes
10 hours and 16 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)	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 34m	11h 46m	12h 54m	11h 41m	10h 16m	10h 43m

(†) 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.

Mount Druiitt Hospital: Time patients spent in the ED By mode of separation July to September 2017

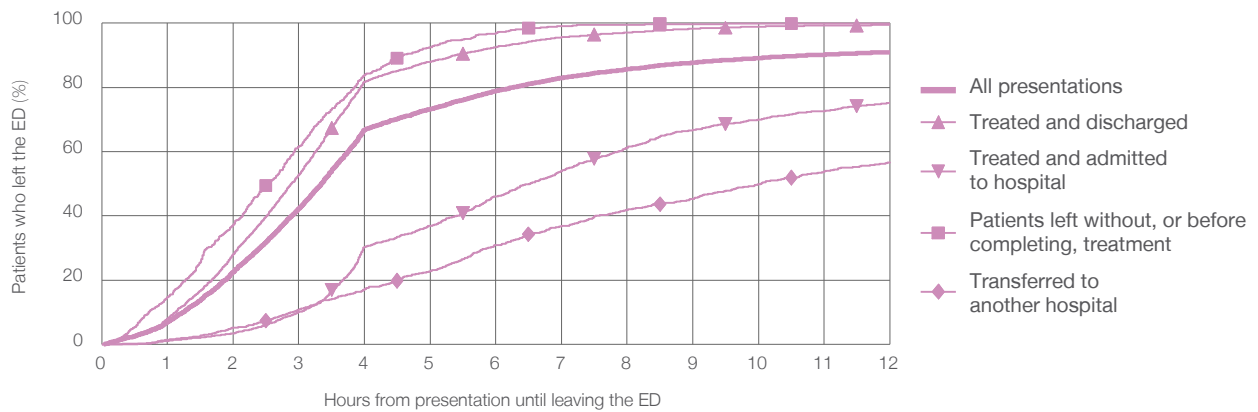
All presentations:¹ 9,352 patients

Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

Treated and discharged	5,962 (63.8%)
Treated and admitted to hospital	1,525 (16.3%)
Patient left without, or before completing, treatment	867 (9.3%)
Transferred to another hospital	975 (10.4%)
Other	23 (0.2%)

Same period last year	Change since one year ago
8,122	15.1%
5,218	14.3%
1,541	-1.0%
490	76.9%
882	10.5%
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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	28.0%	52.8%	81.8%	92.6%	97.1%	98.9%	99.4%
Treated and admitted to hospital	1.0%	3.3%	10.1%	30.2%	46.0%	61.2%	70.0%	75.1%
Patient left without, or before completing, treatment	14.8%	37.3%	61.6%	83.9%	97.0%	99.5%	99.9%	99.9%
Transferred to another hospital	1.4%	5.1%	10.8%	17.1%	31.0%	41.9%	49.8%	56.7%
All presentations	6.9%	22.5%	42.3%	66.8%	78.9%	85.7%	89.1%	91.0%

(†) 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.

Mount Druiitt 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 9,352 patients

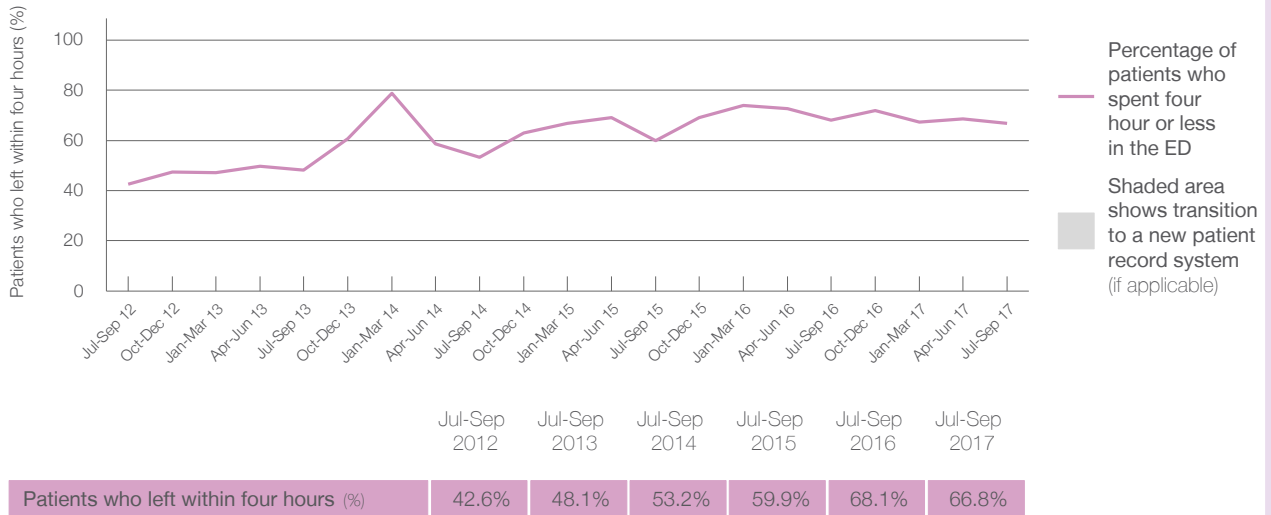
Presentations used to calculate time to leaving the ED:⁶ 9,349 patients

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	8,131	15.0%
Presentations used to calculate time to leaving the ED: ⁶	8,122	15.1%
Percentage of patients who spent four hours or less in the ED	68.1%	

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
	42.6%	48.1%	53.2%	59.9%	68.1%	66.8%

* 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, 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).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,829 patients
 Emergency presentations:² 4,386 patients

Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,454 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,271 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 319 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
310	
5 minutes	9 minutes
14 minutes	29 minutes
1,271	
11 minutes	23 minutes
30 minutes	83 minutes
2,090	
13 minutes	30 minutes
52 minutes	121 minutes
350	
13 minutes	26 minutes
60 minutes	118 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,825 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,385	10.0%
88.5%	

* 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.

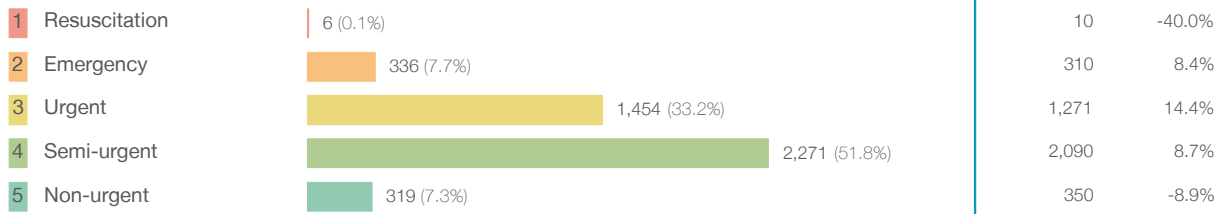
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2017

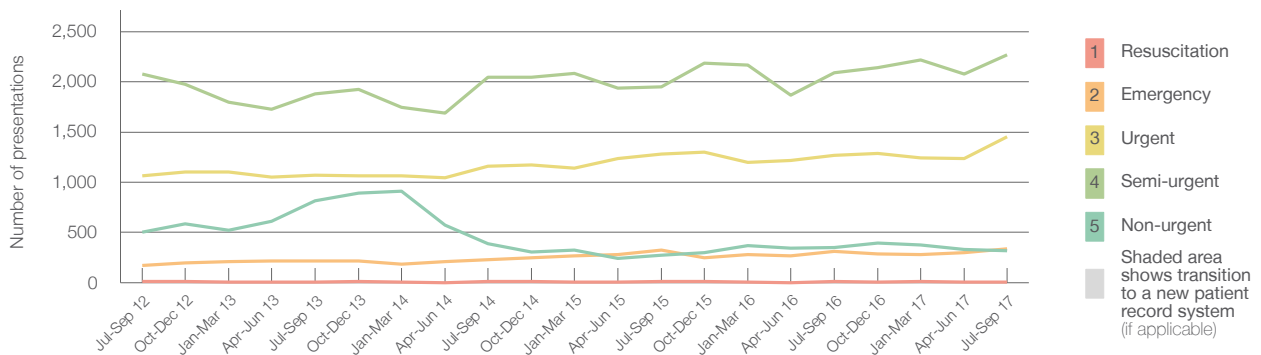
All presentations:¹ 4,829 patients

Emergency presentations² by triage category: 4,386 patients



Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%
10	-40.0%
310	8.4%
1,271	14.4%
2,090	8.7%
350	-8.9%

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	9	7	9	9	10	6
Emergency	173	219	229	326	310	336
Urgent	1,065	1,069	1,161	1,280	1,271	1,454
Semi-urgent	2,075	1,878	2,047	1,949	2,090	2,271
Non-urgent	503	813	391	275	350	319
All emergency presentations	3,825	3,986	3,837	3,839	4,031	4,386

Murwillumbah District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 239 patients **

ED Transfer of care time



Same period last year	Change since one year ago
179	
11 minutes	0 minutes
23 minutes	-3 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah 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: 336

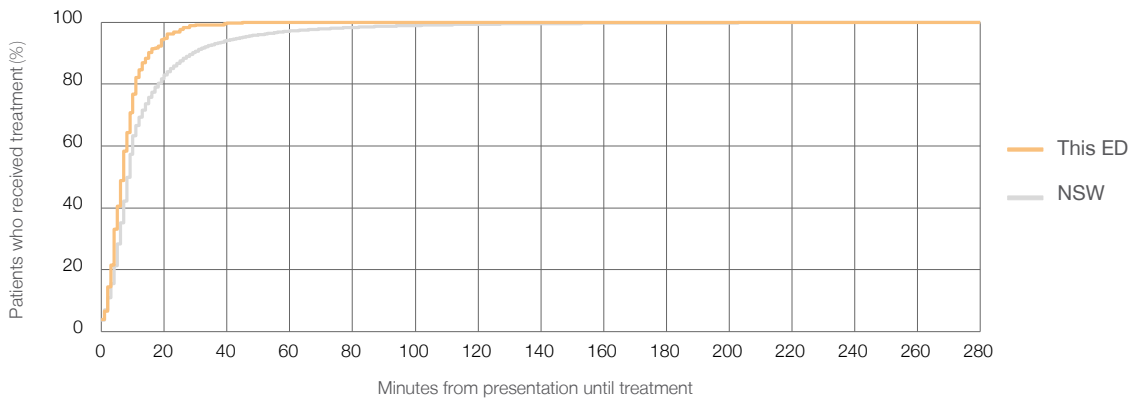
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ 7 minutes

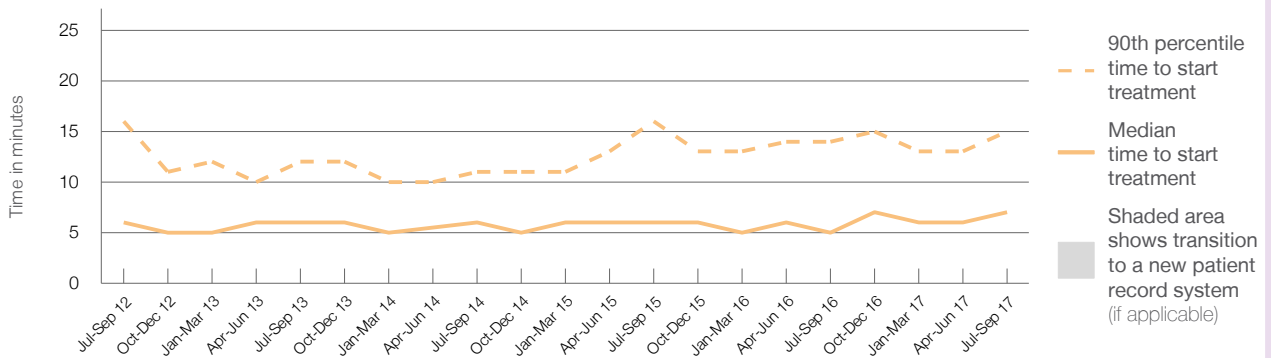
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
310	310
5 minutes	9 minutes
14 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)	6	6	6	6	5	7
90th percentile time to start treatment ⁵ (minutes)	16	12	11	16	14	15

(†) 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.

