

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,631 patients
Emergency presentations:² 7,452 patients

Same period last year	Change since one year ago
8,109	-5.9%
7,733	-3.6%

Shellharbour Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 836 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,707 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 268 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
826	
6 minutes	8 minutes
12 minutes	26 minutes
2,623	
21 minutes	20 minutes
80 minutes	69 minutes
3,998	
24 minutes	26 minutes
124 minutes	101 minutes
257	
22 minutes	23 minutes
90 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,624 patients

Percentage of patients who spent four hours or less in the ED 66.7%

Same period last year	Change since one year ago
8,109	-6.0%
68.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

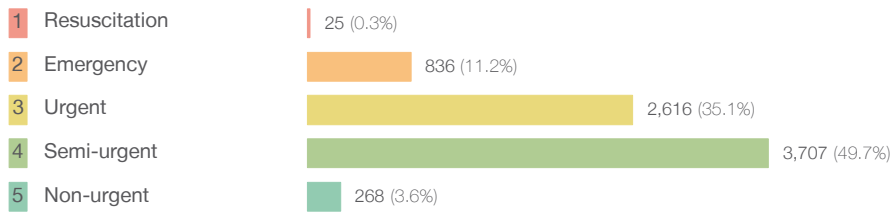
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Patients presenting to the emergency department January to March 2017

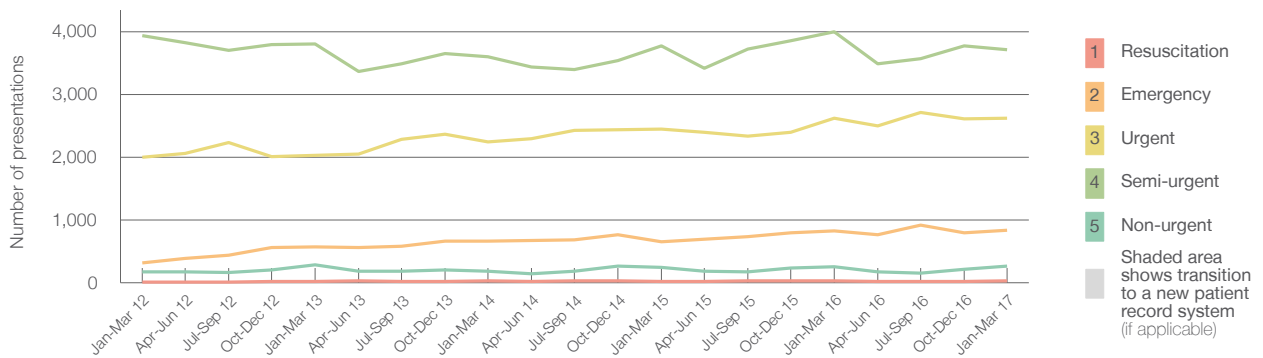
All presentations:¹ 7,631 patients

Emergency presentations² by triage category: 7,452 patients



Same period last year	Change since one year ago
8,109	-5.9%
7,733	-3.6%
29	-13.8%
826	1.2%
2,623	-0.3%
3,998	-7.3%
257	4.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	12	16	30	14	29	25
Emergency	319	569	662	654	826	836
Urgent	1,998	2,029	2,248	2,446	2,623	2,616
Semi-urgent	3,933	3,808	3,597	3,775	3,998	3,707
Non-urgent	172	287	186	242	257	268
All emergency presentations	6,434	6,709	6,723	7,131	7,733	7,452

Shellharbour Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,670 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,600	
11 minutes	-1 minute
24 minutes	0 minutes

