

## Shellharbour Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 7,334 patients  
 Emergency presentations:<sup>2</sup> 7,166 patients

Same period last year	Change since one year ago
7,224	1.5%
6,950	3.1%

## Shellharbour Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 779 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,730 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 90th percentile time to start treatment<sup>5</sup>  68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,425 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 214 patients

Median time to start treatment<sup>4</sup>  18 minutes  
 90th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
768	
7 minutes	8 minutes
15 minutes	26 minutes
2,501	
21 minutes	20 minutes
75 minutes	67 minutes
3,485	
22 minutes	25 minutes
111 minutes	99 minutes
177	
17 minutes	23 minutes
65 minutes	101 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Percentage of patients who spent four hours or less in the ED  67.9%

Same period last year	Change since one year ago
7,224	1.5%
67.8%	

\* 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.

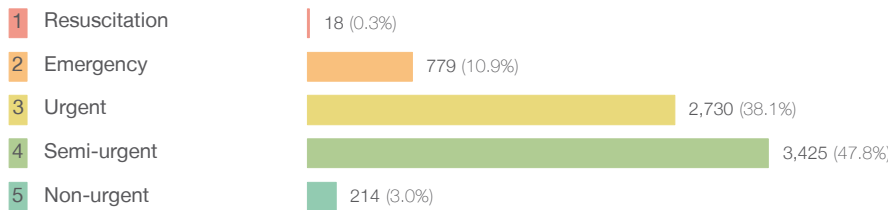
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Shellharbour Hospital: Patients presenting to the emergency department

April to June 2017

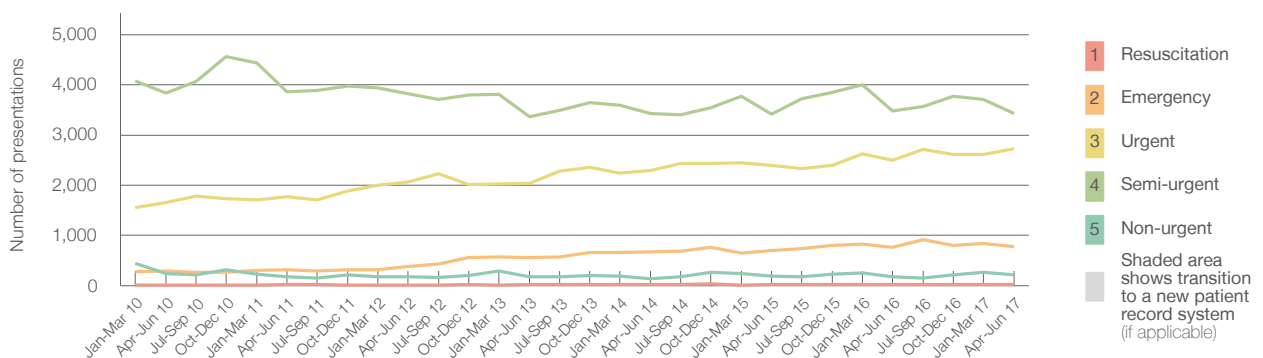
All presentations:<sup>1</sup> 7,334 patients

Emergency presentations<sup>2</sup> by triage category: 7,166 patients



	Same period last year	Change since one year ago
All presentations	7,224	1.5%
Emergency presentations	6,950	3.1%
Resuscitation	19	-5.3%
Emergency	768	1.4%
Urgent	2,501	9.2%
Semi-urgent	3,485	-1.7%
Non-urgent	177	20.9%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	14	21	12	29	20	20	19	18
Emergency	287	323	386	564	670	695	768	779
Urgent	1,652	1,769	2,062	2,044	2,290	2,396	2,501	2,730
Semi-urgent	3,835	3,859	3,827	3,360	3,433	3,415	3,485	3,425
Non-urgent	235	183	175	179	143	184	177	214
All emergency presentations	6,023	6,155	6,462	6,176	6,556	6,710	6,950	7,166

## Shellharbour Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,660 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,545	
Median time	10 minutes	0 minutes
90th percentile time	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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 779

