

Bowral and District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,838 patients
Emergency presentations:² 4,722 patients

Same period last year	Change since one year ago
5,124	-6%
4,997	-6%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 479 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): 1,850 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 334 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
345	
10 minutes	8 minutes
26 minutes	28 minutes
1,659	
21 minutes	21 minutes
74 minutes	72 minutes
2,310	
25 minutes	26 minutes
124 minutes	105 minutes
652	
20 minutes	22 minutes
130 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,838 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
5,124	-6%
78%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

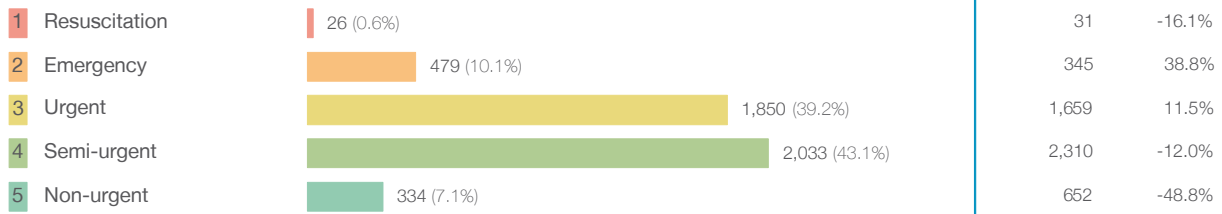
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

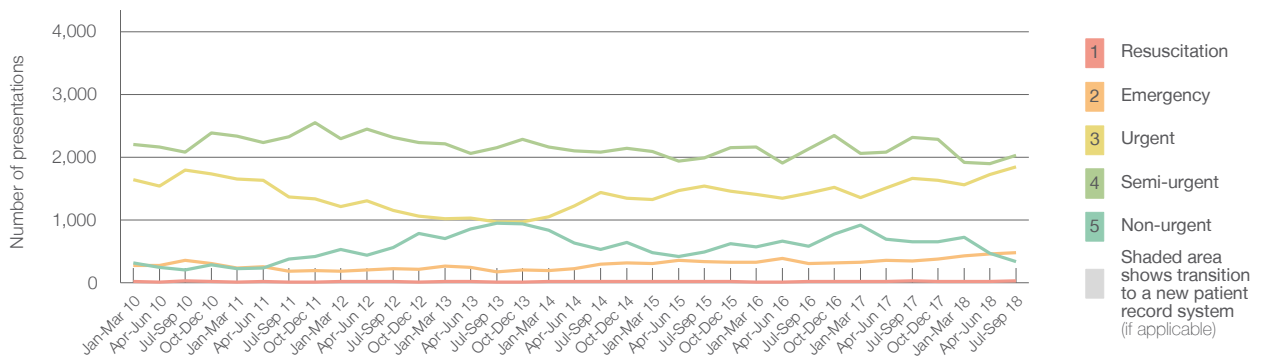
Bowral and District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,838 patients

Emergency presentations² by triage category: 4,722 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	26	6	17	11	15	20	16	31	26
Emergency	358	183	227	175	293	339	302	345	479
Urgent	1,798	1,369	1,154	972	1,433	1,538	1,426	1,659	1,850
Semi-urgent	2,078	2,321	2,319	2,154	2,080	1,986	2,131	2,310	2,033
Non-urgent	205	376	564	948	525	486	578	652	334
All emergency presentations	4,465	4,255	4,281	4,260	4,346	4,369	4,453	4,997	4,722

Bowral and District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,030 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 2018

