

Bateman's Bay District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,676 patients
Emergency presentations:² 4,534 patients

Same period last year	Change since one year ago
4,132	13.2%
3,976	14.0%

Bateman's Bay District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 398 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,239 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,257 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 622 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
359	
8 minutes	8 minutes
26 minutes	23 minutes
1,117	
19 minutes	20 minutes
56 minutes	65 minutes
1,891	
23 minutes	26 minutes
85 minutes	99 minutes
600	
23 minutes	23 minutes
105 minutes	103 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,676 patients

Percentage of patients who spent four hours or less in the ED 87.7%

Same period last year	Change since one year ago
4,132	13.2%
87.5%	

* 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.

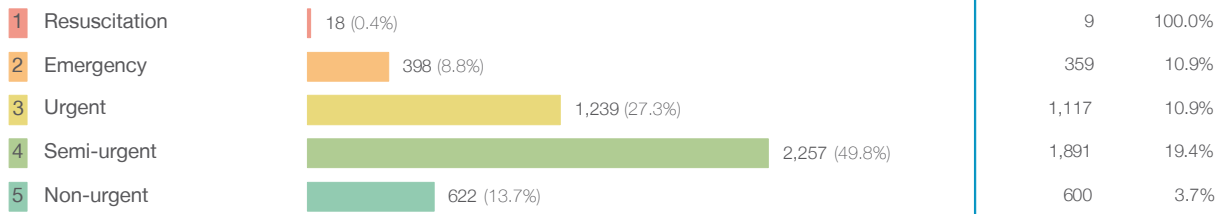
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Bateman's Bay District Hospital: Patients presenting to the emergency department October to December 2017

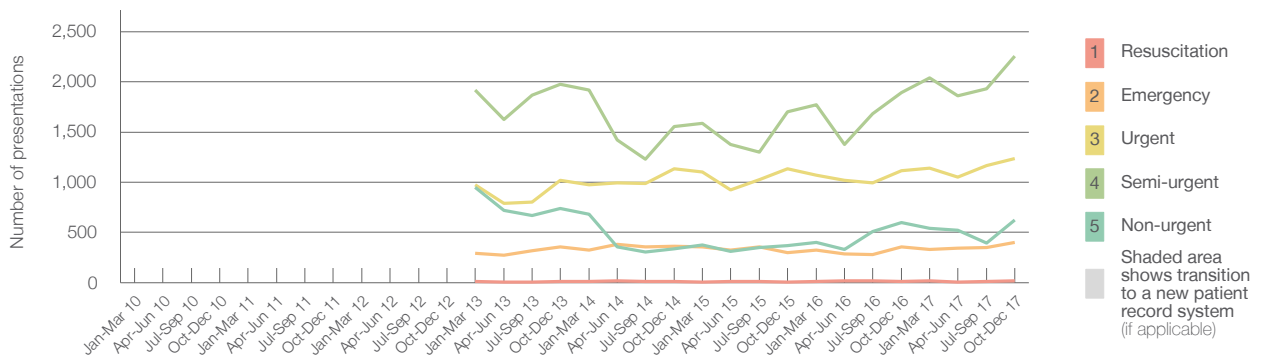
All presentations:¹ 4,676 patients

Emergency presentations² by triage category: 4,534 patients



Same period last year	Change since one year ago
4,132	13.2%
3,976	14.0%
9	100.0%
359	10.9%
1,117	10.9%
1,891	19.4%
600	3.7%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				14	11	8	9	18
Emergency				358	361	296	359	398
Urgent				1,017	1,133	1,134	1,117	1,239
Semi-urgent				1,978	1,556	1,703	1,891	2,257
Non-urgent				740	339	370	600	622
All emergency presentations				4,107	3,400	3,511	3,976	4,534

Bateman's Bay District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 484 patients

ED Transfer of care time



Same period last year	Change since one year ago
492	
10 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 398

