

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

District group 1 hospitals  
(C1) peer group

**January to March 2018**

## Armidaire Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 3,883 patients

Emergency presentations:<sup>2</sup> 3,780 patients

Same period last year	Change since one year ago
4,163	-7%
4,014	-6%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 943 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,254 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
261	
8 minutes	8 minutes
30 minutes	23 minutes
1,071	
27 minutes	20 minutes
80 minutes	65 minutes
2,346	
37 minutes	25 minutes
145 minutes	98 minutes
327	
24 minutes	22 minutes
77 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,883 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
4,163	-7%
78%	

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

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

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

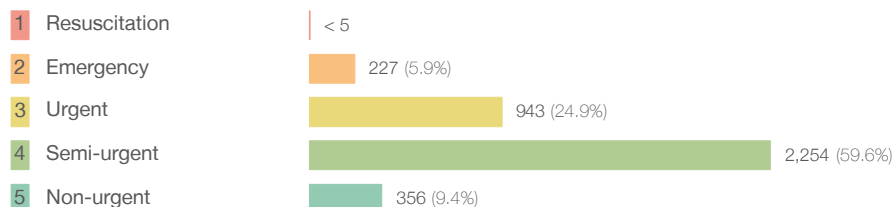
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Armidaire Hospital: Patients presenting to the emergency department

January to March 2018

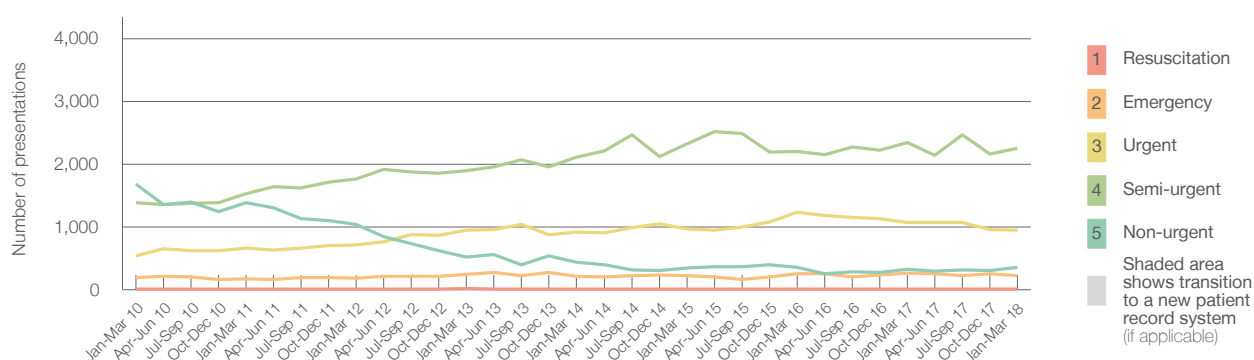
All presentations:<sup>1</sup> 3,883 patients

Emergency presentations<sup>2</sup> by triage category: 3,780 patients



Same period last year	Change since one year ago
4,163	-7%
4,014	-6%
9	*
261	-14.6%
1,071	-12.0%
2,346	-3.9%
327	8.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	5	5	< 5	17	5	7	7	9	< 5
Emergency	191	171	189	241	208	223	255	261	227
Urgent	538	658	712	946	914	972	1,232	1,071	943
Semi-urgent	1,390	1,533	1,762	1,899	2,106	2,321	2,201	2,346	2,254
Non-urgent	1,684	1,382	1,035	523	440	348	354	327	356
All emergency presentations	3,808	3,749	3,698	3,626	3,673	3,871	4,049	4,014	3,780

## Armidaire Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 285 patients <sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
547	
4 minutes	-1 minute
34 minutes	1 minute

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

January to March 2018

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

Number of triage 2 patients: 227

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 219

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

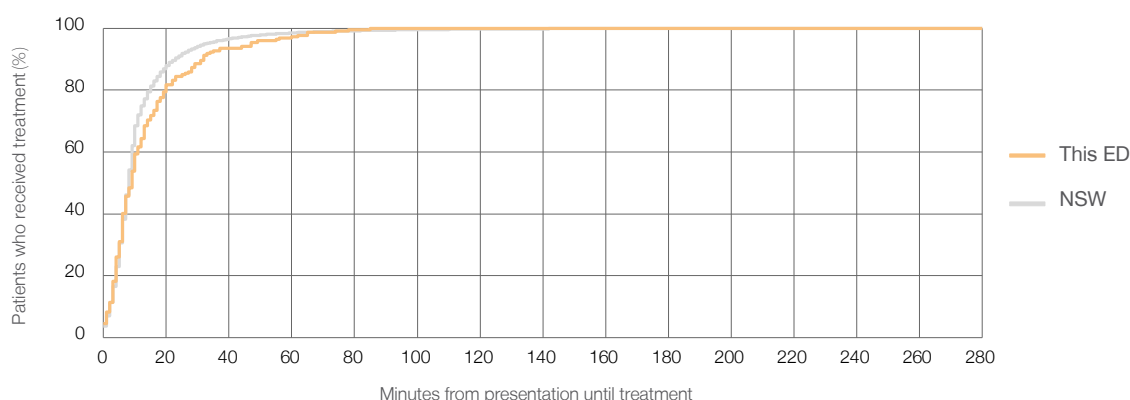
9 minutes

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

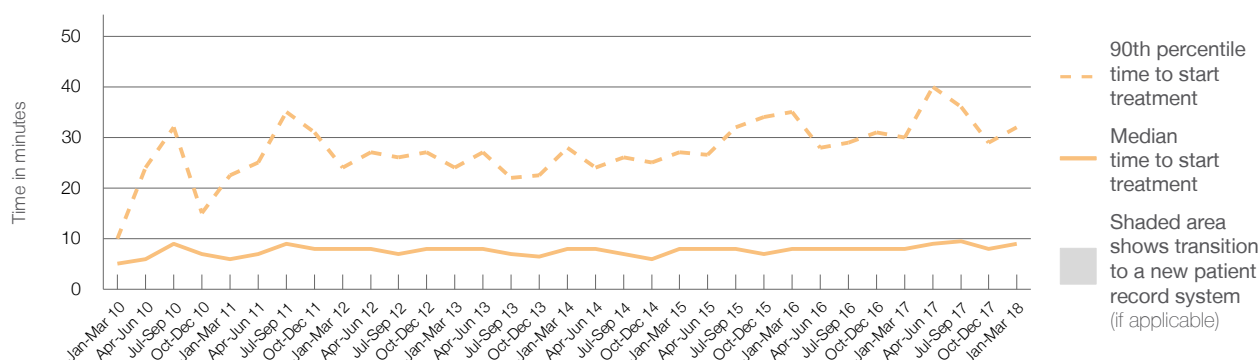
32 minutes

Same period last year	NSW (this period)
261	
257	
8 minutes	8 minutes
30 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	6	8	8	8	8	8	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	10	23	24	24	28	27	35	30	32

(†) 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.

## Armidaire Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 943

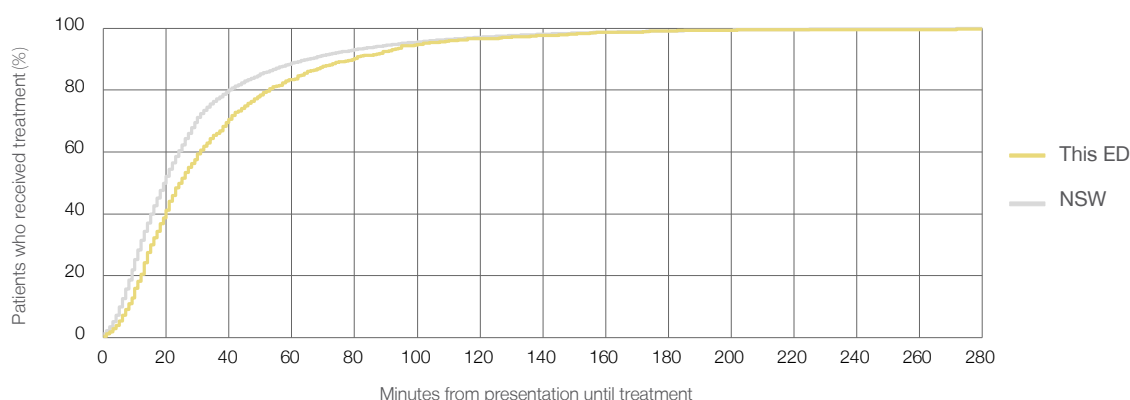
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 905

Median time to start treatment<sup>4</sup> 25 minutes

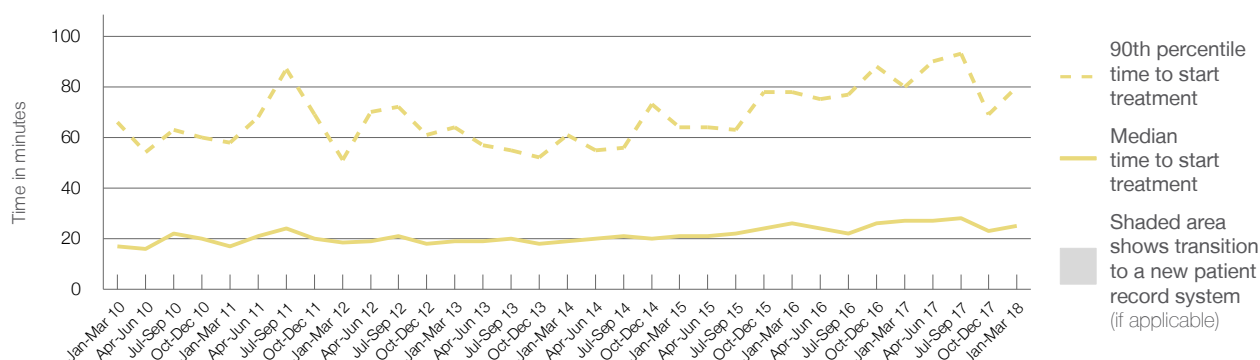
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
1,071	
1,035	
27 minutes	20 minutes
80 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	17	17	19	19	19	21	26	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)	66	58	51	64	61	64	78	80	80

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Armidaire Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,254

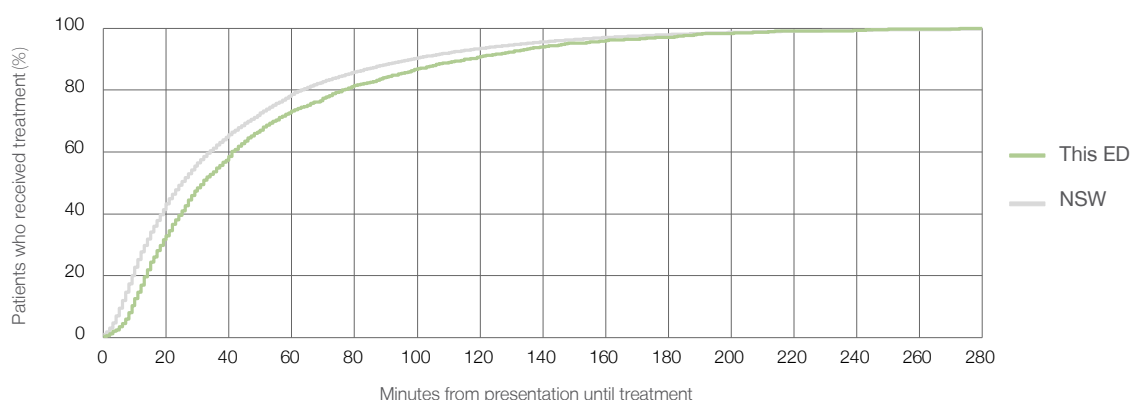
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,082

Median time to start treatment<sup>4</sup> 32 minutes

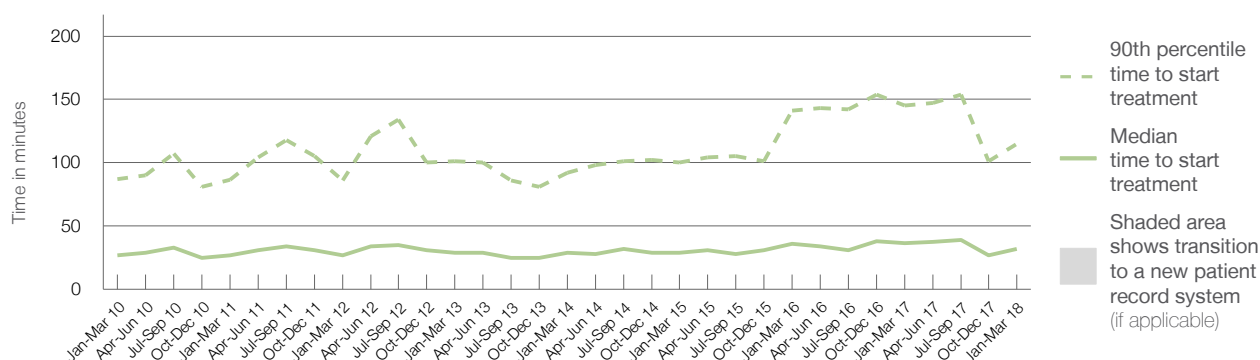
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
2,346	
2,094	
37 minutes	25 minutes
145 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	27	27	29	29	29	36	37	32
90th percentile time to start treatment <sup>5</sup> (minutes)	87	87	86	101	92	100	141	145	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.

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

January to March 2018

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

Number of triage 5 patients: 356

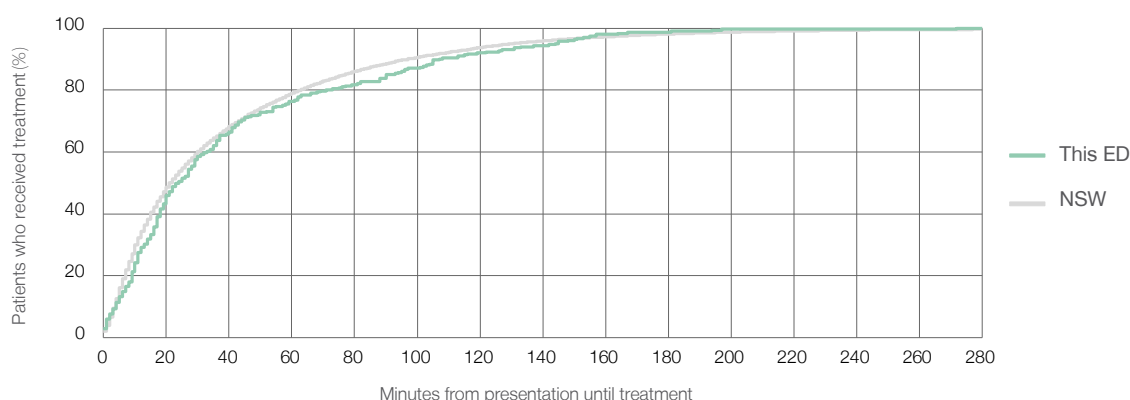
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 301

Median time to start treatment <sup>4</sup> 24 minutes

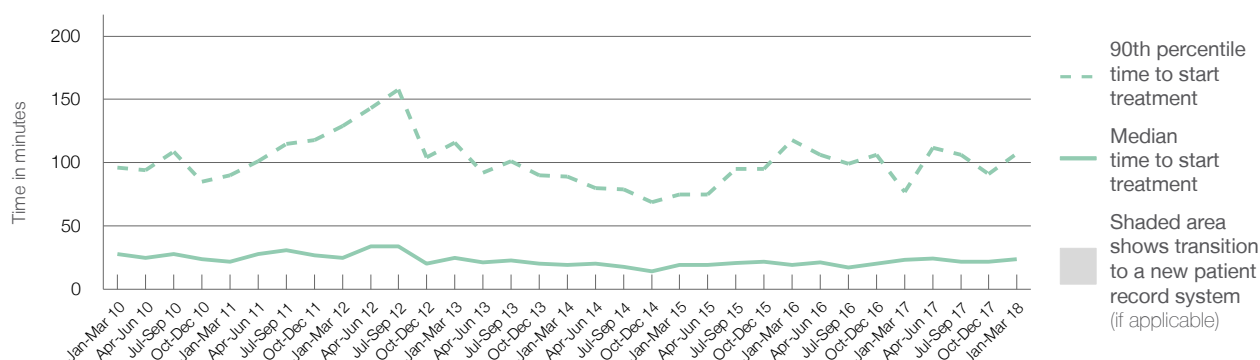
90th percentile time to start treatment <sup>5</sup> 107 minutes

Same period last year	NSW (this period)
327	
248	
24 minutes	22 minutes
77 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	22	25	25	19	19	19	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	96	90	129	116	89	75	118	77	107

(†) 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.

## Armidaire Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 3,883 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,883 patients

Median time spent in the ED<sup>8</sup>

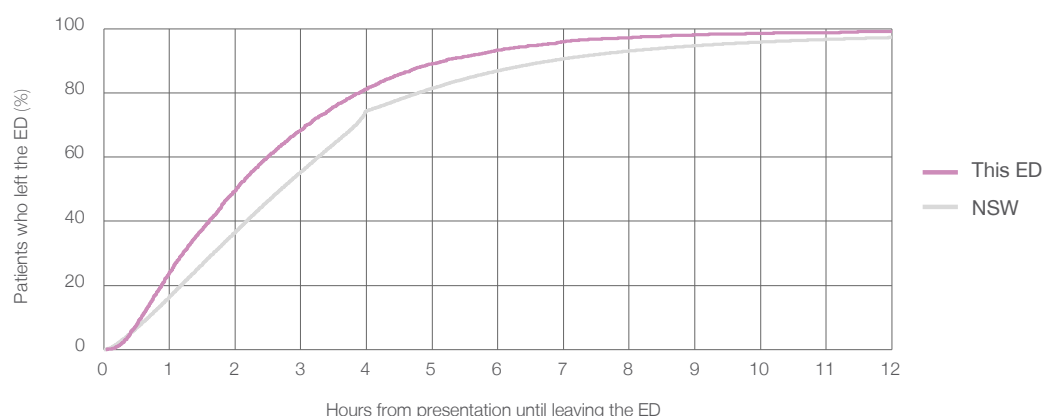
2 hours and 1 minutes

90th percentile time spent in the ED<sup>9</sup>

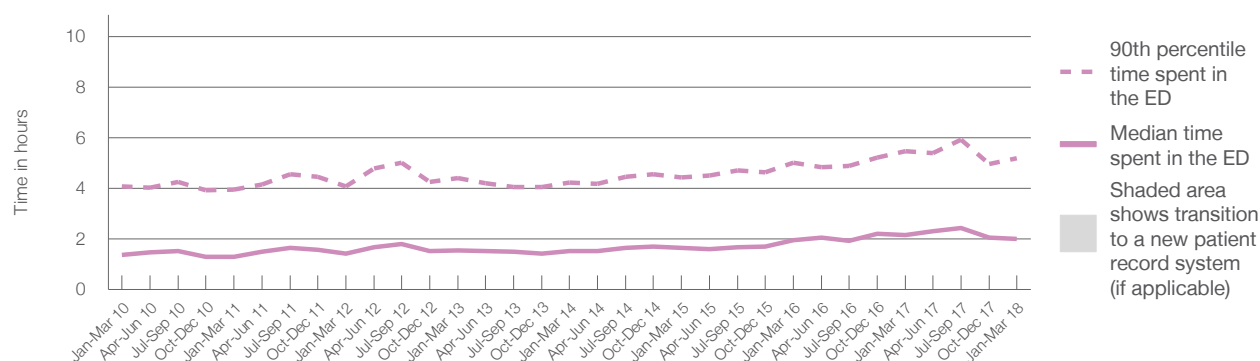
5 hours and 12 minutes

Same period last year	NSW (this period)
4,163	
4,163	
2 hours and 10 minutes	2 hours and 42 minutes
5 hours and 28 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 23m	1h 18m	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m	2h 1m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 5m	3h 58m	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m	5h 12m

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

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## Armidaire Hospital: Time patients spent in the ED

By mode of separation

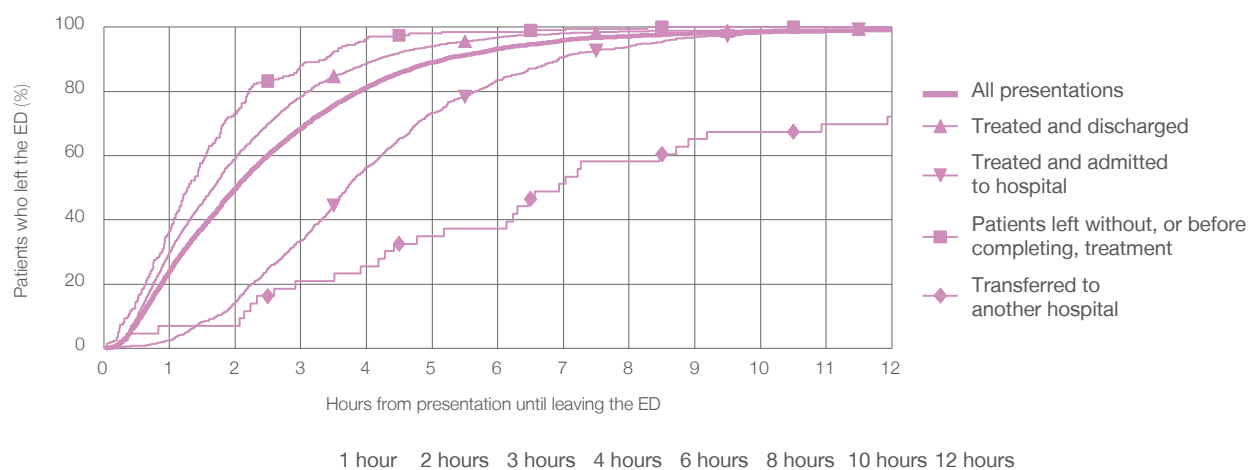
January to March 2018

All presentations:<sup>†</sup> 3,883 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,883 patients

		Same period last year	Change since one year ago
Treated and discharged	2,784 (71.7%)	4,163	-7%
Treated and admitted to hospital	836 (21.5%)	2,850	-2.3%
Patient left without, or before completing, treatment	203 (5.2%)	922	-9.3%
Transferred to another hospital	43 (1.1%)	307	-33.9%
Other	17 (0.4%)	58	-25.9%
		26	-34.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.9%	59.3%	78.3%	88.5%	96.8%	98.6%	99.1%	99.5%
Treated and admitted to hospital	2.3%	14.4%	33.5%	56.2%	83.5%	93.9%	98.1%	99.3%
Patient left without, or before completing, treatment	36.5%	72.9%	88.2%	96.6%	98.5%	99.5%	100%	100%
Transferred to another hospital	7.0%	7.0%	20.9%	25.6%	37.2%	58.1%	67.4%	72.1%
All presentations	24.1%	49.7%	68.5%	81.2%	93.3%	97.1%	98.5%	99.2%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Armida Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 3,883 patients

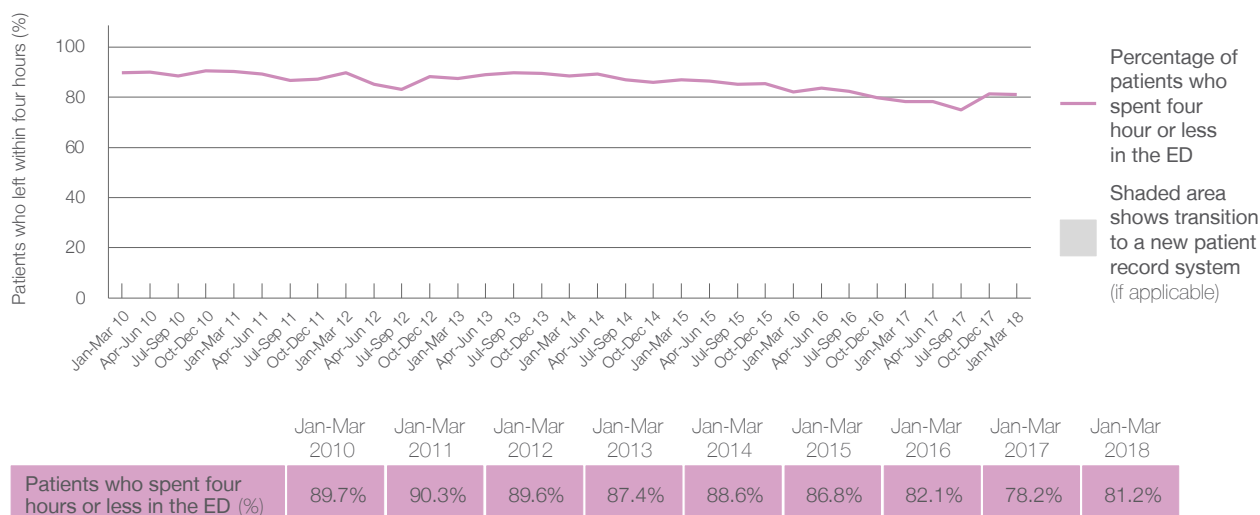
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,883 patients

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



Same period last year	Change since one year ago
4,163	-7%
4,163	-7%
78.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Bathurst Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Emergency presentations:<sup>2</sup> 6,182 patients

Same period last year	Change since one year ago
6,185	1%
6,107	1%

## Bathurst Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 630 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,085 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,864 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 577 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
684	
6 minutes	8 minutes
9 minutes	23 minutes
2,002	
15 minutes	20 minutes
47 minutes	65 minutes
2,749	
16 minutes	25 minutes
70 minutes	98 minutes
643	
13 minutes	22 minutes
83 minutes	97 minutes

## Bathurst Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,260 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,185	1%
77%	

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

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

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

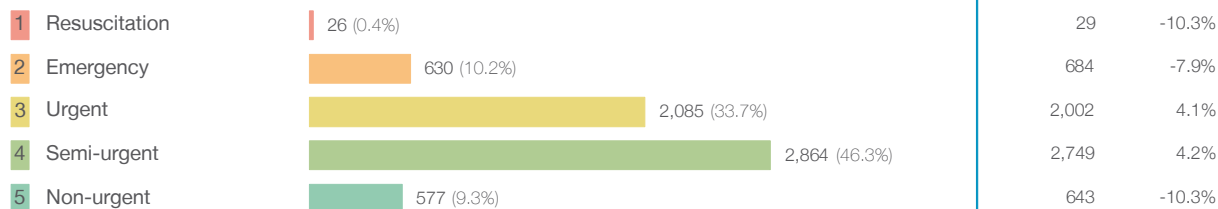
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Bathurst Health Service: Patients presenting to the emergency department

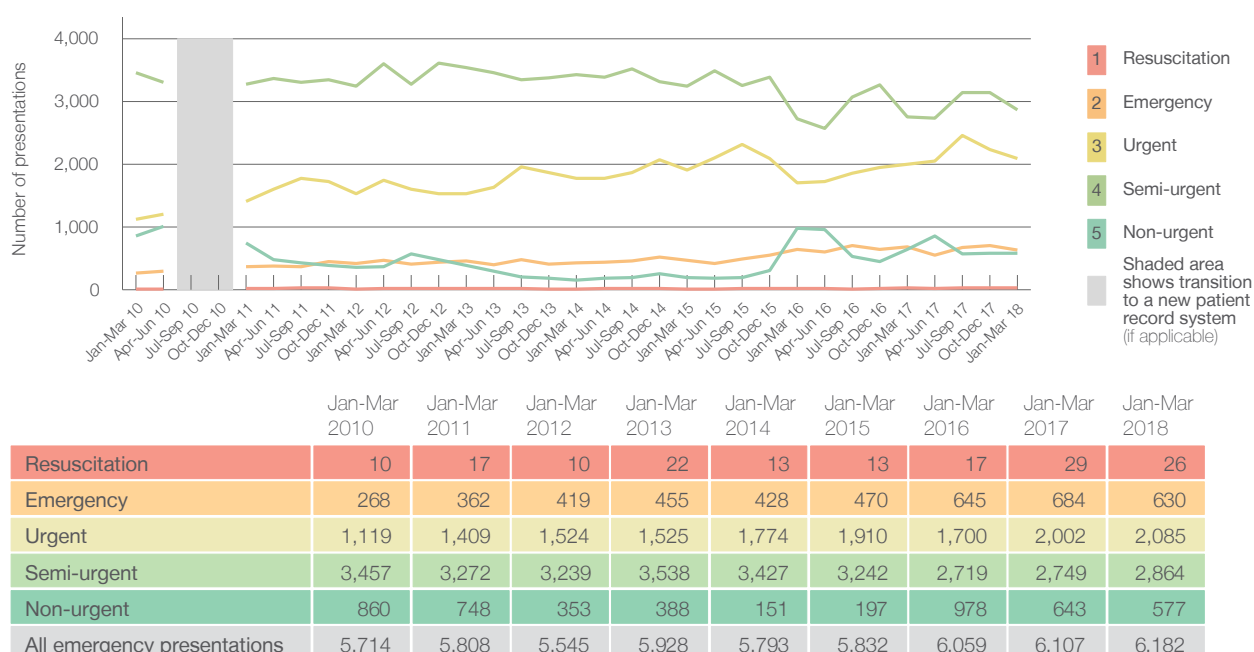
January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Emergency presentations<sup>2</sup> by triage category: 6,182 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Bathurst Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 922 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 Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 630

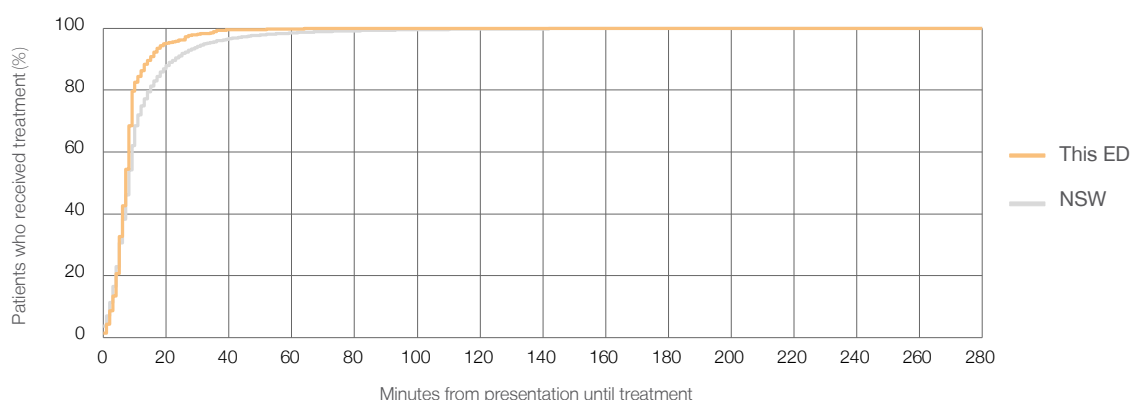
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 627

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

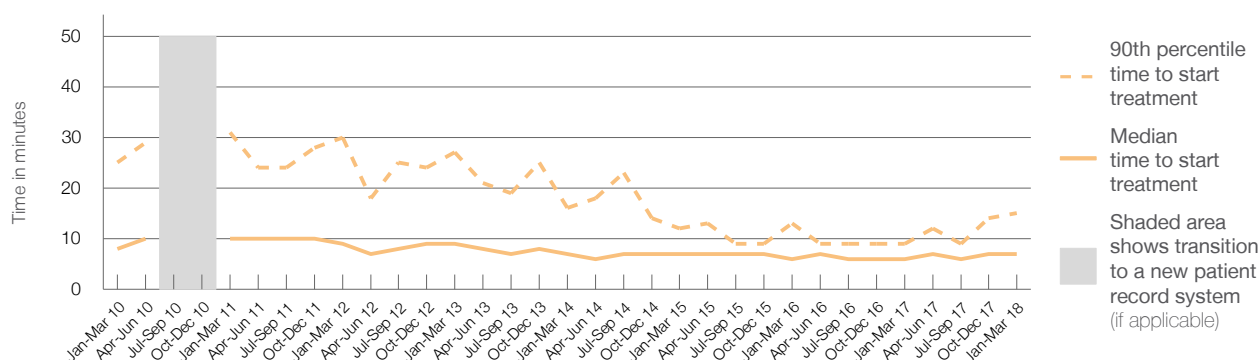
90th percentile time to start treatment<sup>5</sup> 15 minutes

Same period last year	NSW (this period)
684	684
6 minutes	8 minutes
9 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	10	9	9	7	7	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	25	31	30	27	16	12	13	9	15

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Bathurst Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,085

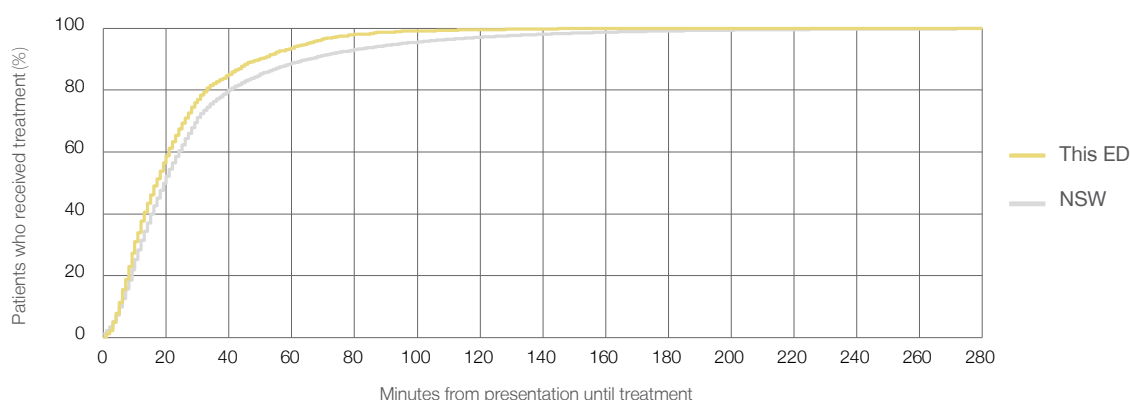
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,071

Median time to start treatment<sup>4</sup> 17 minutes

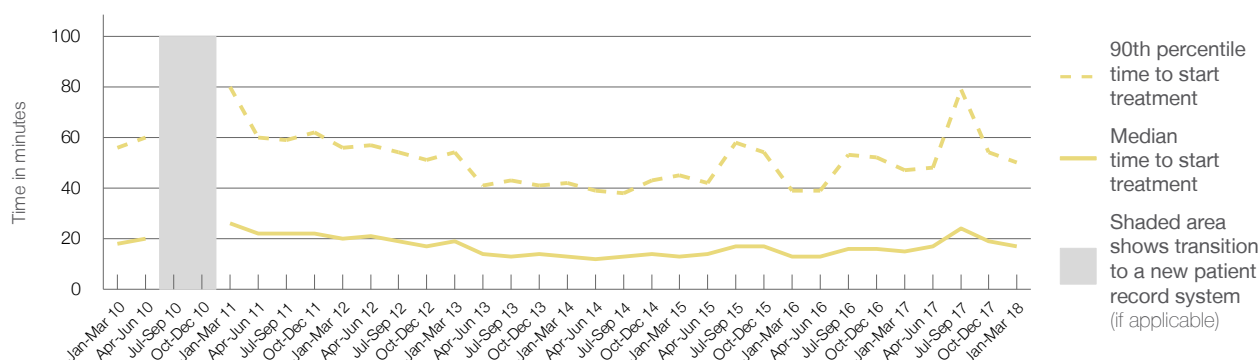
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
2,002	1,979
15 minutes	20 minutes
47 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	18	26	20	19	13	13	13	15	17
90th percentile time to start treatment <sup>5</sup> (minutes)	56	80	56	54	42	45	39	47	50

(†) 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 Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,864

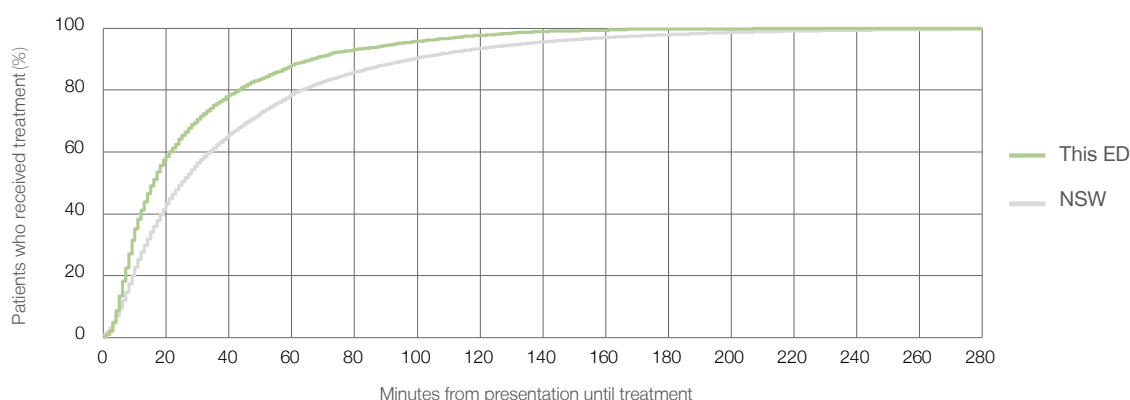
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,811

Median time to start treatment<sup>4</sup> 16 minutes

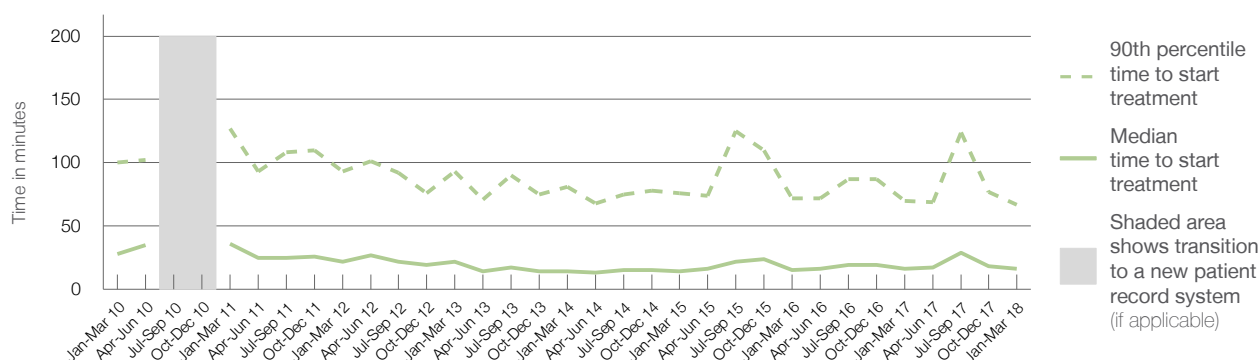
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
2,749	
2,638	
16 minutes	25 minutes
70 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	36	22	22	14	14	15	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	100	127	93	93	81	76	72	70	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.

## Bathurst Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 577

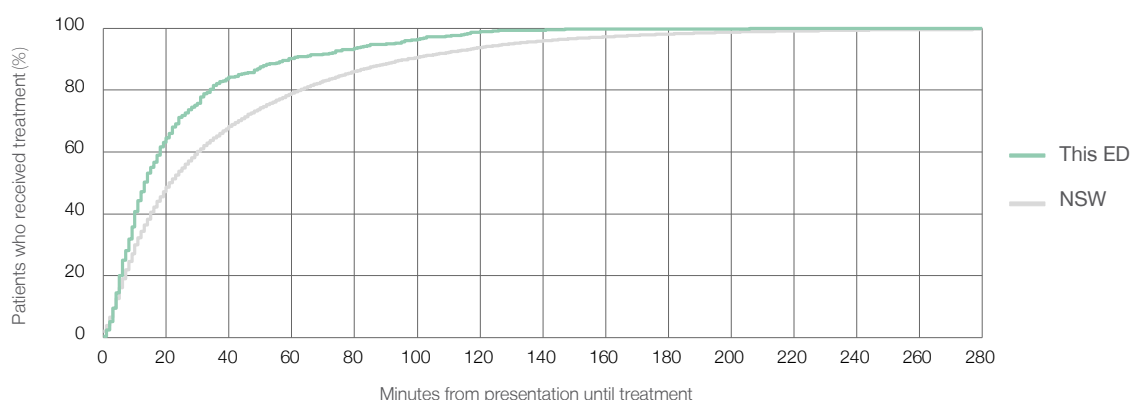
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 560

Median time to start treatment<sup>4</sup> 13 minutes

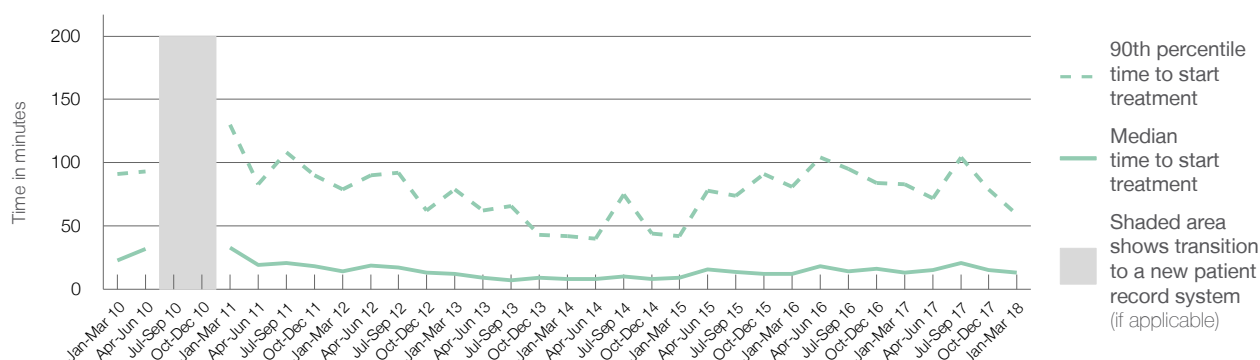
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
643	
575	
13 minutes	22 minutes
83 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	33	14	12	8	9	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	91	130	79	79	42	42	81	83	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.



