

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

April to June 2017

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

April to June 2017

All presentations:¹ 3,923 patients
Emergency presentations:² 3,774 patients

	Same period last year	Change since one year ago
All presentations	4,016	-2.3%
Emergency presentations	3,849	-1.9%

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

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 251 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 40 minutes

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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,137 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 112 minutes

	Same period last year	NSW (this period)
All patients	249	
Triage 2	8 minutes	8 minutes
Triage 2 (90th percentile)	28 minutes	26 minutes
Triage 3	1,187	
Triage 3 (Median)	24 minutes	20 minutes
Triage 3 (90th percentile)	75 minutes	67 minutes
Triage 4	2,156	
Triage 4 (Median)	34 minutes	25 minutes
Triage 4 (90th percentile)	143 minutes	99 minutes
Triage 5	249	
Triage 5 (Median)	22 minutes	23 minutes
Triage 5 (90th percentile)	106 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,923 patients

Percentage of patients who spent four hours or less in the ED 78.4%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,016	-2.3%
Percentage of patients who spent four hours or less in the ED	83.6%	

* 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.

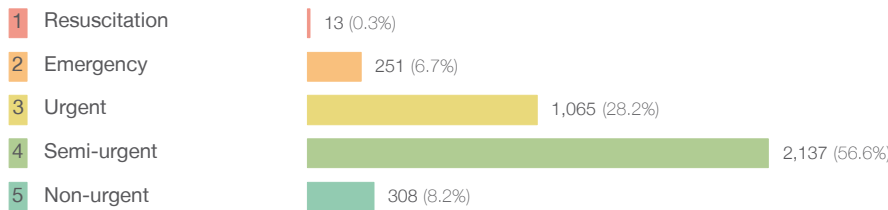
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

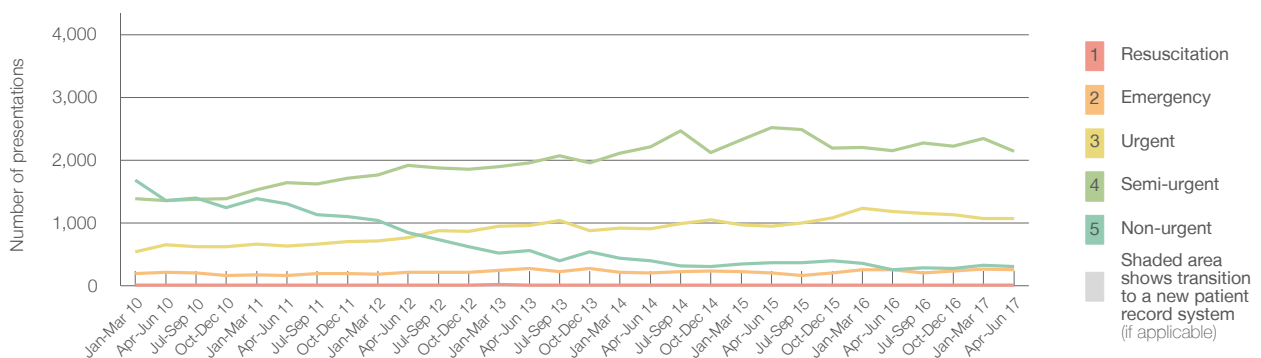
All presentations:¹ 3,923 patients

Emergency presentations² by triage category: 3,774 patients



	Same period last year	Change since one year ago
All presentations	4,016	-2.3%
Emergency presentations	3,849	-1.9%
Resuscitation	8	62.5%
Emergency	249	0.8%
Urgent	1,187	-10.3%
Semi-urgent	2,156	-0.9%
Non-urgent	249	23.7%

Emergency presentations² 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	9	10	6	10	7	7	8	13
Emergency	213	162	209	278	205	202	249	251
Urgent	656	630	764	955	902	946	1,187	1,065
Semi-urgent	1,360	1,640	1,915	1,957	2,214	2,519	2,156	2,137
Non-urgent	1,357	1,302	844	555	400	366	249	308
All emergency presentations	3,595	3,744	3,738	3,755	3,728	4,040	3,849	3,774

Armidales and New England Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 436 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	400	
ED Transfer of care time	4 minutes	0 minutes
90th percentile time	26 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.

Armidale and New England 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: 251

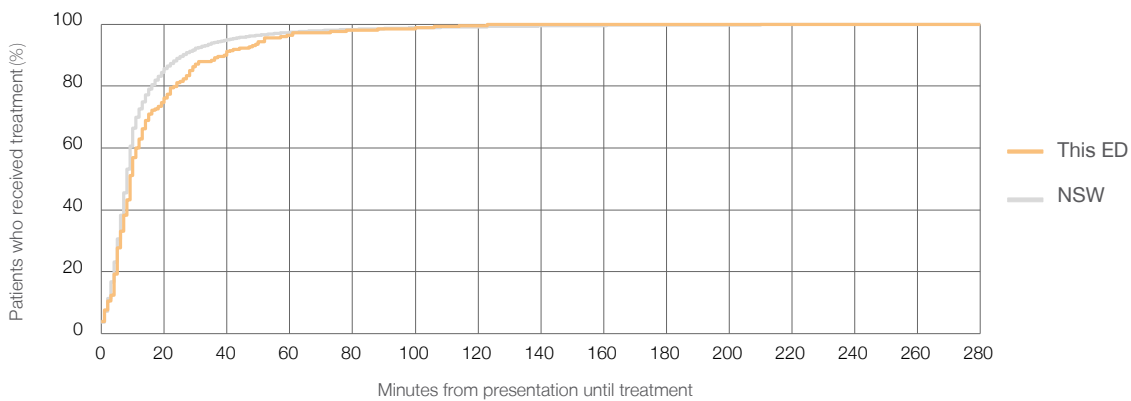
Number of triage 2 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 9 minutes

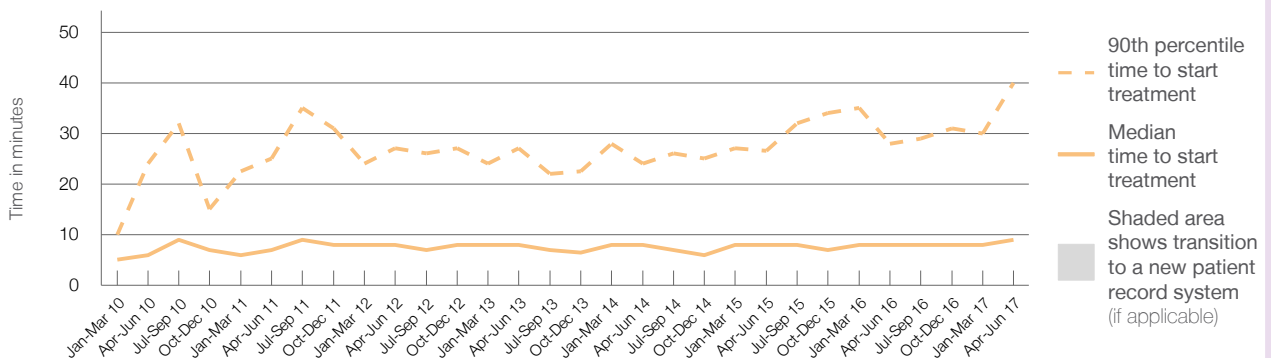
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
249	
245	
8 minutes	8 minutes
28 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^{†‡}



	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 ⁴ (minutes)	6	7	8	8	8	8	8	9
90th percentile time to start treatment ⁵ (minutes)	24	25	27	27	24	27	28	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.

Armidale and New England 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: 1,065

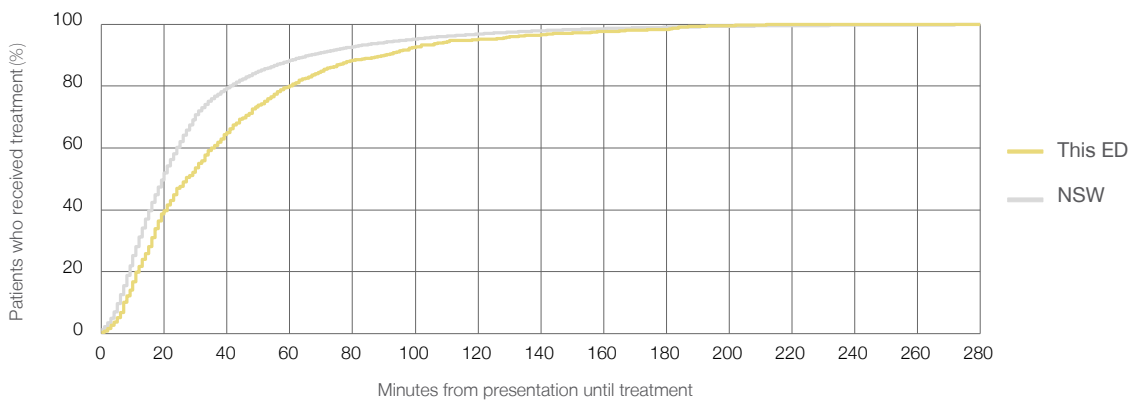
Number of triage 3 patients used to calculate waiting time:³ 1,032

Median time to start treatment⁴ 27 minutes

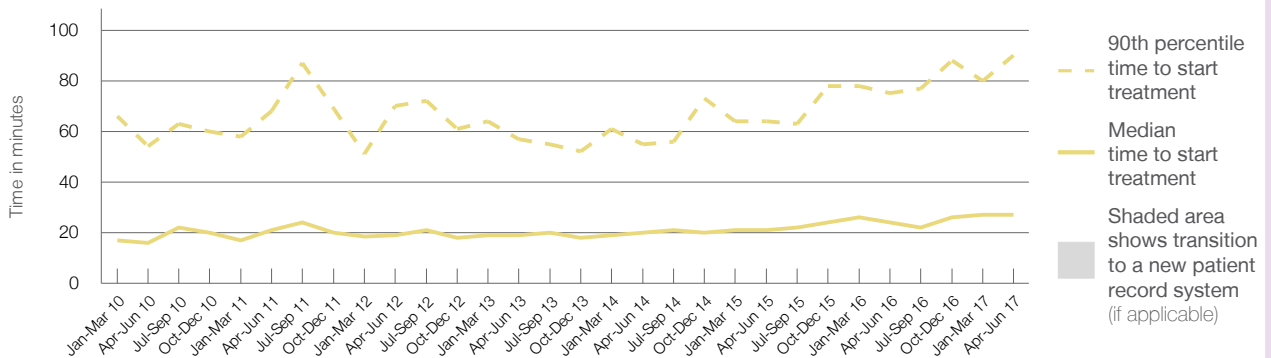
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,187	1,131
24 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^{†‡}



	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 ⁴ (minutes)	16	21	19	19	20	21	24	27
90th percentile time to start treatment ⁵ (minutes)	54	68	70	57	55	64	75	90

(†) 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 4 April to June 2017

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

Number of triage 4 patients: 2,137

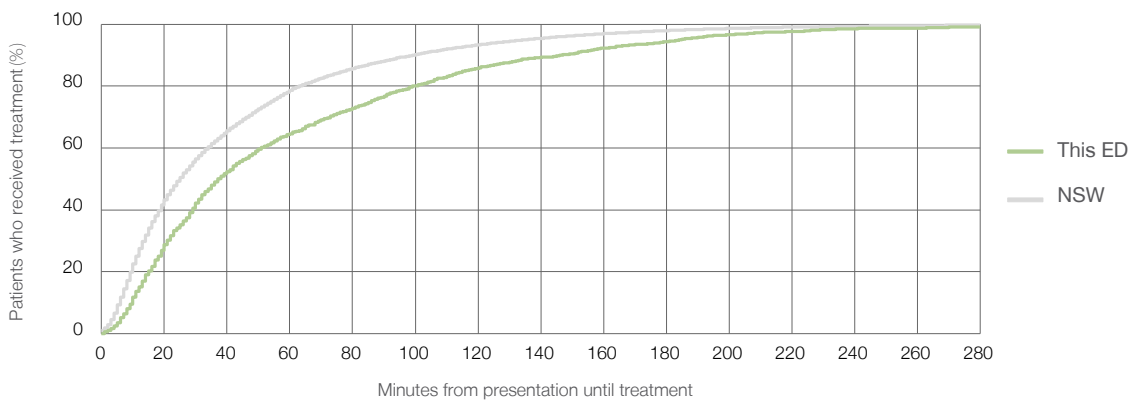
Number of triage 4 patients used to calculate waiting time:³ 1,952

Median time to start treatment⁴ 38 minutes

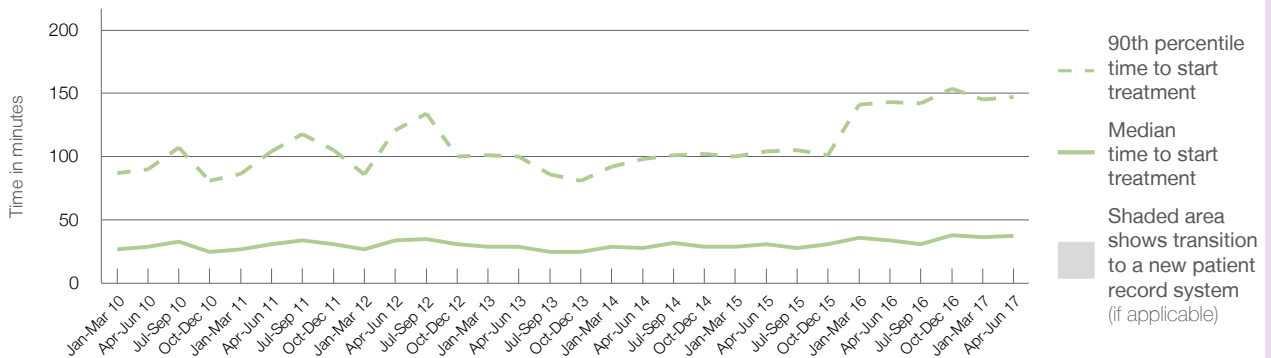
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,156	1,937
34 minutes	25 minutes
143 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^{†‡}



	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 ⁴ (minutes)	29	31	34	29	28	31	34	38
90th percentile time to start treatment ⁵ (minutes)	90	104	121	100	98	104	143	147

(†) 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 5 April to June 2017

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

Number of triage 5 patients: 308

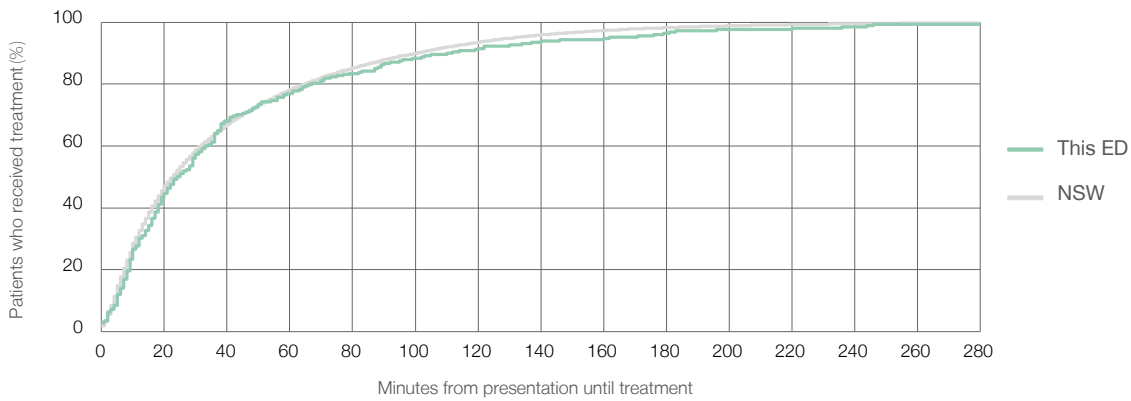
Number of triage 5 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 25 minutes

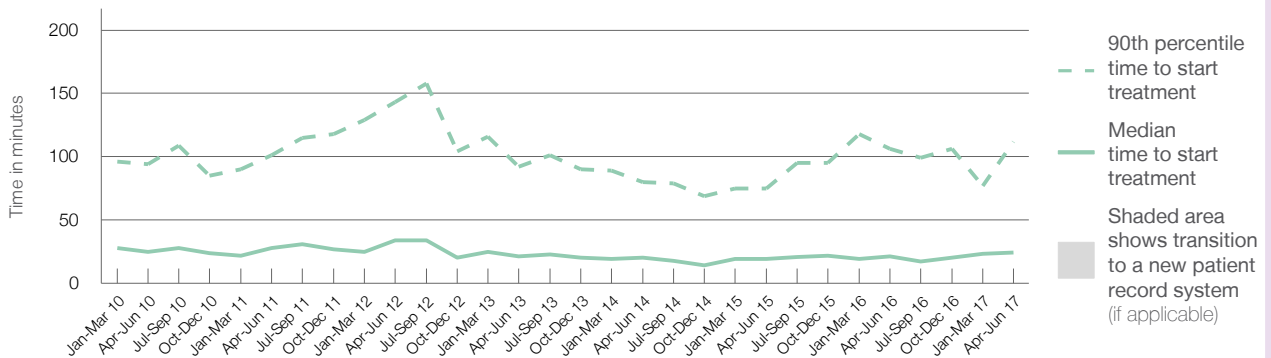
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
249	196
22 minutes	23 minutes
106 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^{†‡}



	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 ⁴ (minutes)	25	28	34	22	20	19	22	25
90th percentile time to start treatment ⁵ (minutes)	94	101	143	92	80	75	106	112

(†) 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 spent in the ED

April to June 2017

All presentations:¹ 3,923 patients

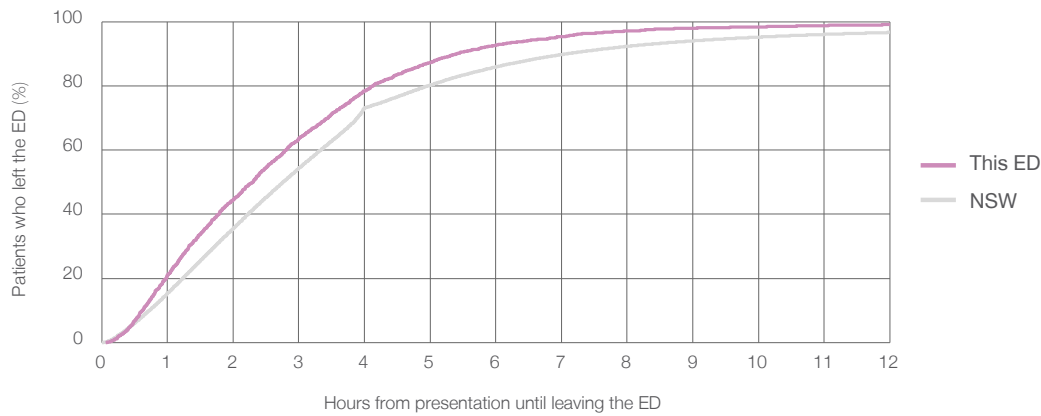
Presentations used to calculate time to leaving the ED:⁶ 3,923 patients

Median time spent in the ED⁸ 2 hours and 18 minutes

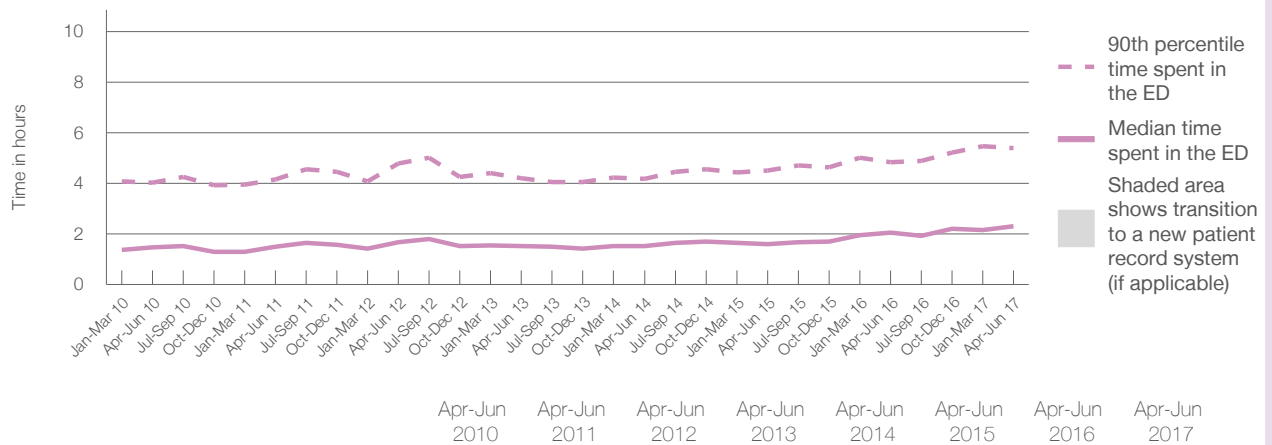
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
4,016	4,016
2 hours and 4 minutes	2 hours and 46 minutes
4 hours and 51 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	1h 29m	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m	2h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 2m	4h 9m	4h 47m	4h 12m	4h 11m	4h 31m	4h 51m	5h 24m

(†) 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 spent in the ED By mode of separation April to June 2017

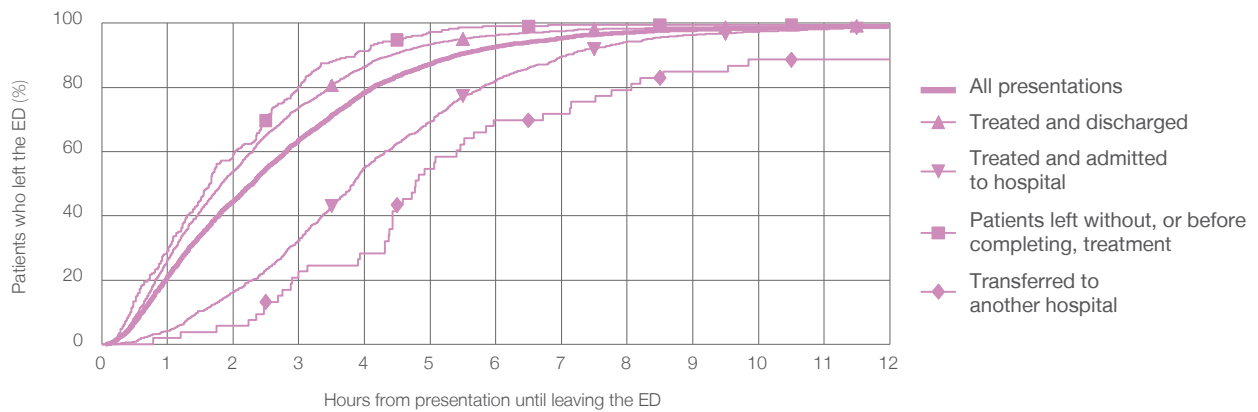
All presentations:¹ 3,923 patients

Presentations used to calculate time to leaving the ED:⁶ 3,923 patients

Treated and discharged	2,675 (68.2%)
Treated and admitted to hospital	946 (24.1%)
Patient left without, or before completing, treatment	231 (5.9%)
Transferred to another hospital	53 (1.4%)
Other	18 (0.5%)

Same period last year	Change since one year ago
4,016	-2.3%
2,872	-6.9%
867	9.1%
216	6.9%
46	15.2%
15	20.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	26.4%	53.9%	73.9%	86.4%	96.2%	98.3%	98.8%	99.4%
Treated and admitted to hospital	4.2%	16.3%	32.3%	55.0%	82.2%	94.3%	97.4%	98.6%
Patient left without, or before completing, treatment	29.0%	59.3%	80.1%	91.3%	99.1%	99.6%	99.6%	99.6%
Transferred to another hospital	1.9%	5.7%	22.6%	28.3%	69.8%	79.2%	88.7%	88.7%
All presentations	21.1%	44.6%	63.6%	78.4%	92.7%	97.1%	98.4%	99.1%

(†) 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 April to June 2017

All presentations at the emergency department:¹ 3,923 patients

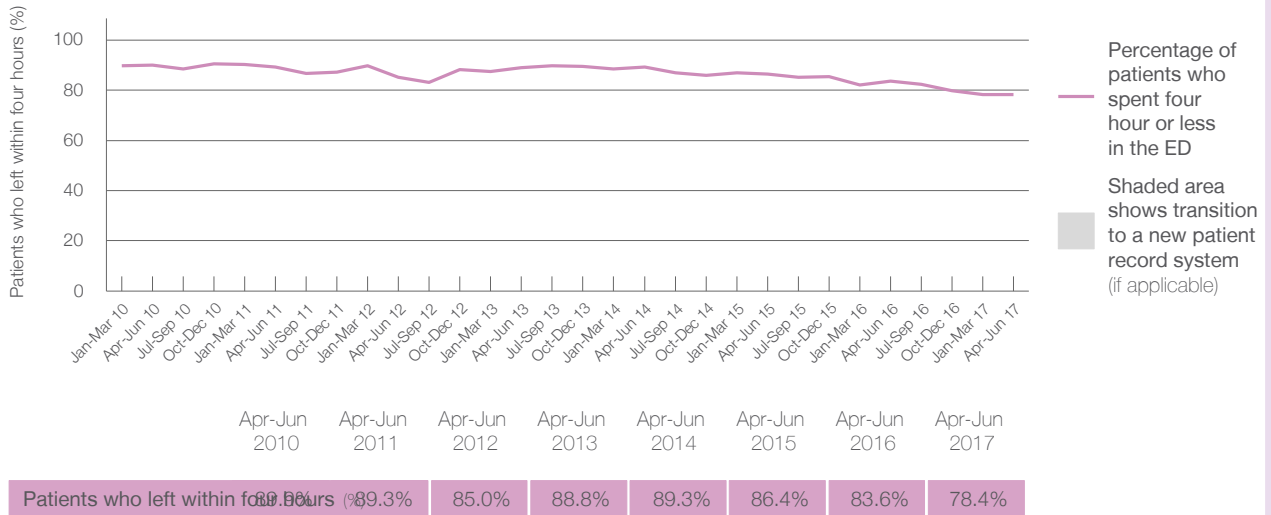
Presentations used to calculate time to leaving the ED:⁶ 3,923 patients

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 3,923 patients	4,016	-2.3%
Presentations used to calculate time to leaving the ED: ⁶ 3,923 patients	4,016	-2.3%
Percentage of patients who spent four hours or less in the ED	83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Bathurst Base Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 6,272 patients
 Emergency presentations:² 6,203 patients

Same period last year	Change since one year ago
5,933	5.7%
5,864	5.8%



Bathurst Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 549 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,727 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 857 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  72 minutes

Same period last year	NSW (this period)
602	
7 minutes	8 minutes
9 minutes	26 minutes
1,723	
13 minutes	20 minutes
39 minutes	67 minutes
2,567	
16 minutes	25 minutes
72 minutes	99 minutes
955	
18 minutes	23 minutes
104 minutes	101 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,270 patients

Percentage of patients who spent four hours or less in the ED  78.3%

Same period last year	Change since one year ago
5,933	5.7%
75.6%	

* 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.

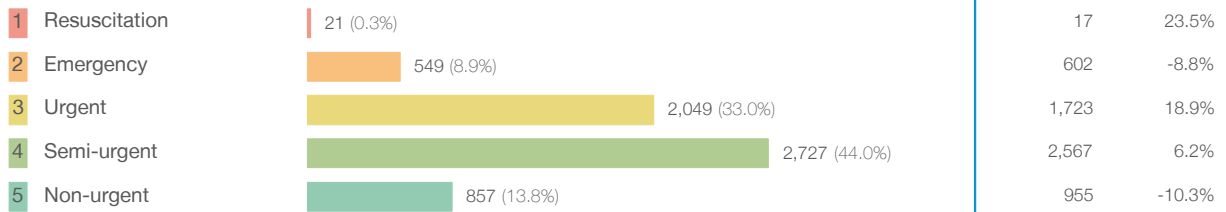
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

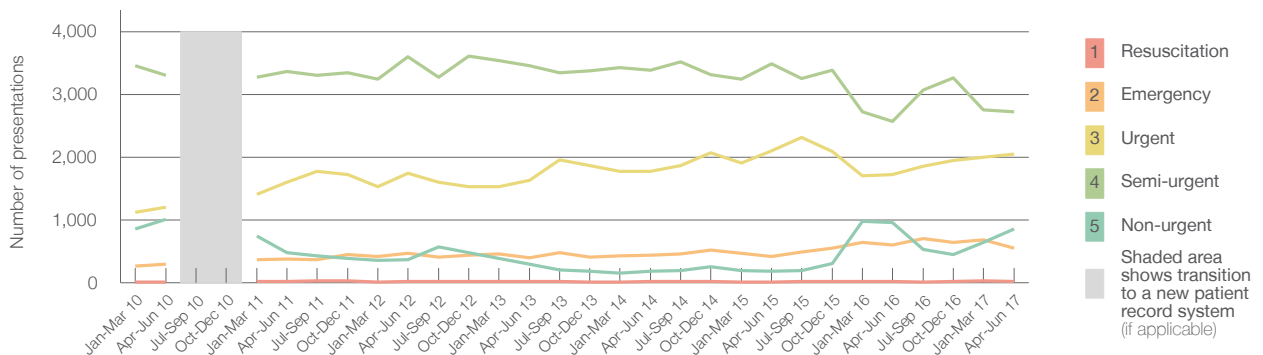
Bathurst Base Hospital: Patients presenting to the emergency department April to June 2017

All presentations:¹ 6,272 patients

Emergency presentations² by triage category: 6,203 patients



Emergency presentations² 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	9	16	23	15	17	12	17	21
Emergency	298	371	468	401	440	420	602	549
Urgent	1,199	1,604	1,739	1,628	1,777	2,104	1,723	2,049
Semi-urgent	3,301	3,362	3,604	3,461	3,381	3,490	2,567	2,727
Non-urgent	1,013	483	362	290	180	186	955	857
All emergency presentations	5,820	5,836	6,196	5,795	5,795	6,212	5,864	6,203

Bathurst Base Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 936 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.

Bathurst Base 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: 549

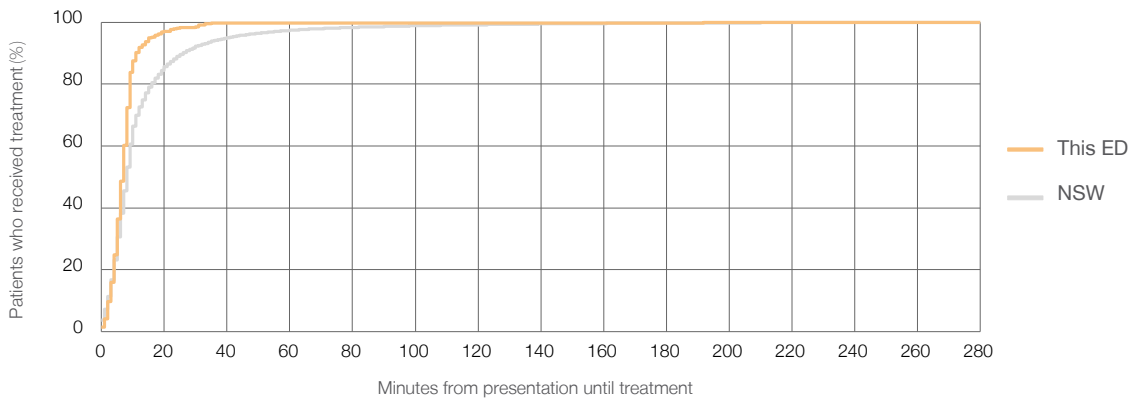
Number of triage 2 patients used to calculate waiting time:³ 549

Median time to start treatment⁴ 7 minutes

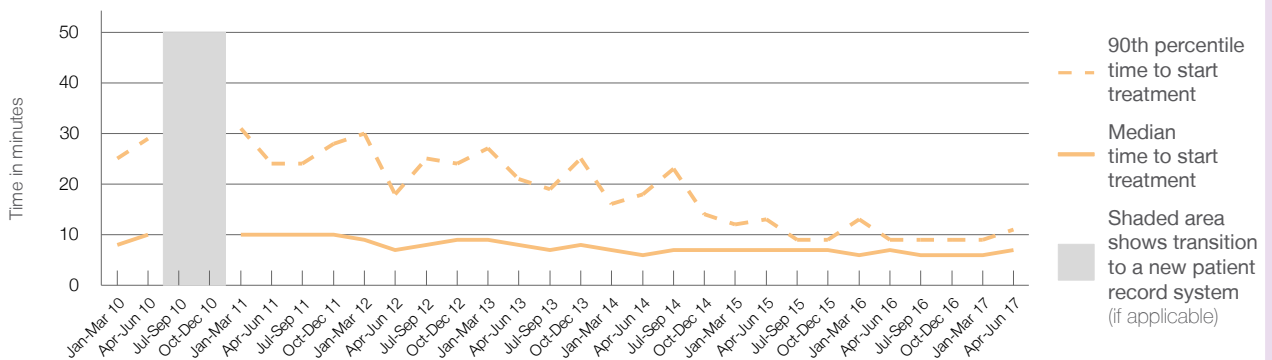
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
602	
600	
7 minutes	8 minutes
9 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^{†‡}



	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 ⁴ (minutes)	10	10	7	8	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	29	24	18	21	18	13	9	11

(†) 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 April to June 2017

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

Number of triage 3 patients: 2,049

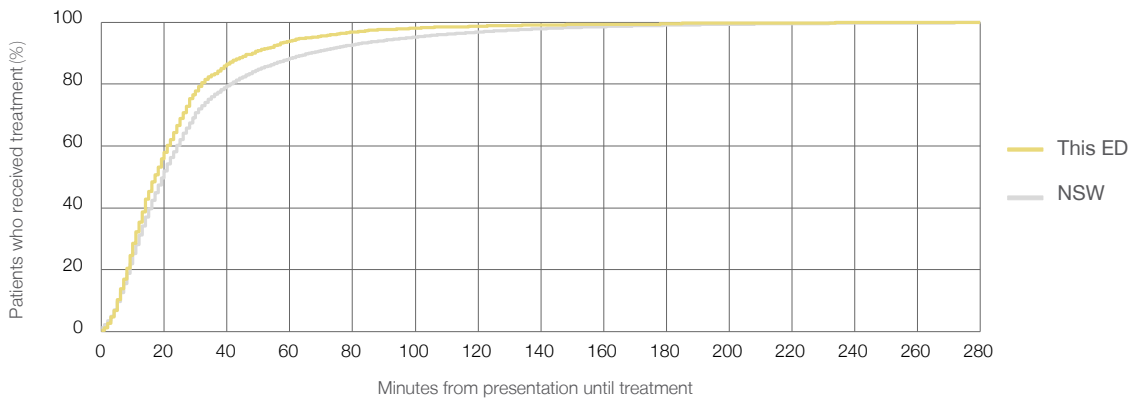
Number of triage 3 patients used to calculate waiting time:³ 2,033

Median time to start treatment⁴ 17 minutes

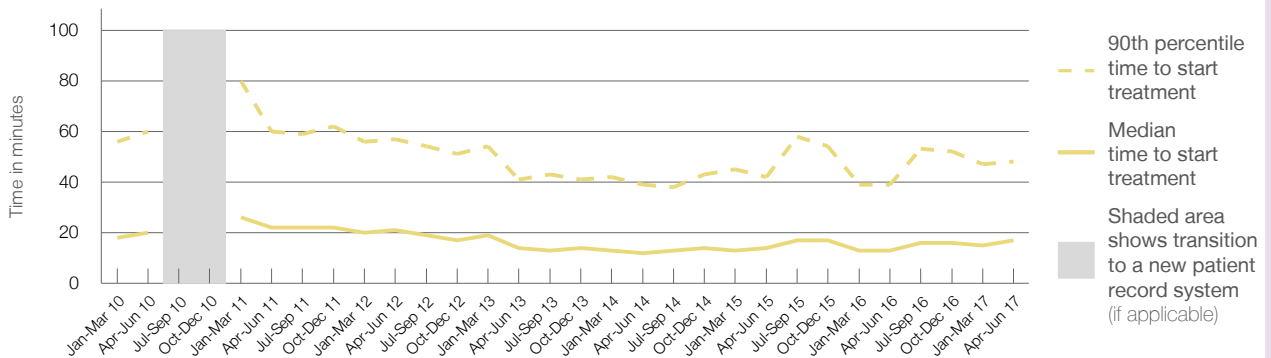
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,723	
1,704	
13 minutes	20 minutes
39 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^{†‡}



	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 ⁴ (minutes)	20	22	21	14	12	14	13	17
90th percentile time to start treatment ⁵ (minutes)	60	60	57	41	39	42	39	48

(†) 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 April to June 2017

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

Number of triage 4 patients: 2,727

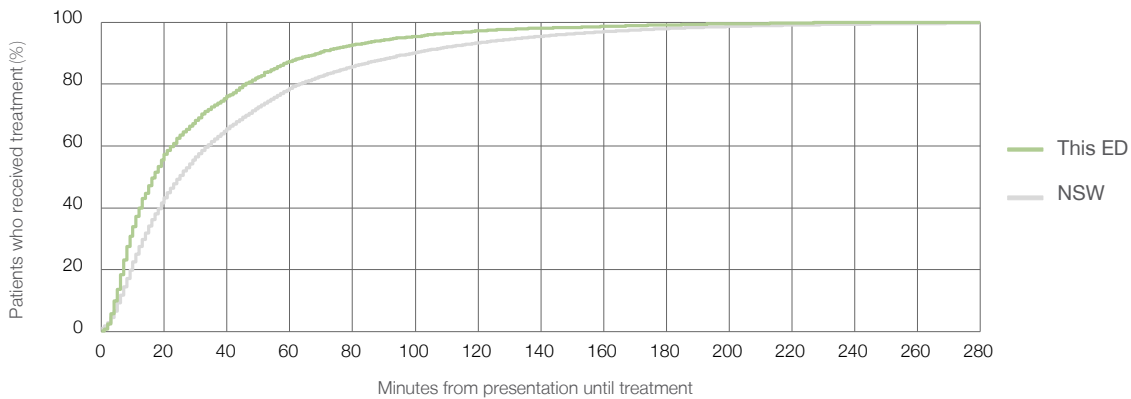
Number of triage 4 patients used to calculate waiting time:³ 2,641

Median time to start treatment⁴ 17 minutes

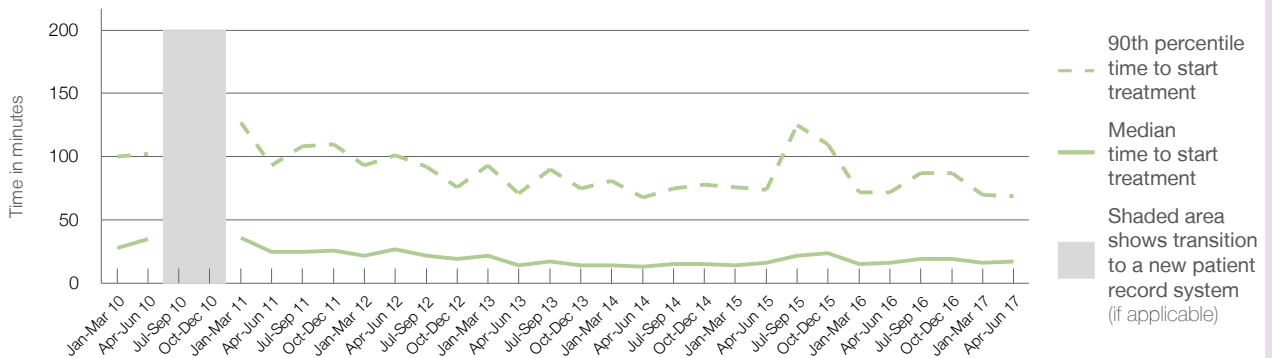
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
2,567	
2,479	
16 minutes	25 minutes
72 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^{†‡}



	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 ⁴ (minutes)	35	25	27	14	13	16	16	17
90th percentile time to start treatment ⁵ (minutes)	102	93	101	71	68	74	72	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.