Murwillumbah 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: 1,454

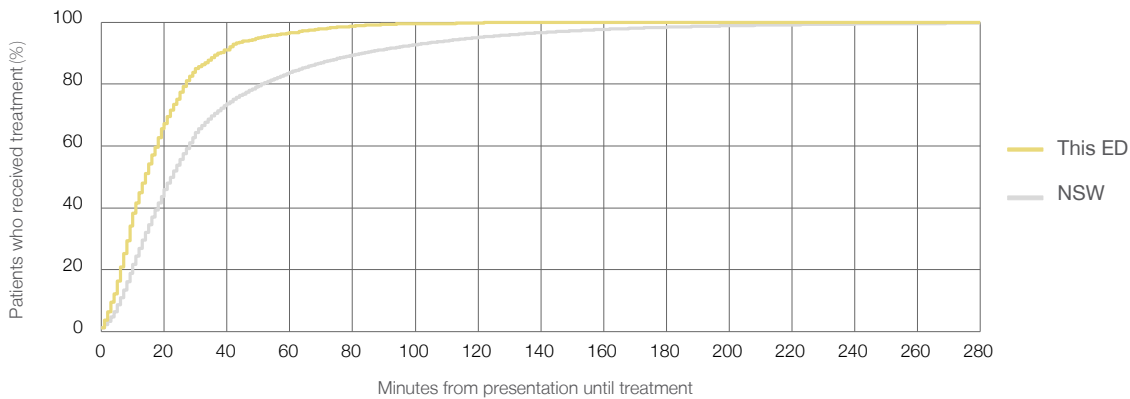
Number of triage 3 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴ 14 minutes

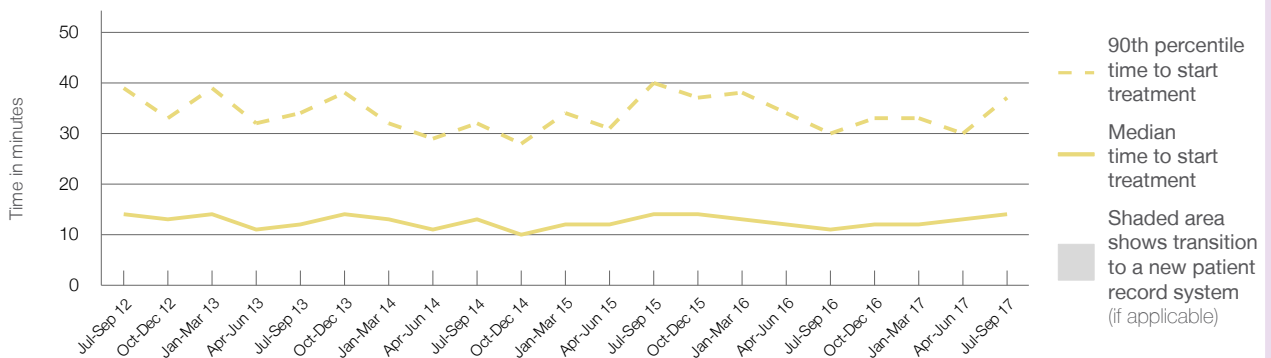
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,271	1,258
11 minutes	23 minutes
30 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)	14	12	13	14	11	14
90th percentile time to start treatment ⁵ (minutes)	39	34	32	40	30	37

(†) 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.

Murwillumbah 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: 2,271

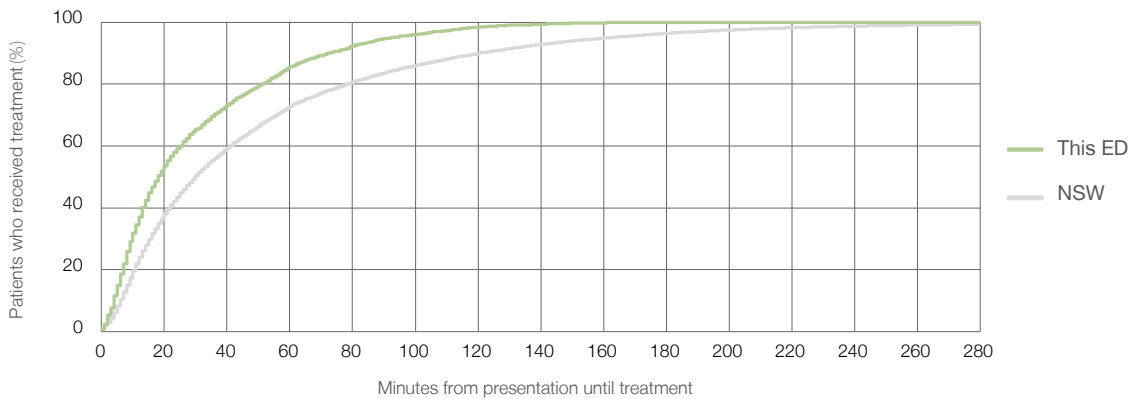
Number of triage 4 patients used to calculate waiting time:³ 2,212

Median time to start treatment⁴ 18 minutes

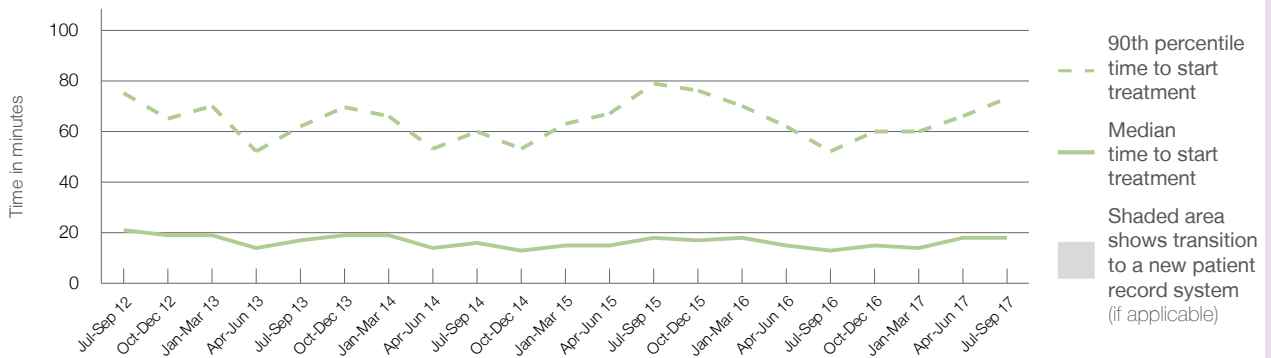
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,090	2,041
13 minutes	30 minutes
52 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)	21	17	16	18	13	18
90th percentile time to start treatment ⁵ (minutes)	75	62	60	79	52	73

(†) 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.

Murwillumbah 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: 319

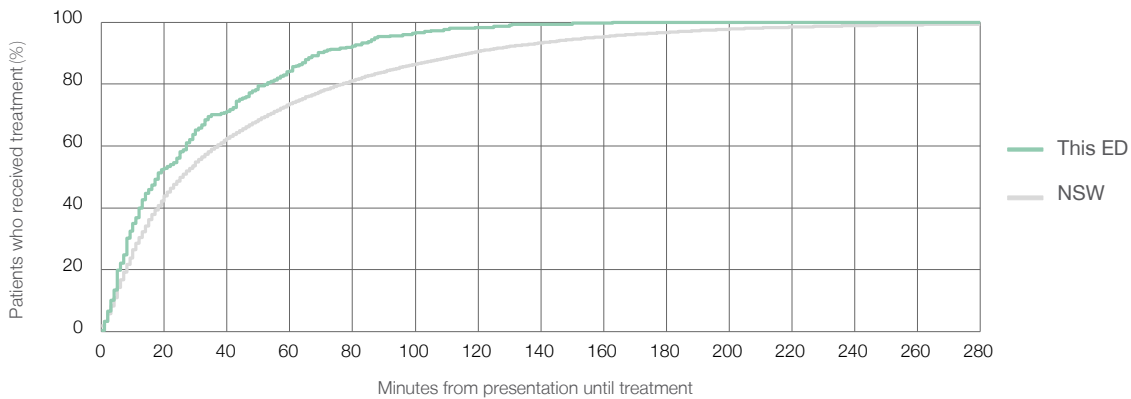
Number of triage 5 patients used to calculate waiting time:³ 298

Median time to start treatment⁴ 18 minutes

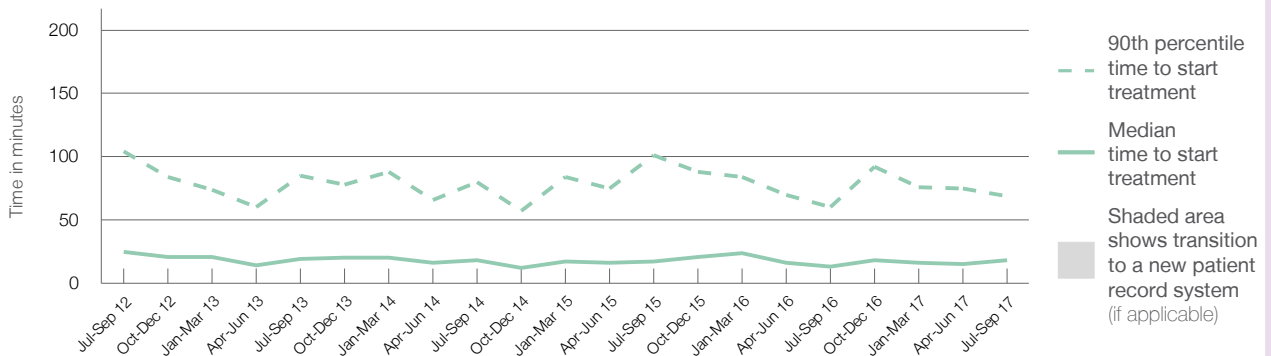
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
350	338
13 minutes	26 minutes
60 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)	25	19	18	17	13	18
90th percentile time to start treatment ⁵ (minutes)	104	85	80	101	60	69

(†) 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.

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

All presentations:¹ 4,829 patients

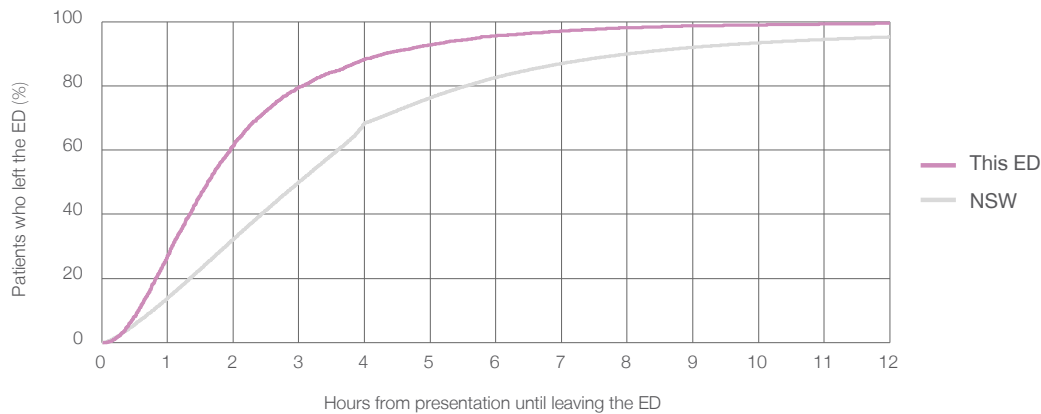
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

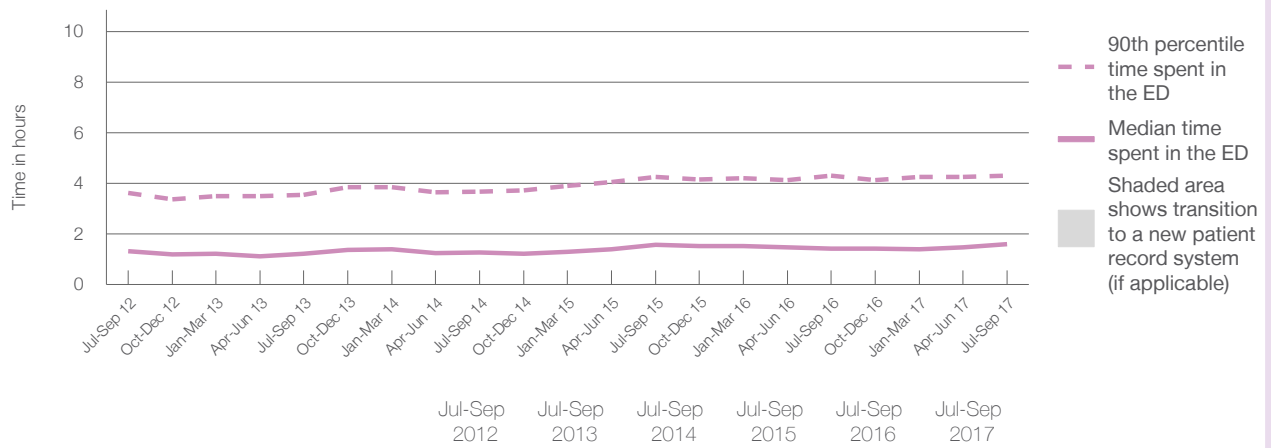
90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
4,385	4,385
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 18 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)	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

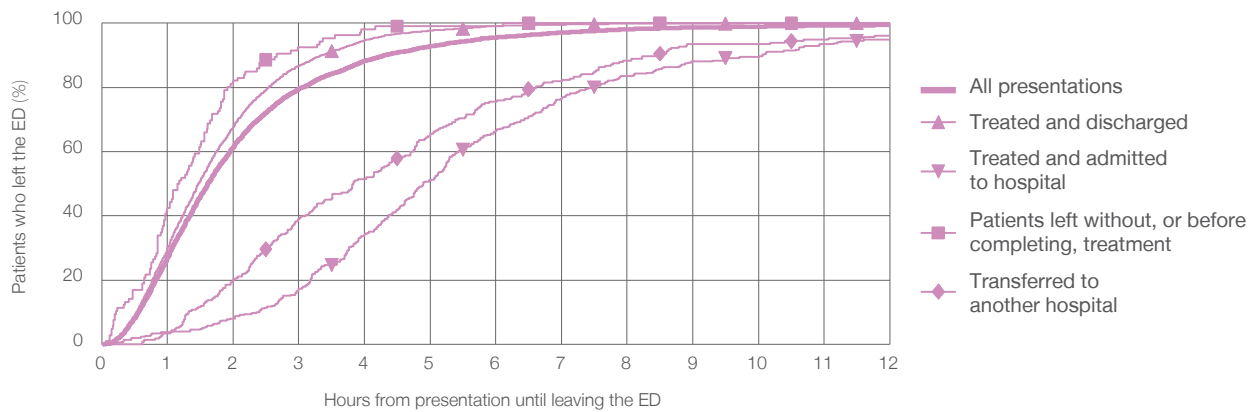
All presentations:¹ 4,829 patients

Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Treated and discharged	4,133 (85.6%)
Treated and admitted to hospital	351 (7.3%)
Patient left without, or before completing, treatment	106 (2.2%)
Transferred to another hospital	233 (4.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,385	10.0%
3,683	12.2%
375	-6.4%
78	35.9%
246	-5.3%
3	100.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.1%	67.8%	86.7%	94.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	3.7%	8.0%	17.4%	34.2%	66.7%	83.5%	89.5%	94.9%
Patient left without, or before completing, treatment	42.5%	82.1%	92.5%	98.1%	99.1%	100%	100%	100%
Transferred to another hospital	3.4%	20.2%	39.1%	51.5%	75.5%	88.4%	93.6%	96.1%
All presentations	27.2%	61.4%	79.5%	88.3%	95.6%	98.1%	98.9%	99.4%

(†) 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.