## Bathurst Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,260 patients

Median time spent in the ED<sup>8</sup>

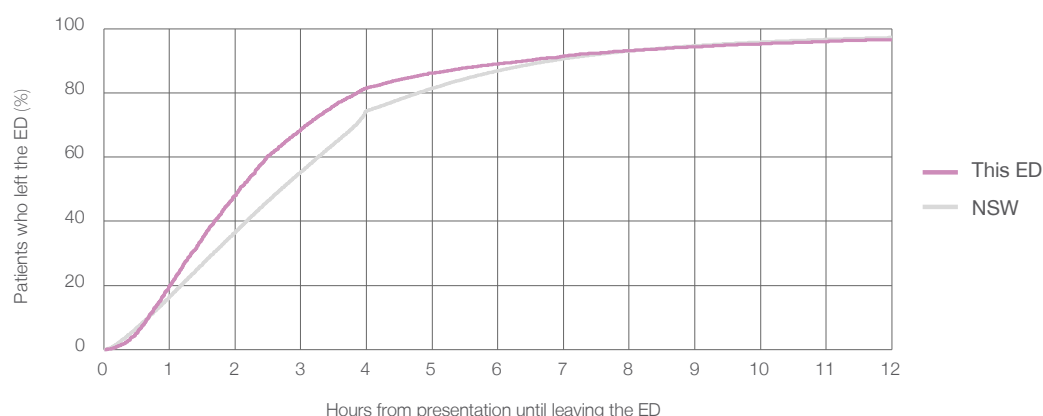
2 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup>

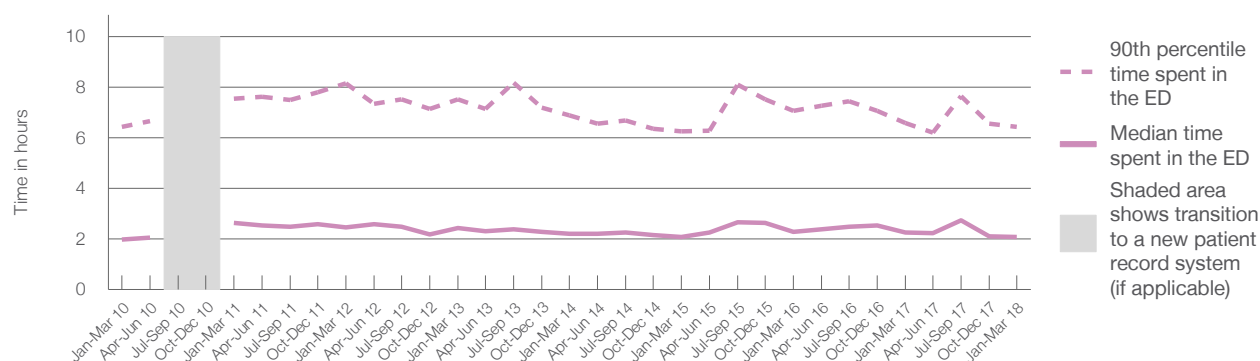
6 hours and 26 minutes

Same period last year	NSW (this period)
6,185	6,185
2 hours and 15 minutes	2 hours and 42 minutes
6 hours and 35 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 59m	2h 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 15m	2h 5m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 26m	7h 33m	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m	6h 26m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Bathurst Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

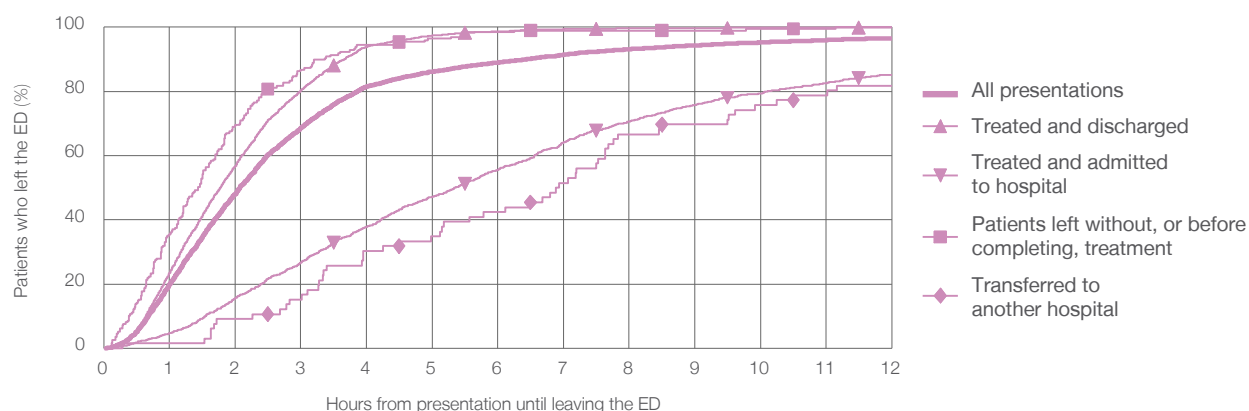
All presentations:<sup>†</sup> 6,261 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,260 patients

Treated and discharged	4,668 (74.6%)
Treated and admitted to hospital	1,304 (20.8%)
Patient left without, or before completing, treatment	197 (3.1%)
Transferred to another hospital	66 (1.1%)
Other	26 (0.4%)

Same period last year	Change since one year ago
6,185	1%
4,598	1.5%
1,162	12.2%
318	-38.1%
96	-31.3%
11	136.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	23.5%	56.8%	80.3%	94.0%	98.7%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.7%	15.6%	26.8%	37.9%	55.6%	70.6%	79.4%	85.1%
Patient left without, or before completing, treatment	35.5%	69.5%	86.8%	94.4%	98.5%	99.0%	99.5%	100%
Transferred to another hospital	1.5%	9.1%	15.2%	30.3%	42.4%	66.7%	75.8%	81.8%
All presentations	19.9%	48.1%	68.6%	81.5%	89.0%	93.1%	95.2%	96.6%

(†) 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.

## Bathurst Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,261 patients

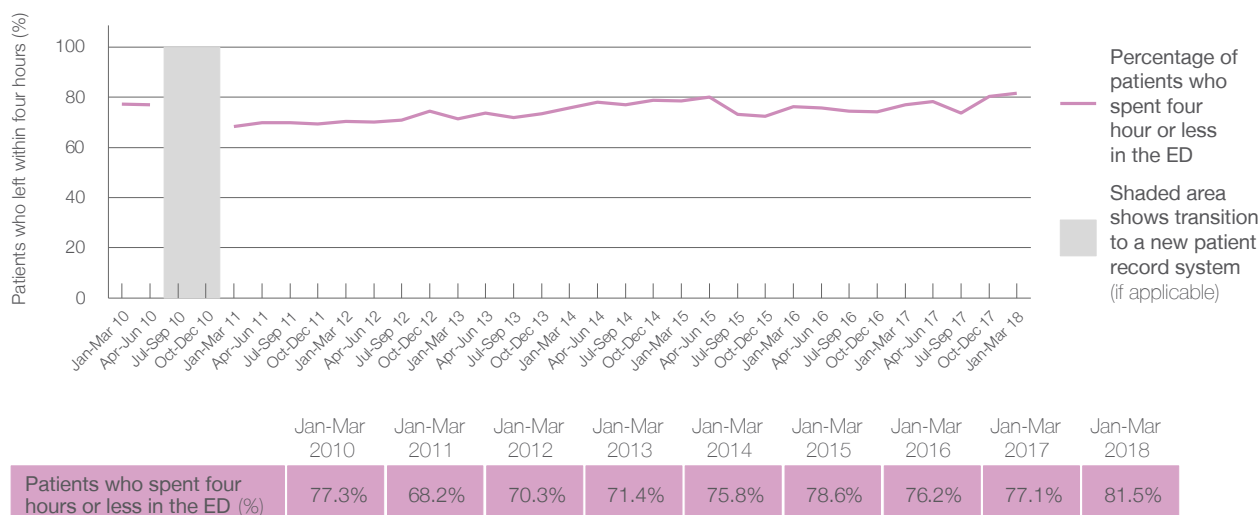
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,260 patients

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



Same period last year	Change since one year ago
6,185	1%
6,185	1%
77.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Belmont Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Emergency presentations:<sup>2</sup> 6,405 patients

Same period last year	Change since one year ago
6,263	3%
6,236	3%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 553 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,331 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,133 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
519	
8 minutes	8 minutes
15 minutes	23 minutes
1,193	
16 minutes	20 minutes
37 minutes	65 minutes
3,287	
23 minutes	25 minutes
83 minutes	98 minutes
1,222	
23 minutes	22 minutes
107 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,429 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
6,263	3%
78%	

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

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

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

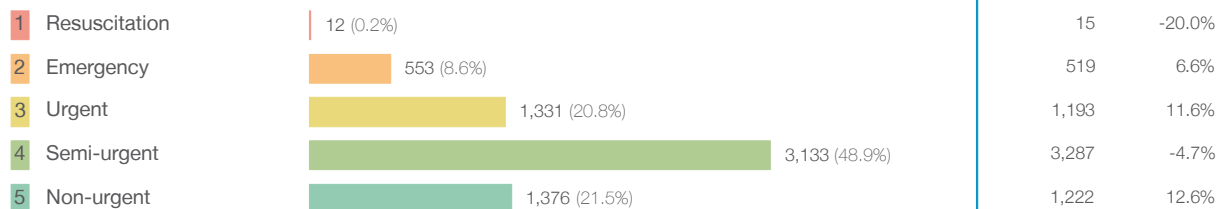
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Belmont Hospital: Patients presenting to the emergency department

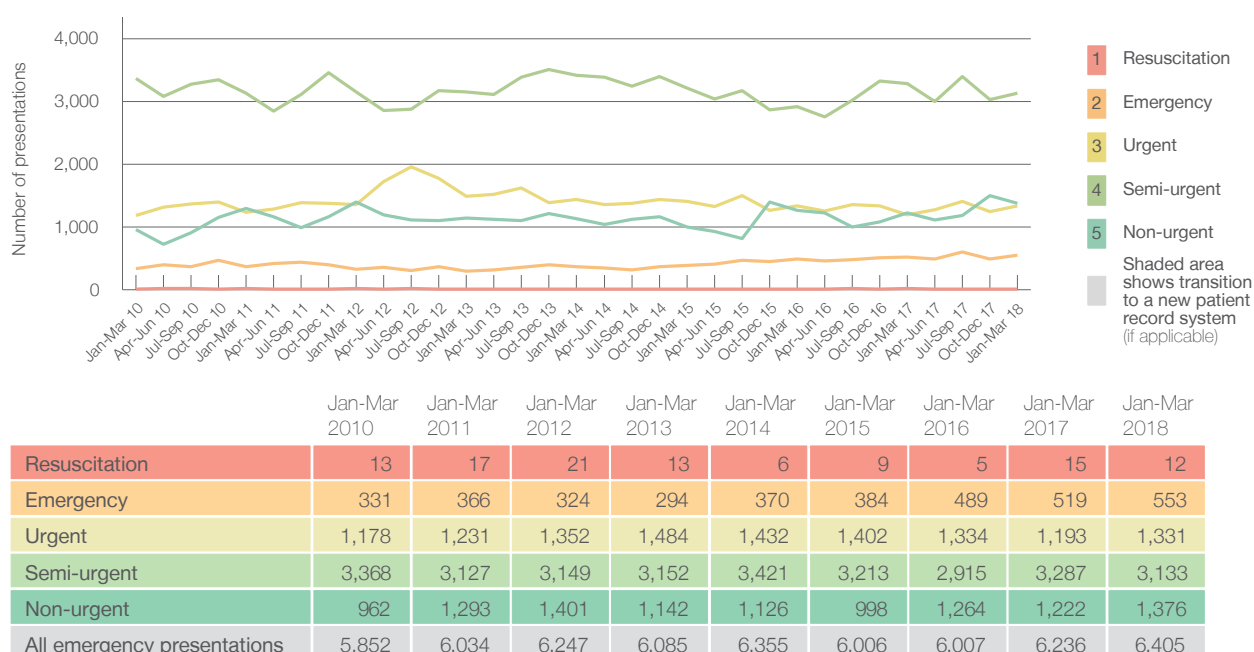
January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Emergency presentations<sup>2</sup> by triage category: 6,405 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Belmont Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,303 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.

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

January to March 2018

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

Number of triage 2 patients: 553

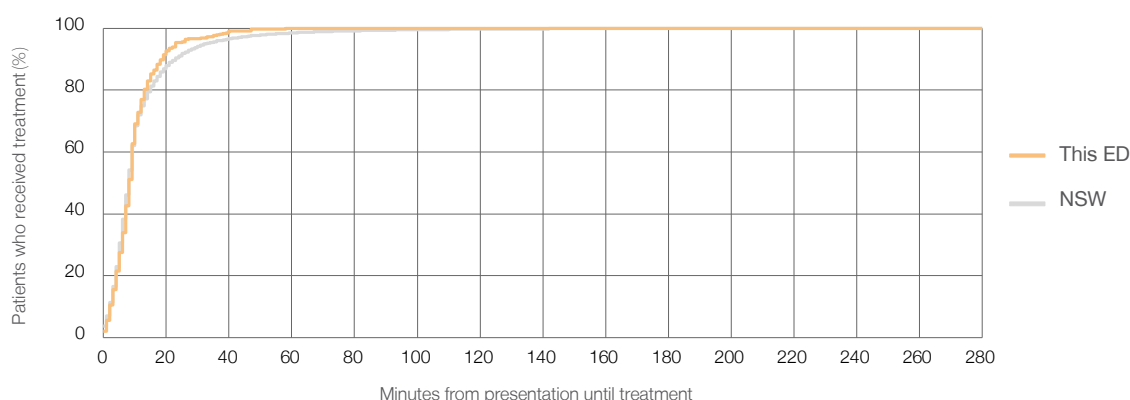
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 550

Median time to start treatment <sup>4</sup> 8 minutes

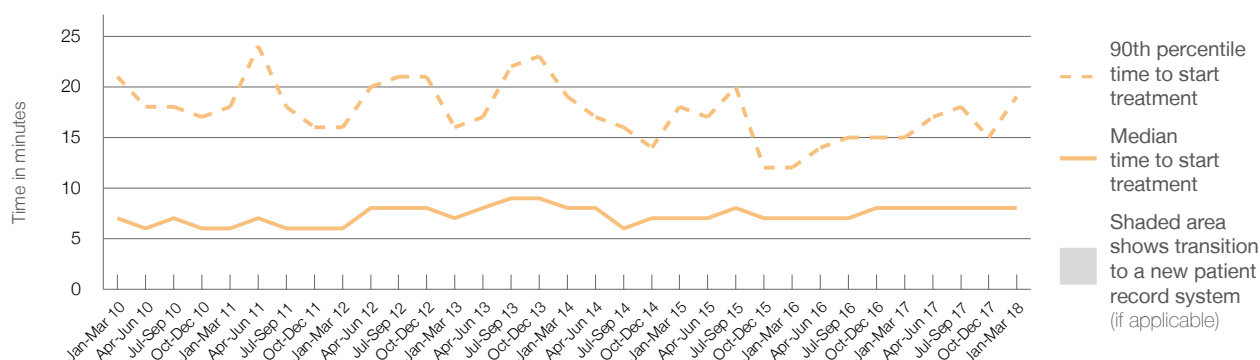
90th percentile time to start treatment <sup>5</sup> 19 minutes

Same period last year	NSW (this period)
519	
509	
8 minutes	8 minutes
15 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	7	8	7	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	21	18	16	16	19	18	12	15	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.

## Belmont Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,331

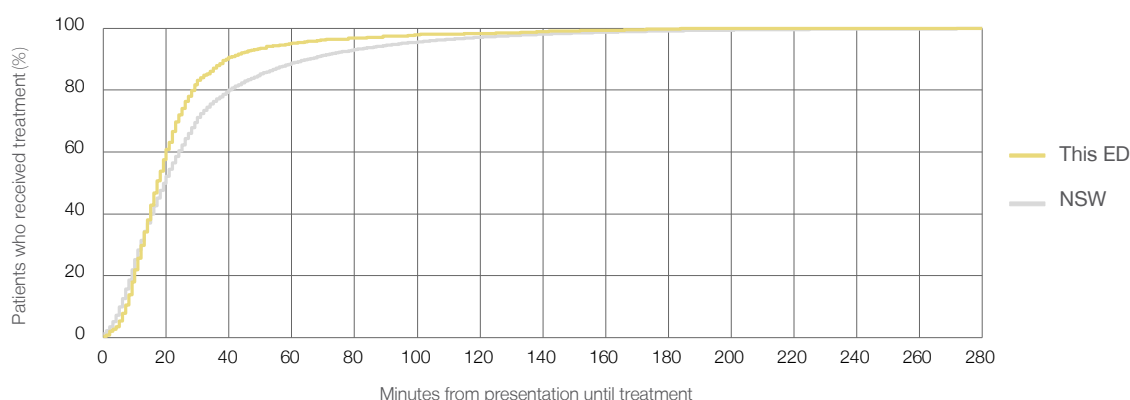
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,281

Median time to start treatment<sup>4</sup> 17 minutes

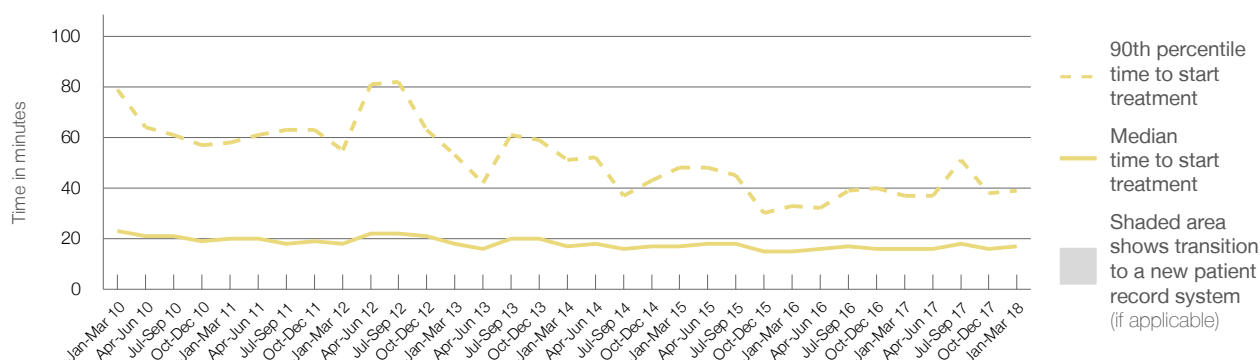
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
1,193	
1,148	
16 minutes	20 minutes
37 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	20	18	18	17	17	15	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	79	58	55	53	51	48	33	37	39

(†) 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

January to March 2018

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

Number of triage 4 patients: 3,133

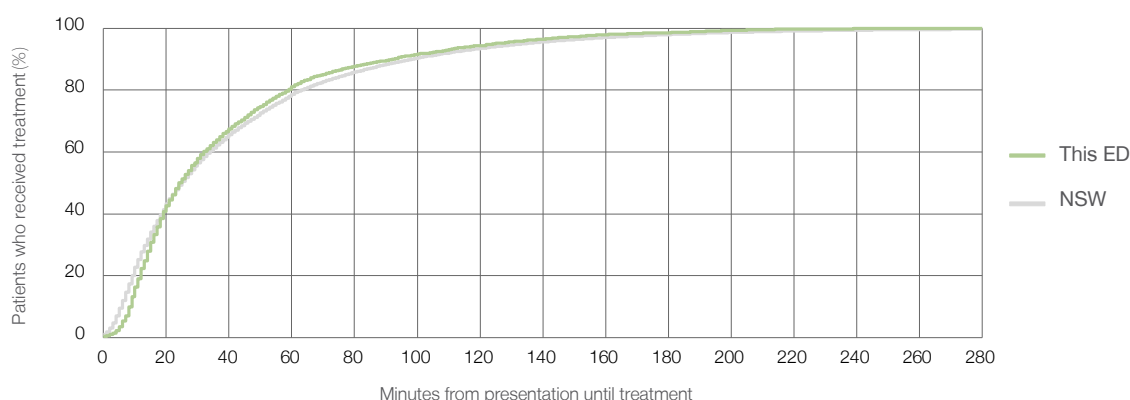
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 2,658

Median time to start treatment <sup>4</sup> 24 minutes

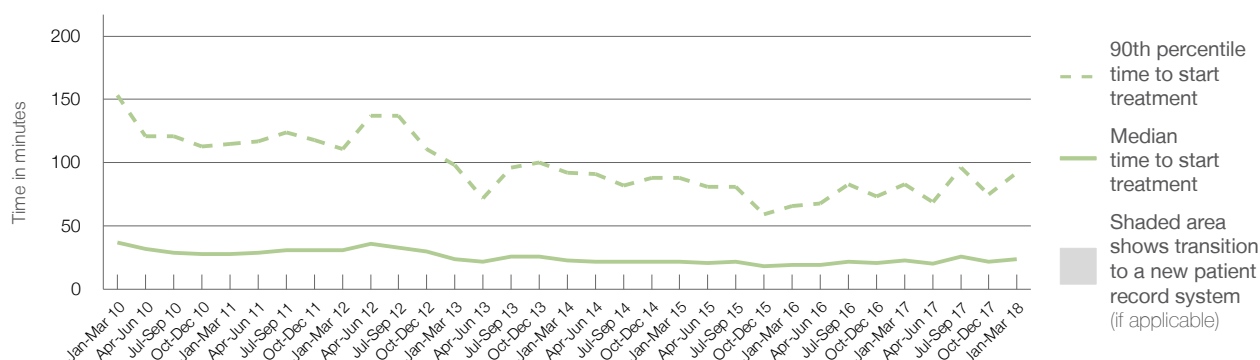
90th percentile time to start treatment <sup>5</sup> 92 minutes

Same period last year	NSW (this period)
3,287	
2,815	
23 minutes	25 minutes
83 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	37	28	31	24	23	22	19	23	24
90th percentile time to start treatment <sup>5</sup> (minutes)	153	115	111	98	92	88	66	83	92

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,376

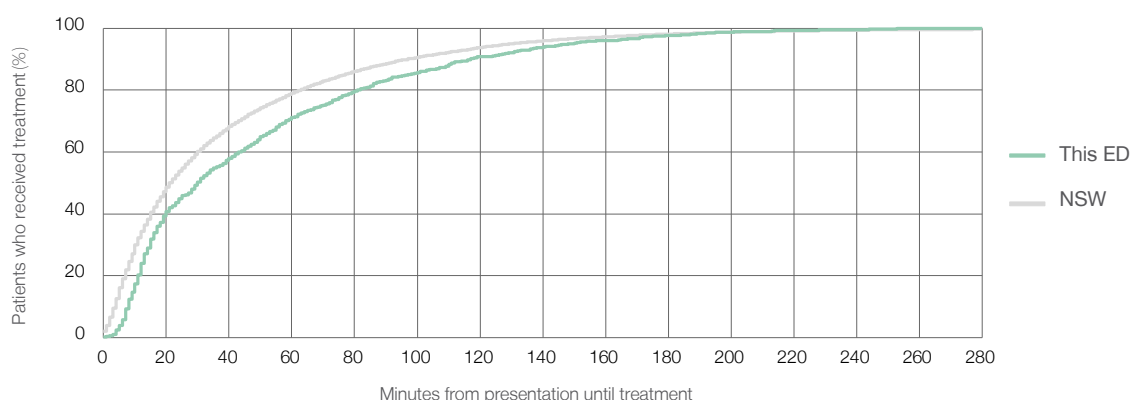
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 962

Median time to start treatment<sup>4</sup> 30 minutes

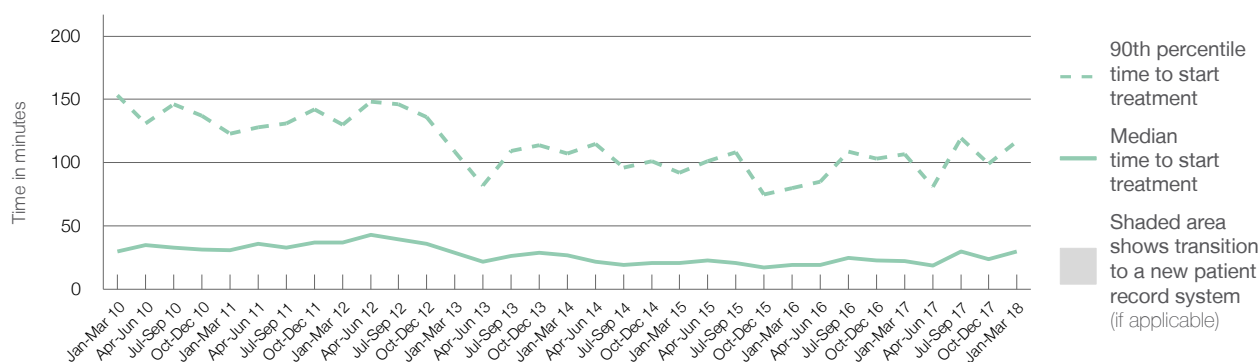
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,222	
920	
23 minutes	22 minutes
107 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	30	31	37	29	27	21	19	23	30
90th percentile time to start treatment <sup>5</sup> (minutes)	153	123	130	109	107	92	80	107	117

(†) 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

January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,429 patients

Median time spent in the ED<sup>8</sup>

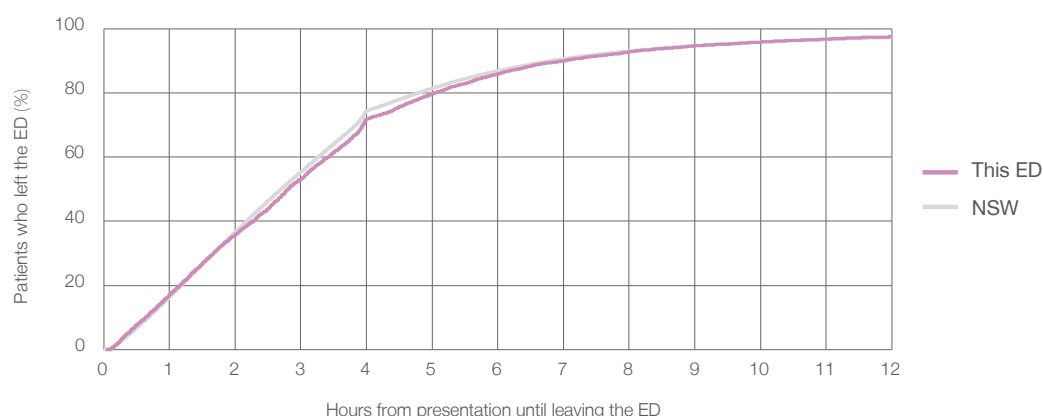
2 hours and 48 minutes

90th percentile time spent in the ED<sup>9</sup>

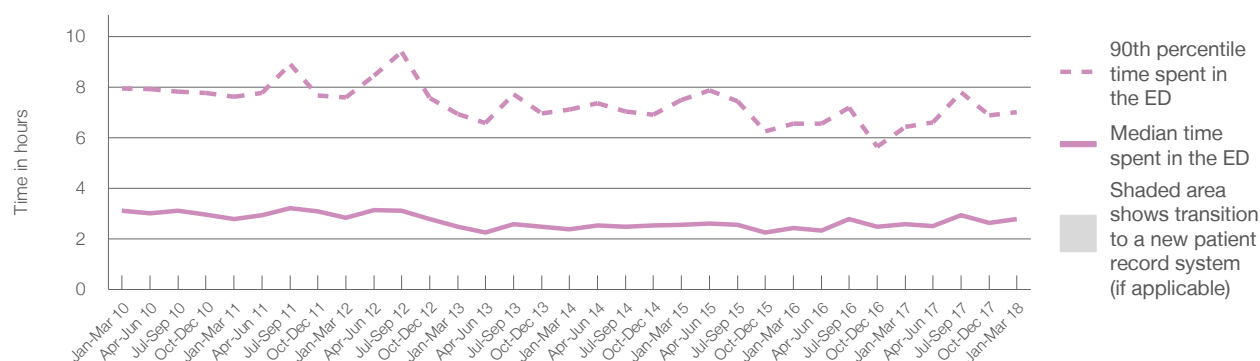
7 hours and 1 minutes

Same period last year	NSW (this period)
6,263	
6,263	
2 hours and 36 minutes	2 hours and 42 minutes
6 hours and 26 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 7m	2h 48m	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m	2h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 57m	7h 37m	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m	7h 1m

(†) 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

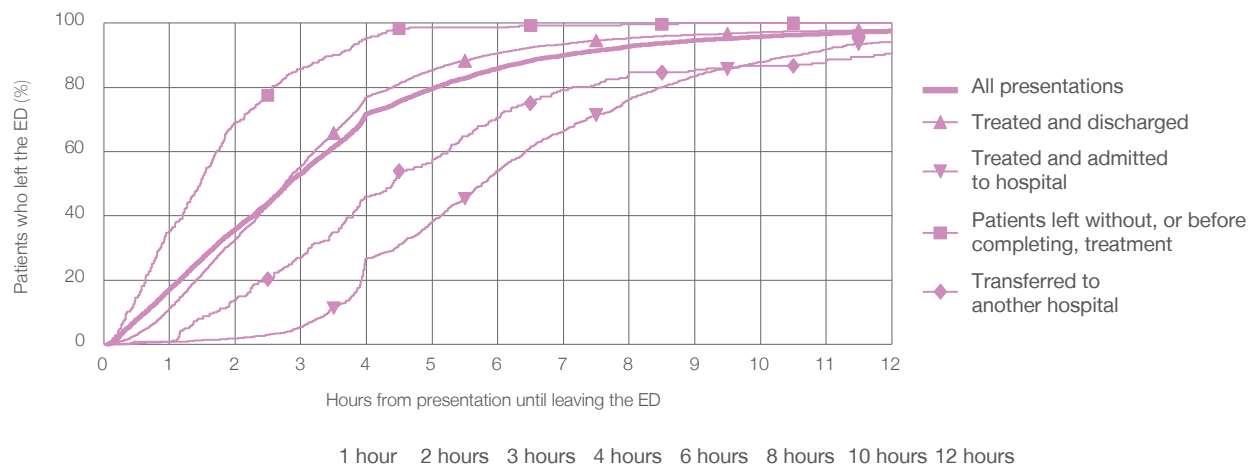
January to March 2018

All presentations:<sup>†</sup> 6,429 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,429 patients

		Same period last year	Change since one year ago
Treated and discharged	4,298 (66.9%)	4,151	3.5%
Treated and admitted to hospital	915 (14.2%)	944	-3.1%
Patient left without, or before completing, treatment	294 (4.6%)	300	-2.0%
Transferred to another hospital	241 (3.7%)	276	-12.7%
Other	681 (10.6%)	592	15.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	11.1%	32.8%	55.4%	77.0%	90.7%	95.3%	97.1%	98.1%
Treated and admitted to hospital	0.8%	1.9%	5.4%	26.8%	54.1%	76.3%	87.9%	94.2%
Patient left without, or before completing, treatment	35.0%	69.0%	85.7%	95.2%	98.6%	99.7%	100%	100%
Transferred to another hospital	0.8%	13.7%	27.0%	46.1%	70.5%	84.6%	86.7%	90.9%
All presentations	17.1%	35.9%	53.1%	71.8%	86.0%	92.8%	95.8%	97.5%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Belmont Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,429 patients

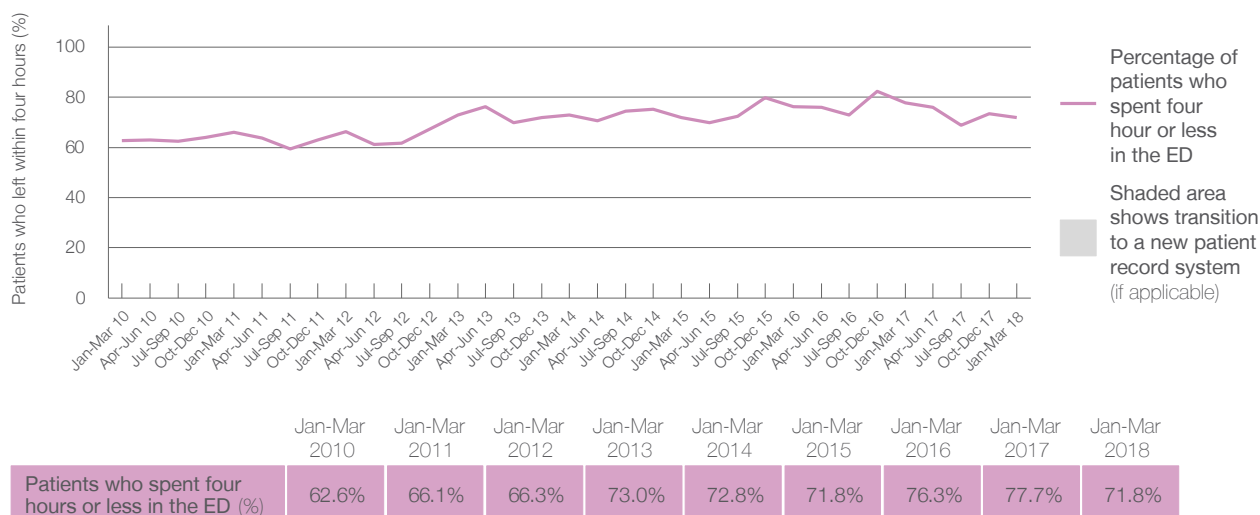
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,429 patients

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



Same period last year	Change since one year ago
6,263	3%
6,263	3%
77.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Bowral and District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,755 patients

Emergency presentations:<sup>2</sup> 4,643 patients

Same period last year	Change since one year ago
4,801	-1%
4,670	-1%

## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 425 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,559 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,918 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 720 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
325	
9 minutes	8 minutes
25 minutes	23 minutes
1,351	
19 minutes	20 minutes
60 minutes	65 minutes
2,057	
20 minutes	25 minutes
86 minutes	98 minutes
916	
16 minutes	22 minutes
99 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,755 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
4,801	-1%
85%	

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

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

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

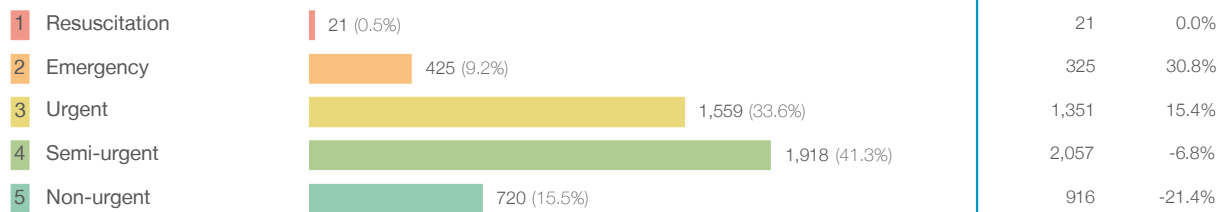
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Bowral and District Hospital: Patients presenting to the emergency department

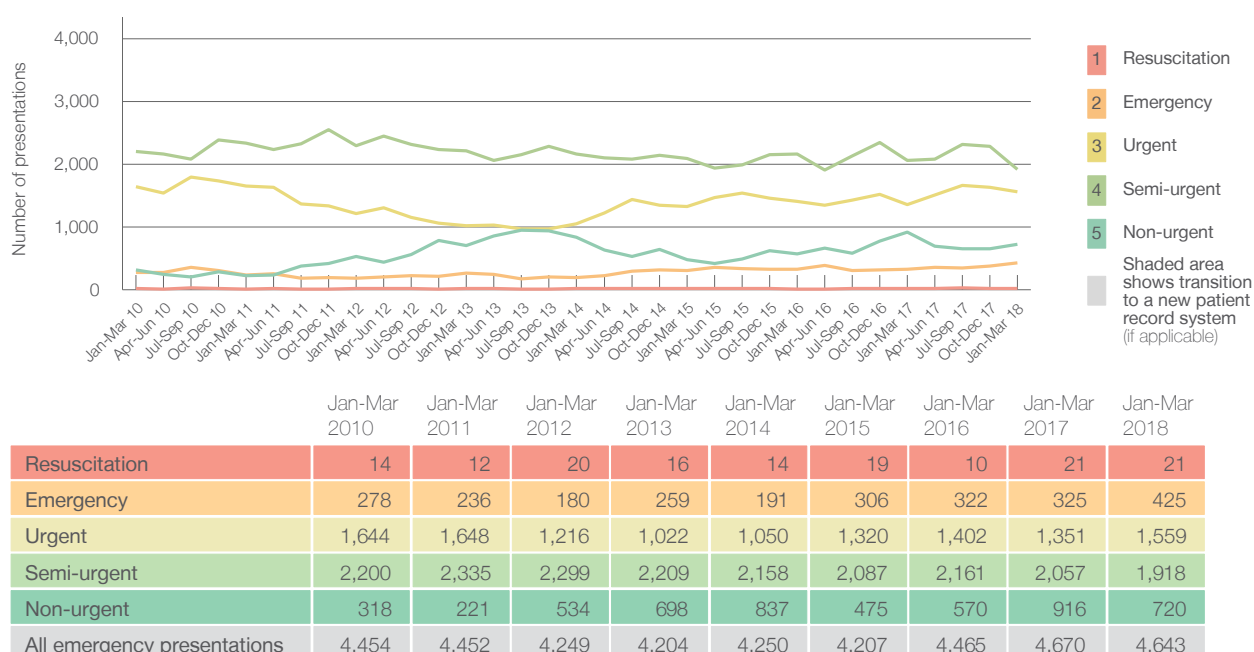
January to March 2018

All presentations:<sup>1</sup> 4,755 patients

Emergency presentations<sup>2</sup> by triage category: 4,643 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Bowral and District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 902 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

January to March 2018

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

Number of triage 2 patients: 425

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 423

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

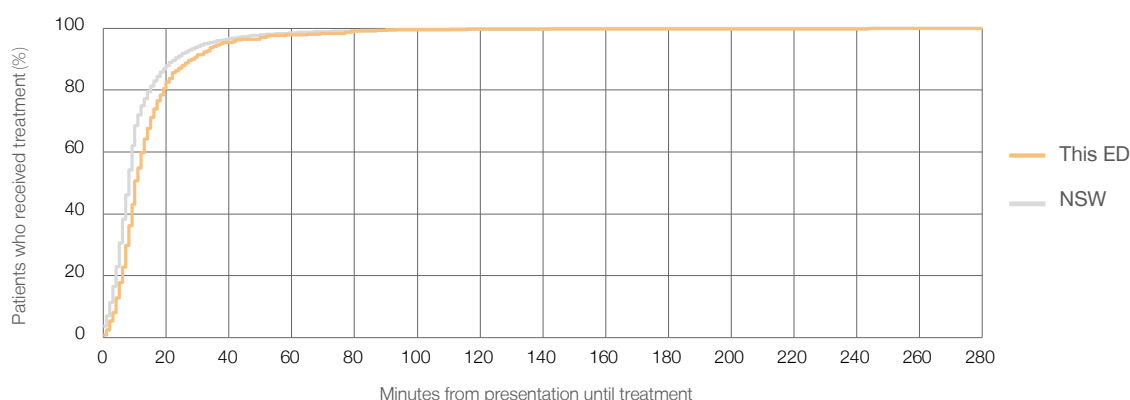
10 minutes

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

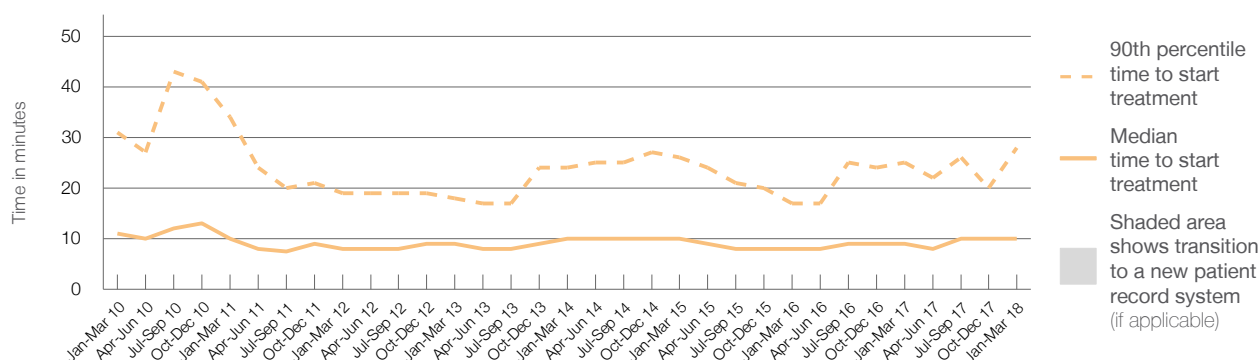
28 minutes

Same period last year	NSW (this period)
325	
324	
9 minutes	8 minutes
25 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	11	10	8	9	10	10	8	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	31	34	19	18	24	26	17	25	28

(†) 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

January to March 2018

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

Number of triage 3 patients: 1,559

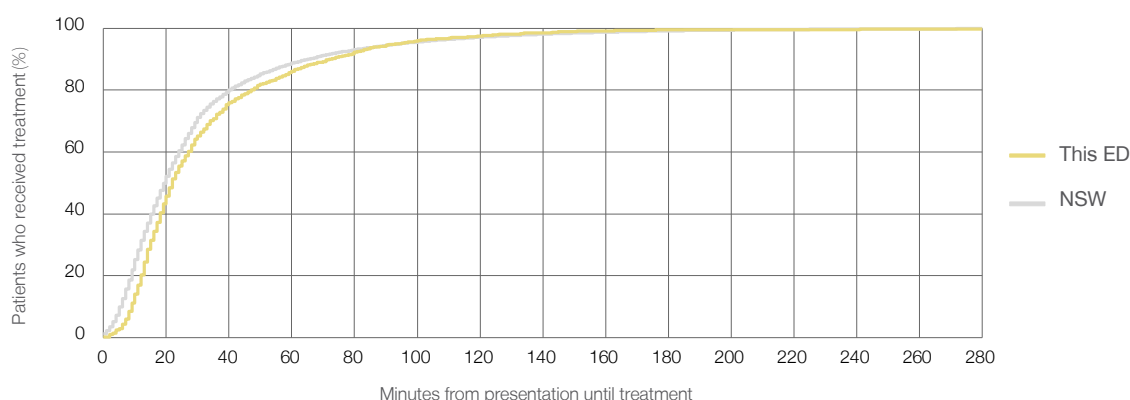
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,532

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

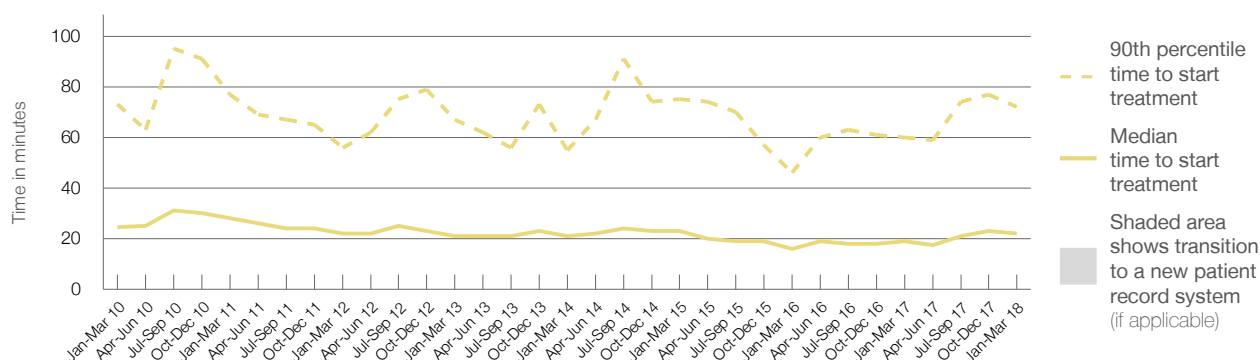
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
1,351	
1,343	
19 minutes	20 minutes
60 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	28	22	21	21	23	16	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	73	77	56	67	55	75	46	60	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.