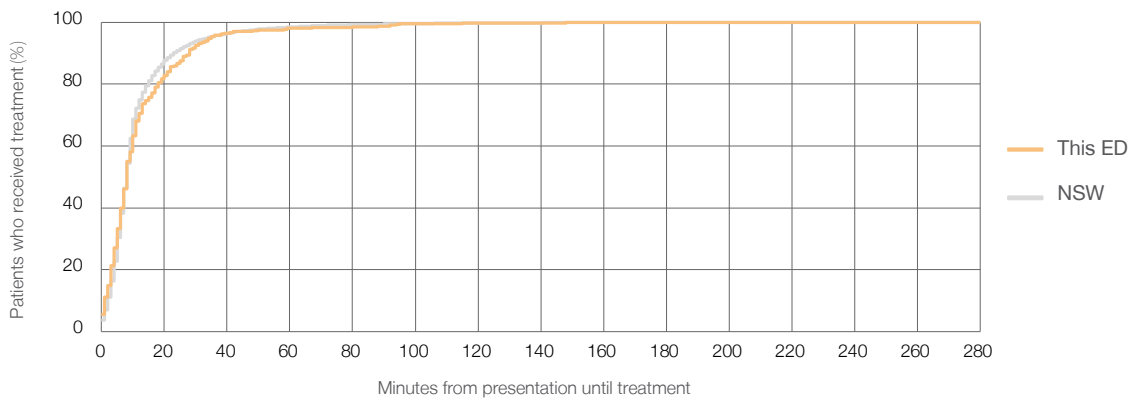
Number of triage 2 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 8 minutes

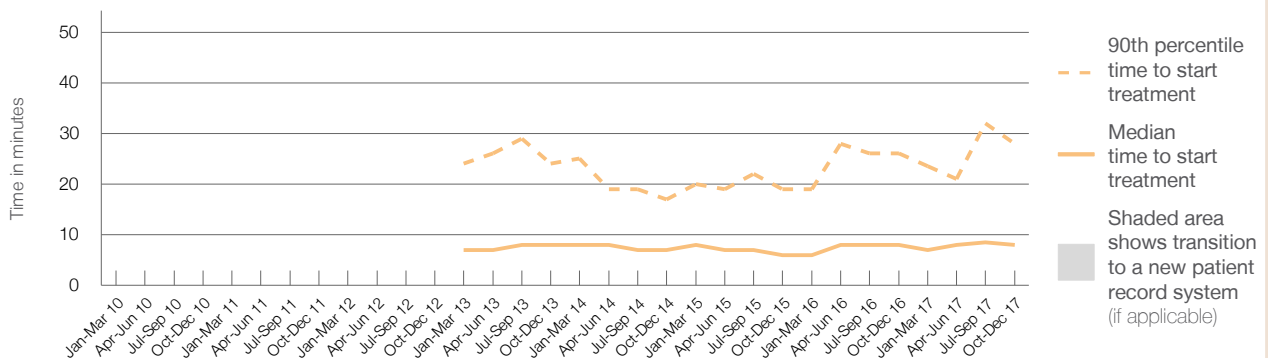
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
359	358
8 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				8	7	6	8	8
90th percentile time to start treatment ⁵ (minutes)				24	17	19	26	28

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,239

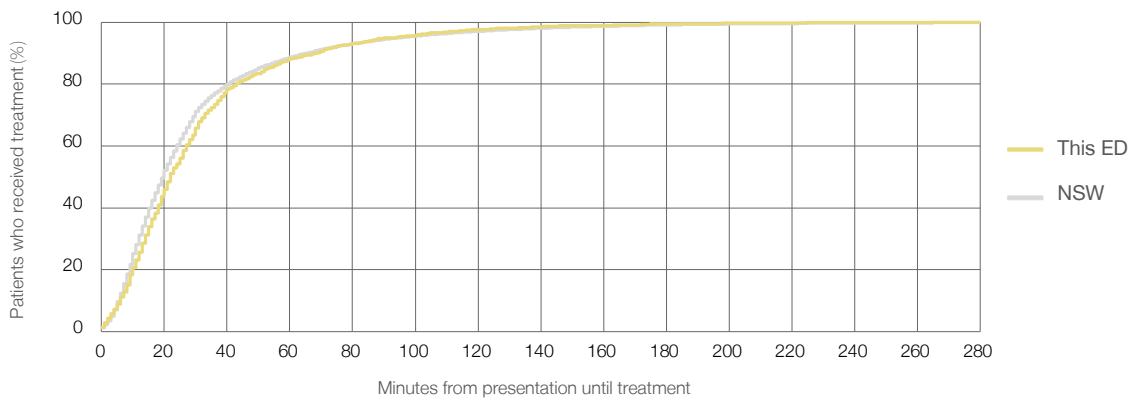
Number of triage 3 patients used to calculate waiting time:³ 1,173