Murwillumbah 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 4,829 patients

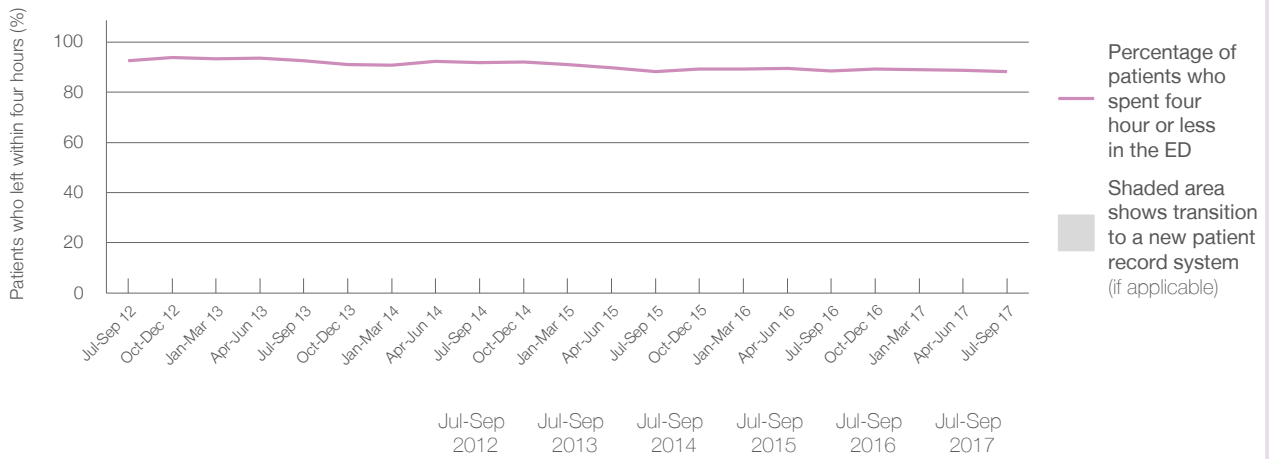
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

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	4,385	10.1%
Presentations used to calculate time to leaving the ED: ⁶	4,385	10.0%
Percentage of patients who spent four hours or less in the ED	88.5%	

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
	92.4%	92.6%	91.8%	88.3%	88.5%	88.3%

* 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, 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).

Ryde Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,454 patients
Emergency presentations:² 7,361 patients

Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%

Ryde Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,027 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,782 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,177 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
857	
7 minutes	9 minutes
12 minutes	29 minutes
2,666	
14 minutes	23 minutes
35 minutes	83 minutes
2,694	
15 minutes	30 minutes
71 minutes	121 minutes
172	
23 minutes	26 minutes
98 minutes	118 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,451 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
6,479	15.0%
82.1%	

* 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.

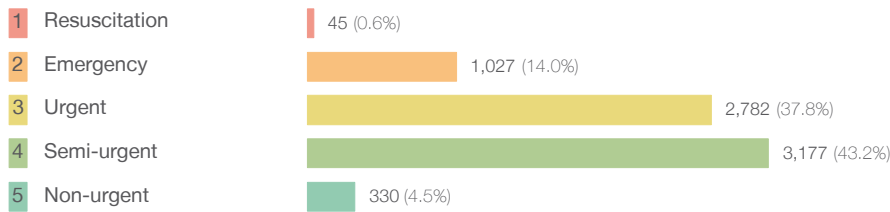
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Ryde Hospital: Patients presenting to the emergency department July to September 2017

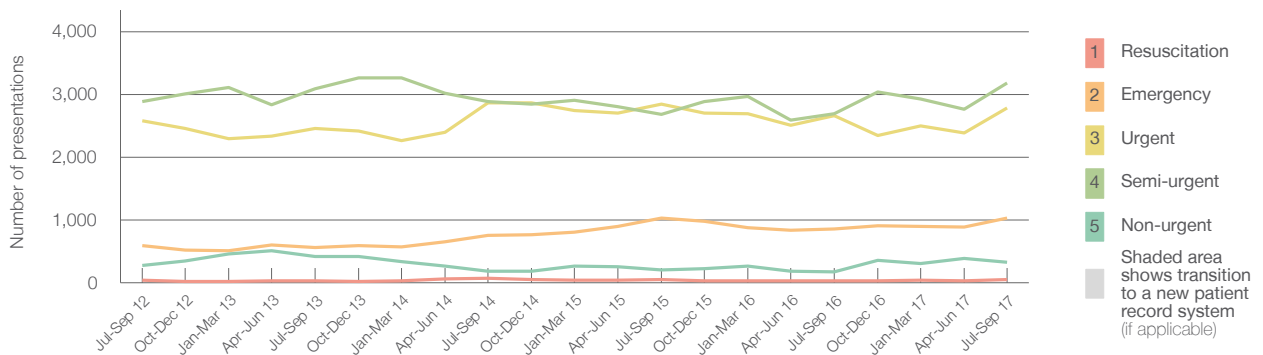
All presentations:¹ 7,454 patients

Emergency presentations² by triage category: 7,361 patients



Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%
34	32.4%
857	19.8%
2,666	4.4%
2,694	17.9%
172	91.9%

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	43	30	68	48	34	45
Emergency	592	558	750	1,034	857	1,027
Urgent	2,579	2,457	2,868	2,844	2,666	2,782
Semi-urgent	2,889	3,091	2,886	2,686	2,694	3,177
Non-urgent	276	417	180	201	172	330
All emergency presentations	6,379	6,553	6,752	6,813	6,423	7,361

Ryde Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,775 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,615	
10 minutes	0 minutes
20 minutes	2 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.

Ryde 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: 1,027

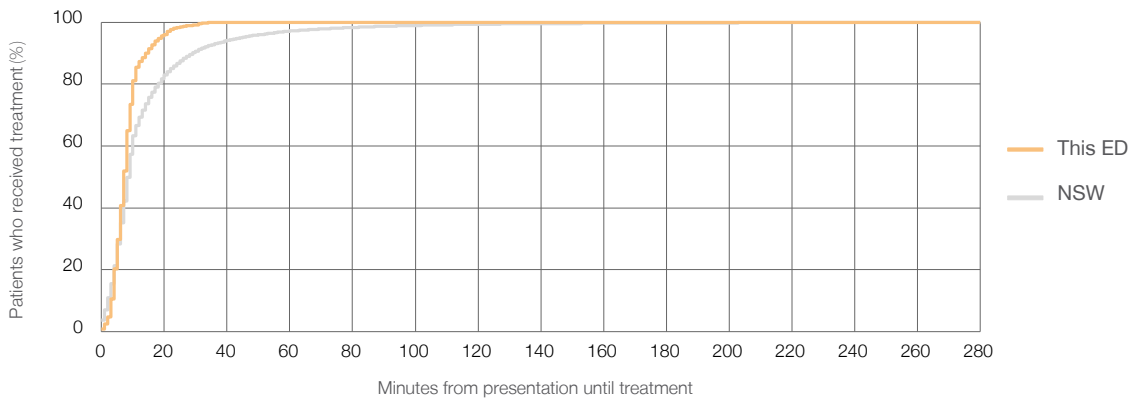
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 7 minutes

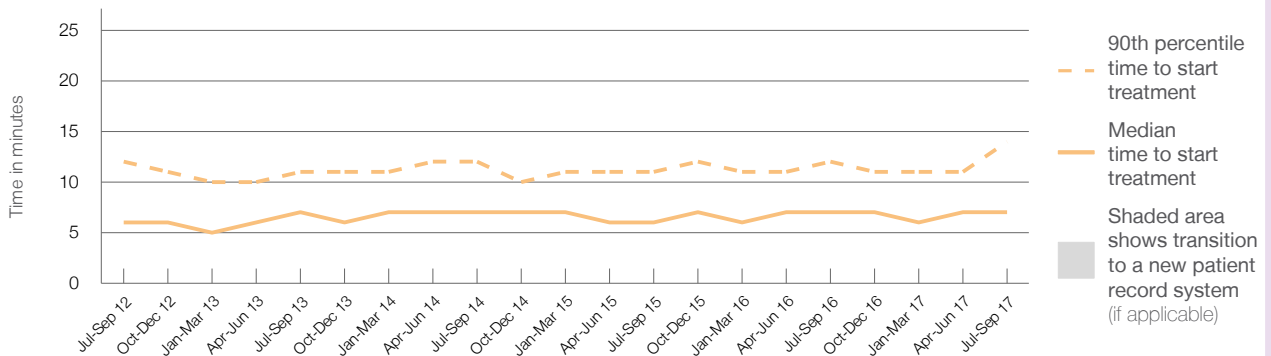
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
857	
853	
7 minutes	9 minutes
12 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)	6	7	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	12	11	12	11	12	14

(†) 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.

Ryde 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: 2,782

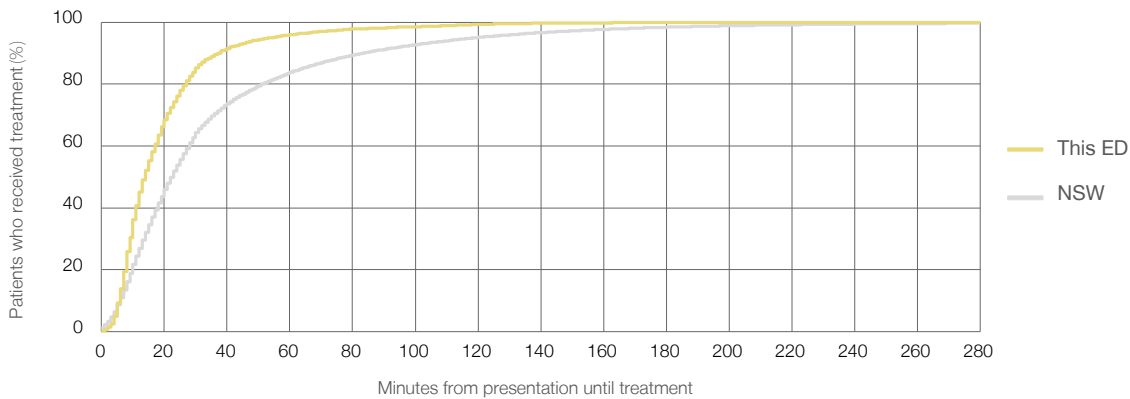
Number of triage 3 patients used to calculate waiting time:³ 2,759

Median time to start treatment⁴ 14 minutes

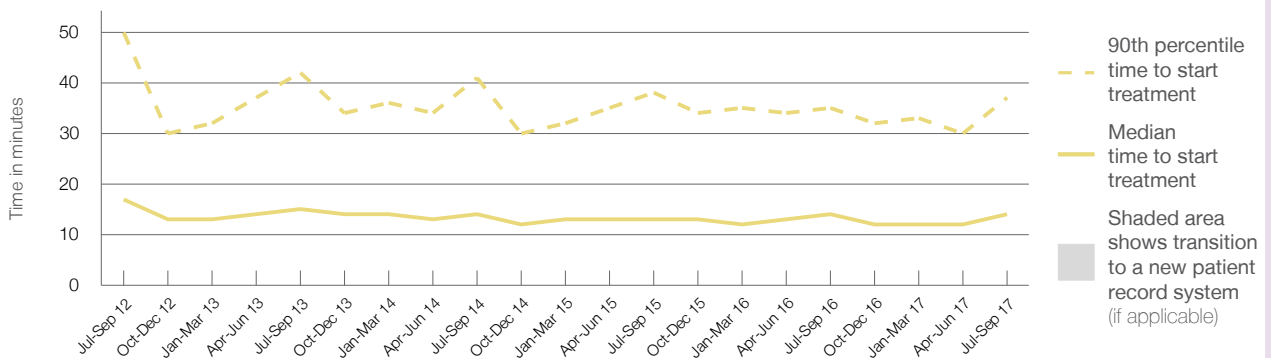
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,666	
2,646	
14 minutes	23 minutes
35 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)	17	15	14	13	14	14
90th percentile time to start treatment ⁵ (minutes)	50	42	41	38	35	37

(†) 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.