## Bowral and District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,918

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 1,819

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

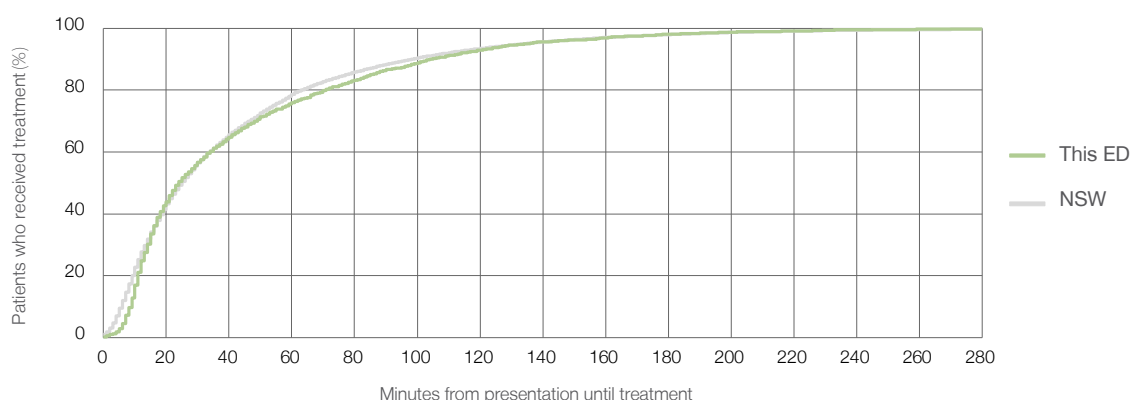
24 minutes

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

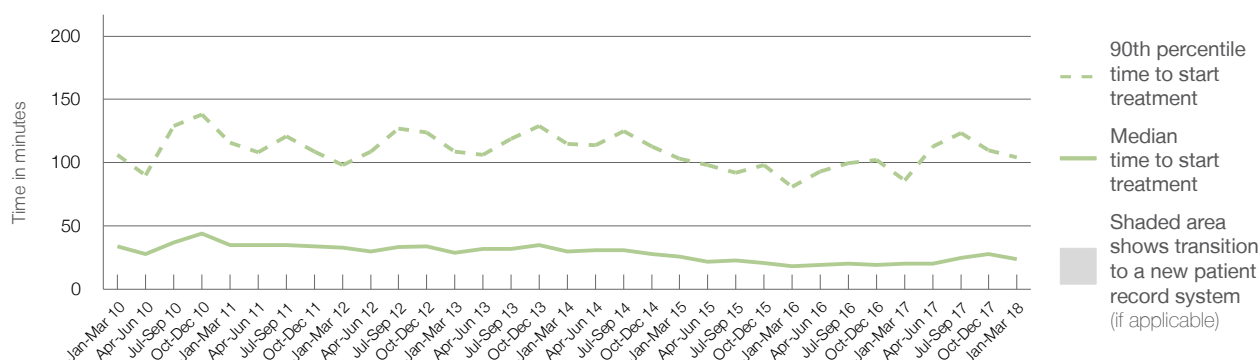
104 minutes

Same period last year	NSW (this period)
2,057	
2,001	
20 minutes	25 minutes
86 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	35	33	29	30	26	18	20	24
90th percentile time to start treatment <sup>5</sup> (minutes)	106	116	98	109	115	103	81	86	104

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Bowral and District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 720

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 618

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

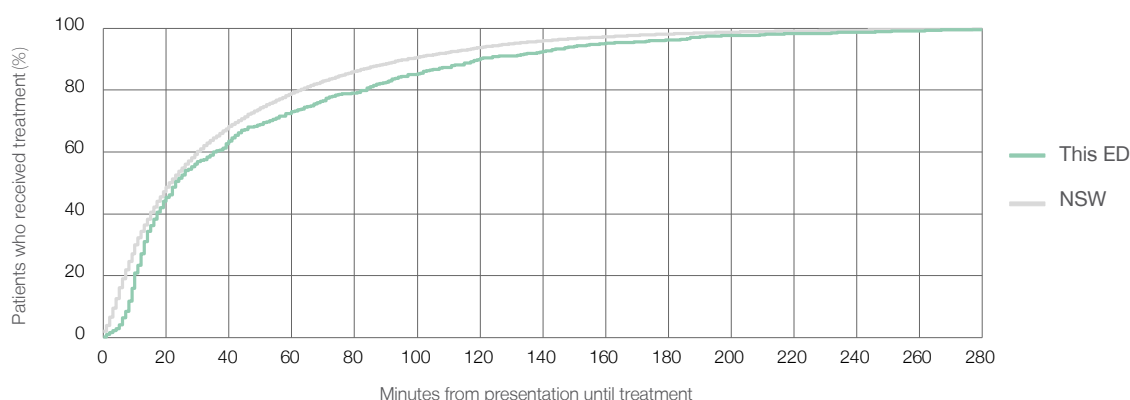
23 minutes

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

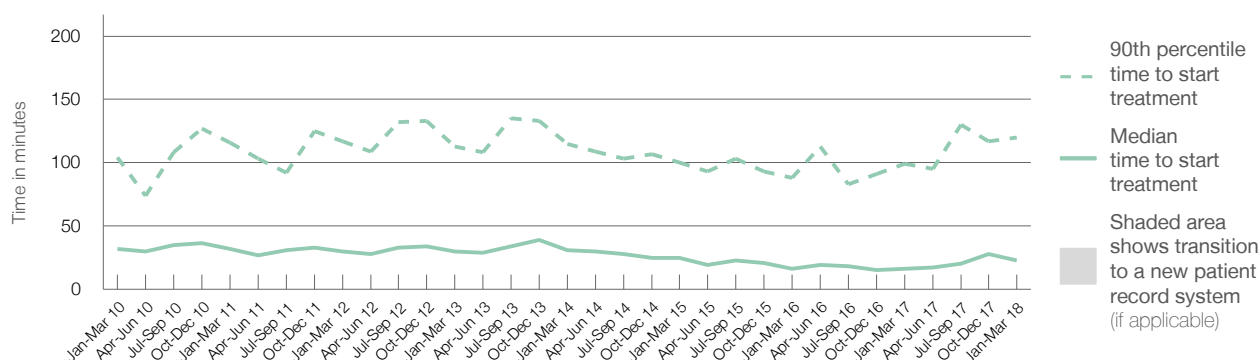
120 minutes

Same period last year	NSW (this period)
916	
856	
16 minutes	22 minutes
99 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	32	30	30	31	25	16	16	23
90th percentile time to start treatment <sup>5</sup> (minutes)	104	116	117	113	115	100	88	99	120

(†) 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

January to March 2018

All presentations:<sup>1</sup> 4,755 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,755 patients

Median time spent in the ED<sup>8</sup>

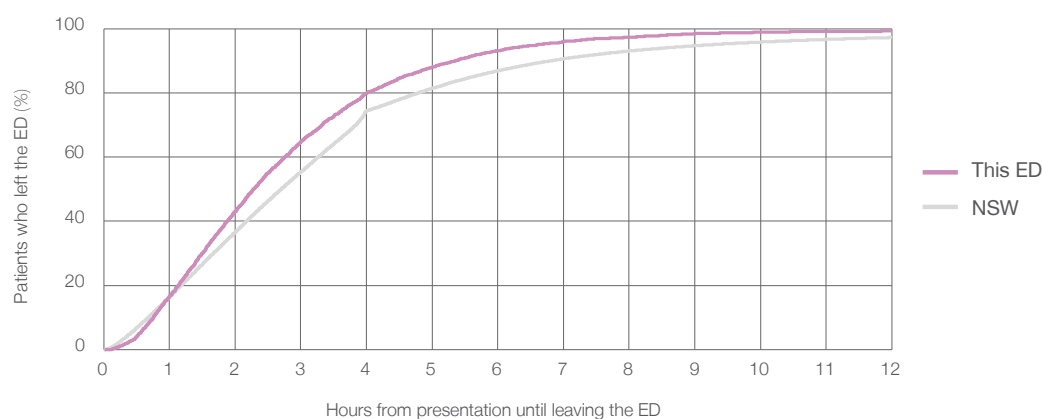
2 hours and 17 minutes

90th percentile time spent in the ED<sup>9</sup>

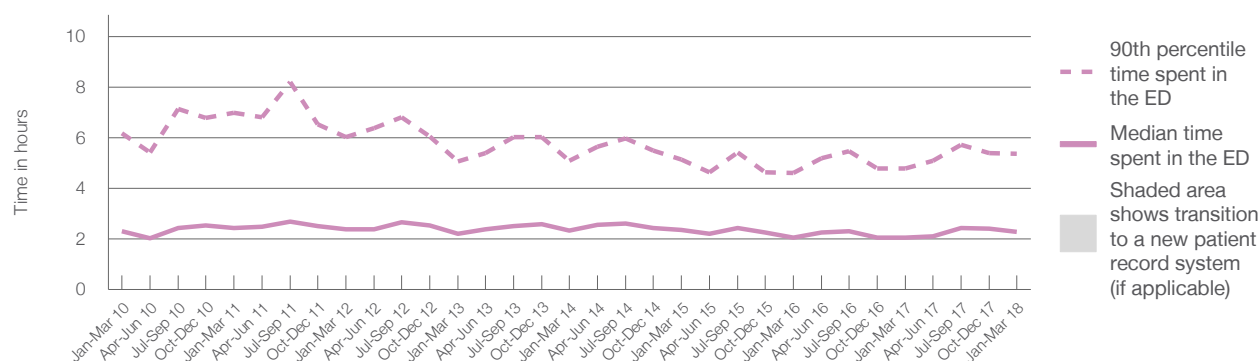
5 hours and 22 minutes

Same period last year	NSW (this period)
4,801	
4,801	
2 hours and 4 minutes	2 hours and 42 minutes
4 hours and 47 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 19m	2h 26m	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m	2h 17m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 11m	7h 0m	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m	5h 22m

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

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## Bowral and District Hospital: Time patients spent in the ED

By mode of separation

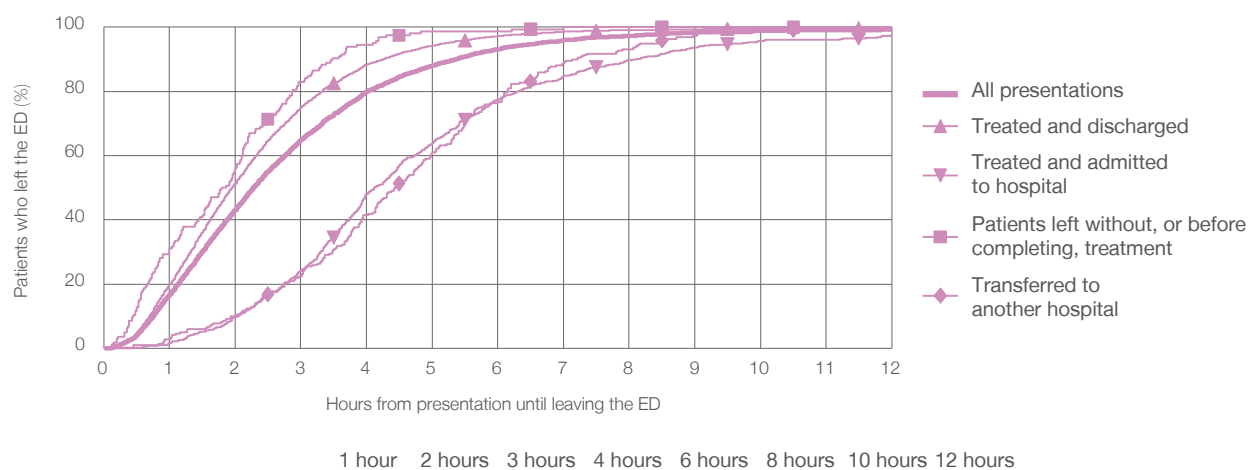
January to March 2018

All presentations:<sup>†</sup> 4,755 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,755 patients

		Same period last year	Change since one year ago
Treated and discharged	3,594 (75.6%)	4,801	-1%
Treated and admitted to hospital	755 (15.9%)	3,702	-2.9%
Patient left without, or before completing, treatment	164 (3.4%)	739	2.2%
Transferred to another hospital	220 (4.6%)	108	51.9%
Other	22 (0.5%)	242	-9.1%
		10	120.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.8%	51.3%	74.9%	88.3%	97.2%	99.1%	99.5%	99.7%
Treated and admitted to hospital	1.6%	9.7%	24.1%	48.1%	77.4%	89.8%	95.8%	97.5%
Patient left without, or before completing, treatment	31.1%	56.1%	82.9%	94.5%	98.8%	100%	100%	100%
Transferred to another hospital	2.7%	10.0%	22.3%	41.4%	76.8%	93.2%	99.1%	99.1%
All presentations	16.7%	43.0%	64.7%	80.0%	93.1%	97.4%	98.9%	99.4%

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

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## Bowral and District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,755 patients

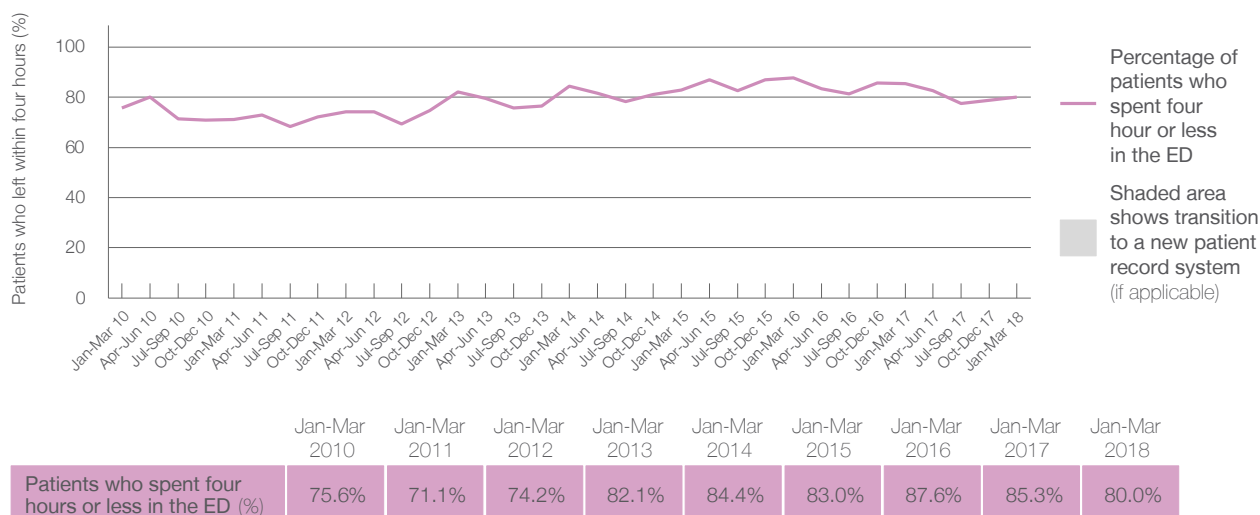
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,755 patients

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



Same period last year	Change since one year ago
4,801	-1%
4,801	-1%
85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Broken Hill Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,961 patients

Emergency presentations:<sup>2</sup> 4,559 patients

Same period last year	Change since one year ago
5,348	-7%
4,830	-6%

## Broken Hill Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 518 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,128 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,762 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,132 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
321	
6 minutes	8 minutes
15 minutes	23 minutes
894	
13 minutes	20 minutes
41 minutes	65 minutes
1,893	
17 minutes	25 minutes
67 minutes	98 minutes
1,710	
16 minutes	22 minutes
77 minutes	97 minutes

## Broken Hill Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,957 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
5,348	-7%
89%	

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

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

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

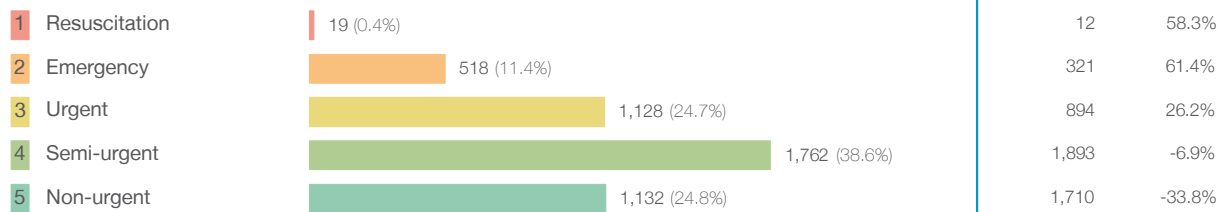
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Broken Hill Health Service: Patients presenting to the emergency department

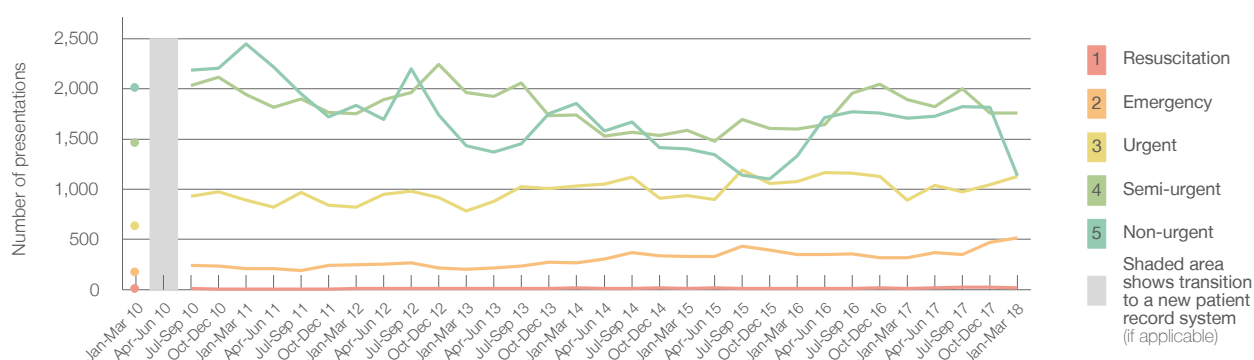
January to March 2018

All presentations:<sup>1</sup> 4,961 patients

Emergency presentations<sup>2</sup> by triage category: 4,559 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	9	< 5	14	11	16	12	9	12	19
Emergency	180	211	249	200	266	333	349	321	518
Urgent	636	892	822	783	1,035	935	1,074	894	1,128
Semi-urgent	1,467	1,946	1,750	1,963	1,739	1,584	1,597	1,893	1,762
Non-urgent	2,012	2,446	1,834	1,431	1,856	1,401	1,330	1,710	1,132
All emergency presentations	4,304	5,495	4,669	4,388	4,912	4,265	4,359	4,830	4,559

## Broken Hill Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 557 patients

ED Transfer of care time



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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Broken Hill Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 518

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 513

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

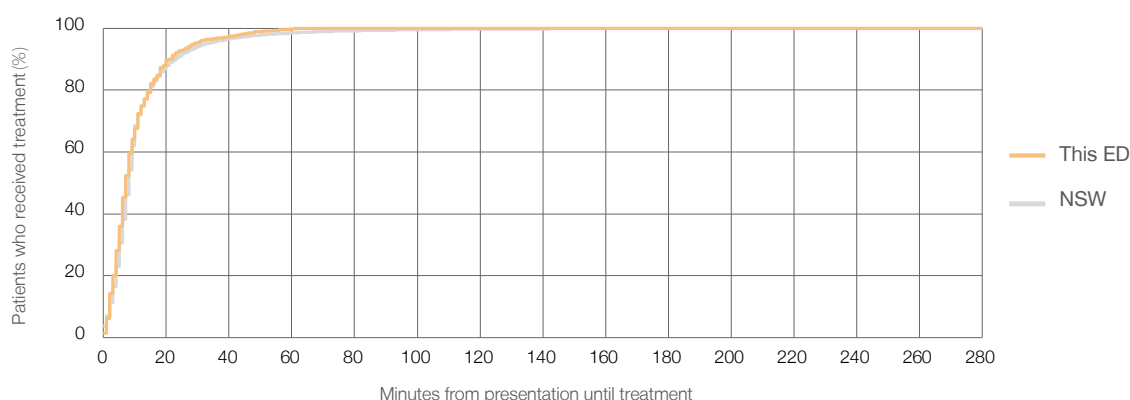
7 minutes

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

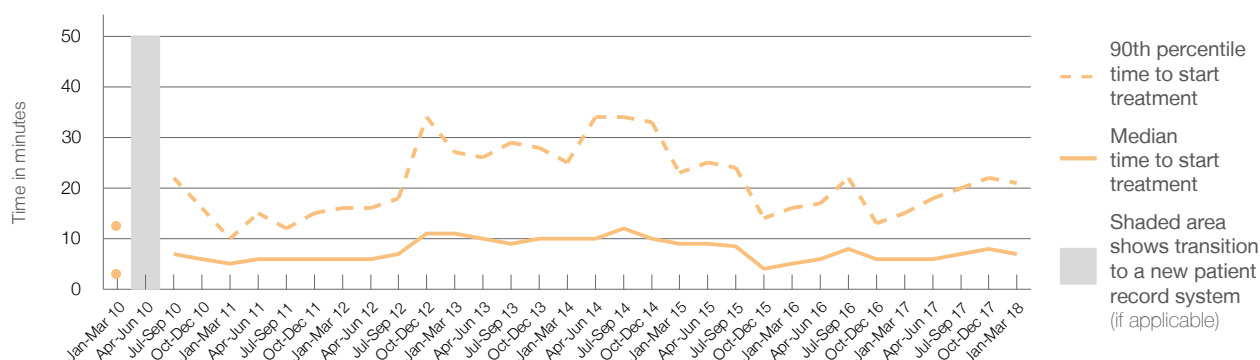
21 minutes

Same period last year	NSW (this period)
321	
319	
6 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	3	5	6	11	10	9	5	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	13	10	16	27	25	23	16	15	21

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Broken Hill Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,128

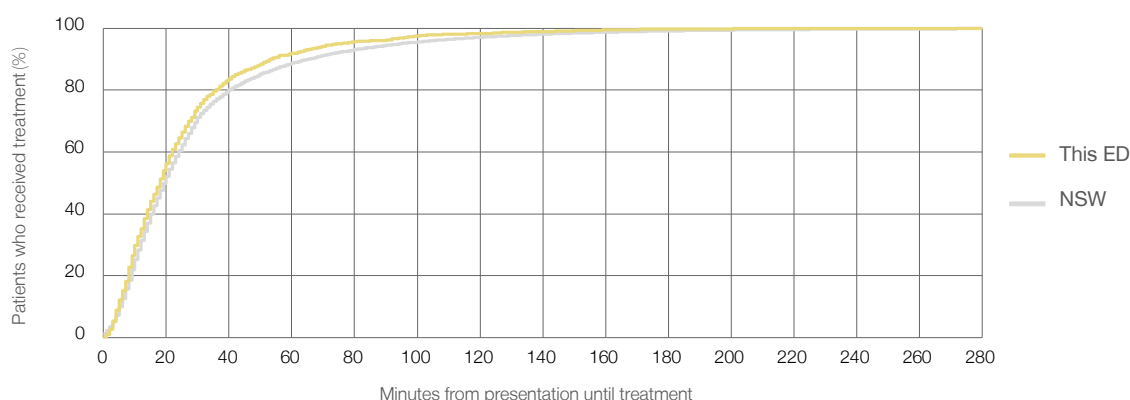
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,072

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

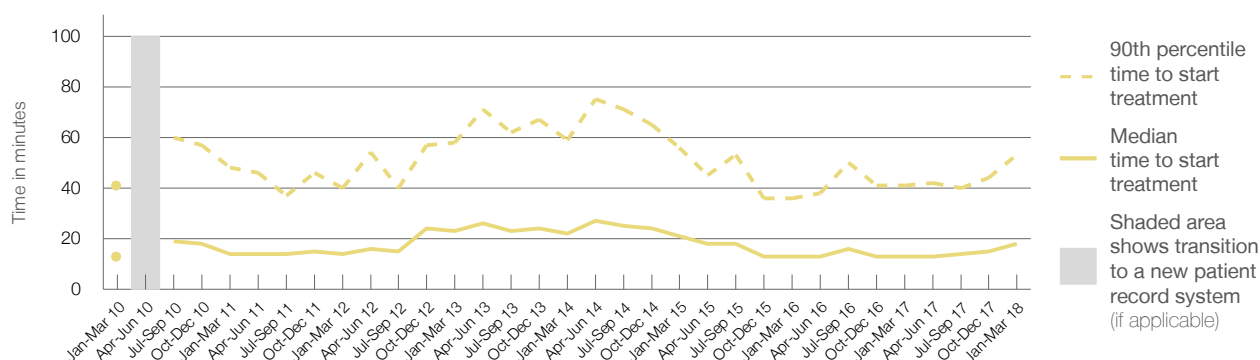
90th percentile time to start treatment <sup>5</sup> 53 minutes

Same period last year	NSW (this period)
894	
864	
13 minutes	20 minutes
41 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	14	14	23	22	21	13	13	18
90th percentile time to start treatment <sup>5</sup> (minutes)	41	48	40	58	59	56	36	41	53

(†) 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 Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,762

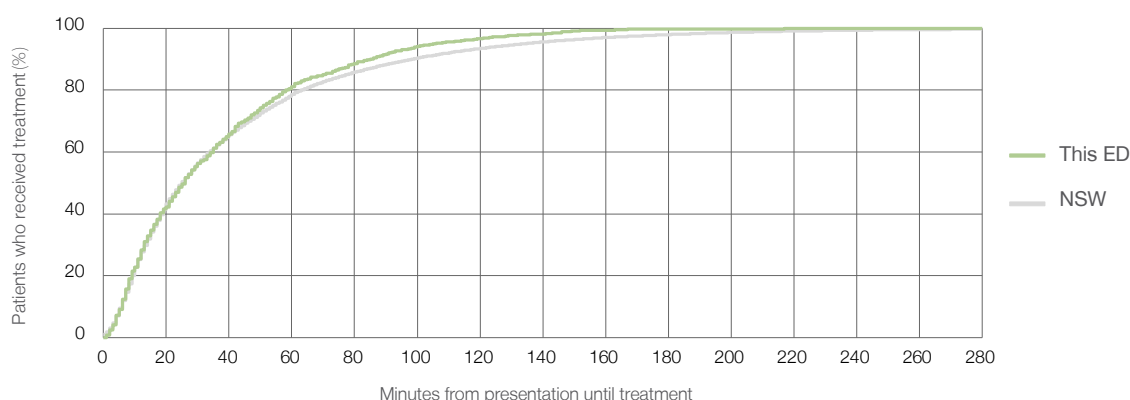
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 971

Median time to start treatment<sup>4</sup> 26 minutes

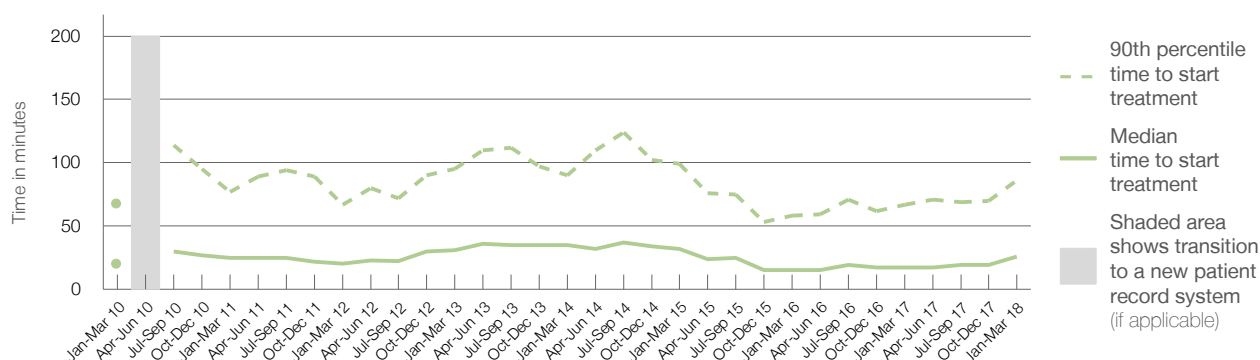
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
1,893	
1,451	
17 minutes	25 minutes
67 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	20	25	20	31	35	32	15	17	26
90th percentile time to start treatment <sup>5</sup> (minutes)	68	77	67	95	90	99	58	67	86

(†) 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 Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,132

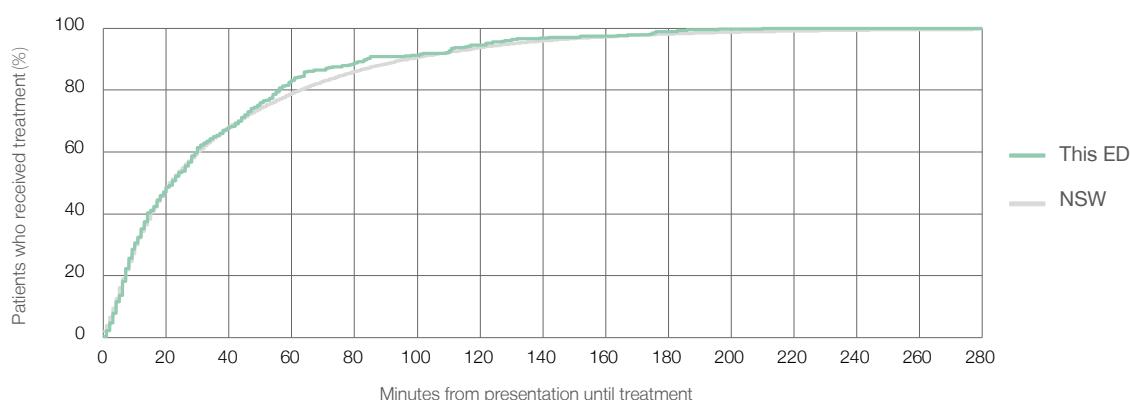
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 379

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

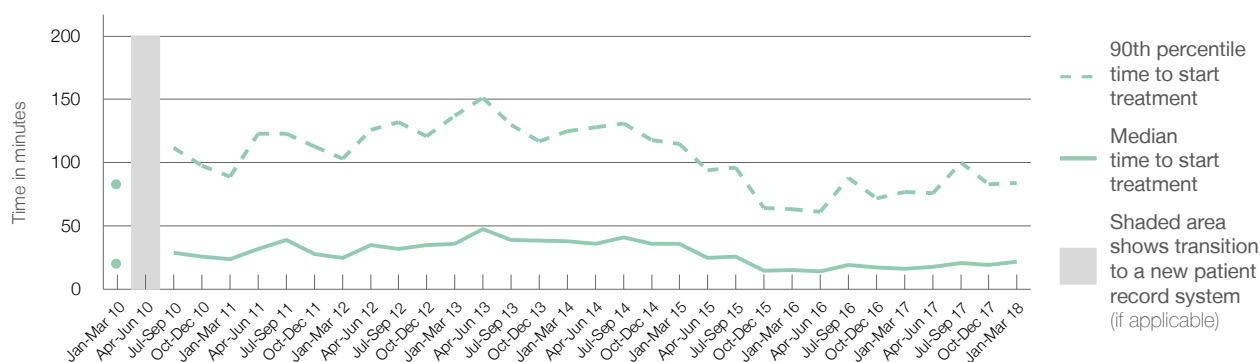
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
1,710	
813	
16 minutes	22 minutes
77 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	20	24	25	36	38	36	15	16	22
90th percentile time to start treatment <sup>5</sup> (minutes)	83	89	103	137	125	115	63	77	84

(†) 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 Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,961 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,957 patients

Median time spent in the ED<sup>8</sup>

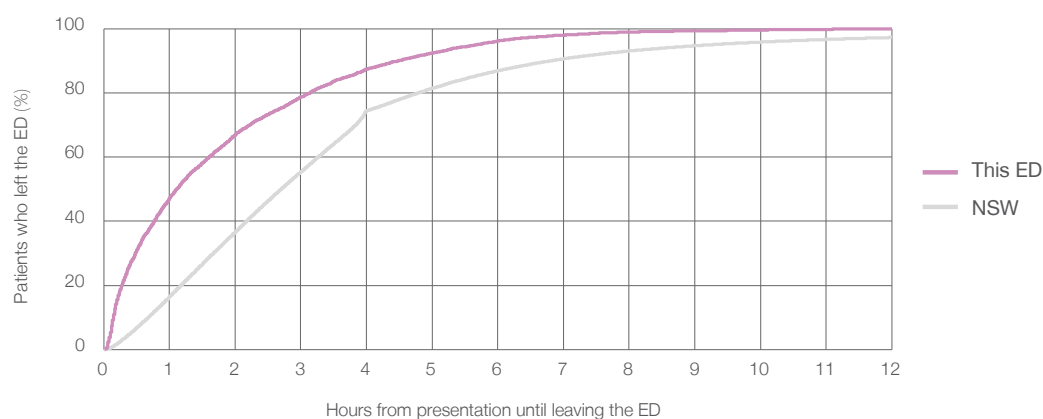
1 hours and 7 minutes

90th percentile time spent in the ED<sup>9</sup>

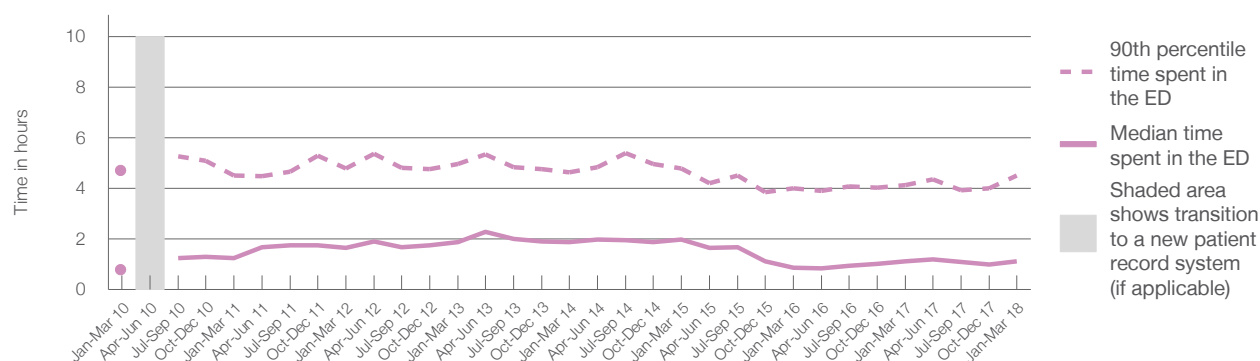
4 hours and 30 minutes

Same period last year	NSW (this period)
5,348	
5,348	
1 hours and 8 minutes	2 hours and 42 minutes
4 hours and 8 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	0h 47m	1h 15m	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m	1h 7m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 43m	4h 31m	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m	4h 30m

(†) 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 Health Service: Time patients spent in the ED

By mode of separation

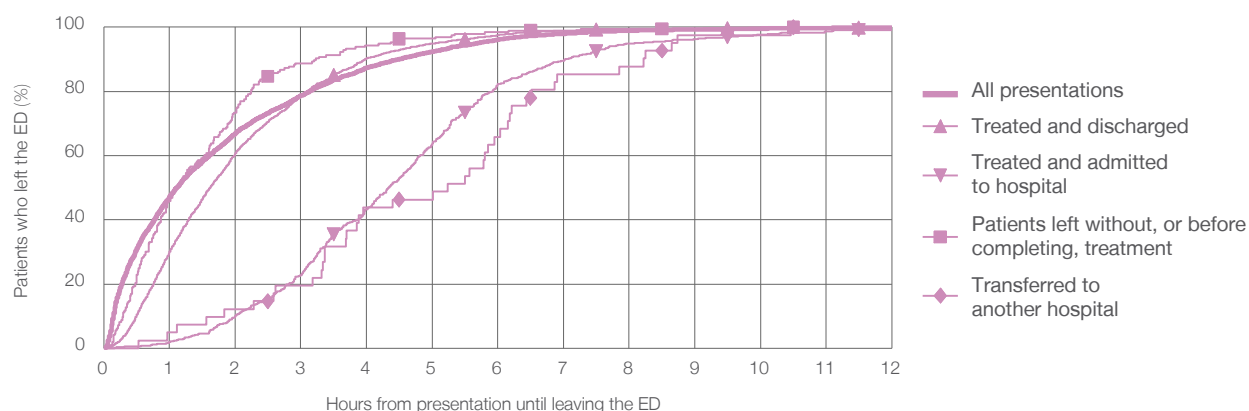
January to March 2018

All presentations:<sup>†</sup> 4,961 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,957 patients

		Same period last year	Change since one year ago
Treated and discharged	2,511 (50.6%)	5,348	-7%
Treated and admitted to hospital	603 (12.2%)	3,132	-19.8%
Patient left without, or before completing, treatment	196 (4.0%)	624	-3.4%
Transferred to another hospital	41 (0.8%)	173	13.3%
Other	1,610 (32.5%)	16	156.3%
		1,403	14.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	30.1%	60.8%	78.8%	90.3%	97.5%	99.4%	99.8%	100%
Treated and admitted to hospital	2.0%	10.1%	22.7%	43.3%	82.3%	94.9%	97.7%	99.2%
Patient left without, or before completing, treatment	45.9%	73.5%	88.8%	94.4%	98.5%	99.5%	99.5%	100%
Transferred to another hospital	4.9%	12.2%	19.5%	43.9%	65.9%	87.8%	97.6%	100%
All presentations	47.3%	67.0%	78.7%	87.4%	96.2%	99.0%	99.6%	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 Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,961 patients

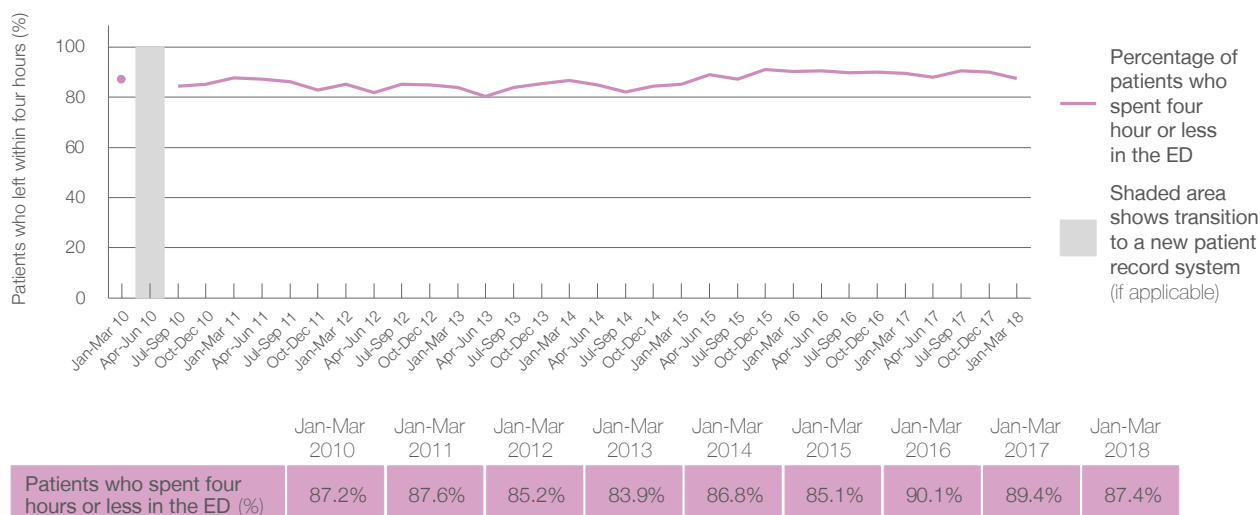
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,957 patients

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



Same period last year	Change since one year ago
5,348	-7%
5,348	-7%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Goulburn Base Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Emergency presentations:<sup>2</sup> 4,420 patients

Same period last year	Change since one year ago
4,367	5%
4,106	8%

## Goulburn Base Hospital and Health Service: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 555 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,729 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,801 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 323 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
19 minutes	23 minutes
1,570	
19 minutes	20 minutes
59 minutes	65 minutes
1,780	
24 minutes	25 minutes
98 minutes	98 minutes
275	
23 minutes	22 minutes
106 minutes	97 minutes

## Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,589 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
4,367	5%
81%	

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

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

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

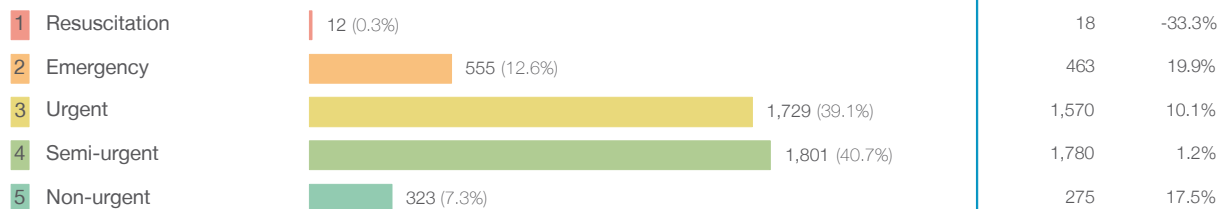
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Goulburn Base Hospital and Health Service: Patients presenting to the emergency department

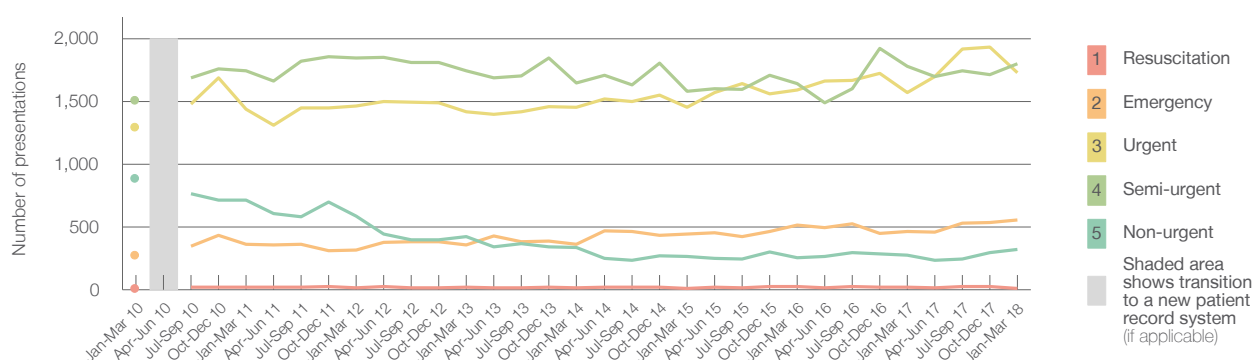
January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Emergency presentations<sup>2</sup> by triage category: 4,420 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	12	20	16	19	16	9	24	18	12
Emergency	275	362	314	356	360	443	515	463	555
Urgent	1,294	1,436	1,461	1,416	1,452	1,452	1,590	1,570	1,729
Semi-urgent	1,508	1,746	1,844	1,743	1,648	1,582	1,641	1,780	1,801
Non-urgent	889	712	588	423	338	264	255	275	323
All emergency presentations	3,978	4,276	4,223	3,957	3,814	3,750	4,025	4,106	4,420

## Goulburn Base Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 869 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 and Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 555

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 552

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

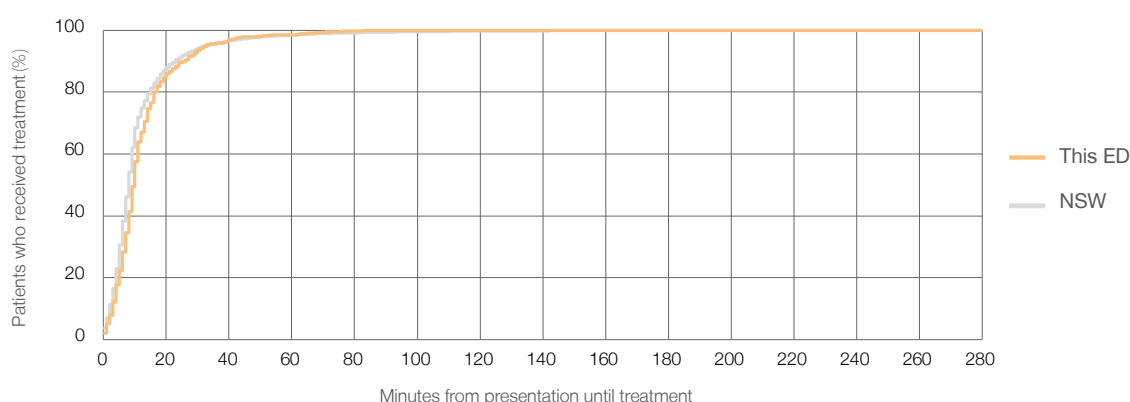
10 minutes

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

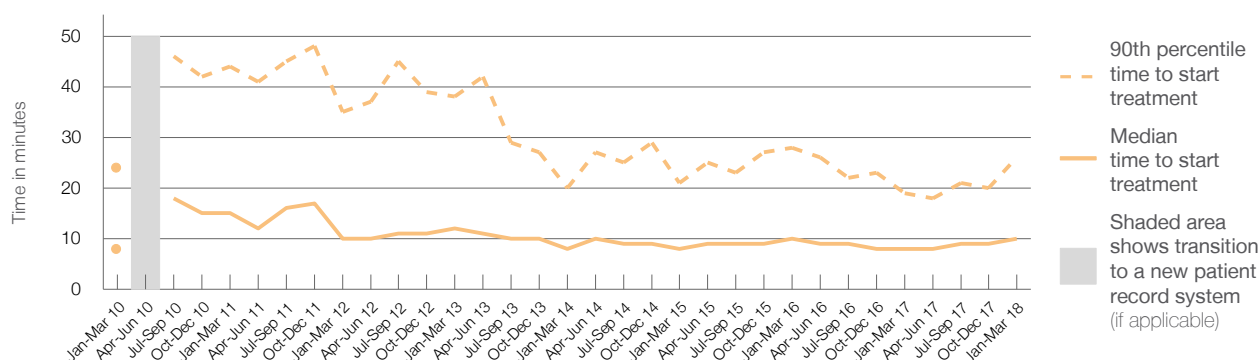
26 minutes

Same period last year	NSW (this period)
463	
463	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	15	10	12	8	8	10	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	24	44	35	38	20	21	28	19	26