Median time to start treatment⁴ 22 minutes

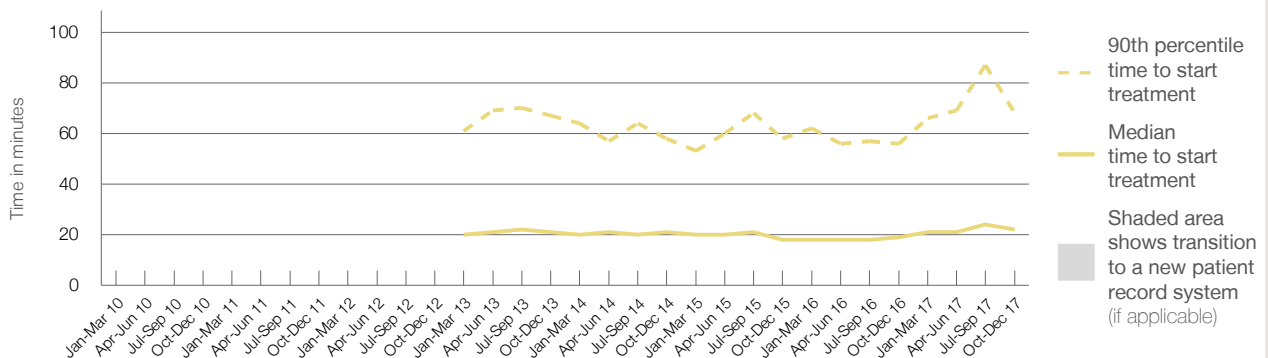
90th percentile time to start treatment⁵ 68 minutes

	Same period last year	NSW (this period)
	1,117	
	1,065	
	19 minutes	20 minutes
	56 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				21	21	18	19	22
90th percentile time to start treatment ⁵ (minutes)				67	58	58	56	68

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,257

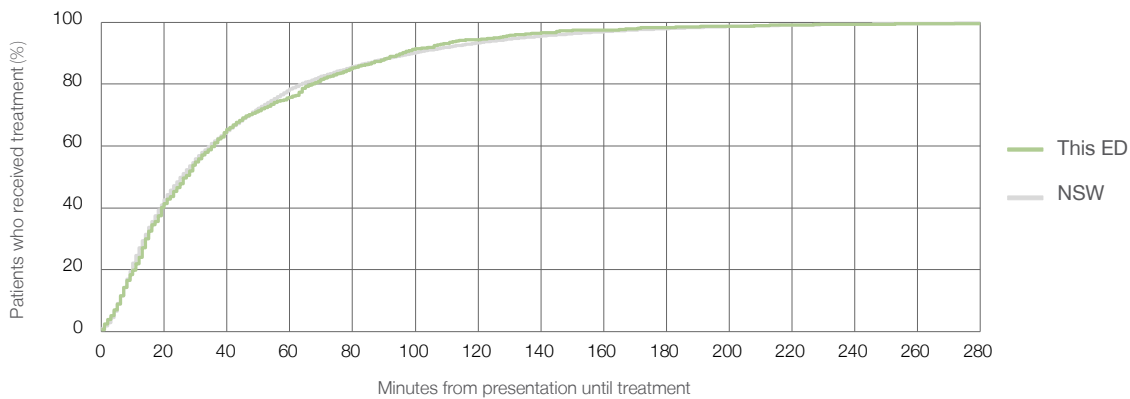
Number of triage 4 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 27 minutes

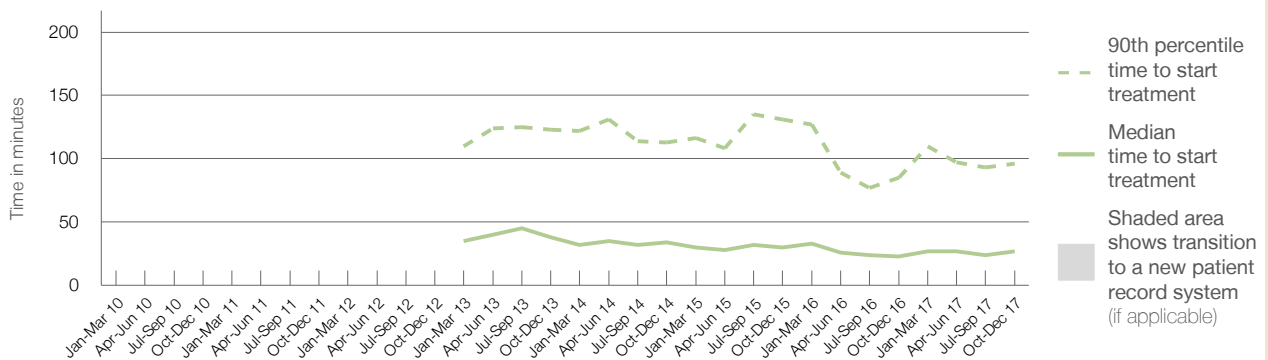
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,891	925
23 minutes	26 minutes
85 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				38	34	30	23	27
90th percentile time to start treatment ⁵ (minutes)				123	113	131	85	96