Ryde 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: 3,177

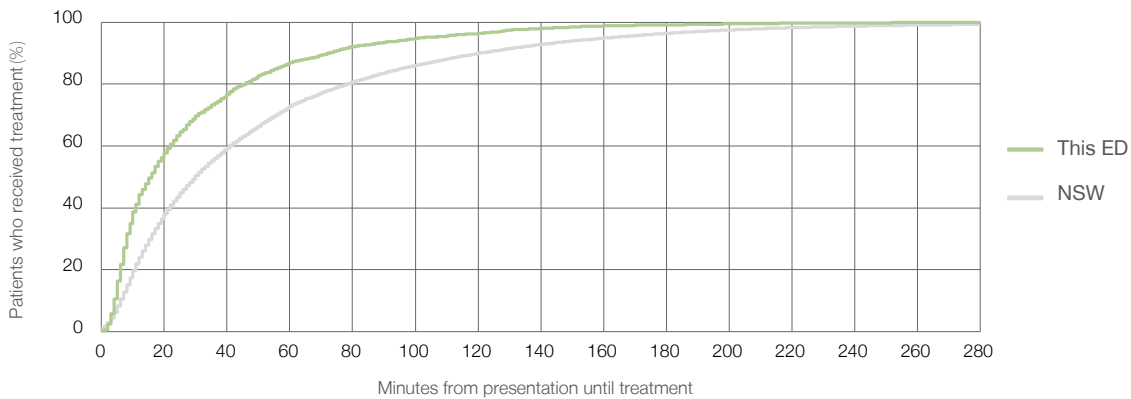
Number of triage 4 patients used to calculate waiting time:³ 3,078

Median time to start treatment⁴ 16 minutes

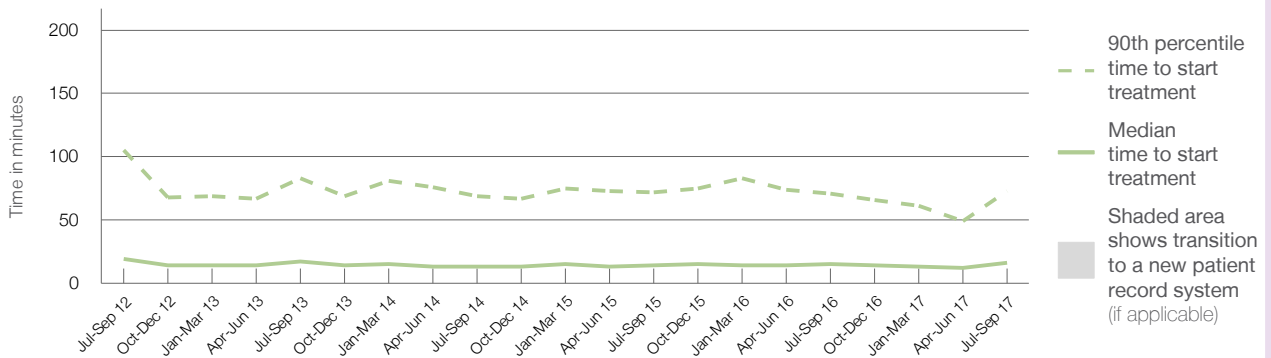
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,694	
2,606	
15 minutes	30 minutes
71 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)	19	17	13	14	15	16
90th percentile time to start treatment ⁵ (minutes)	105	83	69	72	71	73

(†) 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.

Ryde 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: 330

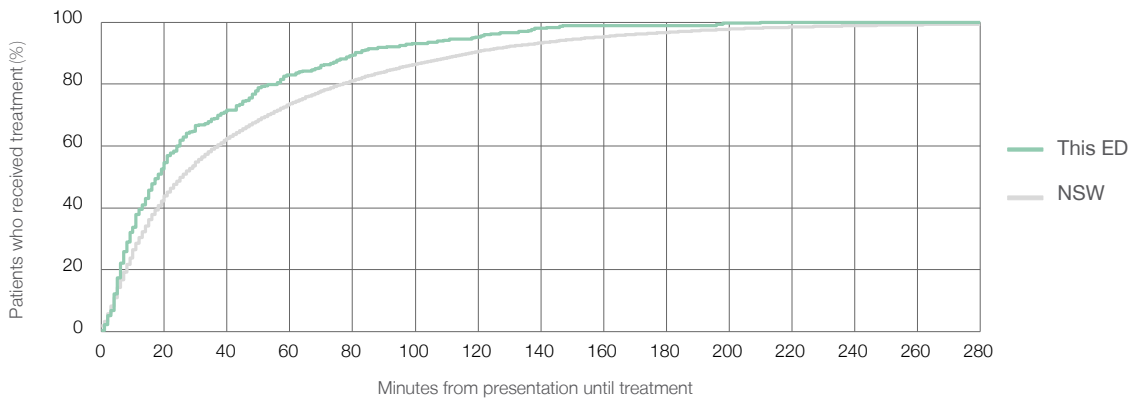
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

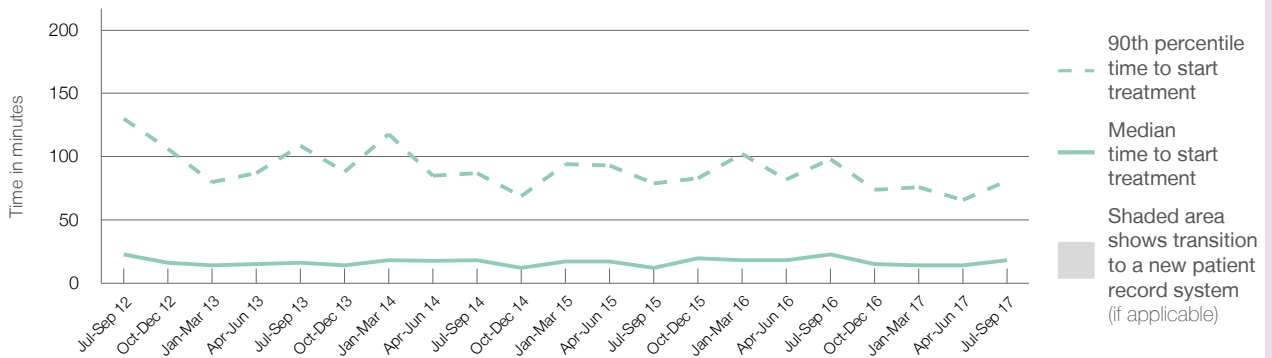
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
172	
153	
23 minutes	26 minutes
98 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)	23	16	18	12	23	18
90th percentile time to start treatment ⁵ (minutes)	130	109	87	79	98	81

(†) 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.

Ryde Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,454 patients

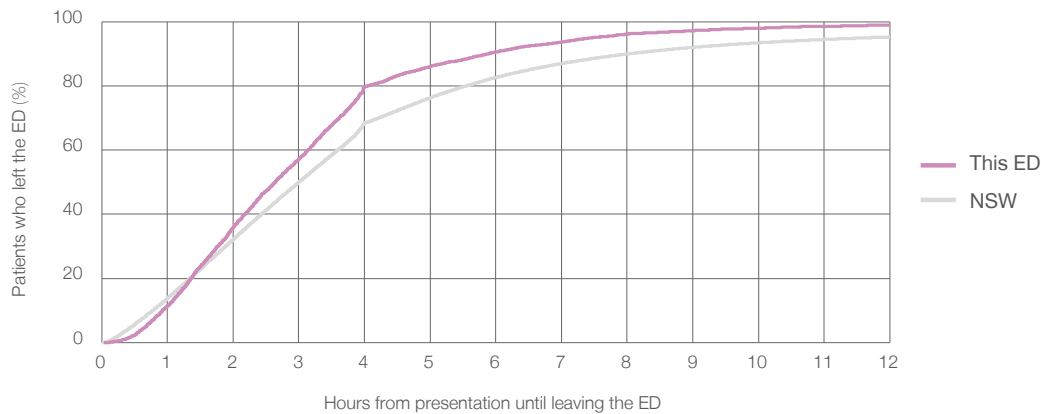
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

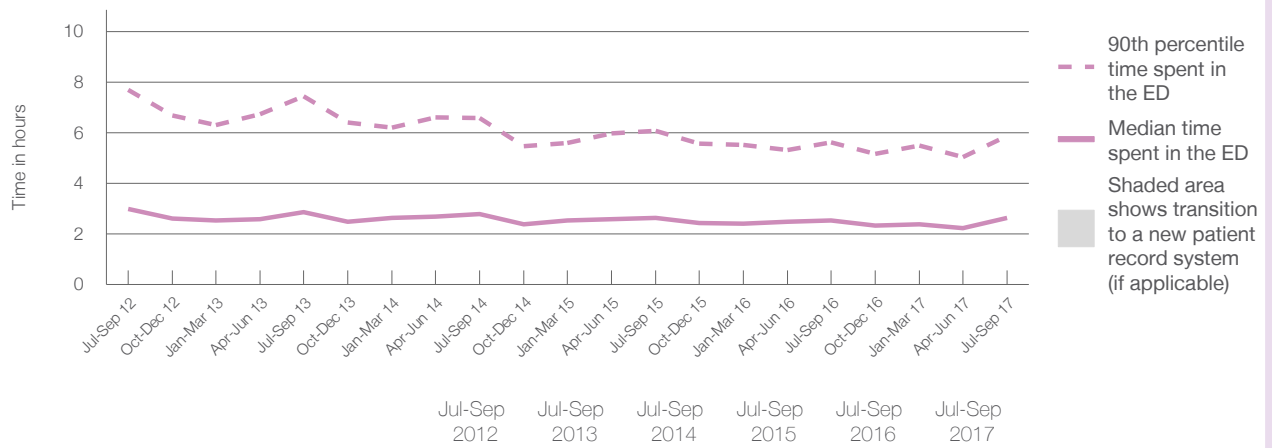
90th percentile time spent in the ED⁹ 5 hours and 53 minutes

Same period last year	NSW (this period)
6,480	
6,479	
2 hours and 33 minutes	3 hours and 0 minutes
5 hours and 38 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)	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m

(†) 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.

Ryde Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

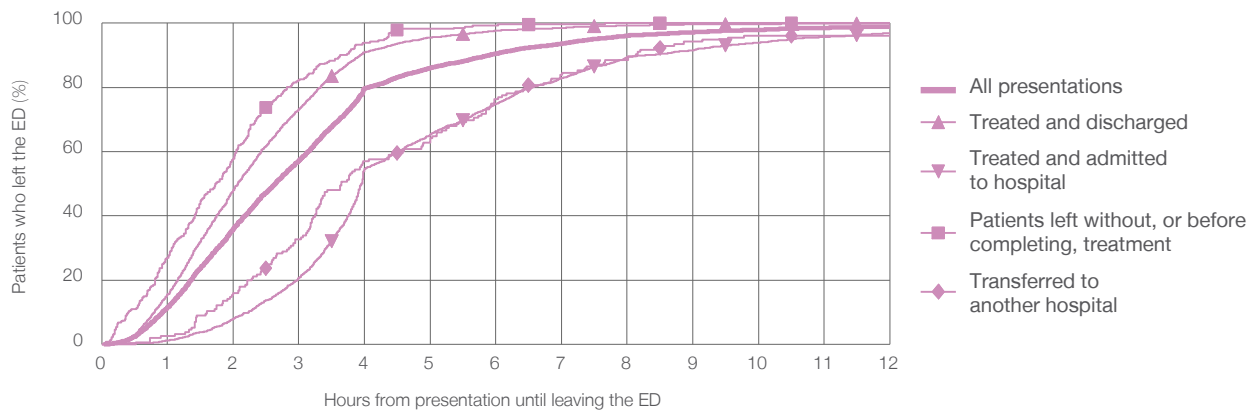
All presentations:¹ 7,454 patients

Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Treated and discharged	4,804 (64.4%)
Treated and admitted to hospital	2,196 (29.5%)
Patient left without, or before completing, treatment	282 (3.8%)
Transferred to another hospital	156 (2.1%)
Other	16 (0.2%)

Same period last year	Change since one year ago
6,479	15.0%
4,025	19.4%
2,065	6.3%
238	18.5%
147	6.1%
5	220.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.6%	48.1%	73.2%	91.0%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.0%	20.6%	54.7%	74.9%	89.4%	93.9%	96.8%
Patient left without, or before completing, treatment	27.0%	57.8%	82.3%	94.0%	99.3%	100%	100%	100%
Transferred to another hospital	2.6%	16.0%	32.7%	57.1%	76.3%	88.5%	96.2%	96.2%
All presentations	11.6%	36.0%	57.2%	79.7%	90.6%	96.2%	98.0%	98.9%

(†) 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.