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,729

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,680

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

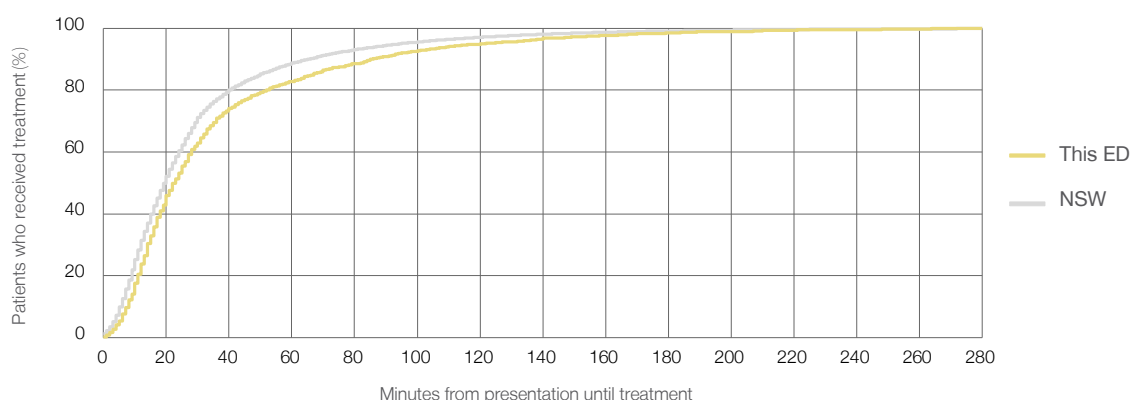
23 minutes

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

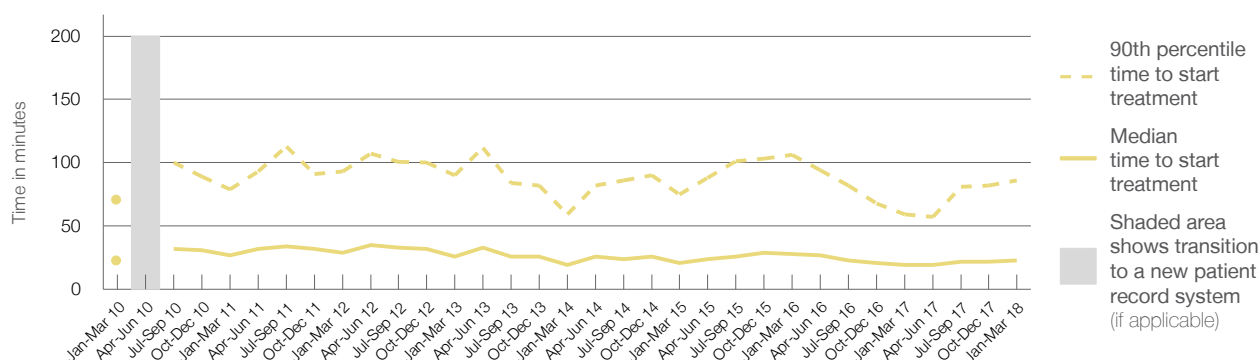
86 minutes

Same period last year	NSW (this period)
1,570	
1,554	
19 minutes	20 minutes
59 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	27	29	26	19	21	28	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	71	79	93	90	59	75	106	59	86

(†) 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 and Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,801

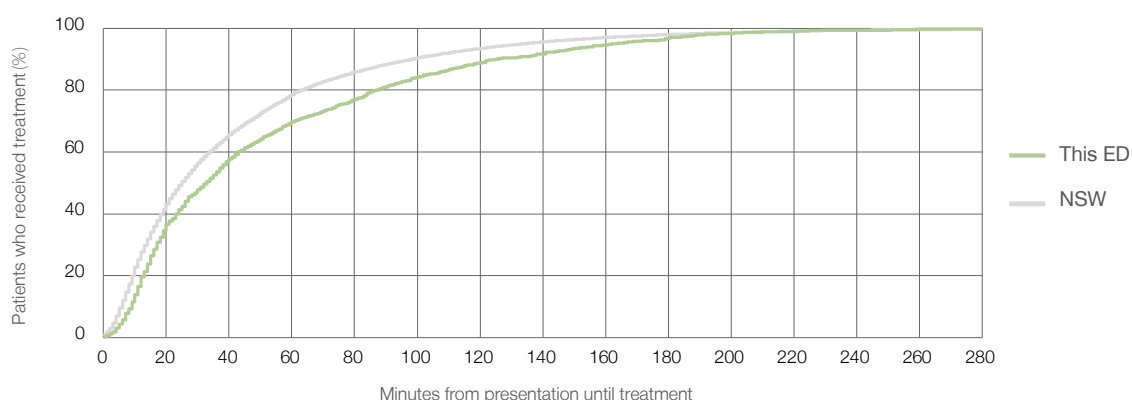
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,620

Median time to start treatment<sup>4</sup> 33 minutes

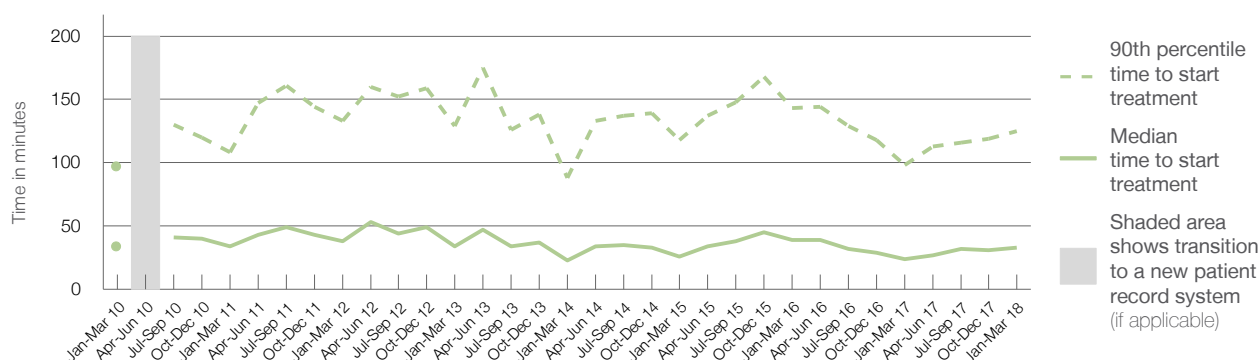
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
1,780	
1,686	
24 minutes	25 minutes
98 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	34	38	34	23	26	39	24	33
90th percentile time to start treatment <sup>5</sup> (minutes)	97	108	133	129	88	118	143	98	125

(†) 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 and Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 323

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 267

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

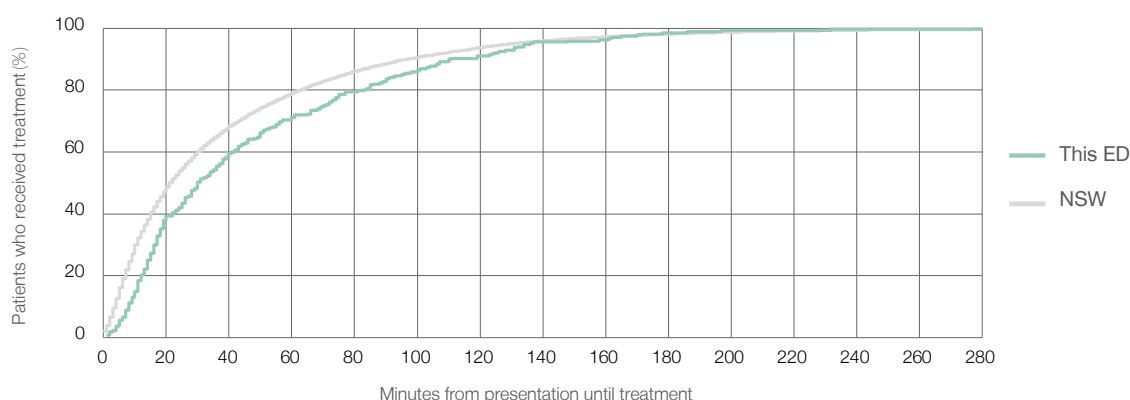
30 minutes

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

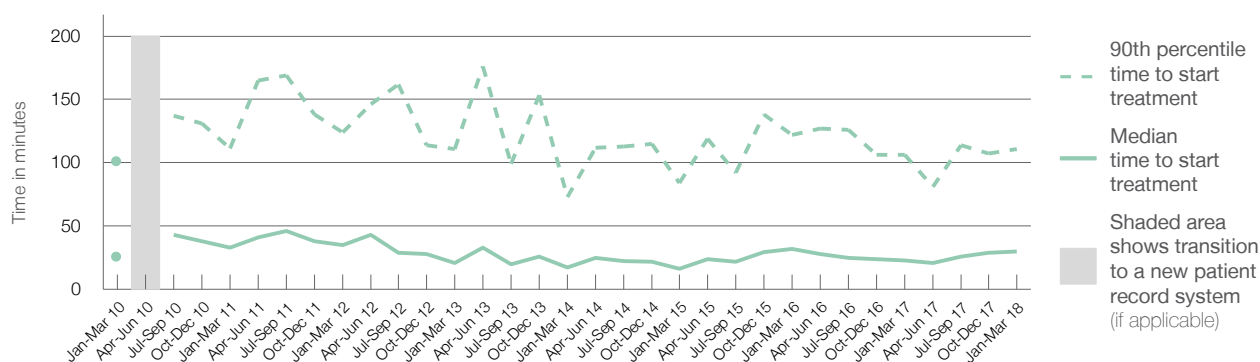
111 minutes

Same period last year	NSW (this period)
275	
241	
23 minutes	22 minutes
106 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	26	33	35	21	17	16	32	23	30
90th percentile time to start treatment <sup>5</sup> (minutes)	101	112	124	111	73	84	122	106	111

(†) 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 and Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,589 patients

Median time spent in the ED<sup>8</sup>

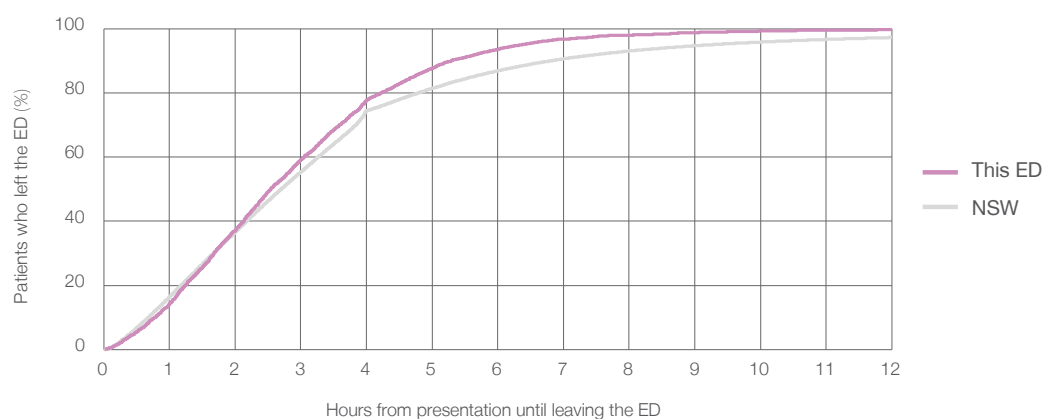
2 hours and 33 minutes

90th percentile time spent in the ED<sup>9</sup>

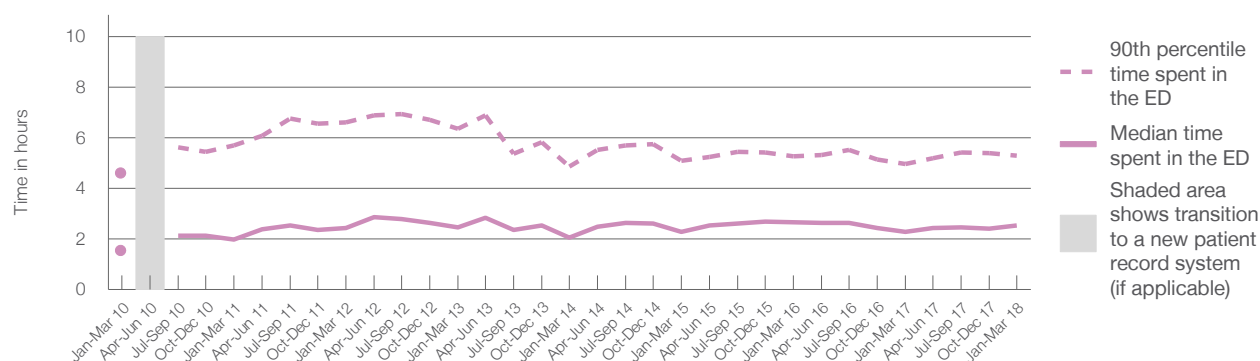
5 hours and 18 minutes

Same period last year	NSW (this period)
4,367	4,367
2 hours and 17 minutes	2 hours and 42 minutes
4 hours and 58 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 33m	1h 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m	2h 33m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 37m	5h 42m	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m	5h 18m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

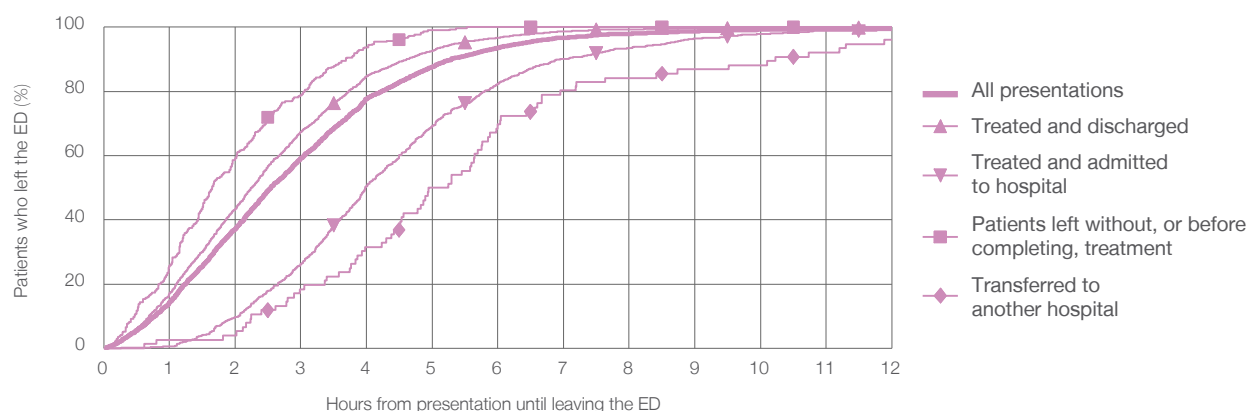
January to March 2018

All presentations:<sup>†</sup> 4,590 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,589 patients

		Same period last year	Change since one year ago
Treated and discharged	3,263 (71.1%)	4,367	5%
Treated and admitted to hospital	920 (20.0%)	3,208	1.7%
Patient left without, or before completing, treatment	307 (6.7%)	898	2.4%
Transferred to another hospital	76 (1.7%)	181	69.6%
Other	24 (0.5%)	59	28.8%
		21	14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	17.1%	43.4%	67.5%	84.8%	96.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.7%	9.7%	26.3%	50.7%	82.3%	93.6%	97.9%	99.0%
Patient left without, or before completing, treatment	25.7%	59.3%	78.8%	93.8%	100%	100%	100%	100%
Transferred to another hospital	2.6%	3.9%	18.4%	31.6%	69.7%	84.2%	88.2%	96.1%
All presentations	14.4%	37.2%	59.2%	77.7%	93.6%	98.0%	99.2%	99.7%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Goulburn Base Hospital and Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,590 patients

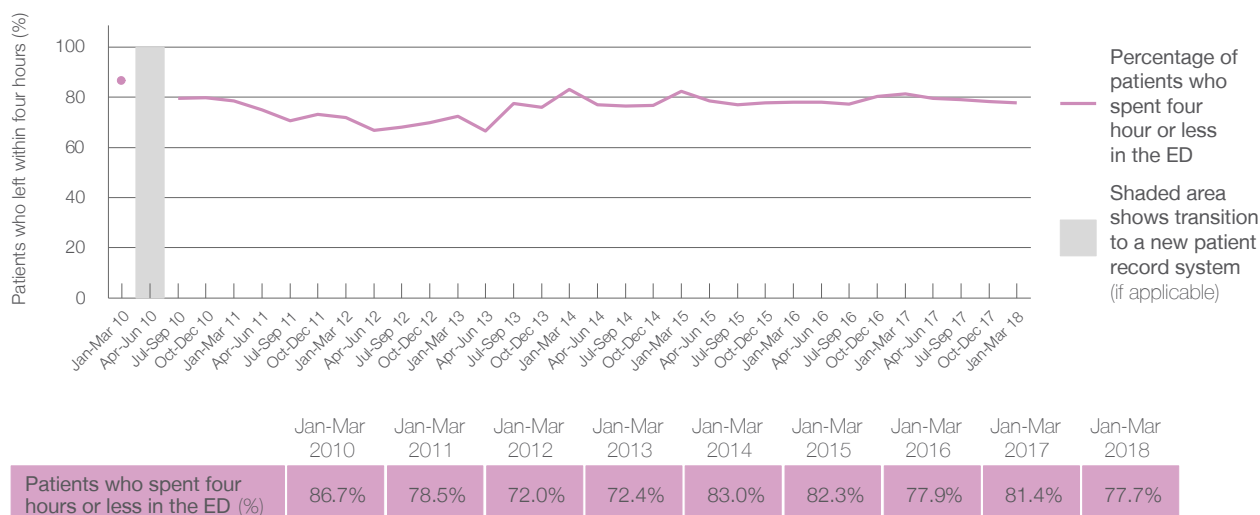
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,589 patients

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



Same period last year	Change since one year ago
4,367	5%
4,367	5%
81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Grafton Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Emergency presentations:<sup>2</sup> 5,941 patients

Same period last year	Change since one year ago
6,301	2%
5,809	2%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 544 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,631 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,689 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,043 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
605	
8 minutes	8 minutes
27 minutes	23 minutes
1,699	
22 minutes	20 minutes
68 minutes	65 minutes
2,662	
30 minutes	25 minutes
92 minutes	98 minutes
830	
30 minutes	22 minutes
97 minutes	97 minutes

## Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,433 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,300	2%
78%	

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

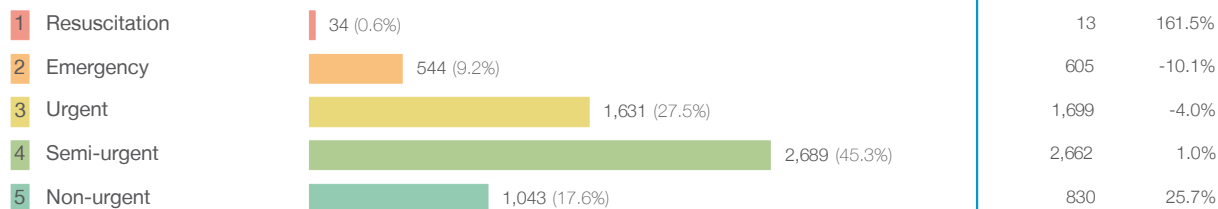


## Grafton Base Hospital: Patients presenting to the emergency department

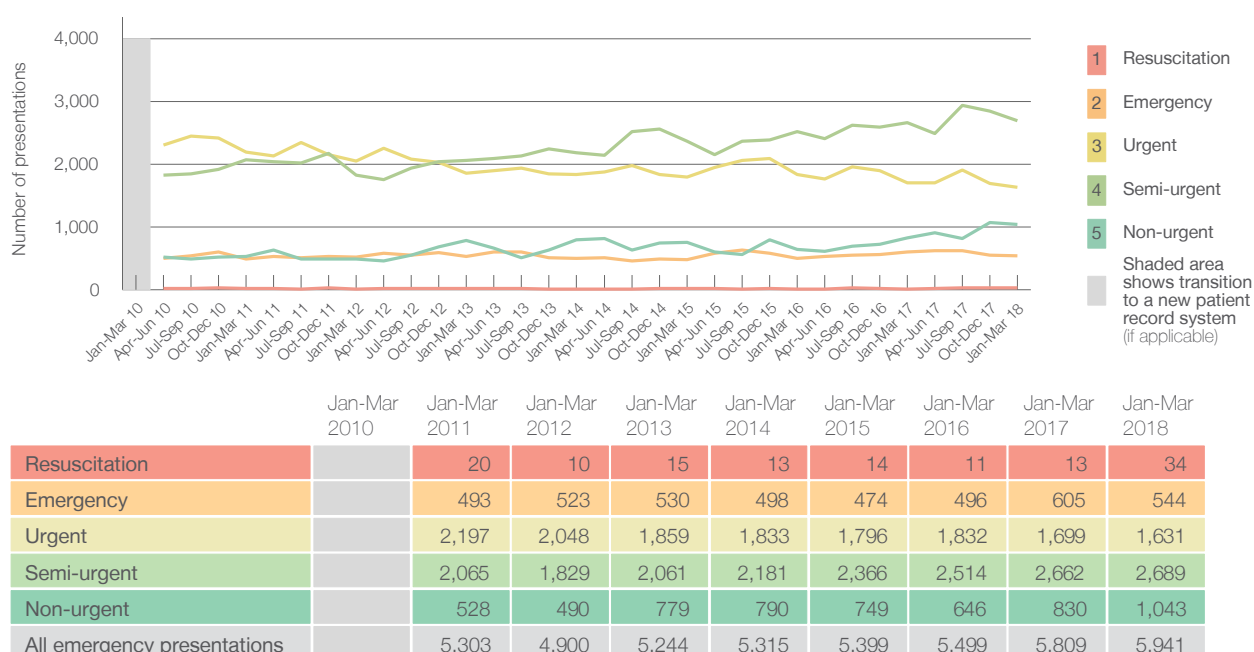
January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Emergency presentations<sup>2</sup> by triage category: 5,941 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>†</sup>



## Grafton Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 535 patients <sup>\*\*</sup>

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.

(\*\*) 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

January to March 2018

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

Number of triage 2 patients: 544

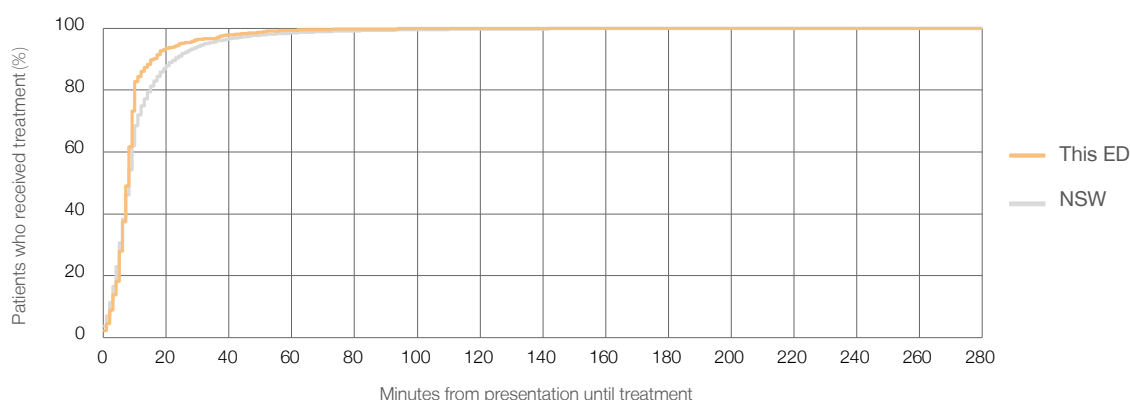
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 542

Median time to start treatment<sup>4</sup> 8 minutes

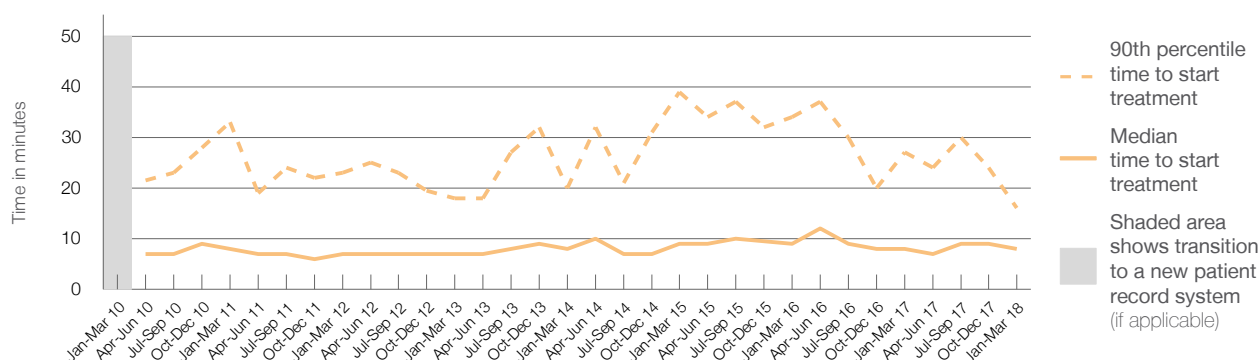
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
605	
602	
8 minutes	8 minutes
27 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		8	7	7	8	9	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)		33	23	18	20	39	34	27	16

(†) 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

January to March 2018

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

Number of triage 3 patients: 1,631

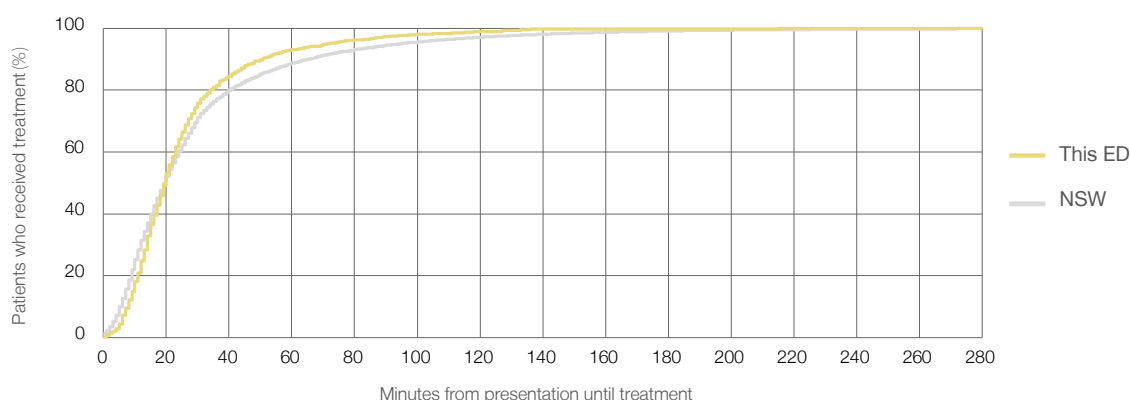
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,600

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

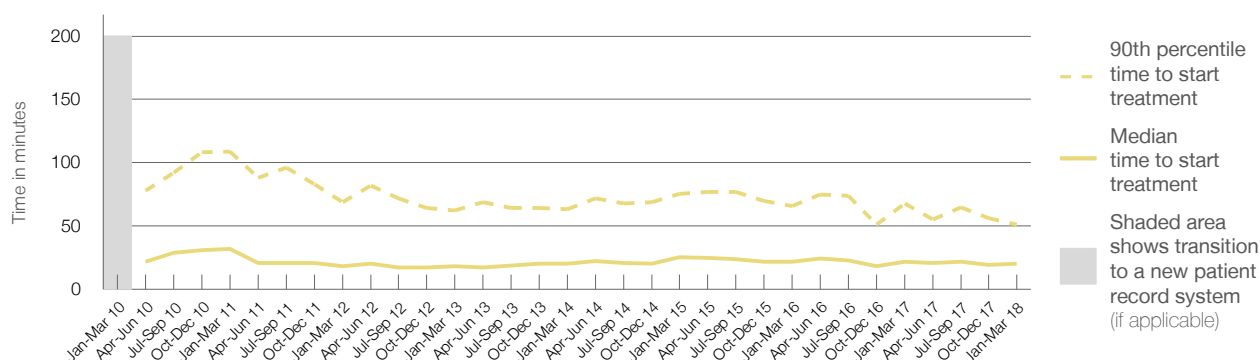
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,699	
1,681	
22 minutes	20 minutes
68 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		32	18	18	20	26	22	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)		109	69	62	63	76	66	68	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.

## Grafton Base Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,689

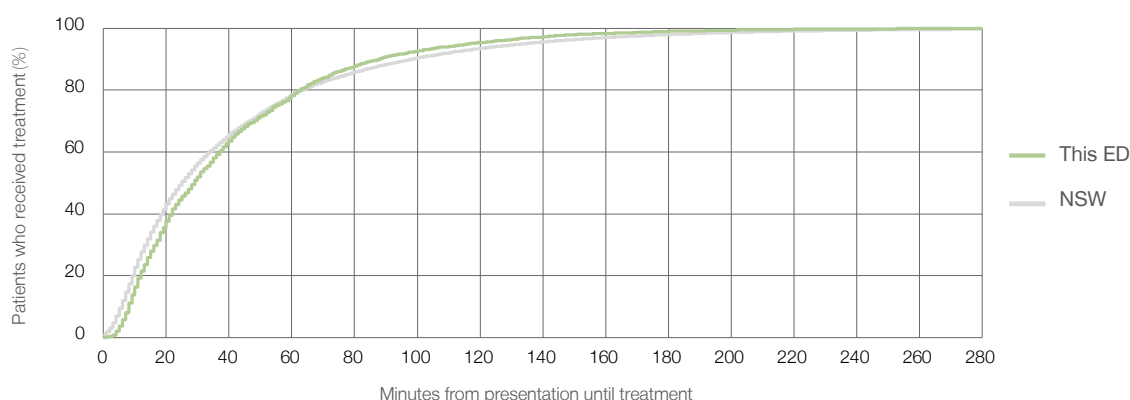
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,589

Median time to start treatment<sup>4</sup> 29 minutes

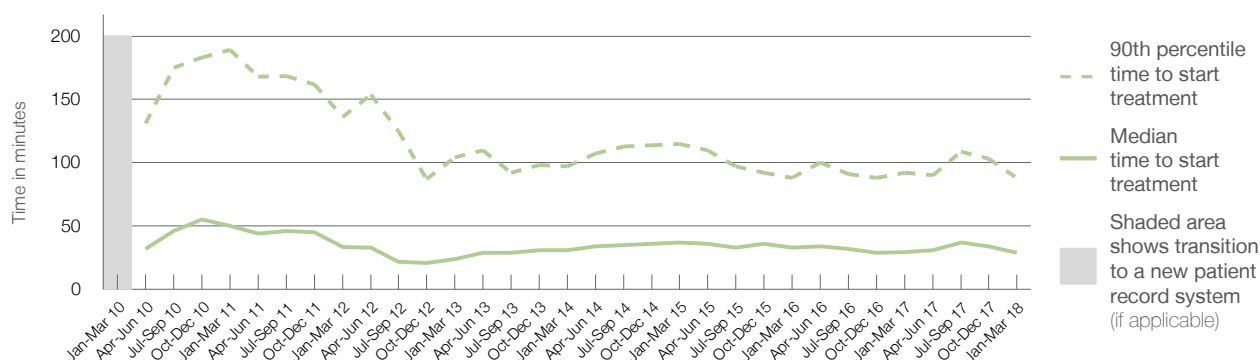
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
2,662	
2,534	
30 minutes	25 minutes
92 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		50	34	24	31	37	33	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)		189	136	104	97	115	88	92	88

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,043

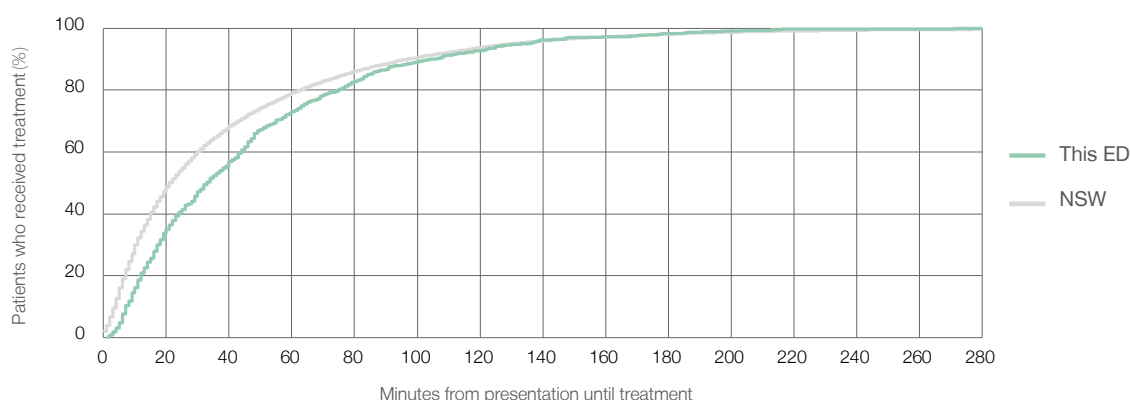
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 926

Median time to start treatment<sup>4</sup> 33 minutes

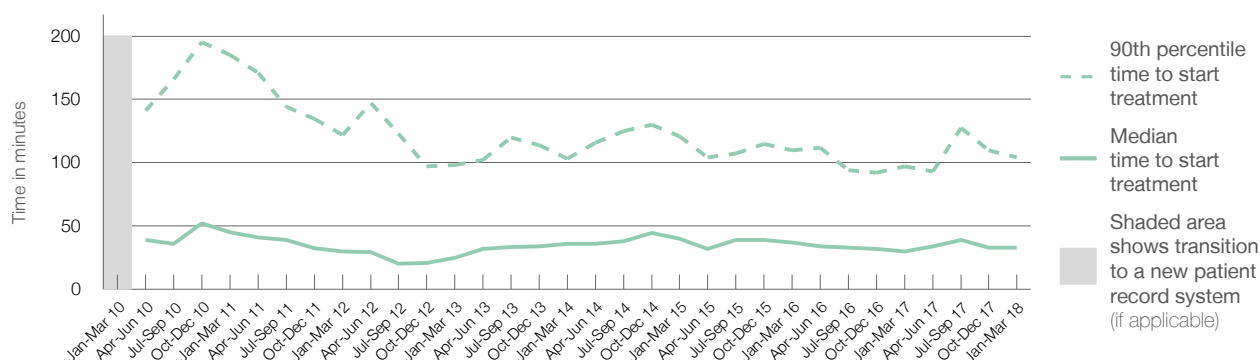
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
830	
739	
30 minutes	22 minutes
97 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		45	30	25	36	40	37	30	33
90th percentile time to start treatment <sup>5</sup> (minutes)		185	122	98	103	121	110	97	104

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Grafton Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,433 patients

Median time spent in the ED<sup>8</sup>

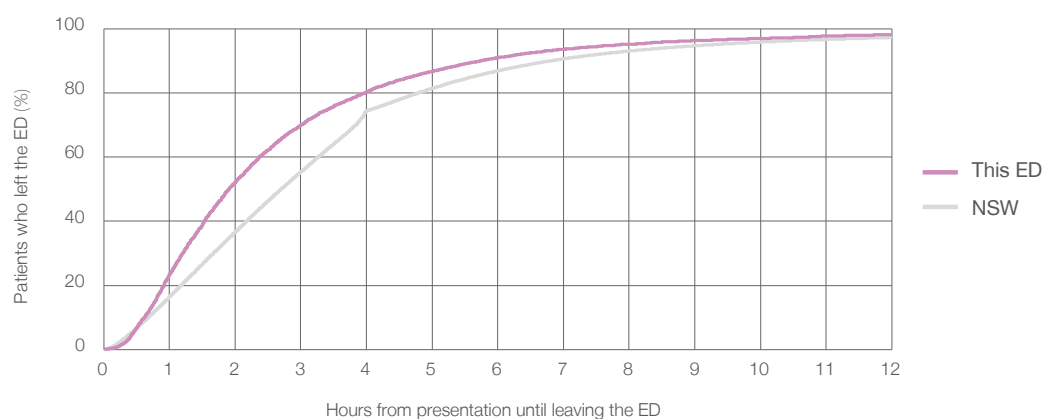
1 hours and 55 minutes

90th percentile time spent in the ED<sup>9</sup>

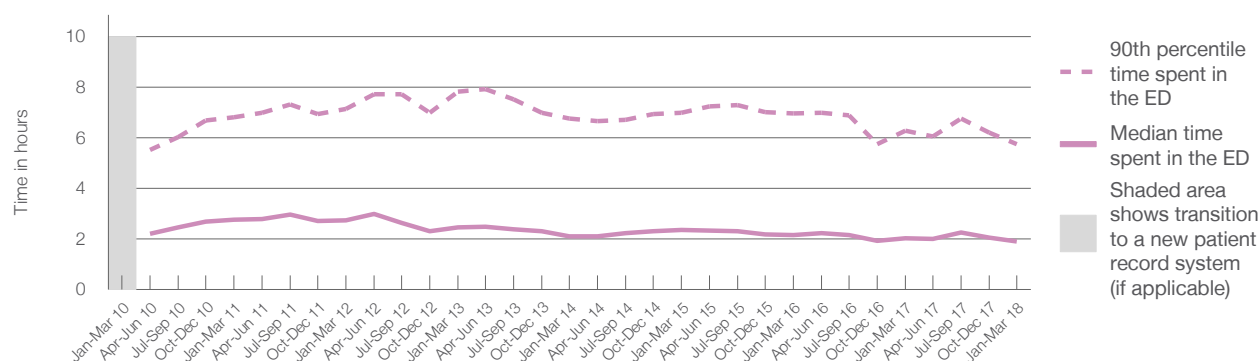
5 hours and 45 minutes

Same period last year	NSW (this period)
6,301	
6,300	
2 hours and 2 minutes	2 hours and 42 minutes
6 hours and 17 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		2h 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m	1h 55m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		6h 49m	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m	5h 45m

(†) 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

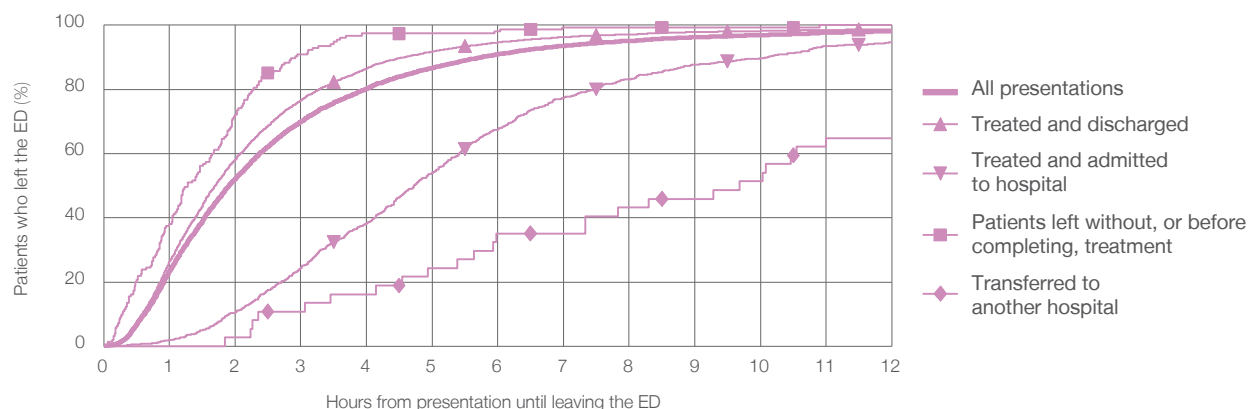
January to March 2018

All presentations:<sup>†</sup> 6,433 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,433 patients

		Same period last year	Change since one year ago
Treated and discharged	5,402 (84.0%)	5,105	5.8%
Treated and admitted to hospital	823 (12.8%)	990	-16.9%
Patient left without, or before completing, treatment	155 (2.4%)	155	0.0%
Transferred to another hospital	37 (0.6%)	37	0.0%
Other	16 (0.2%)	14	14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.4%	58.3%	76.6%	86.5%	94.7%	97.2%	98.2%	98.8%
Treated and admitted to hospital	2.1%	10.6%	24.3%	38.3%	67.7%	83.2%	89.8%	94.8%
Patient left without, or before completing, treatment	38.1%	72.3%	91.0%	97.4%	98.1%	99.4%	99.4%	100%
Transferred to another hospital	0%	2.7%	10.8%	16.2%	35.1%	43.2%	51.4%	64.9%
All presentations	23.6%	52.3%	69.9%	80.2%	91.0%	95.1%	96.9%	98.1%

(†) 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.

## Grafton Base Hospital: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,433 patients

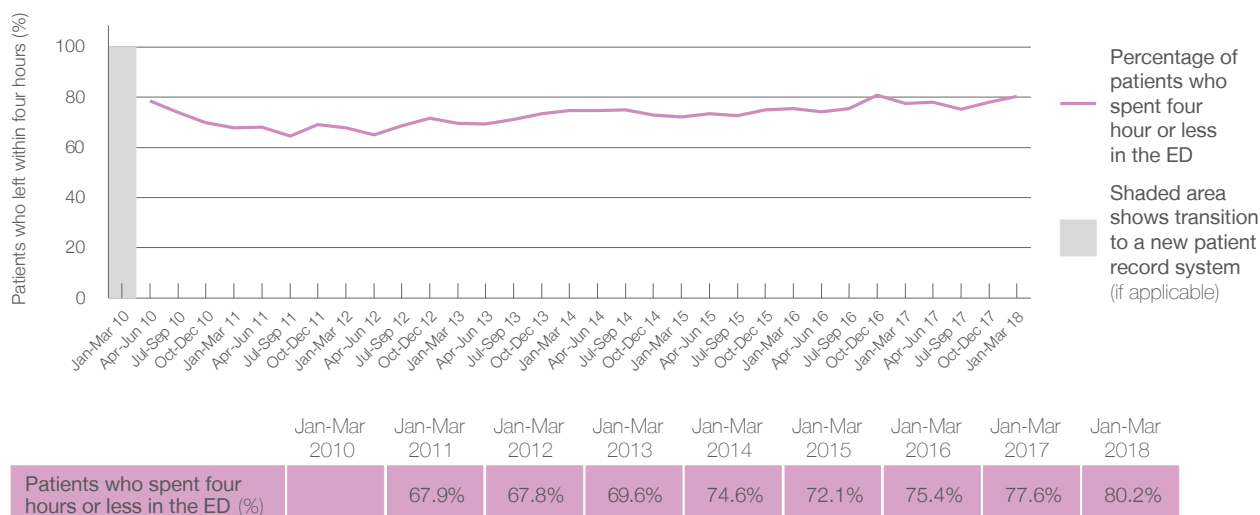
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,433 patients

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



Same period last year	Change since one year ago
6,301	2%
6,300	2%
77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).