Bathurst Base 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: 857

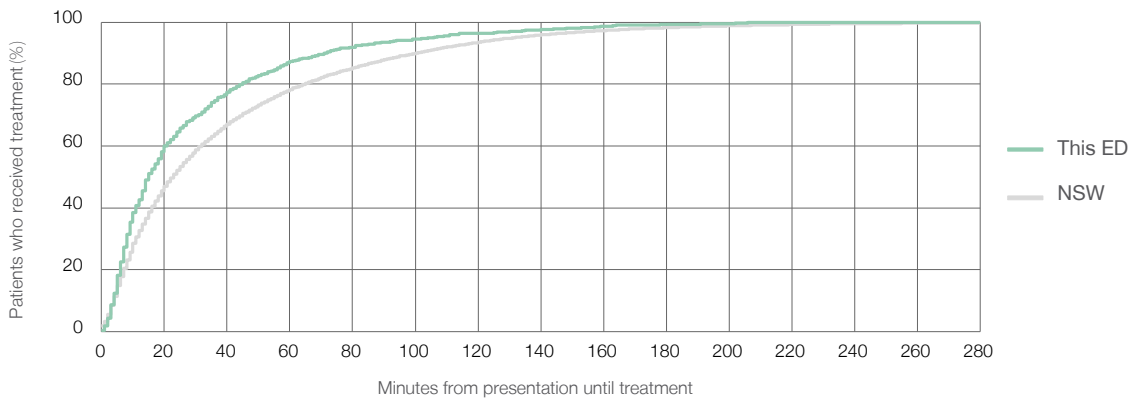
Number of triage 5 patients used to calculate waiting time:³ 792

Median time to start treatment⁴ 15 minutes

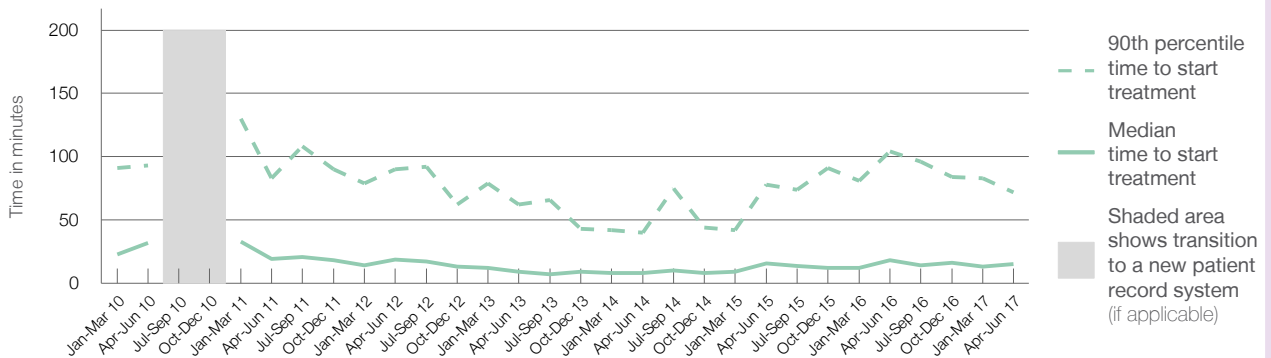
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
955	
852	
18 minutes	23 minutes
104 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^{†‡}



	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 ⁴ (minutes)	32	19	19	9	8	16	18	15
90th percentile time to start treatment ⁵ (minutes)	93	83	90	62	40	78	104	72

(†) 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

April to June 2017

All presentations:¹ 6,272 patients

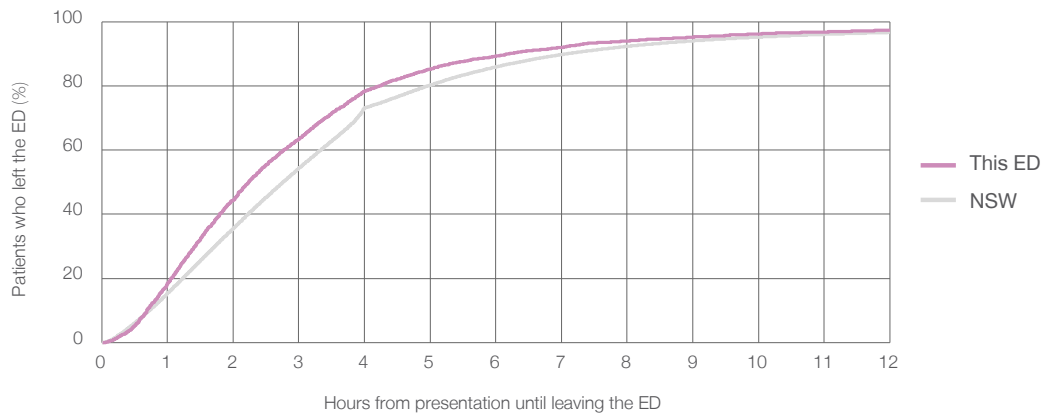
Presentations used to calculate time to leaving the ED:⁶ 6,270 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

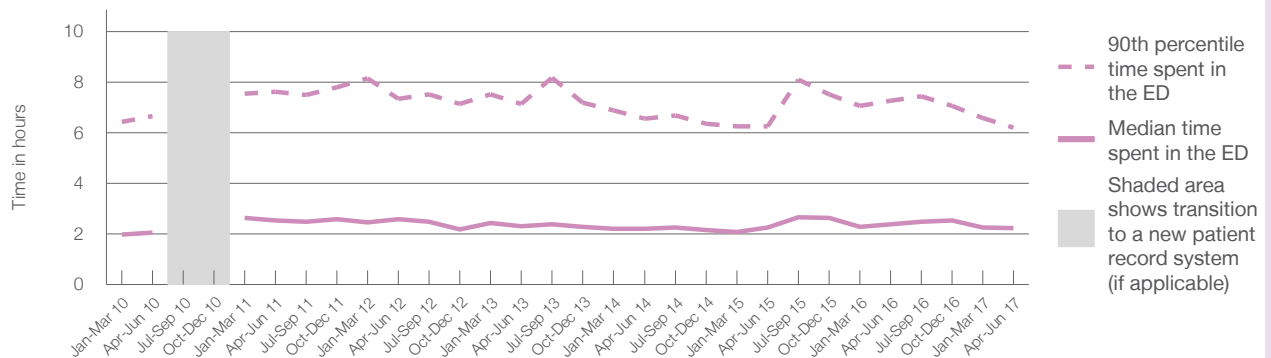
90th percentile time spent in the ED⁹ 6 hours and 12 minutes

Same period last year	NSW (this period)
5,933	5,933
2 hours and 24 minutes	2 hours and 46 minutes
7 hours and 16 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	2h 3m	2h 32m	2h 35m	2h 18m	2h 12m	2h 16m	2h 24m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 39m	7h 38m	7h 20m	7h 9m	6h 33m	6h 16m	7h 16m	6h 12m

(†) 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
April to June 2017

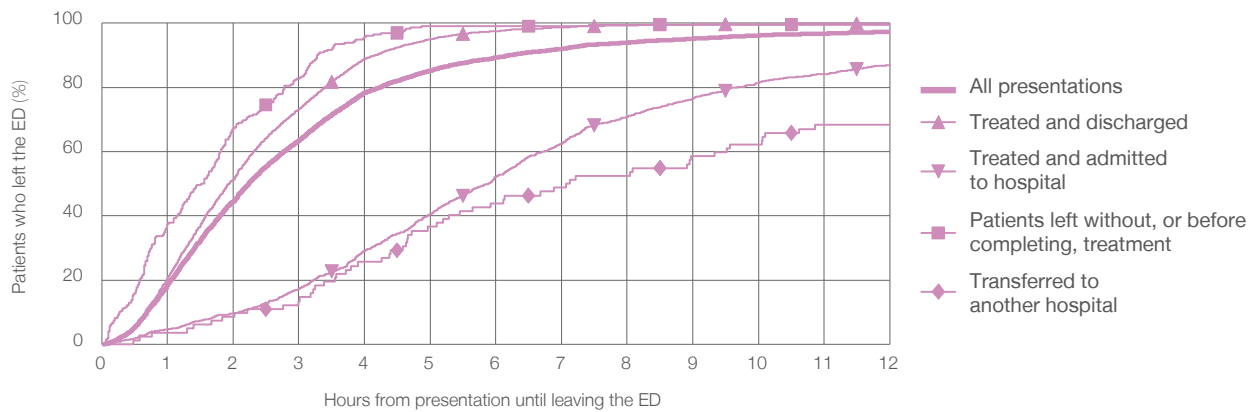
All presentations:¹ 6,272 patients

Presentations used to calculate time to leaving the ED:⁶ 6,270 patients

Treated and discharged	4,885 (77.9%)
Treated and admitted to hospital	1,048 (16.7%)
Patient left without, or before completing, treatment	232 (3.7%)
Transferred to another hospital	82 (1.3%)
Other	25 (0.4%)

Same period last year	Change since one year ago
5,933	5.7%
4,383	11.5%
1,195	-12.3%
250	-7.2%
88	-6.8%
17	47.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	20.6%	51.3%	73.2%	88.9%	97.5%	99.3%	99.8%	99.9%
Treated and admitted to hospital	4.6%	9.5%	17.2%	29.1%	52.3%	70.8%	81.4%	87.2%
Patient left without, or before completing, treatment	37.5%	67.2%	82.8%	95.7%	99.1%	99.6%	99.6%	99.6%
Transferred to another hospital	3.7%	8.5%	13.4%	25.6%	43.9%	52.4%	62.2%	68.3%
All presentations	18.5%	44.4%	63.5%	78.3%	89.3%	94.0%	96.2%	97.3%

(†) 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
 April to June 2017

All presentations at the emergency department:¹ 6,272 patients

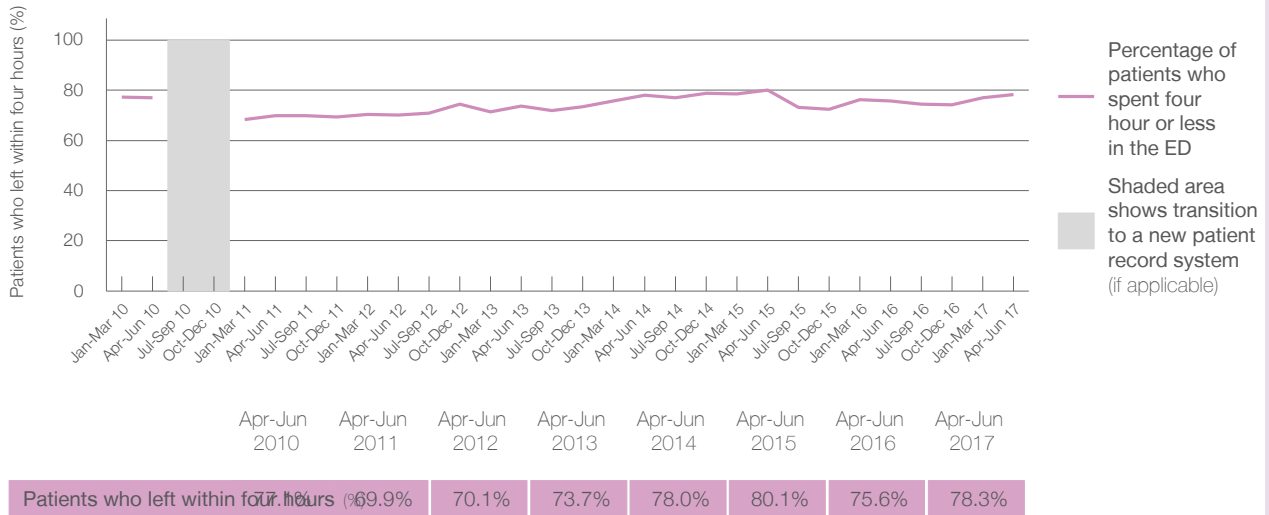
Presentations used to calculate time to leaving the ED:⁶ 6,270 patients

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



Same period last year	Change since one year ago
5,933	5.7%
5,933	5.7%
75.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Belmont Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,920 patients
 Emergency presentations:² 5,884 patients

Same period last year	Change since one year ago
5,746	3.0%
5,703	3.2%

Belmont Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 493 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): 1,269 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,000 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,112 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
459	
7 minutes	8 minutes
14 minutes	26 minutes
1,257	
16 minutes	20 minutes
32 minutes	67 minutes
2,752	
19 minutes	25 minutes
68 minutes	99 minutes
1,227	
19 minutes	23 minutes
85 minutes	101 minutes

Belmont Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,920 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
5,746	3.0%
76.0%	

* 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.

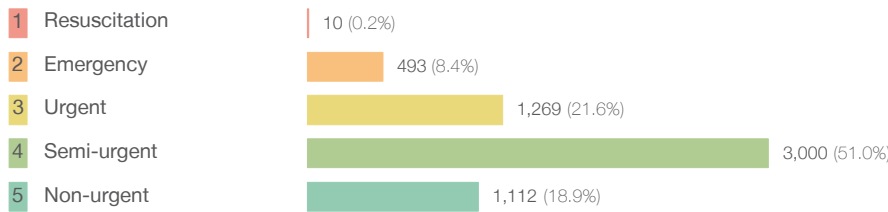
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Belmont Hospital: Patients presenting to the emergency department

April to June 2017

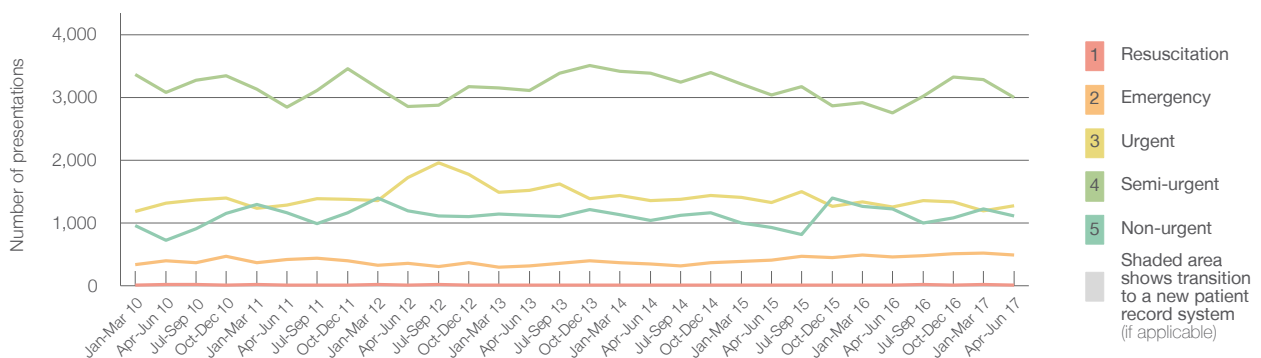
All presentations:¹ 5,920 patients

Emergency presentations² by triage category: 5,884 patients



Same period last year	Change since one year ago
5,746	3.0%
5,703	3.2%
8	25.0%
459	7.4%
1,257	1.0%
2,752	9.0%
1,227	-9.4%

Emergency presentations² 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	18	7	10	7	< 5	9	8	10
Emergency	399	414	354	317	354	407	459	493
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884

Belmont Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,251 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,140	
10 minutes	0 minutes
19 minutes	0 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

April to June 2017

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

Number of triage 2 patients: 493

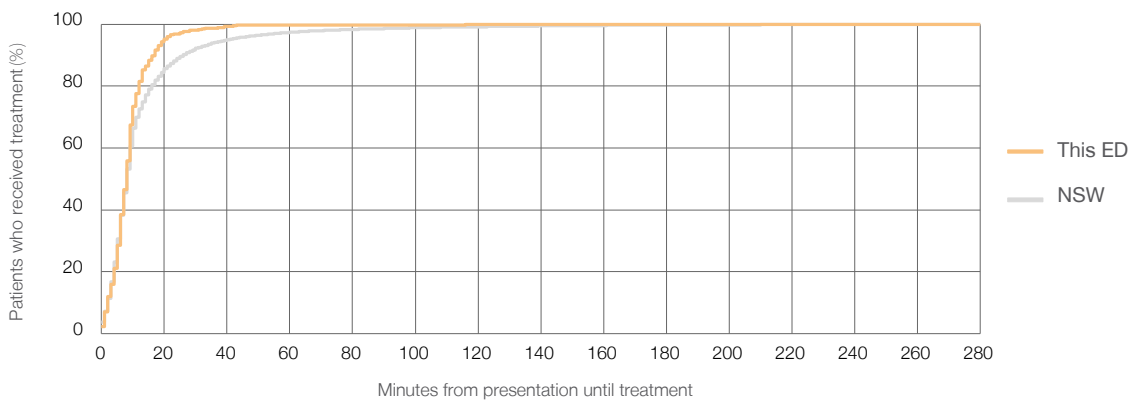
Number of triage 2 patients used to calculate waiting time:³ 488

Median time to start treatment⁴ 8 minutes

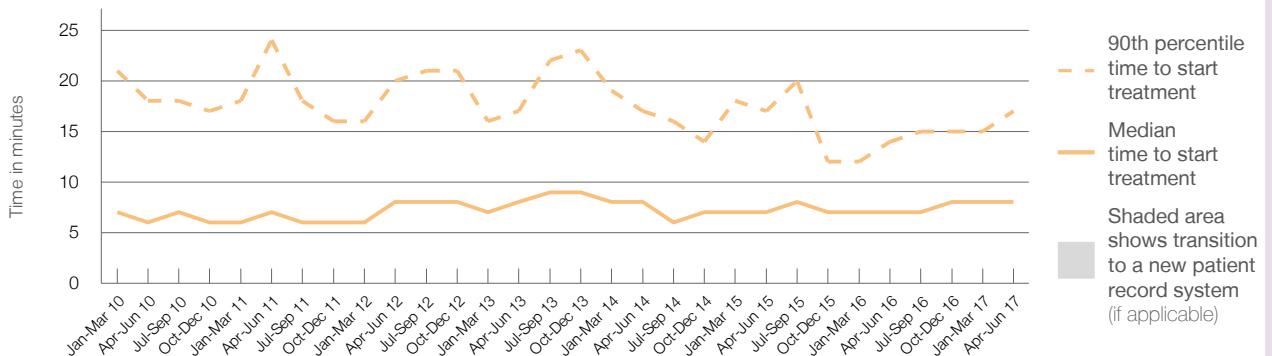
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
459	
457	
7 minutes	8 minutes
14 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^{†‡}



	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 ⁴ (minutes)	6	7	8	8	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)	18	24	20	17	17	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.

Belmont 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: 1,269

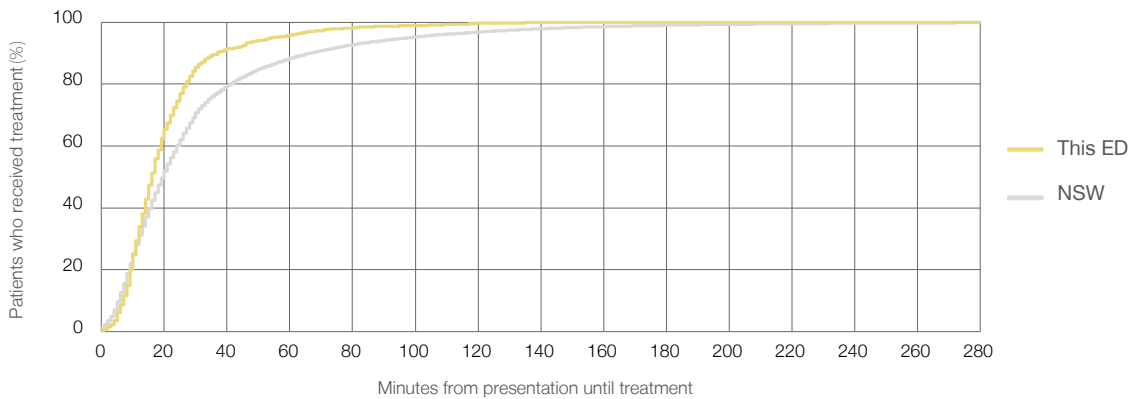
Number of triage 3 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴ 16 minutes

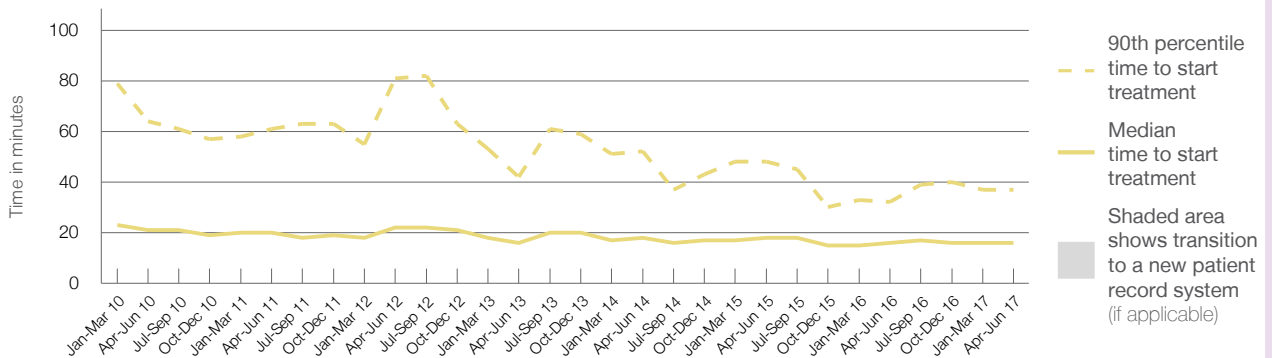
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,257	1,218
16 minutes	20 minutes
32 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^{†‡}



	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 ⁴ (minutes)	21	20	22	16	18	18	16	16
90th percentile time to start treatment ⁵ (minutes)	64	61	81	42	52	48	32	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.

Belmont 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: 3,000

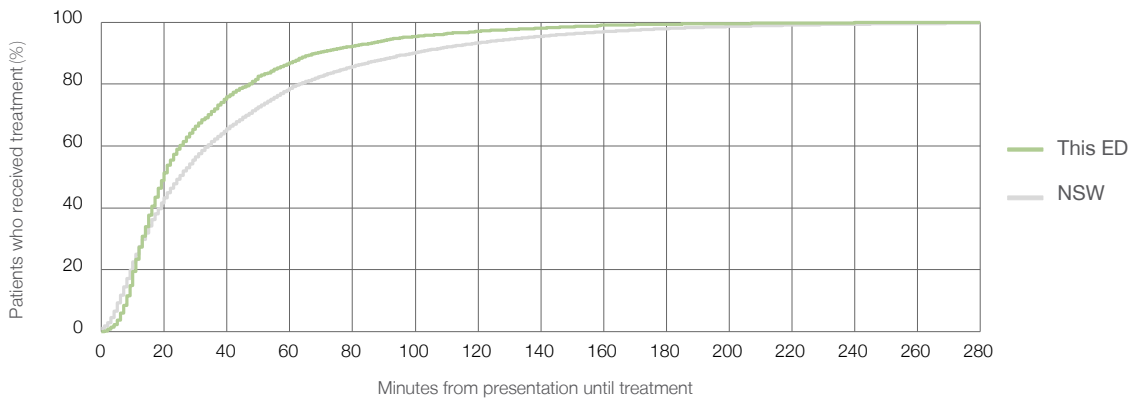
Number of triage 4 patients used to calculate waiting time:³ 2,600

Median time to start treatment⁴ 20 minutes

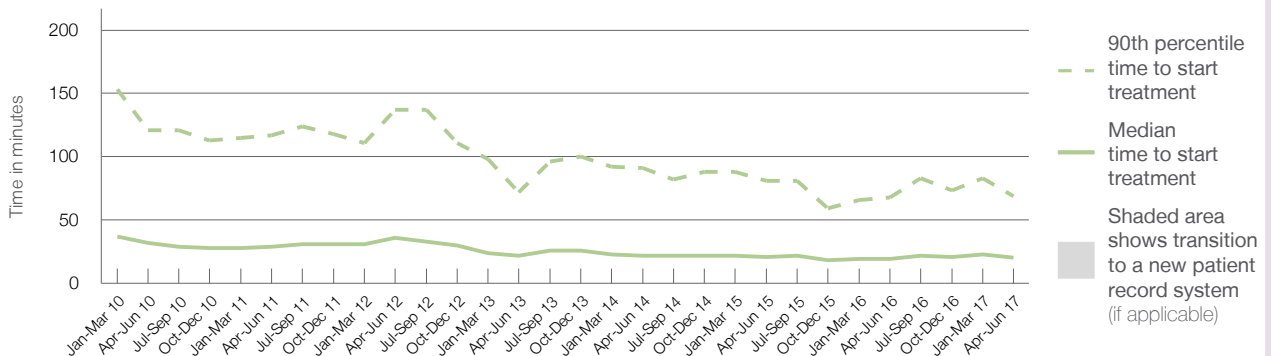
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
2,752	2,366
19 minutes	25 minutes
68 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^{†‡}



	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 ⁴ (minutes)	32	29	36	22	22	21	19	20
90th percentile time to start treatment ⁵ (minutes)	121	117	137	72	91	81	68	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.

Belmont 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: 1,112

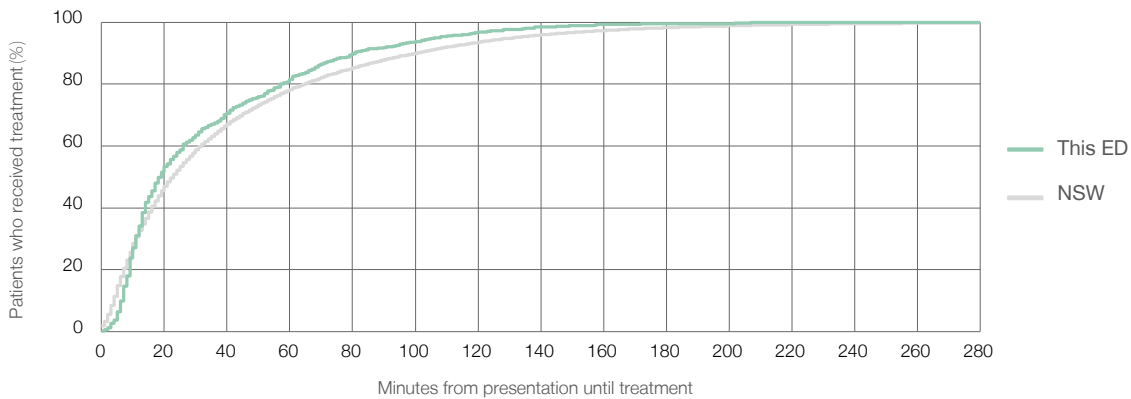
Number of triage 5 patients used to calculate waiting time:³ 867

Median time to start treatment⁴ 19 minutes

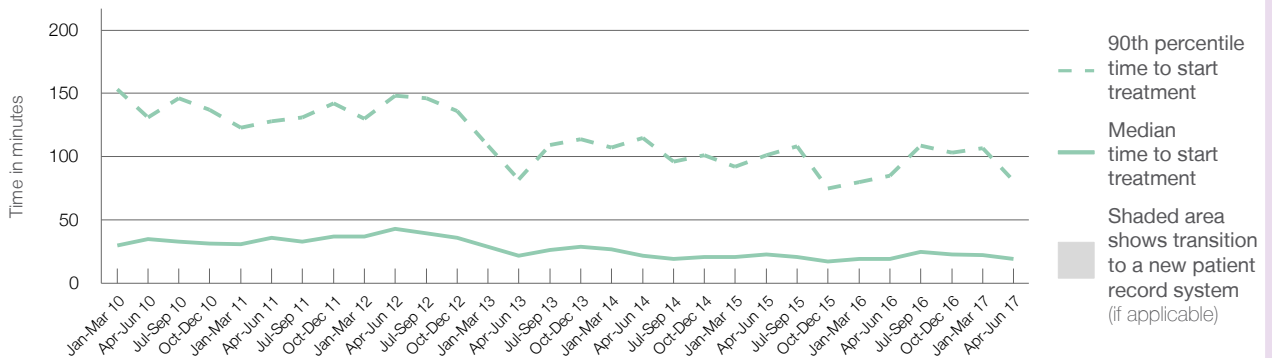
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,227	915
19 minutes	23 minutes
85 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^{†‡}



	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 ⁴ (minutes)	35	36	43	22	22	23	19	19
90th percentile time to start treatment ⁵ (minutes)	131	128	148	82	115	101	85	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.

Belmont Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 5,920 patients

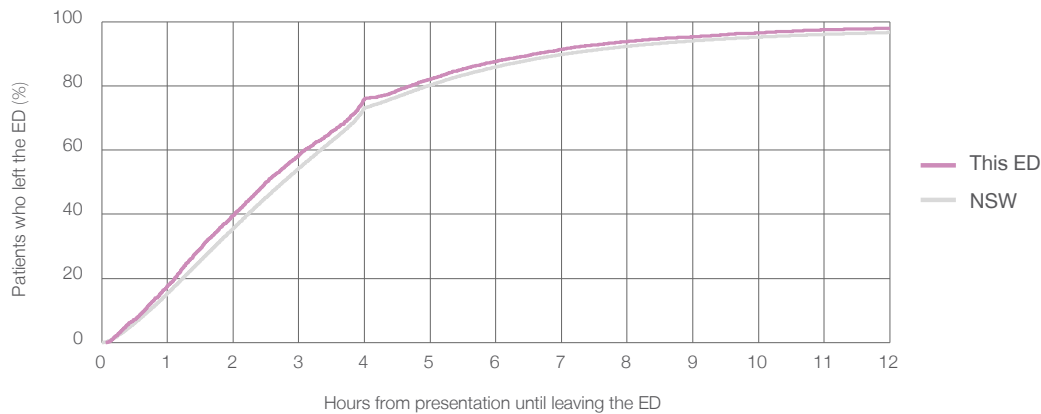
Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

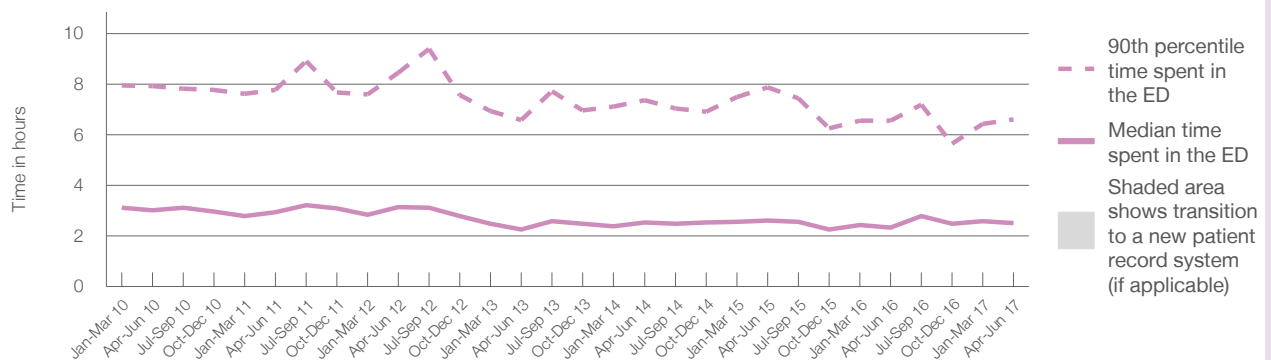
90th percentile time spent in the ED⁹ 6 hours and 37 minutes

Same period last year	NSW (this period)
5,746	5,746
2 hours and 20 minutes	2 hours and 46 minutes
6 hours and 34 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m

(†) 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
April to June 2017

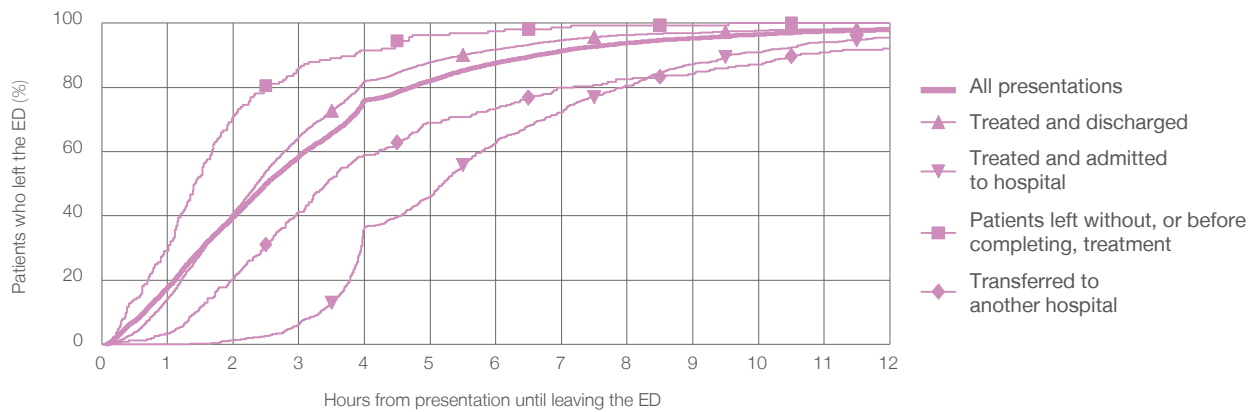
All presentations:¹ 5,920 patients

Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

Treated and discharged	4,063 (68.6%)
Treated and admitted to hospital	875 (14.8%)
Patient left without, or before completing, treatment	165 (2.8%)
Transferred to another hospital	264 (4.5%)
Other	553 (9.3%)

Same period last year	Change since one year ago
5,746	3.0%
3,825	6.2%
819	6.8%
171	-3.5%
281	-6.0%
650	-14.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	14.2%	40.7%	64.5%	81.9%	91.8%	96.4%	97.6%	98.5%
Treated and admitted to hospital	0%	1.1%	6.2%	36.6%	62.7%	80.6%	91.0%	95.5%
Patient left without, or before completing, treatment	29.1%	70.9%	86.1%	91.5%	97.6%	99.4%	100%	100%
Transferred to another hospital	3.4%	20.1%	41.3%	59.1%	73.5%	82.6%	87.1%	92.0%
All presentations	17.7%	39.7%	58.5%	76.0%	87.6%	93.8%	96.4%	97.9%

(†) 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.

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

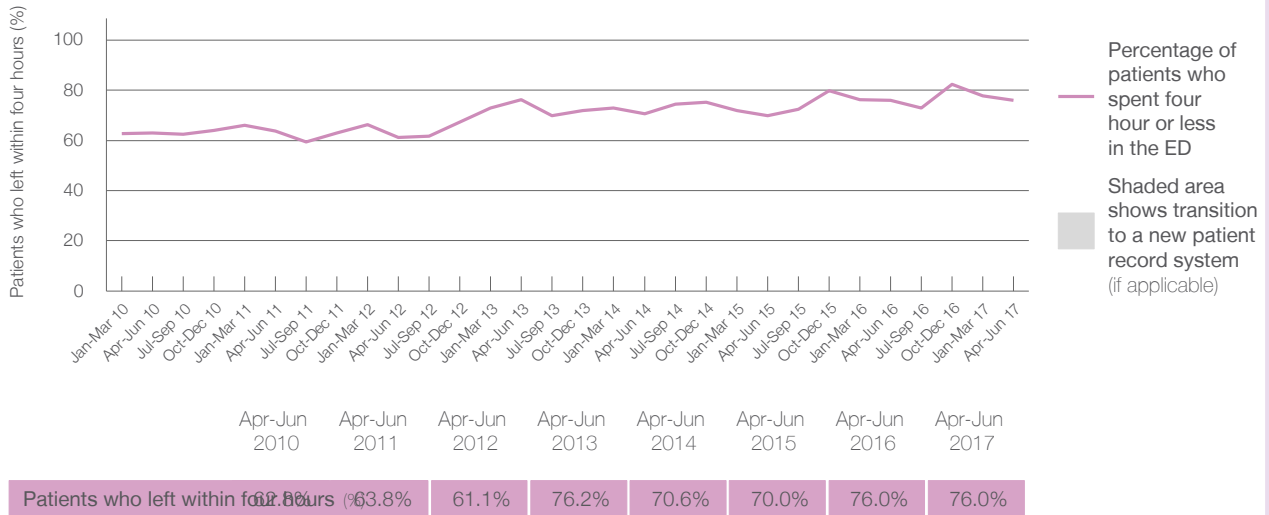
All presentations at the emergency department:¹ 5,920 patients
 Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

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 5,920 patients	5,746	3.0%
Presentations used to calculate time to leaving the ED: ⁶ 5,920 patients	5,746	3.0%
Percentage of patients who spent four hours or less in the ED	76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	62.8%
Apr-Jun 2011	61.1%
Apr-Jun 2012	76.2%
Apr-Jun 2013	70.6%
Apr-Jun 2014	70.0%
Apr-Jun 2015	76.0%
Apr-Jun 2016	76.0%
Apr-Jun 2017	76.0%

* 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).

Bowral and District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,775 patients
Emergency presentations:² 4,656 patients

Same period last year	Change since one year ago
4,423	8.0%
4,307	8.1%

Bowral and District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 356 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,504 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,081 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 696 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
382	
8 minutes	8 minutes
17 minutes	26 minutes
1,343	
19 minutes	20 minutes
60 minutes	67 minutes
1,907	
19 minutes	25 minutes
93 minutes	99 minutes
662	
19 minutes	23 minutes
113 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,775 patients

Percentage of patients who spent four hours or less in the ED 82.6%

Same period last year	Change since one year ago
4,423	8.0%
83.3%	

* 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.

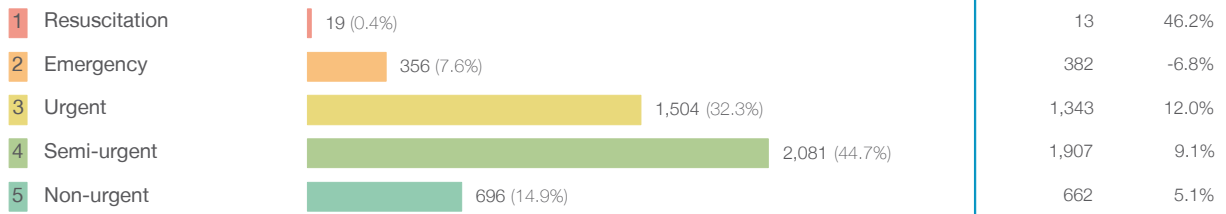
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Bowral and District Hospital: Patients presenting to the emergency department

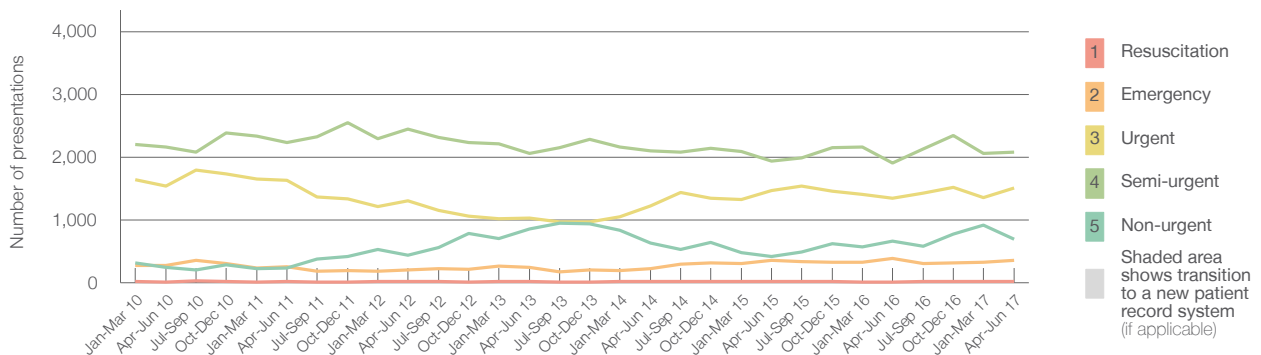
April to June 2017

All presentations:¹ 4,775 patients

Emergency presentations² by triage category: 4,656 patients



Emergency presentations² 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	10	15	15	17	14	23	13	19
Emergency	270	251	202	245	227	358	382	356
Urgent	1,537	1,626	1,301	1,029	1,227	1,464	1,343	1,504
Semi-urgent	2,158	2,233	2,445	2,063	2,101	1,940	1,907	2,081
Non-urgent	242	235	442	851	632	421	662	696
All emergency presentations	4,217	4,360	4,405	4,205	4,201	4,206	4,307	4,656

Bowral and District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 875 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

April to June 2017

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

Number of triage 2 patients: 356

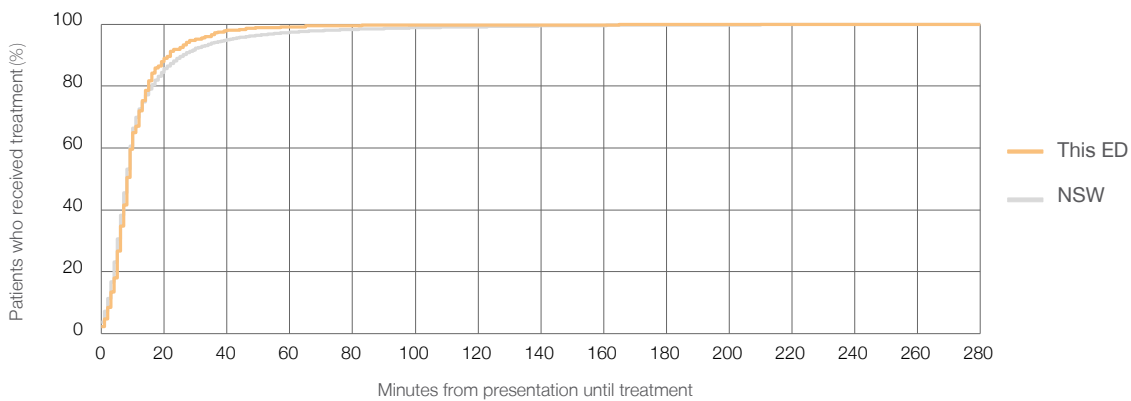
Number of triage 2 patients used to calculate waiting time:³ 356

Median time to start treatment⁴ 8 minutes

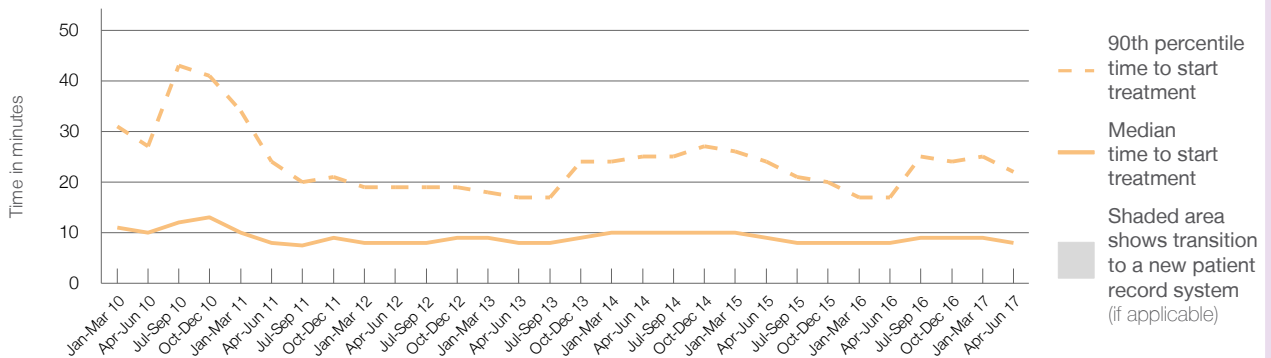
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
382	382
8 minutes	8 minutes
17 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^{†‡}



	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 ⁴ (minutes)	10	8	8	8	10	9	8	8
90th percentile time to start treatment ⁵ (minutes)	27	24	19	17	25	24	17	22

(†) 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 April to June 2017

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

Number of triage 3 patients: 1,504

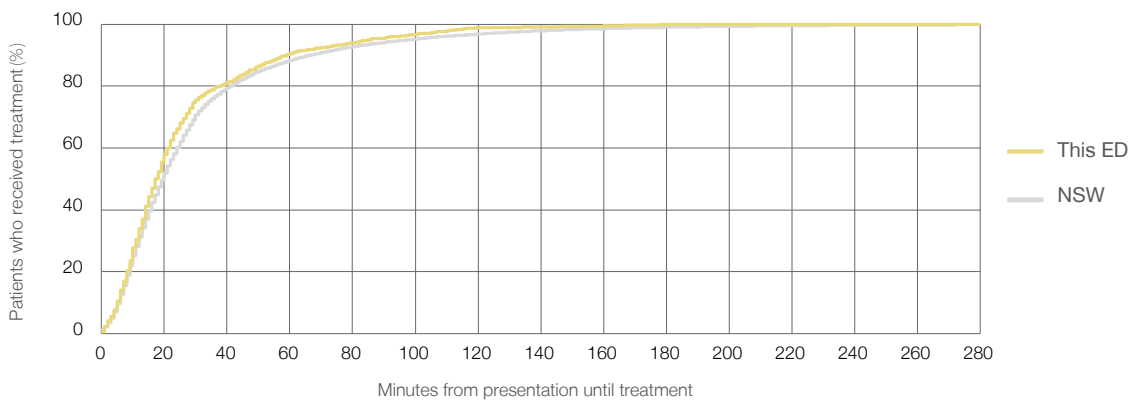
Number of triage 3 patients used to calculate waiting time:³ 1,494

Median time to start treatment⁴ 18 minutes

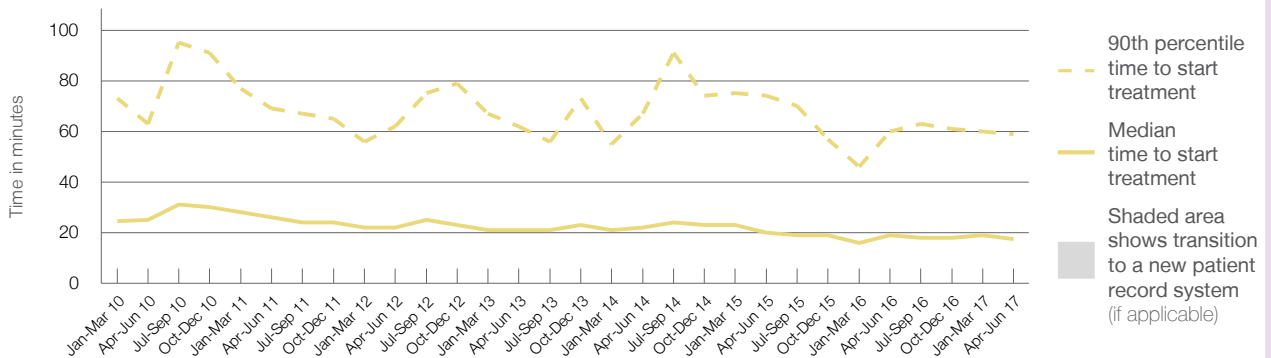
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,343	1,324
19 minutes	20 minutes
60 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^{†‡}



	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 ⁴ (minutes)	25	26	22	21	22	20	19	18
90th percentile time to start treatment ⁵ (minutes)	63	69	62	62	67	74	60	59

(†) 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 April to June 2017

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

Number of triage 4 patients: 2,081

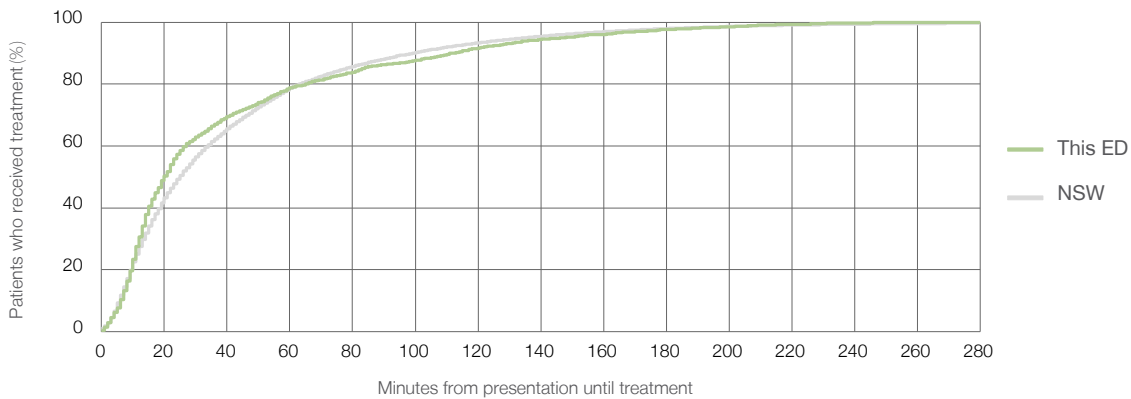
Number of triage 4 patients used to calculate waiting time:³ 2,017

Median time to start treatment⁴ 20 minutes

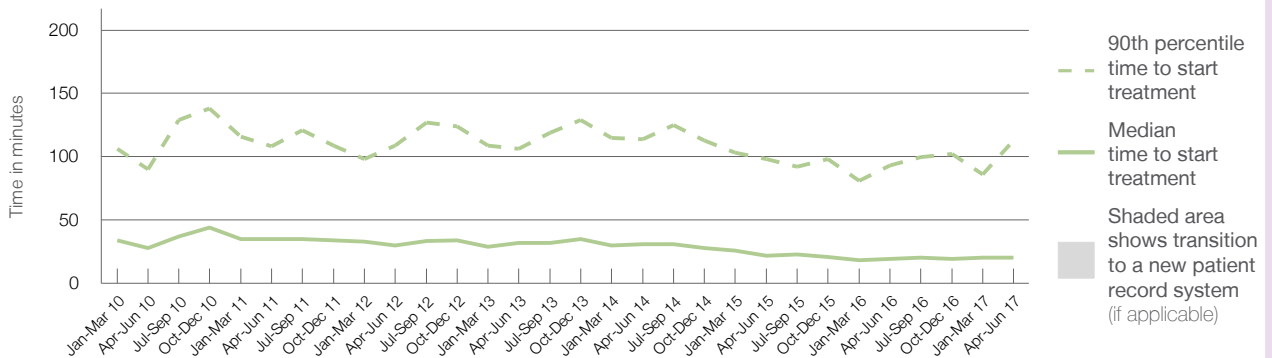
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,907	1,817
19 minutes	25 minutes
93 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^{†‡}



	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 ⁴ (minutes)	28	35	30	32	31	22	19	20
90th percentile time to start treatment ⁵ (minutes)	90	108	109	106	114	98	93	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.