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 622

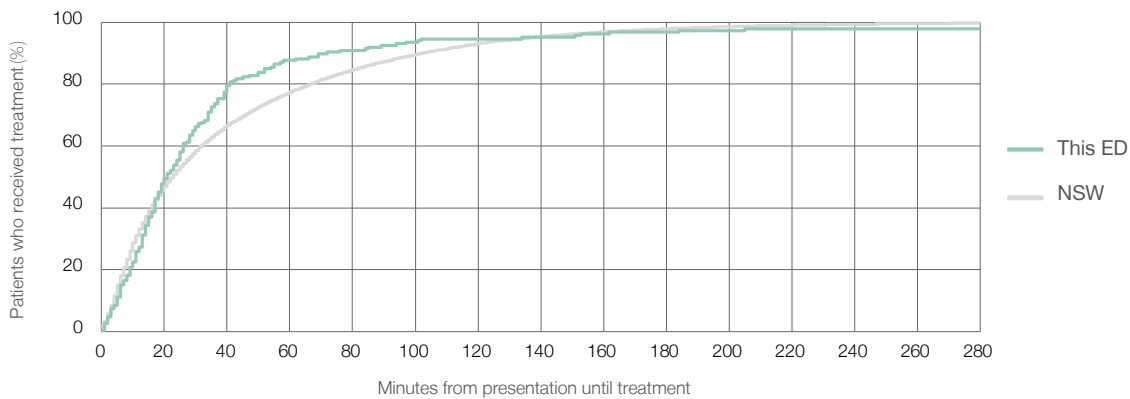
Number of triage 5 patients used to calculate waiting time:³ 186

Median time to start treatment⁴ 21 minutes

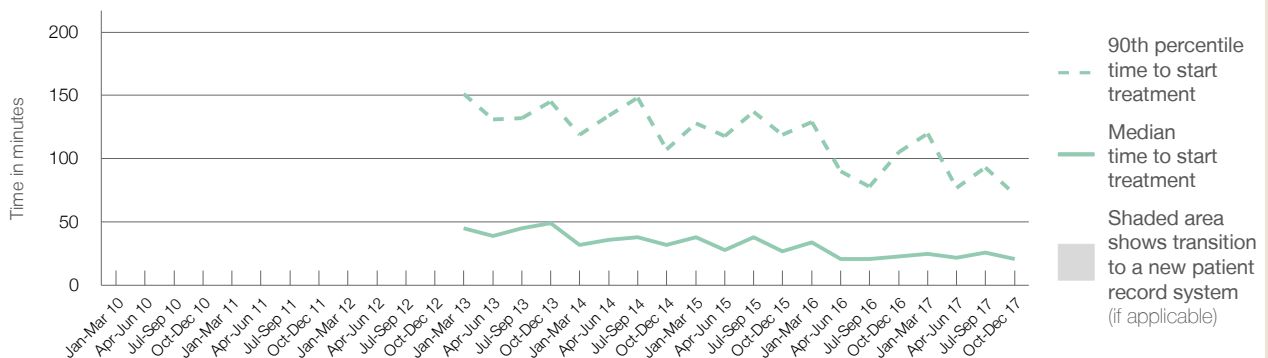
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
600	
162	
23 minutes	23 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				49	32	27	23	21
90th percentile time to start treatment ⁵ (minutes)				145	107	119	105	72

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Bateman's Bay District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,676 patients