## Griffith Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 5,258 patients

Emergency presentations:<sup>2</sup> 5,048 patients

Same period last year	Change since one year ago
5,099	3%
4,862	4%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 450 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,834 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,101 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
490	
7 minutes	8 minutes
24 minutes	23 minutes
1,981	
15 minutes	20 minutes
50 minutes	65 minutes
1,948	
15 minutes	25 minutes
71 minutes	98 minutes
416	
15 minutes	22 minutes
78 minutes	97 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,258 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
5,099	3%
83%	

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

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

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

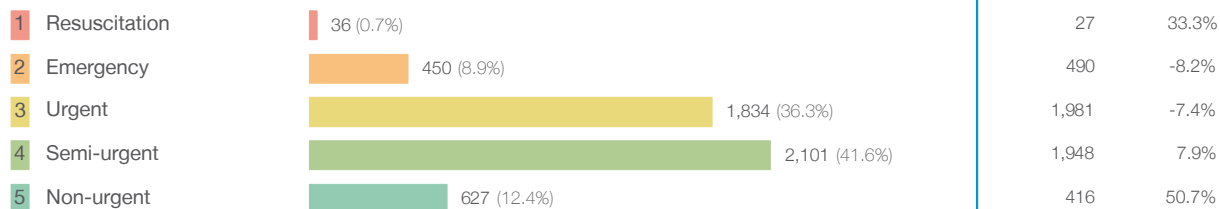
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Griffith Base Hospital: Patients presenting to the emergency department

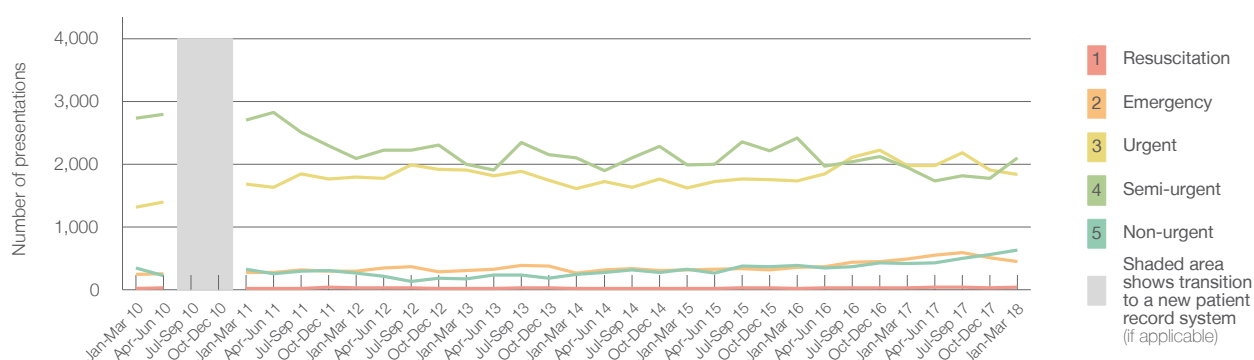
January to March 2018

All presentations:<sup>1</sup> 5,258 patients

Emergency presentations<sup>2</sup> by triage category: 5,048 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	15	18	26	16	18	18	18	27	36
Emergency	241	273	293	308	263	315	351	490	450
Urgent	1,318	1,678	1,794	1,903	1,609	1,622	1,731	1,981	1,834
Semi-urgent	2,728	2,705	2,086	2,001	2,101	1,987	2,412	1,948	2,101
Non-urgent	348	320	261	177	245	330	383	416	627
All emergency presentations	4,650	4,994	4,460	4,405	4,236	4,272	4,895	4,862	5,048

## Griffith Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 685 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.

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

January to March 2018

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

Number of triage 2 patients: 450

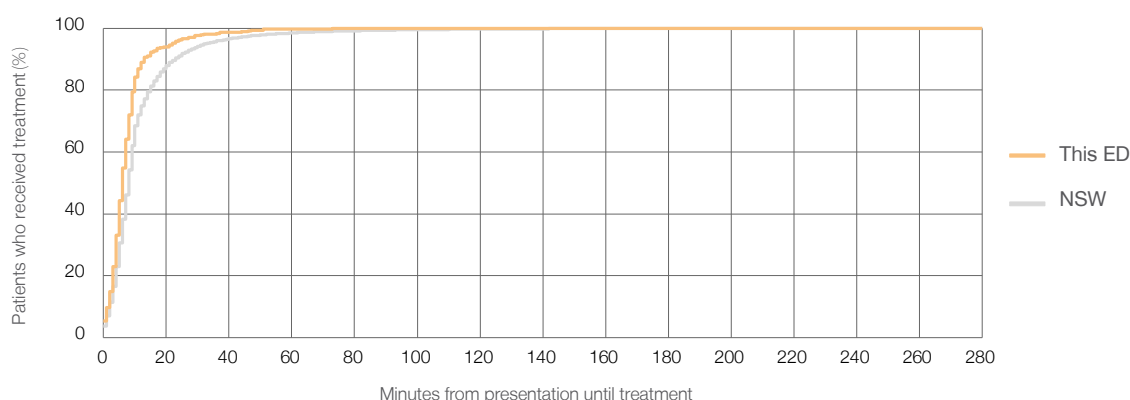
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 447

Median time to start treatment<sup>4</sup> 6 minutes

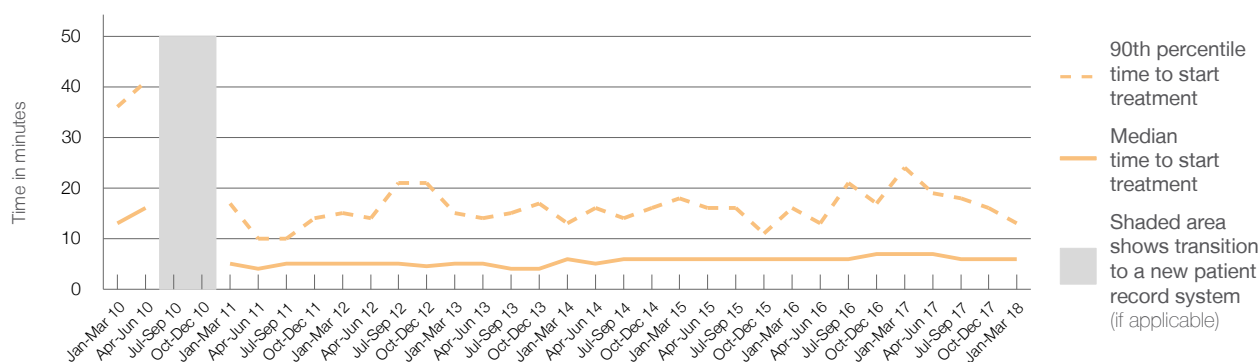
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
490	
487	
7 minutes	8 minutes
24 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	5	5	5	6	6	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	36	17	15	15	13	18	16	24	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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,834

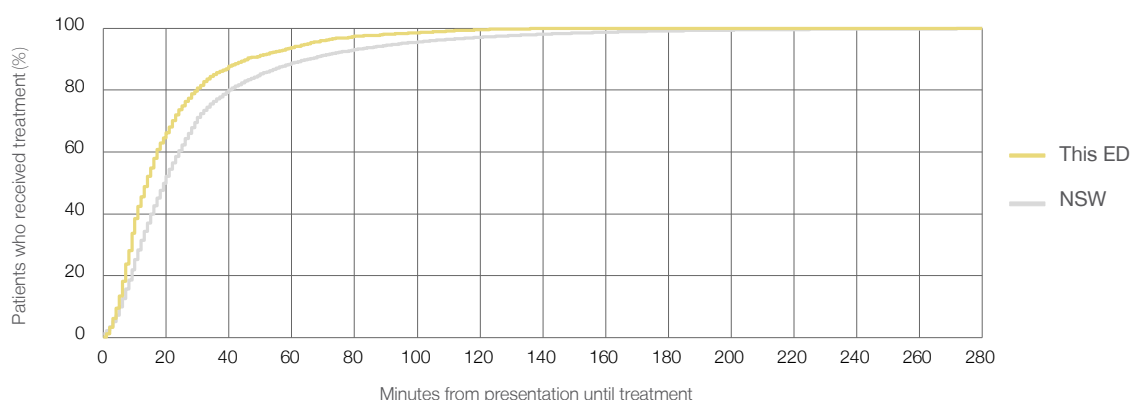
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,809

Median time to start treatment<sup>4</sup> 14 minutes

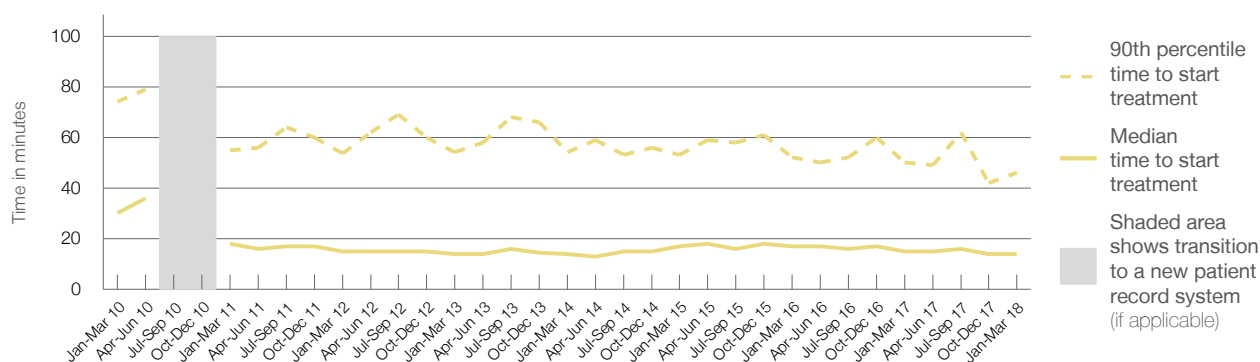
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
1,981	
1,957	
15 minutes	20 minutes
50 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	30	18	15	14	14	17	17	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	74	55	54	54	54	53	52	50	46

(†) 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

January to March 2018

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

Number of triage 4 patients: 2,101

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,035

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

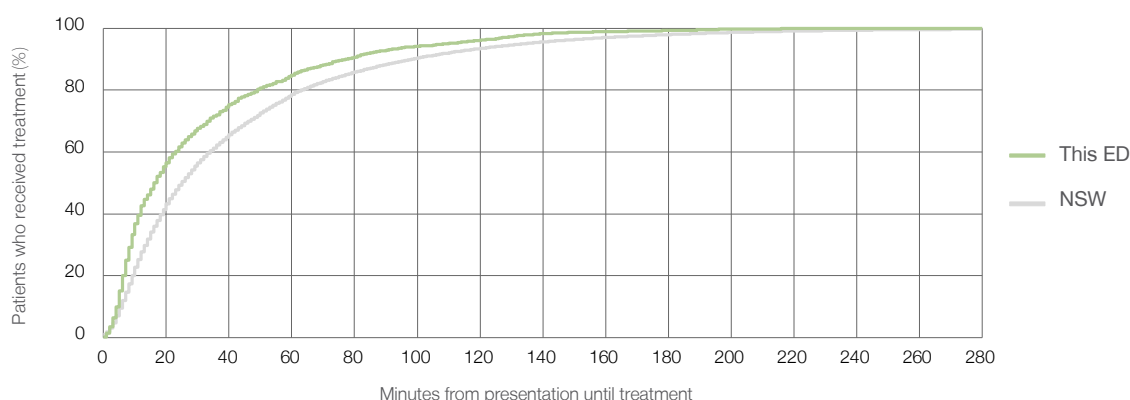
16 minutes

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

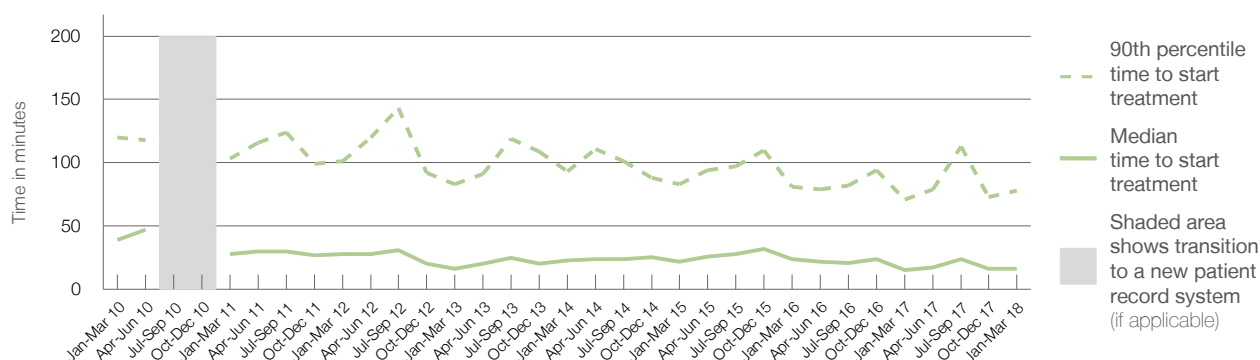
78 minutes

Same period last year	NSW (this period)
1,948	
1,896	
15 minutes	25 minutes
71 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	39	28	28	16	23	22	24	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	120	103	101	83	93	83	81	71	78

(†) 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

January to March 2018

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

Number of triage 5 patients: 627

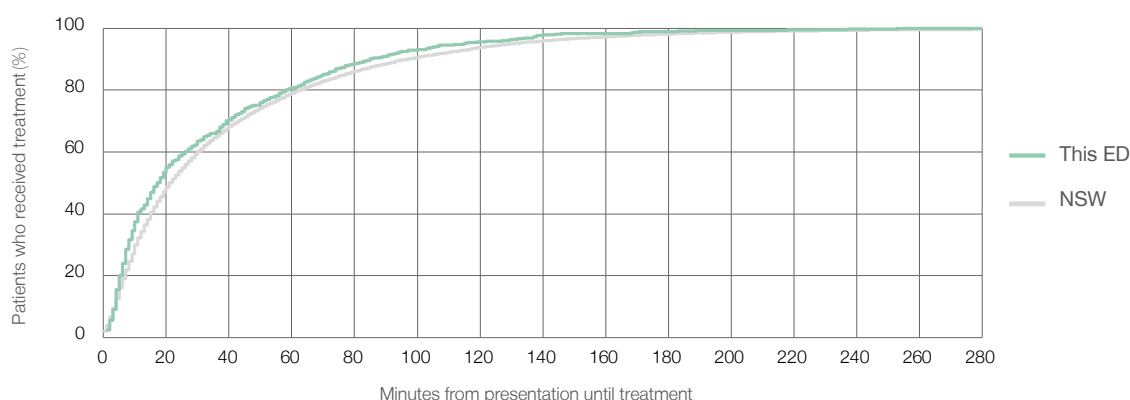
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 578

Median time to start treatment<sup>4</sup> 17 minutes

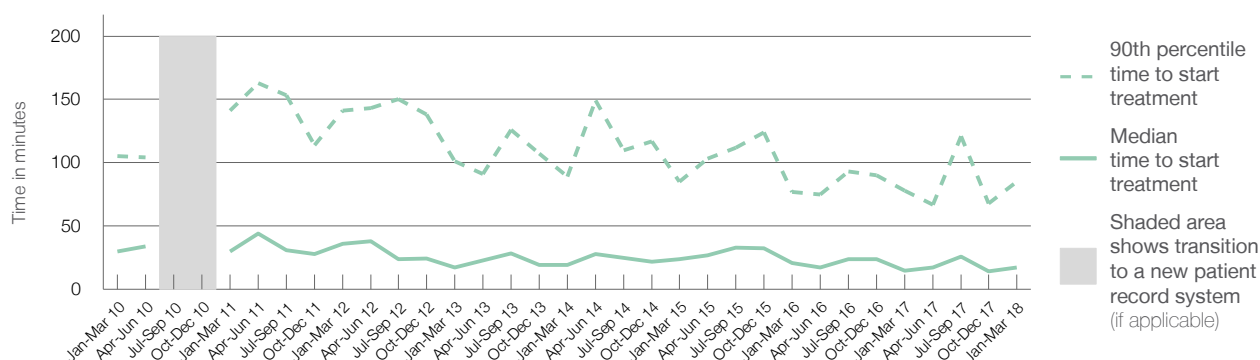
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
416	
386	
15 minutes	22 minutes
78 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	30	30	36	17	19	24	21	15	17
90th percentile time to start treatment <sup>5</sup> (minutes)	105	141	141	101	89	85	77	78	85

(†) 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

January to March 2018

All presentations:<sup>1</sup> 5,258 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,258 patients

Median time spent in the ED<sup>8</sup>

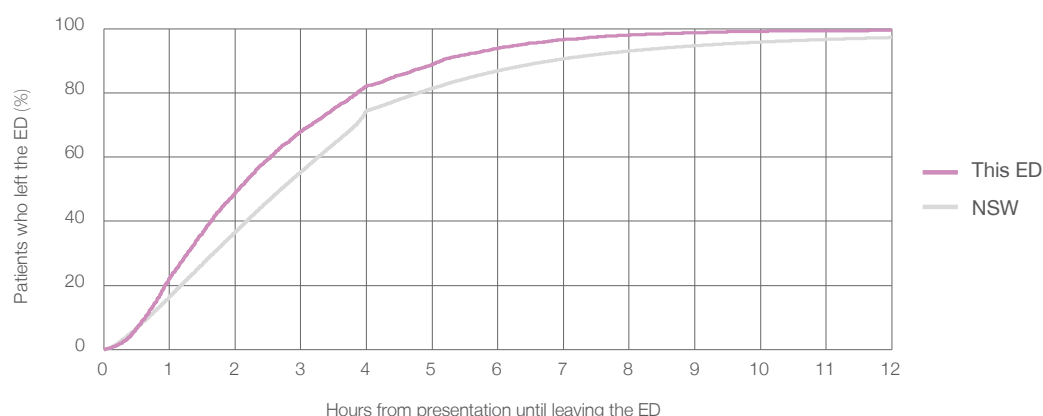
2 hours and 3 minutes

90th percentile time spent in the ED<sup>9</sup>

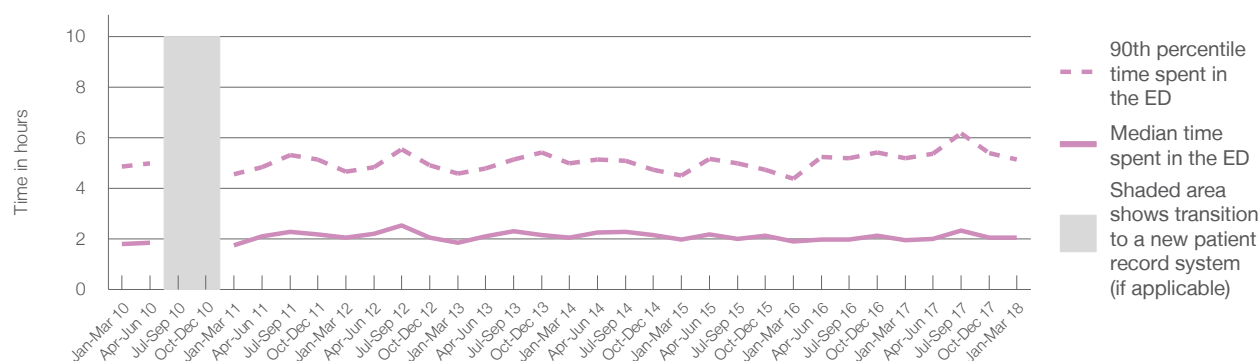
5 hours and 9 minutes

Same period last year	NSW (this period)
5,099	5,099
1 hours and 58 minutes	2 hours and 42 minutes
5 hours and 11 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 48m	1h 46m	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m	1h 58m	2h 3m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 52m	4h 34m	4h 40m	4h 35m	5h 0m	4h 30m	4h 23m	5h 11m	5h 9m

(†) 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

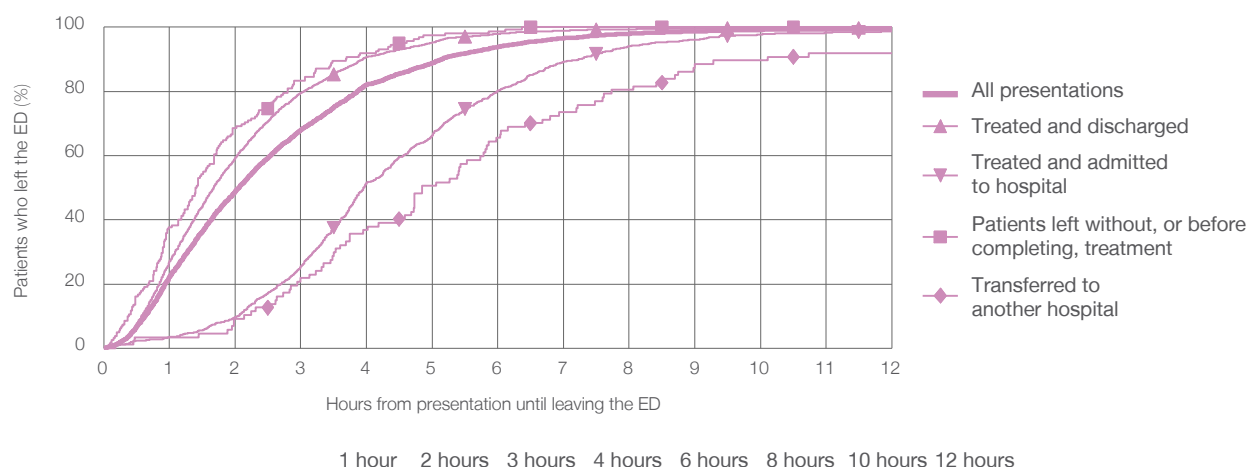
January to March 2018

All presentations:<sup>†</sup> 5,258 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 5,258 patients

		Same period last year	Change since one year ago
Treated and discharged	3,951 (75.1%)	5,099	3%
Treated and admitted to hospital	1,043 (19.8%)	3,798	4.0%
Patient left without, or before completing, treatment	162 (3.1%)	1,040	0.3%
Transferred to another hospital	87 (1.7%)	145	11.7%
Other	15 (0.3%)	103	-15.5%
		13	15.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	27.0%	59.4%	79.5%	90.7%	97.9%	99.4%	99.7%	99.8%
Treated and admitted to hospital	3.5%	9.8%	25.6%	51.6%	80.3%	94.1%	97.8%	98.7%
Patient left without, or before completing, treatment	37.7%	68.5%	83.3%	92.0%	98.8%	100%	100%	100%
Transferred to another hospital	3.4%	9.2%	21.8%	36.8%	65.5%	80.5%	89.7%	92.0%
All presentations	22.4%	49.0%	68.0%	82.1%	93.9%	98.0%	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.



## Griffith Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 5,258 patients

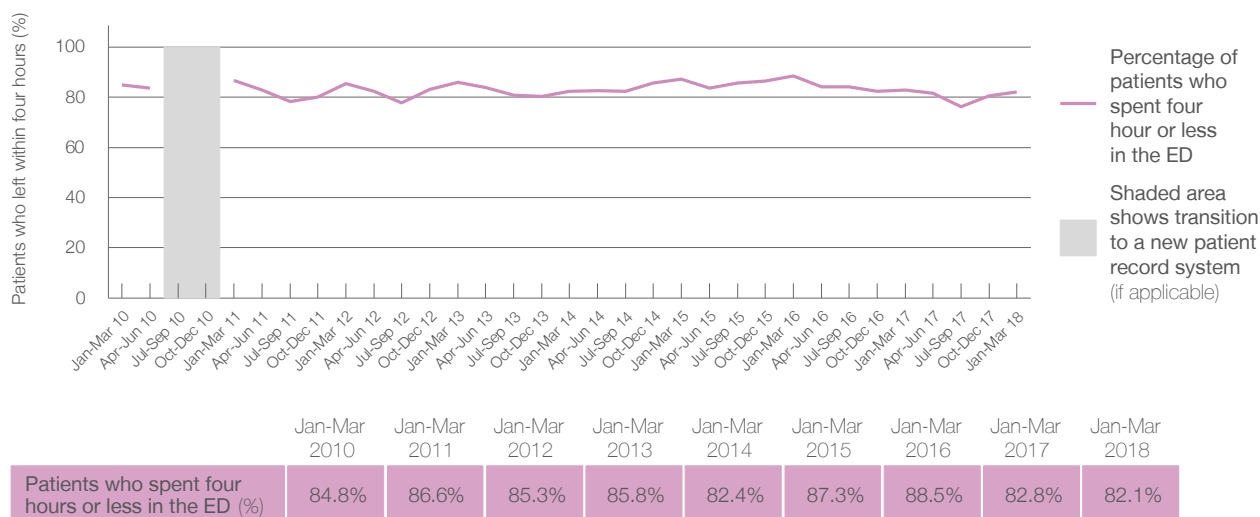
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,258 patients

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



Same period last year	Change since one year ago
5,099	3%
5,099	3%
82.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,418 patients

Emergency presentations:<sup>2</sup> 6,086 patients

Same period last year	Change since one year ago
6,085	5%
5,757	6%

## Hawkesbury District Health Services: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 769 patients

Median time to start treatment<sup>4</sup> 11 minutes

90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,763 patients

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,155 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 377 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
644	
9 minutes	8 minutes
20 minutes	23 minutes
1,677	
15 minutes	20 minutes
40 minutes	65 minutes
3,118	
15 minutes	25 minutes
63 minutes	98 minutes
297	
13 minutes	22 minutes
57 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,418 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
6,085	5%
75%	

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

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

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

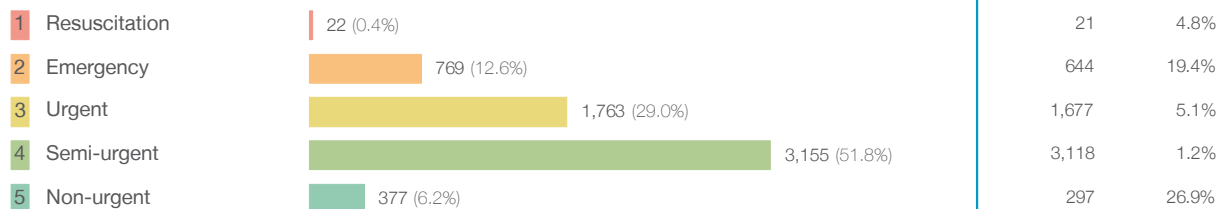
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Hawkesbury District Health Services: Patients presenting to the emergency department

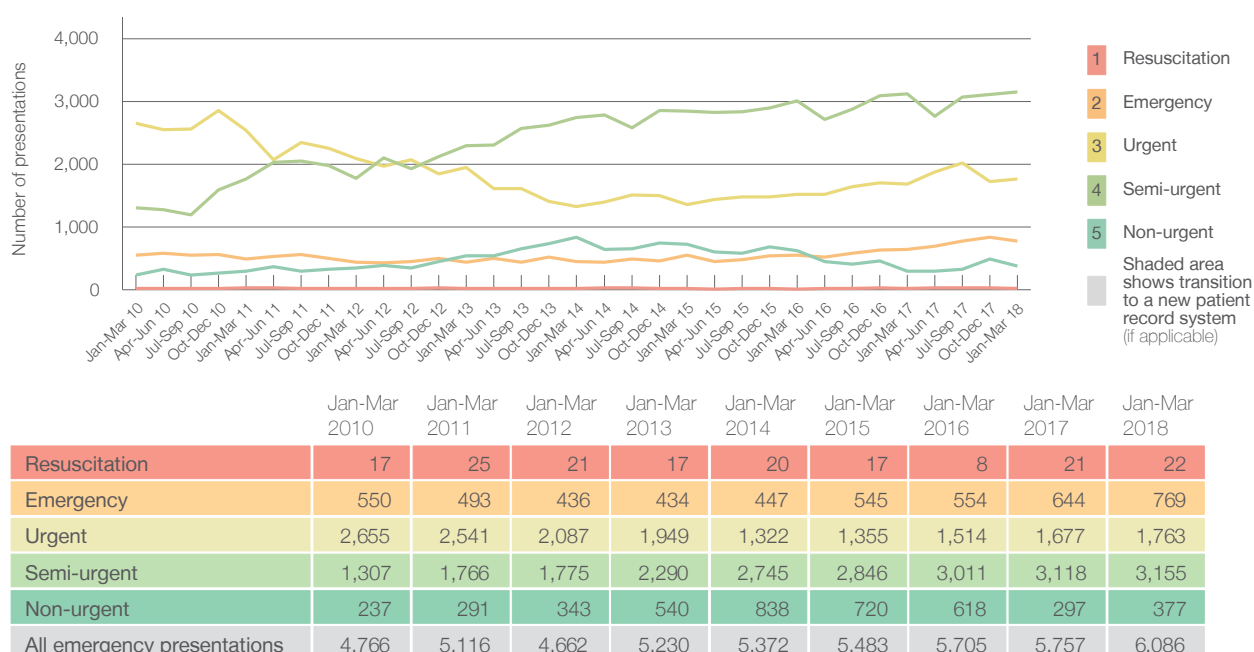
January to March 2018

All presentations:<sup>1</sup> 6,418 patients

Emergency presentations<sup>2</sup> by triage category: 6,086 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>† §</sup>



## Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 946 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.

(§) 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

January to March 2018

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

Number of triage 2 patients: 769

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 766

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

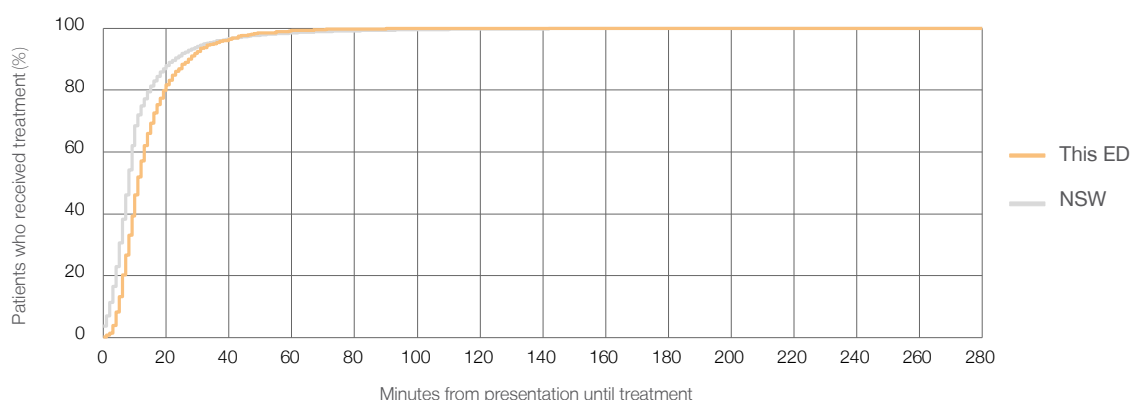
11 minutes

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

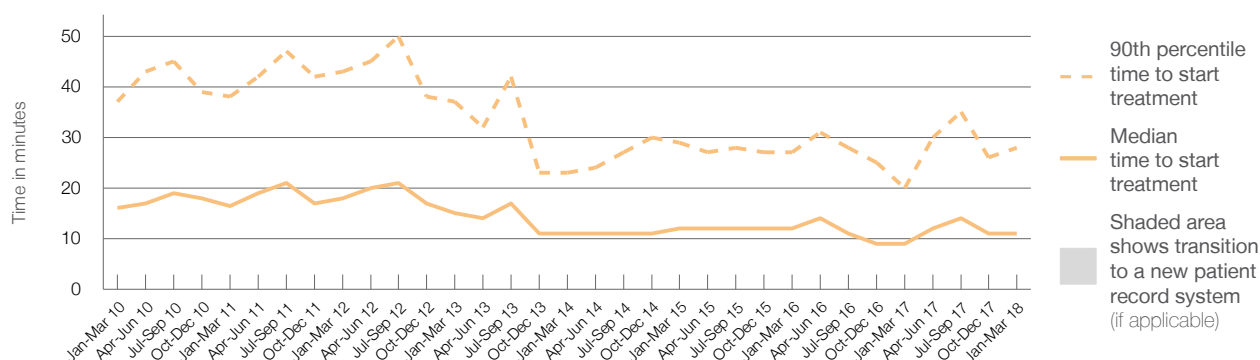
28 minutes

Same period last year	NSW (this period)
644	
644	
9 minutes	8 minutes
20 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	16	17	18	15	11	12	12	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	37	38	43	37	23	29	27	20	28

(†) 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

January to March 2018

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

Number of triage 3 patients: 1,763

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,743

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

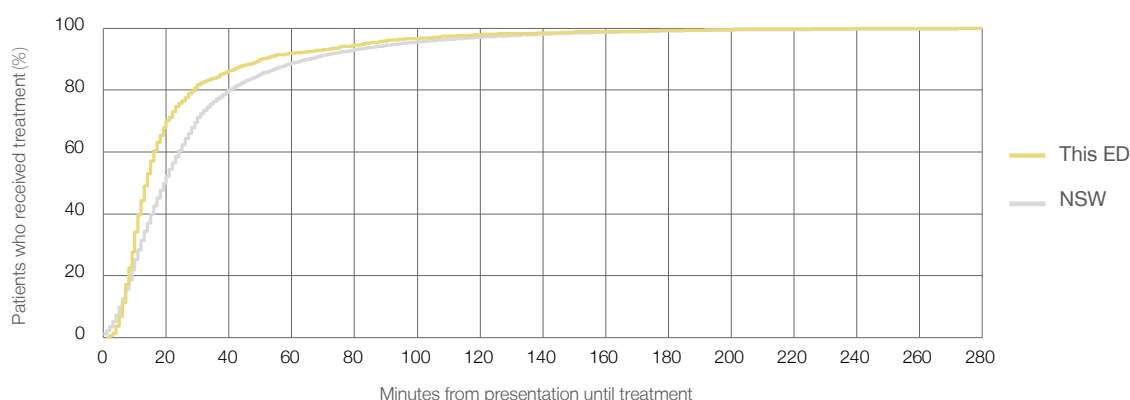
14 minutes

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

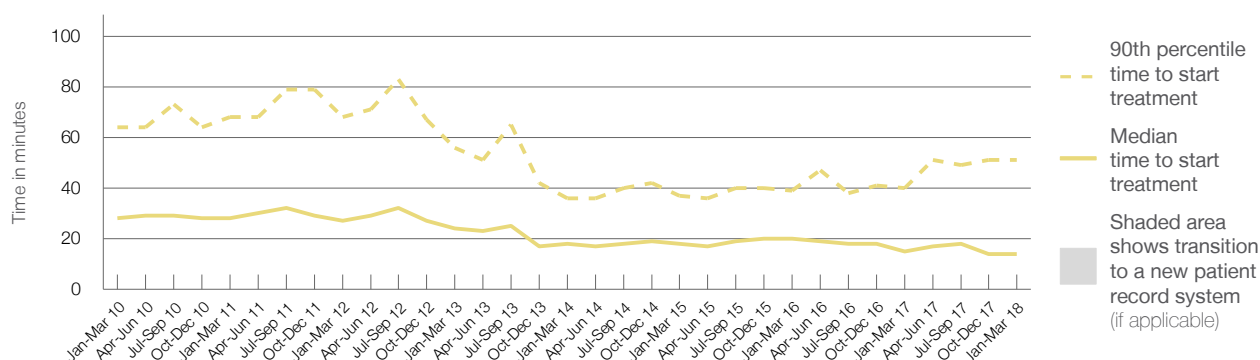
51 minutes

Same period last year	NSW (this period)
1,677	
1,676	
15 minutes	20 minutes
40 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	28	27	24	18	18	20	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	64	68	68	56	36	37	39	40	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

January to March 2018

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

Number of triage 4 patients: 3,155

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 3,058

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

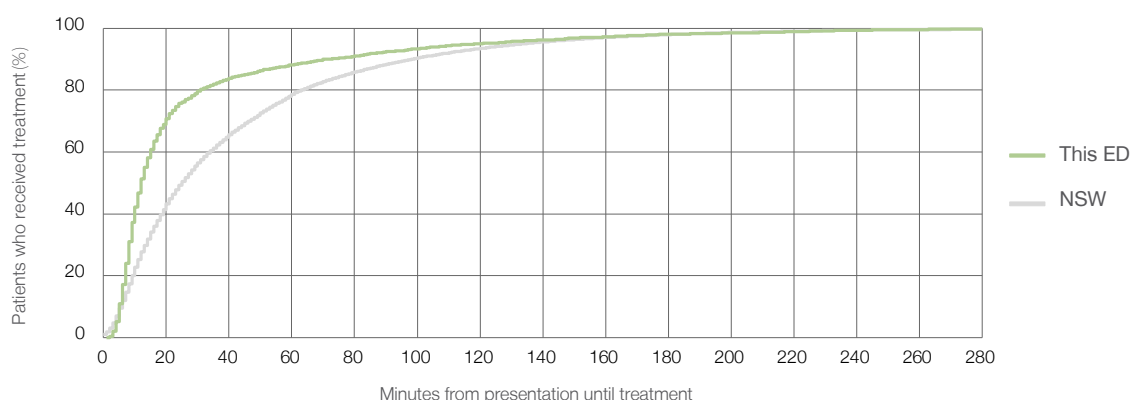
12 minutes

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

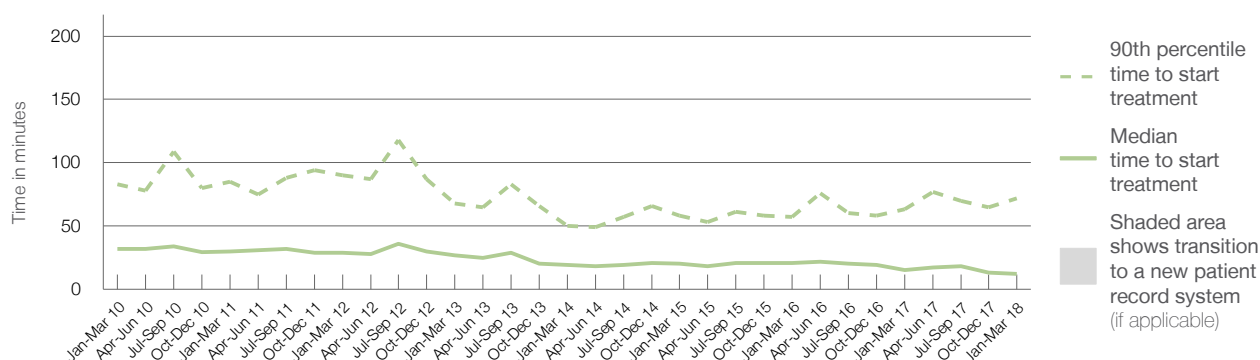
72 minutes

Same period last year	NSW (this period)
3,118	
3,113	
15 minutes	25 minutes
63 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	30	29	27	19	20	21	15	12
90th percentile time to start treatment <sup>5</sup> (minutes)	83	85	90	68	50	58	57	63	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.

(§) 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

January to March 2018

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

Number of triage 5 patients: 377

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 359

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

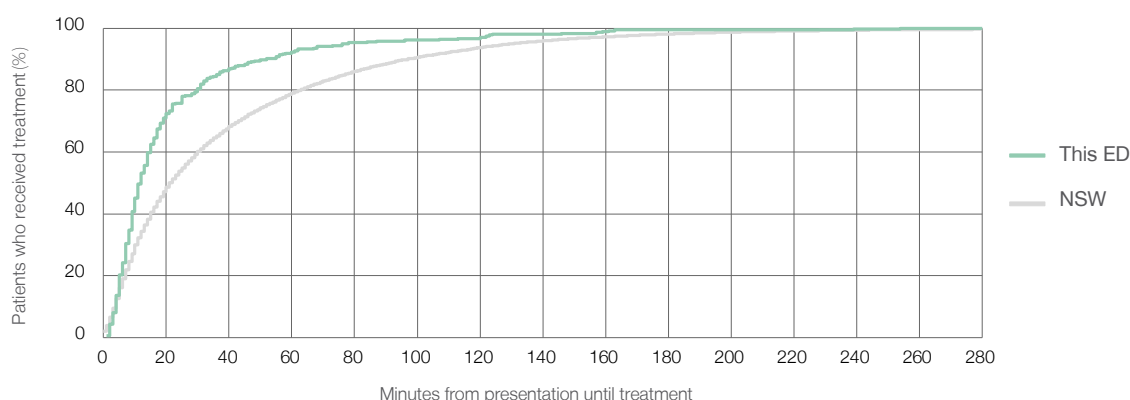
12 minutes

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

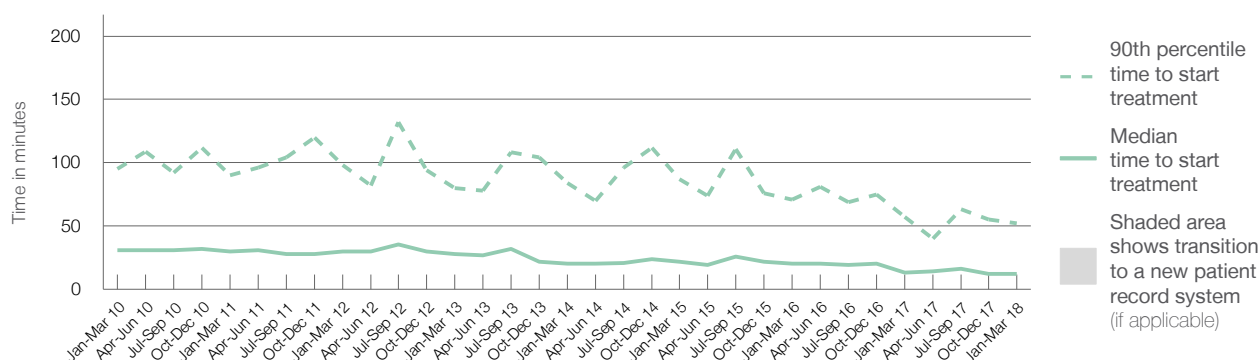
52 minutes

Same period last year	NSW (this period)
297	
291	
13 minutes	22 minutes
57 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	31	30	30	28	20	22	20	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	95	90	98	80	84	87	71	57	52

(†) 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

January to March 2018

All presentations:<sup>1</sup> 6,418 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,418 patients

Median time spent in the ED<sup>8</sup>

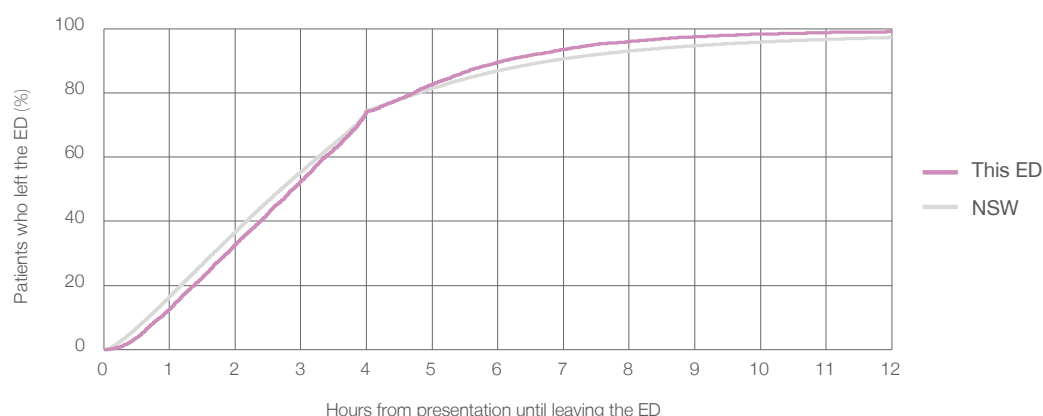
2 hours and 53 minutes

90th percentile time spent in the ED<sup>9</sup>

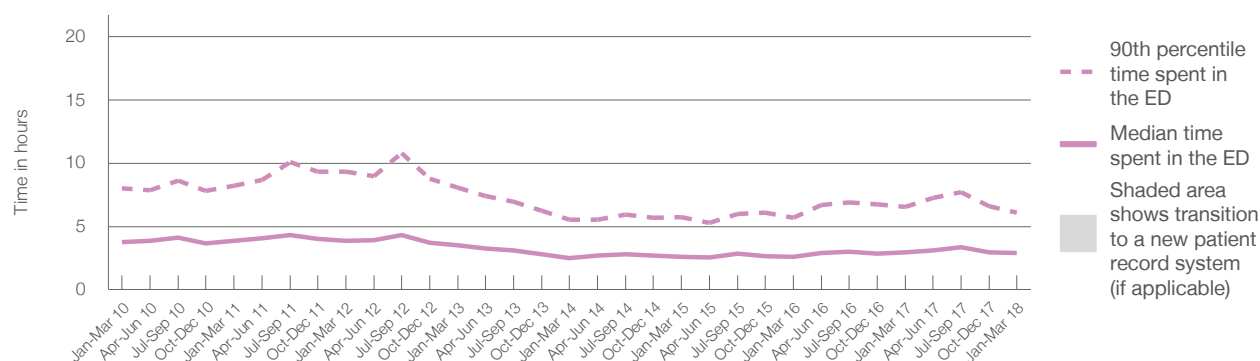
6 hours and 6 minutes

Same period last year	NSW (this period)
6,085	
6,085	
2 hours and 56 minutes	2 hours and 42 minutes
6 hours and 32 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 47m	3h 52m	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m	2h 56m	2h 53m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 2m	8h 12m	9h 19m	8h 3m	5h 31m	5h 45m	5h 41m	6h 32m	6h 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.