Bowral and District 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: 696

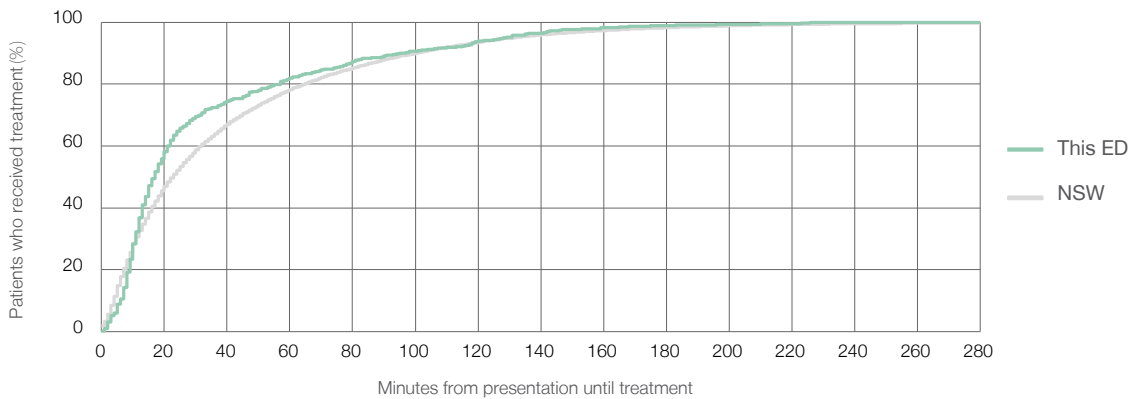
Number of triage 5 patients used to calculate waiting time:³ 654

Median time to start treatment⁴ 17 minutes

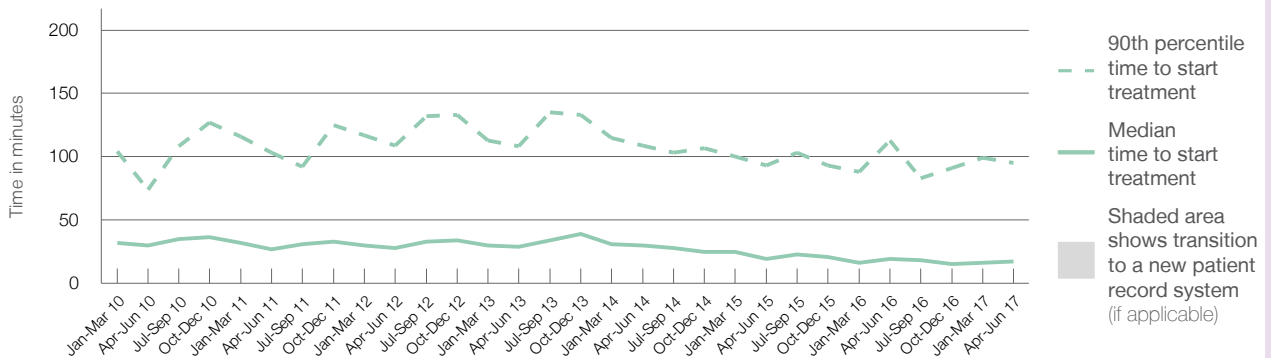
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
662	594
19 minutes	23 minutes
113 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^{†‡}



	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 ⁴ (minutes)	30	27	28	29	30	19	19	17
90th percentile time to start treatment ⁵ (minutes)	74	103	109	108	109	93	113	95

(†) 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

April to June 2017

All presentations:¹ 4,775 patients

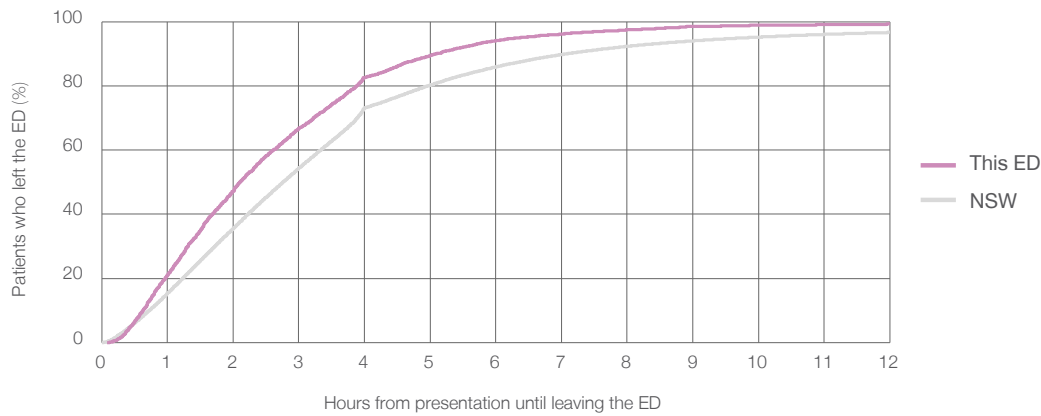
Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

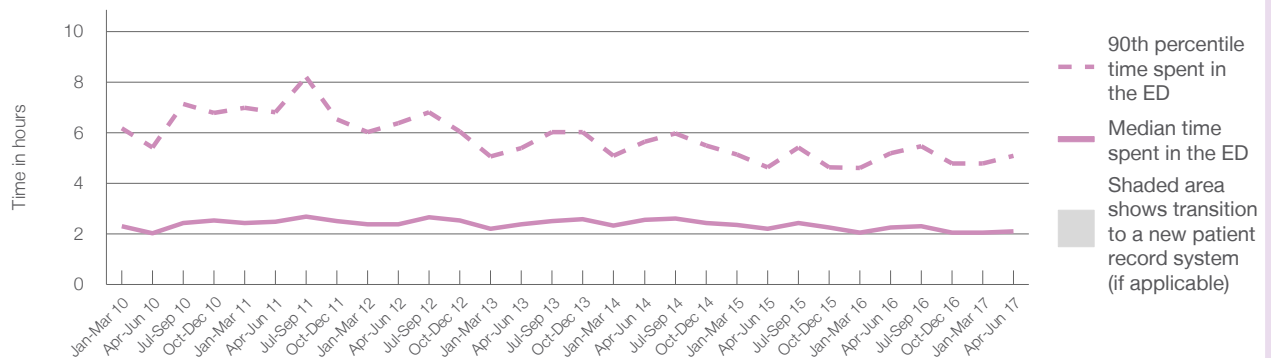
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
4,423	4,423
2 hours and 15 minutes	2 hours and 46 minutes
5 hours and 12 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	2h 2m	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 26m	6h 49m	6h 23m	5h 24m	5h 39m	4h 39m	5h 12m	5h 6m

(†) 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
April to June 2017

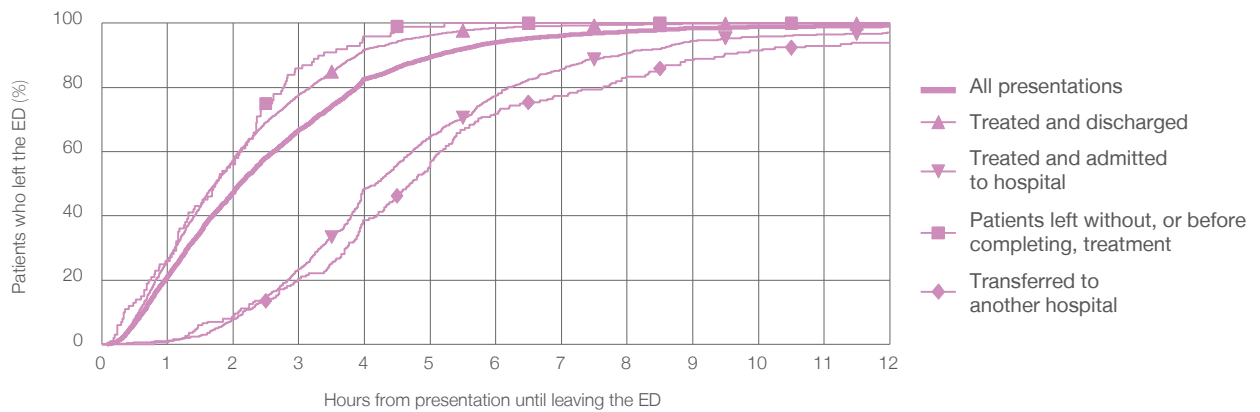
All presentations:¹ 4,775 patients

Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

Treated and discharged	3,689 (77.3%)
Treated and admitted to hospital	776 (16.3%)
Patient left without, or before completing, treatment	100 (2.1%)
Transferred to another hospital	199 (4.2%)
Other	11 (0.2%)

Same period last year	Change since one year ago
4,423	8.0%
3,213	14.8%
817	-5.0%
132	-24.2%
238	-16.4%
23	-52.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	26.2%	57.4%	77.7%	91.7%	98.5%	99.6%	99.8%	99.9%
Treated and admitted to hospital	1.0%	7.7%	23.5%	48.5%	77.6%	90.6%	95.9%	97.0%
Patient left without, or before completing, treatment	26.0%	56.0%	86.0%	96.0%	100%	100%	100%	100%
Transferred to another hospital	0.5%	8.5%	20.6%	38.7%	71.9%	83.4%	91.5%	94.0%
All presentations	21.2%	47.3%	66.8%	82.6%	94.0%	97.4%	98.8%	99.2%

(†) 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.

Bowral and District 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:¹ 4,775 patients

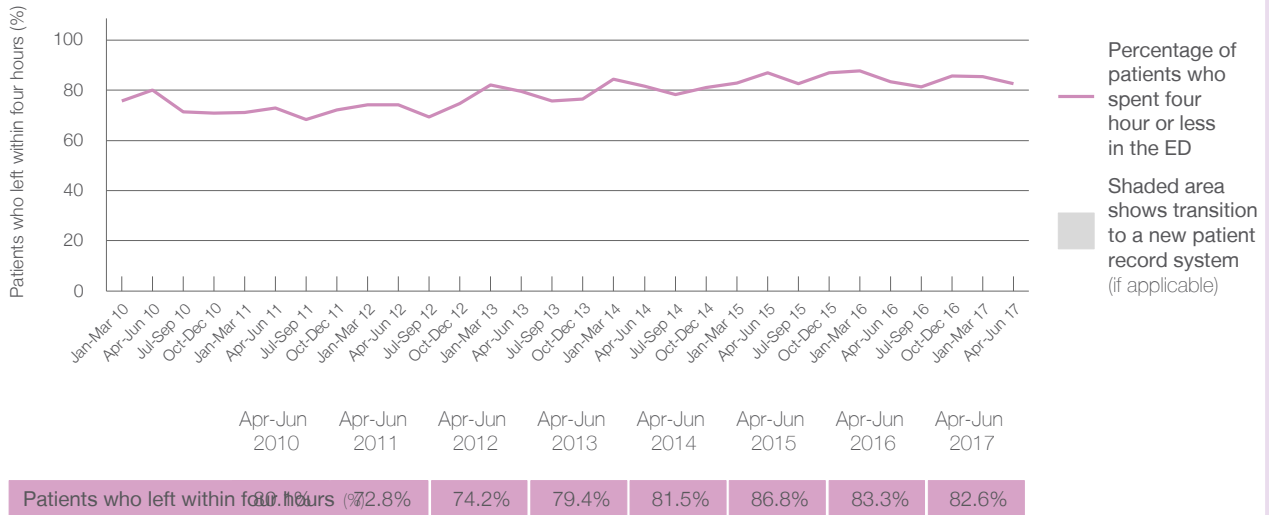
Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

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 4,775 patients	4,423	8.0%
Presentations used to calculate time to leaving the ED: ⁶ 4,775 patients	4,423	8.0%
Percentage of patients who spent four hours or less in the ED	83.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	72.8%
Apr-Jun 2011	74.2%
Apr-Jun 2012	79.4%
Apr-Jun 2013	81.5%
Apr-Jun 2014	86.8%
Apr-Jun 2015	83.3%
Apr-Jun 2016	82.6%
Apr-Jun 2017	82.6%

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

Broken Hill Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,531 patients
Emergency presentations:² 4,969 patients

Same period last year	Change since one year ago
5,420	2.0%
4,875	1.9%

Broken Hill Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 371 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,037 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,820 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,725 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
348	
6 minutes	8 minutes
17 minutes	26 minutes
1,163	
13 minutes	20 minutes
38 minutes	67 minutes
1,642	
15 minutes	25 minutes
59 minutes	99 minutes
1,712	
14 minutes	23 minutes
61 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,531 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
5,420	2.0%
90.6%	

* 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.

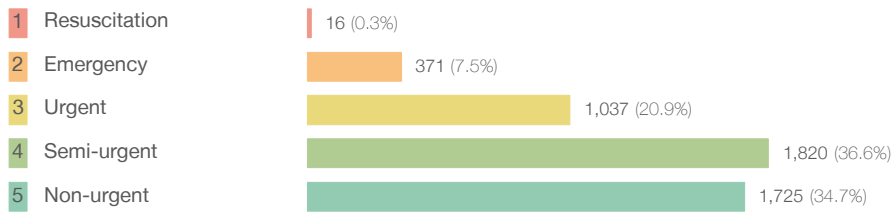
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Broken Hill Base Hospital: Patients presenting to the emergency department

April to June 2017

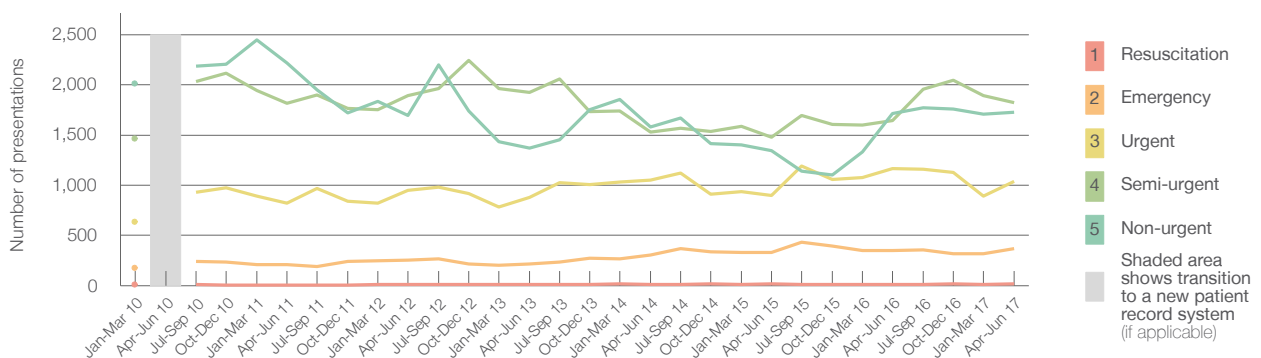
All presentations:¹ 5,531 patients

Emergency presentations² by triage category: 4,969 patients



Same period last year	Change since one year ago
5,420	2.0%
4,875	1.9%
10	60.0%
348	6.6%
1,163	-10.8%
1,642	10.8%
1,712	0.8%

Emergency presentations² 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		6	9	10	13	17	10	16
Emergency		209	256	216	303	333	348	371
Urgent		821	948	878	1,053	901	1,163	1,037
Semi-urgent		1,816	1,890	1,926	1,532	1,477	1,642	1,820
Non-urgent		2,215	1,696	1,373	1,583	1,342	1,712	1,725
All emergency presentations		5,067	4,799	4,403	4,484	4,070	4,875	4,969

Broken Hill Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 642 patients

ED Transfer of care time



Same period last year	Change since one year ago
645	
12 minutes	-3 minutes
26 minutes	-8 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.

Broken Hill Base 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: 371

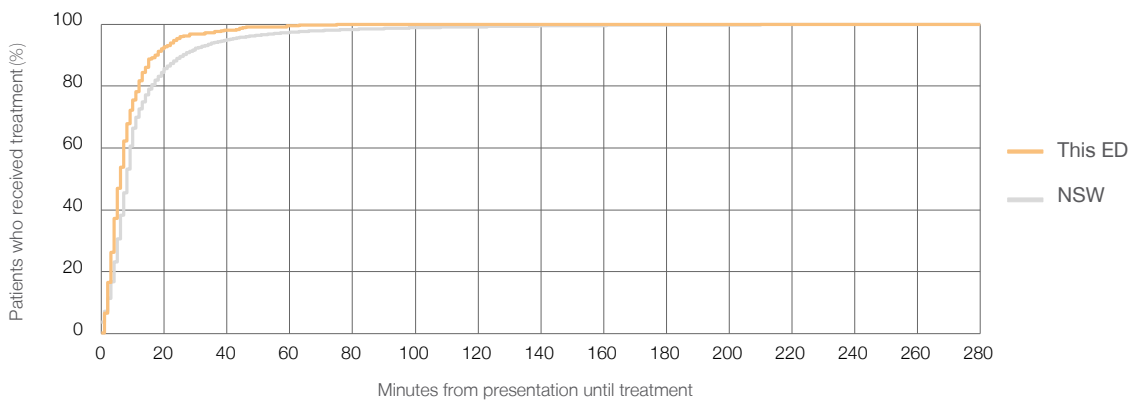
Number of triage 2 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 6 minutes

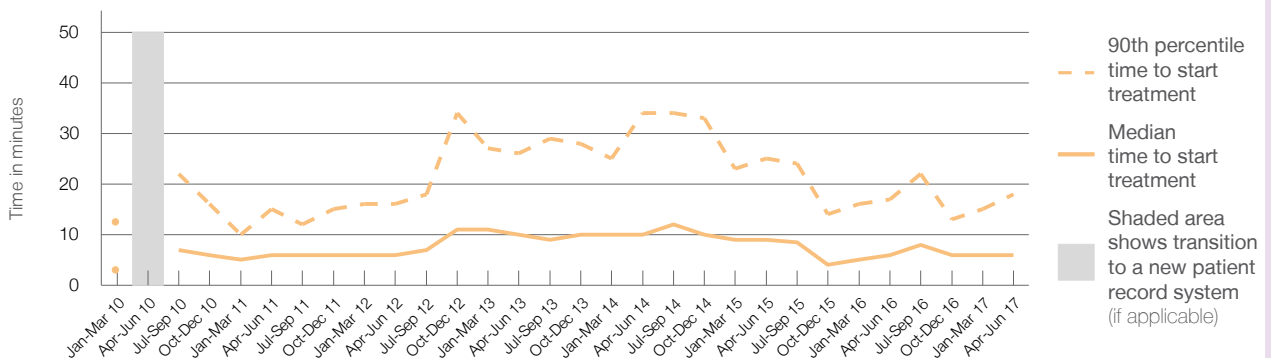
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
348	338
6 minutes	8 minutes
17 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^{†‡}



	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 ⁴ (minutes)		6	6	10	10	9	6	6
90th percentile time to start treatment ⁵ (minutes)		15	16	26	34	25	17	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.

Broken Hill Base 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: 1,037

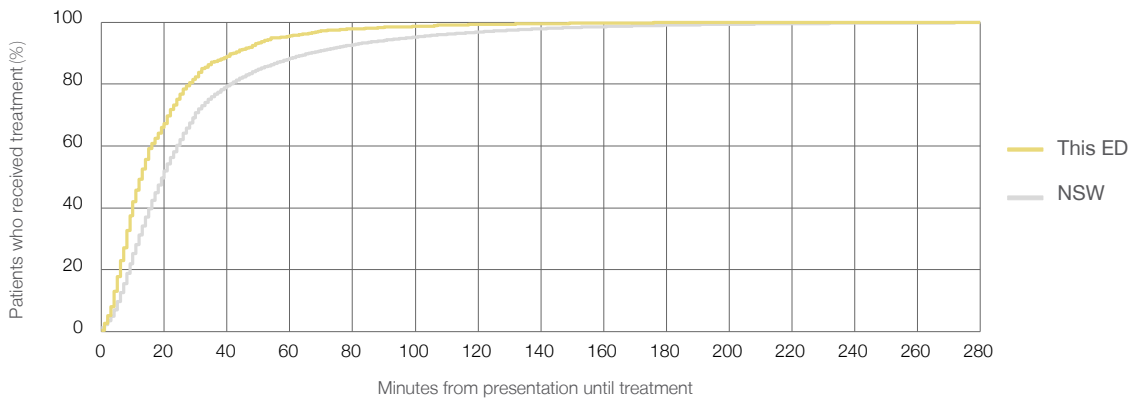
Number of triage 3 patients used to calculate waiting time:³ 989

Median time to start treatment⁴ 13 minutes

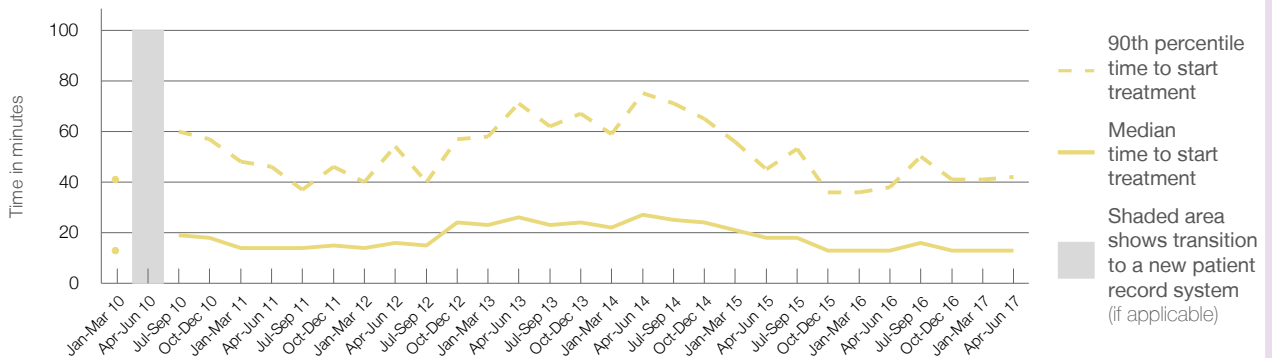
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
1,163	1,071
13 minutes	20 minutes
38 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^{†‡}



	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 ⁴ (minutes)		14	16	26	27	18	13	13
90th percentile time to start treatment ⁵ (minutes)		46	54	71	75	45	38	42

(†) 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 April to June 2017

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

Number of triage 4 patients: 1,820

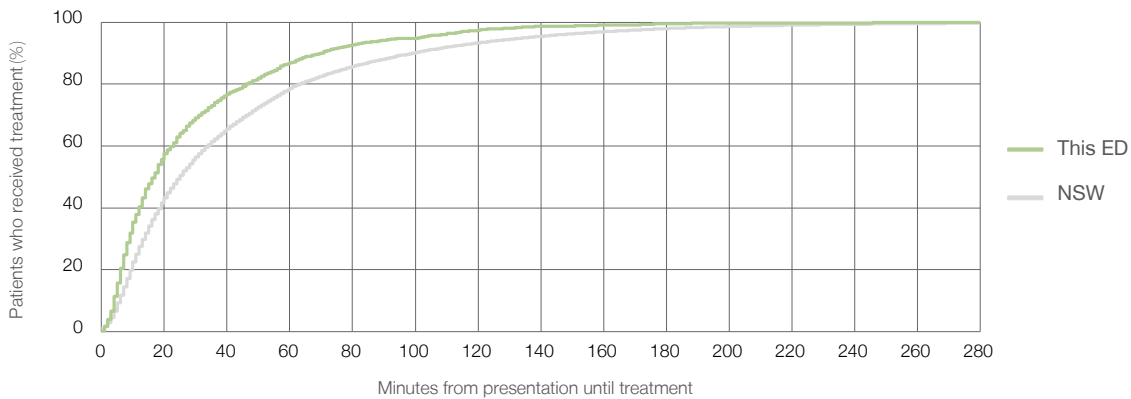
Number of triage 4 patients used to calculate waiting time:³ 1,229

Median time to start treatment⁴ 17 minutes

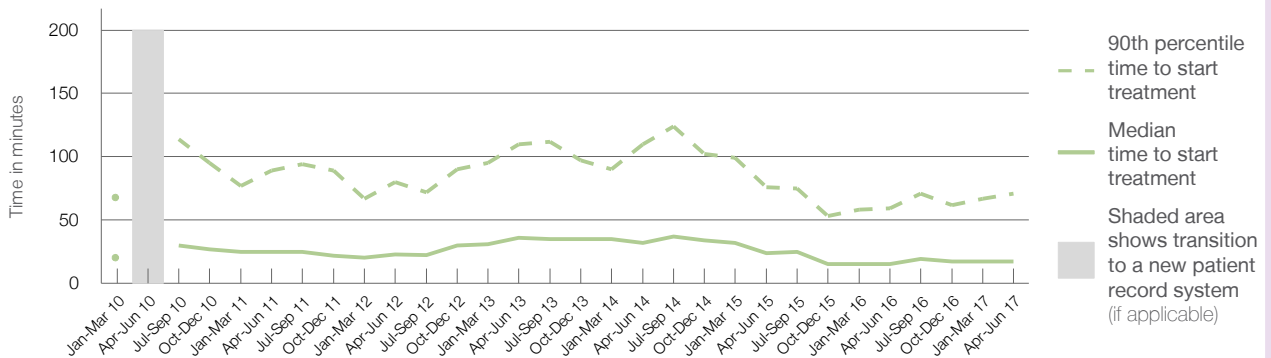
90th percentile time to start treatment⁵ 71 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,642	
Number of triage 4 patients used to calculate waiting time	985	
Median time to start treatment	15 minutes	25 minutes
90th percentile time to start treatment	59 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^{†‡}



	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 ⁴ (minutes)		25	23	36	32	24	15	17
90th percentile time to start treatment ⁵ (minutes)		89	80	110	110	76	59	71

(†) 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

April to June 2017

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

Number of triage 5 patients: 1,725

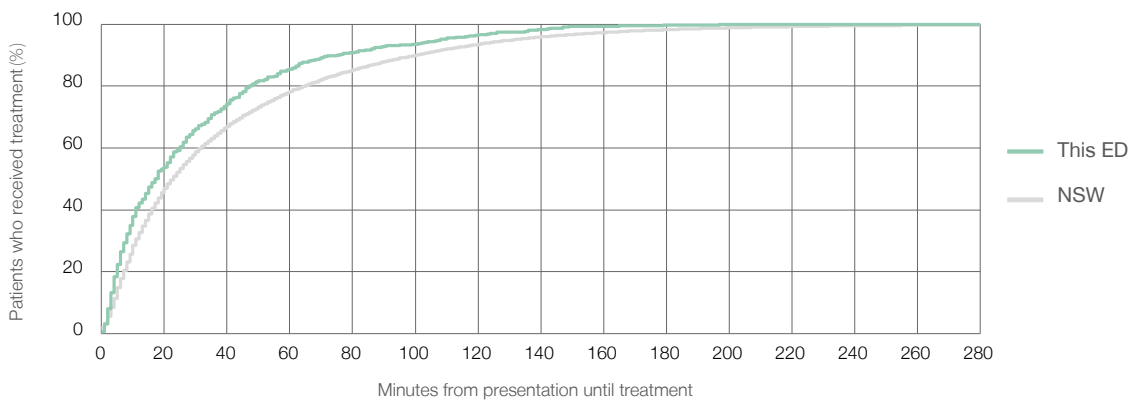
Number of triage 5 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 18 minutes

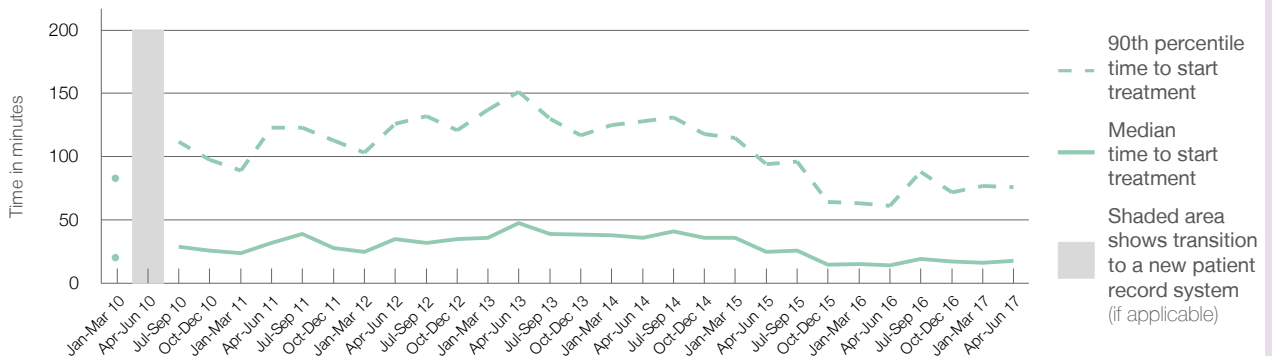
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
1,712	
549	
14 minutes	23 minutes
61 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^{†‡}



	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 ⁴ (minutes)		32	35	48	36	25	14	18
90th percentile time to start treatment ⁵ (minutes)		123	126	151	128	94	61	76

(†) 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

April to June 2017

All presentations:¹ 5,531 patients

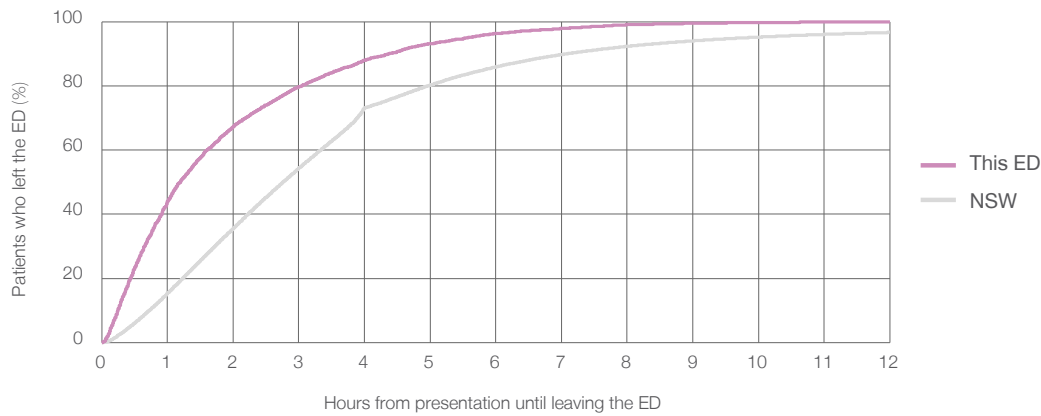
Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

Median time spent in the ED⁸ 1 hours and 12 minutes

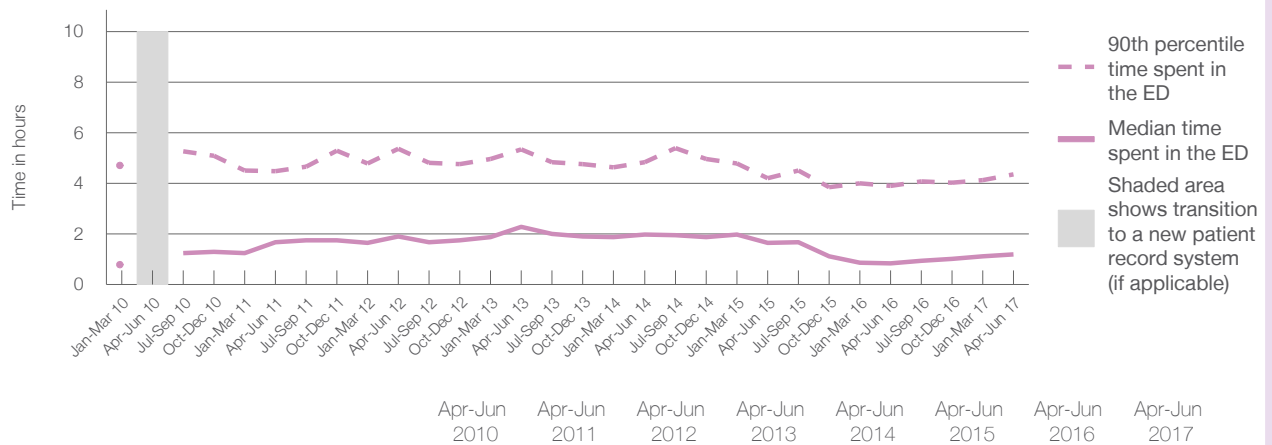
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
5,420	5,420
0 hours and 50 minutes	2 hours and 46 minutes
3 hours and 55 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)		1h 41m	1h 55m	2h 17m	1h 59m	1h 40m	0h 50m	1h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 29m	5h 22m	5h 21m	4h 50m	4h 12m	3h 55m	4h 22m

(†) 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.

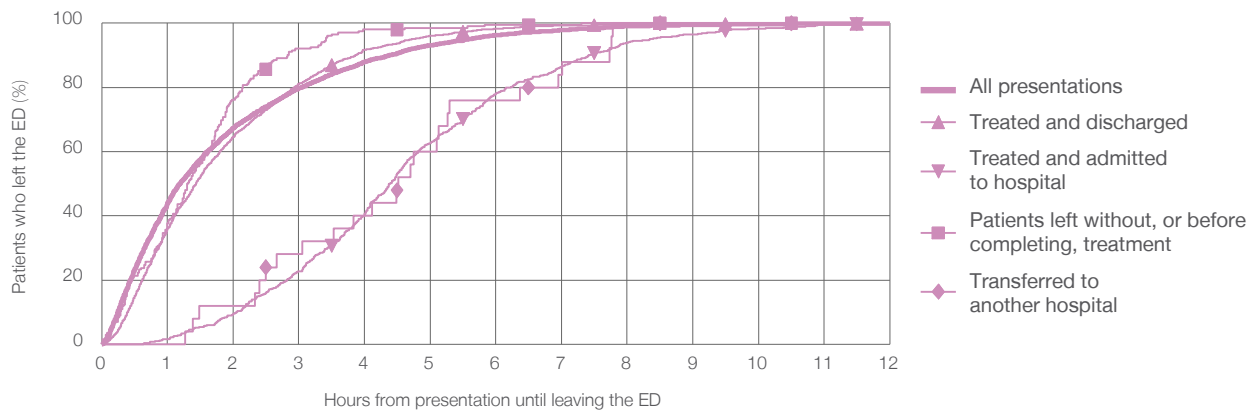
Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

All presentations:¹ 5,531 patients

Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

		Same period last year	Change since one year ago
Treated and discharged	2,941 (53.2%)	2,606	12.9%
Treated and admitted to hospital	672 (12.1%)	594	13.1%
Patient left without, or before completing, treatment	202 (3.7%)	77	162.3%
Transferred to another hospital	25 (0.5%)	21	19.0%
Other	1,691 (30.6%)	2,122	-20.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	36.0%	64.7%	81.1%	91.7%	98.3%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.5%	9.5%	22.8%	40.6%	78.1%	93.9%	98.4%	99.7%
Patient left without, or before completing, treatment	37.6%	76.2%	92.1%	98.0%	99.5%	100%	100%	100%
Transferred to another hospital	0%	12.0%	28.0%	40.0%	76.0%	100%	100%	100%
All presentations	44.1%	67.3%	79.8%	88.0%	96.3%	99.0%	99.7%	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
 April to June 2017

All presentations at the emergency department:¹ 5,531 patients

Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

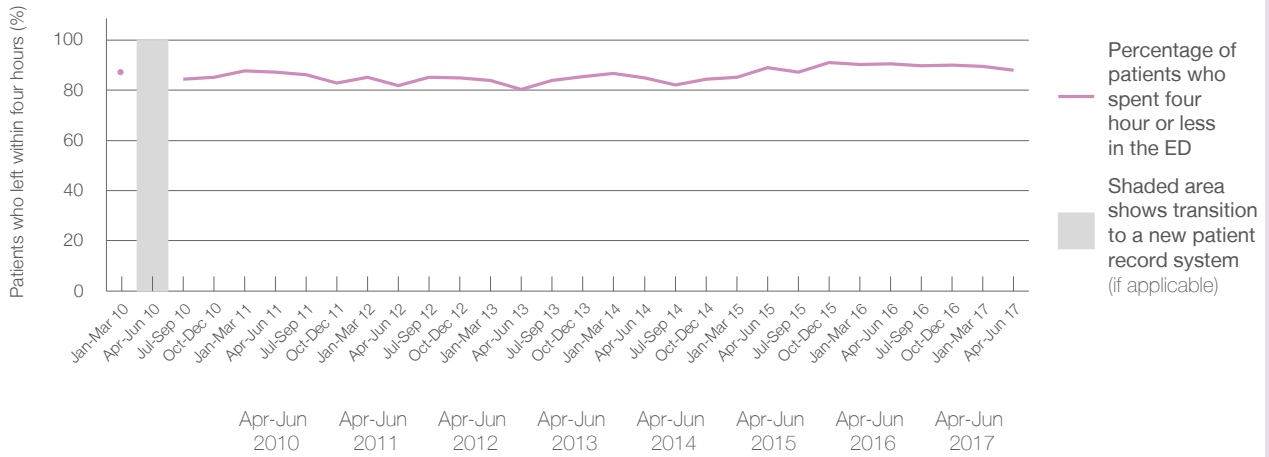
Percentage of patients who spent four hours or less in the ED



88.0%

Same period last year	Change since one year ago
5,420	2.0%
5,420	2.0%
90.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Patients who left within four hours	87.2%	81.9%	80.2%	84.9%	89.0%	90.6%	88.0%
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
							Apr-Jun 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Goulburn Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,301 patients
 Emergency presentations:² 4,104 patients

Same period last year	Change since one year ago
4,133	4.1%
3,927	4.5%

Goulburn Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 460 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): 1,696 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,697 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 235 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
495	
9 minutes	8 minutes
26 minutes	26 minutes
1,662	
27 minutes	20 minutes
94 minutes	67 minutes
1,489	
39 minutes	25 minutes
144 minutes	99 minutes
265	
28 minutes	23 minutes
127 minutes	101 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,301 patients

Percentage of patients who spent four hours or less in the ED 79.6%

Same period last year	Change since one year ago
4,133	4.1%
78.1%	

* 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.

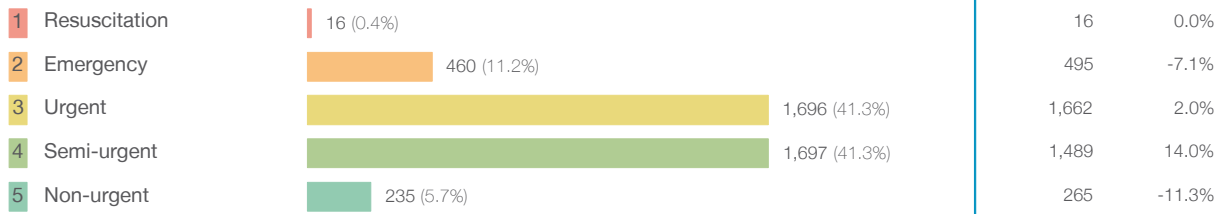
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Goulburn Base Hospital: Patients presenting to the emergency department

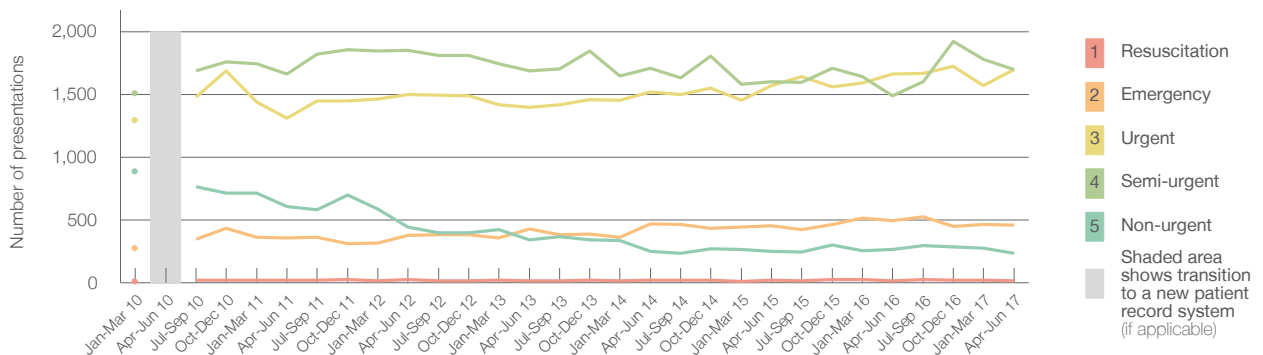
April to June 2017

All presentations:¹ 4,301 patients

Emergency presentations² by triage category: 4,104 patients



Emergency presentations² 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		18	27	13	21	22	16	16
Emergency		358	379	426	467	453	495	460
Urgent		1,311	1,501	1,399	1,520	1,570	1,662	1,696
Semi-urgent		1,664	1,851	1,688	1,708	1,603	1,489	1,697
Non-urgent		604	444	342	249	247	265	235
All emergency presentations		3,955	4,202	3,868	3,965	3,895	3,927	4,104

Goulburn Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 815 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

April to June 2017

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

Number of triage 2 patients: 460

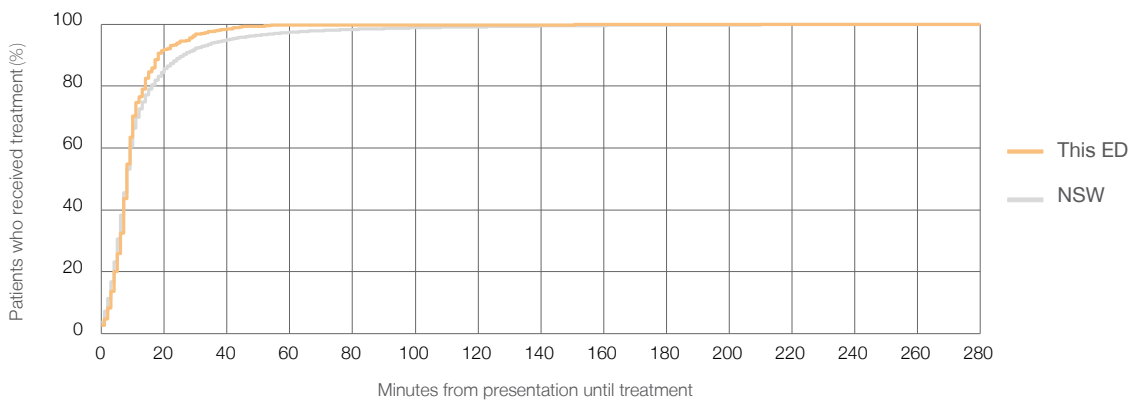
Number of triage 2 patients used to calculate waiting time:³ 459

Median time to start treatment⁴ 8 minutes

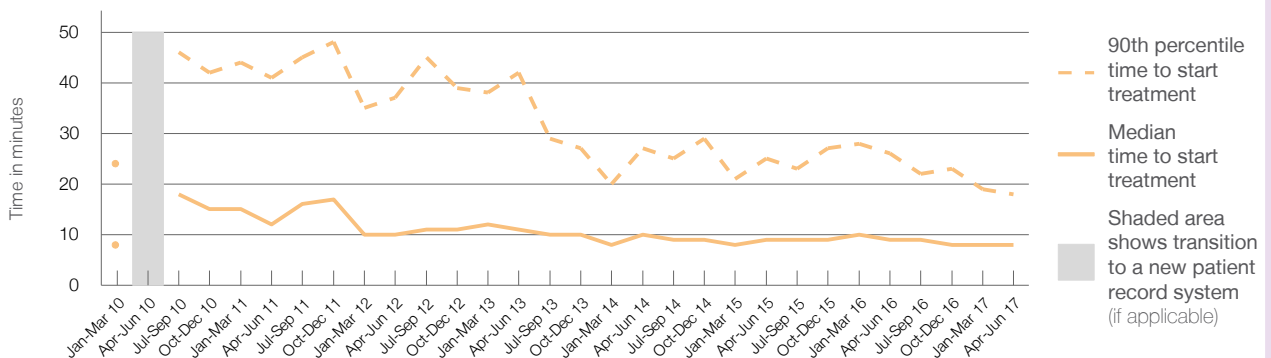
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
495	
493	
9 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)		12	10	11	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)		41	37	42	27	25	26	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.