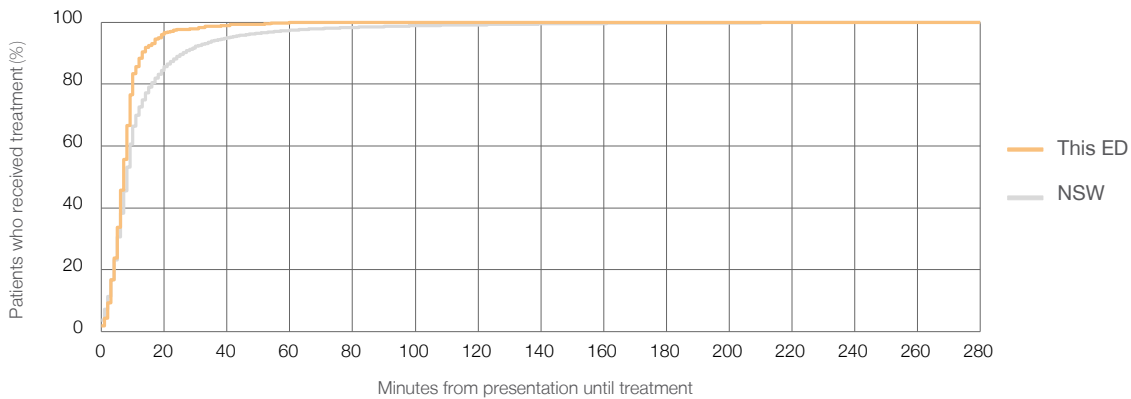
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 778

Median time to start treatment<sup>4</sup> 7 minutes

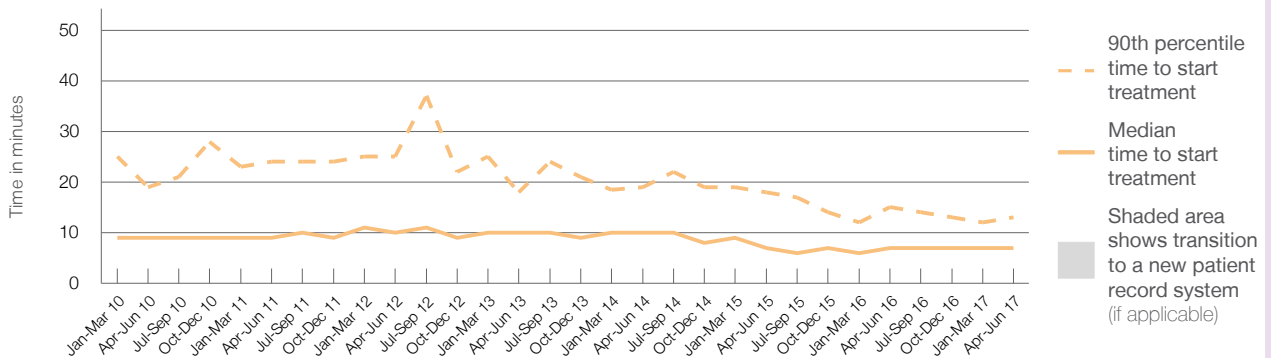
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
768	767
7 minutes	8 minutes
15 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	10	10	10	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	24	25	18	19	18	15	13

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## Shellharbour Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,730

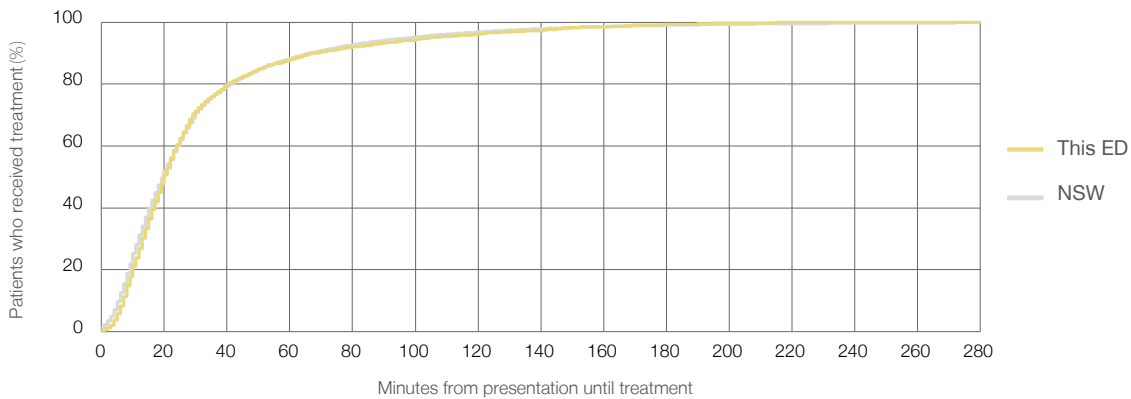
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,698