Ryde 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 7,454 patients

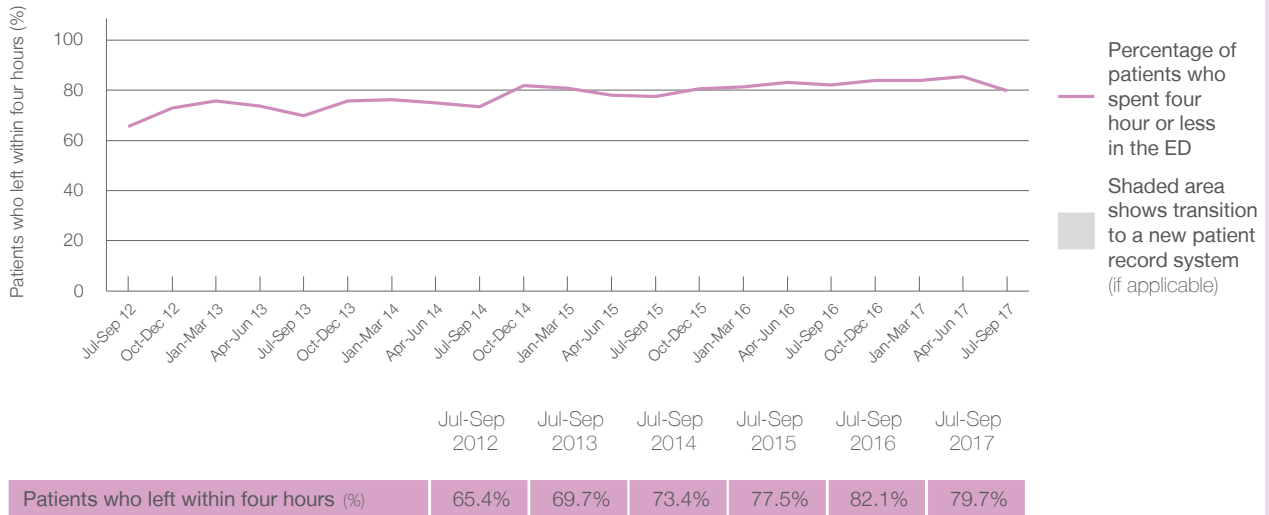
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

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	6,480	15.0%
Presentations used to calculate time to leaving the ED	6,479	15.0%
Percentage of patients who spent four hours or less in the ED	82.1%	

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



* 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, 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).

Shellharbour Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,965 patients
Emergency presentations:² 7,795 patients

Same period last year	Change since one year ago
7,574	5.2%
7,377	5.7%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 872 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,961 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,748 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 150 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 188 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
917	
7 minutes	9 minutes
14 minutes	29 minutes
2,714	
22 minutes	23 minutes
91 minutes	83 minutes
3,570	
23 minutes	30 minutes
128 minutes	121 minutes
153	
18 minutes	26 minutes
93 minutes	118 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,962 patients

Percentage of patients who spent four hours or less in the ED 61.6%

Same period last year	Change since one year ago
7,574	5.1%
64.2%	

* 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.

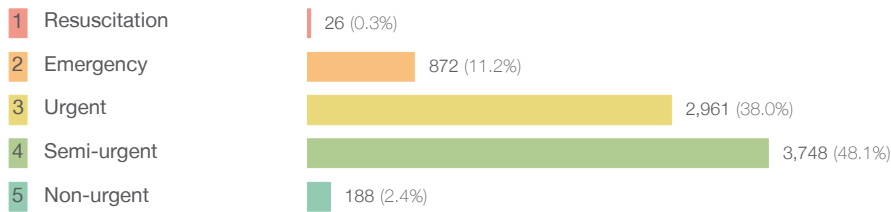
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Shellharbour Hospital: Patients presenting to the emergency department July to September 2017

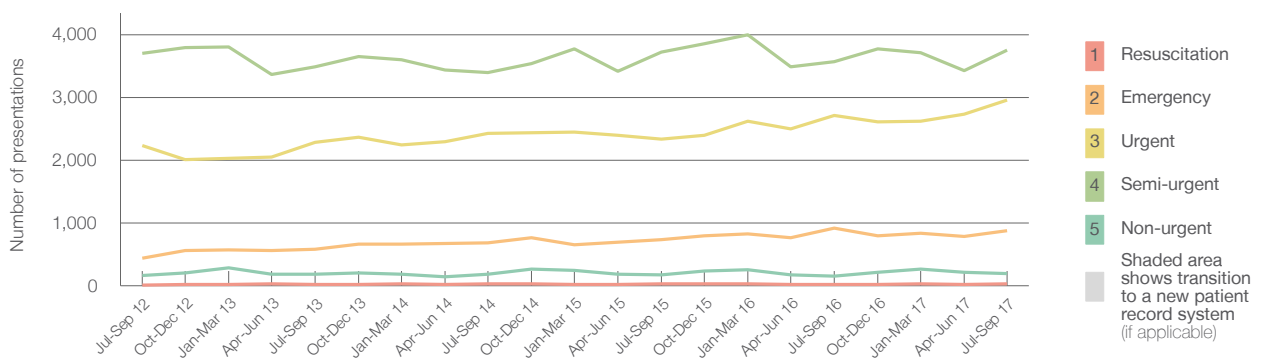
All presentations:¹ 7,965 patients

Emergency presentations² by triage category: 7,795 patients



	Same period last year	Change since one year ago
All presentations	7,574	5.2%
Emergency presentations	7,377	5.7%
Resuscitation	23	13.0%
Emergency	917	-4.9%
Urgent	2,714	9.1%
Semi-urgent	3,570	5.0%
Non-urgent	153	22.9%

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	12	22	29	27	23	26
Emergency	434	576	681	736	917	872
Urgent	2,235	2,280	2,430	2,337	2,714	2,961
Semi-urgent	3,706	3,487	3,400	3,721	3,570	3,748
Non-urgent	160	180	180	173	153	188
All emergency presentations	6,547	6,545	6,720	6,994	7,377	7,795

Shellharbour Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,903 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,689	
ED Transfer of care time	11 minutes	1 minute
90th percentile time	29 minutes	7 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.

Shellharbour 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: 872

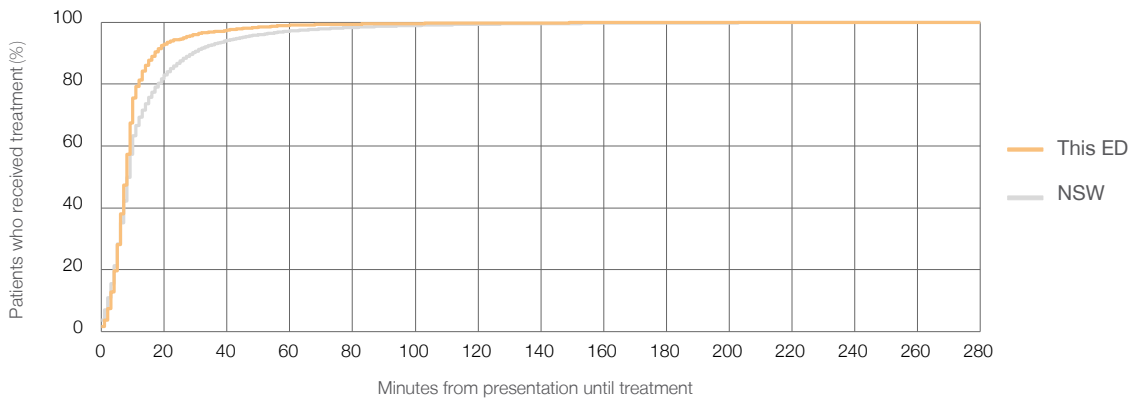
Number of triage 2 patients used to calculate waiting time:³ 868

Median time to start treatment⁴ 8 minutes

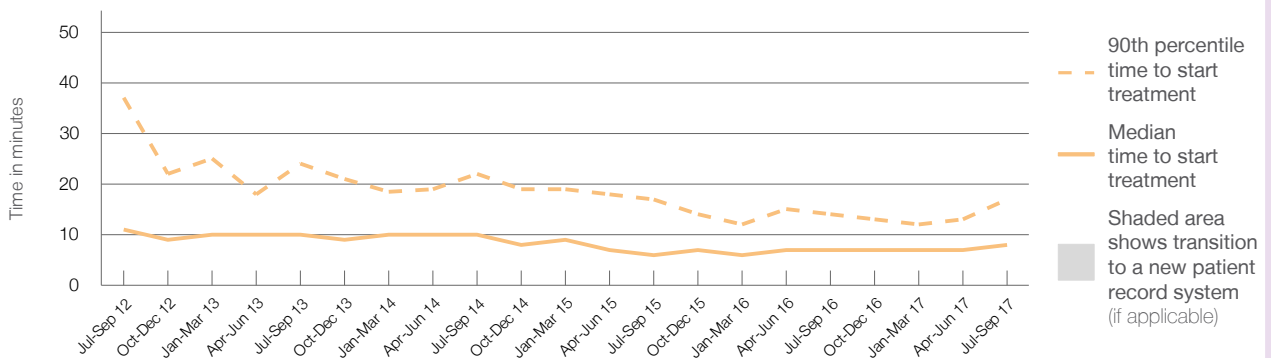
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
917	
916	
7 minutes	9 minutes
14 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)	11	10	10	6	7	8
90th percentile time to start treatment ⁵ (minutes)	37	24	22	17	14	17

(†) 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.

Shellharbour 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: 2,961

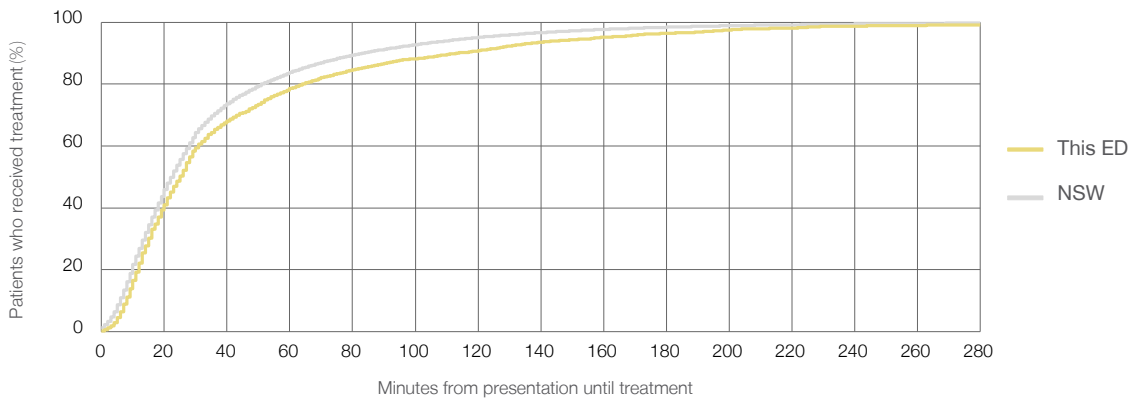
Number of triage 3 patients used to calculate waiting time:³ 2,885

Median time to start treatment⁴ 25 minutes

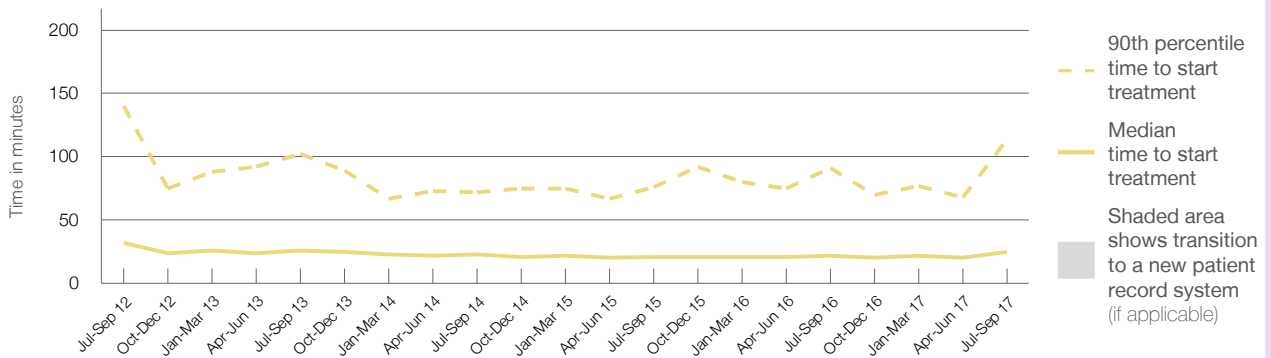
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,714	
2,663	
22 minutes	23 minutes
91 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)	32	26	23	21	22	25
90th percentile time to start treatment ⁵ (minutes)	140	102	72	76	91	114

(†) 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.