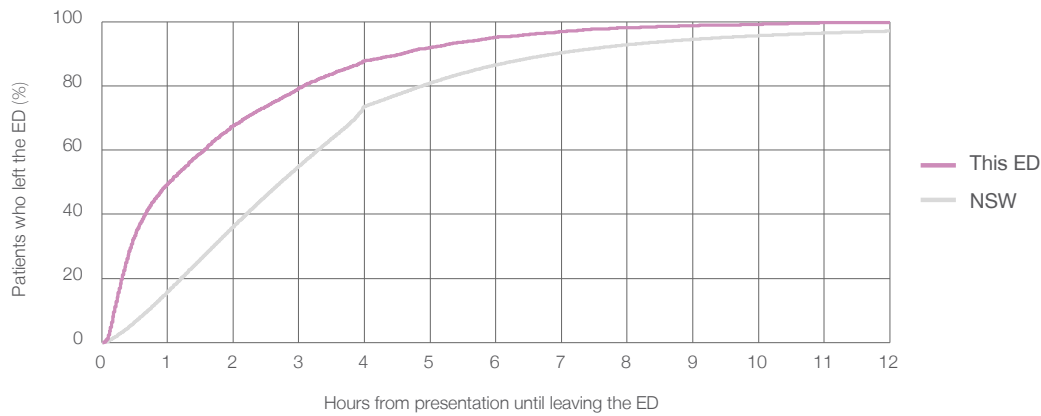
Presentations used to calculate time to leaving the ED:⁶ 4,676 patients

Median time spent in the ED⁸ 1 hours and 2 minutes

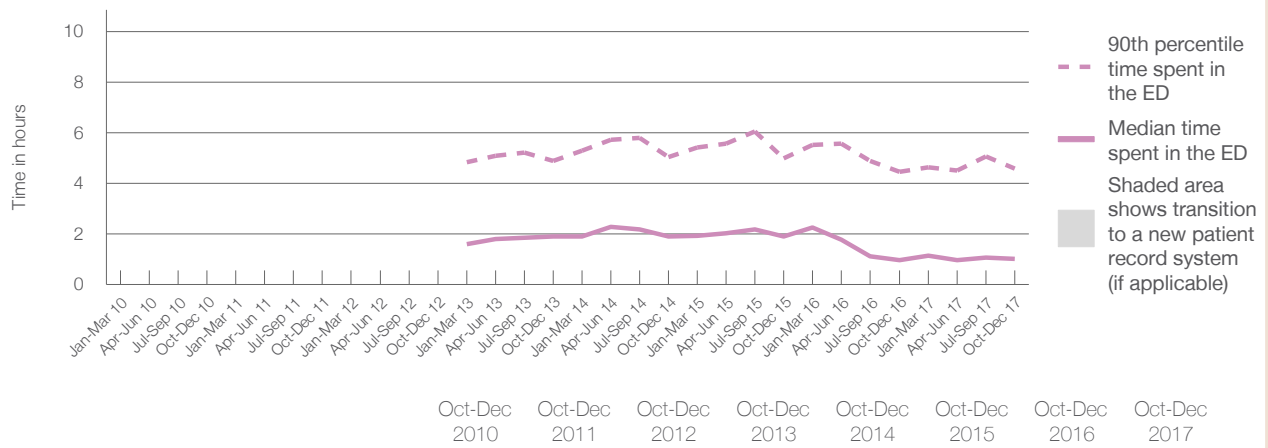
90th percentile time spent in the ED⁹ 4 hours and 35 minutes

Same period last year	NSW (this period)
4,132	4,132
0 hours and 59 minutes	2 hours and 44 minutes
4 hours and 28 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 55m	1h 54m	1h 54m	0h 59m	1h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)				4h 53m	5h 3m	4h 59m	4h 28m	4h 35m

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Bateman's Bay District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