Goulburn Base 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: 1,696

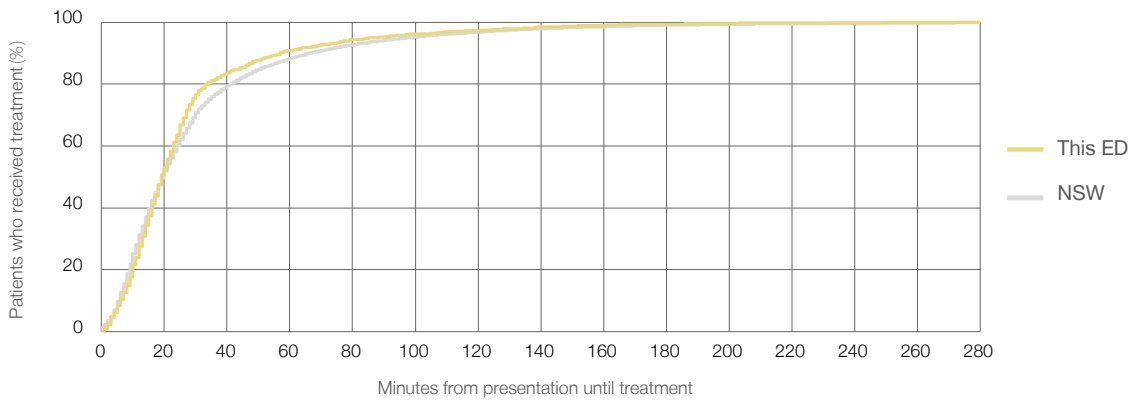
Number of triage 3 patients used to calculate waiting time:³ 1,672

Median time to start treatment⁴ 19 minutes

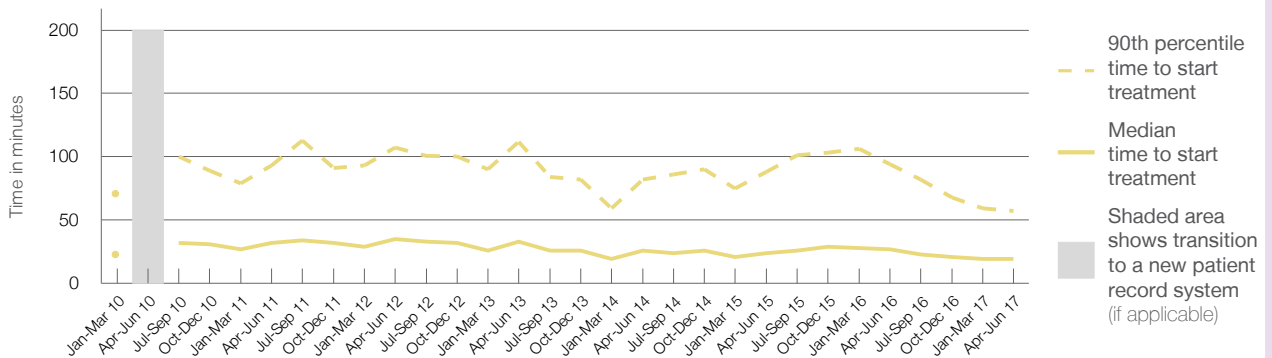
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,662	1,615
27 minutes	20 minutes
94 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^{†‡}



	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 ⁴ (minutes)		32	35	33	26	24	27	19
90th percentile time to start treatment ⁵ (minutes)		93	107	112	82	88	94	57

(†) 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

April to June 2017

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

Number of triage 4 patients: 1,697

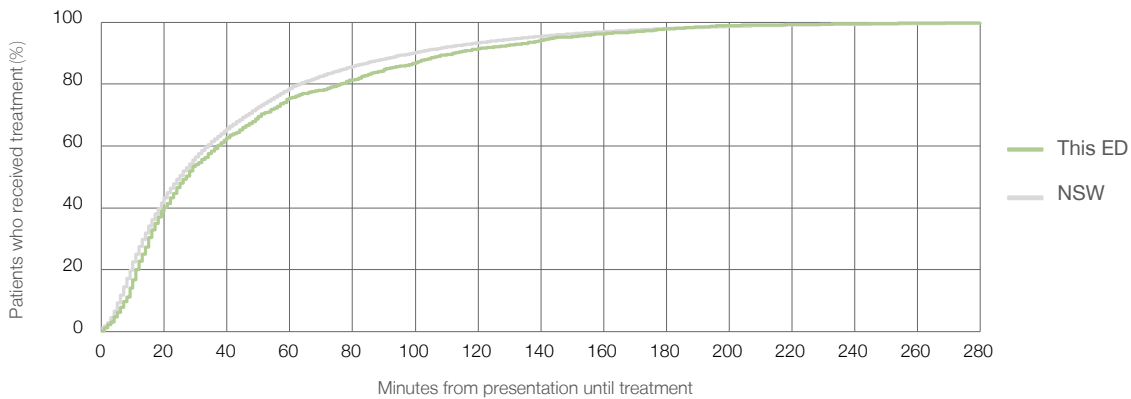
Number of triage 4 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 27 minutes

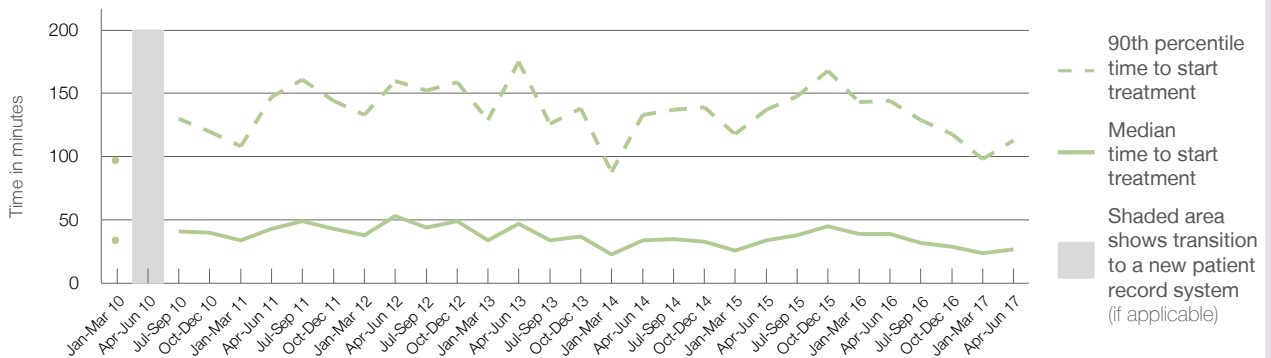
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,489	1,352
39 minutes	25 minutes
144 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^{†‡}



	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 ⁴ (minutes)		43	53	47	34	34	39	27
90th percentile time to start treatment ⁵ (minutes)		147	160	175	133	137	144	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.

Goulburn Base 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: 235

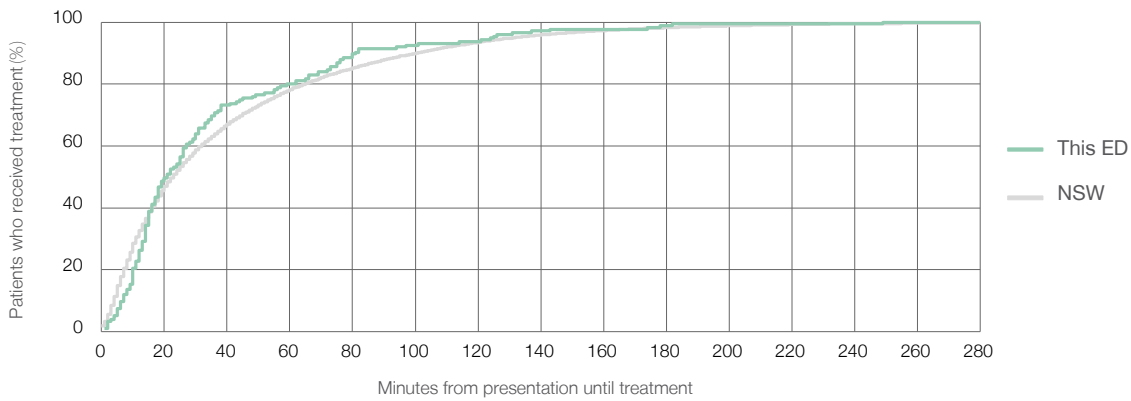
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 21 minutes

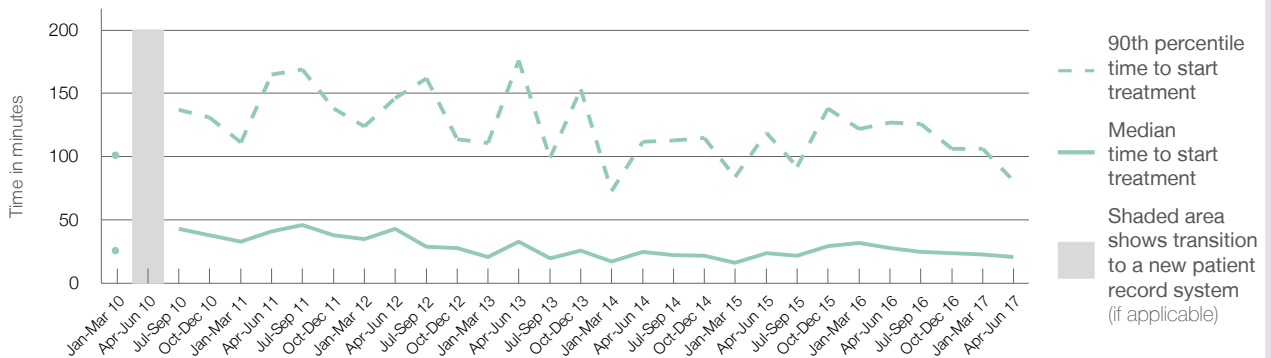
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
265	
219	
28 minutes	23 minutes
127 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^{†‡}



	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 ⁴ (minutes)		41	43	33	25	24	28	21
90th percentile time to start treatment ⁵ (minutes)		165	146	176	112	119	127	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 spent in the ED

April to June 2017

All presentations:¹ 4,301 patients

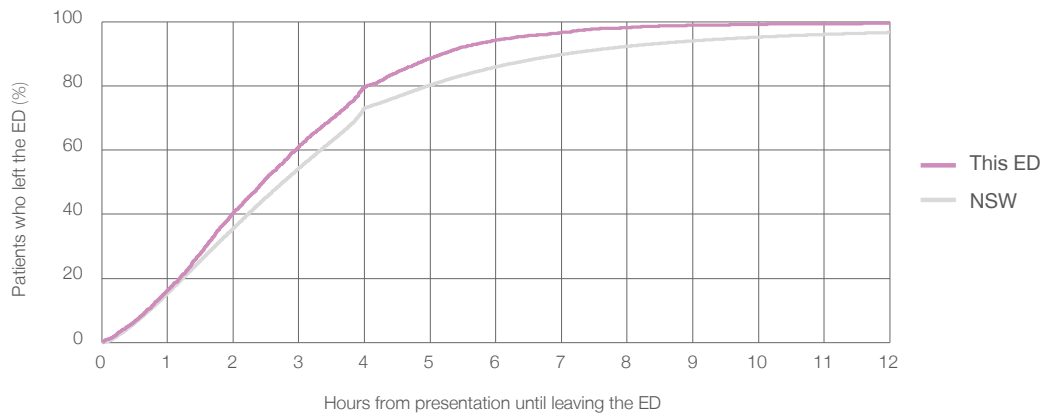
Presentations used to calculate time to leaving the ED:⁶ 4,301 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

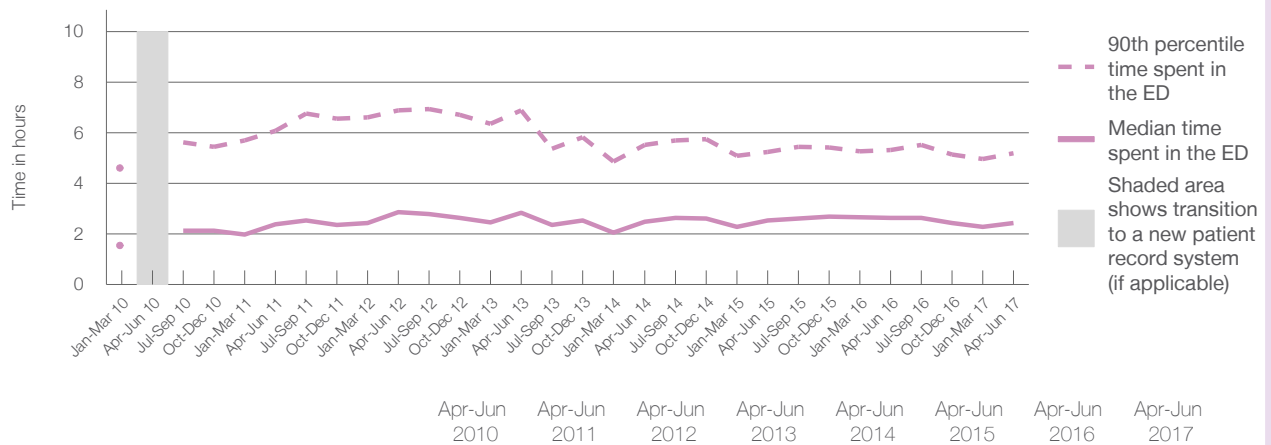
90th percentile time spent in the ED⁹ 5 hours and 11 minutes

Same period last year	NSW (this period)
4,133	4,133
2 hours and 38 minutes	2 hours and 46 minutes
5 hours and 19 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)		2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 5m	6h 54m	6h 54m	5h 31m	5h 15m	5h 19m	5h 11m

(†) 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

April to June 2017

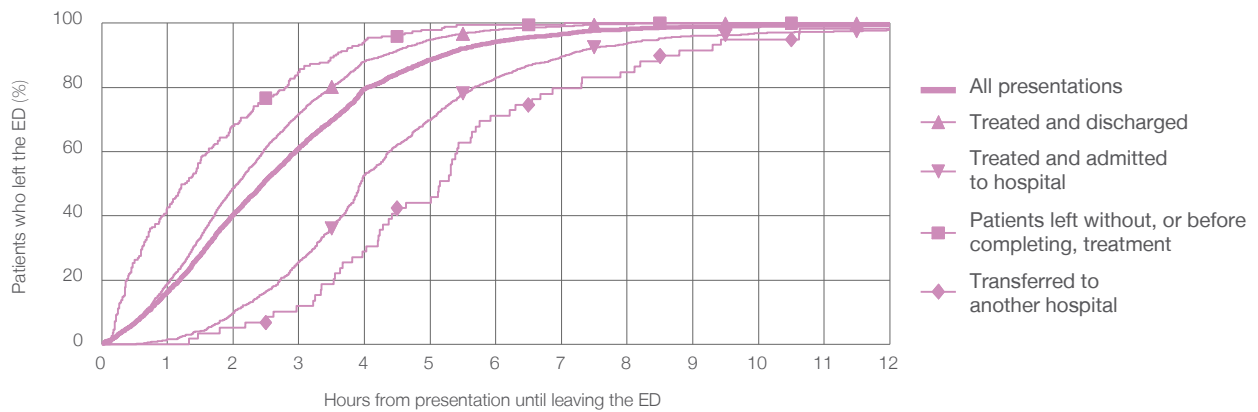
All presentations:¹ 4,301 patients

Presentations used to calculate time to leaving the ED:⁶ 4,301 patients

Treated and discharged	3,016 (70.1%)
Treated and admitted to hospital	991 (23.0%)
Patient left without, or before completing, treatment	197 (4.6%)
Transferred to another hospital	59 (1.4%)
Other	38 (0.9%)

Same period last year	Change since one year ago
4,133	4.1%
2,922	3.2%
873	13.5%
259	-23.9%
49	20.4%
30	26.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	18.9%	48.6%	71.7%	88.2%	98.0%	99.7%	100%	100%
Treated and admitted to hospital	1.5%	9.8%	25.7%	52.9%	83.0%	93.7%	96.9%	98.0%
Patient left without, or before completing, treatment	42.6%	68.0%	84.8%	94.4%	99.5%	100%	100%	100%
Transferred to another hospital	0%	5.1%	11.9%	28.8%	71.2%	84.7%	94.9%	98.3%
All presentations	16.4%	40.4%	61.1%	79.6%	94.2%	98.2%	99.2%	99.5%

(†) 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.

Goulburn Base 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:¹ 4,301 patients

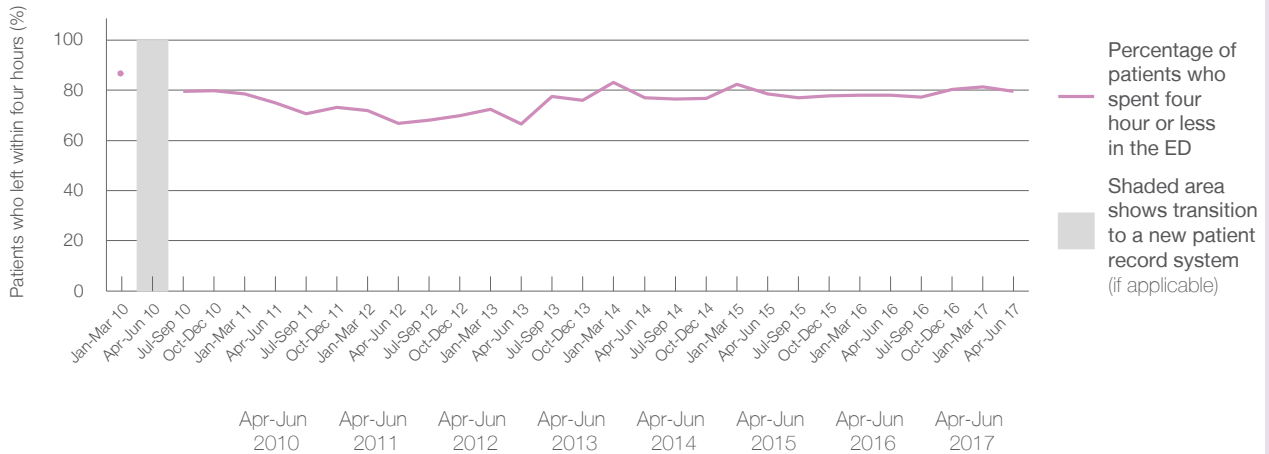
Presentations used to calculate time to leaving the ED:⁶ 4,301 patients

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	4,133	4.1%
Presentations used to calculate time to leaving the ED	4,133	4.1%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Patients who left within four hours	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
	75.0%	66.8%	66.6%	77.1%	78.5%	78.1%	79.6%	

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

Grafton Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,251 patients
Emergency presentations:² 5,740 patients

Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%

Grafton Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 619 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,704 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,491 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 902 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
533	
12 minutes	8 minutes
37 minutes	26 minutes
1,766	
25 minutes	20 minutes
75 minutes	67 minutes
2,407	
34 minutes	25 minutes
100 minutes	99 minutes
613	
34 minutes	23 minutes
112 minutes	101 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,251 patients

Percentage of patients who spent four hours or less in the ED 78.1%

Same period last year	Change since one year ago
5,727	9.1%
74.2%	

* 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.

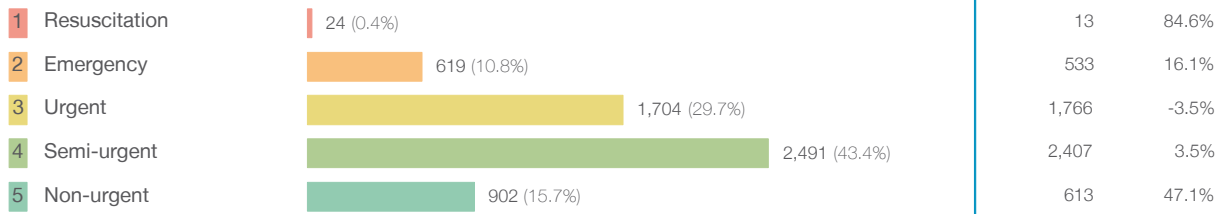
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Grafton Base Hospital: Patients presenting to the emergency department April to June 2017

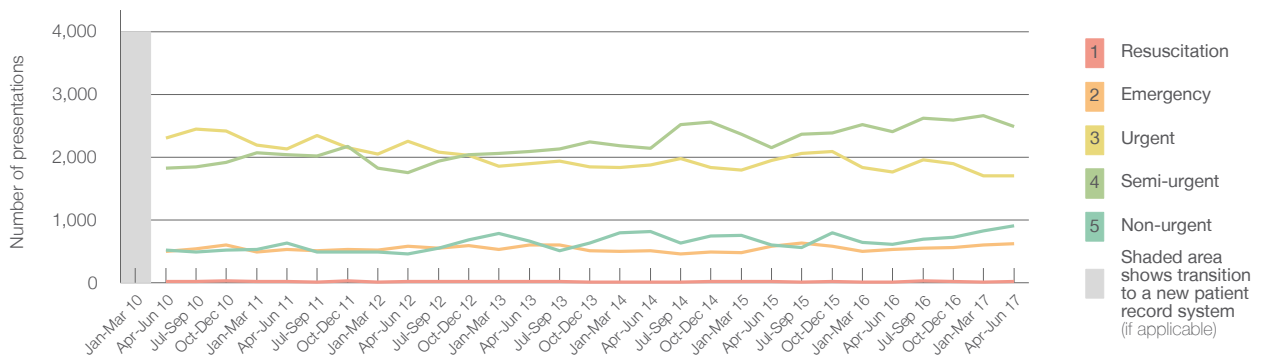
All presentations:¹ 6,251 patients

Emergency presentations² by triage category: 5,740 patients



Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%
13	84.6%
533	16.1%
1,766	-3.5%
2,407	3.5%
613	47.1%

Emergency presentations² 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	21	21	22	17	13	15	13	24
Emergency	499	525	582	604	505	579	533	619
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491
Non-urgent	517	628	457	661	810	598	613	902
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740

Grafton Base Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 524 patients **

ED Transfer of care time



Same period last year	Change since one year ago
508	
14 minutes	-1 minute
30 minutes	-4 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.

Grafton Base 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: 619

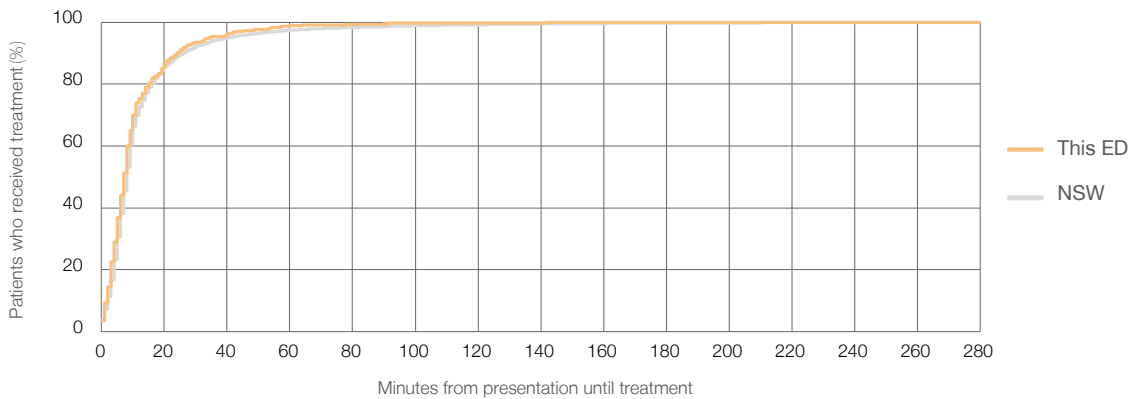
Number of triage 2 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 7 minutes

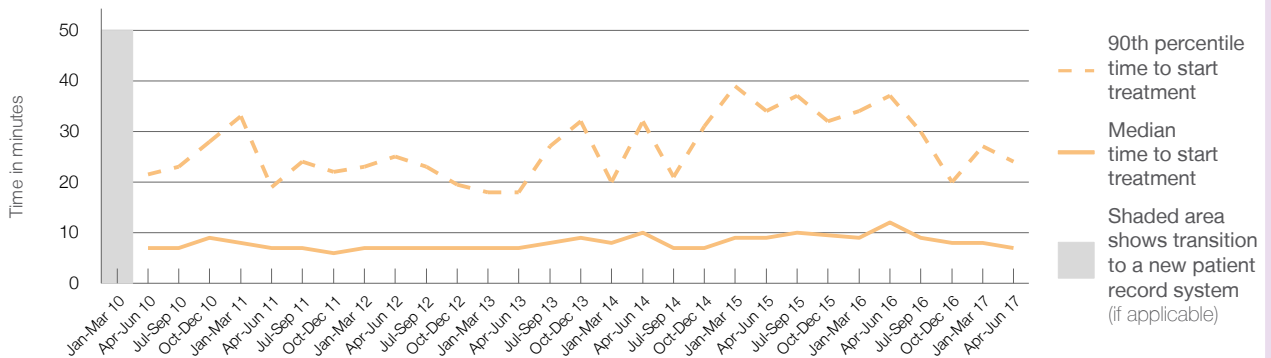
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
533	
527	
12 minutes	8 minutes
37 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^{†‡}



	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 ⁴ (minutes)	7	7	7	7	10	9	12	7
90th percentile time to start treatment ⁵ (minutes)	22	19	25	18	32	34	37	24

(†) 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

April to June 2017

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

Number of triage 3 patients: 1,704

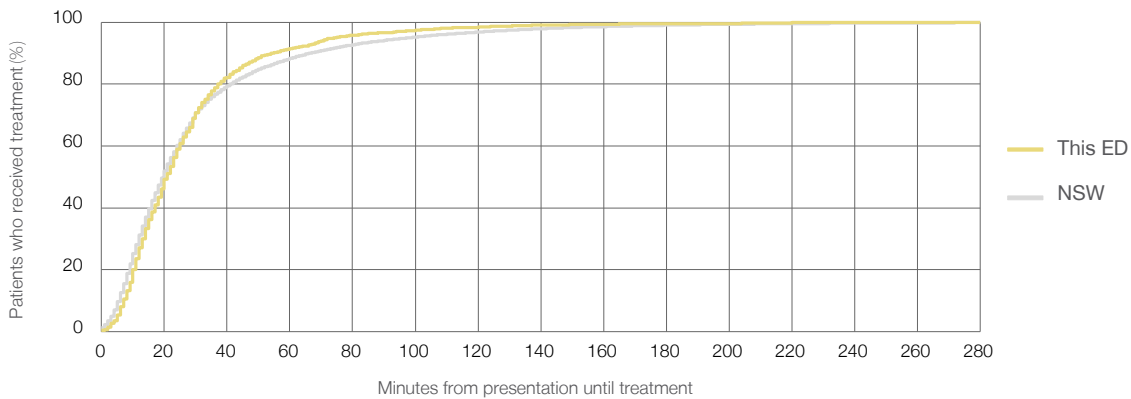
Number of triage 3 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴ 21 minutes

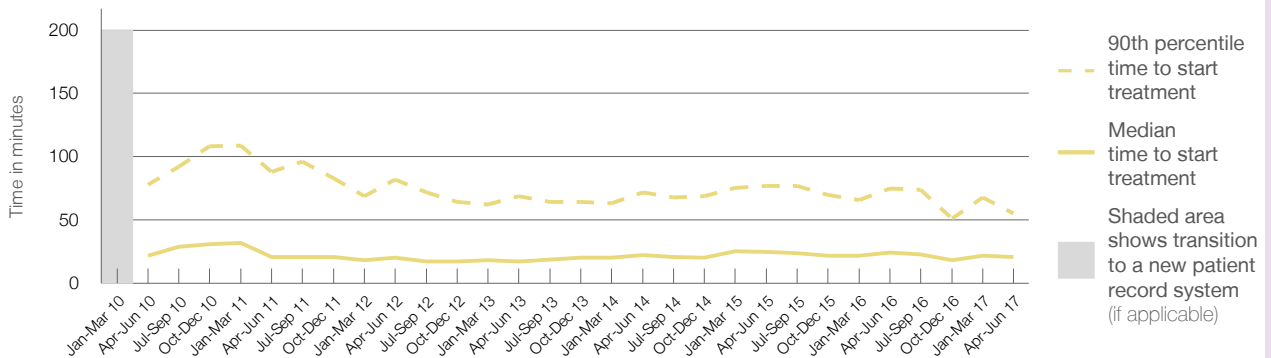
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,766	1,740
25 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^{†‡}



	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 ⁴ (minutes)	22	21	20	17	23	25	25	21
90th percentile time to start treatment ⁵ (minutes)	78	88	82	69	72	77	75	55

(†) 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

April to June 2017

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

Number of triage 4 patients: 2,491

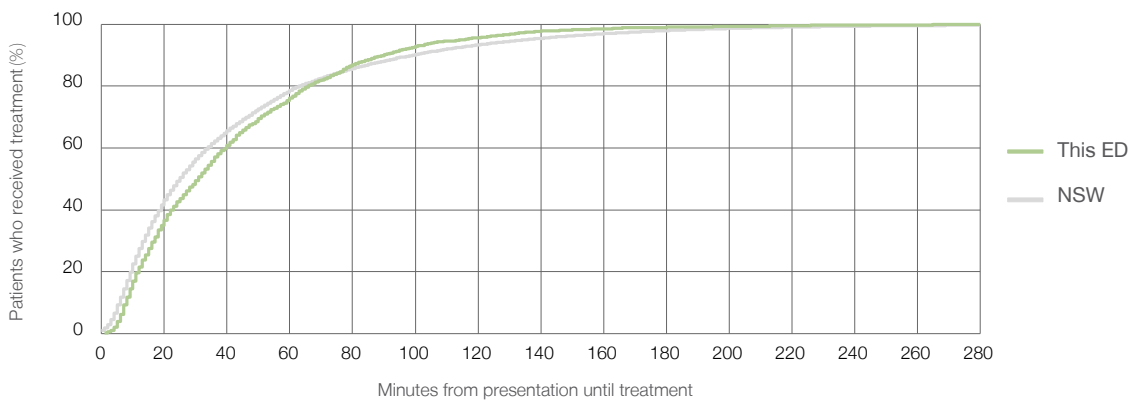
Number of triage 4 patients used to calculate waiting time:³ 2,386

Median time to start treatment⁴ 31 minutes

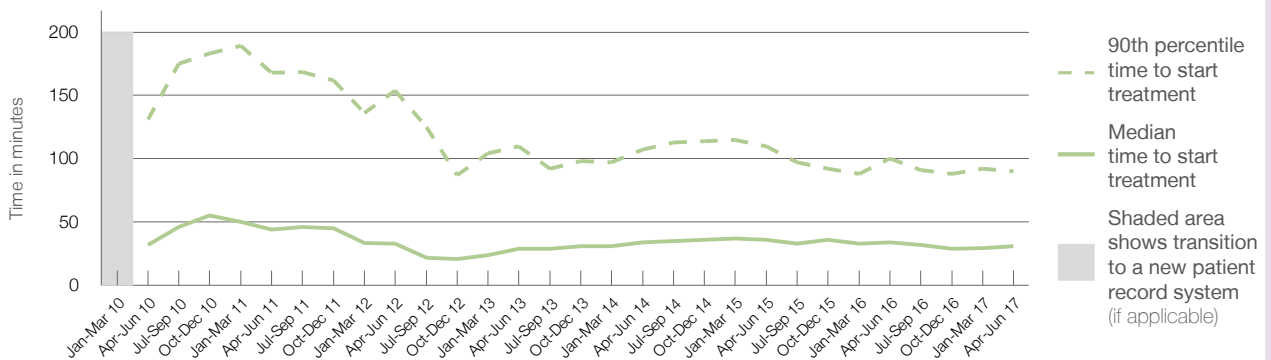
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,407	
2,291	
34 minutes	25 minutes
100 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^{†‡}



	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 ⁴ (minutes)	32	44	33	29	34	36	34	31
90th percentile time to start treatment ⁵ (minutes)	131	168	154	110	107	110	100	90

(†) 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

April to June 2017

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

Number of triage 5 patients: 902

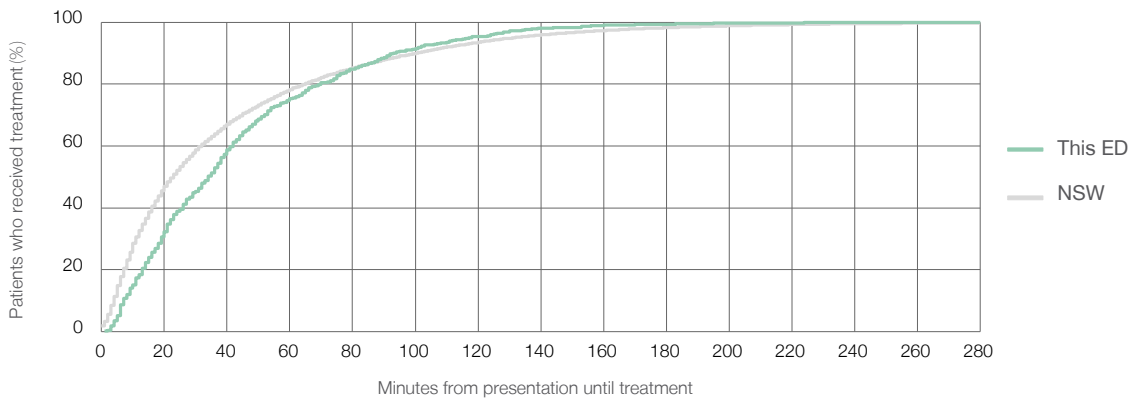
Number of triage 5 patients used to calculate waiting time:³ 785

Median time to start treatment⁴ 34 minutes

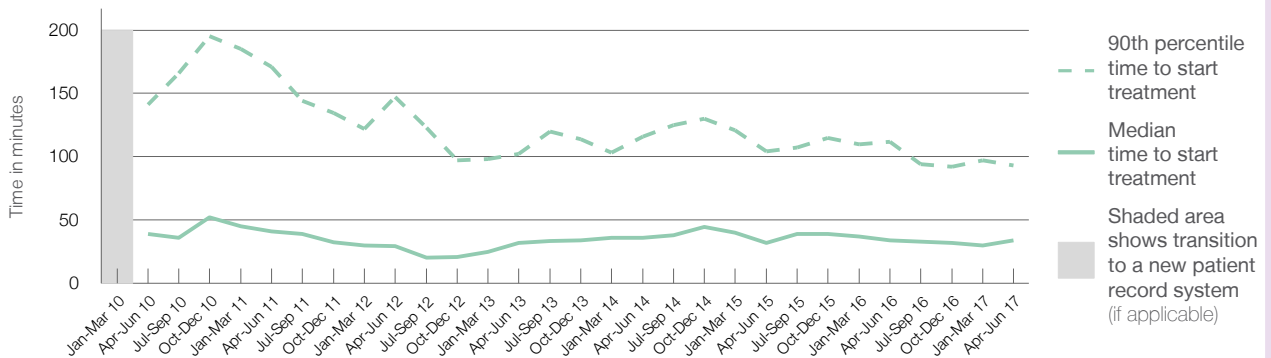
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
613	
537	
34 minutes	23 minutes
112 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^{†‡}



	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 ⁴ (minutes)	39	41	30	32	36	32	34	34
90th percentile time to start treatment ⁵ (minutes)	141	171	147	102	116	104	112	93

(†) 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

April to June 2017

All presentations:¹ 6,251 patients

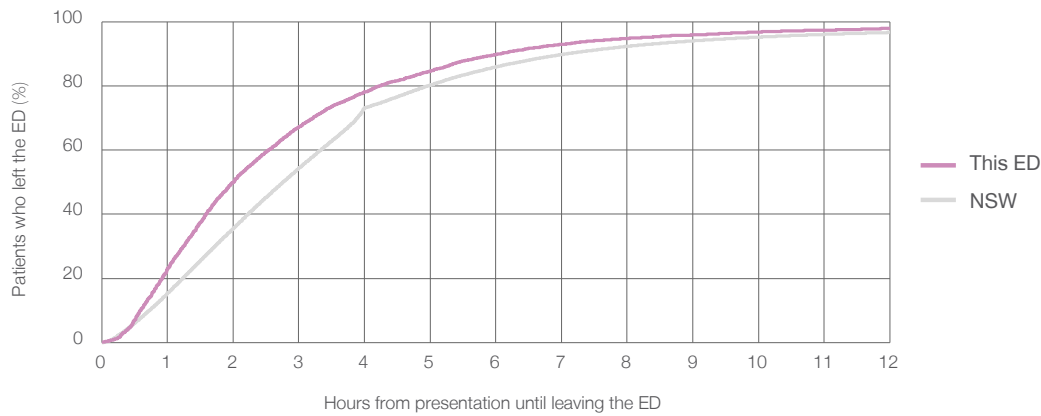
Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

Median time spent in the ED⁸ 2 hours and 0 minutes

90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
5,728	
5,727	
2 hours and 14 minutes	2 hours and 46 minutes
6 hours and 59 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m

(†) 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
April to June 2017

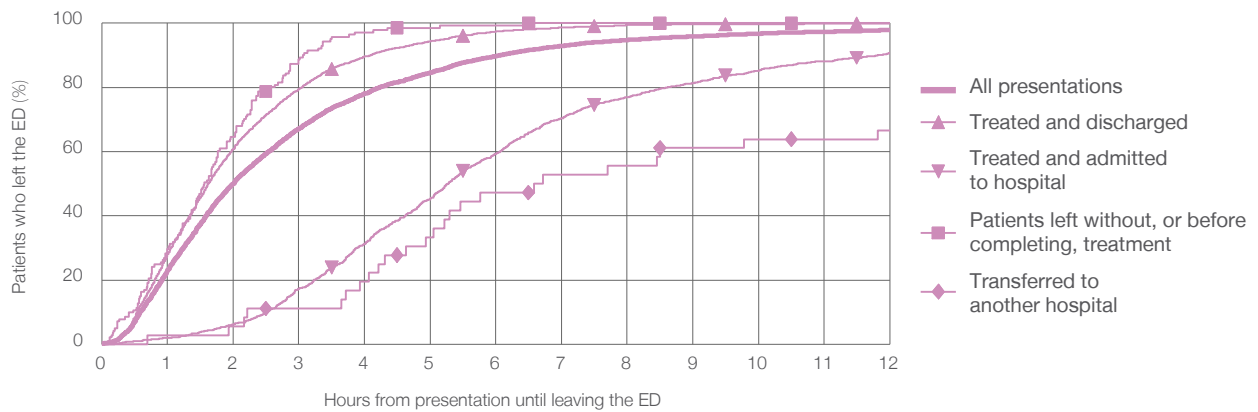
All presentations:¹ 6,251 patients

Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

Treated and discharged	4,841 (77.4%)
Treated and admitted to hospital	1,216 (19.5%)
Patient left without, or before completing, treatment	141 (2.3%)
Transferred to another hospital	36 (0.6%)
Other	17 (0.3%)

Same period last year	Change since one year ago
5,727	9.1%
4,363	11.0%
1,164	4.5%
139	1.4%
43	-16.3%
19	-10.5%

Percentage of patients who left the ED by time and mode of separation, April to June 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	28.1%	60.9%	79.5%	89.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.1%	6.2%	17.3%	31.3%	59.4%	77.0%	85.4%	90.7%
Patient left without, or before completing, treatment	29.8%	64.5%	88.7%	97.2%	99.3%	100%	100%	100%
Transferred to another hospital	2.8%	5.6%	11.1%	19.4%	47.2%	55.6%	63.9%	66.7%
All presentations	23.1%	50.1%	67.2%	78.1%	89.8%	94.8%	96.8%	97.9%

(†) 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.

Grafton Base 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:¹ 6,251 patients

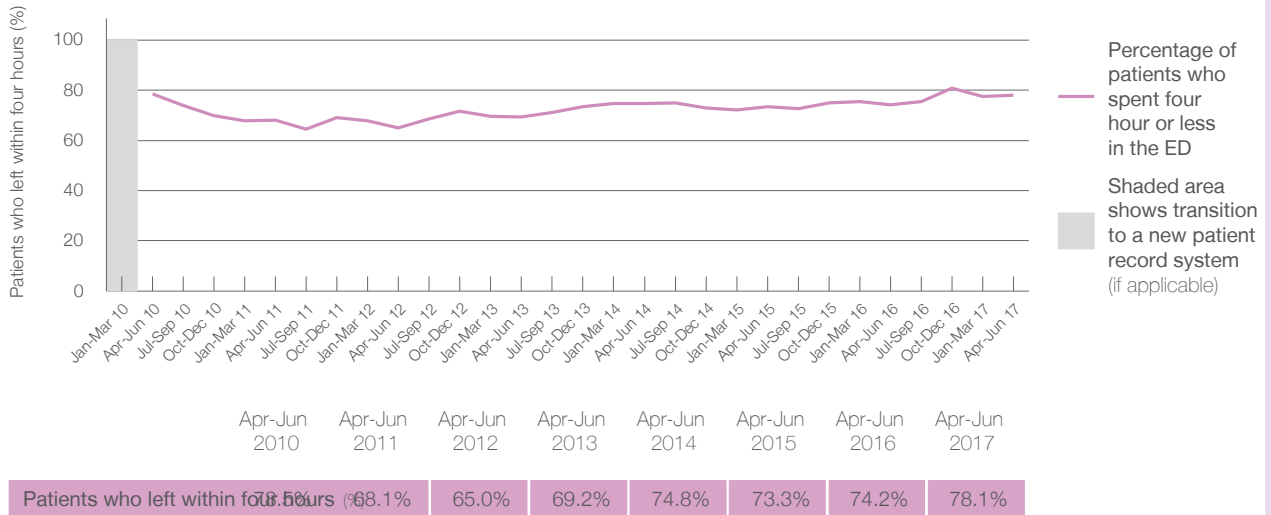
Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

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	5,728	9.1%
Presentations used to calculate time to leaving the ED	5,727	9.1%
Percentage of patients who spent four hours or less in the ED	74.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	78.1%
Apr-Jun 2011	78.1%
Apr-Jun 2012	78.1%
Apr-Jun 2013	78.1%
Apr-Jun 2014	78.1%
Apr-Jun 2015	78.1%
Apr-Jun 2016	78.1%
Apr-Jun 2017	78.1%

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

Griffith Base Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 4,892 patients
 Emergency presentations:² 4,724 patients

Same period last year	Change since one year ago
4,721	3.6%
4,542	4.0%



Griffith Base Hospital: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 548 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,974 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,737 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 429 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  67 minutes

Same period last year	NSW (this period)
361	
6 minutes	8 minutes
13 minutes	26 minutes
1,842	
17 minutes	20 minutes
50 minutes	67 minutes
1,967	
22 minutes	25 minutes
79 minutes	99 minutes
345	
17 minutes	23 minutes
75 minutes	101 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,892 patients

Percentage of patients who spent four hours or less in the ED  81.5%

Same period last year	Change since one year ago
4,721	3.6%
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.