Median time to start treatment<sup>4</sup> 20 minutes

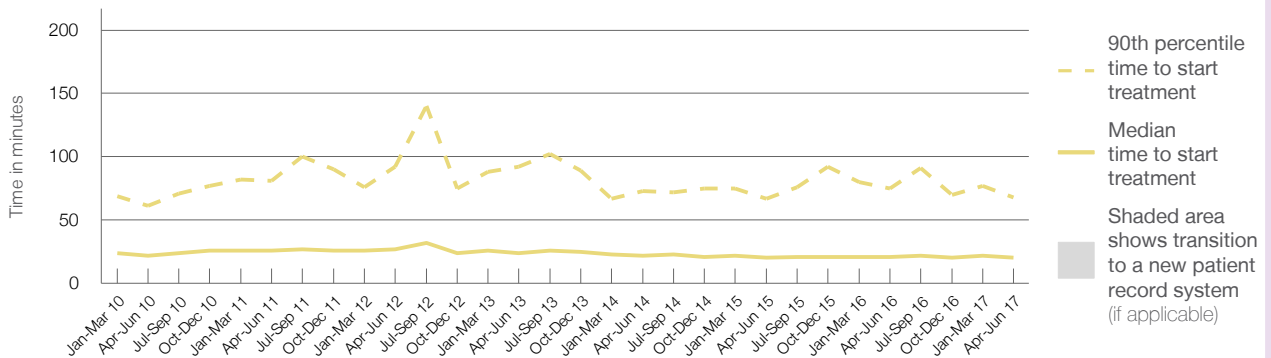
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
2,501	2,471
21 minutes	20 minutes
75 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	26	27	24	22	20	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	61	81	92	92	73	67	75	68

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## Shellharbour Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,425

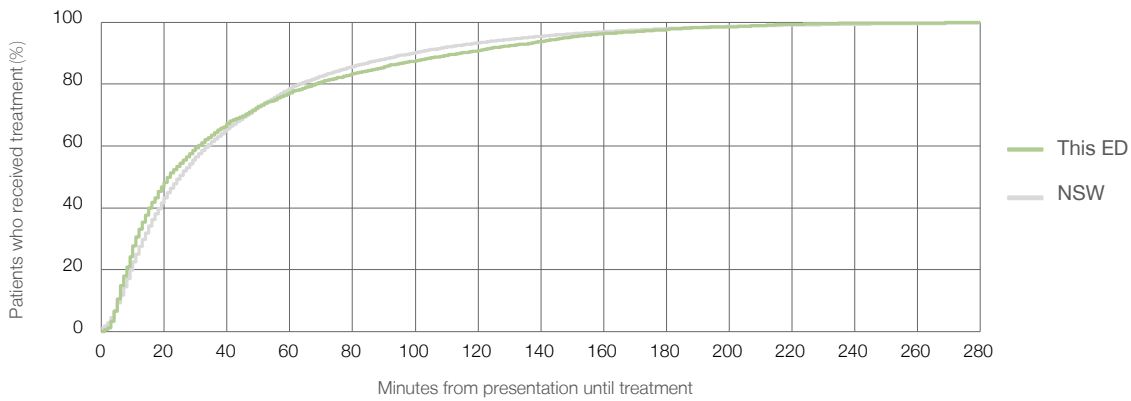
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,217

Median time to start treatment<sup>4</sup> 22 minutes

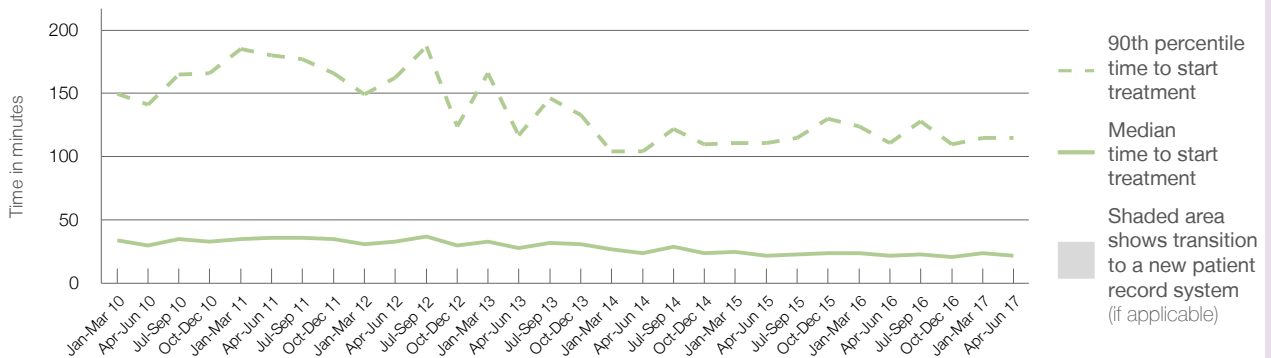
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
3,485	3,289
22 minutes	25 minutes
111 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	30	36	33	28	24	22	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	141	180	163	117	104	111	111	115