(§) 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

January to March 2018

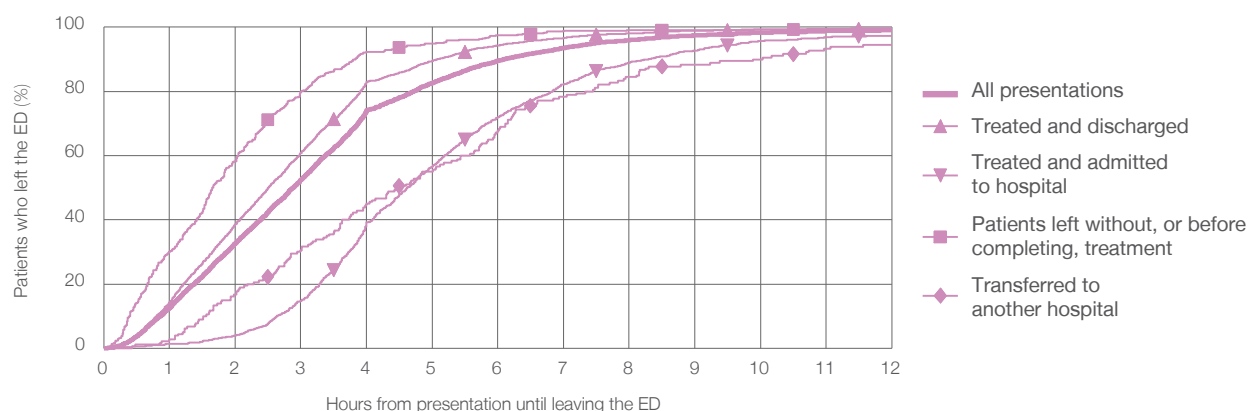
All presentations:<sup>†</sup> 6,418 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,418 patients

Treated and discharged	4,563 (71.1%)
Treated and admitted to hospital	1,233 (19.2%)
Patient left without, or before completing, treatment	433 (6.7%)
Transferred to another hospital	180 (2.8%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,085	5%
4,162	9.6%
1,245	-1.0%
500	-13.4%
170	5.9%
8	12.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡§</sup>



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

Treated and discharged	14.3%	38.6%	60.8%	83.0%	94.4%	98.1%	99.3%	99.6%
Treated and admitted to hospital	1.3%	4.0%	14.7%	39.2%	72.0%	88.9%	95.8%	97.4%
Patient left without, or before completing, treatment	30.0%	58.2%	79.9%	92.4%	97.5%	99.1%	99.3%	99.8%
Transferred to another hospital	2.8%	16.7%	30.6%	45.0%	67.8%	84.4%	90.0%	94.4%
All presentations	12.6%	32.7%	52.4%	74.2%	89.6%	96.0%	98.3%	99.0%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,418 patients

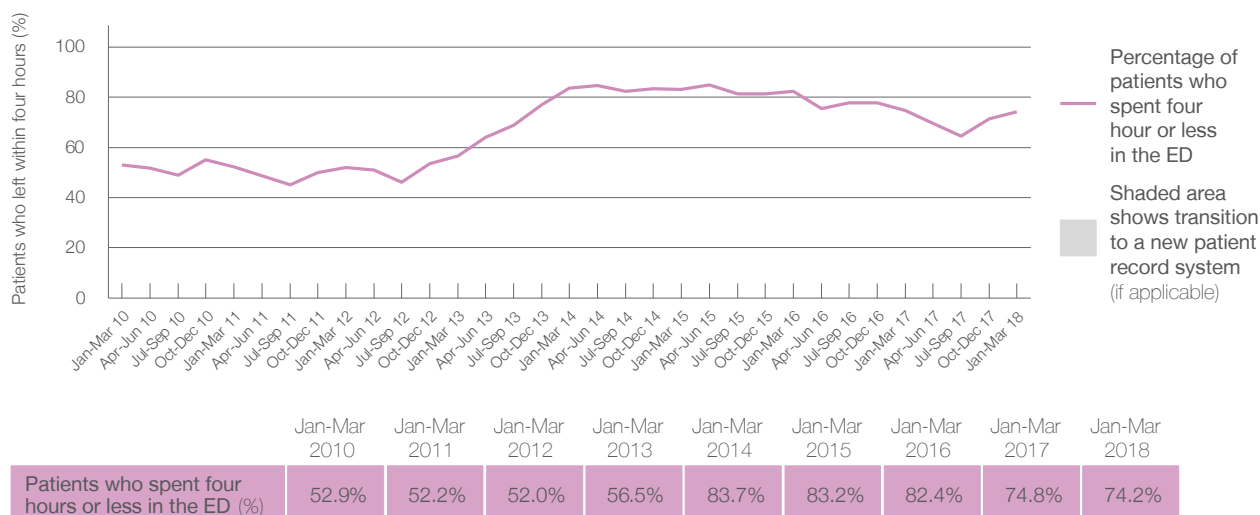
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,418 patients

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



Same period last year	Change since one year ago
6,085	5%
6,085	5%
74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Mount Druitt Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,465 patients

Emergency presentations:<sup>2</sup> 8,391 patients

Same period last year	Change since one year ago
7,964	6%
7,889	6%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,484 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,104 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,775 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 995 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,373	
10 minutes	8 minutes
25 minutes	23 minutes
2,939	
27 minutes	20 minutes
87 minutes	65 minutes
2,649	
40 minutes	25 minutes
114 minutes	98 minutes
910	
41 minutes	22 minutes
127 minutes	97 minutes

## Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,459 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
7,960	6%
67%	

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

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

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

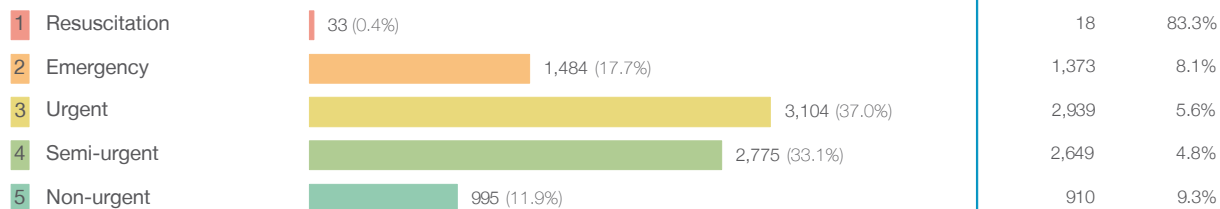
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Mount Druitt Hospital: Patients presenting to the emergency department

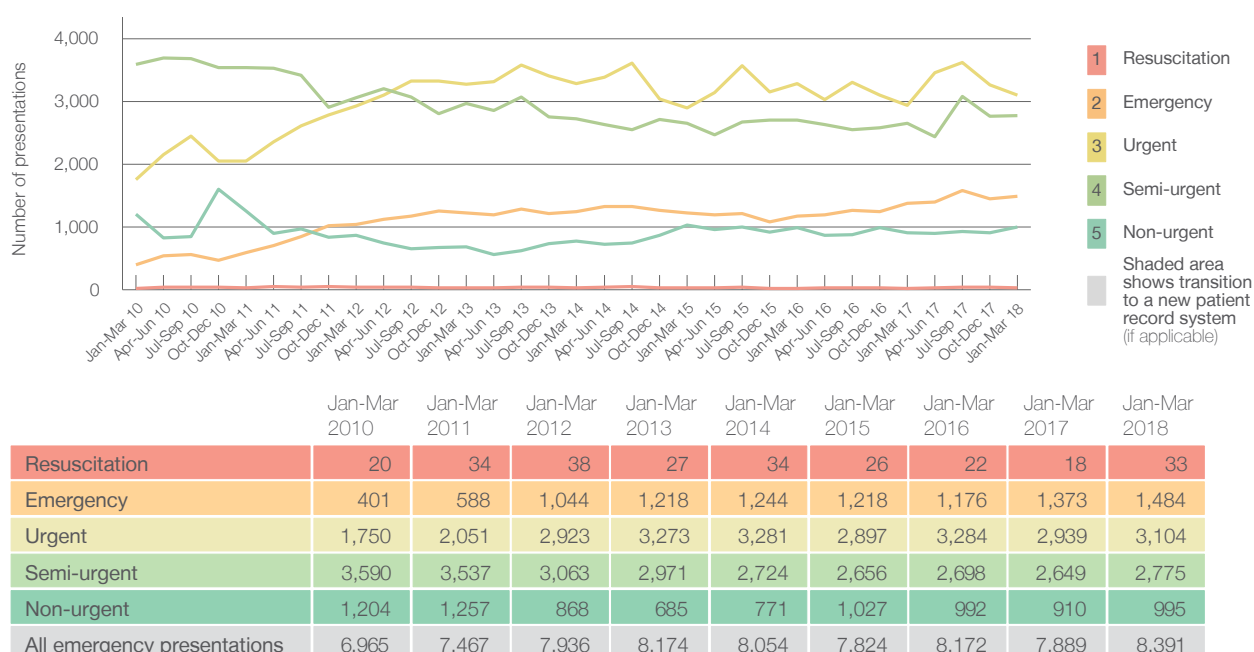
January to March 2018

All presentations:<sup>1</sup> 8,465 patients

Emergency presentations<sup>2</sup> by triage category: 8,391 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Mount Druitt Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 947 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.

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

January to March 2018

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

Number of triage 2 patients: 1,484

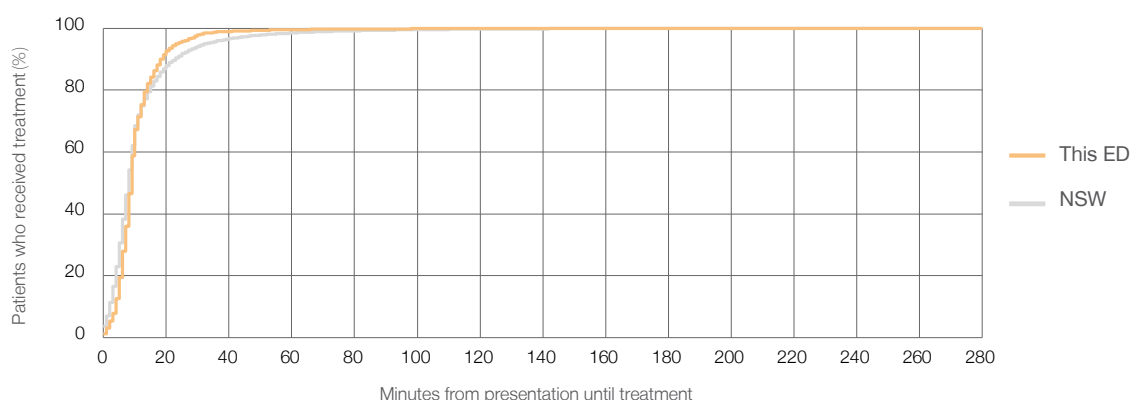
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,478

Median time to start treatment <sup>4</sup> 9 minutes

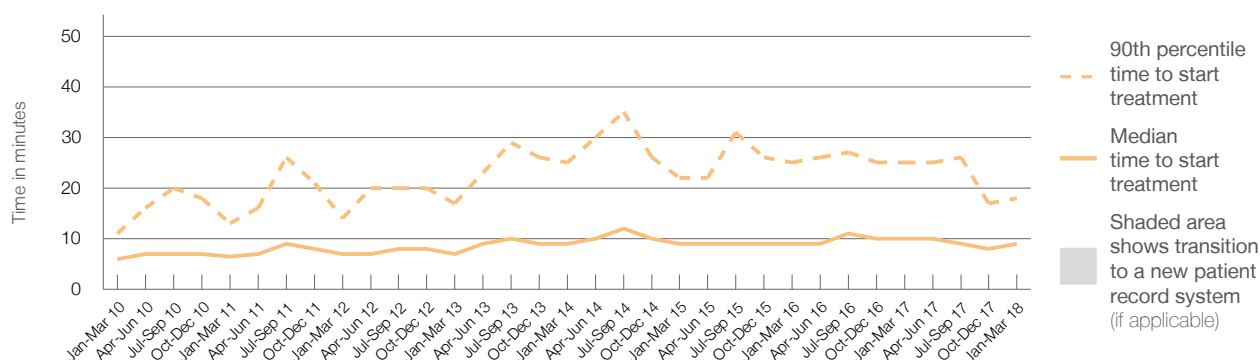
90th percentile time to start treatment <sup>5</sup> 18 minutes

Same period last year	NSW (this period)
1,373	
1,367	
10 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	7	7	9	9	9	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	11	13	14	17	25	22	25	25	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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,104

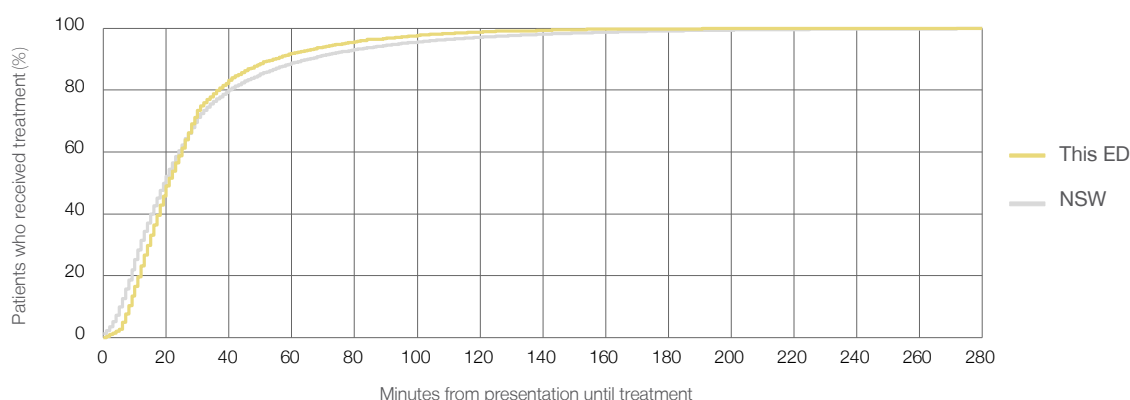
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,029

Median time to start treatment <sup>4</sup> 21 minutes

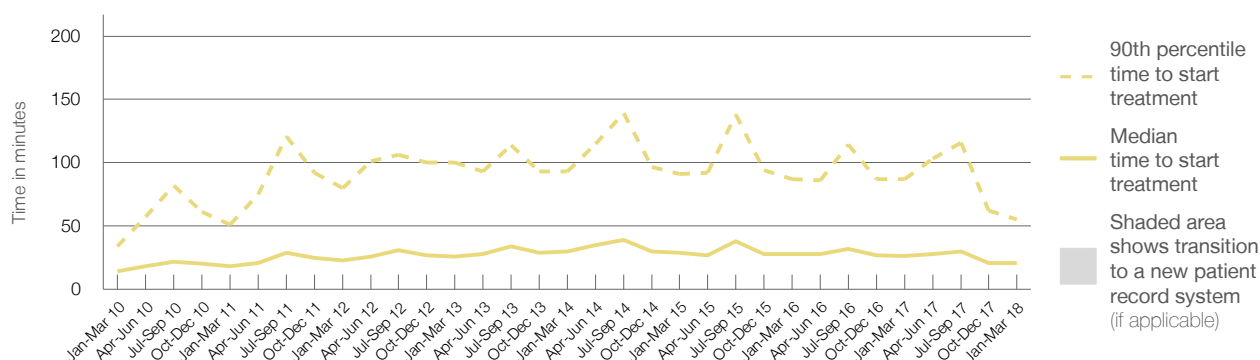
90th percentile time to start treatment <sup>5</sup> 55 minutes

Same period last year	NSW (this period)
2,939	
2,834	
27 minutes	20 minutes
87 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	14	18	23	26	30	29	28	27	21
90th percentile time to start treatment <sup>5</sup> (minutes)	34	51	80	100	93	91	87	87	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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,775

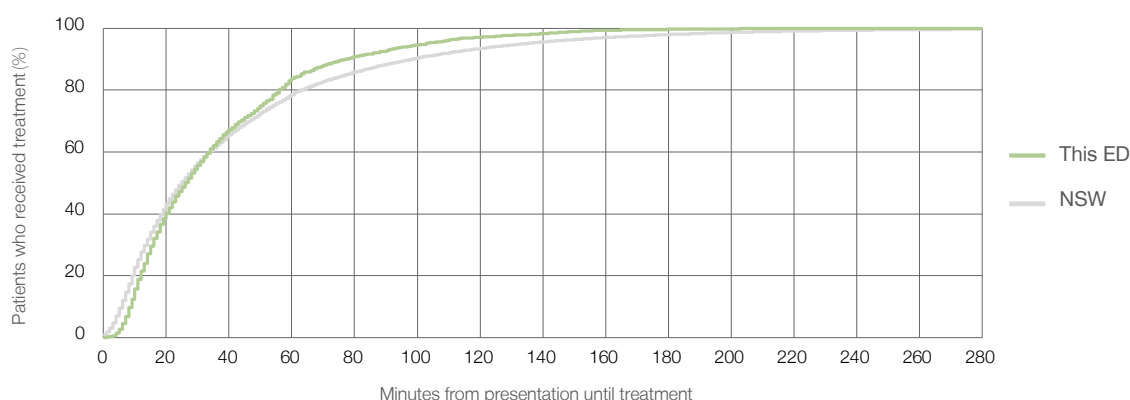
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,625

Median time to start treatment<sup>4</sup> 26 minutes

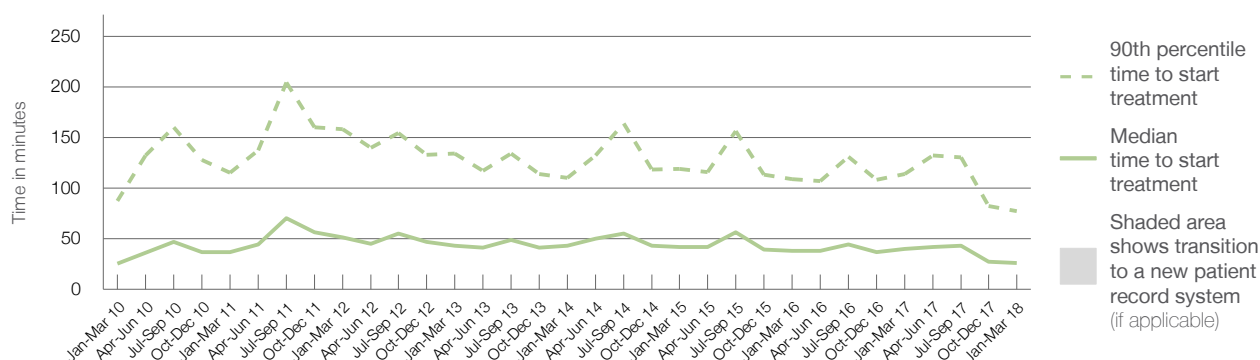
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
2,649	
2,464	
40 minutes	25 minutes
114 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	37	51	43	43	42	38	40	26
90th percentile time to start treatment <sup>5</sup> (minutes)	87	115	158	134	110	119	109	114	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.

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

January to March 2018

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

Number of triage 5 patients: 995

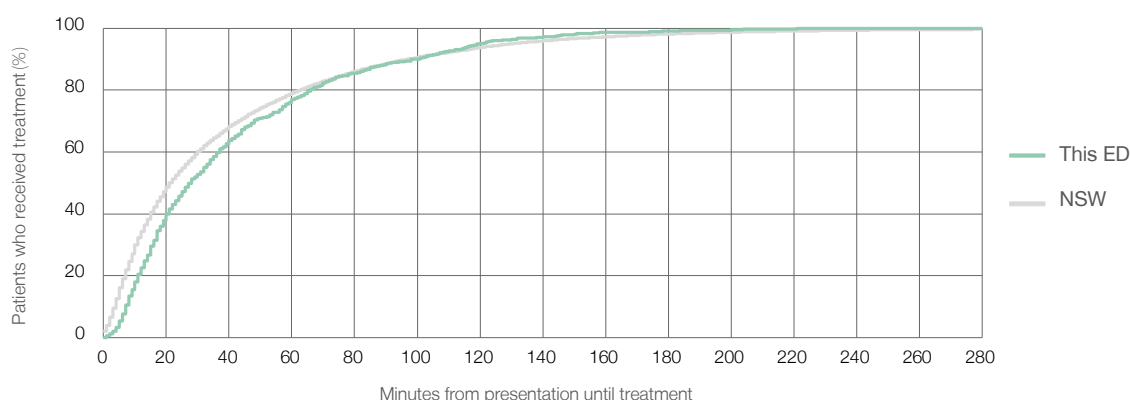
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 891

Median time to start treatment<sup>4</sup> 28 minutes

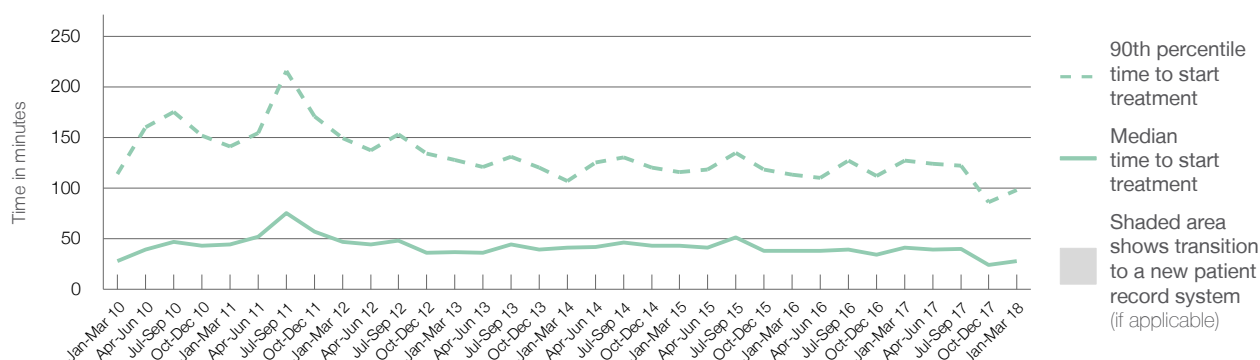
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
910	
812	
41 minutes	22 minutes
127 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	44	47	37	41	43	38	41	28
90th percentile time to start treatment <sup>5</sup> (minutes)	114	141	149	128	107	116	113	127	98

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Mount Druitt Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,465 patients

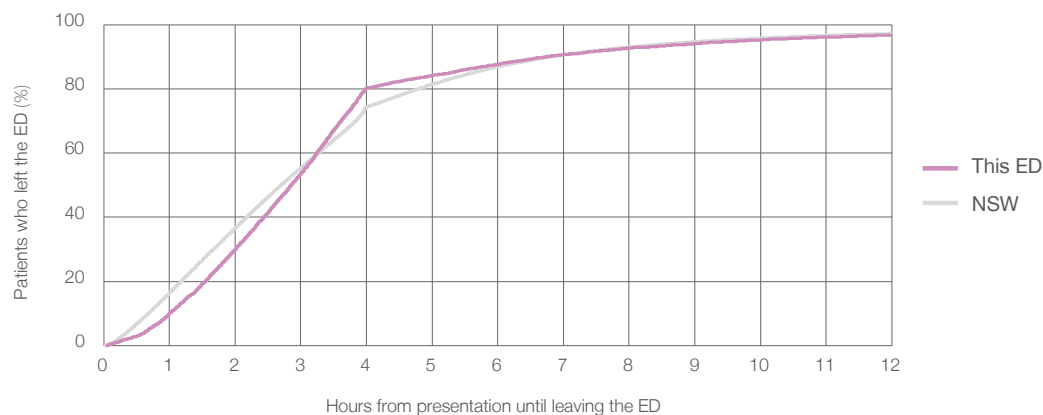
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,459 patients

Median time spent in the ED<sup>8</sup> 2 hours and 52 minutes

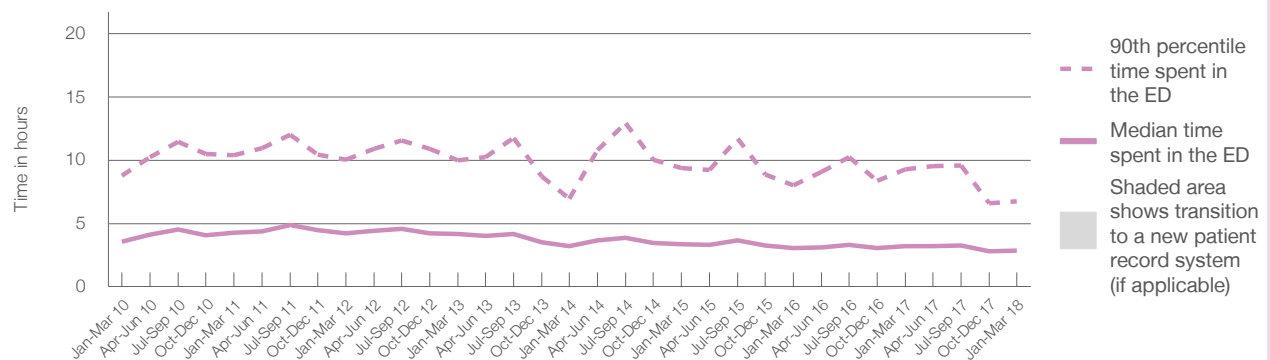
90th percentile time spent in the ED<sup>9</sup> 6 hours and 45 minutes

Same period last year	NSW (this period)
7,964	
7,960	
3 hours and 12 minutes	2 hours and 42 minutes
9 hours and 17 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 35m	4h 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m	3h 12m	2h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 46m	10h 24m	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 17m	6h 45m

(†) 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

By mode of separation

January to March 2018

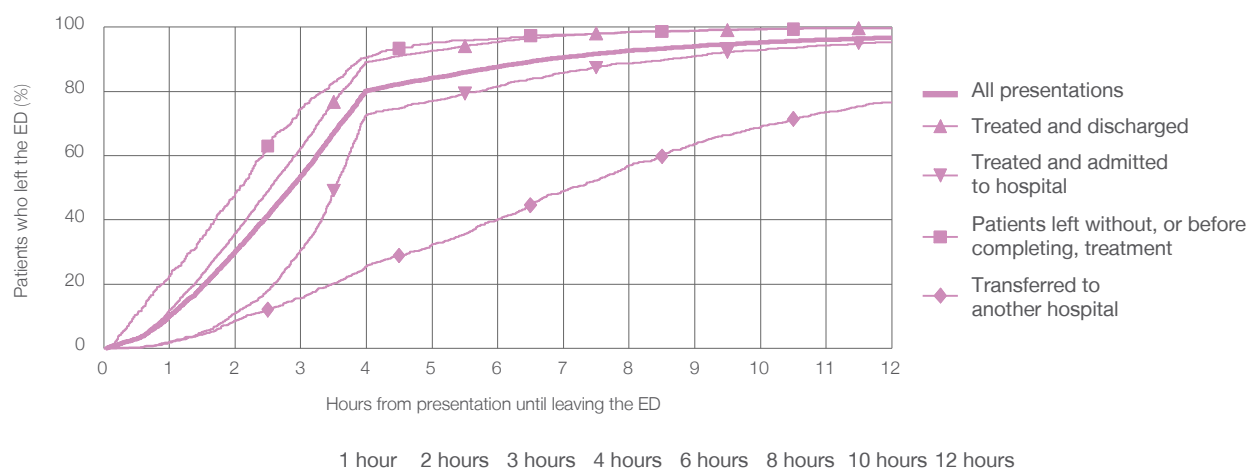
All presentations:<sup>†</sup> 8,465 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,459 patients

Treated and discharged	5,770 (68.2%)
Treated and admitted to hospital	1,249 (14.8%)
Patient left without, or before completing, treatment	533 (6.3%)
Transferred to another hospital	886 (10.5%)
Other	27 (0.3%)

Same period last year	Change since one year ago
7,960	6%
5,308	8.7%
1,172	6.6%
578	-7.8%
904	-2.0%
2	1250.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	11.9%	35.9%	62.5%	89.2%	95.4%	98.5%	99.4%	99.8%
Treated and admitted to hospital	2.0%	10.9%	30.7%	72.7%	81.5%	88.8%	92.9%	95.3%
Patient left without, or before completing, treatment	22.5%	48.4%	74.5%	90.6%	96.4%	98.5%	99.4%	99.6%
Transferred to another hospital	1.7%	8.6%	15.6%	25.7%	40.2%	57.0%	68.8%	76.6%
All presentations	10.1%	30.2%	53.6%	80.2%	87.6%	92.7%	95.2%	96.7%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Mount Druitt Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,465 patients

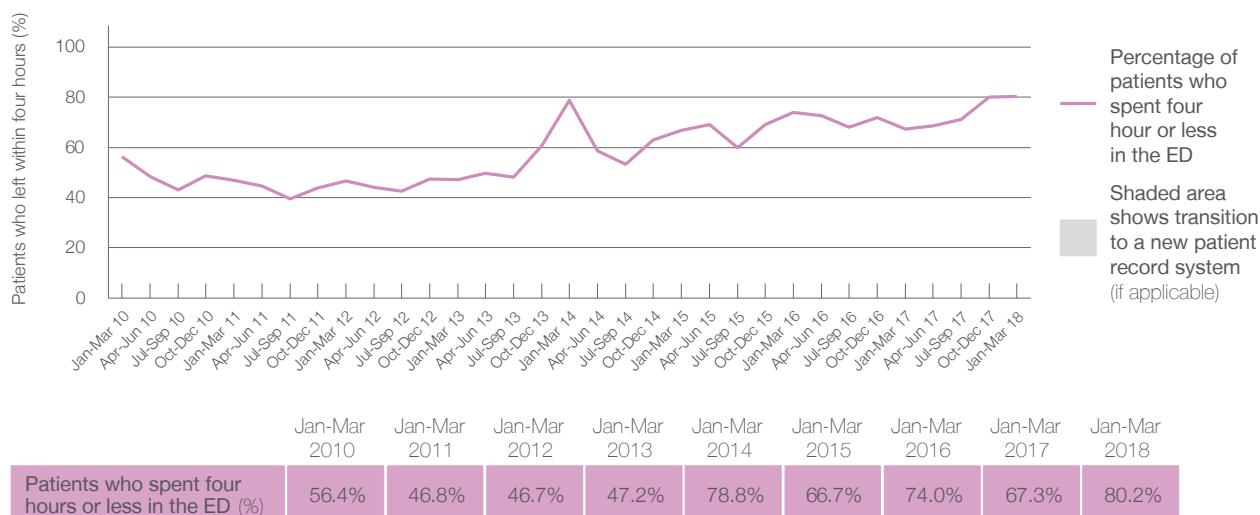
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,459 patients

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



Same period last year	Change since one year ago
7,964	6%
7,960	6%
67.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,530 patients

Emergency presentations:<sup>2</sup> 4,132 patients

Same period last year	Change since one year ago
4,564	-1%
4,121	0%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 328 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,275 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,149 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 375 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
280	
6 minutes	8 minutes
13 minutes	23 minutes
1,242	
12 minutes	20 minutes
33 minutes	65 minutes
2,216	
14 minutes	25 minutes
60 minutes	98 minutes
374	
16 minutes	22 minutes
76 minutes	97 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,529 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,559	-1%
89%	

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

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

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

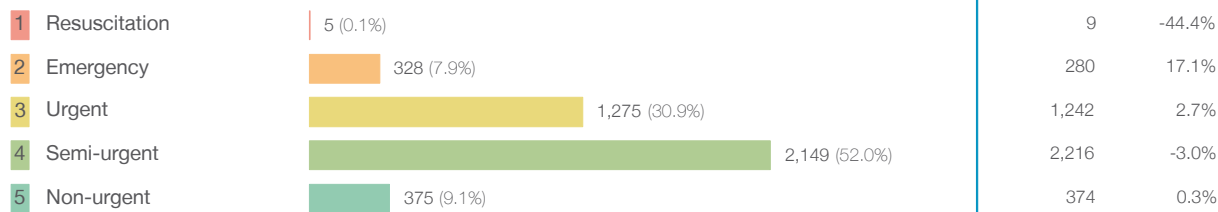
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Murwillumbah District Hospital: Patients presenting to the emergency department

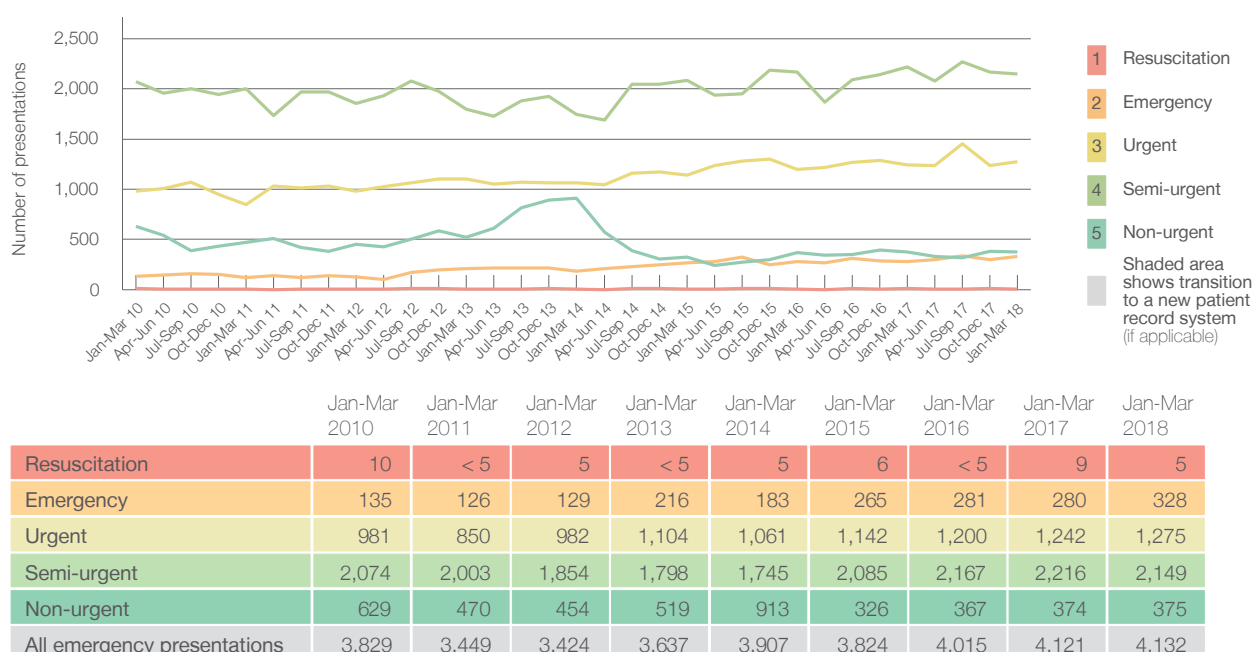
January to March 2018

All presentations:<sup>1</sup> 4,530 patients

Emergency presentations<sup>2</sup> by triage category: 4,132 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>†</sup>



## Murwillumbah District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 188 patients <sup>\*\*</sup>

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.

(\*\*) 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

January to March 2018

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

Number of triage 2 patients: 328

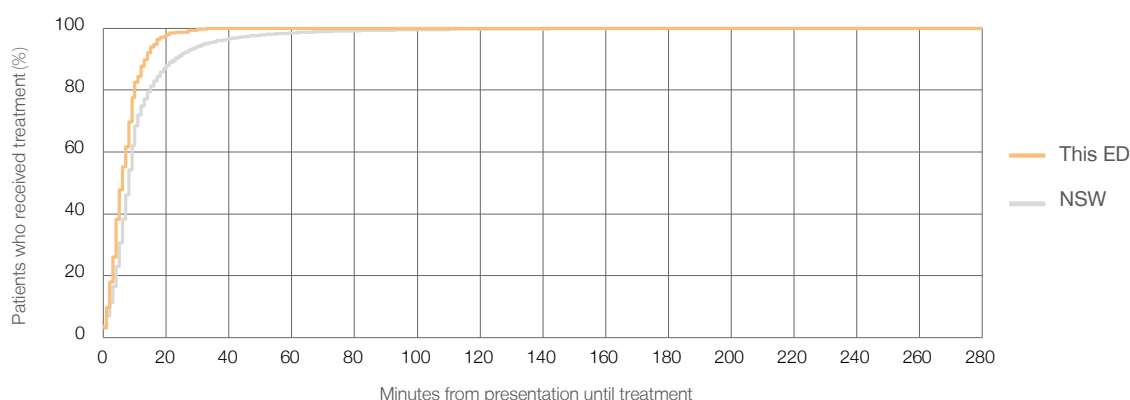
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 326

Median time to start treatment<sup>4</sup> 6 minutes

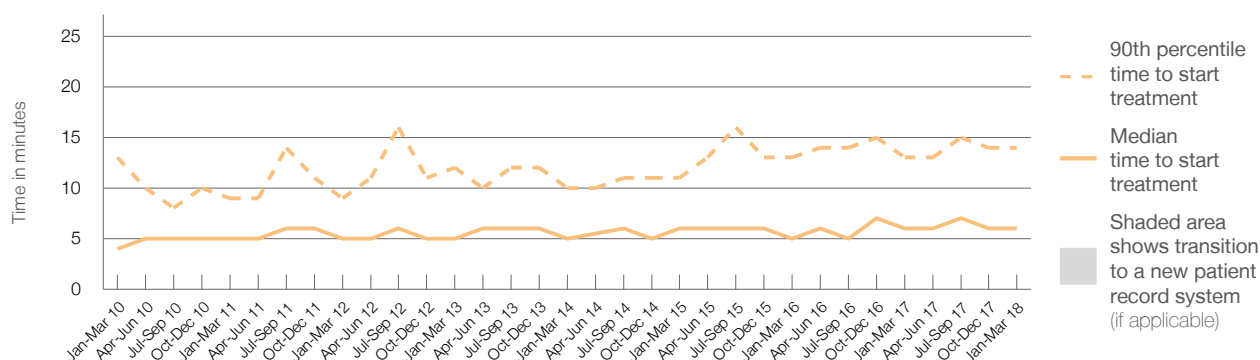
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
280	
279	
6 minutes	8 minutes
13 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	5	5	6	5	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	13	9	9	12	10	11	13	13	14

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,275

Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,264

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

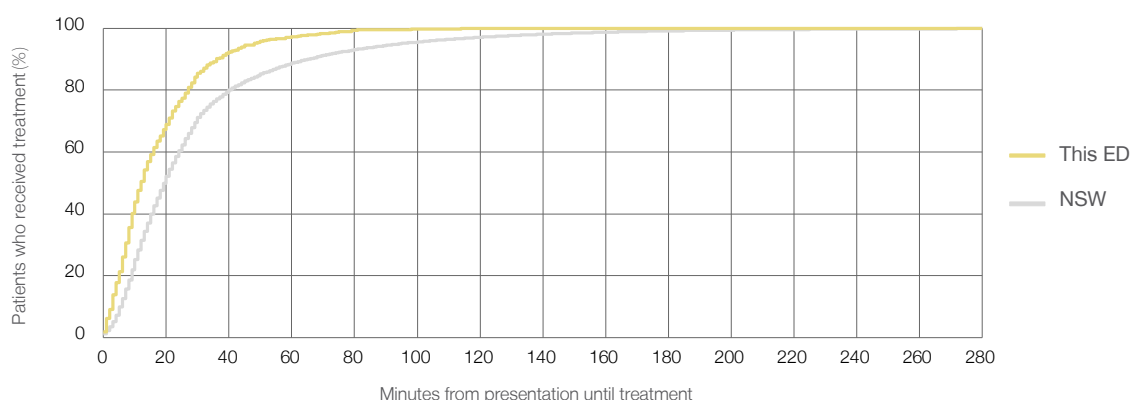
12 minutes

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

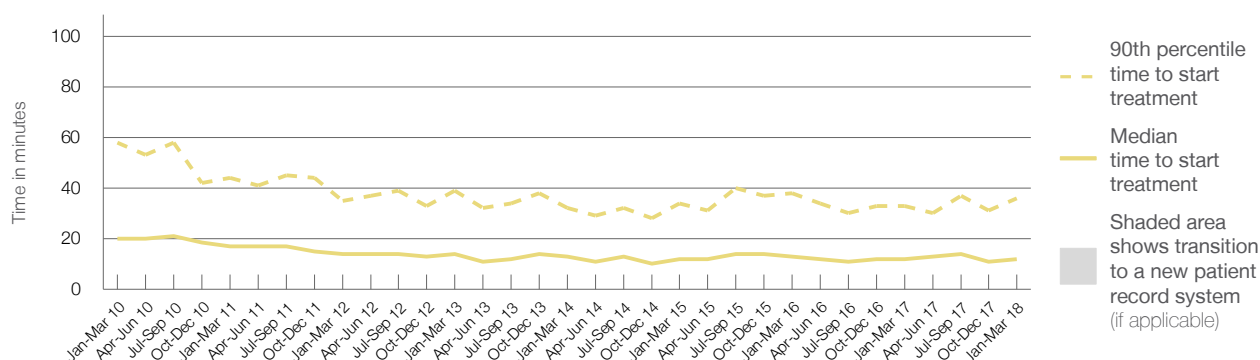
36 minutes

Same period last year	NSW (this period)
1,242	
1,232	
12 minutes	20 minutes
33 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	20	17	14	14	13	12	13	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	58	44	35	39	32	34	38	33	36

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,149

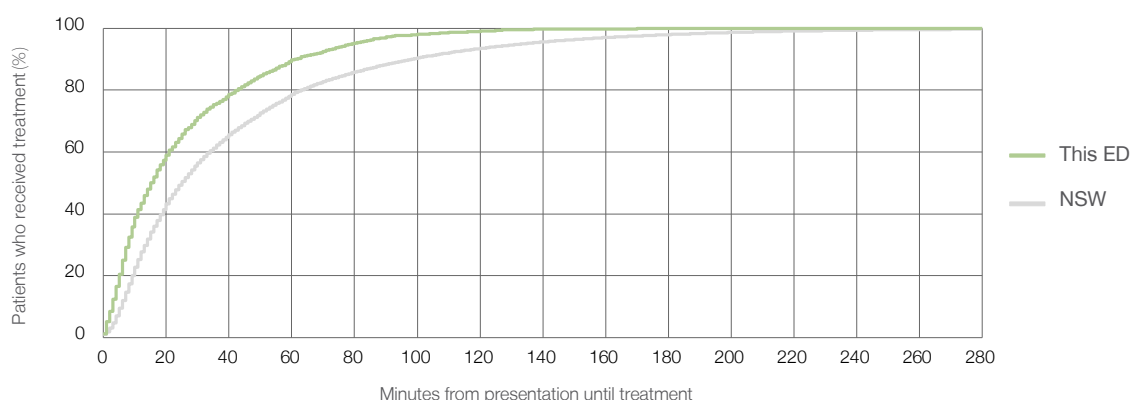
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,100