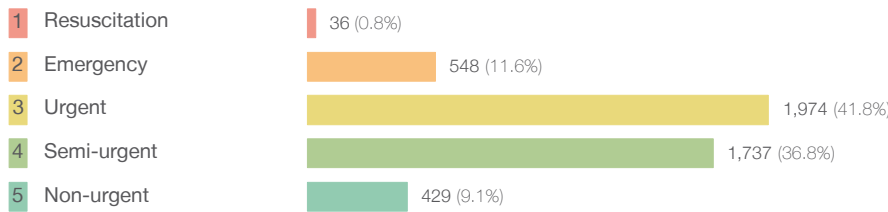
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Griffith Base Hospital: Patients presenting to the emergency department April to June 2017

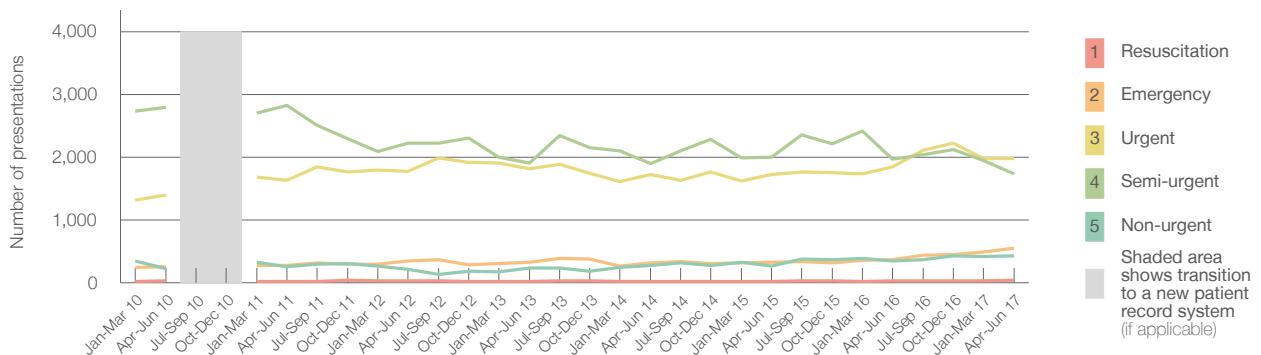
All presentations:¹ 4,892 patients

Emergency presentations² by triage category: 4,724 patients



	Same period last year	Change since one year ago
All presentations	4,721	3.6%
Emergency presentations	4,542	4.0%
Resuscitation	27	33.3%
Emergency	361	51.8%
Urgent	1,842	7.2%
Semi-urgent	1,967	-11.7%
Non-urgent	345	24.3%

Emergency presentations² 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	25	21	29	23	21	19	27	36
Emergency	249	269	345	322	311	322	361	548
Urgent	1,401	1,633	1,771	1,817	1,718	1,723	1,842	1,974
Semi-urgent	2,792	2,821	2,222	1,902	1,894	2,002	1,967	1,737
Non-urgent	223	253	214	231	273	262	345	429
All emergency presentations	4,690	4,997	4,581	4,295	4,217	4,328	4,542	4,724

Griffith Base Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 659 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	796	
Median time	12 minutes	-1 minute
90th percentile time	26 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.

Griffith Base 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: 548

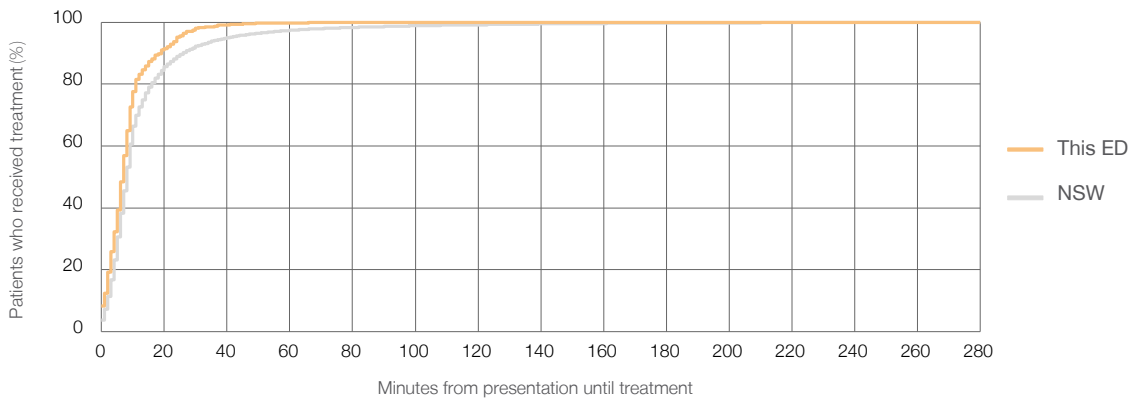
Number of triage 2 patients used to calculate waiting time:³ 548

Median time to start treatment⁴ 7 minutes

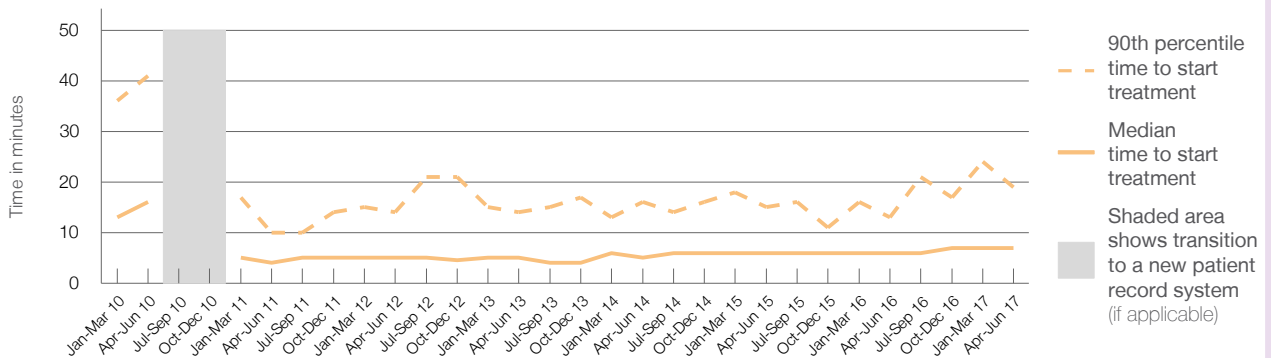
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
361	361
6 minutes	8 minutes
13 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^{†‡}



	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 ⁴ (minutes)	16	4	5	5	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)	41	10	14	14	16	15	13	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 April to June 2017

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

Number of triage 3 patients: 1,974

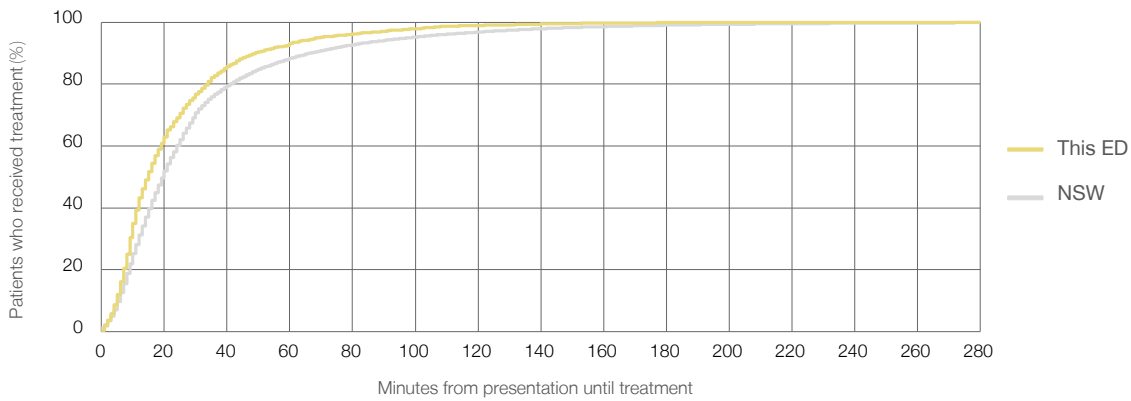
Number of triage 3 patients used to calculate waiting time:³ 1,942

Median time to start treatment⁴ 15 minutes

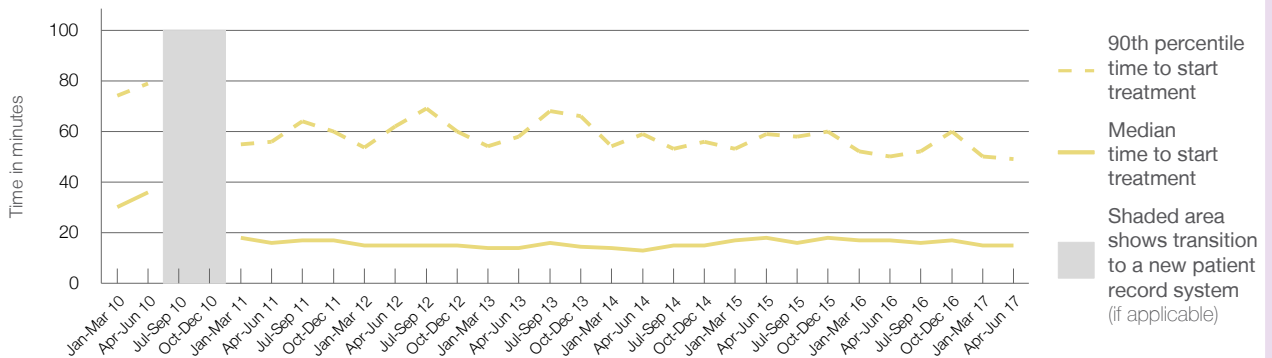
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,842	1,820
17 minutes	20 minutes
50 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^{†‡}



	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 ⁴ (minutes)	36	16	15	14	13	18	17	15
90th percentile time to start treatment ⁵ (minutes)	79	56	62	58	59	59	50	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.

Griffith Base 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: 1,737

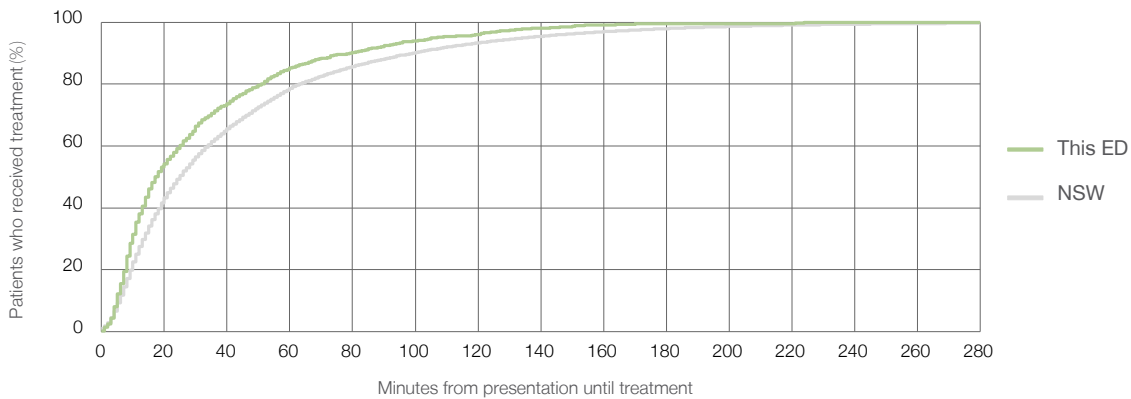
Number of triage 4 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴ 17 minutes

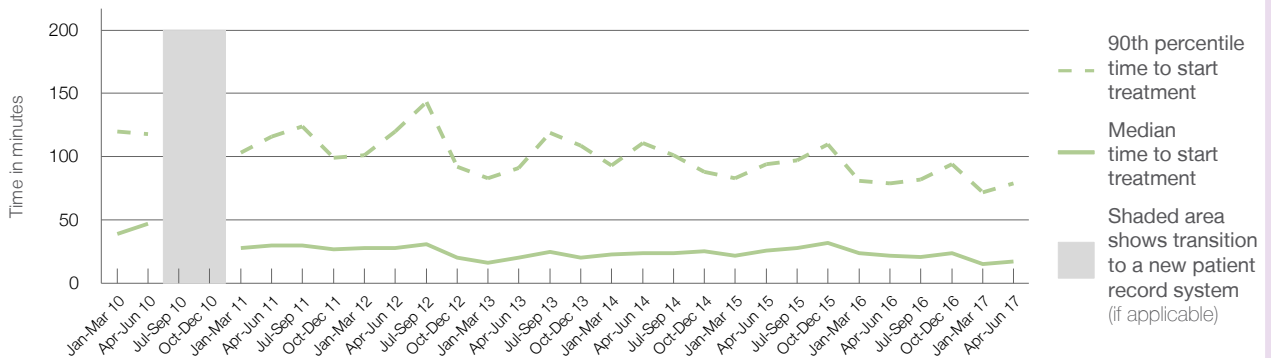
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,967	1,890
22 minutes	25 minutes
79 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^{†‡}



	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 ⁴ (minutes)	47	30	28	20	24	26	22	17
90th percentile time to start treatment ⁵ (minutes)	118	116	120	91	111	94	79	79

(†) 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 April to June 2017

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

Number of triage 5 patients: 429

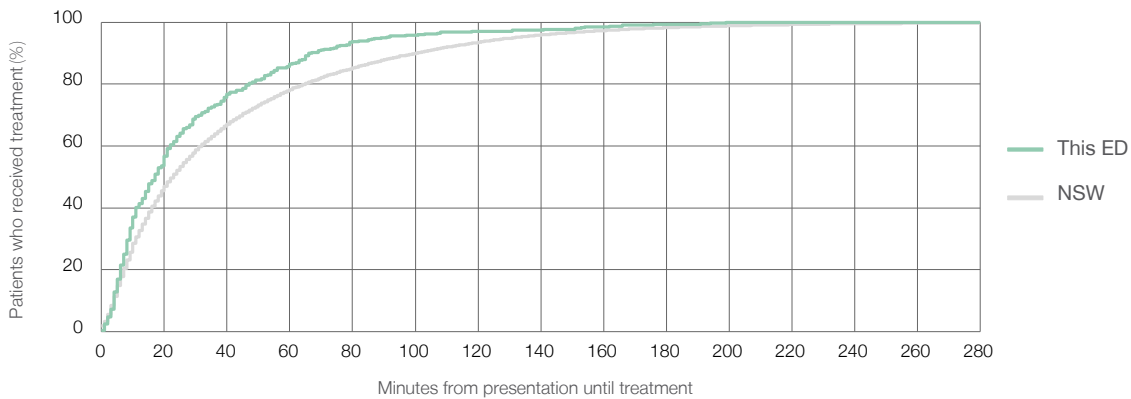
Number of triage 5 patients used to calculate waiting time:³ 399

Median time to start treatment⁴ 17 minutes

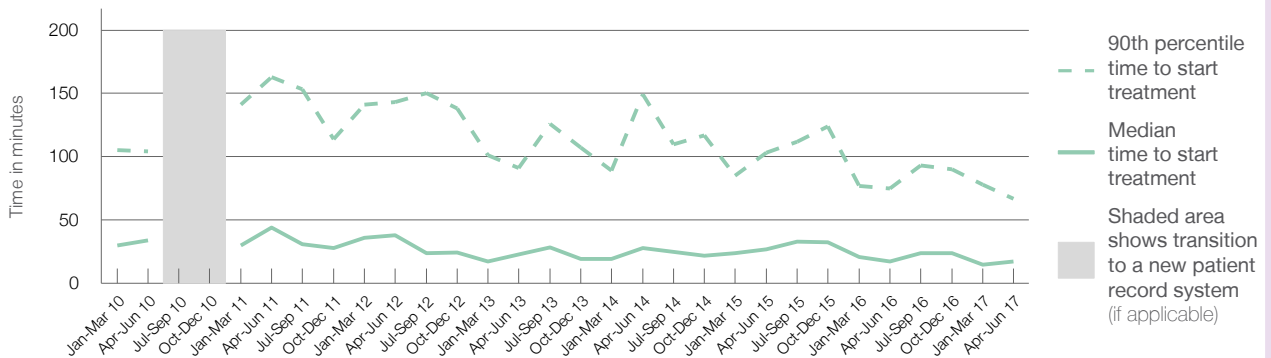
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
345	314
17 minutes	23 minutes
75 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^{†‡}



	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 ⁴ (minutes)	34	44	38	23	28	27	17	17
90th percentile time to start treatment ⁵ (minutes)	104	163	143	91	149	103	75	67

(†) 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

April to June 2017

All presentations:¹ 4,892 patients

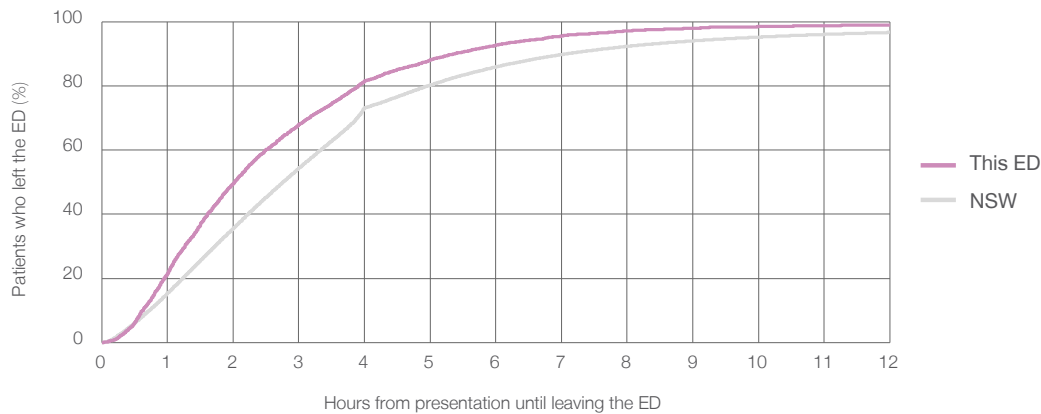
Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

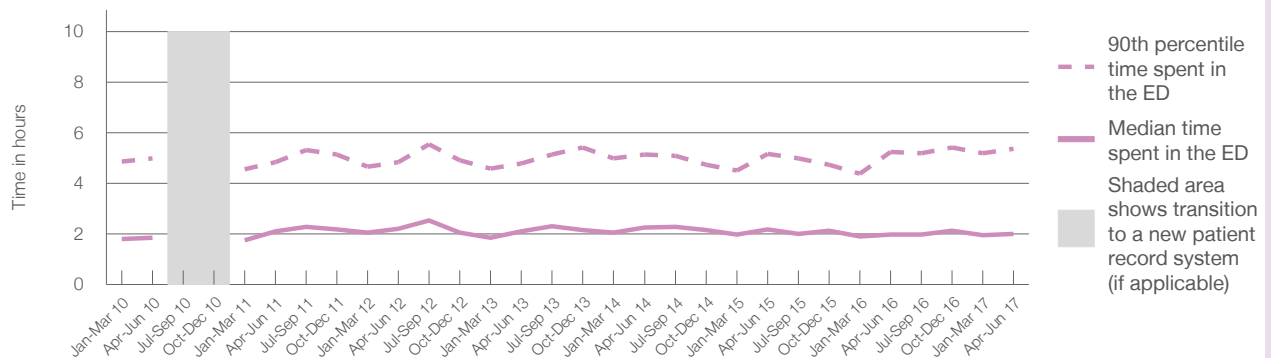
90th percentile time spent in the ED⁹ 5 hours and 23 minutes

Same period last year	NSW (this period)
4,721	4,721
1 hours and 59 minutes	2 hours and 46 minutes
5 hours and 14 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	1h 52m	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m	2h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 59m	4h 51m	4h 51m	4h 47m	5h 8m	5h 10m	5h 14m	5h 23m

(†) 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

April to June 2017

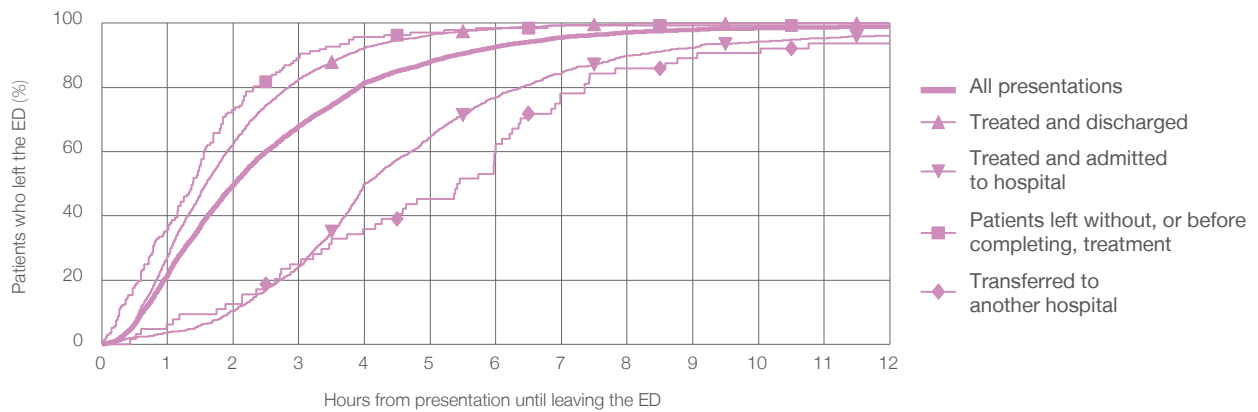
All presentations:¹ 4,892 patients

Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

Treated and discharged	3,500 (71.5%)
Treated and admitted to hospital	1,180 (24.1%)
Patient left without, or before completing, treatment	137 (2.8%)
Transferred to another hospital	64 (1.3%)
Other	11 (0.2%)

Same period last year	Change since one year ago
4,721	3.6%
3,357	4.3%
1,131	4.3%
158	-13.3%
70	-8.6%
5	120.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	27.3%	62.6%	82.7%	92.4%	98.3%	99.7%	99.9%	99.9%
Treated and admitted to hospital	3.6%	10.4%	24.2%	50.0%	76.9%	89.8%	94.2%	96.0%
Patient left without, or before completing, treatment	35.8%	73.0%	89.1%	95.6%	98.5%	99.3%	99.3%	100%
Transferred to another hospital	6.3%	12.5%	25.0%	35.9%	62.5%	85.9%	90.6%	93.8%
All presentations	21.6%	49.6%	67.9%	81.5%	92.7%	97.1%	98.4%	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.

Griffith Base 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:¹ 4,892 patients

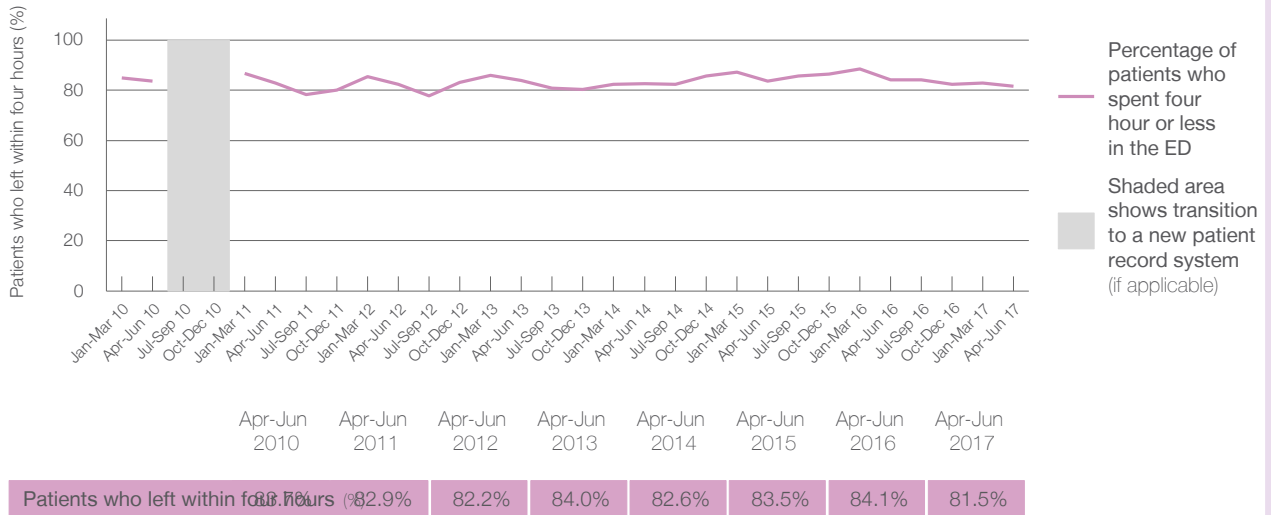
Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

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	4,721	3.6%
Presentations used to calculate time to leaving the ED: ⁶	4,721	3.6%
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, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	82.9%
Apr-Jun 2011	82.2%
Apr-Jun 2012	84.0%
Apr-Jun 2013	82.6%
Apr-Jun 2014	83.5%
Apr-Jun 2015	84.1%
Apr-Jun 2016	81.5%
Apr-Jun 2017	81.5%

* 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).

Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,965 patients
Emergency presentations:² 5,655 patients

Same period last year	Change since one year ago
5,378	10.9%
5,219	8.4%



Hawkesbury District Health Services: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 688 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  30 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,879 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,762 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 298 patients

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

Same period last year	NSW (this period)
523	
14 minutes	8 minutes
31 minutes	26 minutes
1,515	
19 minutes	20 minutes
47 minutes	67 minutes
2,709	
22 minutes	25 minutes
76 minutes	99 minutes
448	
21 minutes	23 minutes
81 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,965 patients

Percentage of patients who spent four hours or less in the ED  69.7%

Same period last year	Change since one year ago
5,378	10.9%
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.

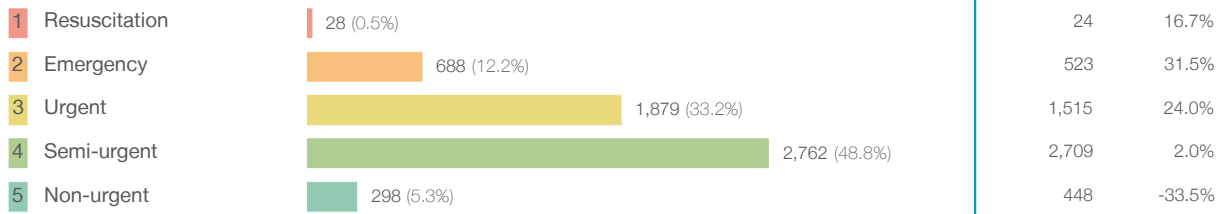
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Hawkesbury District Health Services: Patients presenting to the emergency department

April to June 2017

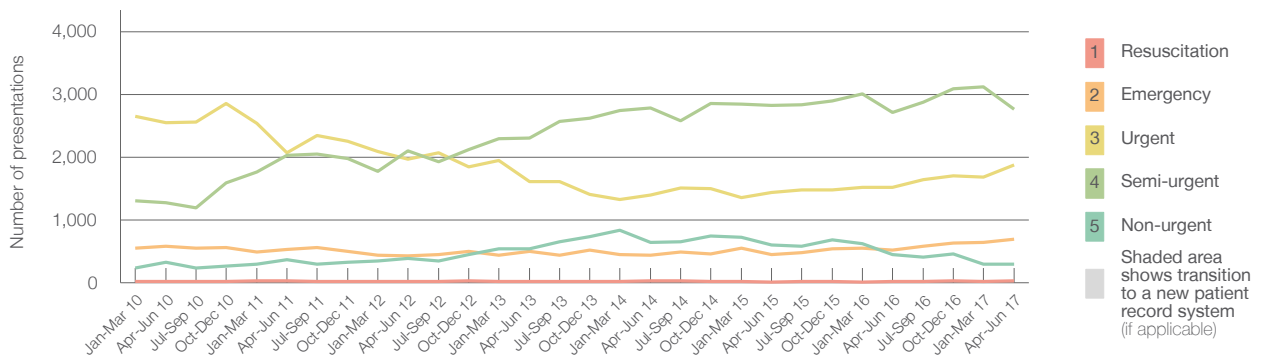
All presentations:¹ 5,965 patients

Emergency presentations² by triage category: 5,655 patients



	Same period last year	Change since one year ago
All presentations	5,378	10.9%
Emergency presentations	5,219	8.4%
Resuscitation	24	16.7%
Emergency	523	31.5%
Urgent	1,515	24.0%
Semi-urgent	2,709	2.0%
Non-urgent	448	-33.5%

Emergency presentations² 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	23	29	16	18	25	8	24	28
Emergency	576	533	430	494	436	445	523	688
Urgent	2,547	2,072	1,963	1,613	1,392	1,442	1,515	1,879
Semi-urgent	1,272	2,024	2,105	2,303	2,780	2,820	2,709	2,762
Non-urgent	323	362	385	542	637	600	448	298
All emergency presentations	4,741	5,020	4,899	4,970	5,270	5,315	5,219	5,655

Hawkesbury District Health Services: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 882 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	789	
ED Transfer of care time	18 minutes	-5 minutes
90th percentile time	40 minutes	-13 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

April to June 2017

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

Number of triage 2 patients: 688

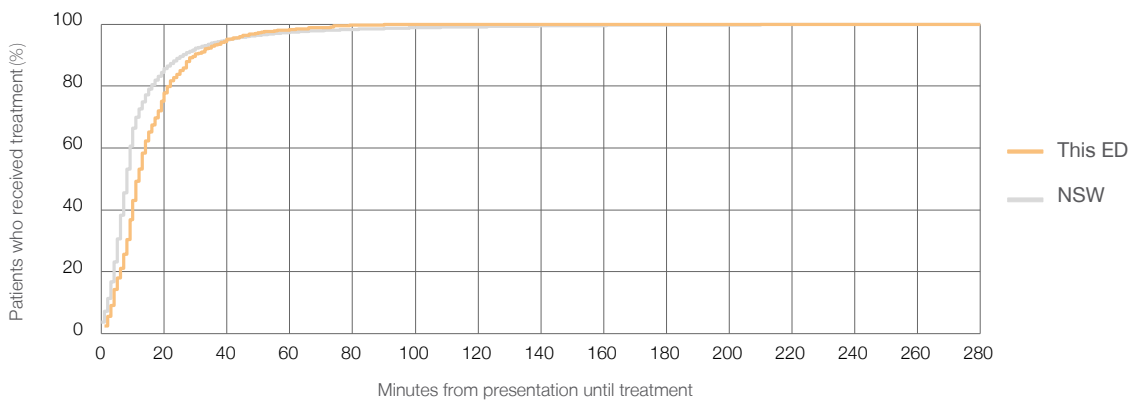
Number of triage 2 patients used to calculate waiting time:³ 688

Median time to start treatment⁴ 12 minutes

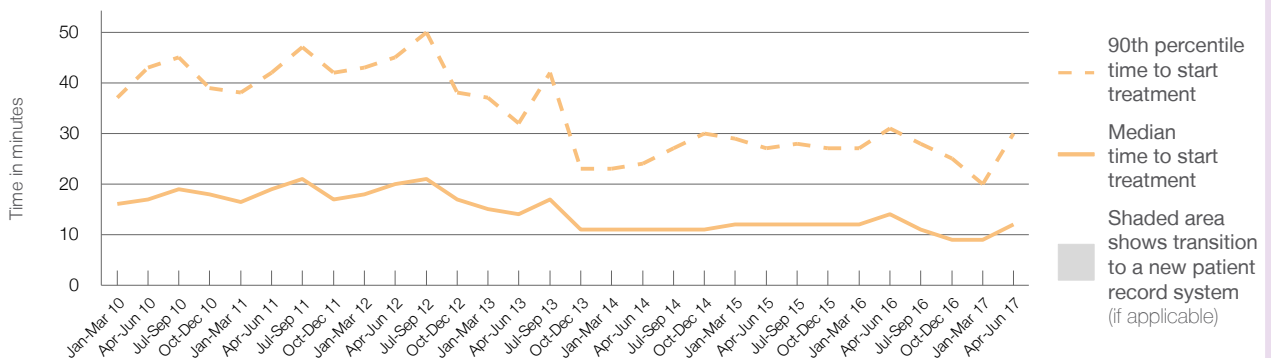
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
523	523
14 minutes	8 minutes
31 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^{†‡§}



	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 ⁴ (minutes)	17	19	20	14	11	12	14	12
90th percentile time to start treatment ⁵ (minutes)	43	42	45	32	24	27	31	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.

(§) 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

April to June 2017

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

Number of triage 3 patients: 1,879

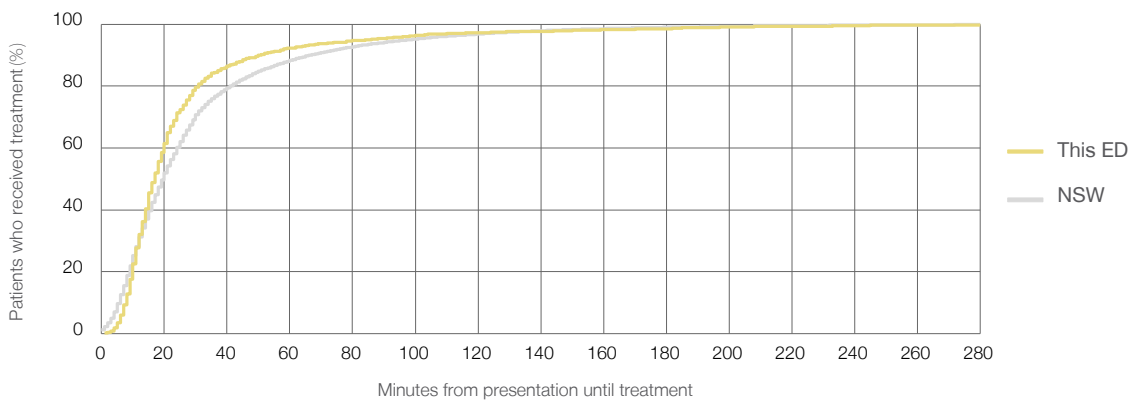
Number of triage 3 patients used to calculate waiting time:³ 1,870

Median time to start treatment⁴ 17 minutes

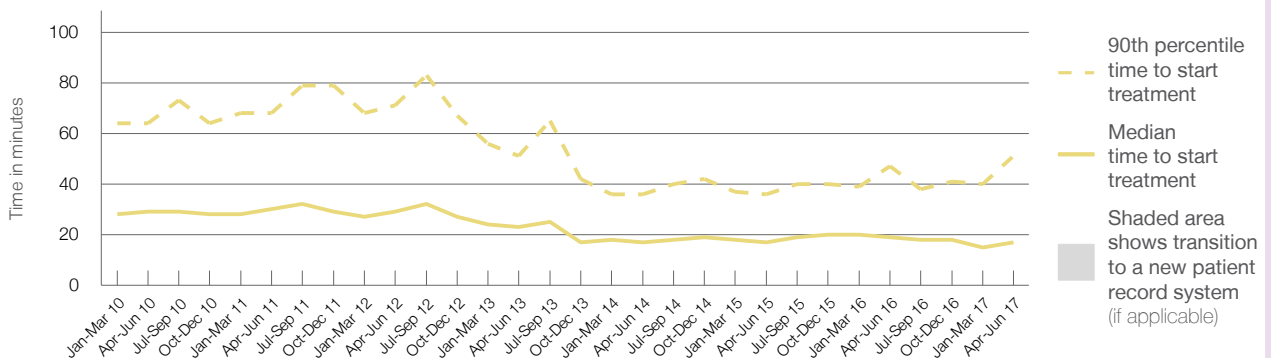
90th percentile time to start treatment⁵ 51 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,515	1,511
Median time to start treatment ⁴	19 minutes	20 minutes
90th percentile time to start treatment ⁵	47 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^{†‡§}



	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 ⁴ (minutes)	29	30	29	23	17	17	19	17
90th percentile time to start treatment ⁵ (minutes)	64	68	71	51	36	36	47	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.

(§) 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 4 April to June 2017

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

Number of triage 4 patients: 2,762

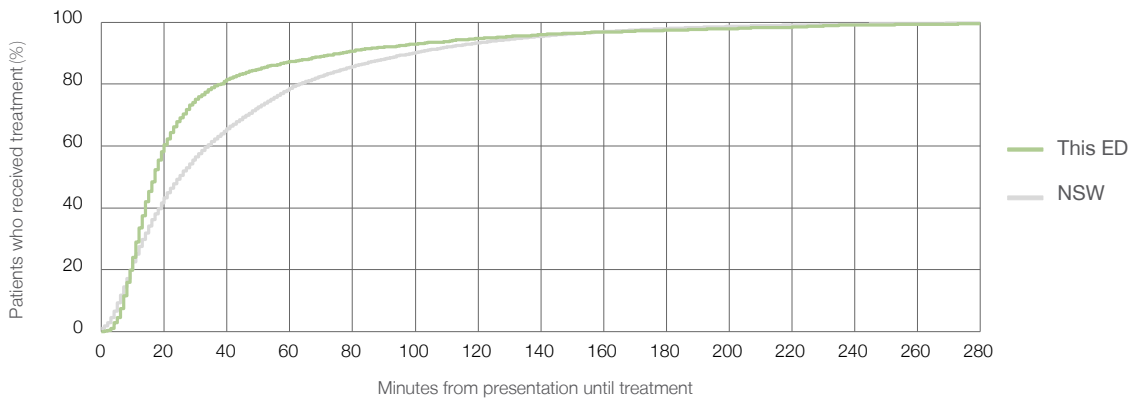
Number of triage 4 patients used to calculate waiting time:³ 2,713

Median time to start treatment⁴ 17 minutes

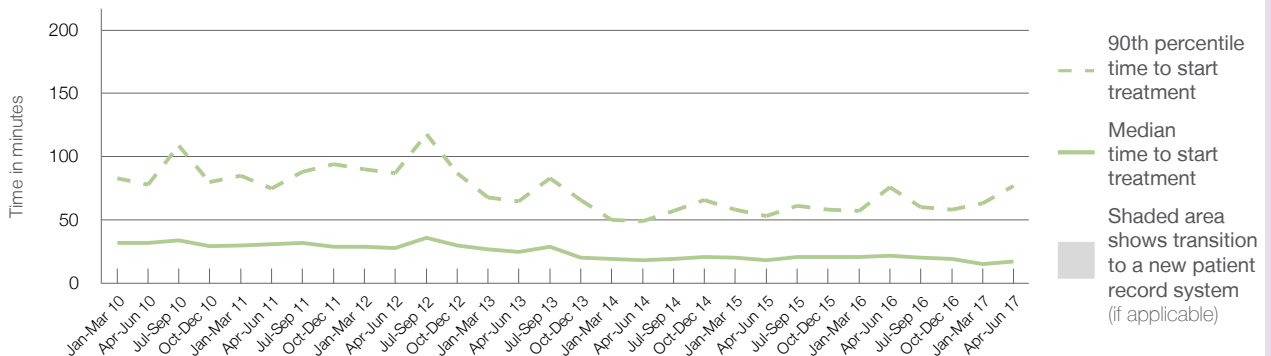
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,709	2,689
22 minutes	25 minutes
76 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^{†‡§}



	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 ⁴ (minutes)	32	31	28	25	18	18	22	17
90th percentile time to start treatment ⁵ (minutes)	78	75	87	65	49	53	76	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.
- (§) 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

April to June 2017

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

Number of triage 5 patients: 298

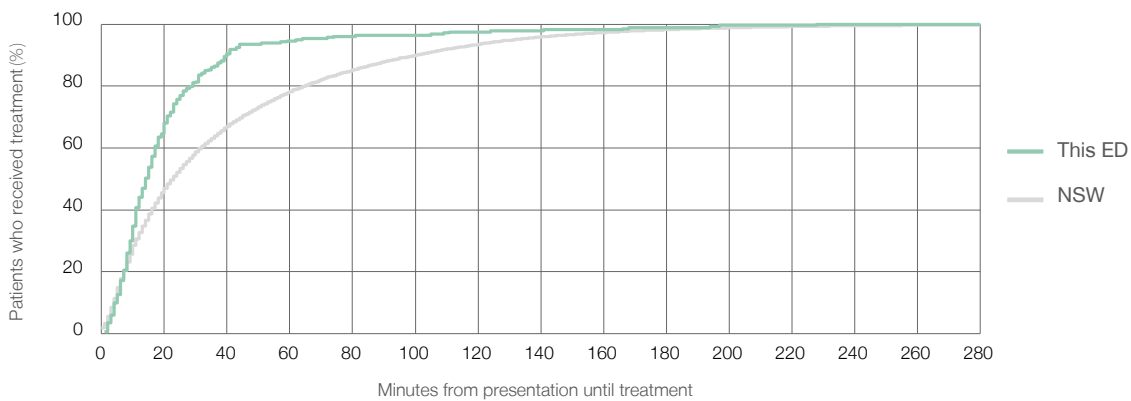
Number of triage 5 patients used to calculate waiting time:³ 279

Median time to start treatment⁴ 14 minutes

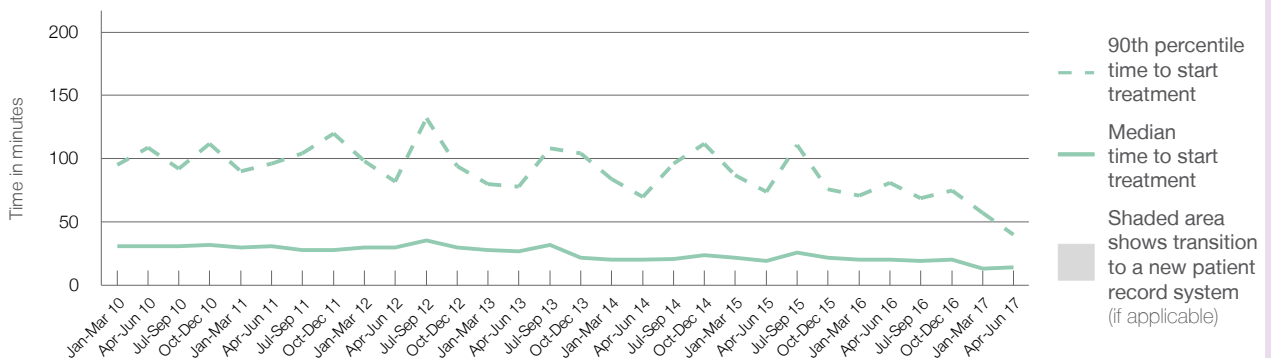
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
448	
434	
21 minutes	23 minutes
81 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^{†‡§}



	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 ⁴ (minutes)	31	31	30	27	20	19	21	14
90th percentile time to start treatment ⁵ (minutes)	109	96	82	78	70	74	81	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.