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

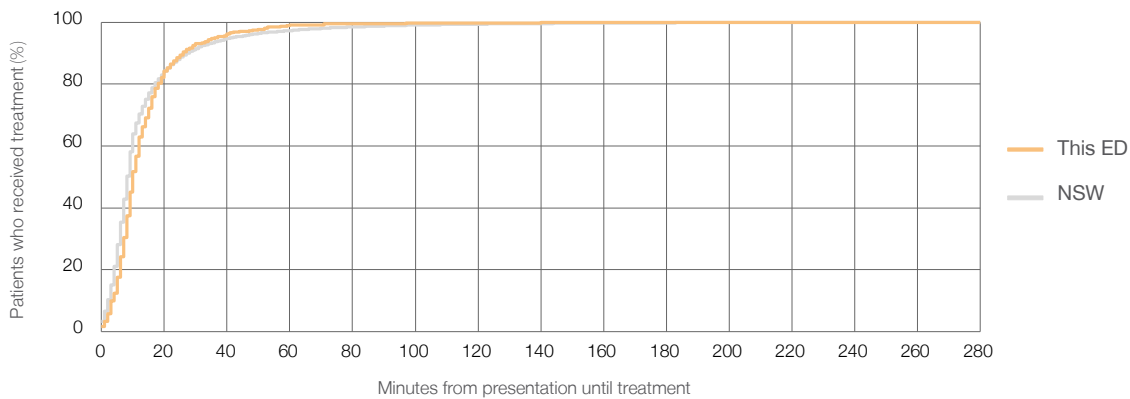
Number of triage 2 patients: 479

Number of triage 2 patients used to calculate waiting time:³ 476

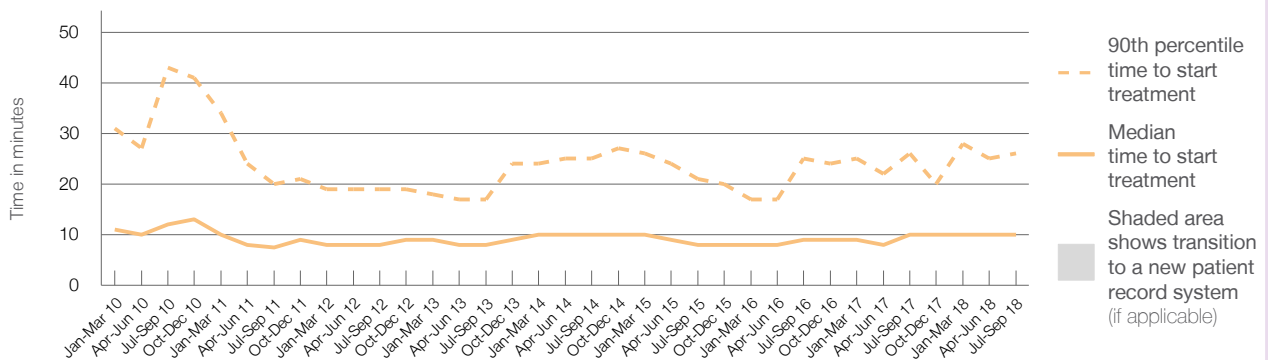
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
345	
343	
10 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	12	8	8	8	10	8	9	10	10
90th percentile time to start treatment ⁵ (minutes)	43	20	19	17	25	21	25	26	26

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Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,850

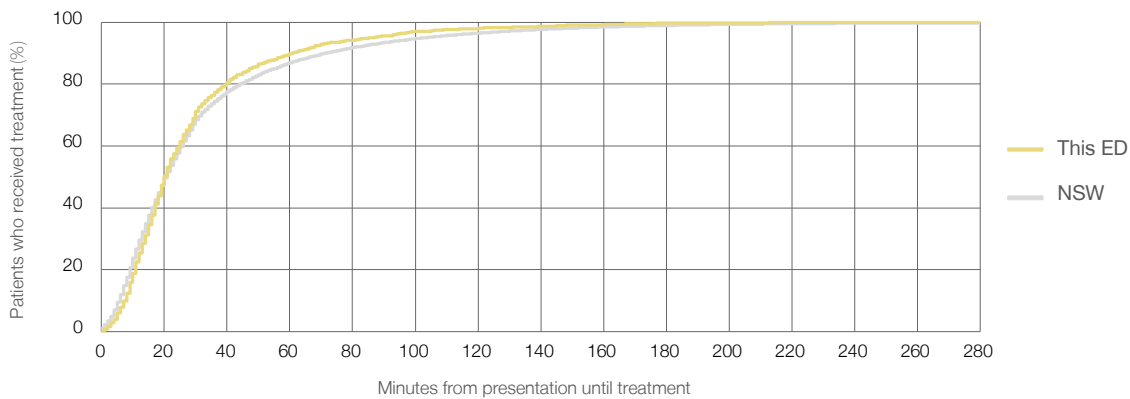
Number of triage 3 patients used to calculate waiting time:³ 1,820