Shellharbour 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: 3,748

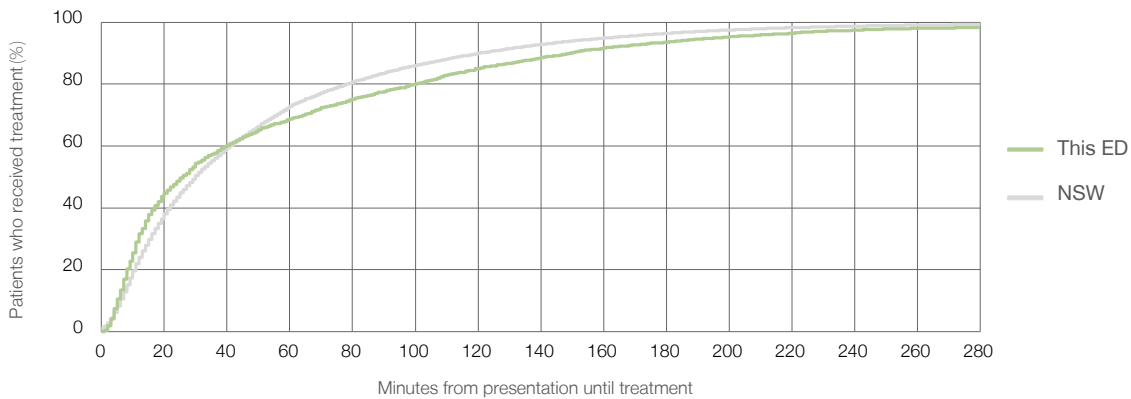
Number of triage 4 patients used to calculate waiting time:³ 3,390

Median time to start treatment⁴ 26 minutes

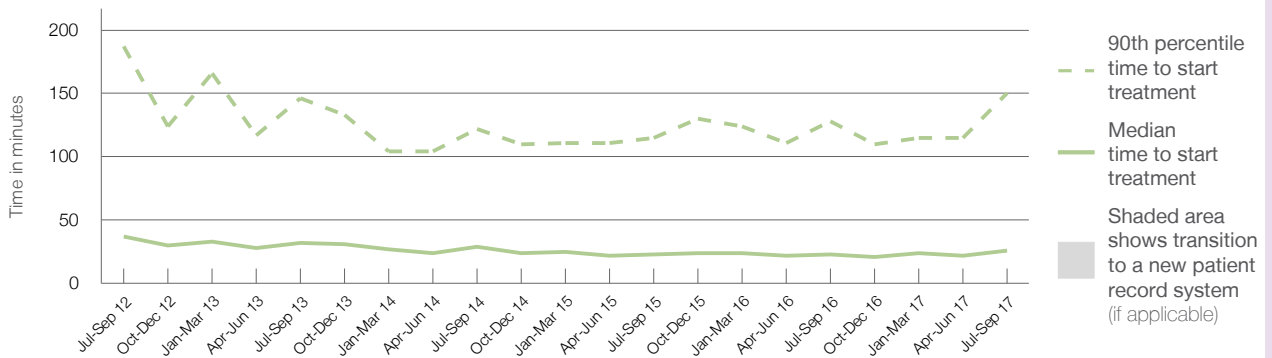
90th percentile time to start treatment⁵ 150 minutes

Same period last year	NSW (this period)
3,570	3,317
23 minutes	30 minutes
128 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)	37	32	29	23	23	26
90th percentile time to start treatment ⁵ (minutes)	187	146	122	115	128	150

(†) 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.

Shellharbour 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: 188

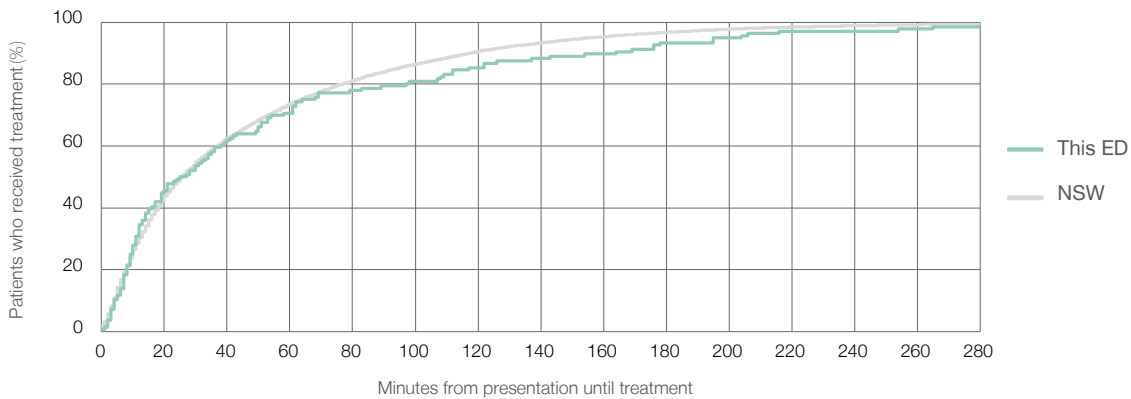
Number of triage 5 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 26 minutes

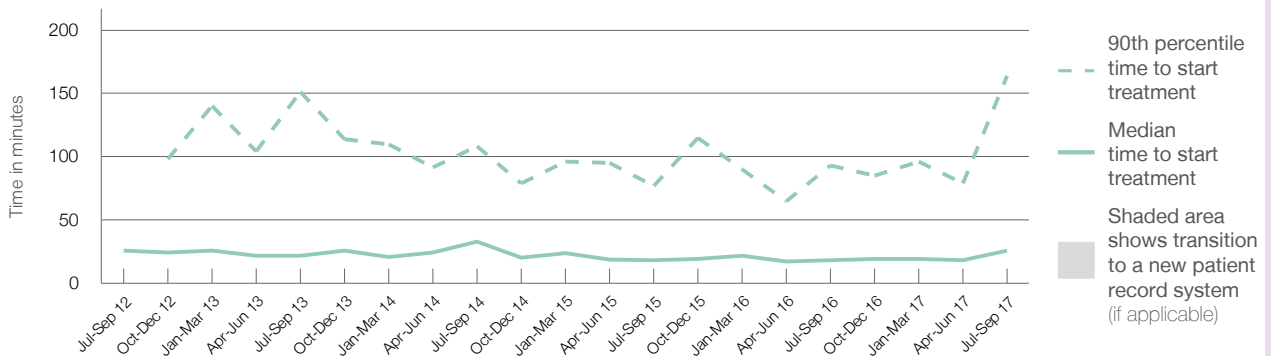
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
153	
124	
18 minutes	26 minutes
93 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)	26	22	33	18	18	26
90th percentile time to start treatment ⁵ (minutes)	*	151	108	77	93	164

(†) 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.

Shellharbour Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,965 patients

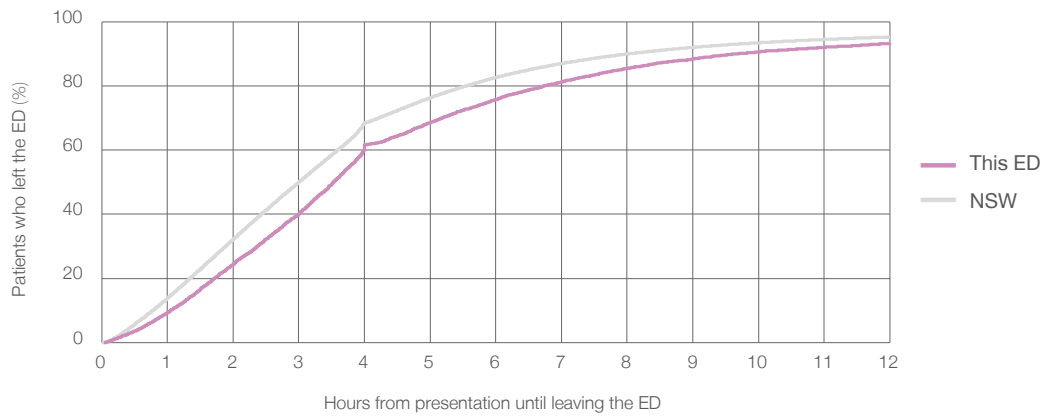
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

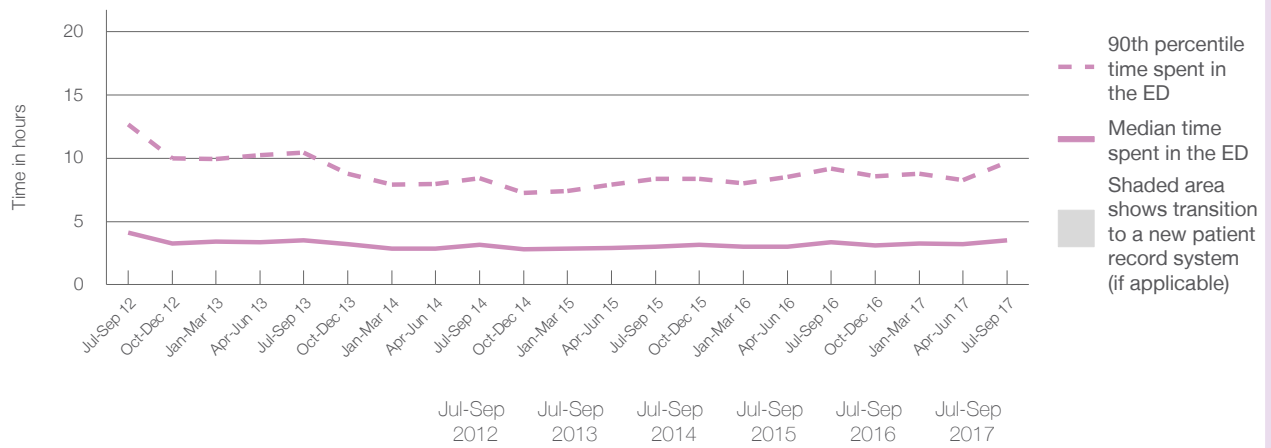
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
7,574	7,574
3 hours and 21 minutes	3 hours and 0 minutes
9 hours and 12 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)	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m	3h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 41m	10h 25m	8h 25m	8h 21m	9h 12m	9h 40m

(†) 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.

Shellharbour Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

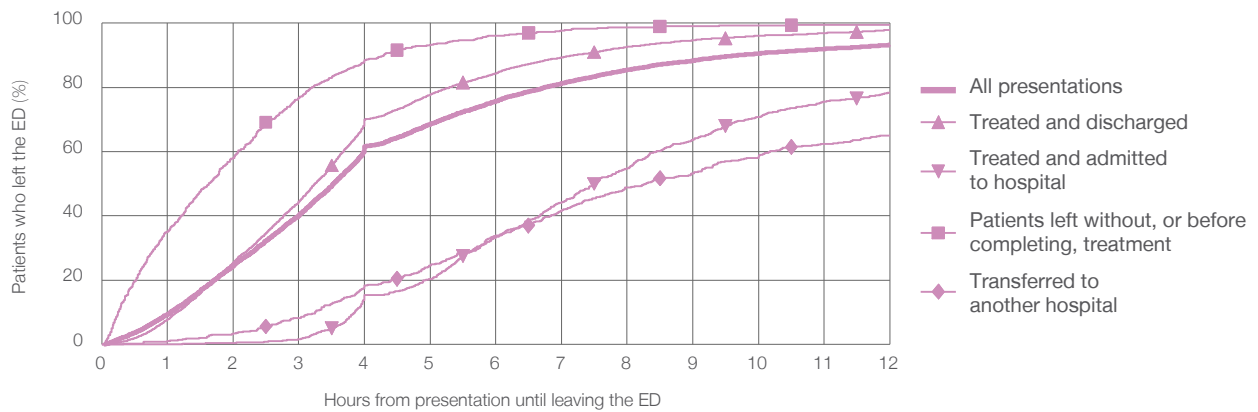
All presentations:¹ 7,965 patients

Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Treated and discharged	5,490 (68.9%)
Treated and admitted to hospital	972 (12.2%)
Patient left without, or before completing, treatment	900 (11.3%)
Transferred to another hospital	593 (7.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,574	5.1%
5,459	0.6%
882	10.2%
633	42.2%
590	0.5%
10	0.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.7%	25.5%	44.4%	70.0%	84.4%	92.6%	96.1%	97.9%
Treated and admitted to hospital	0%	0.4%	1.6%	15.2%	33.5%	54.9%	70.8%	78.4%
Patient left without, or before completing, treatment	35.1%	58.0%	76.7%	88.4%	96.1%	98.7%	99.2%	99.6%
Transferred to another hospital	1.0%	3.4%	8.1%	18.2%	33.8%	48.8%	58.6%	65.0%
All presentations	9.4%	24.5%	40.1%	61.6%	75.8%	85.4%	90.6%	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.