Median time to start treatment<sup>4</sup> 16 minutes

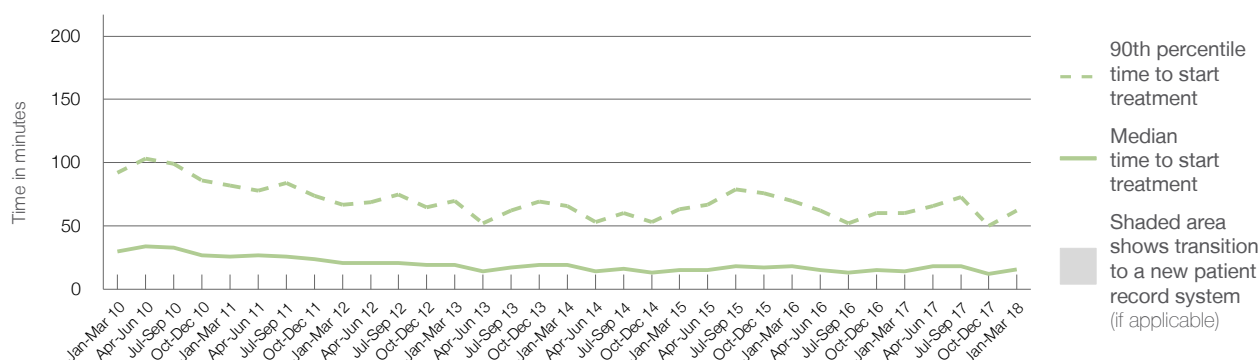
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
2,216	
2,169	
14 minutes	25 minutes
60 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	30	26	21	19	19	15	18	14	16
90th percentile time to start treatment <sup>5</sup> (minutes)	92	82	67	70	66	63	70	60	62

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

January to March 2018

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

Number of triage 5 patients: 375

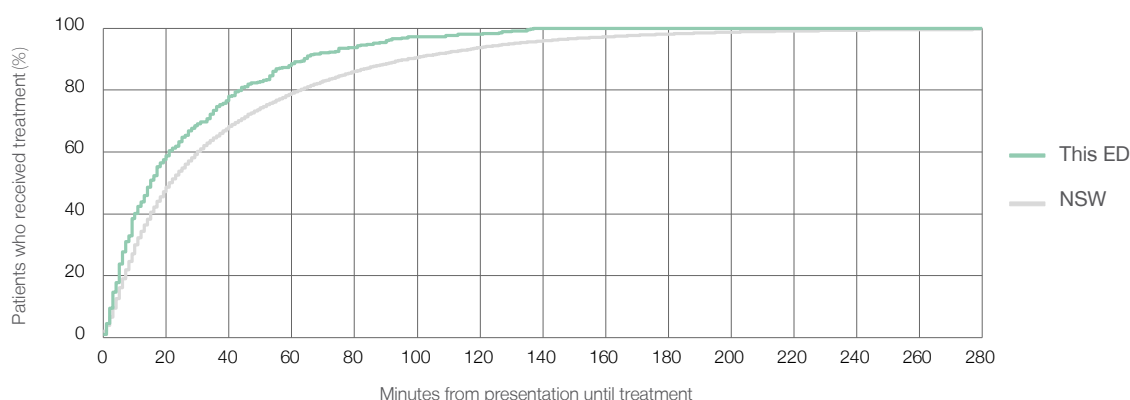
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 349

Median time to start treatment<sup>4</sup> 15 minutes

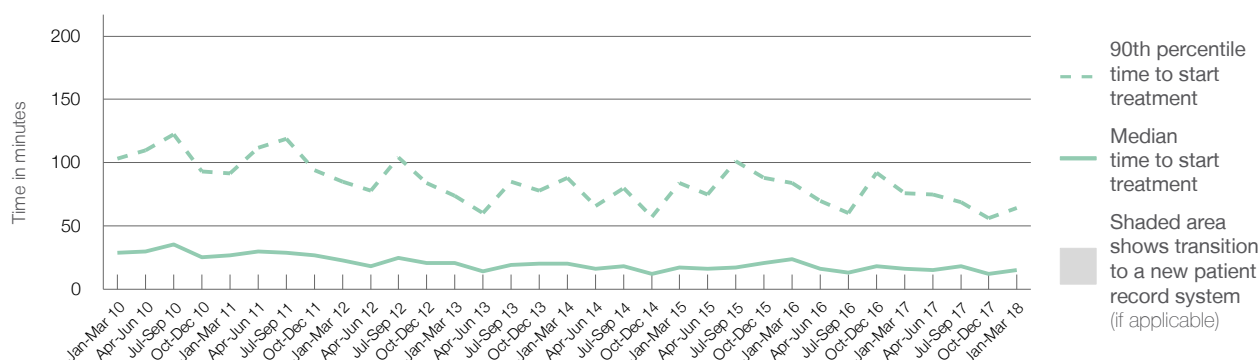
90th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
374	
356	
16 minutes	22 minutes
76 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	29	27	23	21	20	17	24	16	15
90th percentile time to start treatment <sup>5</sup> (minutes)	103	92	85	74	88	84	84	76	64

(†) 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

January to March 2018

All presentations:<sup>1</sup> 4,530 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,529 patients

Median time spent in the ED<sup>8</sup>

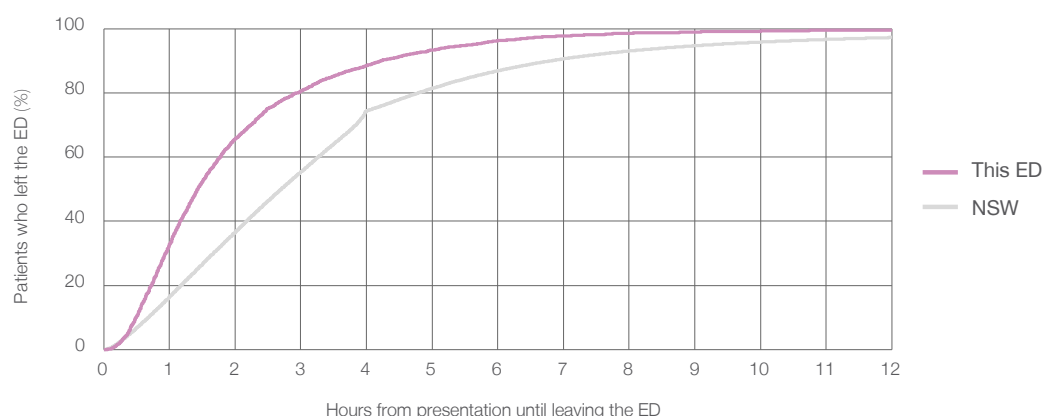
1 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup>

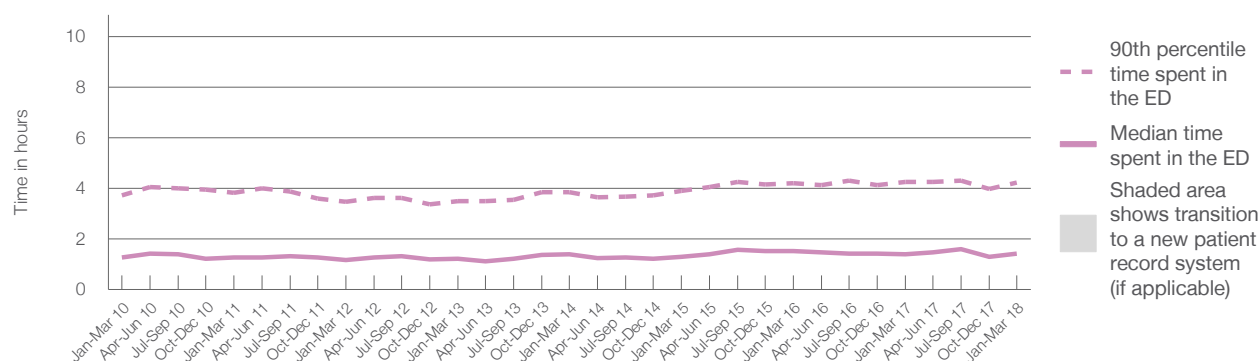
4 hours and 14 minutes

Same period last year	NSW (this period)
4,564	
4,559	
1 hours and 24 minutes	2 hours and 42 minutes
4 hours and 15 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 16m	1h 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m	1h 26m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 44m	3h 49m	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m	4h 14m

(†) 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

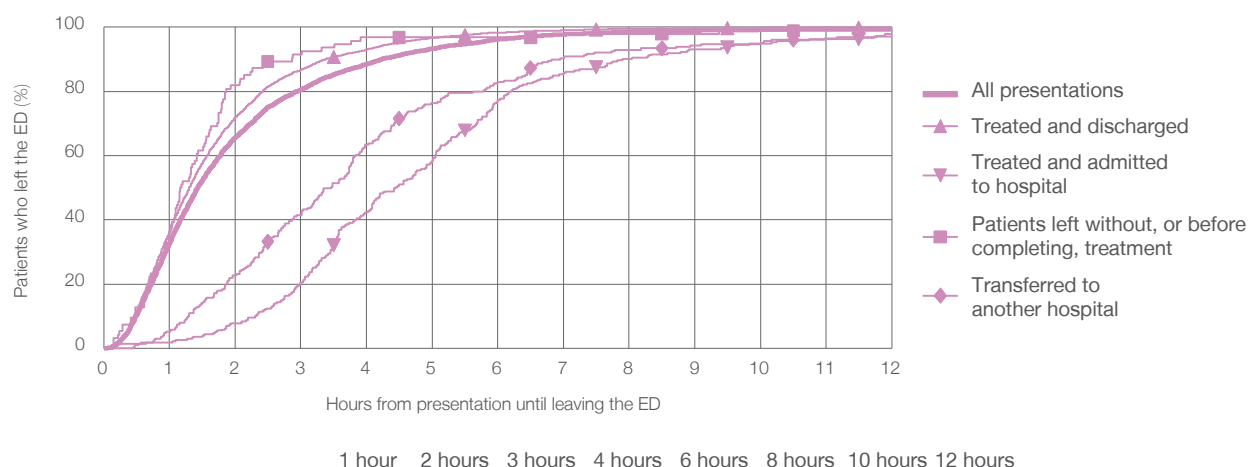
January to March 2018

All presentations:<sup>†</sup> 4,530 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,529 patients

		Same period last year	Change since one year ago
Treated and discharged	3,922 (86.6%)	3,927	-0.1%
Treated and admitted to hospital	274 (6.0%)	263	4.2%
Patient left without, or before completing, treatment	94 (2.1%)	96	-2.1%
Transferred to another hospital	229 (5.1%)	272	-15.8%
Other	11 (0.2%)	6	83.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.5%	71.9%	86.8%	93.1%	98.4%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.8%	7.7%	20.4%	42.3%	77.4%	90.1%	94.9%	97.1%
Patient left without, or before completing, treatment	36.2%	81.9%	91.5%	96.8%	96.8%	97.9%	98.9%	98.9%
Transferred to another hospital	5.2%	22.7%	41.5%	63.3%	83.0%	93.0%	95.2%	97.8%
All presentations	32.8%	65.7%	80.5%	88.6%	96.3%	98.6%	99.2%	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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,530 patients

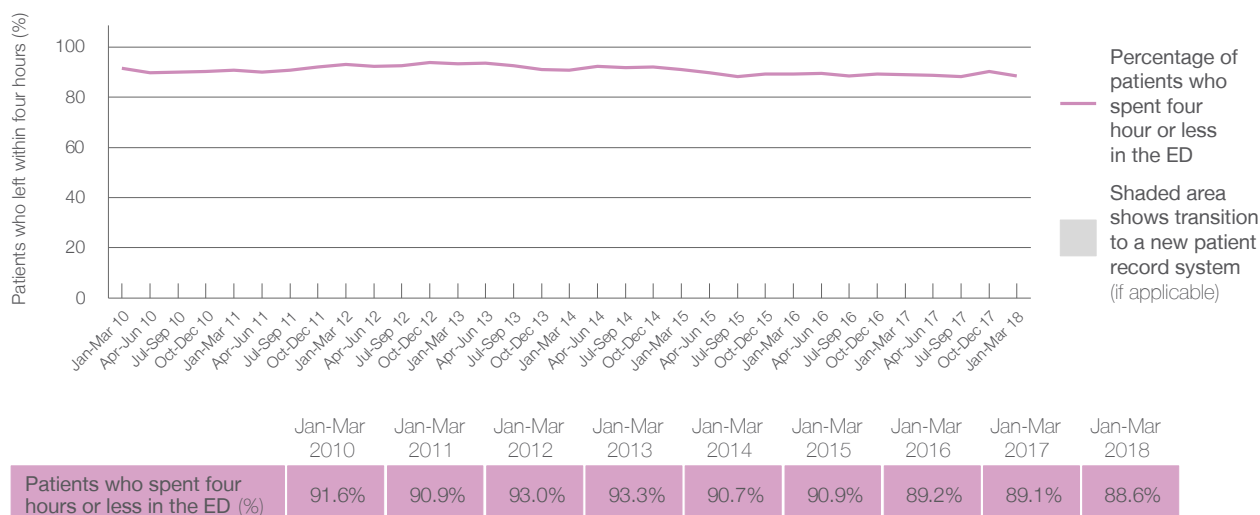
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,529 patients

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



Same period last year	Change since one year ago
4,564	-1%
4,559	-1%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Ryde Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,744 patients

Emergency presentations:<sup>2</sup> 6,709 patients

Same period last year	Change since one year ago
6,737	0%
6,667	1%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 873 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,392 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,844 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 567 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
896	
6 minutes	8 minutes
11 minutes	23 minutes
2,495	
12 minutes	20 minutes
33 minutes	65 minutes
2,929	
13 minutes	25 minutes
61 minutes	98 minutes
306	
14 minutes	22 minutes
76 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,744 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
6,737	0%
84%	

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

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

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

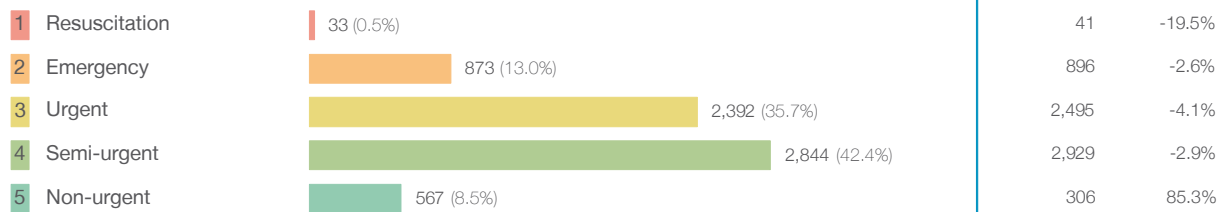
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Ryde Hospital: Patients presenting to the emergency department

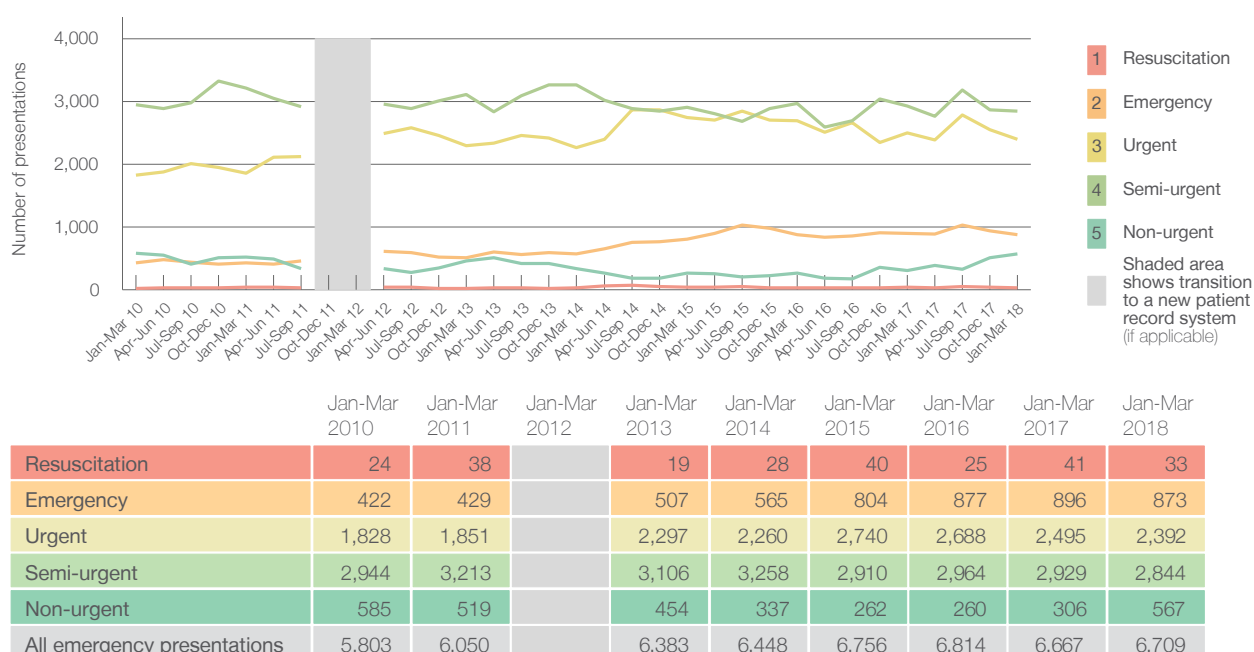
January to March 2018

All presentations:<sup>1</sup> 6,744 patients

Emergency presentations<sup>2</sup> by triage category: 6,709 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Ryde Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,395 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.

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

January to March 2018

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

Number of triage 2 patients: 873

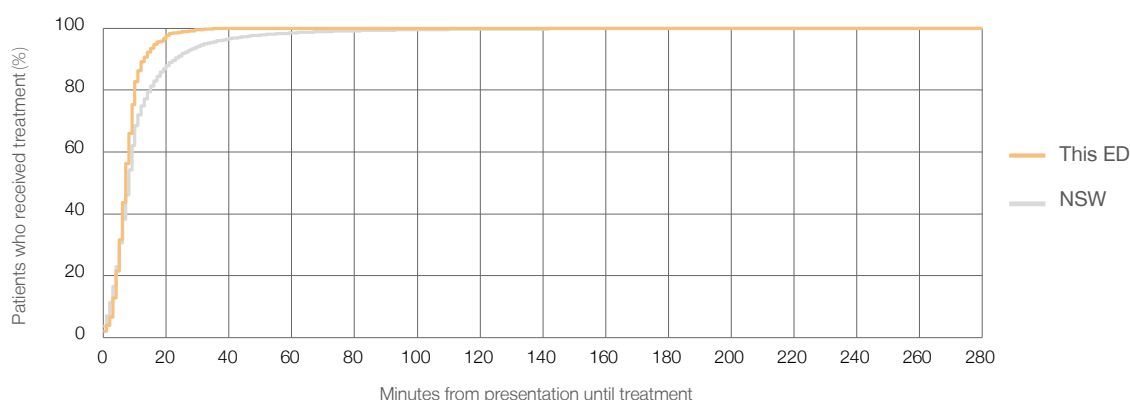
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 872

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

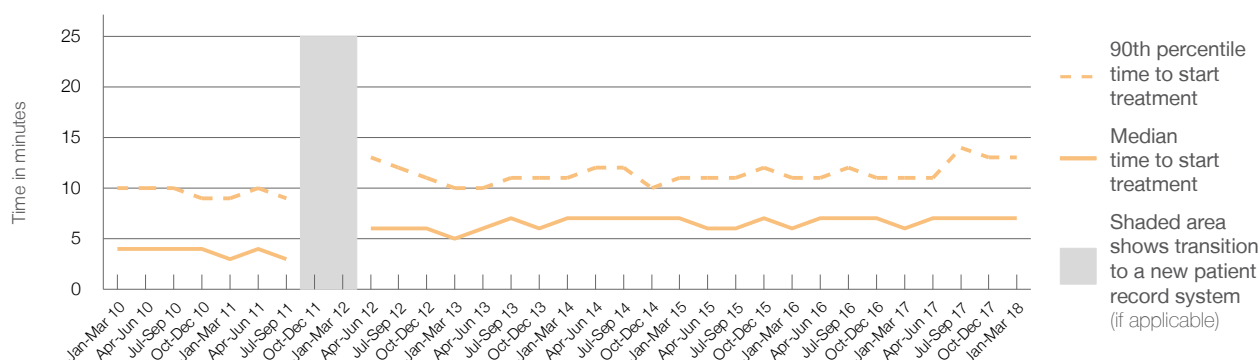
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
896	
896	
6 minutes	8 minutes
11 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	4	3		5	7	7	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9		10	11	11	11	11	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.

## Ryde Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,392

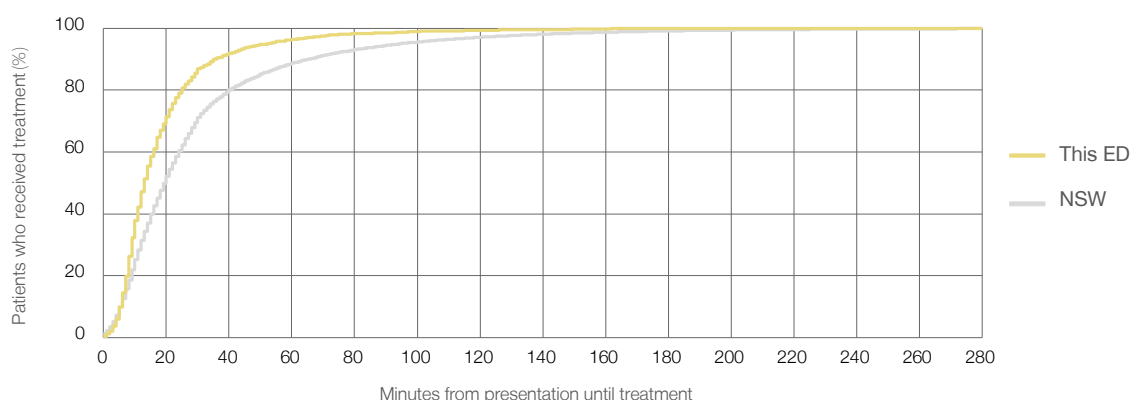
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,372

Median time to start treatment<sup>4</sup> 13 minutes

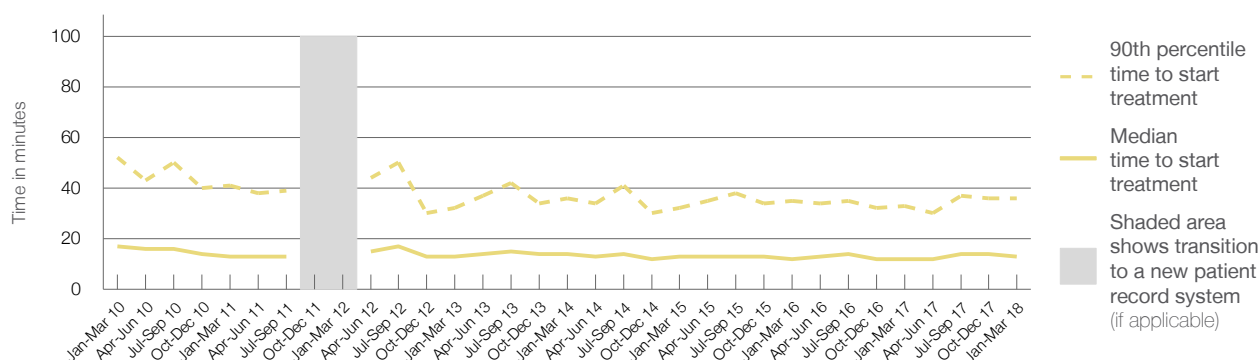
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
2,495	
2,477	
12 minutes	20 minutes
33 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	17	13		13	14	13	12	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)	52	41		32	36	32	35	33	36

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Ryde Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,844

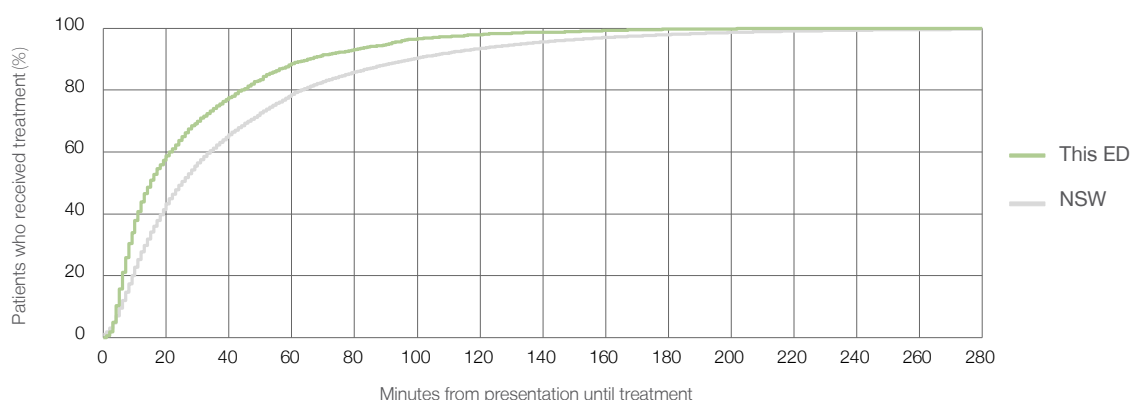
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,773

Median time to start treatment<sup>4</sup> 15 minutes

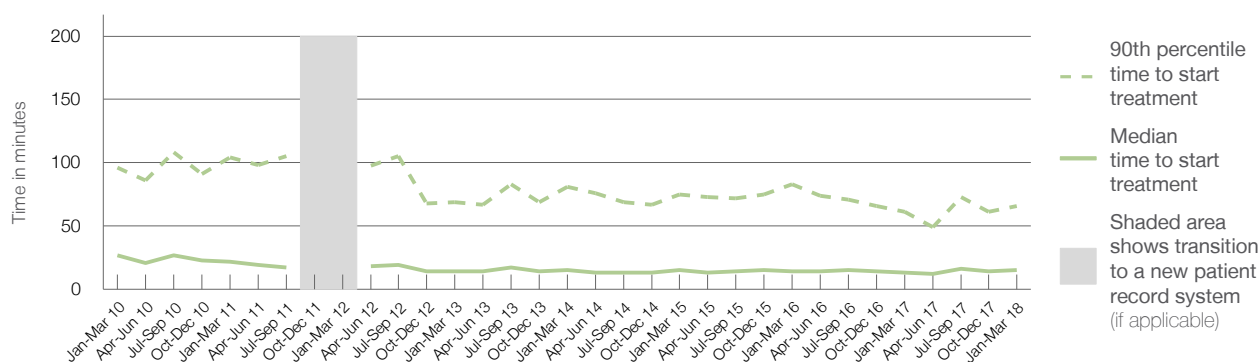
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
2,929	
2,852	
13 minutes	25 minutes
61 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	22		14	15	15	14	13	15
90th percentile time to start treatment <sup>5</sup> (minutes)	96	104		69	81	75	83	61	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 waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 567

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 512

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

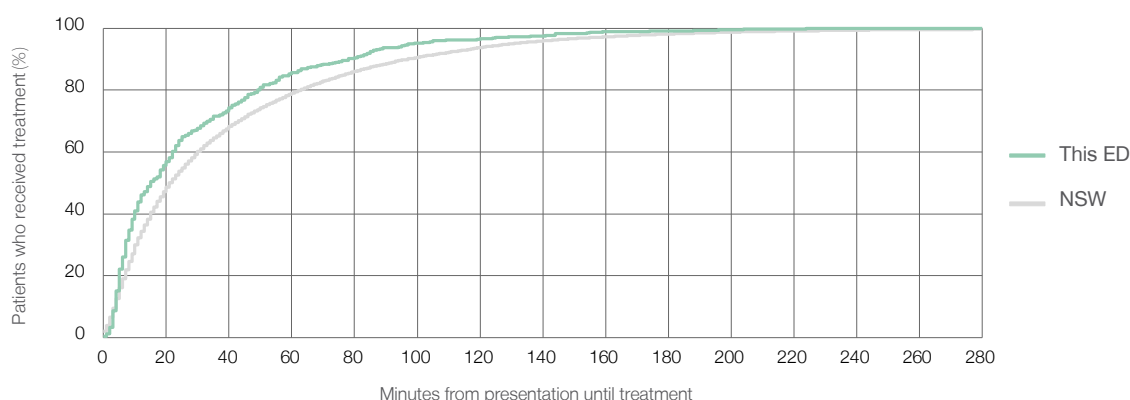
15 minutes

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

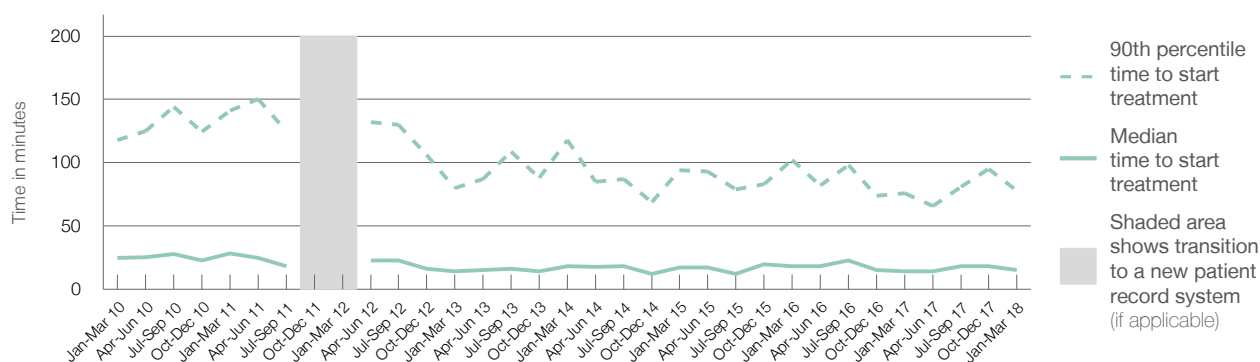
78 minutes

Same period last year	NSW (this period)
306	
286	
14 minutes	22 minutes
76 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	29		14	18	17	18	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	118	141		80	118	94	102	76	78

(†) 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

January to March 2018

All presentations:<sup>1</sup> 6,744 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,744 patients

Median time spent in the ED<sup>8</sup>

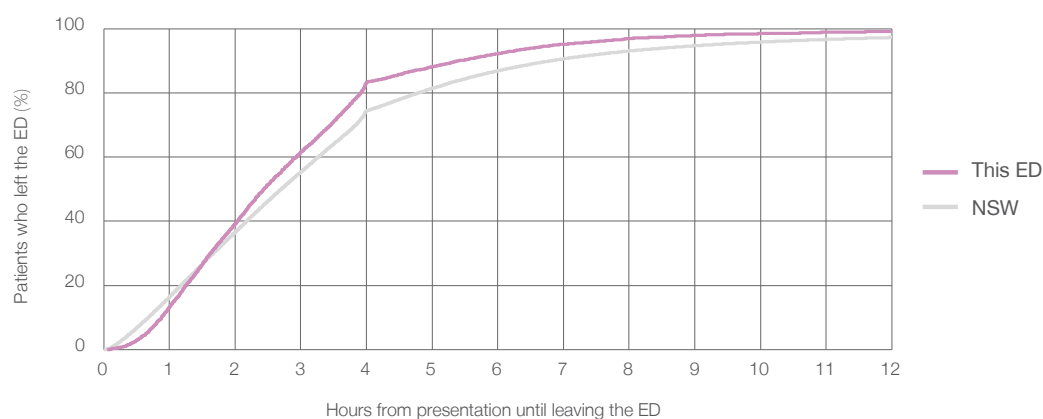
2 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup>

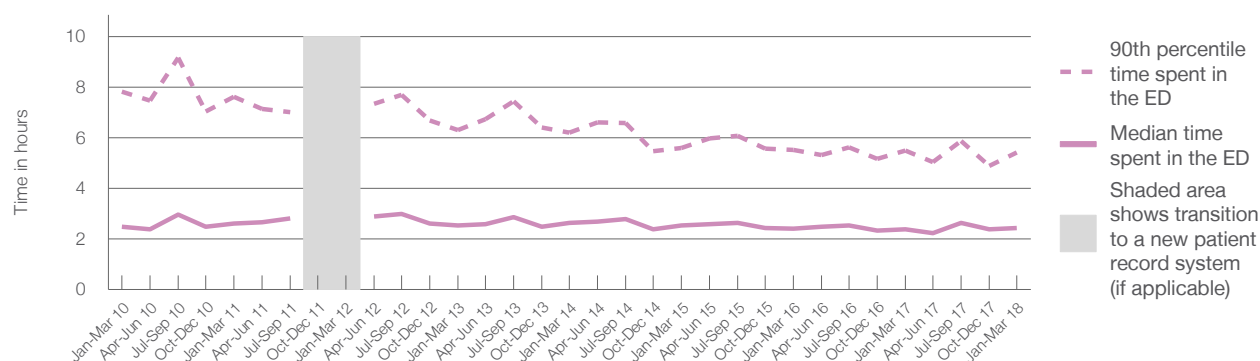
5 hours and 25 minutes

Same period last year	NSW (this period)
6,737	
6,737	
2 hours and 23 minutes	2 hours and 42 minutes
5 hours and 30 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 30m	2h 37m		2h 33m	2h 38m	2h 32m	2h 25m	2h 23m	2h 26m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 50m	7h 38m		6h 18m	6h 13m	5h 36m	5h 32m	5h 30m	5h 25m

(†) 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

January to March 2018

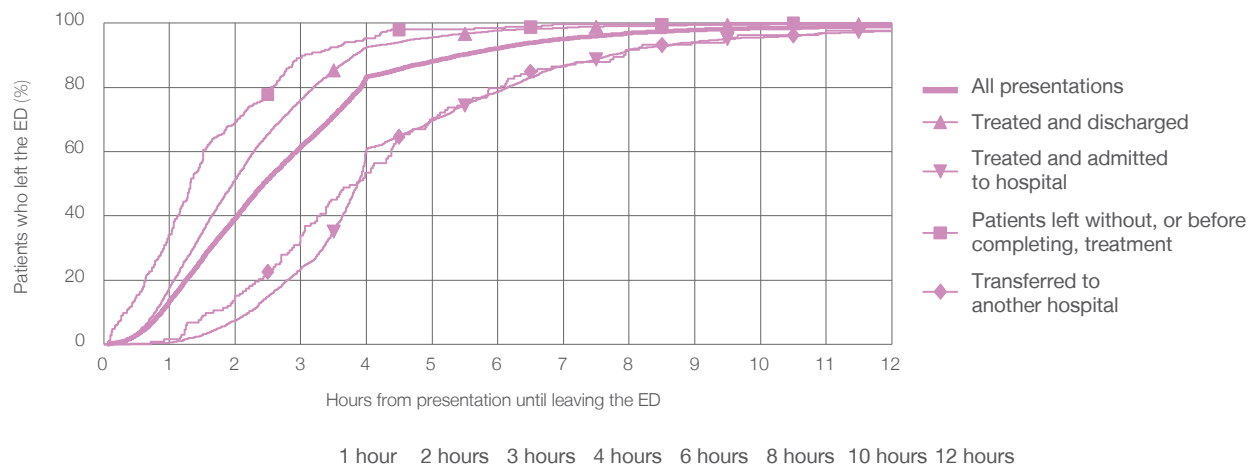
All presentations:<sup>1</sup> 6,744 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,744 patients

Treated and discharged	4,509 (66.9%)
Treated and admitted to hospital	1,831 (27.2%)
Patient left without, or before completing, treatment	256 (3.8%)
Transferred to another hospital	133 (2.0%)
Other	15 (0.2%)

Same period last year	Change since one year ago
6,737	0%
4,462	1.1%
1,888	-3.0%
231	10.8%
150	-11.3%
6	150.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.8%	51.4%	76.2%	92.5%	97.7%	99.1%	99.6%	99.7%
Treated and admitted to hospital	0.7%	7.3%	23.5%	60.9%	78.6%	91.9%	95.6%	97.6%
Patient left without, or before completing, treatment	34.0%	69.1%	89.1%	95.3%	98.4%	99.6%	100%	100%
Transferred to another hospital	1.5%	15.0%	33.8%	53.4%	79.7%	91.7%	96.2%	97.7%
All presentations	13.4%	39.4%	61.6%	83.3%	92.2%	97.0%	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.

## Ryde Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,744 patients

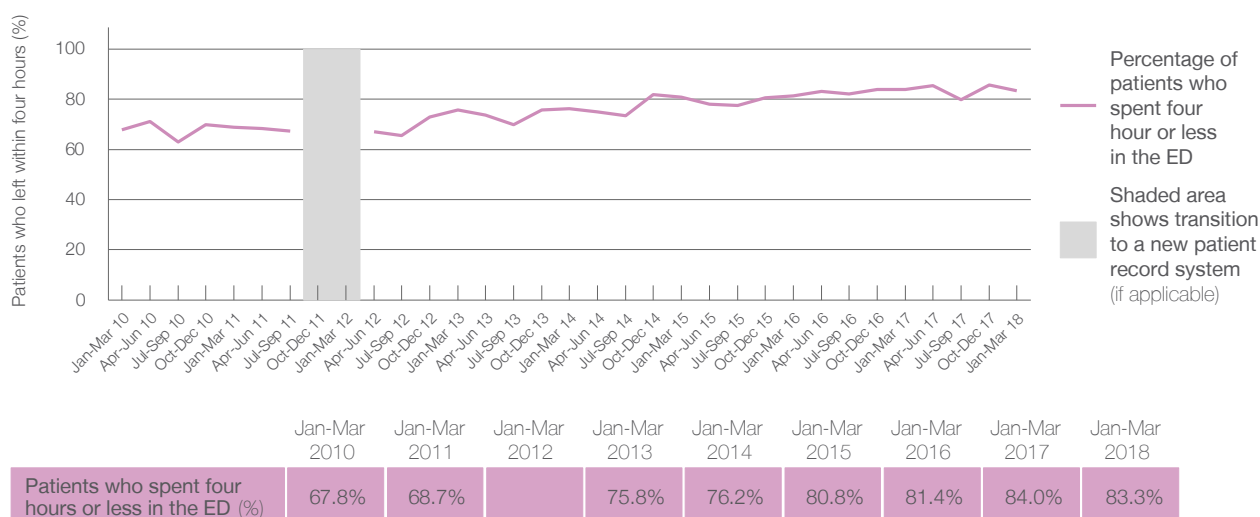
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,744 patients

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



Same period last year	Change since one year ago
6,737	0%
6,737	0%
84.0%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Shellharbour Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Emergency presentations:<sup>2</sup> 7,754 patients

Same period last year	Change since one year ago
7,632	5%
7,453	4%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 835 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,607 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,992 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
836	
7 minutes	8 minutes
12 minutes	23 minutes
2,616	
22 minutes	20 minutes
77 minutes	65 minutes
3,708	
24 minutes	25 minutes
115 minutes	98 minutes
268	
19 minutes	22 minutes
96 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,049 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
7,630	5%
67%	

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

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

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

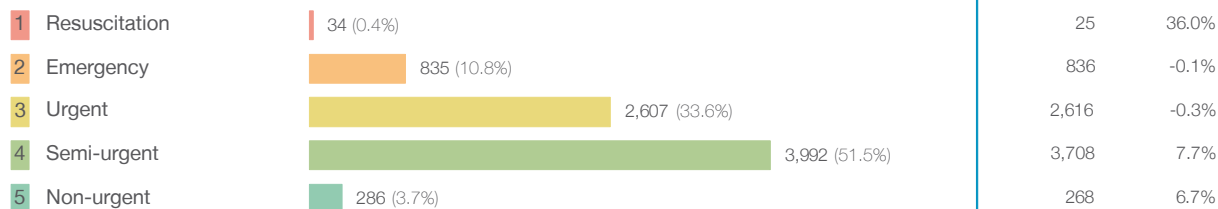
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Shellharbour Hospital: Patients presenting to the emergency department

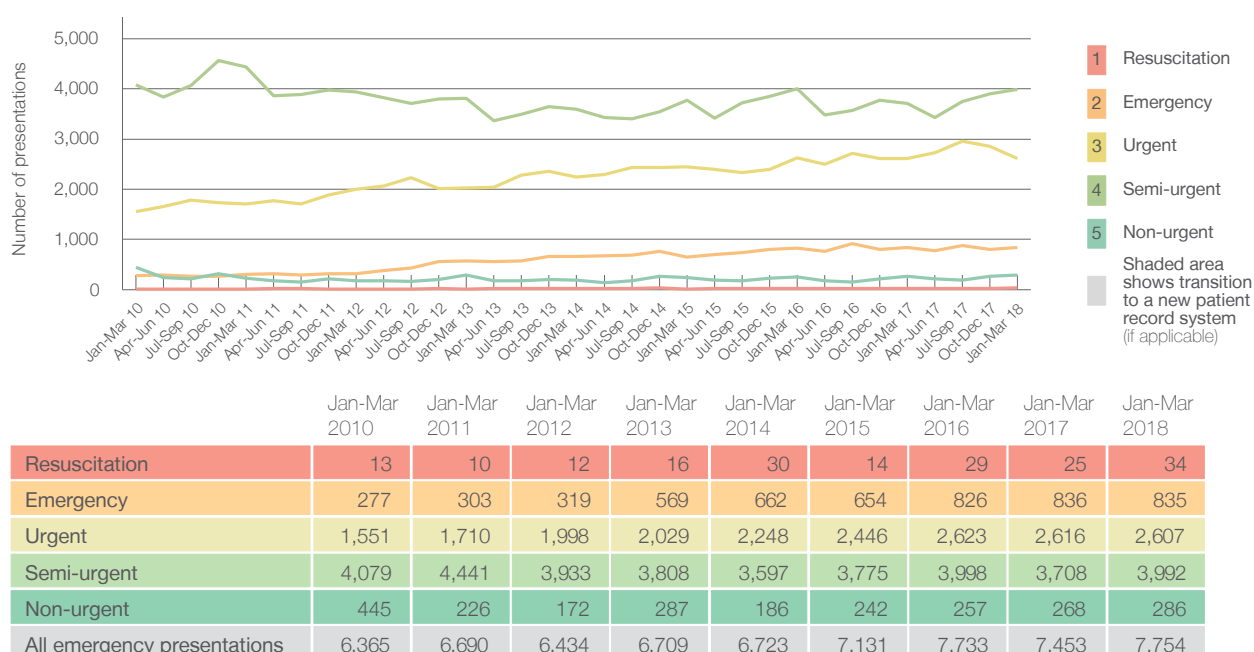
January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Emergency presentations<sup>2</sup> by triage category: 7,754 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Shellharbour Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,588 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.