Median time to start treatment⁴ 20 minutes

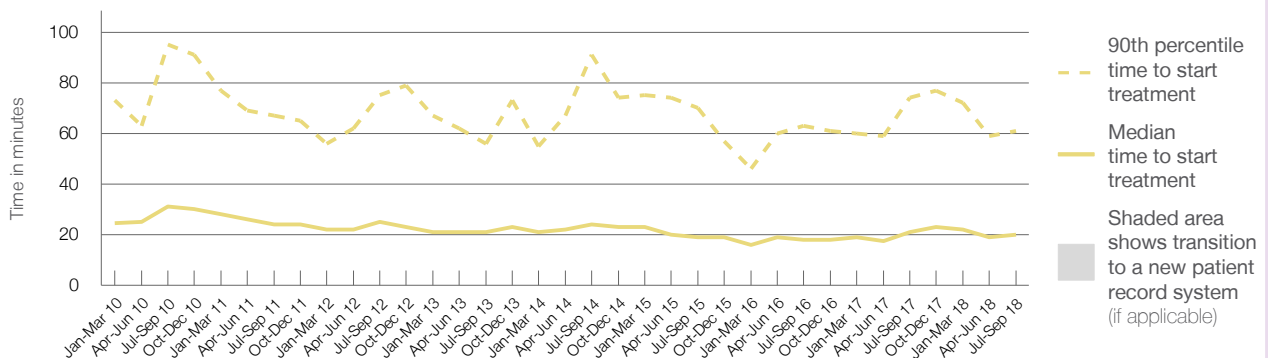
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,659	1,642
21 minutes	21 minutes
74 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	31	24	25	21	24	19	18	21	20
90th percentile time to start treatment ⁵ (minutes)	95	67	75	56	91	70	63	74	61

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Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,033

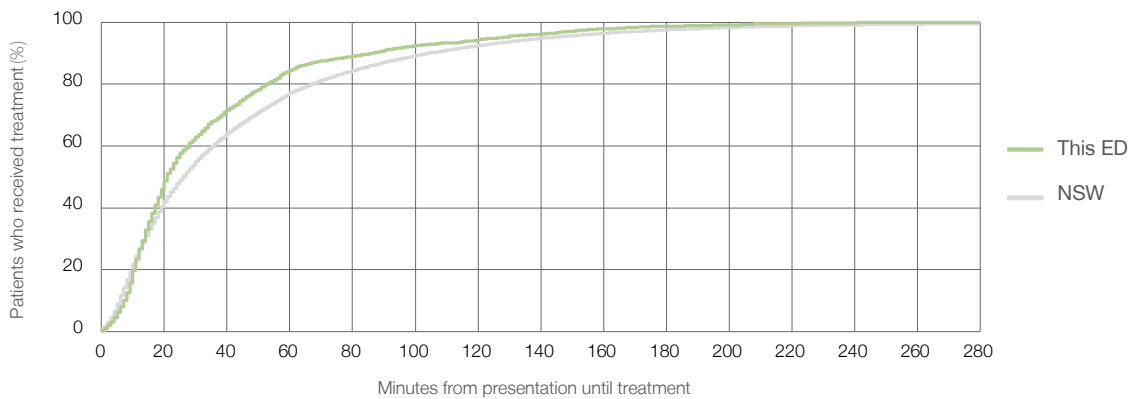
Number of triage 4 patients used to calculate waiting time:³ 1,926