Shellharbour 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 7,965 patients

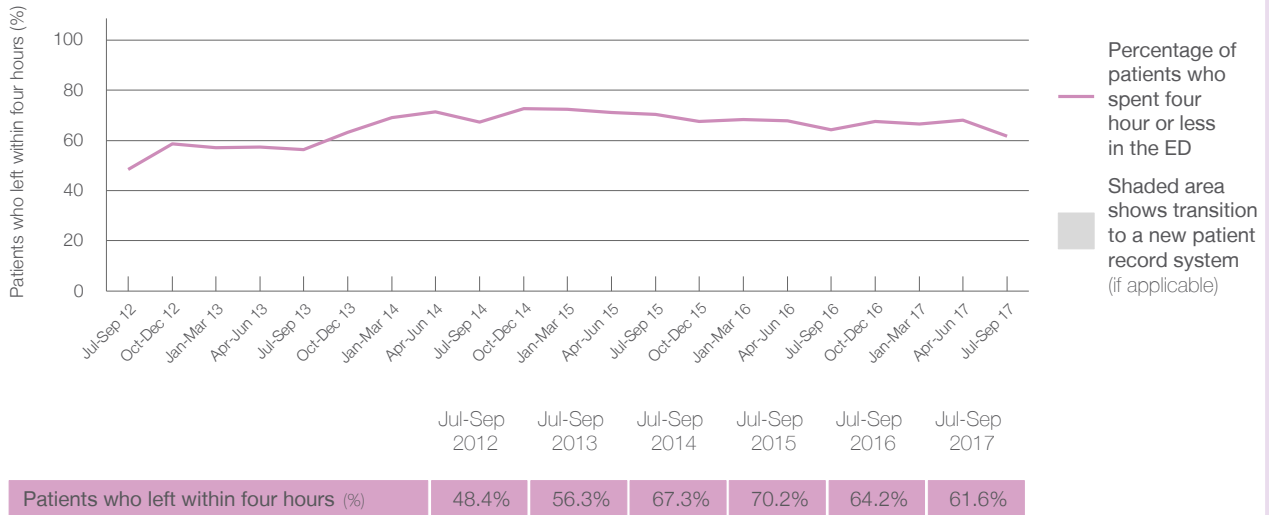
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

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	7,574	5.2%
Presentations used to calculate time to leaving the ED: ⁶	7,574	5.1%
Percentage of patients who spent four hours or less in the ED	64.2%	

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



* 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, 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).

South East Regional Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,343 patients
Emergency presentations:² 4,124 patients

Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%

South East Regional Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 480 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,450 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,679 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
340	
8 minutes	9 minutes
25 minutes	29 minutes
1,153	
27 minutes	23 minutes
93 minutes	83 minutes
1,746	
48 minutes	30 minutes
170 minutes	121 minutes
684	
54 minutes	26 minutes
168 minutes	118 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,339 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
4,187	3.6%
69.1%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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.

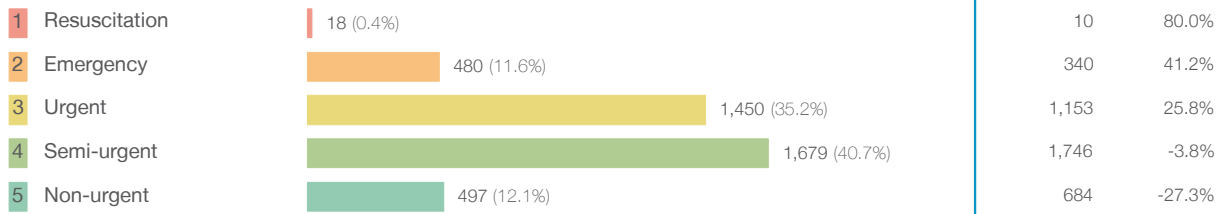
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

South East Regional Hospital: Patients presenting to the emergency department July to September 2017

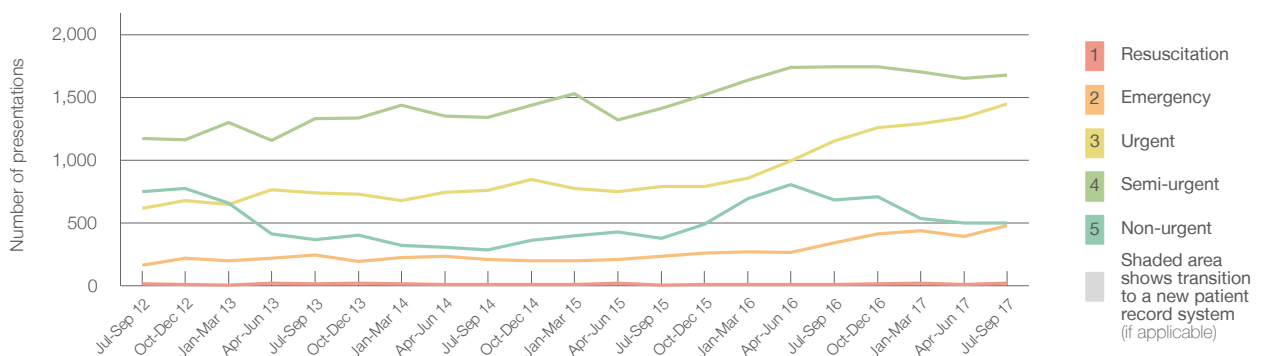
All presentations:¹ 4,343 patients

Emergency presentations² by triage category: 4,124 patients



Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%
10	80.0%
340	41.2%
1,153	25.8%
1,746	-3.8%
684	-27.3%

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	14	16	7	< 5	10	18
Emergency	163	242	208	239	340	480
Urgent	616	738	760	792	1,153	1,450
Semi-urgent	1,170	1,332	1,341	1,410	1,746	1,679
Non-urgent	747	365	286	378	684	497
All emergency presentations	2,710	2,693	2,602	2,819	3,933	4,124

South East Regional Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 987 patients

ED Transfer of care time



Same period last year	Change since one year ago
683	
14 minutes	-3 minutes
30 minutes	-9 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 480

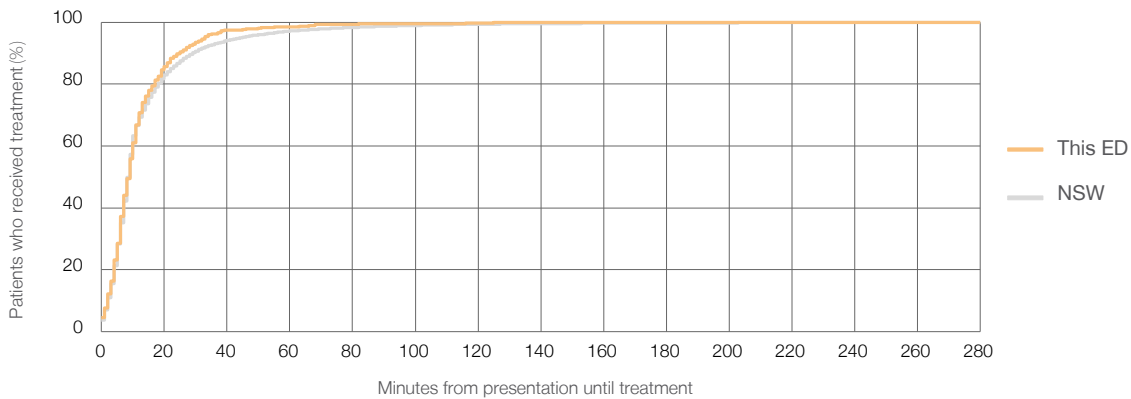
Number of triage 2 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 9 minutes

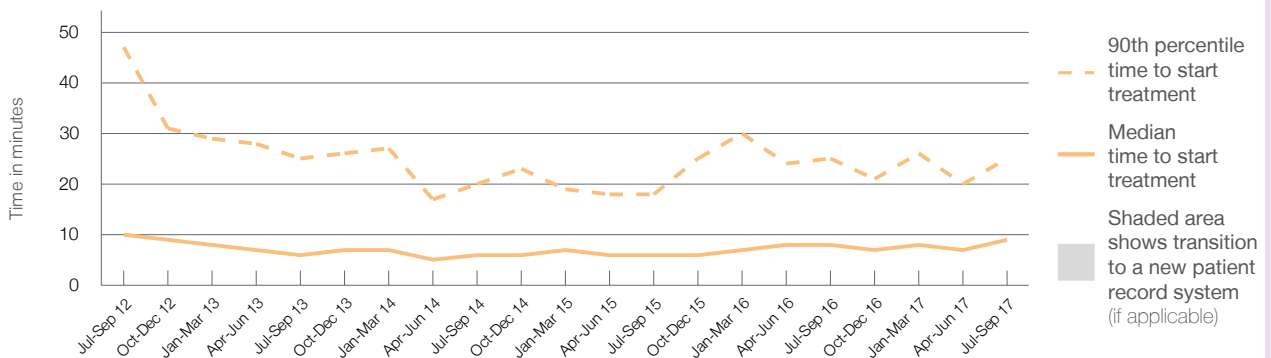
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
340	
337	
8 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)	10	6	6	6	8	9
90th percentile time to start treatment ⁵ (minutes)	47	25	20	18	25	25

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 1,450

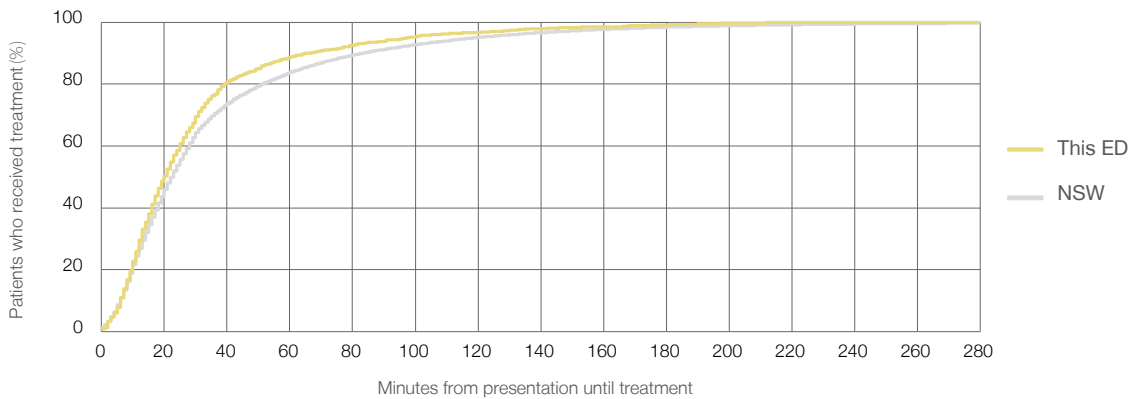
Number of triage 3 patients used to calculate waiting time:³ 1,419

Median time to start treatment⁴ 20 minutes

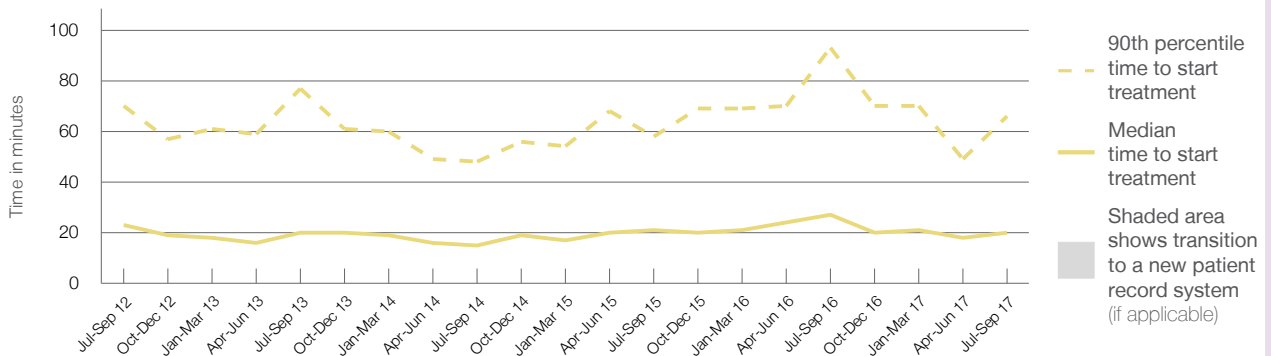
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,153	1,125
27 minutes	23 minutes
93 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)	23	20	15	21	27	20
90th percentile time to start treatment ⁵ (minutes)	70	77	48	58	93	66

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 1,679

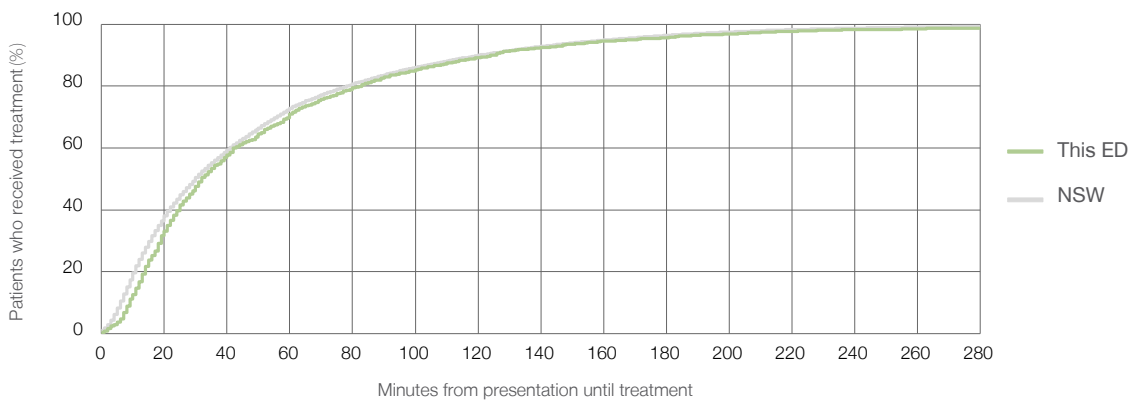
Number of triage 4 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴ 32 minutes