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## Shellharbour Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 214

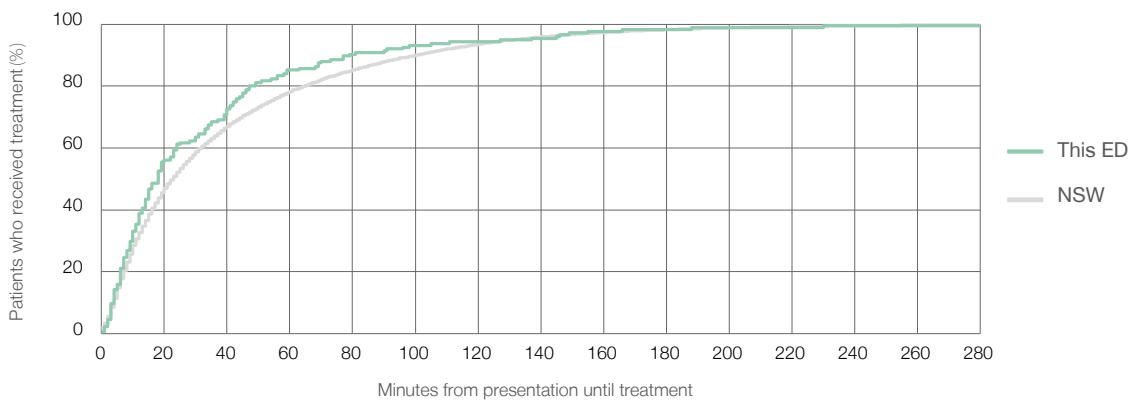
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

Median time to start treatment<sup>4</sup> 18 minutes

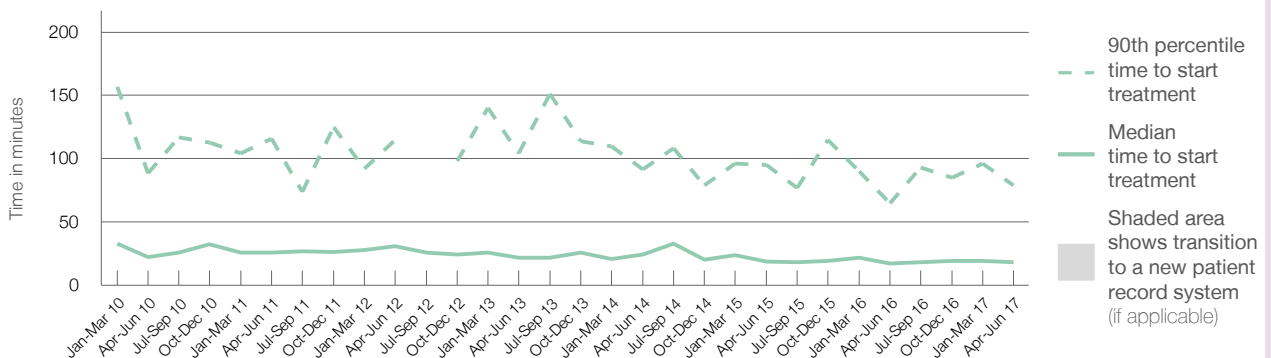
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
177	
145	
17 minutes	23 minutes
65 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	23	26	31	22	25	19	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)	89	116	115	104	92	95	65	79

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## Shellharbour Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 7,334 patients