Median time to start treatment⁴ 21 minutes

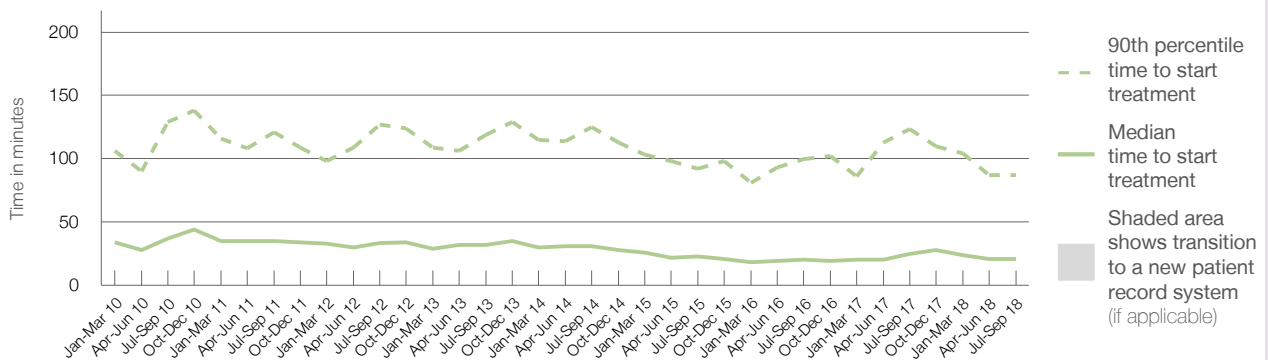
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,310	2,190
25 minutes	26 minutes
124 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	37	35	34	32	31	23	20	25	21
90th percentile time to start treatment ⁵ (minutes)	129	121	127	119	125	92	100	124	87

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Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 334

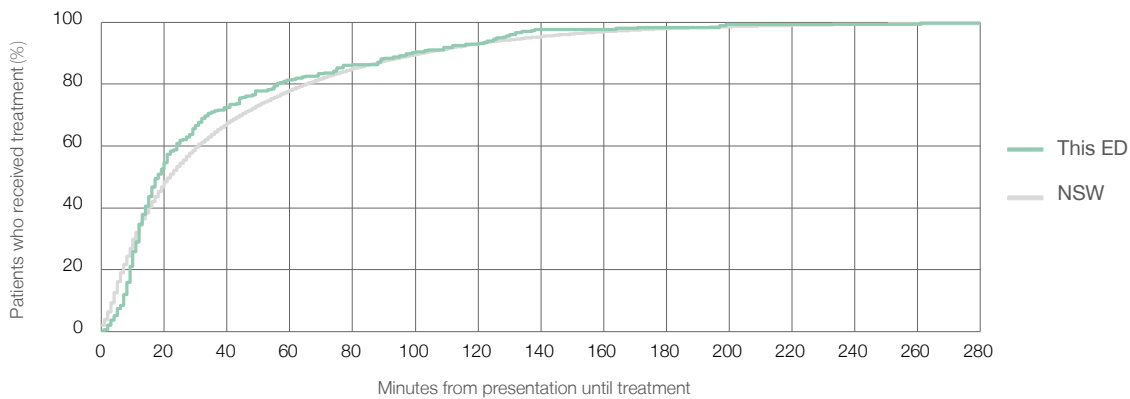
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

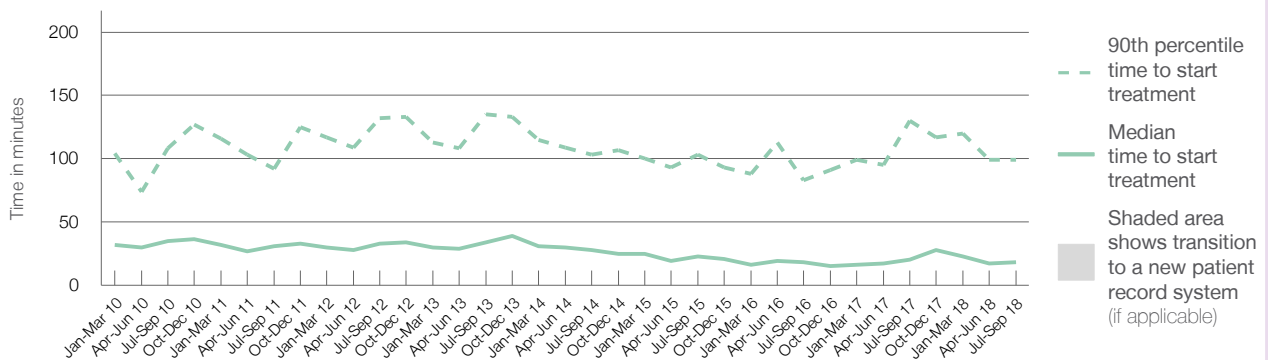
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
652	589
20 minutes	22 minutes
130 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	35	31	33	34	28	23	18	20	18
90th percentile time to start treatment ⁵ (minutes)	108	92	132	135	103	103	83	130	99

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Bowral and District Hospital: Time patients spent in the ED July to September 2018