(§) 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

April to June 2017

All presentations:¹ 5,965 patients

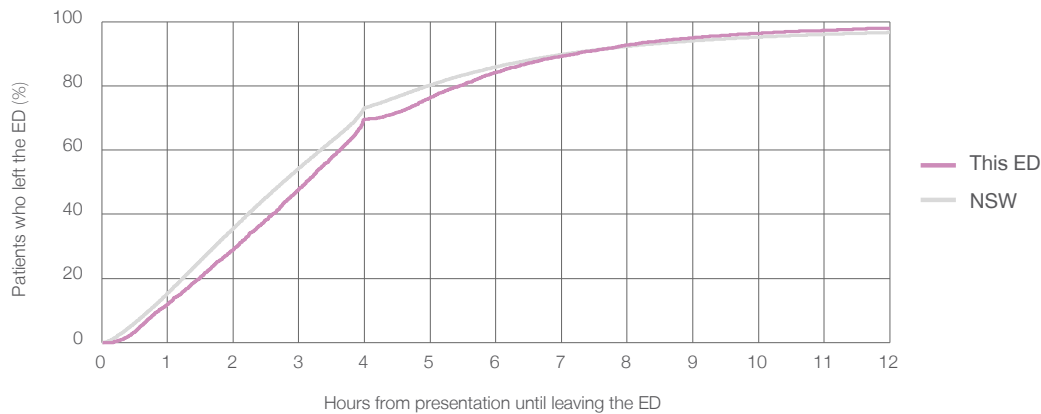
Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

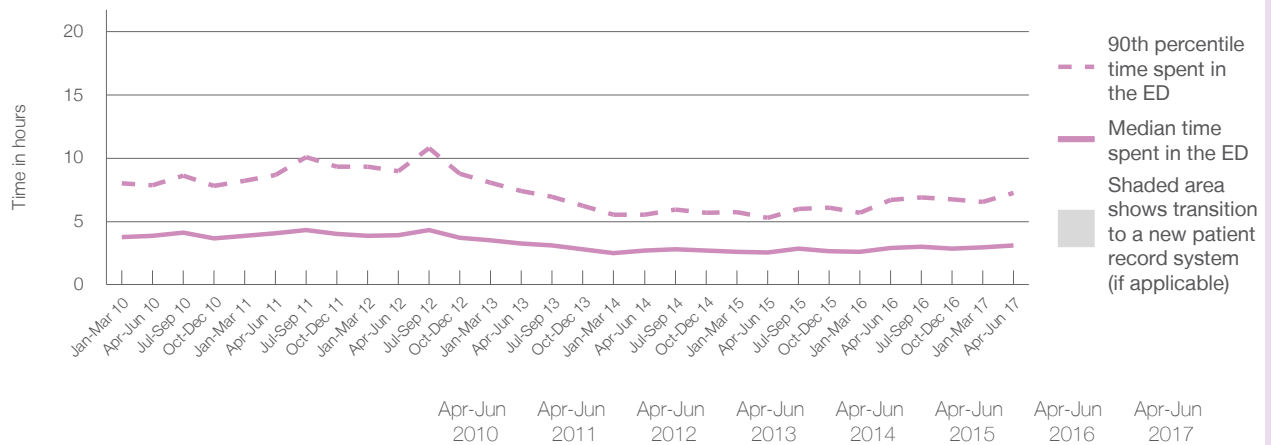
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
5,378	
5,378	
2 hours and 55 minutes	2 hours and 46 minutes
6 hours and 43 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^{†‡§}



(†) 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

By mode of separation

April to June 2017

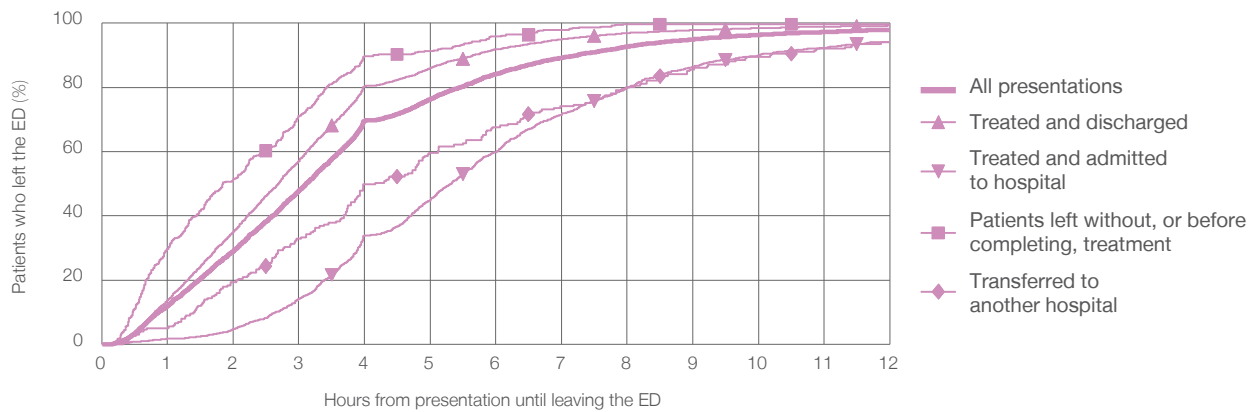
All presentations:¹ 5,965 patients

Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

Treated and discharged	3,992 (66.9%)
Treated and admitted to hospital	1,342 (22.5%)
Patient left without, or before completing, treatment	393 (6.6%)
Transferred to another hospital	201 (3.4%)
Other	37 (0.6%)

Same period last year	Change since one year ago
5,378	10.9%
3,610	10.6%
1,242	8.1%
350	12.3%
170	18.2%
6	516.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	13.7%	35.0%	57.1%	80.4%	91.9%	97.0%	98.5%	99.2%
Treated and admitted to hospital	1.8%	4.7%	14.2%	34.0%	59.8%	80.0%	89.9%	94.1%
Patient left without, or before completing, treatment	29.8%	51.4%	71.2%	89.8%	95.9%	99.7%	99.7%	99.7%
Transferred to another hospital	5.0%	19.4%	32.8%	49.8%	67.7%	80.1%	89.6%	94.0%
All presentations	12.0%	29.1%	47.8%	69.7%	84.2%	92.8%	96.3%	97.9%

(†) 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.

(§) 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 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:¹ 5,965 patients

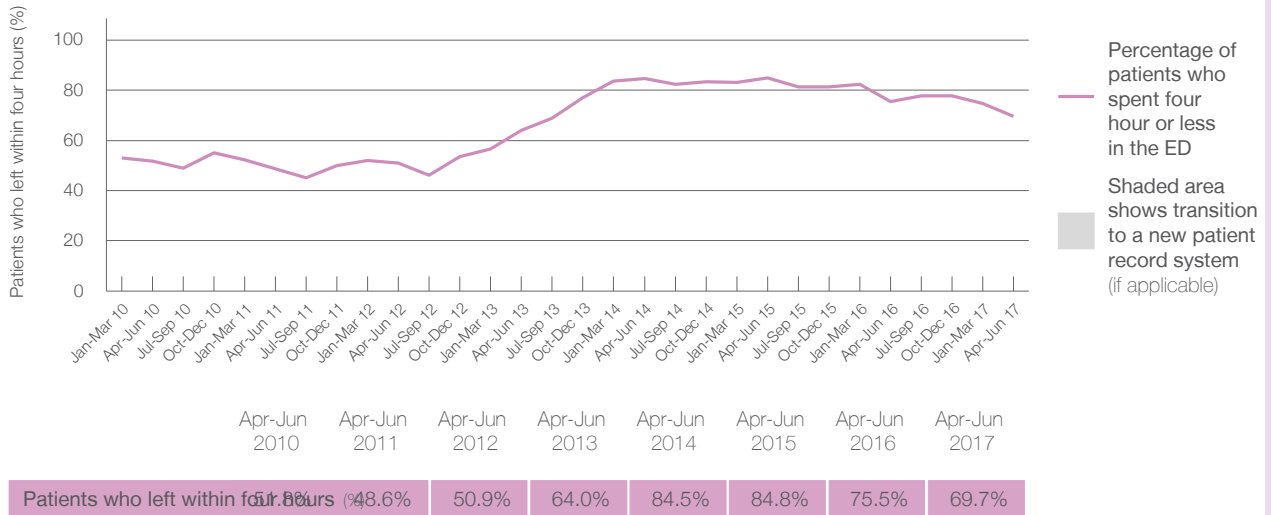
Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

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	5,378	10.9%
Presentations used to calculate time to leaving the ED	5,378	10.9%
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, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who spent four hours or less in the ED (%)
Apr-Jun 2010	48.6%
Apr-Jun 2011	50.9%
Apr-Jun 2012	64.0%
Apr-Jun 2013	84.5%
Apr-Jun 2014	84.8%
Apr-Jun 2015	75.5%
Apr-Jun 2016	69.7%
Apr-Jun 2017	69.7%

* 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).

Mount Druitt Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 8,331 patients
Emergency presentations:² 8,220 patients

Same period last year	Change since one year ago
7,787	7.0%
7,735	6.3%

Mount Druitt Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,399 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,461 patients

Median time to start treatment⁴  28 minutes
90th percentile time to start treatment⁵  103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,435 patients

Median time to start treatment⁴  42 minutes
90th percentile time to start treatment⁵  132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 899 patients

Median time to start treatment⁴  39 minutes
90th percentile time to start treatment⁵  124 minutes

Same period last year	NSW (this period)
1,188	
9 minutes	8 minutes
26 minutes	26 minutes
3,027	
28 minutes	20 minutes
86 minutes	67 minutes
2,633	
38 minutes	25 minutes
107 minutes	99 minutes
862	
38 minutes	23 minutes
111 minutes	101 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,325 patients

Percentage of patients who spent four hours or less in the ED  69.0%

Same period last year	Change since one year ago
7,787	6.9%
72.6%	

* 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.

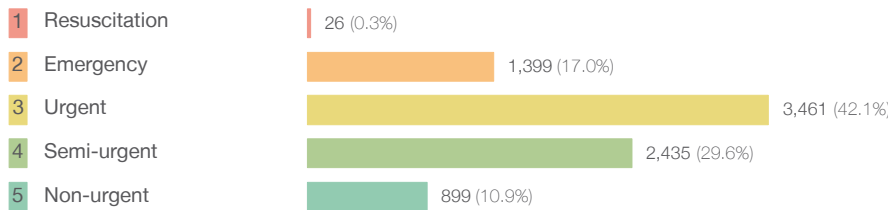
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Mount Druiitt Hospital: Patients presenting to the emergency department

April to June 2017

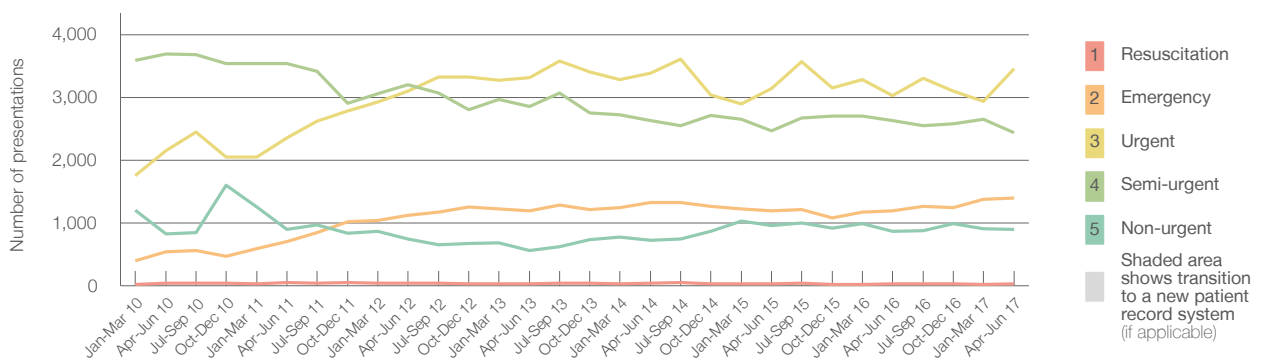
All presentations:¹ 8,331 patients

Emergency presentations² by triage category: 8,220 patients



	Same period last year	Change since one year ago
All presentations	7,787	7.0%
Emergency presentations	7,735	6.3%
1 Resuscitation	25	4.0%
2 Emergency	1,188	17.8%
3 Urgent	3,027	14.3%
4 Semi-urgent	2,633	-7.5%
5 Non-urgent	862	4.3%

Emergency presentations² 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	35	48	39	29	39	27	25	26
Emergency	544	700	1,125	1,189	1,326	1,190	1,188	1,399
Urgent	2,147	2,358	3,095	3,311	3,386	3,142	3,027	3,461
Semi-urgent	3,687	3,534	3,197	2,852	2,632	2,469	2,633	2,435
Non-urgent	828	895	747	560	720	958	862	899
All emergency presentations	7,241	7,535	8,203	7,941	8,103	7,786	7,735	8,220

Mount Druiitt Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 829 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	768	
ED Transfer of care time	14 minutes	1 minute
90th percentile time	28 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.

Mount Druiitt 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: 1,399

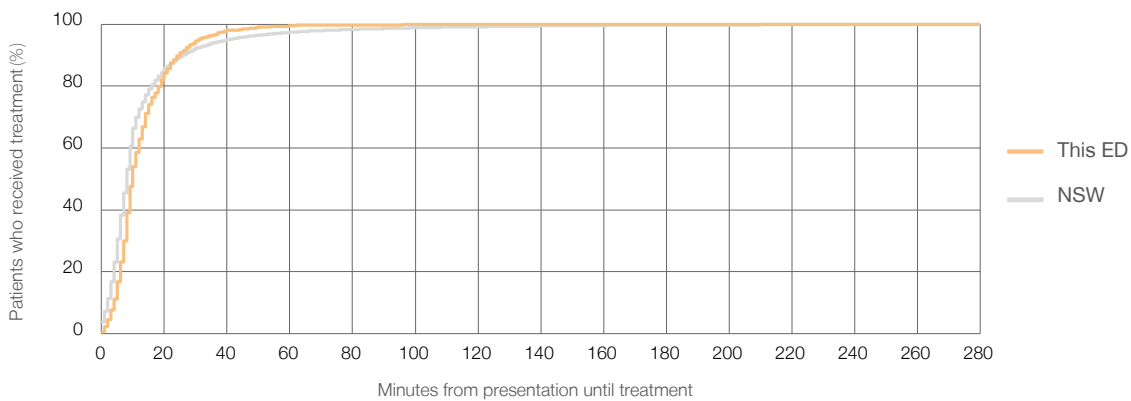
Number of triage 2 patients used to calculate waiting time:³ 1,392

Median time to start treatment⁴ 10 minutes

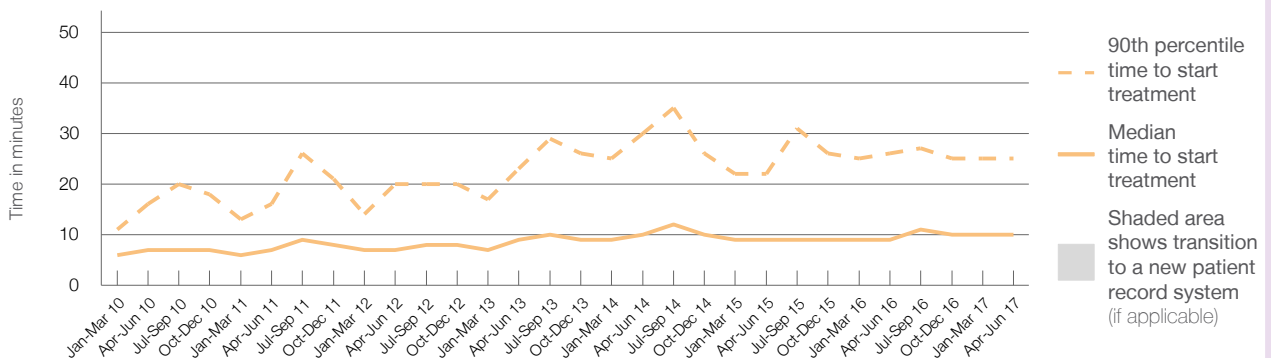
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,188	1,173
9 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	7	7	7	9	10	9	9	10
90th percentile time to start treatment ⁵ (minutes)	16	16	20	23	30	22	26	25

(†) 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 April to June 2017

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

Number of triage 3 patients: 3,461

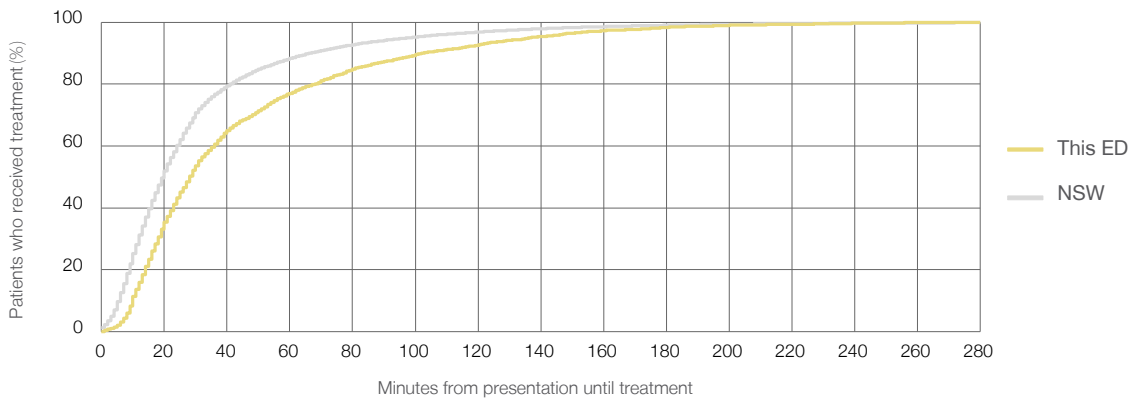
Number of triage 3 patients used to calculate waiting time:³ 3,283

Median time to start treatment⁴ 28 minutes

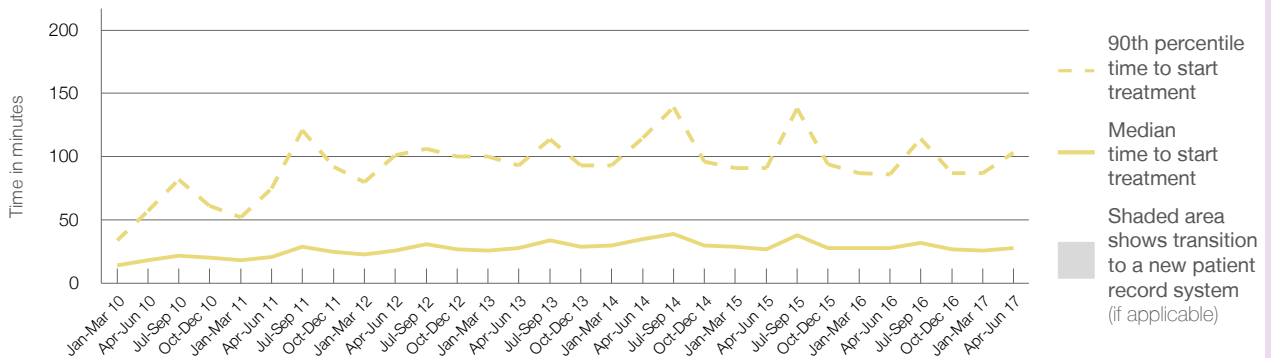
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
3,027	
2,922	
28 minutes	20 minutes
86 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^{†‡}



	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 ⁴ (minutes)	18	21	26	28	35	27	28	28
90th percentile time to start treatment ⁵ (minutes)	57	75	101	93	115	91	86	103

(†) 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 April to June 2017

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

Number of triage 4 patients: 2,435

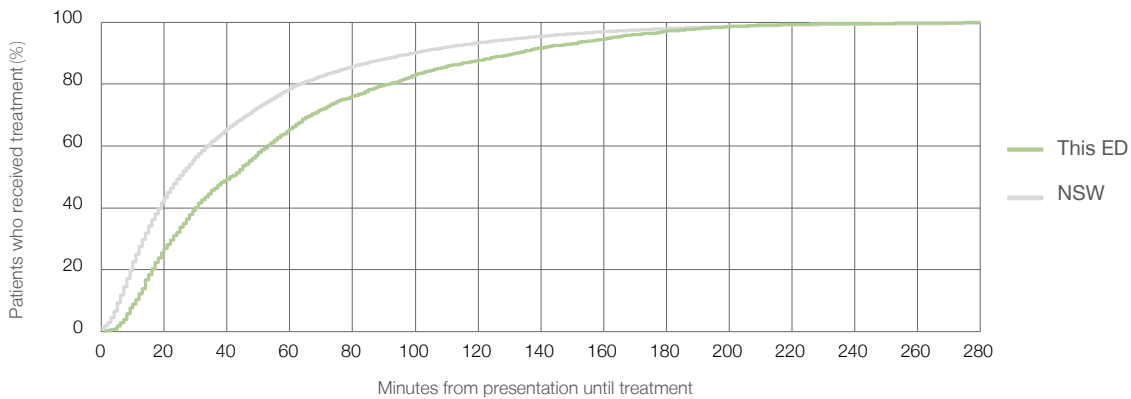
Number of triage 4 patients used to calculate waiting time:³ 2,257

Median time to start treatment⁴ 42 minutes

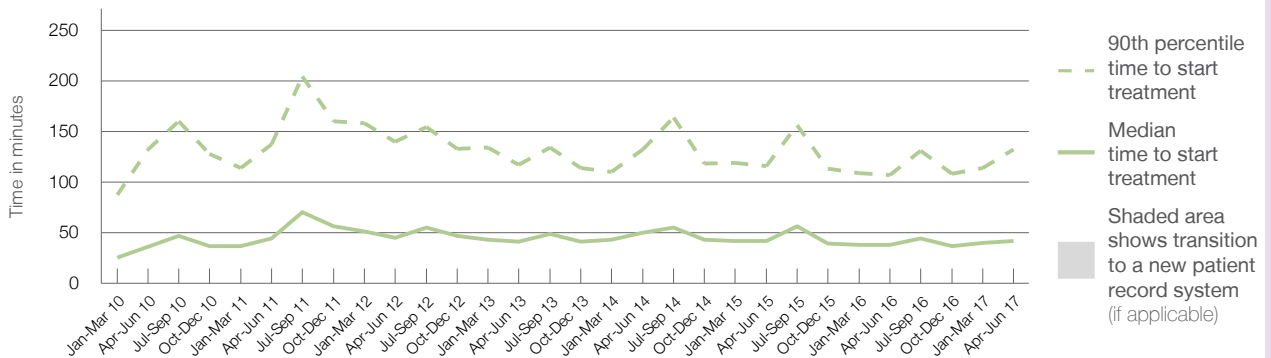
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,633	
2,397	
38 minutes	25 minutes
107 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^{†‡}



	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 ⁴ (minutes)	36	44	45	41	50	42	38	42
90th percentile time to start treatment ⁵ (minutes)	132	137	140	117	132	116	107	132

(†) 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 April to June 2017

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

Number of triage 5 patients: 899

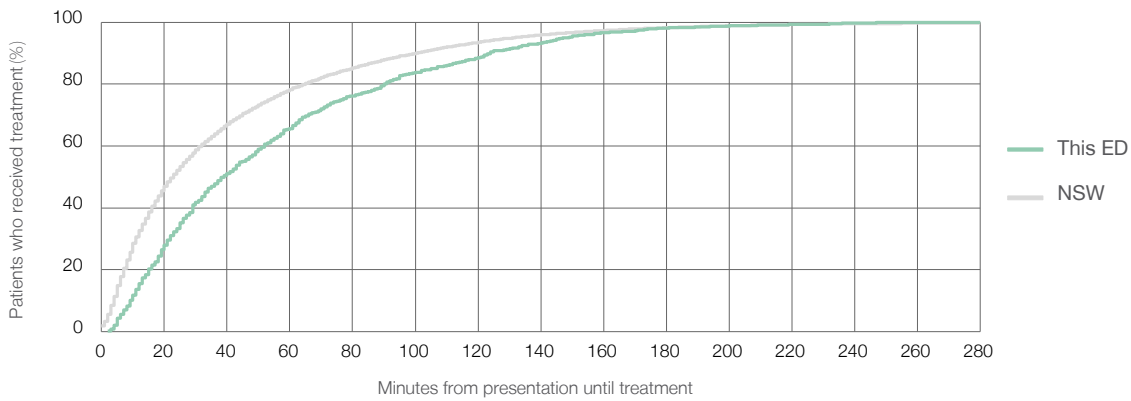
Number of triage 5 patients used to calculate waiting time:³ 791

Median time to start treatment⁴ 39 minutes

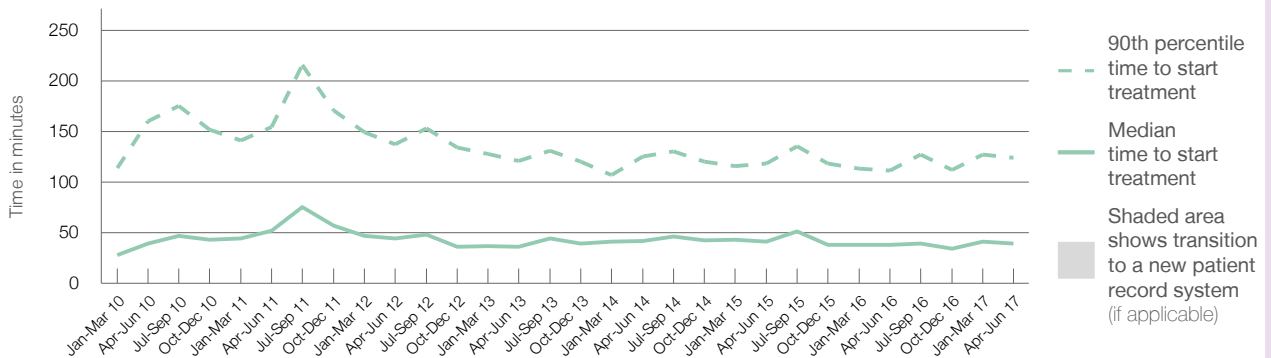
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
862	771
38 minutes	23 minutes
111 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^{†‡}



	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 ⁴ (minutes)	39	52	44	36	42	41	38	39
90th percentile time to start treatment ⁵ (minutes)	160	154	137	121	125	118	111	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.

Mount Druitt Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,331 patients

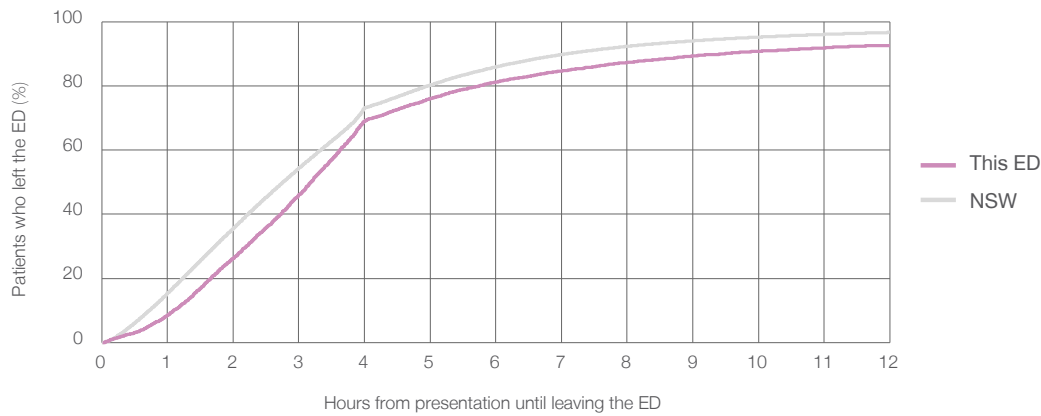
Presentations used to calculate time to leaving the ED:⁶ 8,325 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

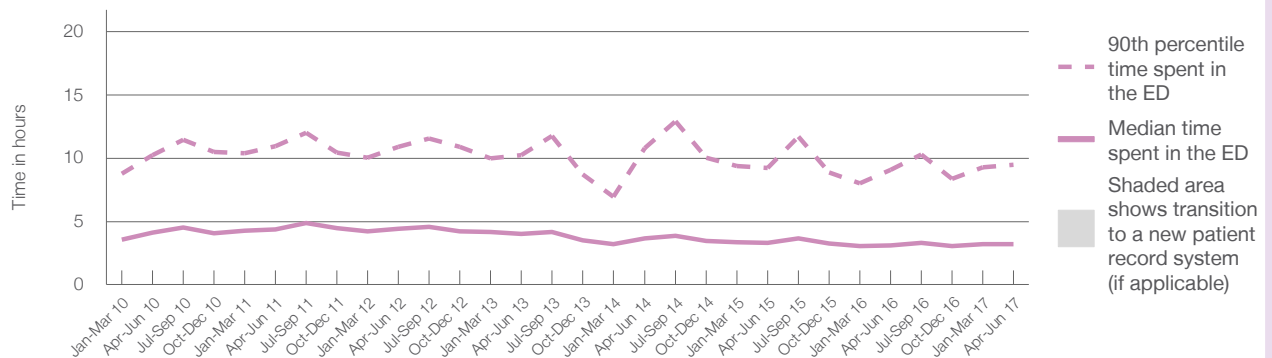
90th percentile time spent in the ED⁹ 9 hours and 29 minutes

Same period last year	NSW (this period)
7,787	7,787
3 hours and 5 minutes	2 hours and 46 minutes
9 hours and 5 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	4h 7m	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m	3h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 16m	10h 57m	10h 54m	10h 15m	10h 48m	9h 14m	9h 5m	9h 29m

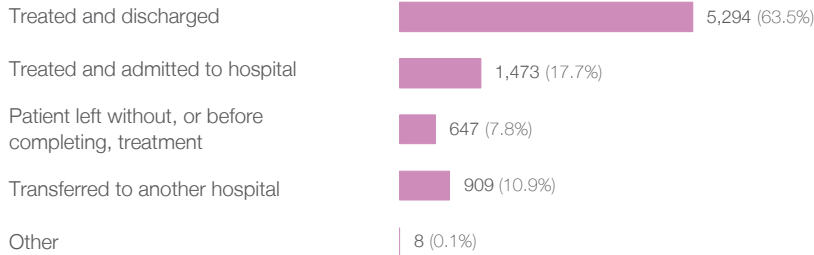
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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 April to June 2017

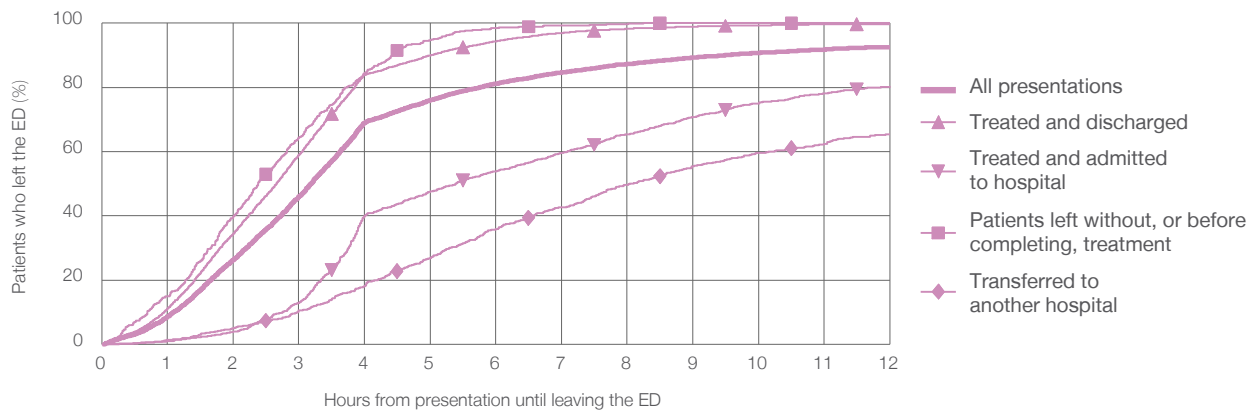
All presentations:¹ 8,331 patients

Presentations used to calculate time to leaving the ED:⁶ 8,325 patients



Mode of separation	Same period last year	Change since one year ago
All presentations	7,787	6.9%
Treated and discharged	5,000	5.9%
Treated and admitted to hospital	1,468	0.3%
Patient left without, or before completing, treatment	436	48.4%
Transferred to another hospital	880	3.3%
Other	3	166.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.2%	34.5%	59.0%	83.9%	94.4%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.0%	3.9%	13.0%	40.0%	53.9%	65.4%	75.0%	80.3%
Patient left without, or before completing, treatment	14.9%	39.8%	64.4%	84.5%	98.5%	99.7%	100%	100%
Transferred to another hospital	1.4%	5.0%	10.5%	18.2%	36.0%	49.7%	59.5%	65.3%
All presentations	8.6%	26.3%	46.0%	69.0%	81.2%	87.3%	90.7%	92.6%

(†) 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 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:¹ 8,331 patients

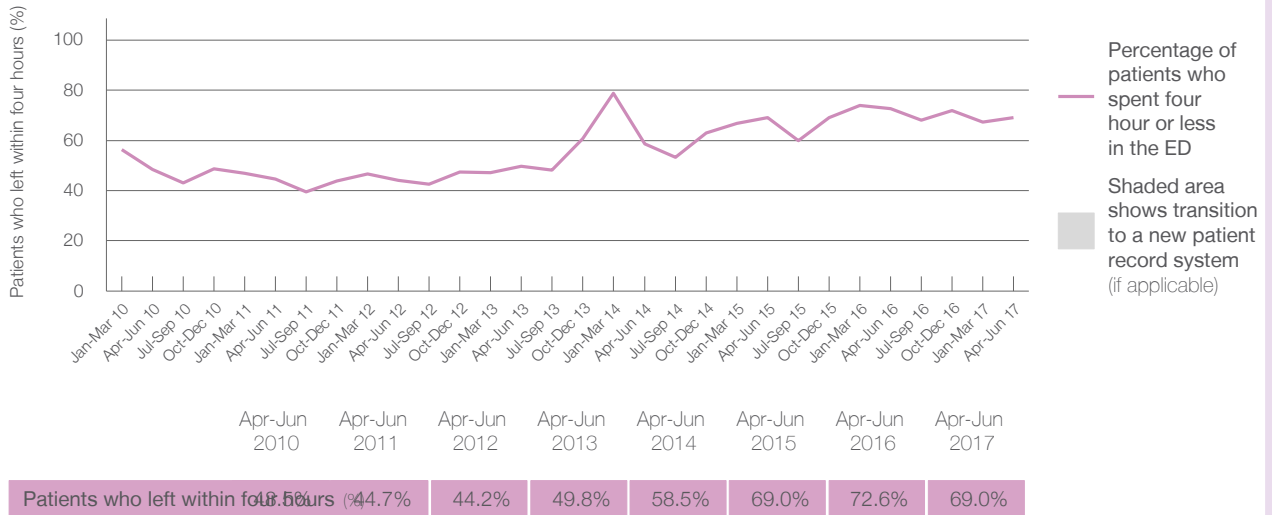
Presentations used to calculate time to leaving the ED:⁶ 8,325 patients

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



Same period last year	Change since one year ago
7,787	7.0%
7,787	6.9%
72.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,360 patients
Emergency presentations:² 3,950 patients

Same period last year	Change since one year ago
4,092	6.5%
3,697	6.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 296 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,238 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,077 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 333 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
271	
6 minutes	8 minutes
14 minutes	26 minutes
1,214	
12 minutes	20 minutes
34 minutes	67 minutes
1,867	
15 minutes	25 minutes
62 minutes	99 minutes
345	
16 minutes	23 minutes
70 minutes	101 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,359 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
4,088	6.6%
89.4%	

* 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.

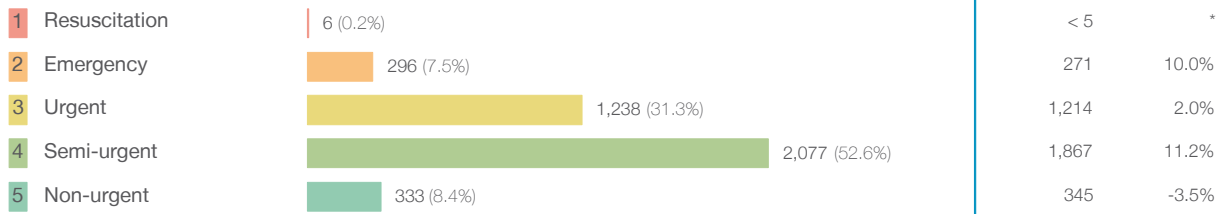
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2017

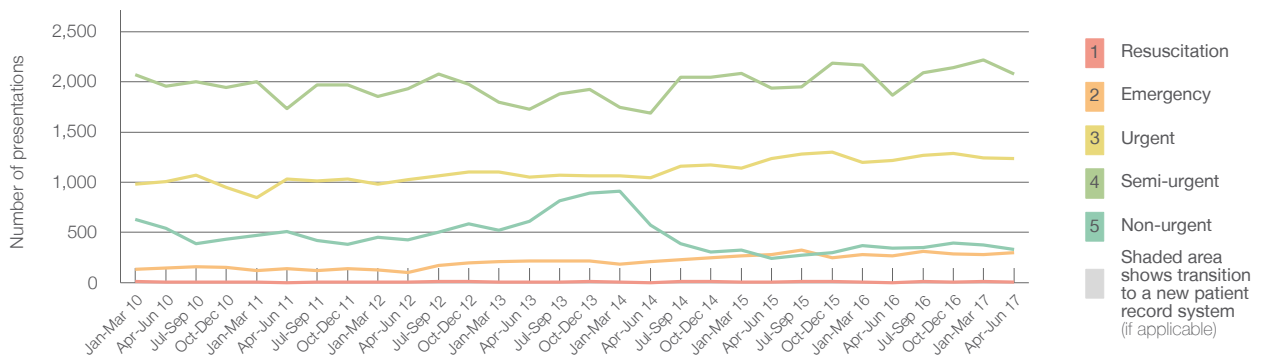
All presentations:¹ 4,360 patients

Emergency presentations² by triage category: 3,950 patients



	Same period last year	Change since one year ago
All presentations	4,092	6.5%
Emergency presentations	3,697	6.8%
1 Resuscitation	< 5	*
2 Emergency	271	10.0%
3 Urgent	1,214	2.0%
4 Semi-urgent	1,867	11.2%
5 Non-urgent	345	-3.5%

Emergency presentations² 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	< 5	< 5	6	6	< 5	7	< 5	6
Emergency	149	140	104	218	210	281	271	296
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077
Non-urgent	539	509	428	611	575	244	345	333
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950

Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 226 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	202	
Median time	10 minutes	2 minutes
90th percentile time	26 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

April to June 2017

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

Number of triage 2 patients: 296

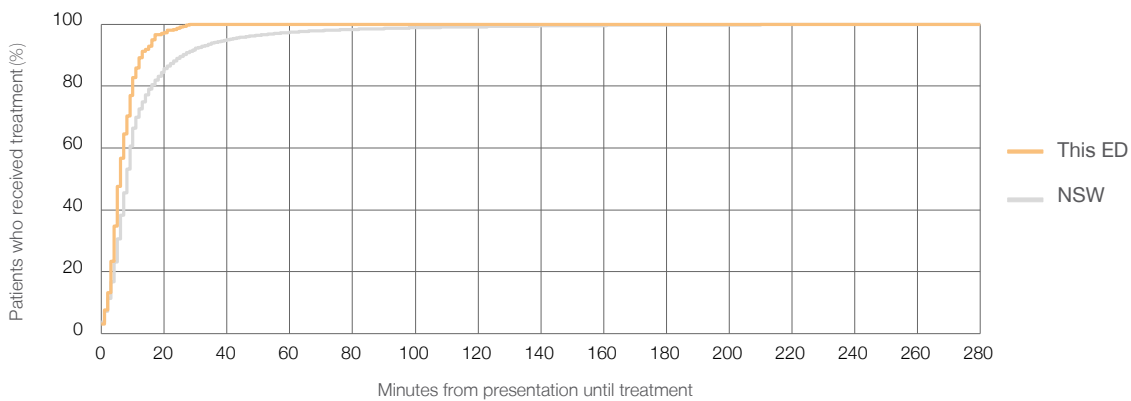
Number of triage 2 patients used to calculate waiting time:³ 296

Median time to start treatment⁴ ■ 6 minutes

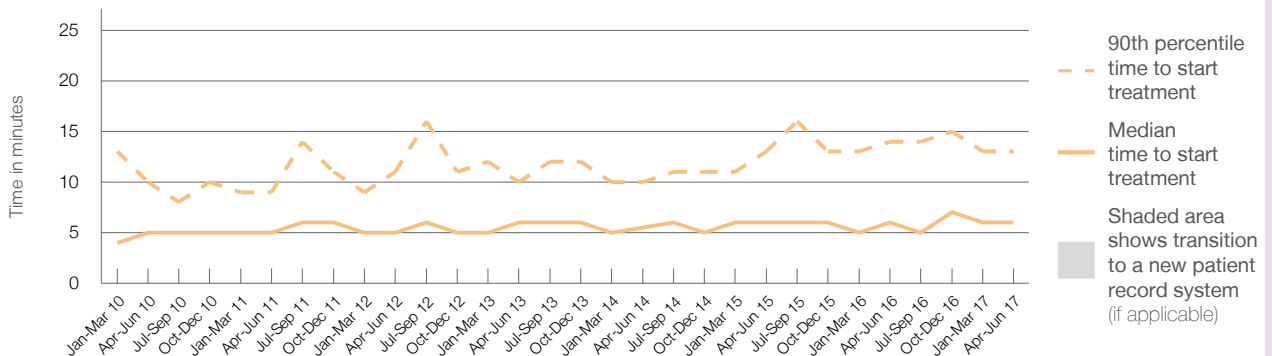
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
271	
269	
6 minutes	8 minutes
14 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^{†‡}



	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 ⁴ (minutes)	5	5	5	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	11	10	10	13	14	13

(†) 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

April to June 2017

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

Number of triage 3 patients: 1,238

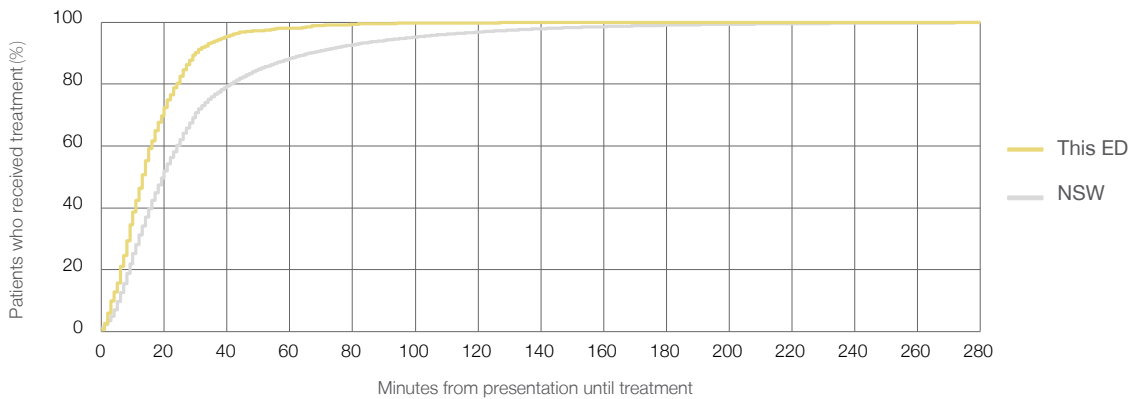
Number of triage 3 patients used to calculate waiting time:³ 1,236

Median time to start treatment⁴ 13 minutes

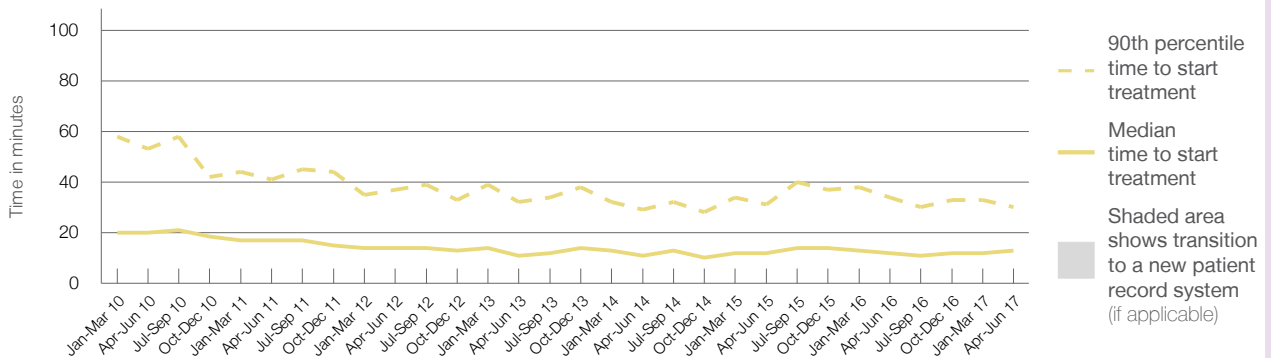
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,214	
1,202	
12 minutes	20 minutes
34 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^{†‡}



	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 ⁴ (minutes)	20	17	14	11	11	12	12	13
90th percentile time to start treatment ⁵ (minutes)	53	41	37	32	29	31	34	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.