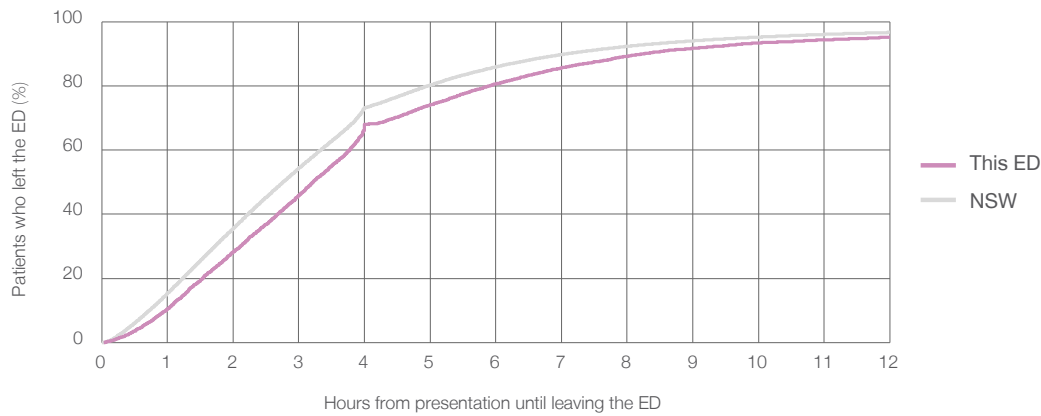
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Median time spent in the ED<sup>8</sup> 3 hours and 13 minutes

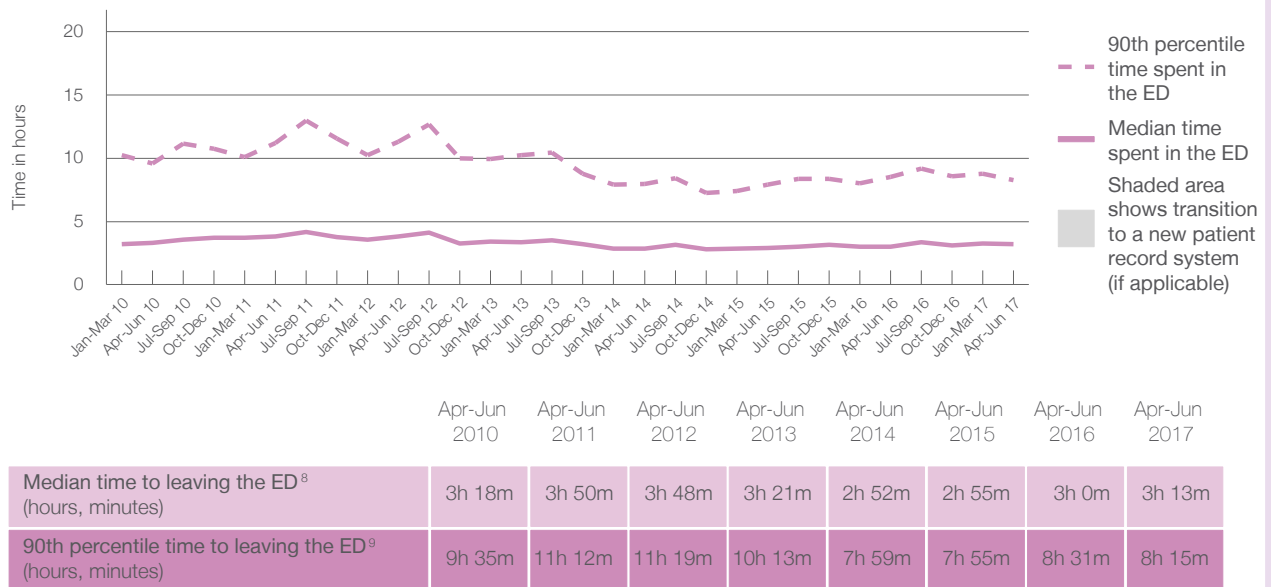
90th percentile time spent in the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
7,224	7,224
3 hours and 0 minutes	2 hours and 46 minutes
8 hours and 31 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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**Shellharbour Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