All presentations:¹ 4,838 patients

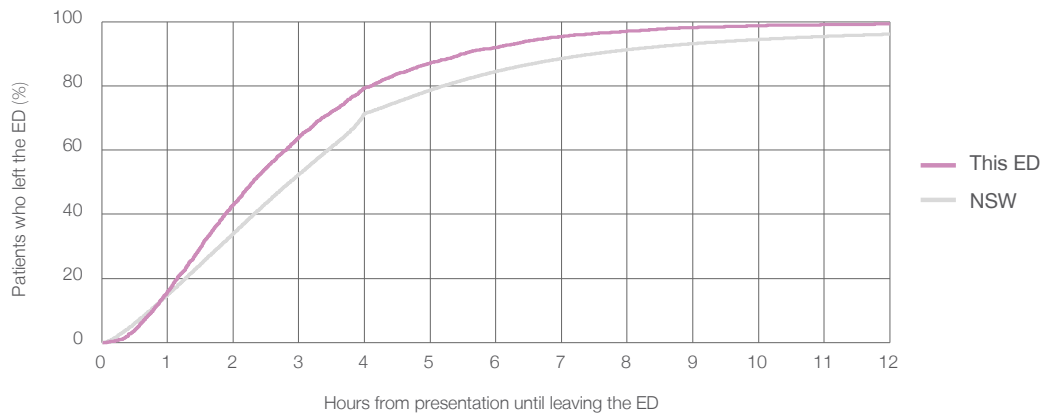
Presentations used to calculate time to leaving the ED:⁶ 4,838 patients

Median time spent in the ED⁸ 2 hours and 18 minutes

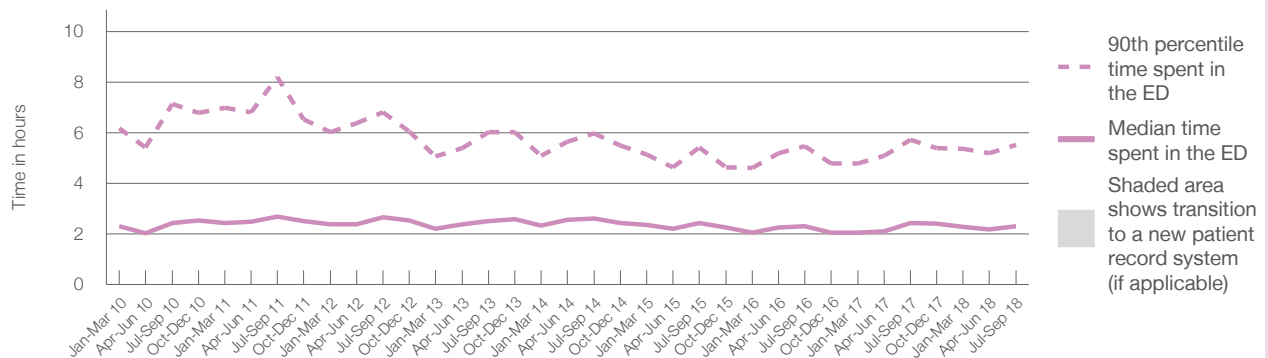
90th percentile time spent in the ED⁹ 5 hours and 32 minutes

Same period last year	NSW (this period)
5,124	5,124
2 hours and 26 minutes	2 hours and 52 minutes
5 hours and 44 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 27m	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m	2h 18m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 8m	8h 12m	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 44m	5h 32m

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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.