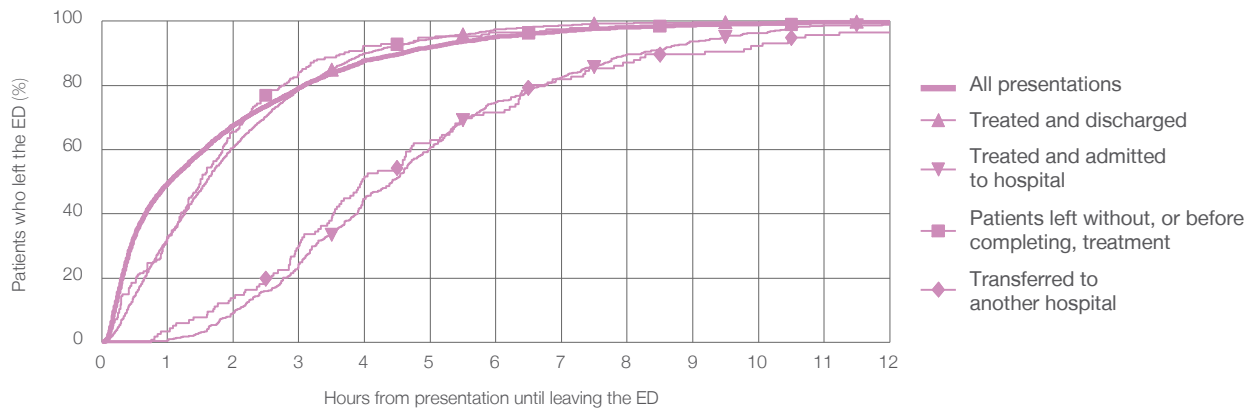
All presentations:¹ 4,676 patients

Presentations used to calculate time to leaving the ED:⁶ 4,676 patients

Treated and discharged	2,230 (47.7%)
Treated and admitted to hospital	493 (10.5%)
Patient left without, or before completing, treatment	195 (4.2%)
Transferred to another hospital	116 (2.5%)
Other	1,642 (35.1%)

Same period last year	Change since one year ago
4,132	13.2%
1,717	29.9%
813	-39.4%
110	77.3%
107	8.4%
1,385	18.6%

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



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

Treated and discharged	32.4%	60.8%	78.9%	90.0%	97.5%	99.4%	99.7%	100%
Treated and admitted to hospital	0.6%	9.1%	24.3%	44.6%	74.8%	89.7%	96.3%	99.0%
Patient left without, or before completing, treatment	32.8%	65.6%	84.1%	92.3%	96.4%	97.9%	99.0%	100%
Transferred to another hospital	3.4%	13.8%	30.2%	51.7%	71.6%	87.1%	92.2%	96.6%
All presentations	49.5%	67.5%	79.3%	87.7%	95.2%	98.1%	99.2%	99.8%

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Bateman's Bay District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,676 patients

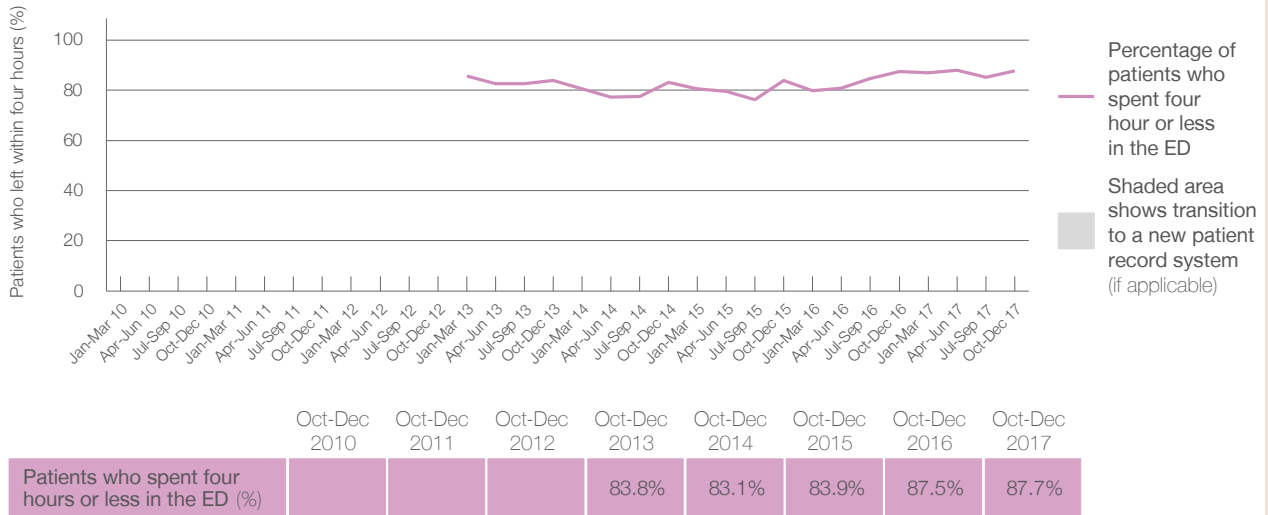
Presentations used to calculate time to leaving the ED: ⁶ 4,676 patients

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	4,132	13.2%
Presentations used to calculate time to leaving the ED	4,132	13.2%
Percentage of patients who spent four hours or less in the ED	87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).