Murwillumbah District 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: 2,077

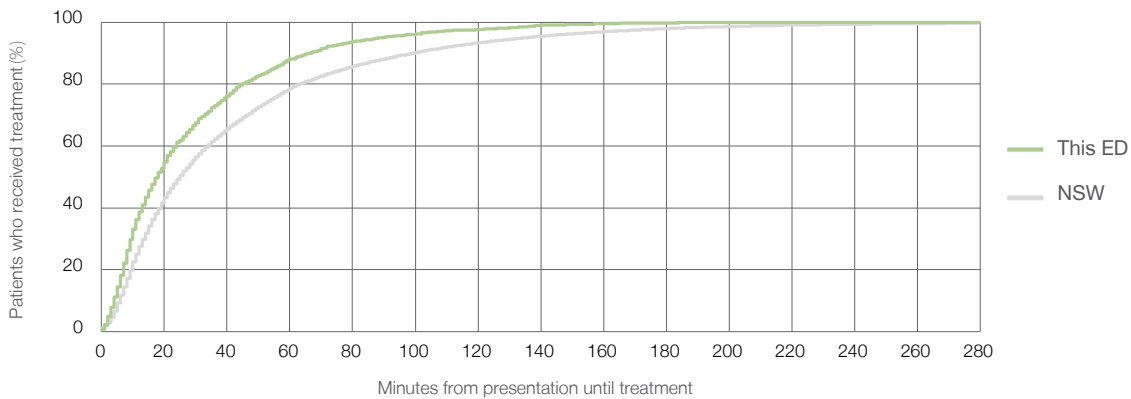
Number of triage 4 patients used to calculate waiting time:³ 2,039

Median time to start treatment⁴ 18 minutes

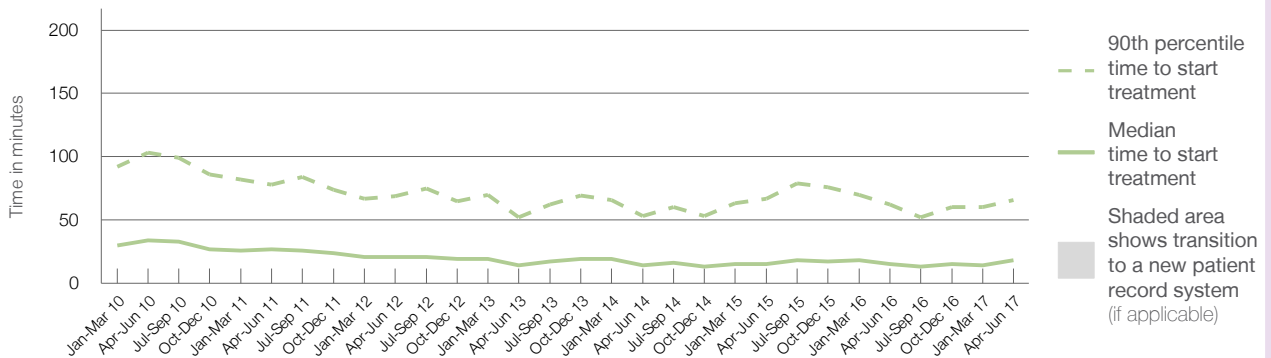
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,867	1,823
15 minutes	25 minutes
62 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^{†‡}



	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 ⁴ (minutes)	34	27	21	14	14	15	15	18
90th percentile time to start treatment ⁵ (minutes)	103	78	69	52	53	67	62	66

(†) 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

April to June 2017

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

Number of triage 5 patients: 333

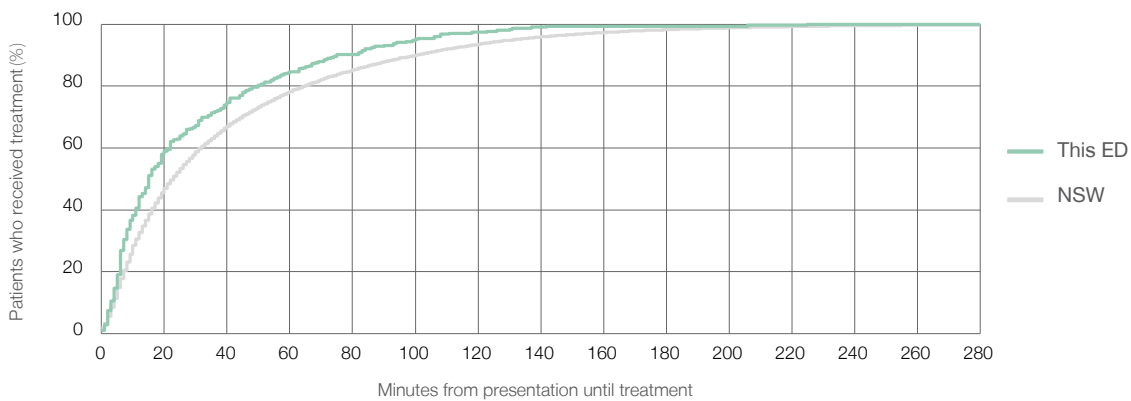
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 15 minutes

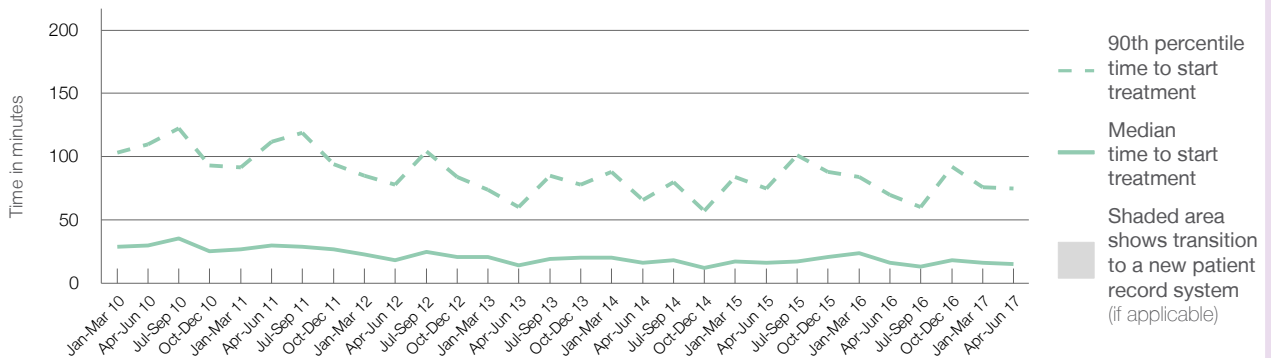
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
345	
315	
16 minutes	23 minutes
70 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^{†‡}



	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 ⁴ (minutes)	30	30	18	14	16	16	16	15
90th percentile time to start treatment ⁵ (minutes)	110	112	78	60	66	75	70	75

(†) 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

April to June 2017

All presentations:¹ 4,360 patients

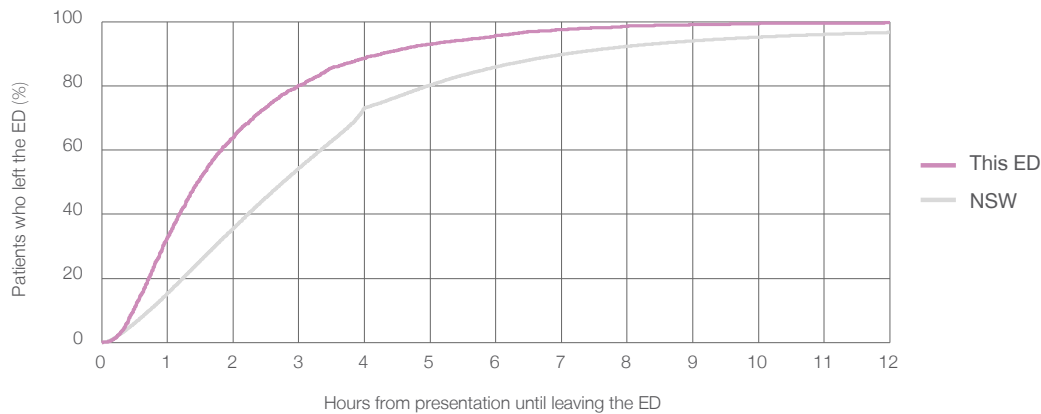
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

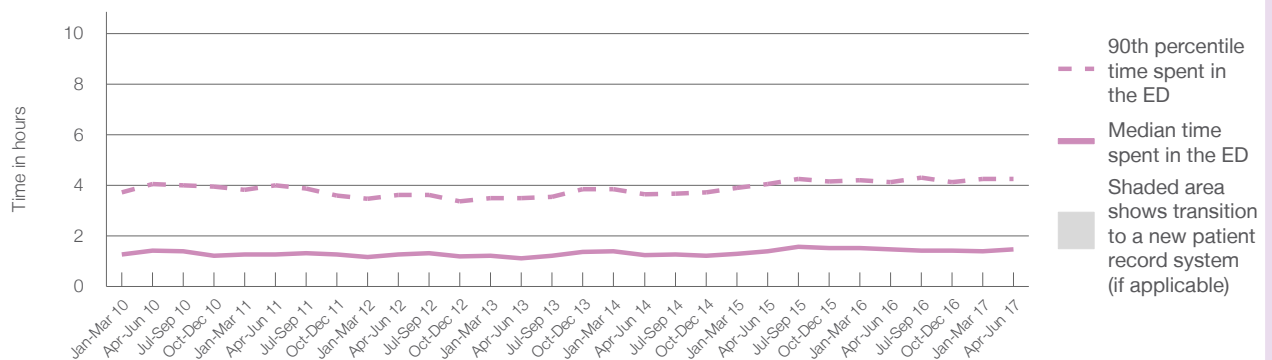
90th percentile time spent in the ED⁹ 4 hours and 16 minutes

Same period last year	NSW (this period)
4,092	4,088
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 8 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	1h 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m

(†) 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

April to June 2017

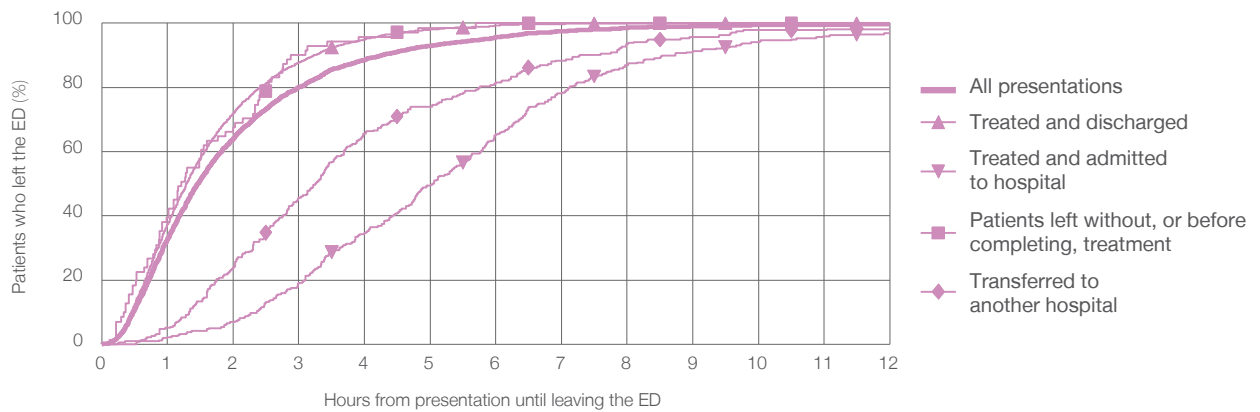
All presentations:¹ 4,360 patients

Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Treated and discharged	3,688 (84.6%)
Treated and admitted to hospital	320 (7.3%)
Patient left without, or before completing, treatment	71 (1.6%)
Transferred to another hospital	276 (6.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,088	6.6%
3,339	10.5%
373	-14.2%
100	-29.0%
273	1.1%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, April to June 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	37.4%	72.0%	87.8%	94.9%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.2%	6.9%	19.1%	34.7%	65.3%	86.9%	94.1%	96.9%
Patient left without, or before completing, treatment	39.4%	67.6%	90.1%	95.8%	100%	100%	100%	100%
Transferred to another hospital	5.1%	23.9%	45.7%	65.6%	81.5%	93.5%	97.8%	98.2%
All presentations	32.8%	64.1%	80.1%	88.6%	95.7%	98.6%	99.4%	99.6%

(†) 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 April to June 2017

All presentations at the emergency department:¹ 4,360 patients

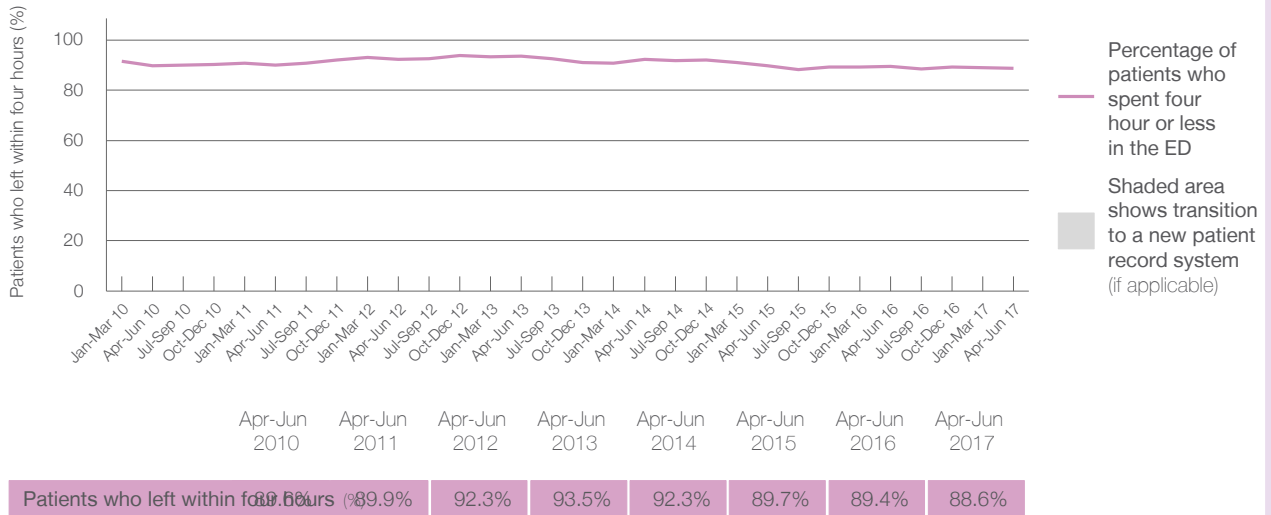
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

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	4,092	6.5%
Presentations used to calculate time to leaving the ED: ⁶	4,088	6.6%
Percentage of patients who spent four hours or less in the ED	89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Patients who left within four hours	89.9%	92.3%	93.5%	92.3%	89.7%	89.4%	88.6%
-------------------------------------	-------	-------	-------	-------	-------	-------	-------

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

Ryde Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 6,543 patients
 Emergency presentations:² 6,469 patients

Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%



Ryde Hospital: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 887 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,767 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  66 minutes

Same period last year	NSW (this period)
835	
7 minutes	8 minutes
11 minutes	26 minutes
2,513	
13 minutes	20 minutes
34 minutes	67 minutes
2,594	
14 minutes	25 minutes
74 minutes	99 minutes
182	
18 minutes	23 minutes
82 minutes	101 minutes

Ryde Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,543 patients

Percentage of patients who spent four hours or less in the ED  85.4%

Same period last year	Change since one year ago
6,241	4.8%
83.1%	

* 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.

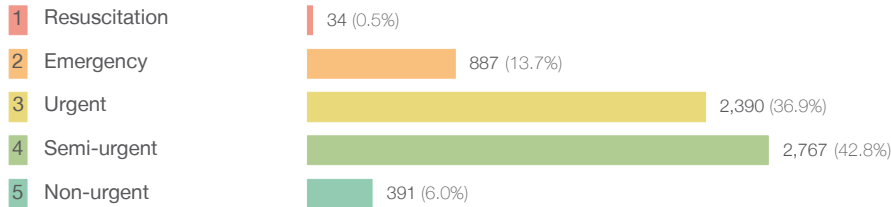
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Ryde Hospital: Patients presenting to the emergency department

April to June 2017

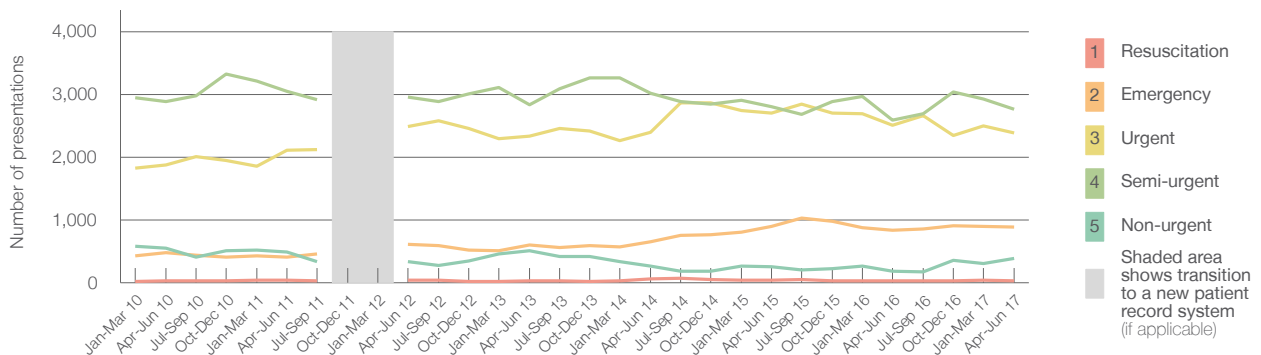
All presentations:¹ 6,543 patients

Emergency presentations² by triage category: 6,469 patients



Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%
28	21.4%
835	6.2%
2,513	-4.9%
2,594	6.7%
182	114.8%

Emergency presentations² 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	30	35	41	34	62	43	28	34
Emergency	483	410	615	601	647	900	835	887
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390
Semi-urgent	2,884	3,048	2,956	2,832	3,021	2,799	2,594	2,767
Non-urgent	545	493	336	513	262	255	182	391
All emergency presentations	5,817	6,097	6,431	6,319	6,388	6,704	6,152	6,469

Ryde Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,507 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,499	
10 minutes	0 minutes
19 minutes	0 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

April to June 2017

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

Number of triage 2 patients: 887

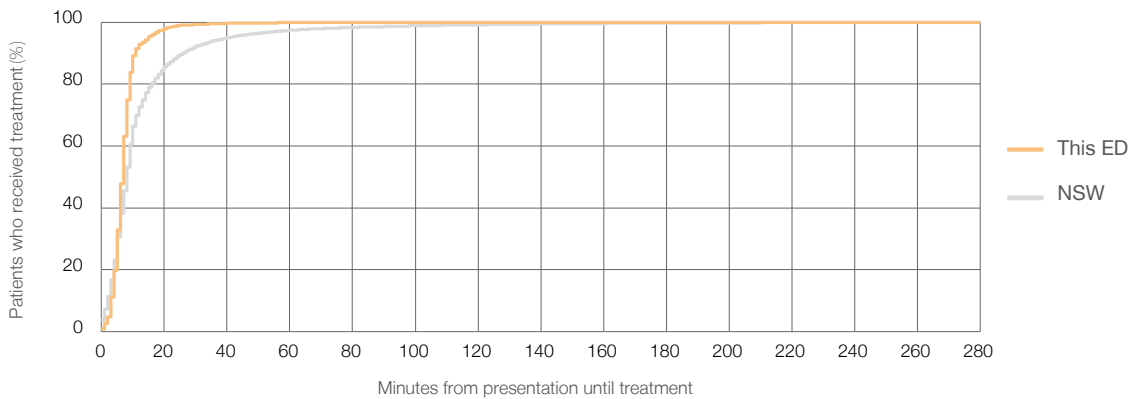
Number of triage 2 patients used to calculate waiting time:³ 887

Median time to start treatment⁴ ■ 7 minutes

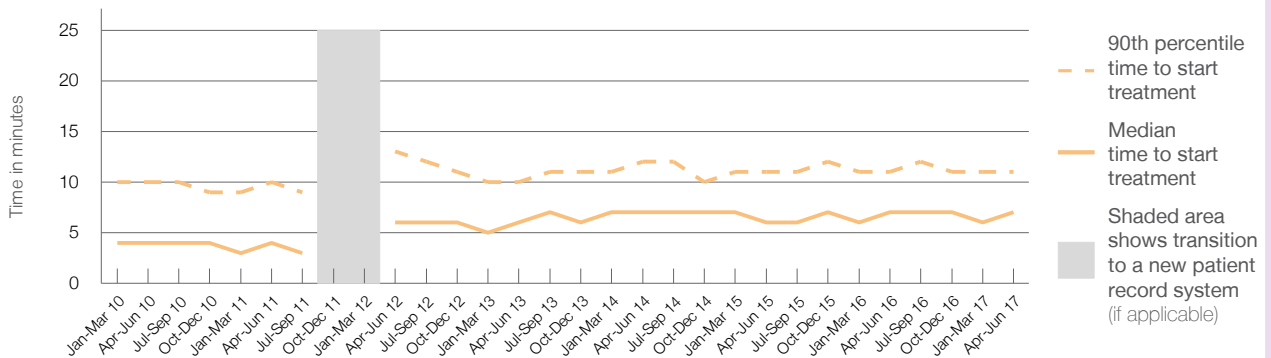
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
835	835
7 minutes	8 minutes
11 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^{†‡}



	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 ⁴ (minutes)	4	4	6	6	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10	10	13	10	12	11	11	11

(†) 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

April to June 2017

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

Number of triage 3 patients: 2,390

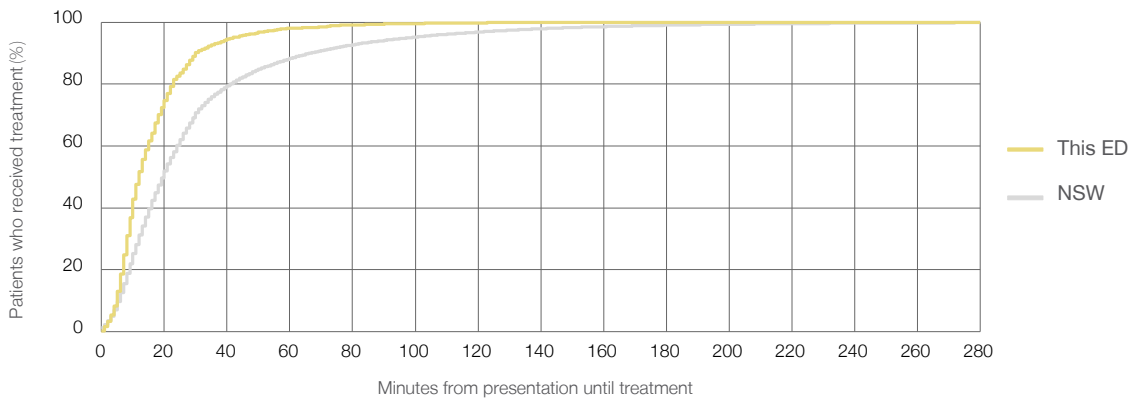
Number of triage 3 patients used to calculate waiting time:³ 2,376

Median time to start treatment⁴ 12 minutes

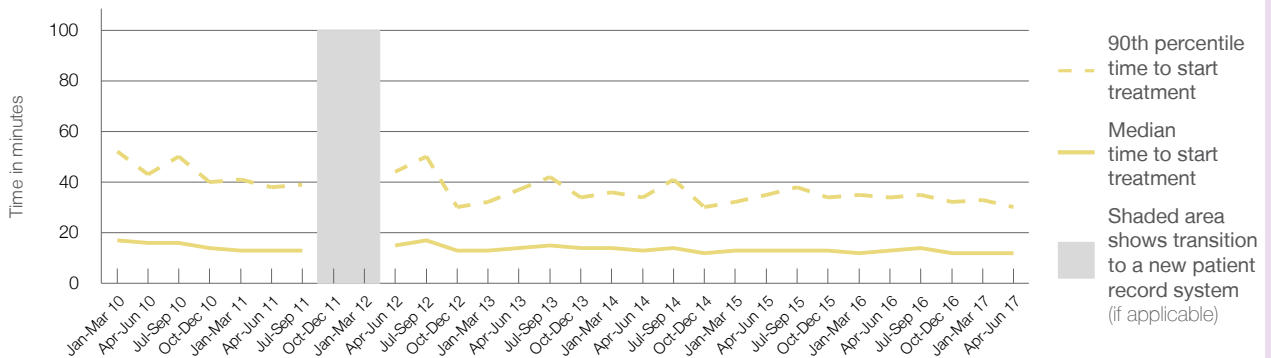
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
2,513	
2,484	
13 minutes	20 minutes
34 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^{†‡}



	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 ⁴ (minutes)	16	13	15	14	13	13	13	12
90th percentile time to start treatment ⁵ (minutes)	43	38	44	37	34	35	34	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.

Ryde 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: 2,767

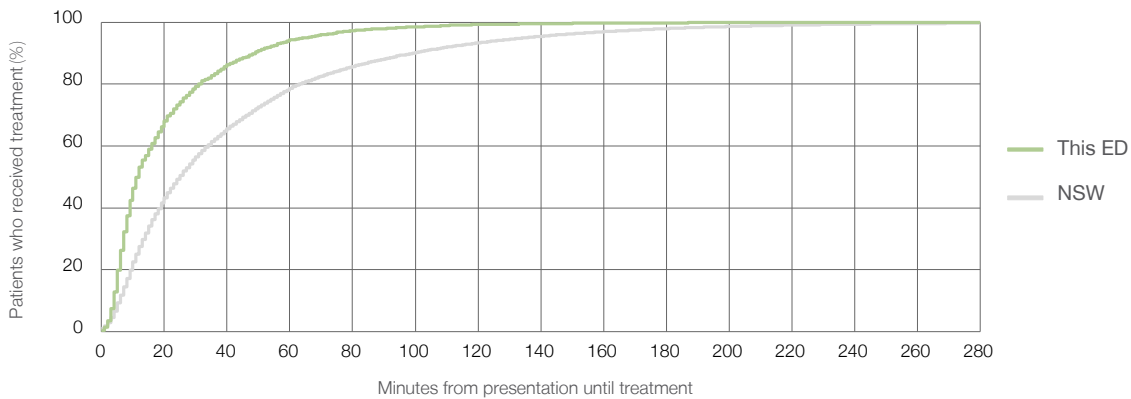
Number of triage 4 patients used to calculate waiting time:³ 2,710

Median time to start treatment⁴ 12 minutes

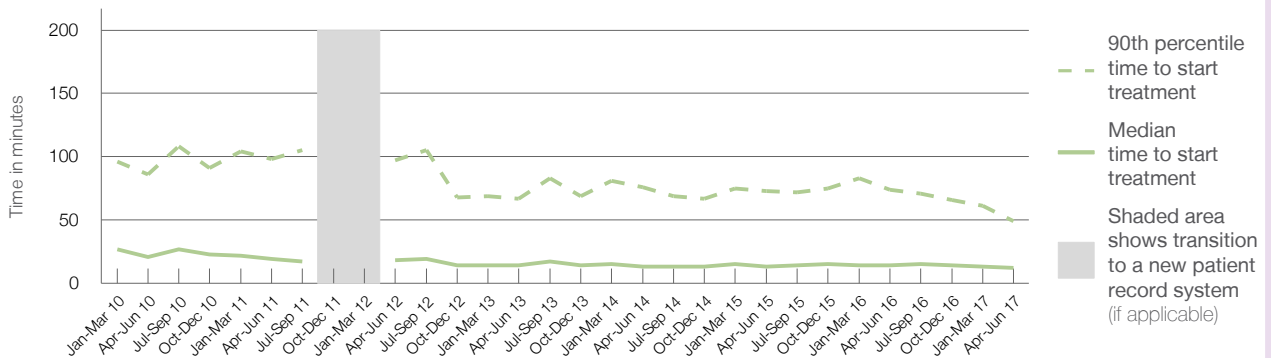
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,594	2,513
14 minutes	25 minutes
74 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^{†‡}



	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 ⁴ (minutes)	21	19	18	14	13	13	14	12
90th percentile time to start treatment ⁵ (minutes)	86	98	97	67	76	73	74	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.

Ryde 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: 391

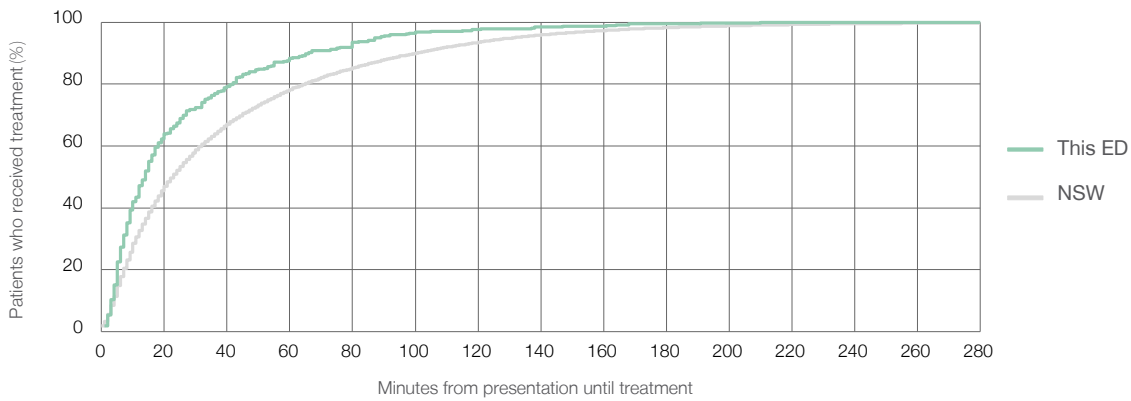
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 14 minutes

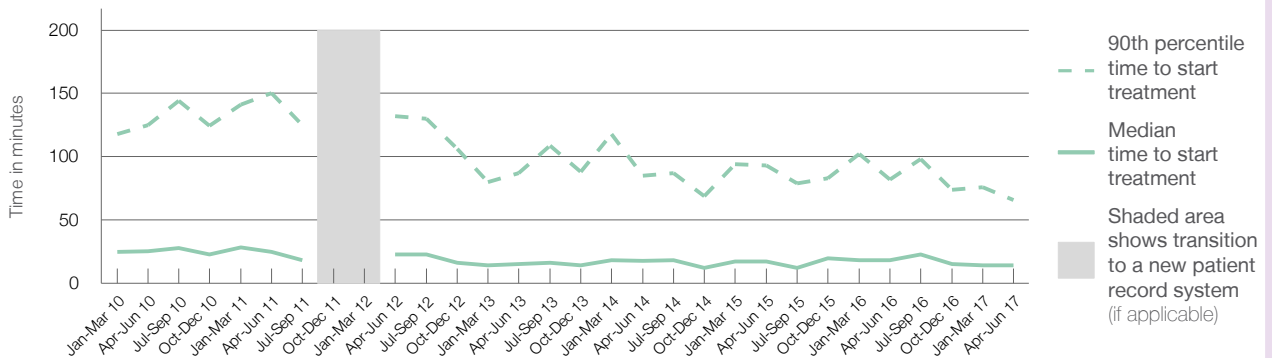
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
182	
157	
18 minutes	23 minutes
82 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^{†‡}



	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 ⁴ (minutes)	26	25	23	15	18	17	18	14
90th percentile time to start treatment ⁵ (minutes)	125	150	132	87	85	93	82	66

(†) 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

April to June 2017

All presentations:¹ 6,543 patients

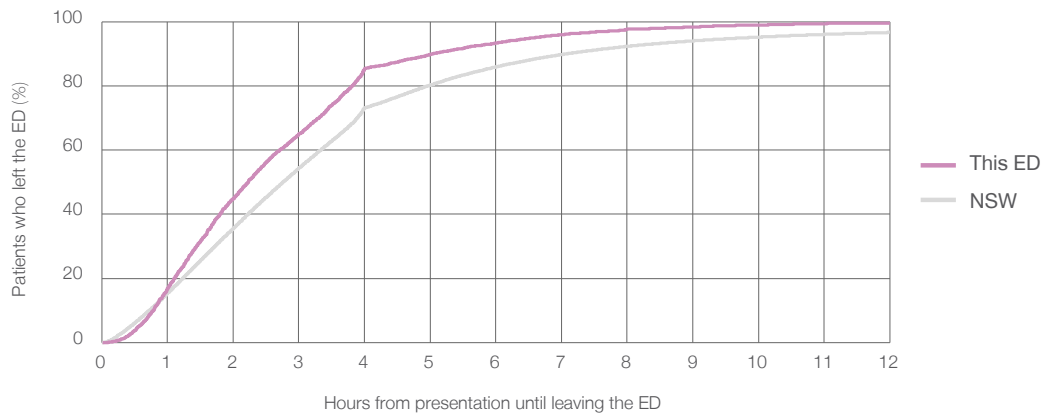
Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

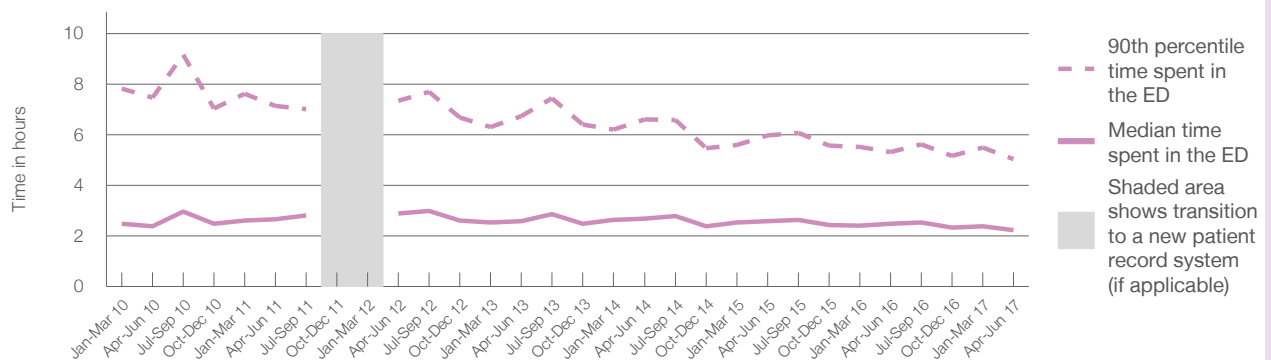
90th percentile time spent in the ED⁹ 5 hours and 2 minutes

Same period last year	NSW (this period)
6,241	6,241
2 hours and 29 minutes	2 hours and 46 minutes
5 hours and 19 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 2m

(†) 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
April to June 2017

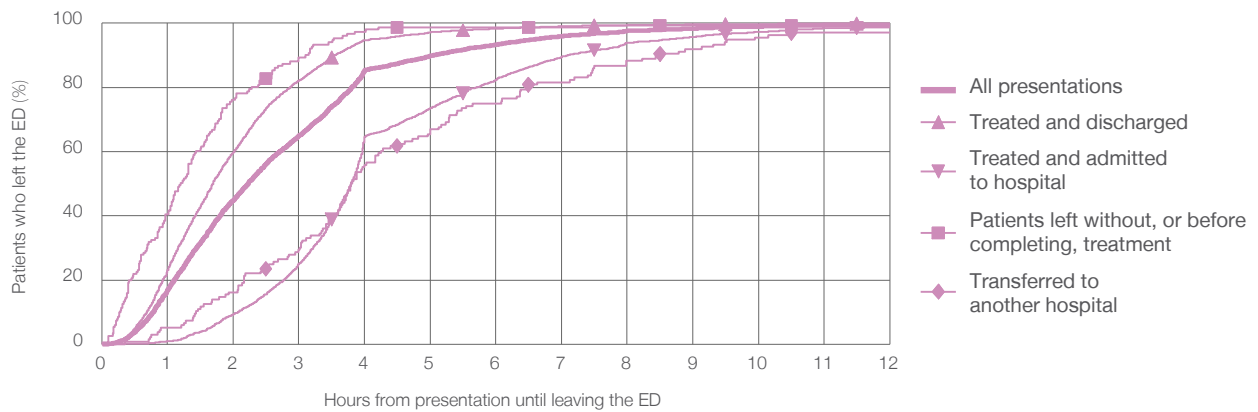
All presentations:¹ 6,543 patients

Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

Treated and discharged	4,382 (67.0%)
Treated and admitted to hospital	1,864 (28.5%)
Patient left without, or before completing, treatment	151 (2.3%)
Transferred to another hospital	136 (2.1%)
Other	10 (0.2%)

Same period last year	Change since one year ago
6,241	4.8%
3,882	12.9%
1,942	-4.0%
234	-35.5%
179	-24.0%
4	150.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	23.1%	59.8%	82.2%	94.7%	98.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	9.3%	25.2%	64.6%	82.4%	93.9%	97.4%	98.7%
Patient left without, or before completing, treatment	40.4%	76.2%	89.4%	97.4%	98.7%	99.3%	99.3%	99.3%
Transferred to another hospital	5.1%	16.2%	29.4%	55.9%	75.0%	88.2%	95.6%	97.1%
All presentations	16.9%	44.9%	65.0%	85.4%	93.3%	97.6%	99.0%	99.5%

(†) 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.

Ryde 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:¹ 6,543 patients

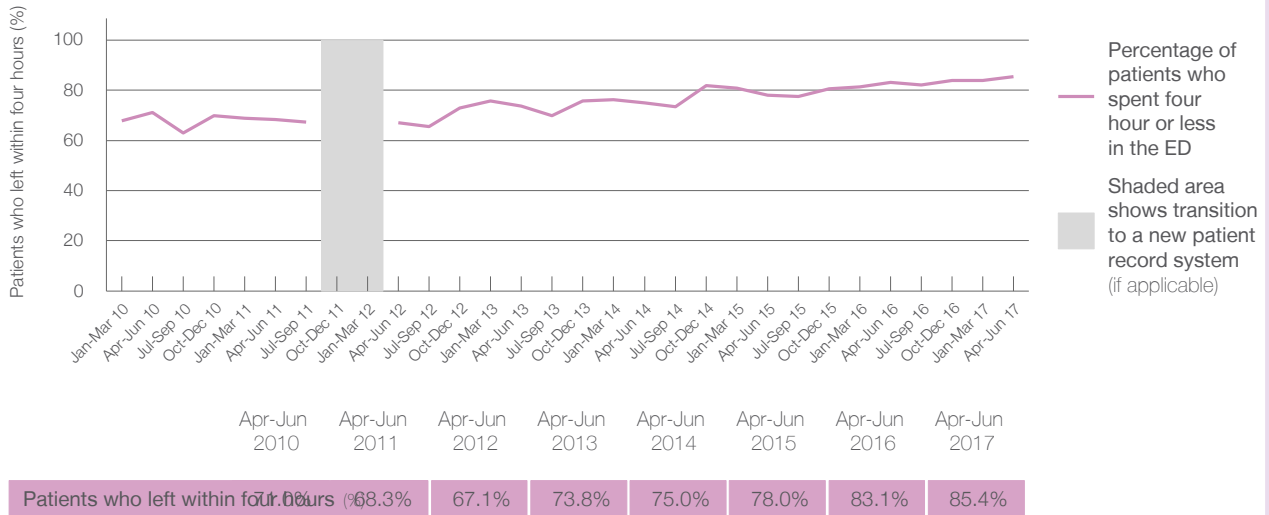
Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

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 6,543 patients	6,241	4.8%
Presentations used to calculate time to leaving the ED: ⁶ 6,543 patients	6,241	4.8%
Percentage of patients who spent four hours or less in the ED	83.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Shellharbour Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 7,334 patients
Emergency presentations:² 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 treatment³

April to June 2017

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

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  13 minutes



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

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  68 minutes

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

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  115 minutes

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

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  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:⁶ 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.