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

January to March 2018

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

Number of triage 2 patients: 835

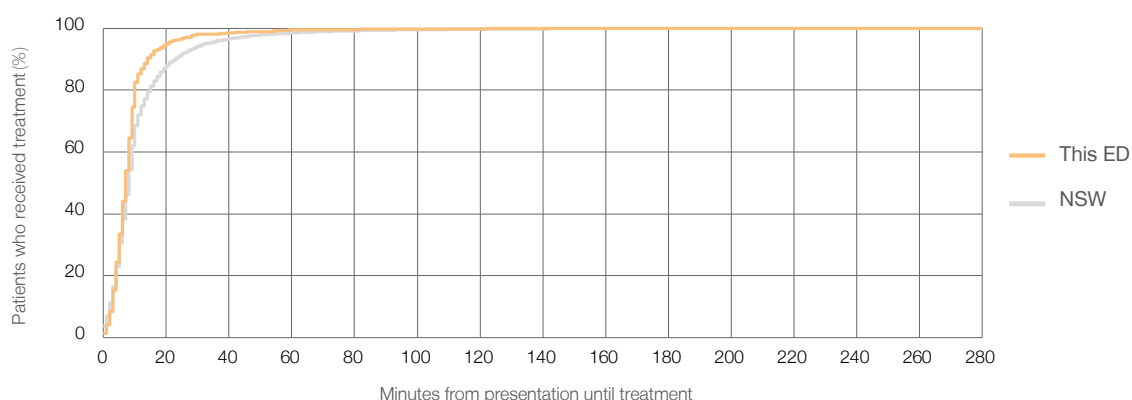
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 834

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

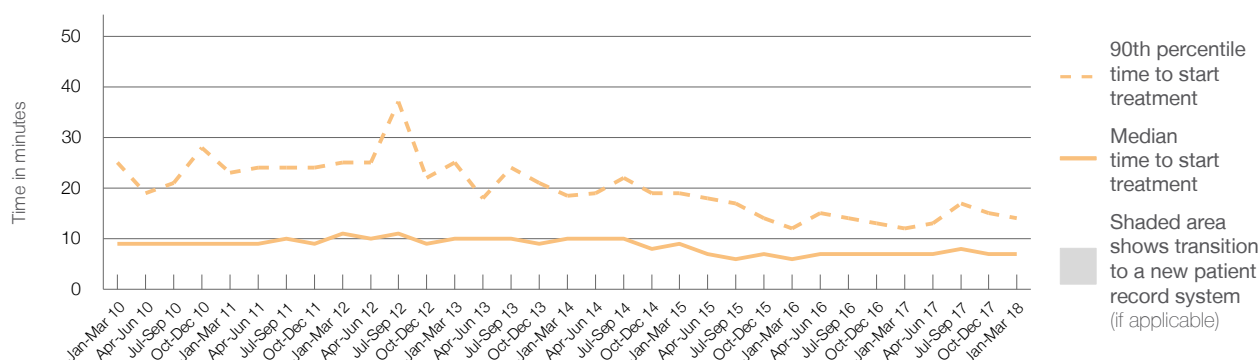
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
836	
835	
7 minutes	8 minutes
12 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	11	10	10	9	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	25	23	25	25	19	19	12	12	14

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

January to March 2018

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

Number of triage 3 patients: 2,607

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,562

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

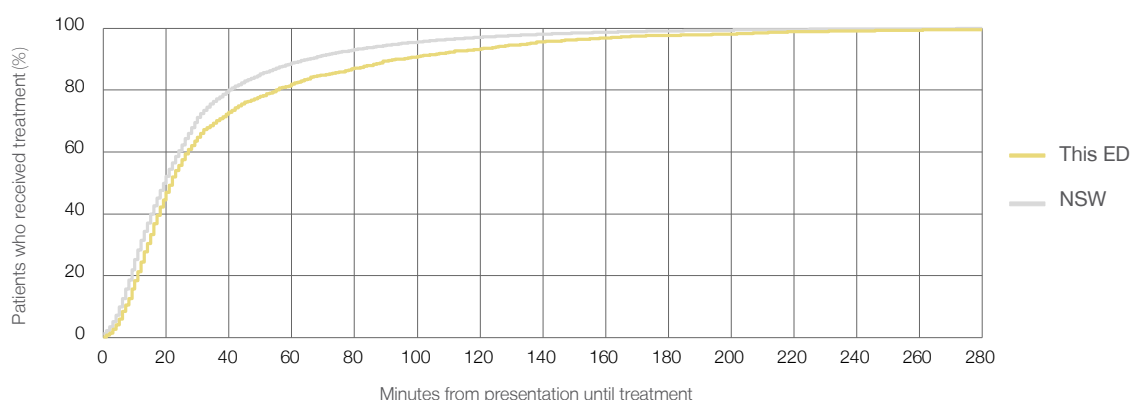
22 minutes

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

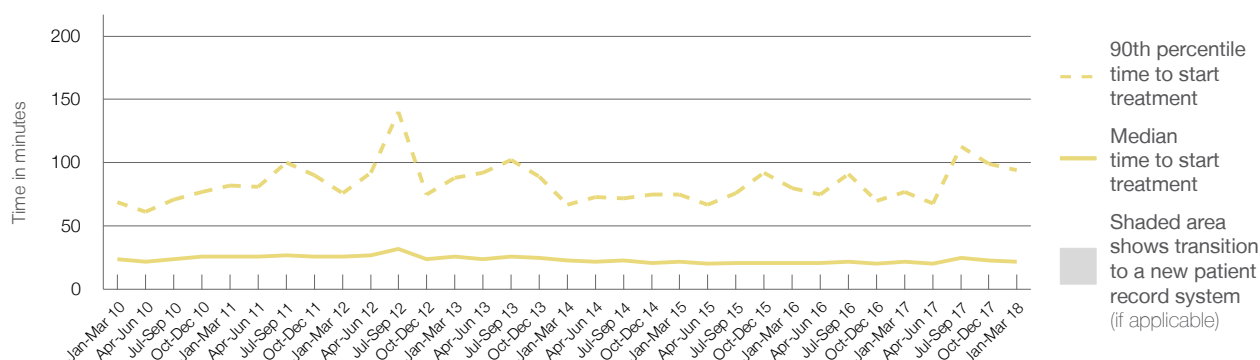
94 minutes

Same period last year	NSW (this period)
2,616	
2,570	
22 minutes	20 minutes
77 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	24	26	26	26	23	22	21	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	69	82	76	88	67	75	80	77	94

(†) 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

January to March 2018

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

Number of triage 4 patients: 3,992

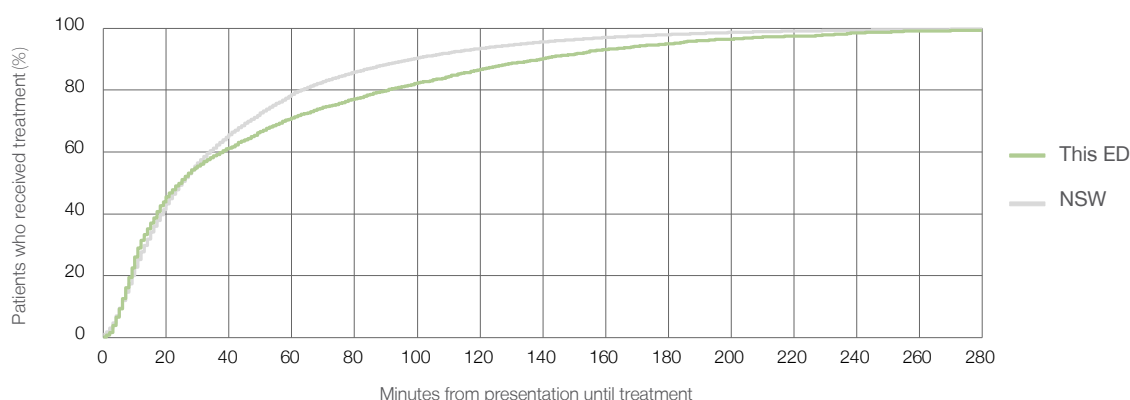
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,673

Median time to start treatment<sup>4</sup> 25 minutes

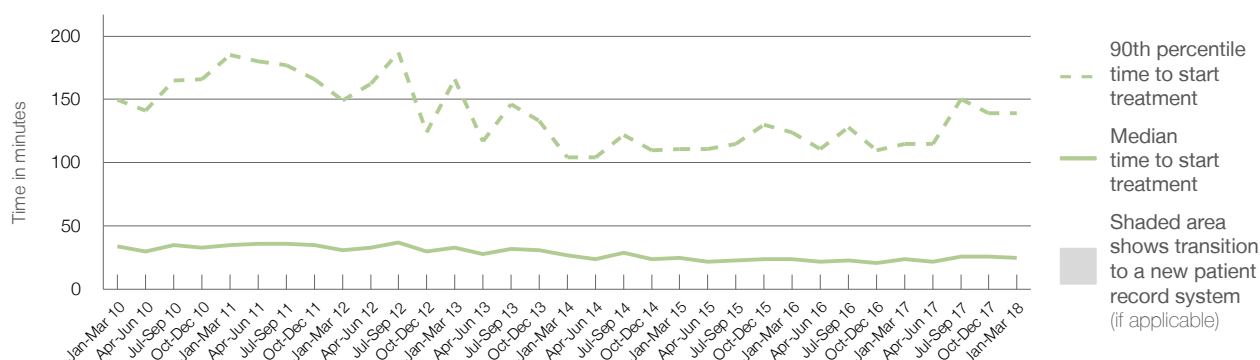
90th percentile time to start treatment<sup>5</sup> 139 minutes

Same period last year	NSW (this period)
3,708	
3,438	
24 minutes	25 minutes
115 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	35	31	33	27	25	24	24	25
90th percentile time to start treatment <sup>5</sup> (minutes)	150	185	149	166	104	111	124	115	139

(†) 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

January to March 2018

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

Number of triage 5 patients: 286

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 228

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

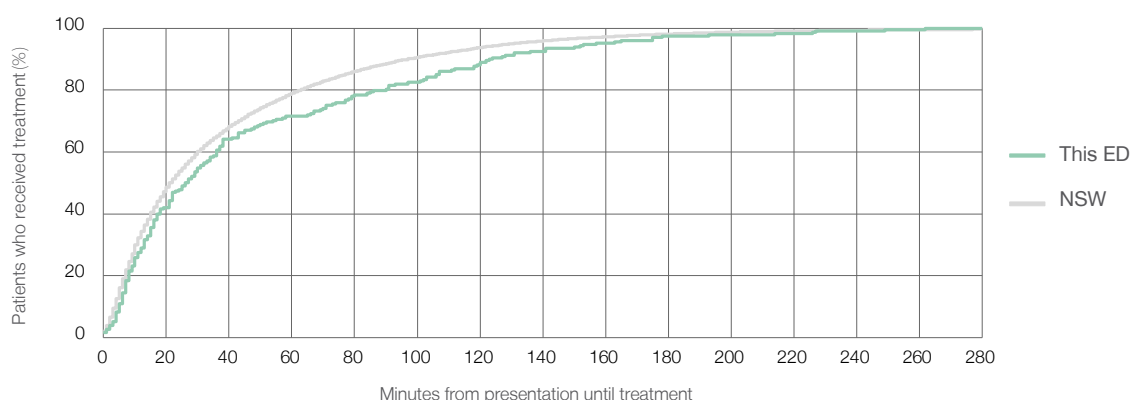
27 minutes

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

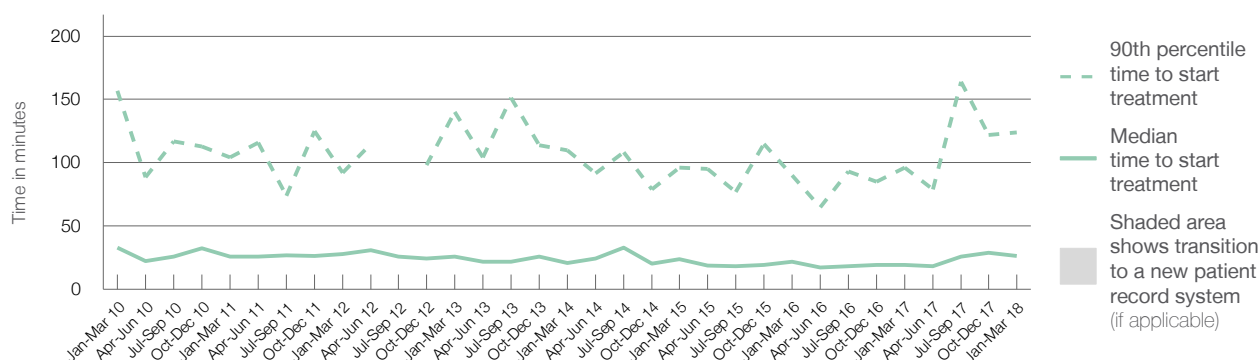
124 minutes

Same period last year	NSW (this period)
268	219
19 minutes	22 minutes
96 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	33	26	28	26	21	24	22	19	27
90th percentile time to start treatment <sup>5</sup> (minutes)	157	104	92	140	110	96	90	96	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.

## Shellharbour Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,049 patients

Median time spent in the ED<sup>8</sup>

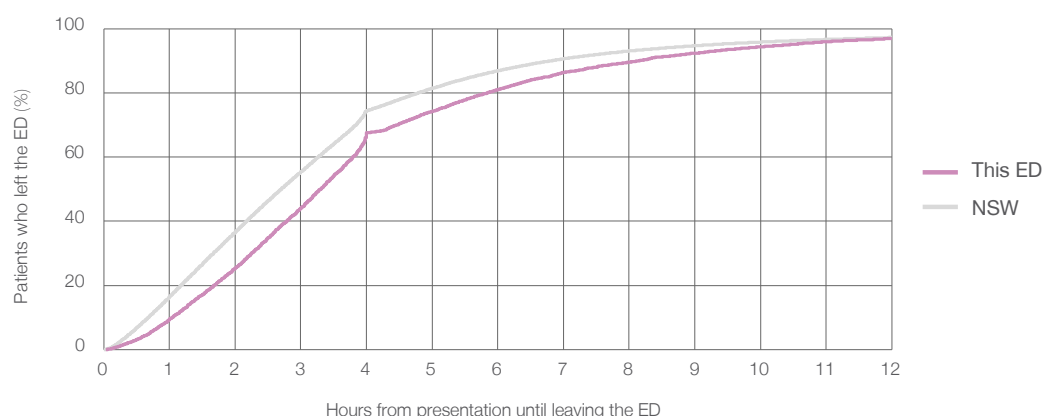
3 hours and 18 minutes

90th percentile time spent in the ED<sup>9</sup>

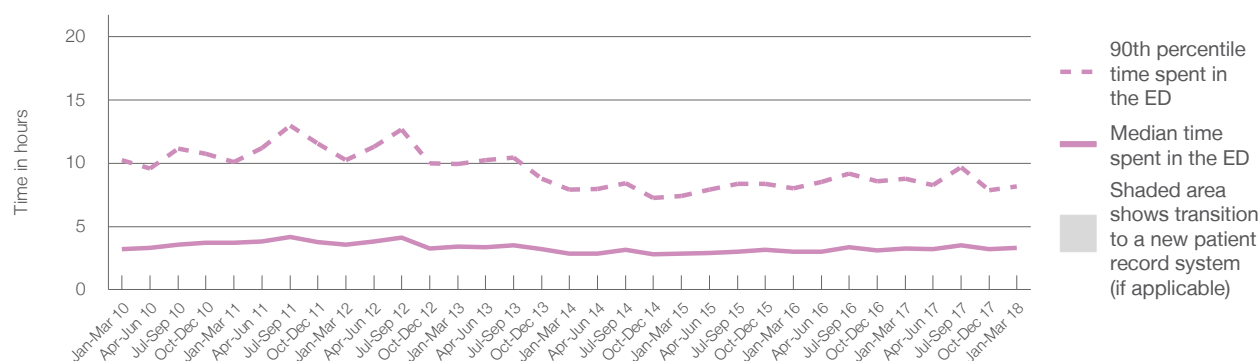
8 hours and 10 minutes

Same period last year	NSW (this period)
7,632	
7,630	
3 hours and 16 minutes	2 hours and 42 minutes
8 hours and 46 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 13m	3h 44m	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m	3h 16m	3h 18m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 15m	10h 4m	10h 14m	9h 57m	7h 55m	7h 24m	8h 1m	8h 46m	8h 10m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Shellharbour Hospital: Time patients spent in the ED

By mode of separation

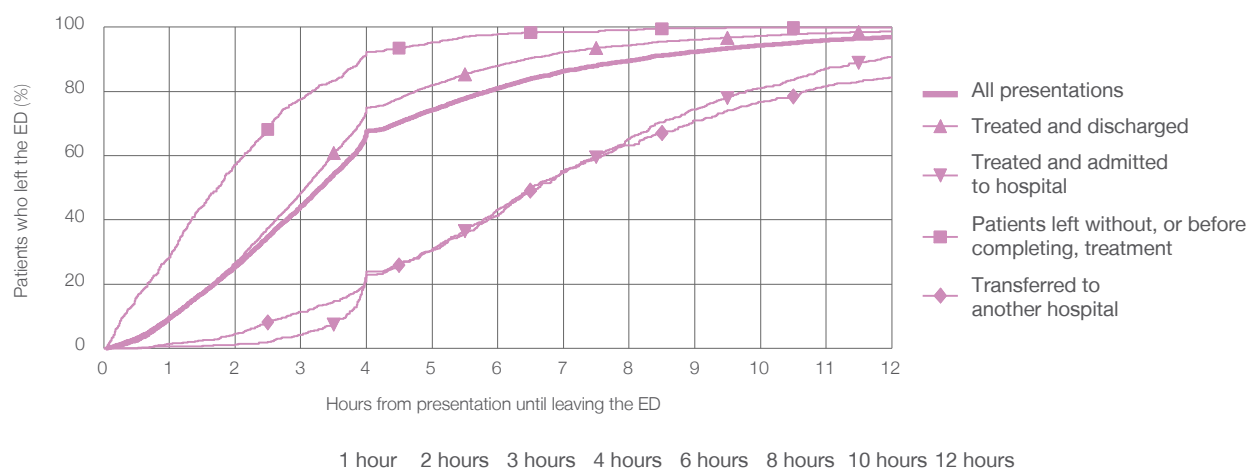
January to March 2018

All presentations:<sup>†</sup> 8,049 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,049 patients

		Same period last year	Change since one year ago
Treated and discharged	5,856 (72.8%)	7,630	5%
Treated and admitted to hospital	751 (9.3%)	5,508	6.3%
Patient left without, or before completing, treatment	777 (9.7%)	746	0.7%
Transferred to another hospital	656 (8.2%)	714	8.8%
Other	9 (0.1%)	654	0.3%
		10	-10.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	8.9%	26.7%	48.5%	75.0%	88.0%	94.4%	97.3%	98.7%
Treated and admitted to hospital	0.5%	1.2%	4.1%	23.8%	43.3%	65.2%	81.0%	90.7%
Patient left without, or before completing, treatment	28.3%	57.3%	77.6%	92.3%	97.8%	99.1%	99.9%	99.9%
Transferred to another hospital	1.4%	4.6%	11.3%	22.9%	41.3%	63.1%	76.8%	84.3%
All presentations	9.5%	25.5%	44.2%	67.7%	81.0%	89.6%	94.3%	96.9%

(†) 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.

## Shellharbour Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,049 patients

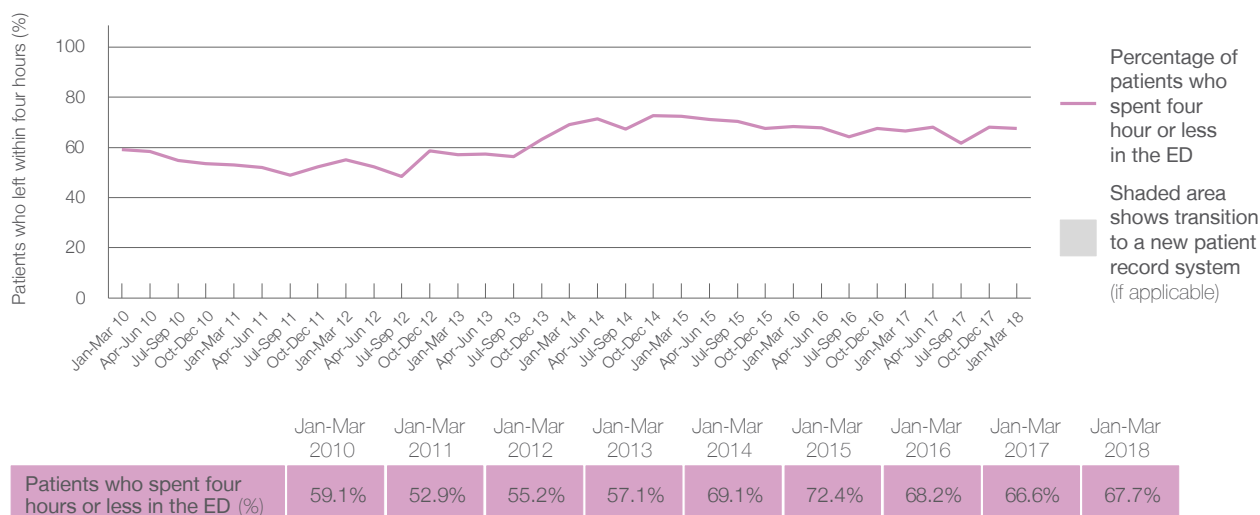
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,049 patients

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



Same period last year	Change since one year ago
7,632	5%
7,630	5%
66.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## South East Regional Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,607 patients  
Emergency presentations:<sup>2</sup> 4,394 patients

Same period last year	Change since one year ago
4,231	9%
3,986	10%

## South East Regional Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 514 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,448 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,787 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 617 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
436	
8 minutes	8 minutes
26 minutes	23 minutes
1,291	
21 minutes	20 minutes
70 minutes	65 minutes
1,704	
37 minutes	25 minutes
149 minutes	98 minutes
535	
39 minutes	22 minutes
171 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,607 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
4,231	9%
69%	

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

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

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

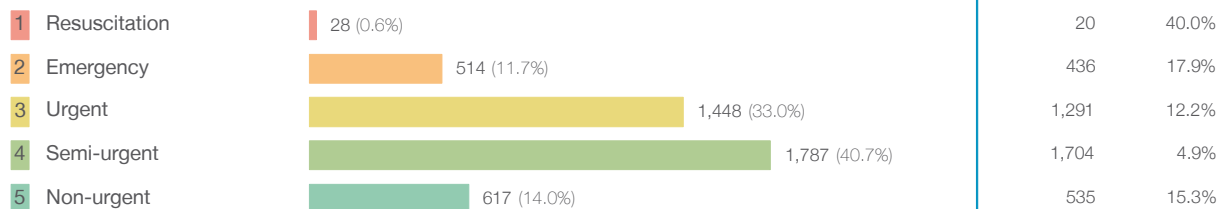
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## South East Regional Hospital: Patients presenting to the emergency department

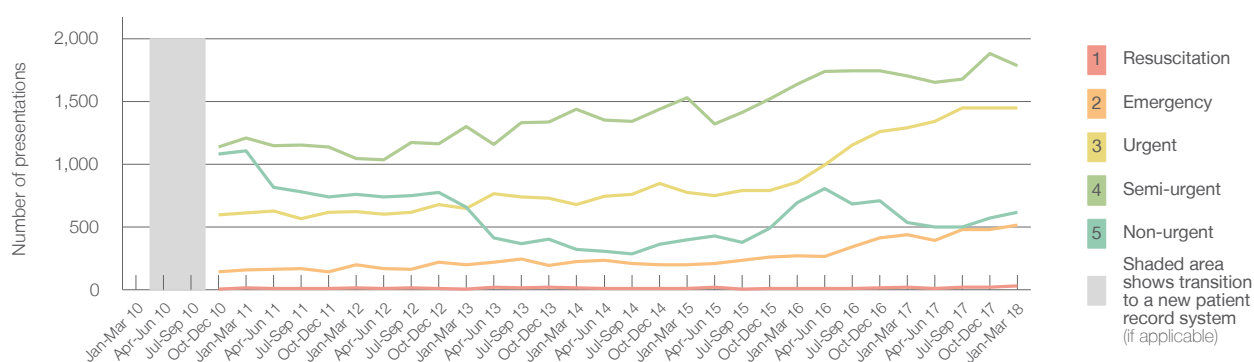
January to March 2018

All presentations:<sup>1</sup> 4,607 patients

Emergency presentations<sup>2</sup> by triage category: 4,394 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		14	14	5	15	11	12	20	28
Emergency		159	198	197	226	200	268	436	514
Urgent		609	622	646	676	774	856	1,291	1,448
Semi-urgent		1,207	1,046	1,302	1,436	1,527	1,637	1,704	1,787
Non-urgent		1,107	758	658	320	399	694	535	617
All emergency presentations		3,096	2,638	2,808	2,673	2,911	3,467	3,986	4,394

## South East Regional Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 947 patients

ED Transfer of care time



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



## South East Regional Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 514

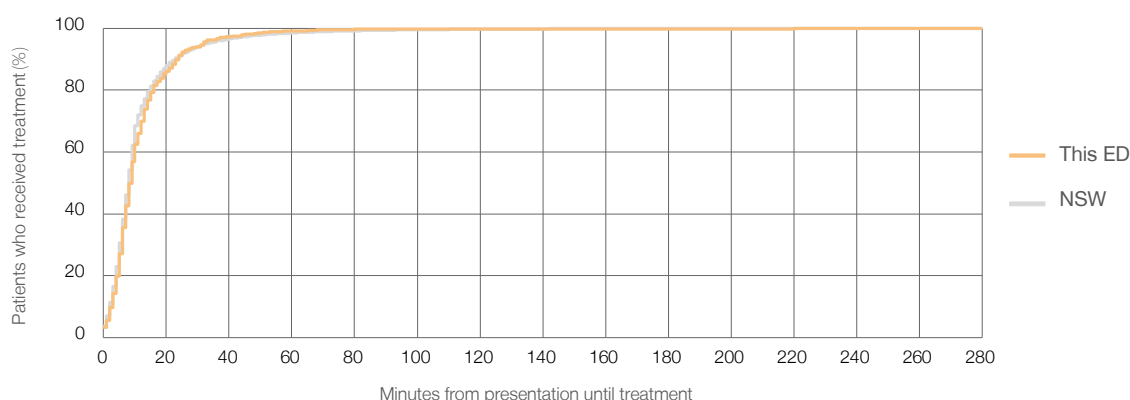
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 513

Median time to start treatment<sup>4</sup> 9 minutes

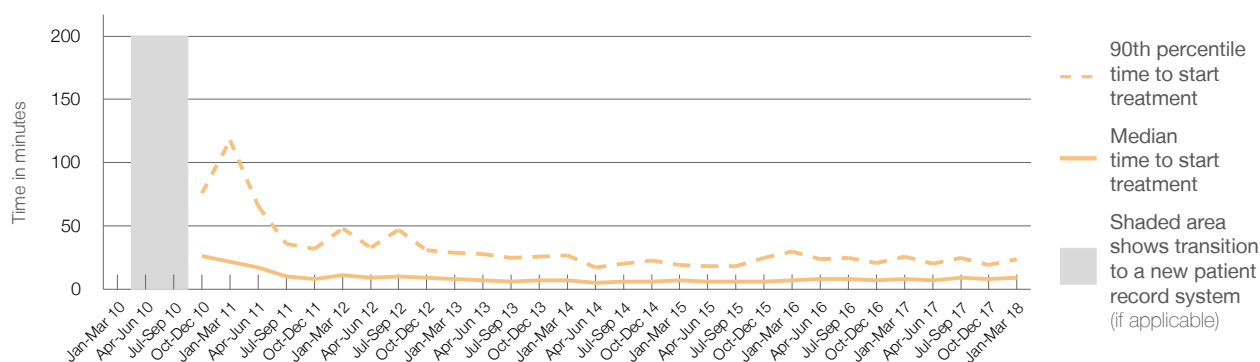
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
436	
435	
8 minutes	8 minutes
26 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		22	11	8	7	7	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		118	48	29	27	19	30	26	24

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## South East Regional Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,448

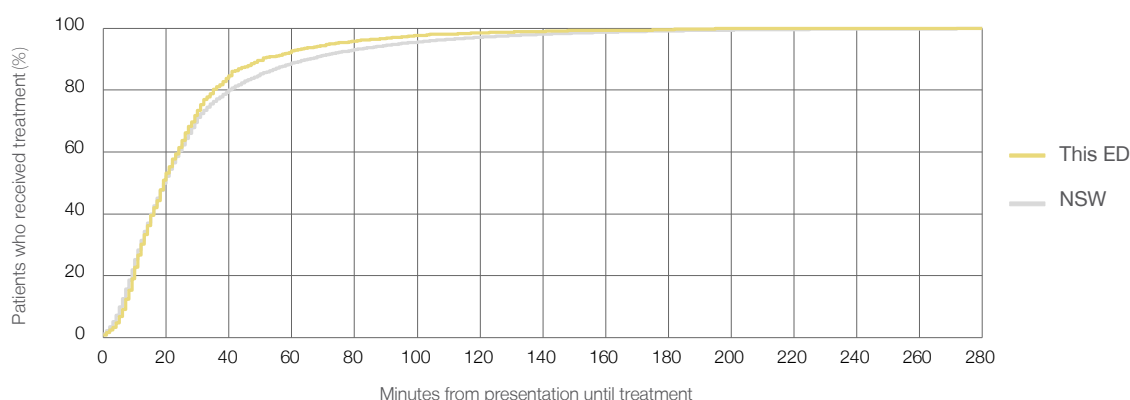
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,436

Median time to start treatment <sup>4</sup> 19 minutes

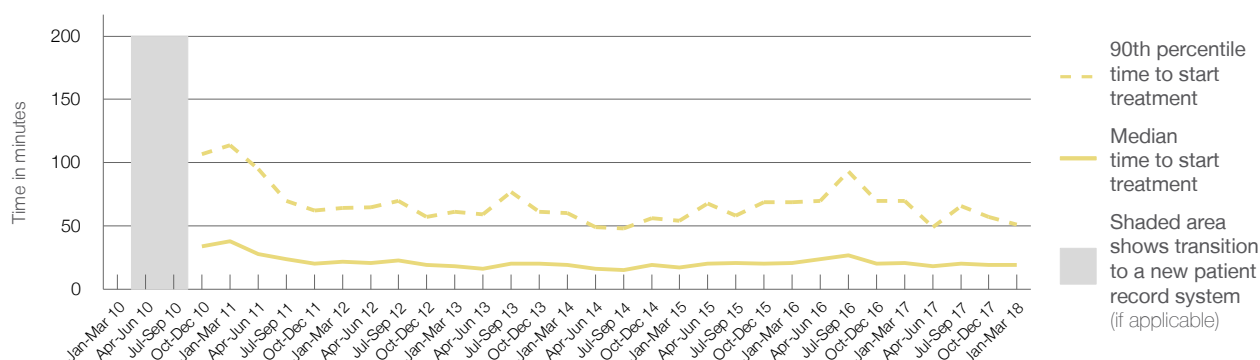
90th percentile time to start treatment <sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,291	
1,259	
21 minutes	20 minutes
70 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		38	22	18	19	17	21	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)		114	64	61	60	54	69	70	51

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## South East Regional Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,787

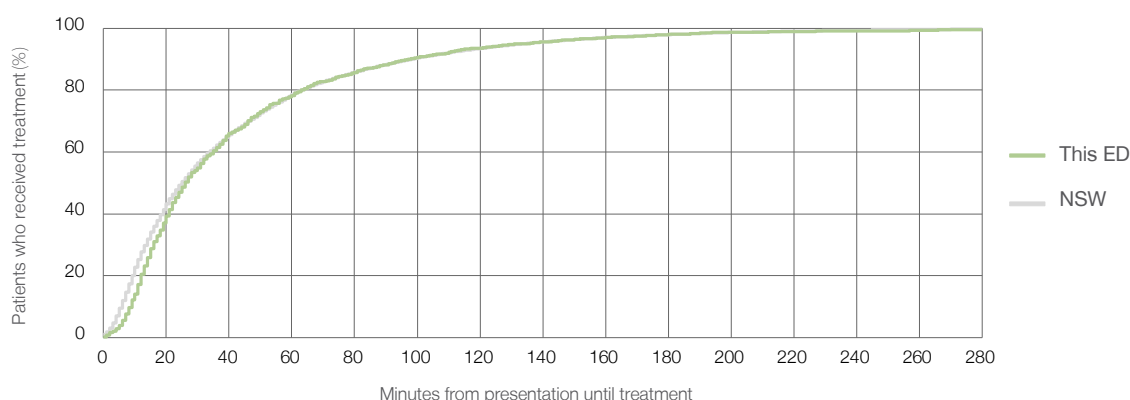
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,719

Median time to start treatment<sup>4</sup> 26 minutes

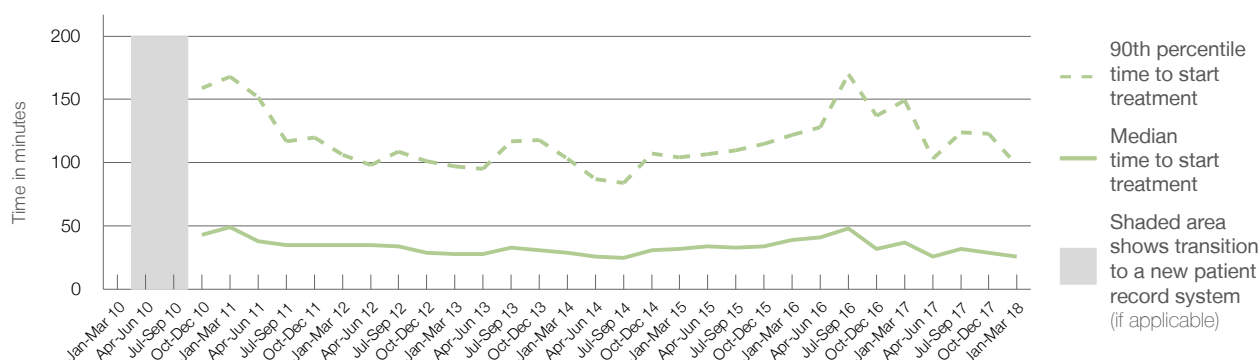
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,704	
1,572	
37 minutes	25 minutes
149 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		49	35	28	29	32	39	37	26
90th percentile time to start treatment <sup>5</sup> (minutes)		168	106	97	103	104	122	149	98

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## South East Regional Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 617

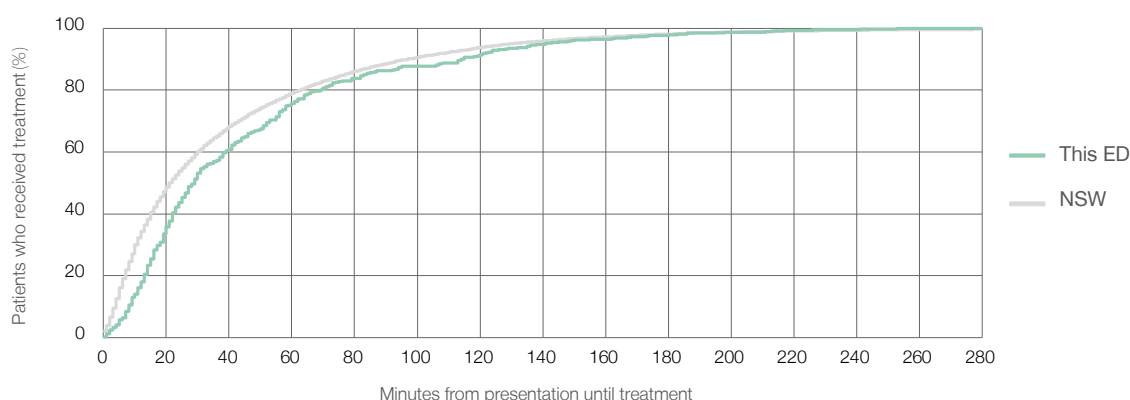
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 541

Median time to start treatment<sup>4</sup> 29 minutes

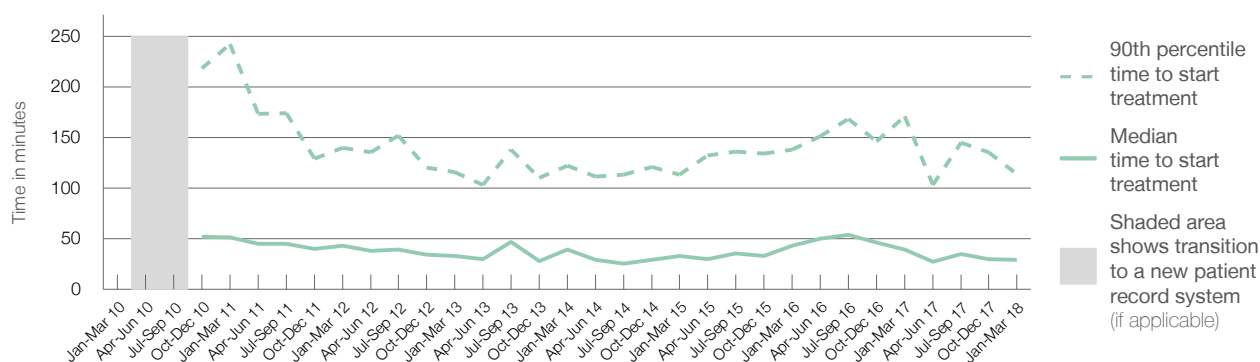
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
535	
395	
39 minutes	22 minutes
171 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		51	43	33	39	33	43	39	29
90th percentile time to start treatment <sup>5</sup> (minutes)		242	140	116	122	113	138	171	114

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## South East Regional Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,607 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,607 patients

Median time spent in the ED<sup>8</sup>

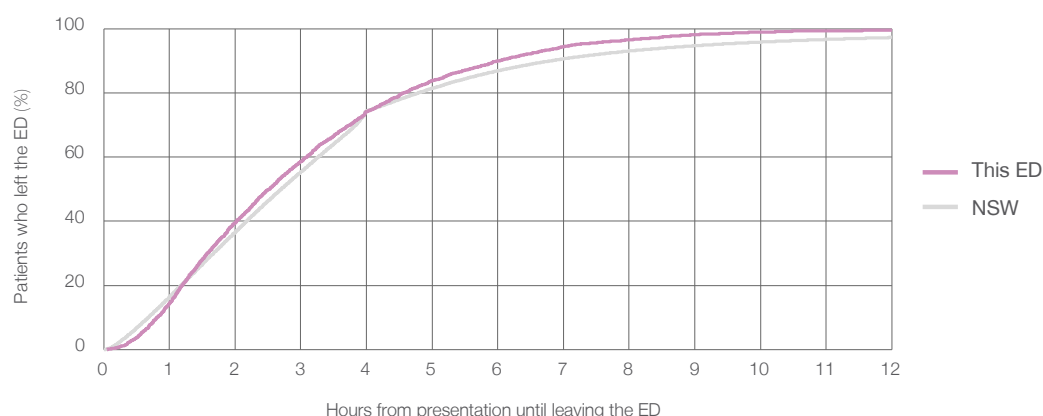
2 hours and 31 minutes

90th percentile time spent in the ED<sup>9</sup>

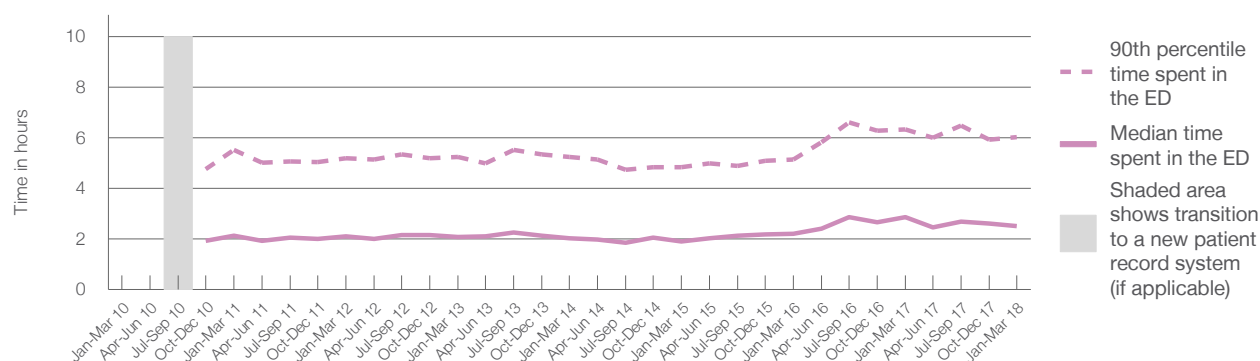
6 hours and 1 minutes

Same period last year	NSW (this period)
4,231	
4,231	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 20 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		2h 8m	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m	2h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		5h 31m	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m	6h 1m

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## South East Regional Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

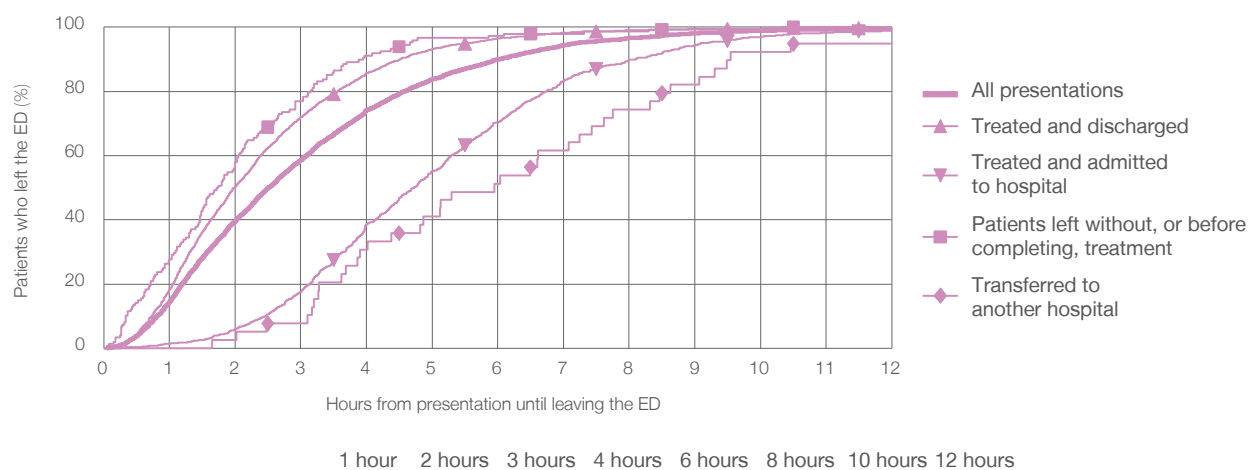
All presentations:<sup>†</sup> 4,607 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,607 patients

Treated and discharged	3,316 (72.0%)
Treated and admitted to hospital	1,097 (23.8%)
Patient left without, or before completing, treatment	148 (3.2%)
Transferred to another hospital	39 (0.8%)
Other	7 (0.2%)

Same period last year	Change since one year ago
4,231	9%
2,975	11.5%
951	15.4%
252	-41.3%
47	-17.0%
6	16.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡§</sup>



Treated and discharged	18.3%	50.4%	72.0%	85.6%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.5%	6.0%	17.5%	38.7%	70.3%	89.9%	97.0%	98.9%
Patient left without, or before completing, treatment	27.7%	58.1%	77.0%	91.2%	97.3%	98.6%	99.3%	100%
Transferred to another hospital	0%	2.6%	7.7%	30.8%	51.3%	74.4%	92.3%	94.9%
All presentations	14.5%	39.7%	58.6%	74.2%	89.9%	96.6%	98.9%	99.5%

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## South East Regional Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,607 patients

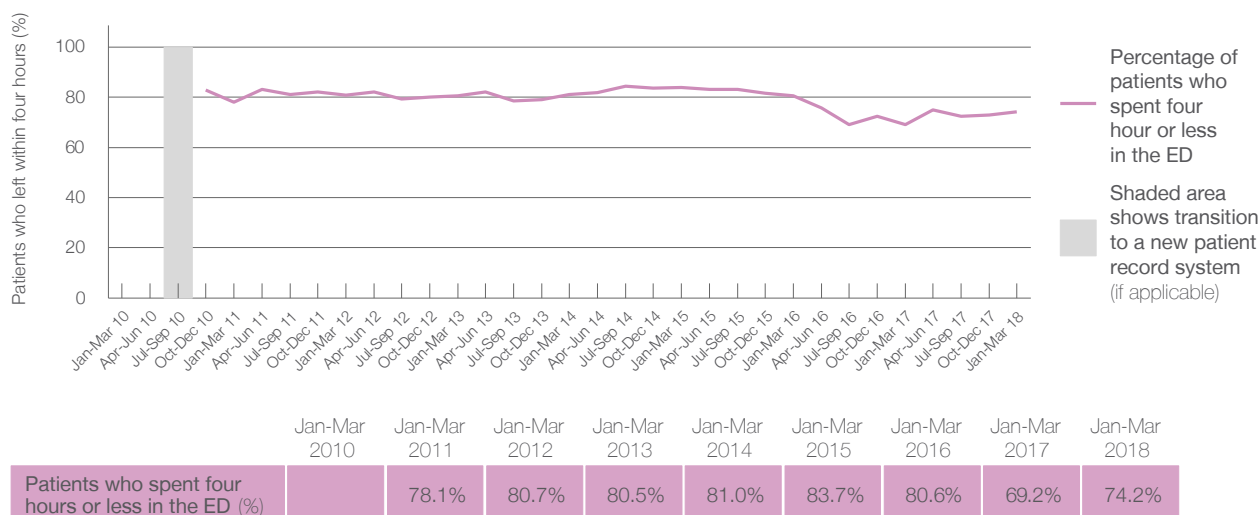
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,607 patients

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



Same period last year	Change since one year ago
4,231	9%
4,231	9%
69.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡§</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).