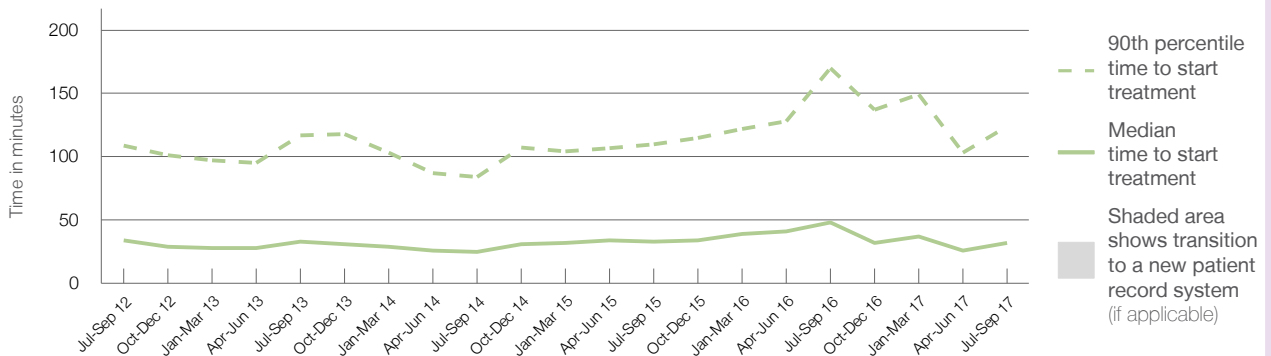
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,746	1,578
48 minutes	30 minutes
170 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	33	25	33	48	32
90th percentile time to start treatment ⁵ (minutes)	109	117	84	110	170	124

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 497

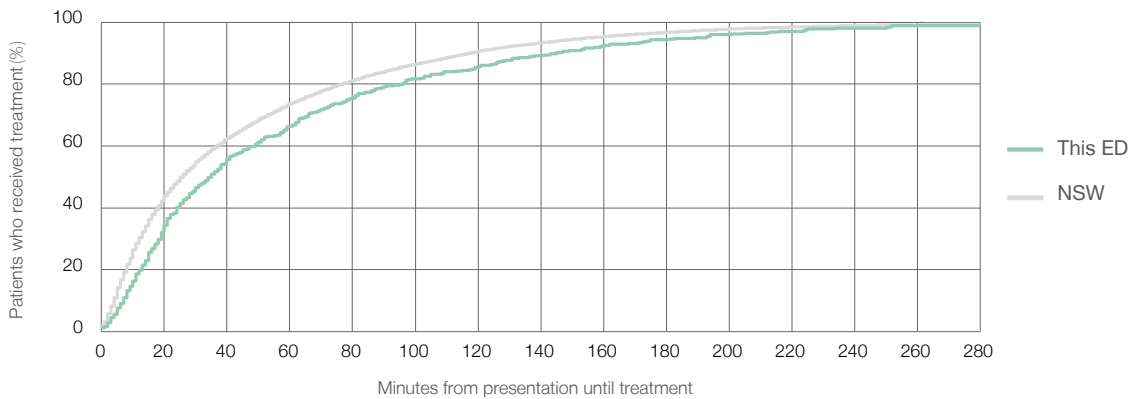
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 35 minutes

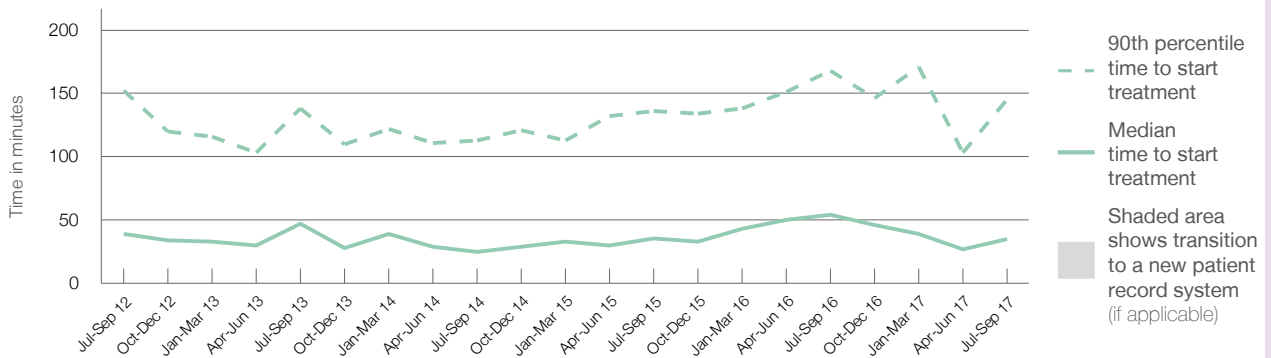
90th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
	684	
	554	
	54 minutes	26 minutes
	168 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)	39	47	25	36	54	35
90th percentile time to start treatment ⁵ (minutes)	152	138	113	136	168	145

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South East Regional Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,343 patients

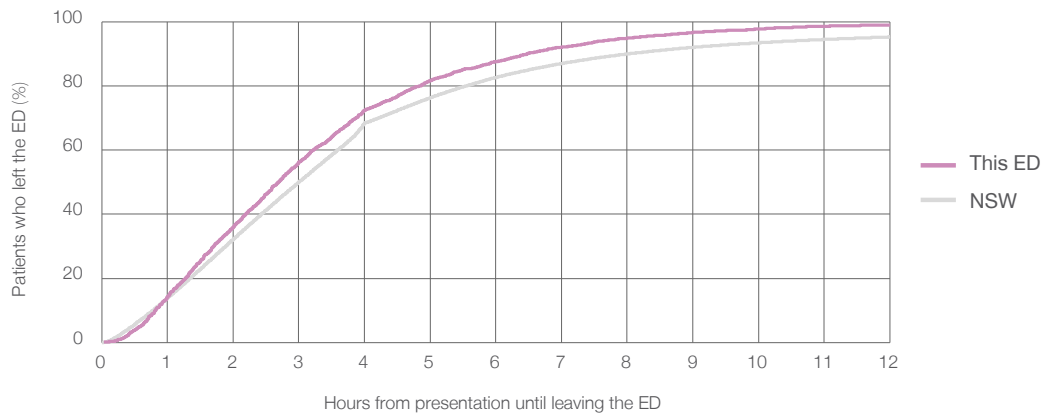
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

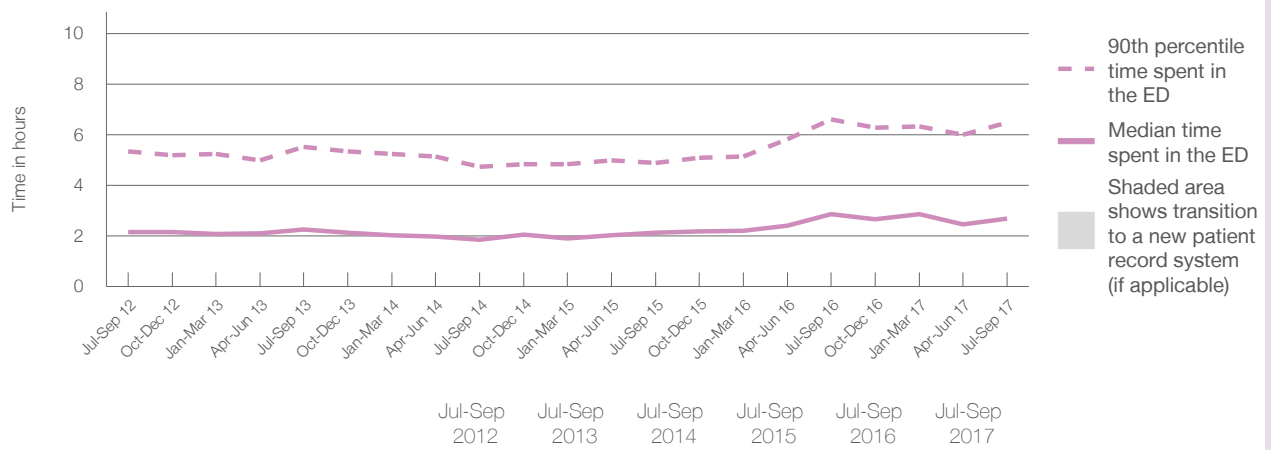
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,188	4,187
2 hours and 52 minutes	3 hours and 0 minutes
6 hours and 37 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 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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(‡) 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.

South East Regional Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

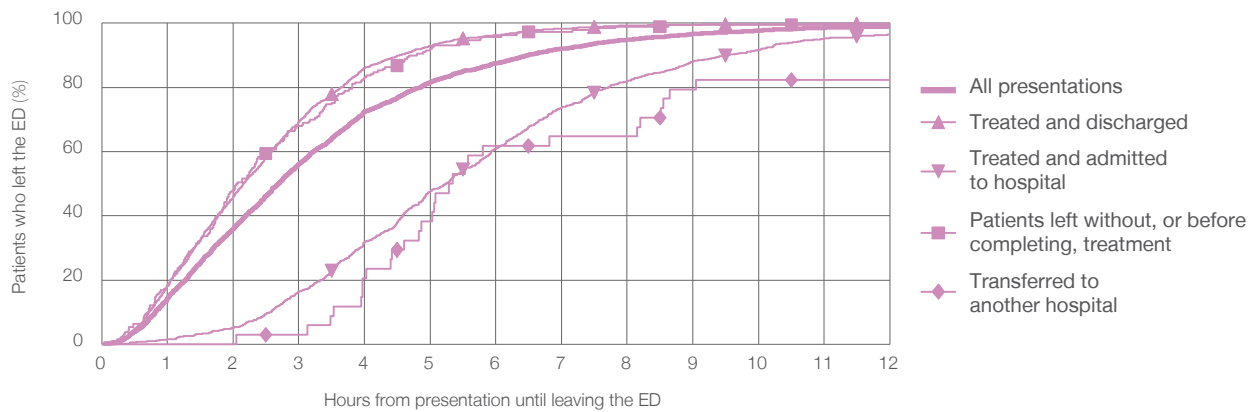
All presentations:¹ 4,343 patients

Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Treated and discharged	3,064 (70.6%)
Treated and admitted to hospital	1,037 (23.9%)
Patient left without, or before completing, treatment	190 (4.4%)
Transferred to another hospital	34 (0.8%)
Other	18 (0.4%)

Same period last year	Change since one year ago
4,187	3.6%
2,547	20.3%
1,300	-20.2%
287	-33.8%
42	-19.0%
12	50.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.2%	46.0%	69.5%	86.1%	96.3%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.5%	5.2%	16.5%	31.8%	60.9%	82.0%	91.8%	96.4%
Patient left without, or before completing, treatment	18.4%	47.9%	67.9%	83.2%	95.8%	98.9%	99.5%	99.5%
Transferred to another hospital	0%	0%	2.9%	20.6%	61.8%	64.7%	82.4%	82.4%
All presentations	14.3%	36.1%	56.2%	72.5%	87.5%	94.8%	97.7%	98.9%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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(‡) 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.

South East Regional 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 4,343 patients

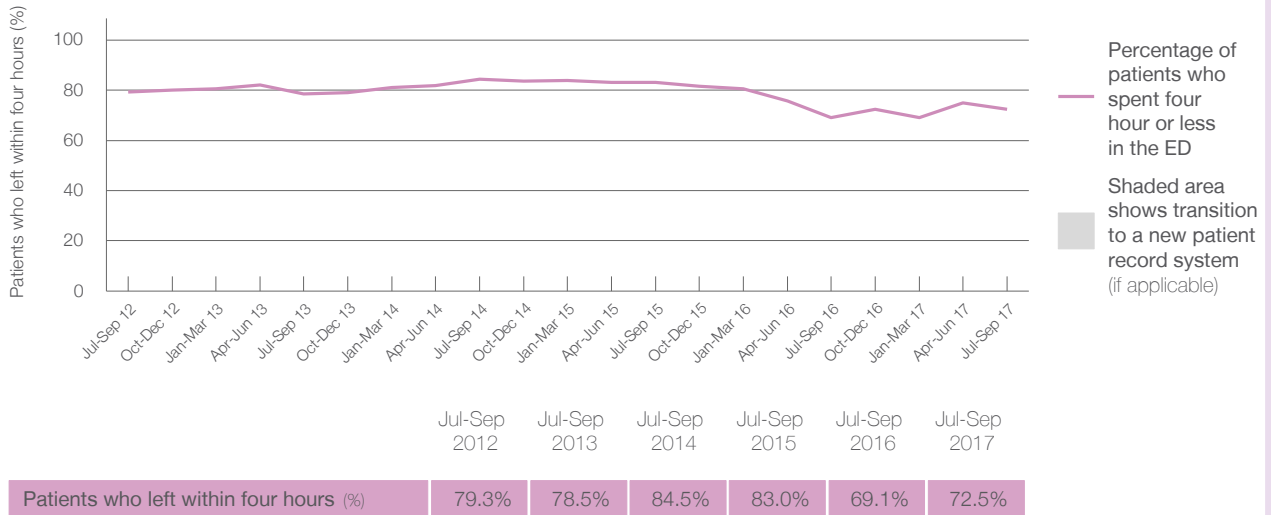
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

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	4,188	3.7%
Presentations used to calculate time to leaving the ED: ⁶	4,187	3.6%
Percentage of patients who spent four hours or less in the ED	69.1%	

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



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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, 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).