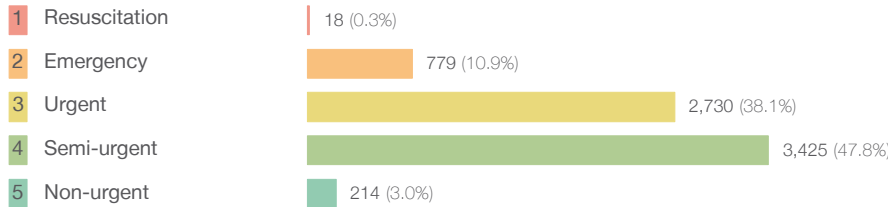
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Shellharbour Hospital: Patients presenting to the emergency department

April to June 2017

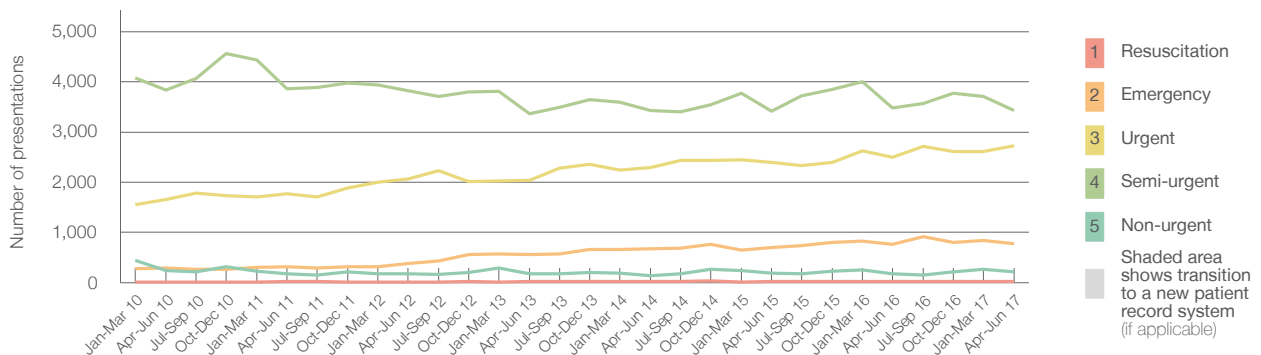
All presentations:¹ 7,334 patients

Emergency presentations² by triage category: 7,166 patients



Same period last year	Change since one year ago
7,224	1.5%
6,950	3.1%
19	-5.3%
768	1.4%
2,501	9.2%
3,485	-1.7%
177	20.9%

Emergency presentations² 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:⁷ 1,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,545	
10 minutes	0 minutes
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

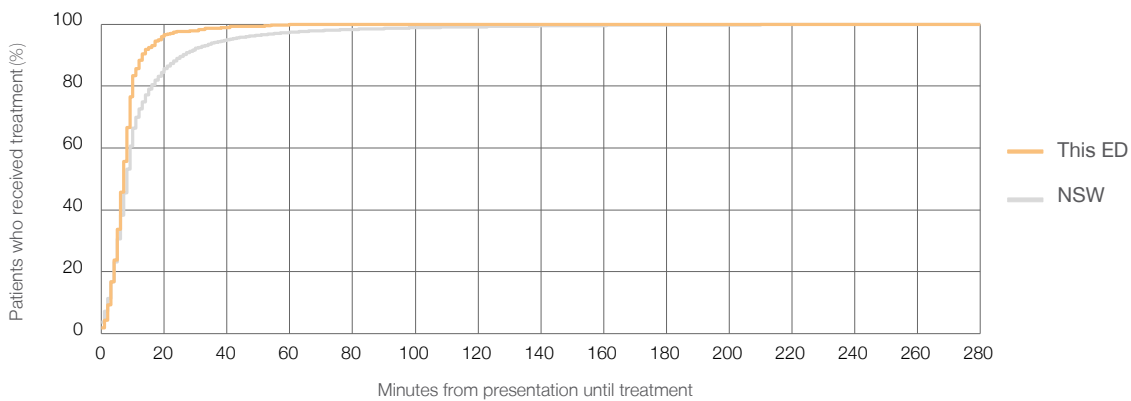
Number of triage 2 patients used to calculate waiting time:³ 778

Median time to start treatment⁴ 7 minutes

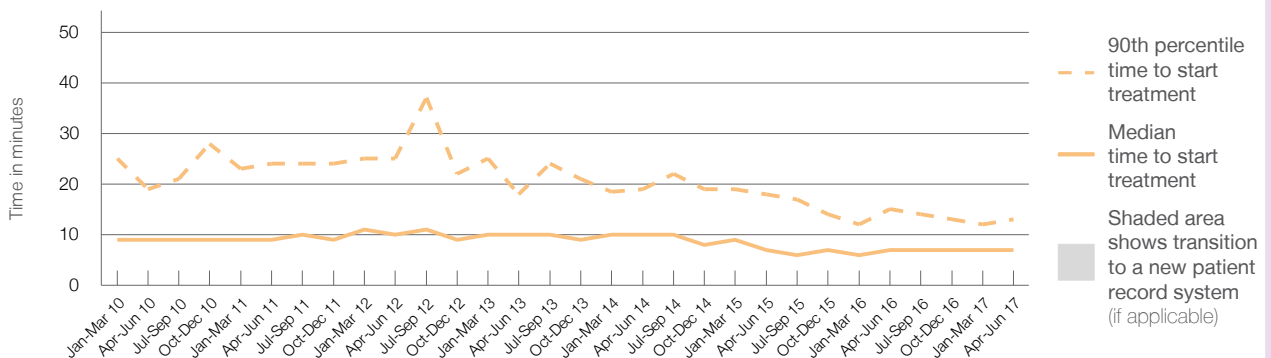
90th percentile time to start treatment⁵ 13 minutes

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^{†‡}



	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 ⁴ (minutes)	9	9	10	10	10	7	7	7
90th percentile time to start treatment ⁵ (minutes)	19	24	25	18	19	18	15	13

(†) 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 April to June 2017

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

Number of triage 3 patients: 2,730

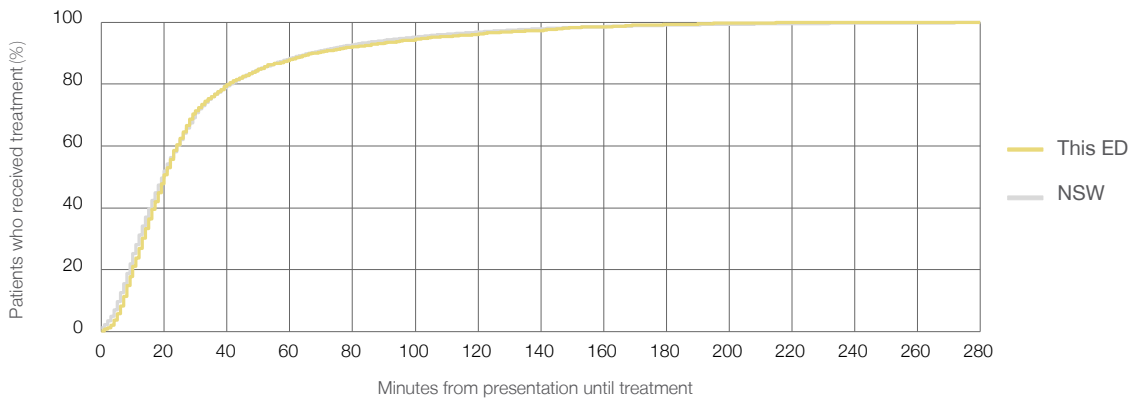
Number of triage 3 patients used to calculate waiting time:³ 2,698

Median time to start treatment⁴ 20 minutes

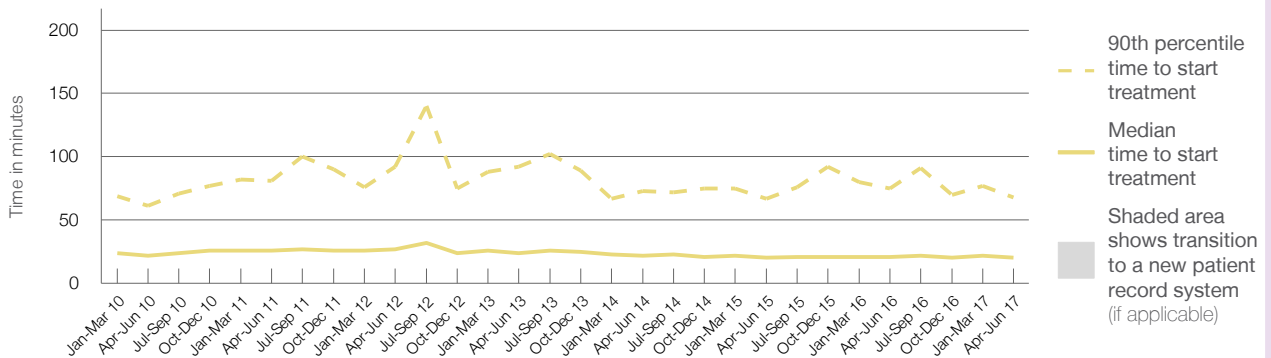
90th percentile time to start treatment⁵ 68 minutes

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^{†‡}



	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 ⁴ (minutes)	22	26	27	24	22	20	21	20
90th percentile time to start treatment ⁵ (minutes)	61	81	92	92	73	67	75	68

(†) 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 April to June 2017

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

Number of triage 4 patients: 3,425

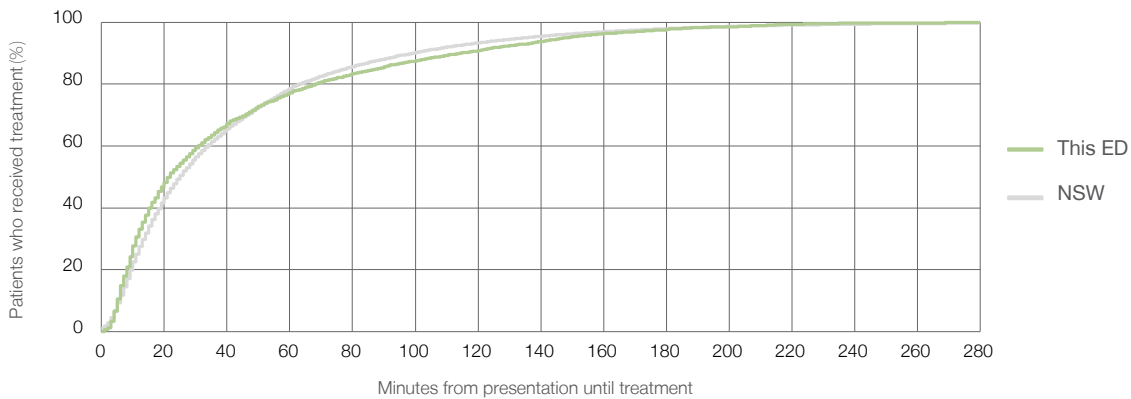
Number of triage 4 patients used to calculate waiting time:³ 3,217

Median time to start treatment⁴ 22 minutes

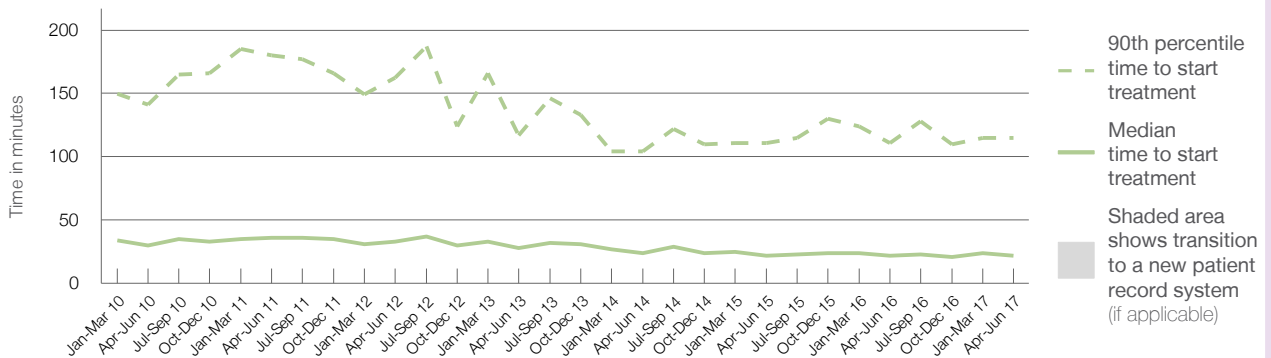
90th percentile time to start treatment⁵ 115 minutes

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^{†‡}



	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 ⁴ (minutes)	30	36	33	28	24	22	22	22
90th percentile time to start treatment ⁵ (minutes)	141	180	163	117	104	111	111	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.

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

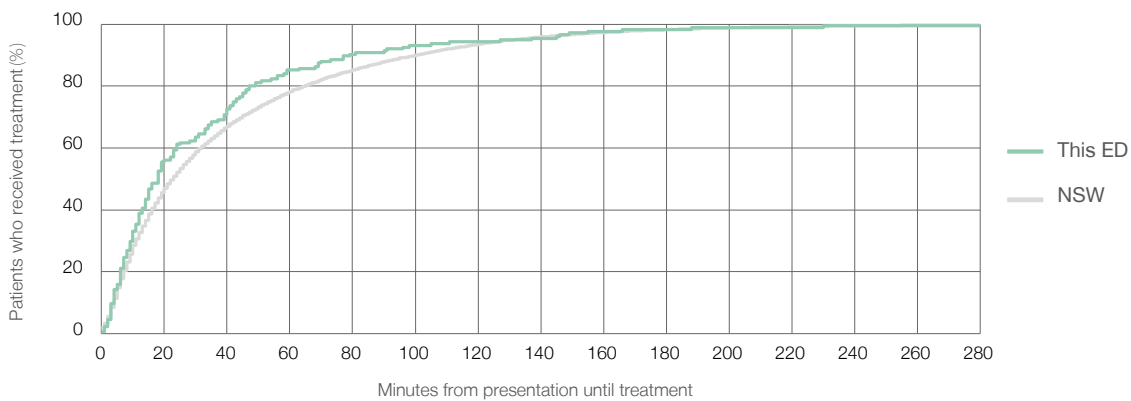
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 18 minutes

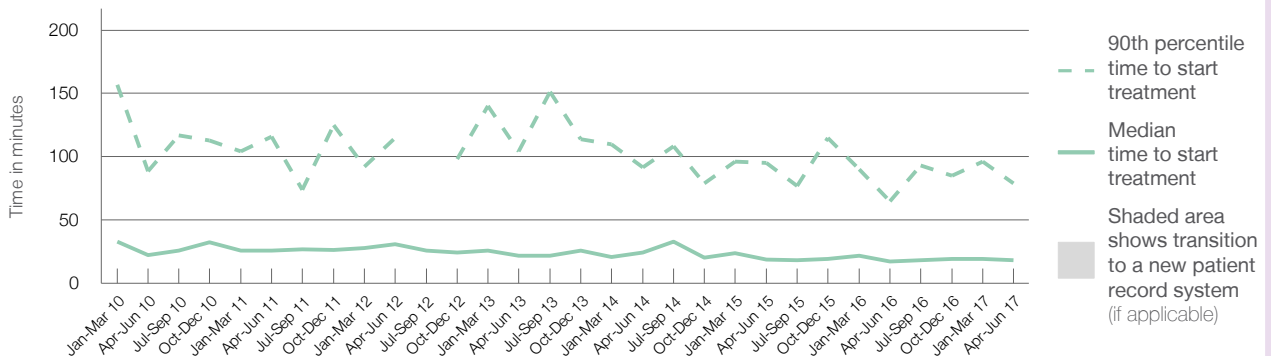
90th percentile time to start treatment⁵ 79 minutes

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^{†‡}



	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 ⁴ (minutes)	23	26	31	22	25	19	17	18
90th percentile time to start treatment ⁵ (minutes)	89	116	115	104	92	95	65	79

(†) 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

April to June 2017

All presentations:¹ 7,334 patients

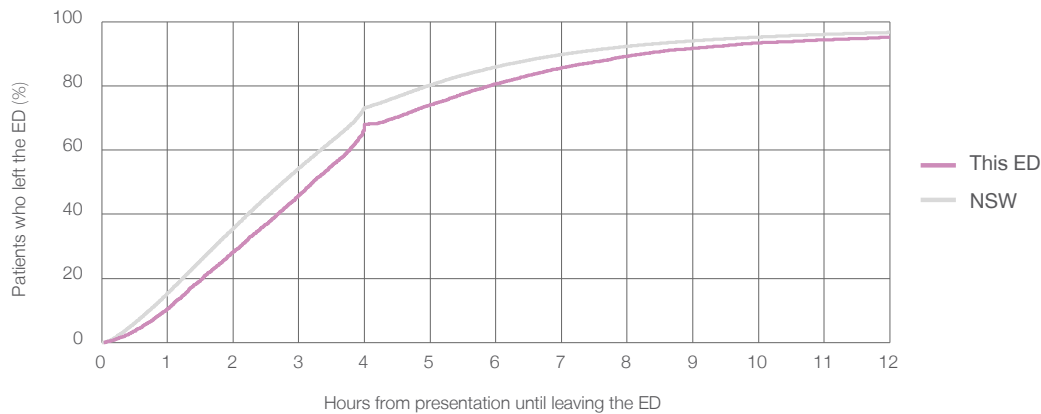
Presentations used to calculate time to leaving the ED:⁶ 7,333 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

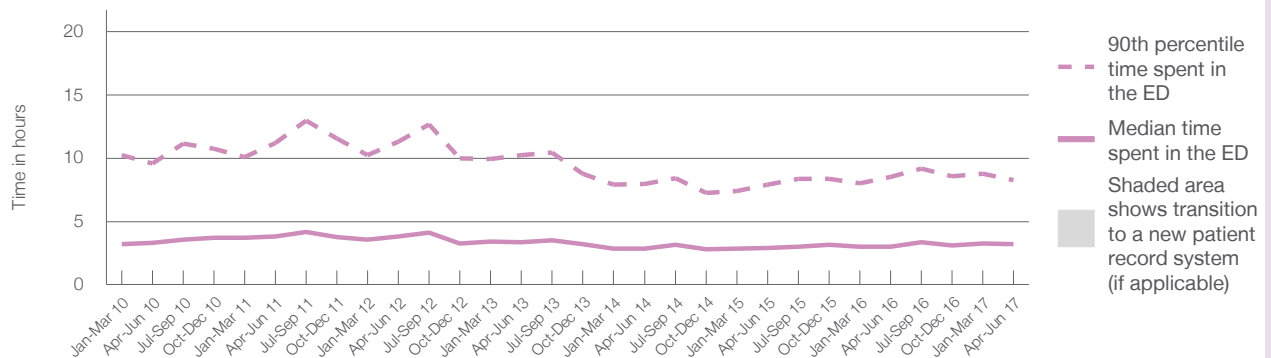
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	3h 18m	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m	3h 13m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	11h 12m	11h 19m	10h 13m	7h 59m	7h 55m	8h 31m	8h 15m

(†) 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
April to June 2017

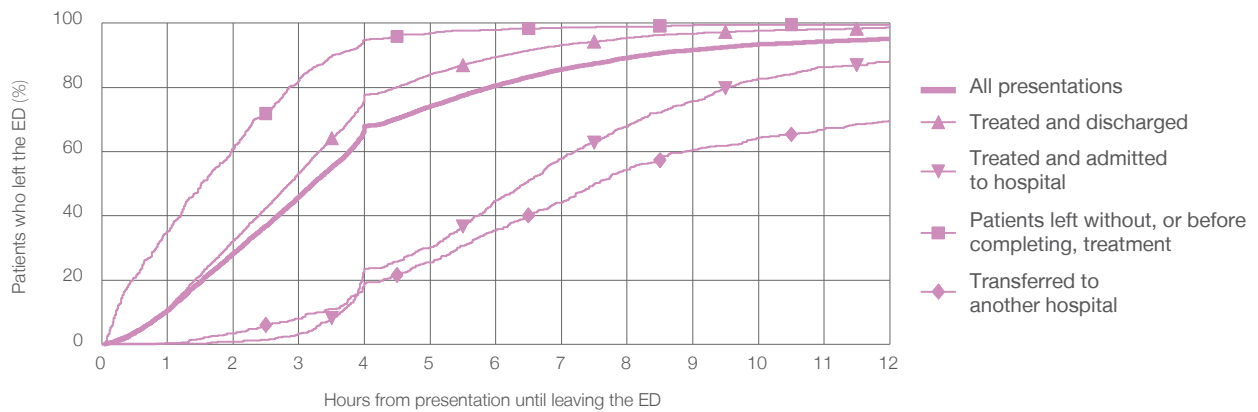
All presentations:¹ 7,334 patients

Presentations used to calculate time to leaving the ED:⁶ 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^{†‡}



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%

(†) 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

April to June 2017

All presentations at the emergency department:¹ 7,334 patients

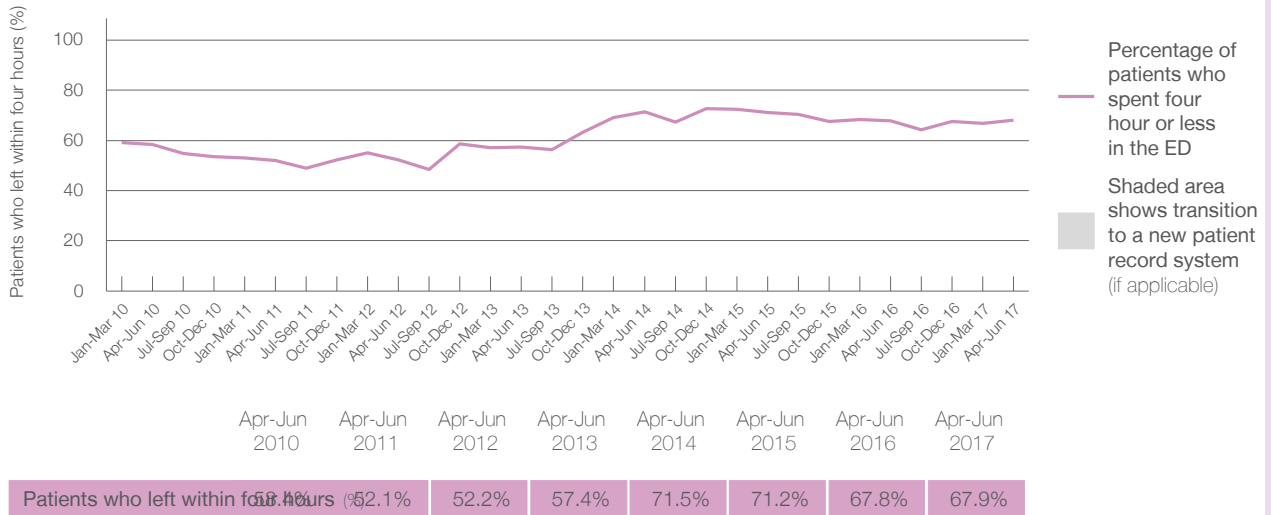
Presentations used to calculate time to leaving the ED:⁶ 7,333 patients

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



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

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

South East Regional Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 4,109 patients
Emergency presentations:² 3,816 patients

Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%



South East Regional Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 392 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): 1,340 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): 1,653 patients

Median time to start treatment⁴  26 minutes
90th percentile time to start treatment⁵  103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  103 minutes

Same period last year	NSW (this period)
263	
8 minutes	8 minutes
24 minutes	26 minutes
996	
24 minutes	20 minutes
70 minutes	67 minutes
1,738	
41 minutes	25 minutes
128 minutes	99 minutes
807	
50 minutes	23 minutes
151 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,109 patients

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

Same period last year	Change since one year ago
4,002	2.7%
75.8%	

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.

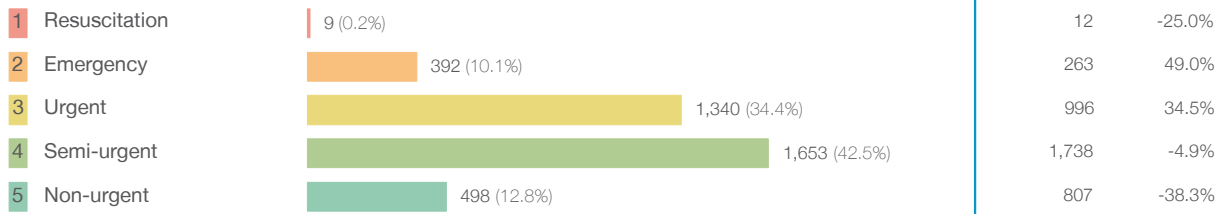
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

South East Regional Hospital: Patients presenting to the emergency department

April to June 2017

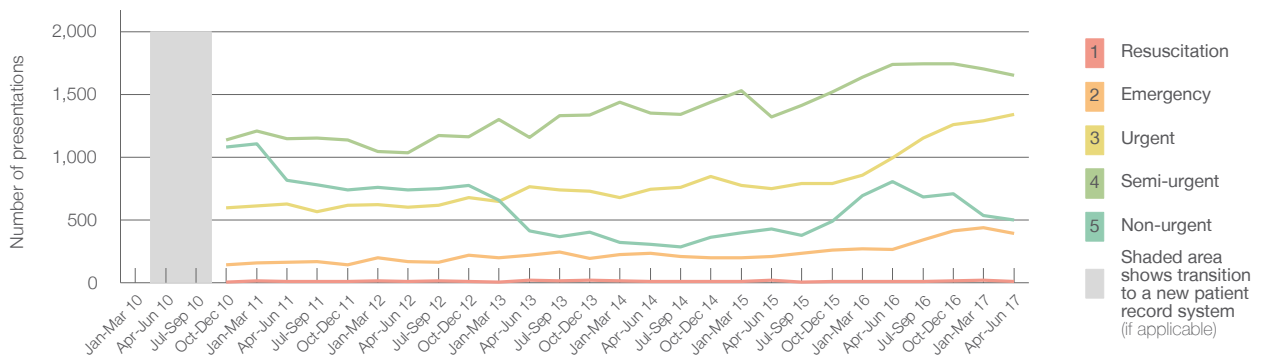
All presentations:¹ 4,109 patients

Emergency presentations² by triage category: 3,892 patients



Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%
12	-25.0%
263	49.0%
996	34.5%
1,738	-4.9%
807	-38.3%

Emergency presentations² 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		8	11	21	12	18	12	9
Emergency		164	168	221	236	210	263	392
Urgent		629	599	763	745	750	996	1,340
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653
Non-urgent		817	740	414	304	430	807	498
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892

South East Regional Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 959 patients

ED Transfer of care time



Same period last year	Change since one year ago
625	
13 minutes	-2 minutes
29 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

April to June 2017

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

Number of triage 2 patients: 392

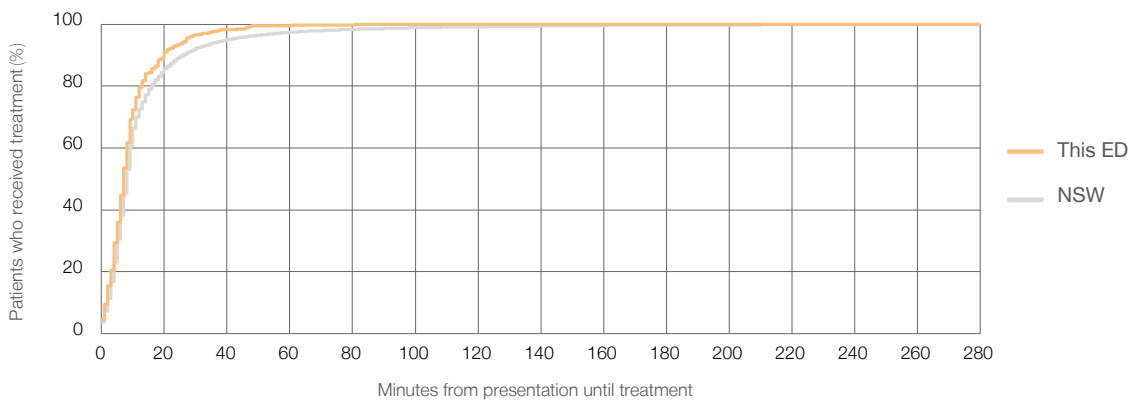
Number of triage 2 patients used to calculate waiting time:³ 392

Median time to start treatment⁴ 7 minutes

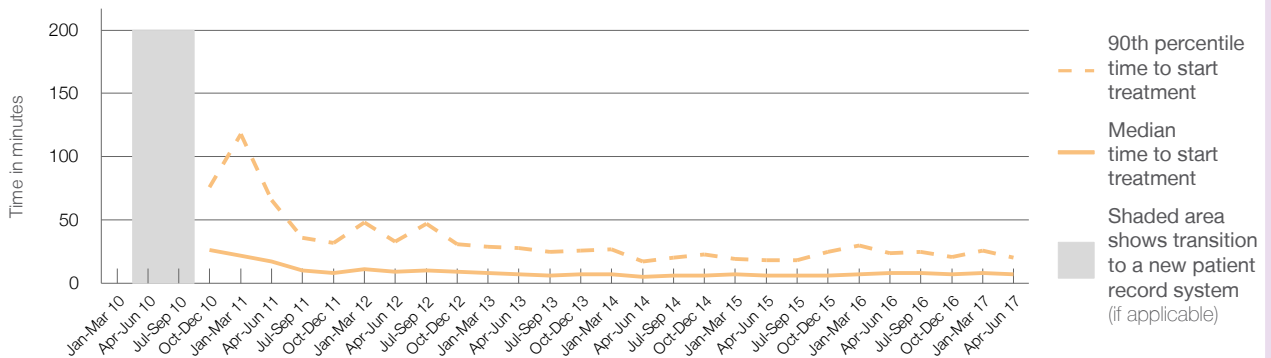
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
263	263
8 minutes	8 minutes
24 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^{†‡}



	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 ⁴ (minutes)		17	9	7	5	6	8	7
90th percentile time to start treatment ⁵ (minutes)		66	33	28	17	18	24	20

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

April to June 2017

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

Number of triage 3 patients: 1,340

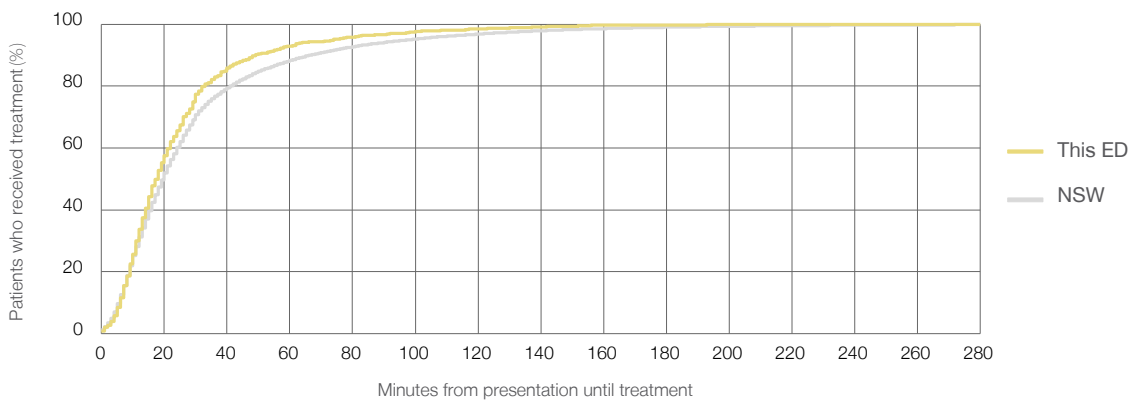
Number of triage 3 patients used to calculate waiting time:³ 1,326

Median time to start treatment⁴ 18 minutes

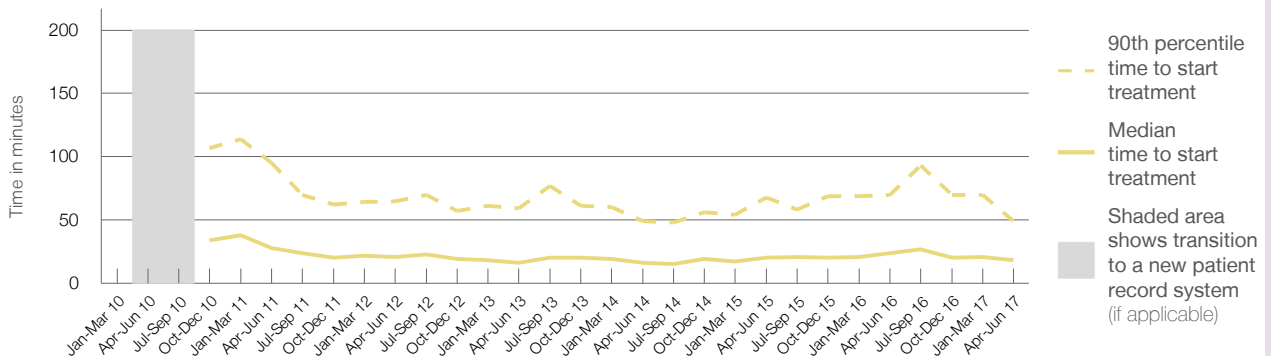
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
996	
978	
24 minutes	20 minutes
70 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^{†‡}



	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 ⁴ (minutes)		28	21	16	16	20	24	18
90th percentile time to start treatment ⁵ (minutes)		95	65	59	49	68	70	49

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 April to June 2017

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

Number of triage 4 patients: 1,653

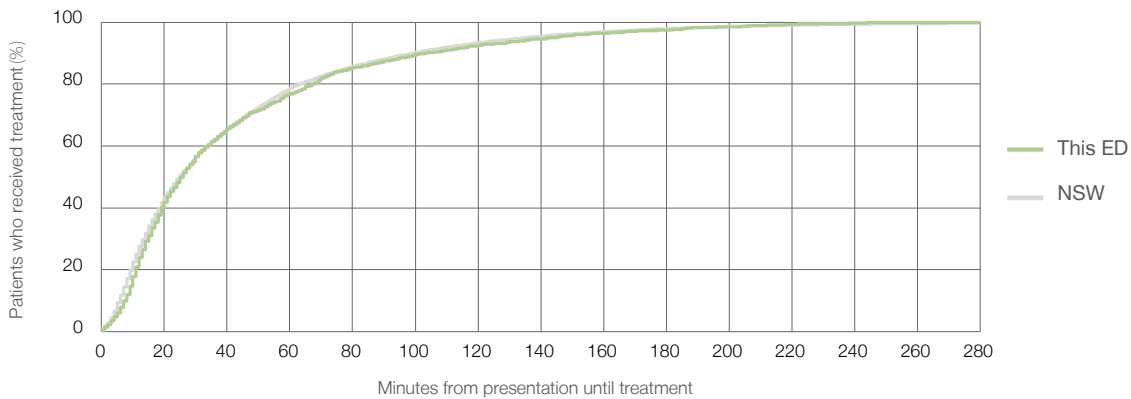
Number of triage 4 patients used to calculate waiting time:³ 1,585

Median time to start treatment⁴ 26 minutes

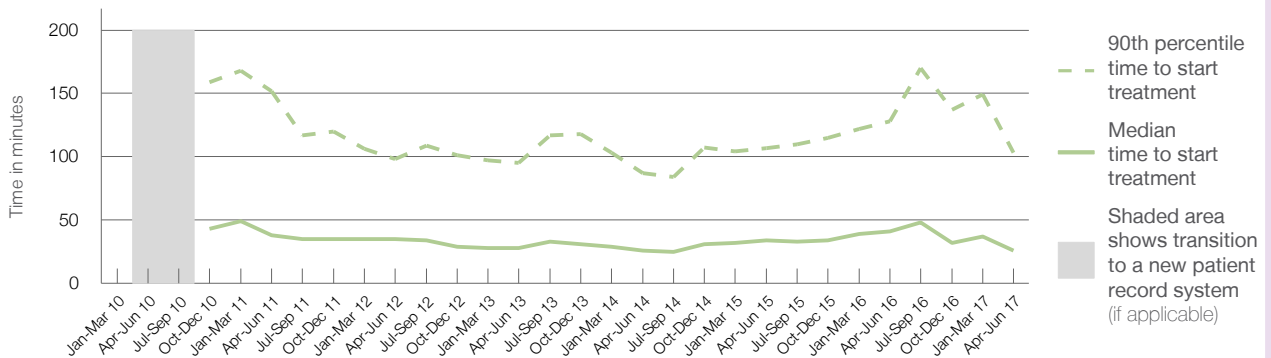
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,738	
1,602	
41 minutes	25 minutes
128 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^{†‡}



	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 ⁴ (minutes)		38	35	28	26	34	41	26
90th percentile time to start treatment ⁵ (minutes)		152	98	95	87	107	128	103

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

April to June 2017

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

Number of triage 5 patients: 498

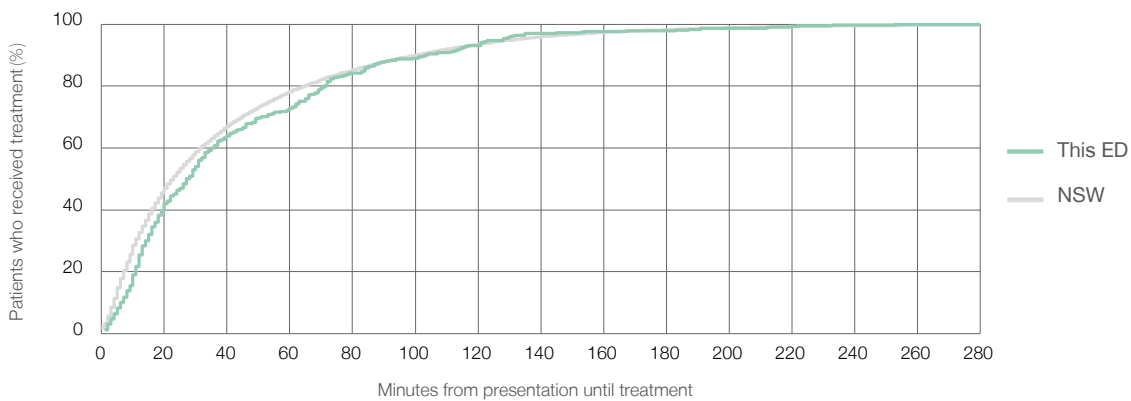
Number of triage 5 patients used to calculate waiting time:³ 423

Median time to start treatment⁴ 27 minutes

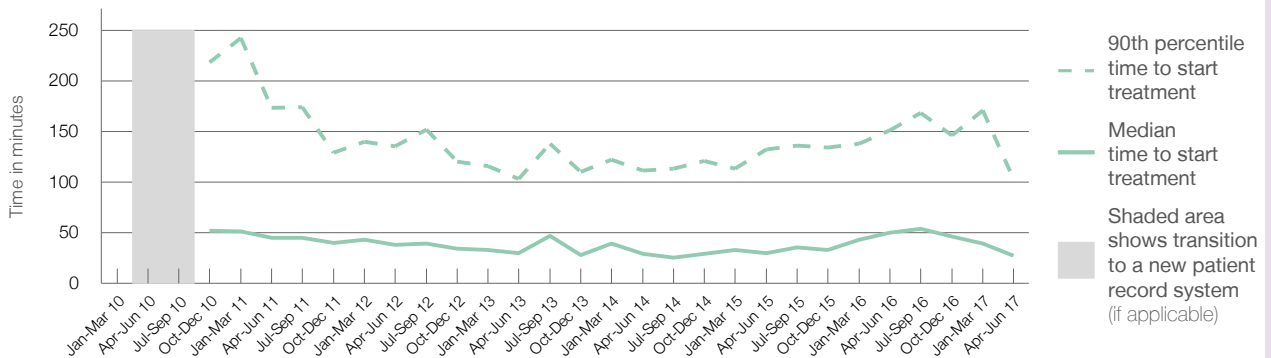
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
807	
671	
50 minutes	23 minutes
151 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^{†‡}



	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 ⁴ (minutes)		45	38	30	29	30	50	27
90th percentile time to start treatment ⁵ (minutes)		173	135	103	111	132	151	103

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 spent in the ED

April to June 2017

All presentations:¹ 4,109 patients

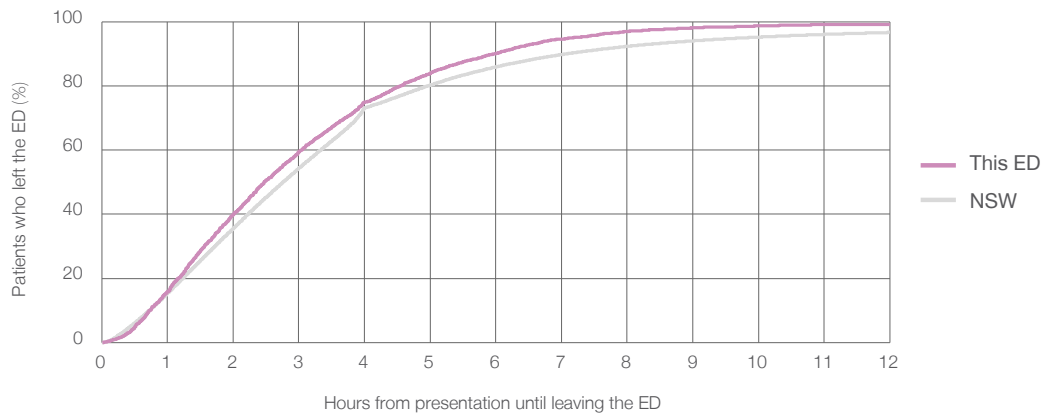
Presentations used to calculate time to leaving the ED:⁶ 4,109 patients

Median time spent in the ED⁸ 2 hours and 28 minutes

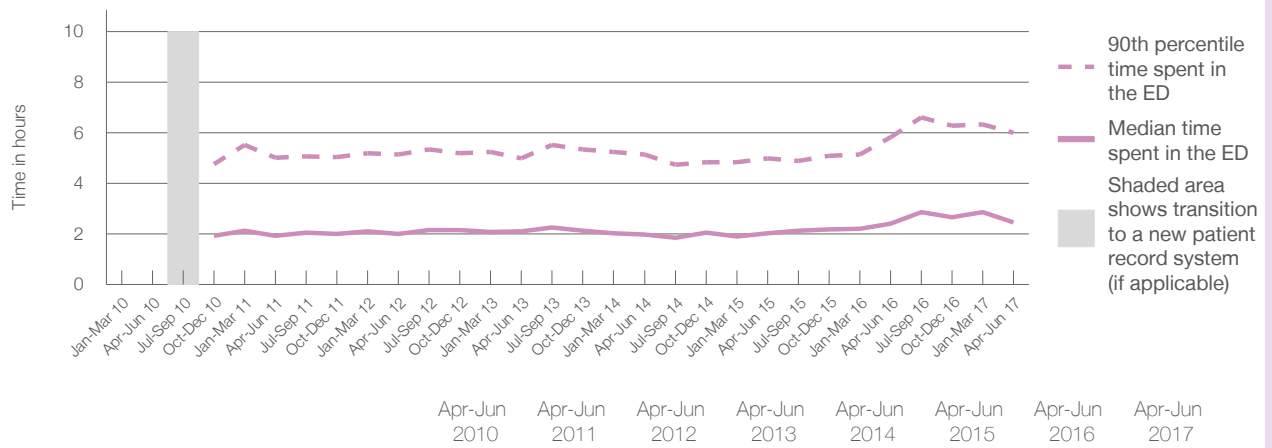
90th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
4,003	4,002
2 hours and 25 minutes	2 hours and 46 minutes
5 hours and 49 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m

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 spent in the ED
By mode of separation
April to June 2017

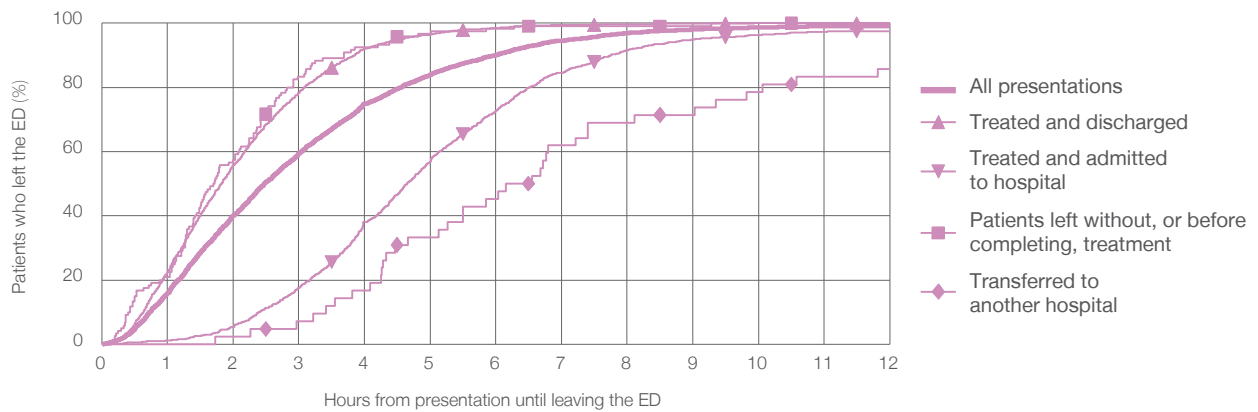
All presentations:¹ 4,109 patients

Presentations used to calculate time to leaving the ED:⁶ 4,109 patients

Treated and discharged	2,689 (65.4%)
Treated and admitted to hospital	1,249 (30.4%)
Patient left without, or before completing, treatment	120 (2.9%)
Transferred to another hospital	42 (1.0%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,002	2.7%
2,579	4.3%
1,123	11.2%
249	-51.8%
43	-2.3%
9	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	22.6%	55.8%	78.4%	92.1%	98.5%	99.8%	100%	100%
Treated and admitted to hospital	1.2%	5.4%	17.5%	38.0%	72.7%	91.6%	96.4%	97.6%
Patient left without, or before completing, treatment	20.8%	57.5%	83.3%	92.5%	98.3%	99.2%	100%	100%
Transferred to another hospital	0%	2.4%	7.1%	16.7%	45.2%	69.0%	78.6%	85.7%
All presentations	15.9%	40.1%	59.4%	74.9%	90.1%	96.9%	98.7%	99.1%

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 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:¹ 4,109 patients

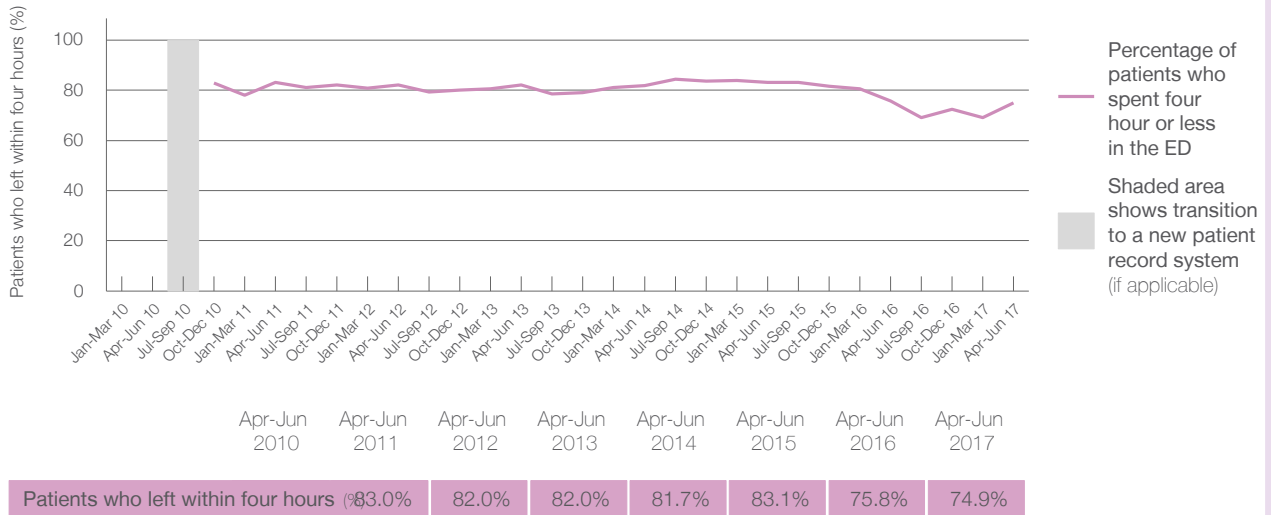
Presentations used to calculate time to leaving the ED:⁶ 4,109 patients

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	4,003	2.6%
Presentations used to calculate time to leaving the ED	4,002	2.7%
Percentage of patients who spent four hours or less in the ED	75.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).