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

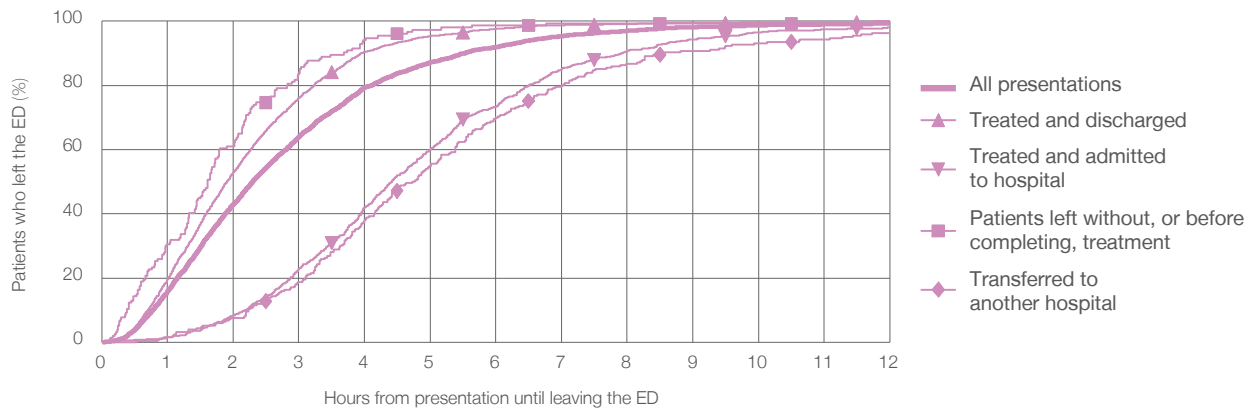
All presentations:¹ 4,838 patients

Presentations used to calculate time to leaving the ED:⁶ 4,838 patients

Treated and discharged	3,572 (73.8%)
Treated and admitted to hospital	854 (17.7%)
Patient left without, or before completing, treatment	154 (3.2%)
Transferred to another hospital	250 (5.2%)
Other	8 (0.2%)

Same period last year	Change since one year ago
5,124	-6%
3,866	-7.6%
816	4.7%
162	-4.9%
263	-4.9%
17	-52.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	19.7%	53.0%	76.2%	90.5%	97.6%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.3%	22.8%	42.0%	73.3%	90.7%	96.6%	98.0%
Patient left without, or before completing, treatment	30.5%	61.0%	83.8%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	1.6%	7.6%	18.8%	38.0%	70.0%	86.8%	93.2%	96.4%
All presentations	15.9%	43.1%	64.1%	79.4%	91.9%	97.0%	98.8%	99.3%

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Bowral and District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,838 patients

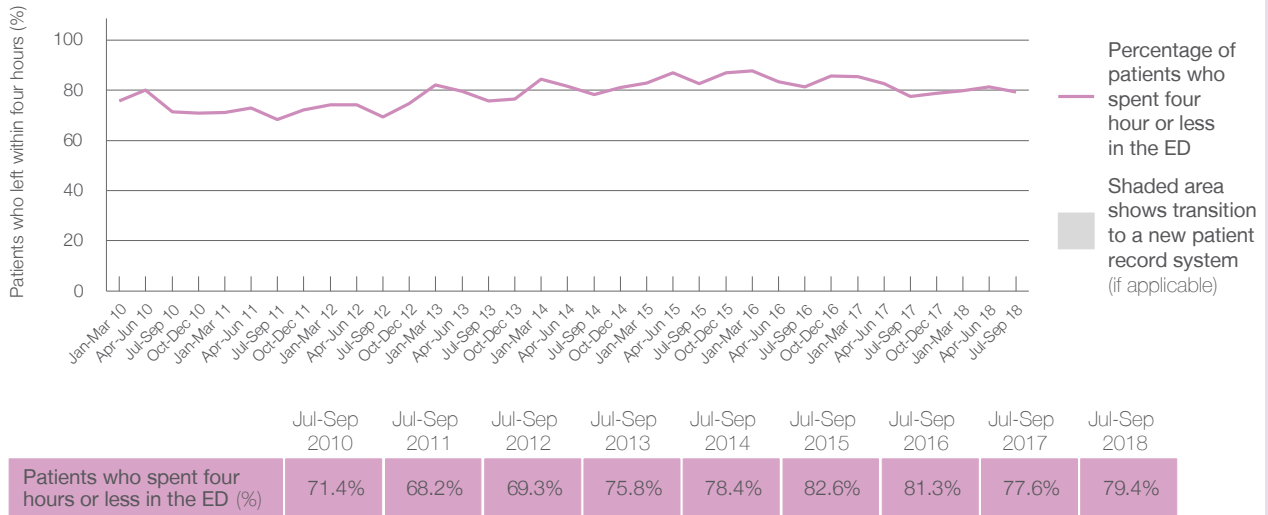
Presentations used to calculate time to leaving the ED: ⁶ 4,838 patients

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	5,124	-6%
Presentations used to calculate time to leaving the ED	5,124	-6%
Percentage of patients who spent four hours or less in the ED	77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).