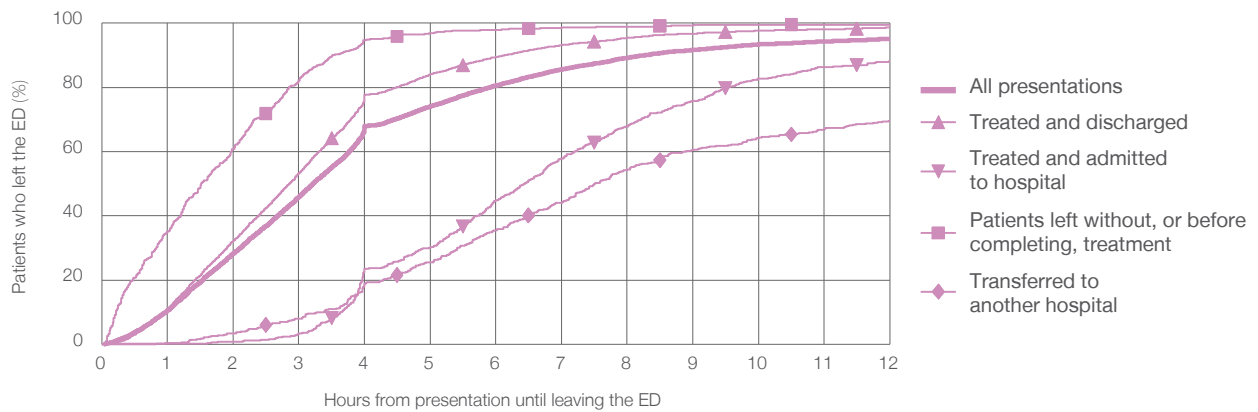
All presentations:<sup>1</sup> 7,334 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Treated and discharged	5,424 (74.0%)
Treated and admitted to hospital	823 (11.2%)
Patient left without, or before completing, treatment	484 (6.6%)
Transferred to another hospital	598 (8.2%)
Other	5 (0.1%)

Same period last year	Change since one year ago
7,224	1.5%
5,381	0.8%
767	7.3%
480	0.8%
584	2.4%
12	-58.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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	11.1%	32.2%	53.3%	77.7%	89.5%	95.4%	97.7%	98.7%
Treated and admitted to hospital	0.1%	0.9%	3.3%	23.5%	44.8%	67.9%	82.7%	88.1%
Patient left without, or before completing, treatment	35.1%	60.7%	82.2%	94.6%	97.9%	99.0%	99.6%	99.6%
Transferred to another hospital	0.3%	3.3%	7.9%	18.9%	35.5%	54.3%	64.4%	69.6%
All presentations	10.6%	28.3%	45.9%	67.9%	80.6%	89.2%	93.4%	95.2%

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**Shellharbour Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 7,334 patients

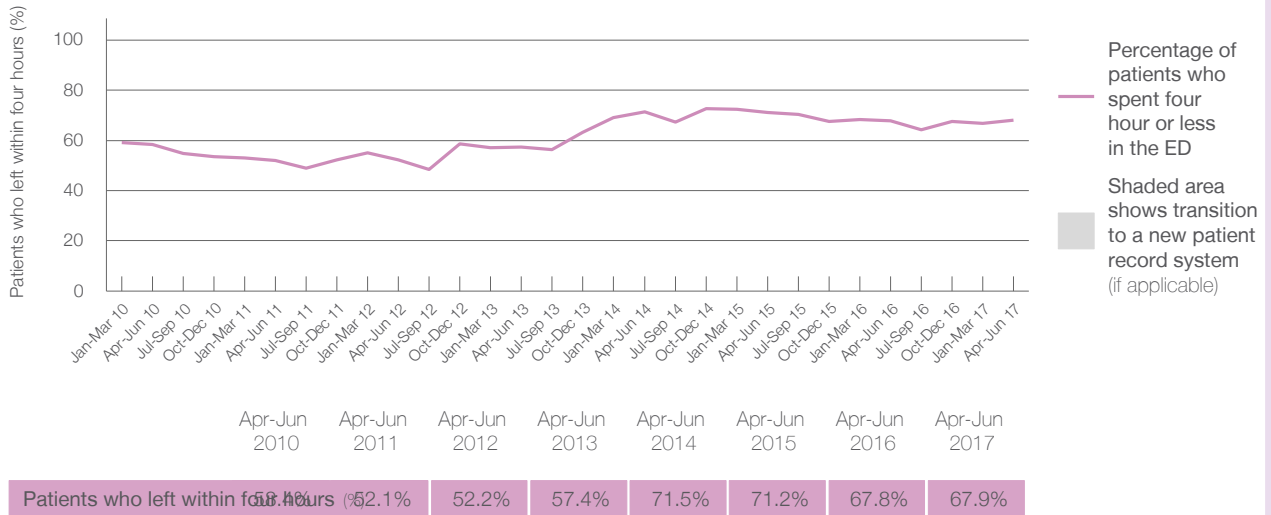
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

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	7,224	1.5%
Presentations used to calculate time to leaving the ED	7,224	1.5%
Percentage of patients who spent four hours or less in the ED	67.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



\* 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 21 July 2017). Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).