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 836

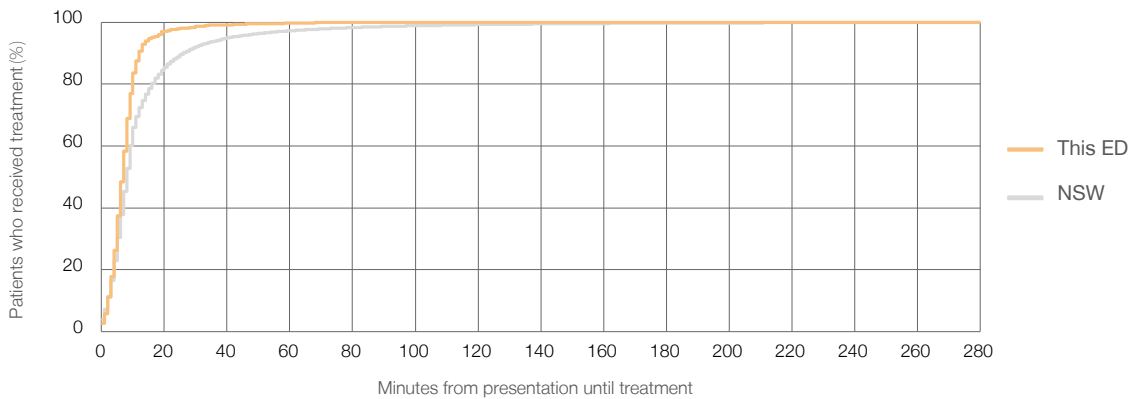
Number of triage 2 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 7 minutes

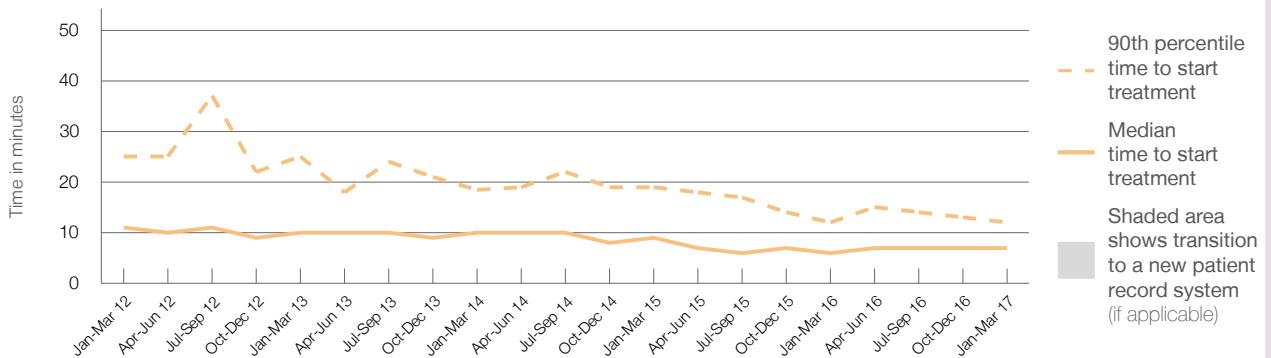
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
826	
824	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	10	10	9	6	7
90th percentile time to start treatment ⁵ (minutes)	25	25	19	19	12	12

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,616

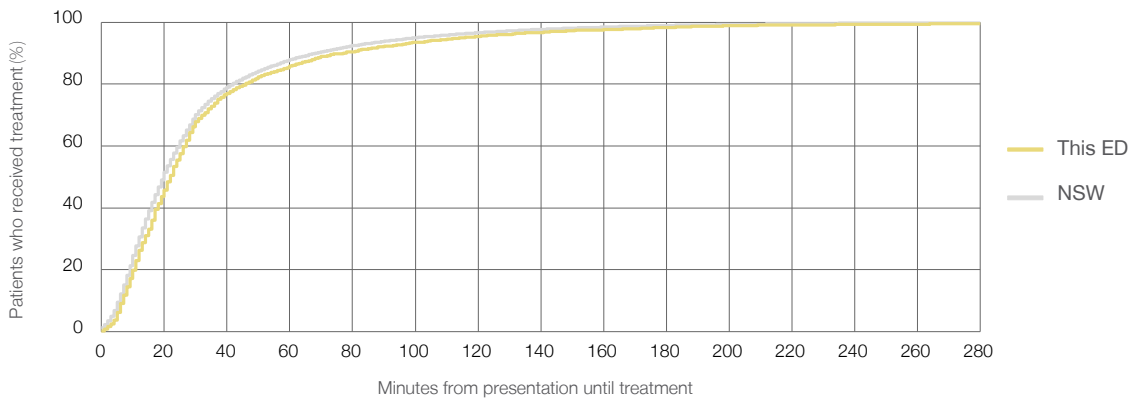
Number of triage 3 patients used to calculate waiting time:³ 2,569

Median time to start treatment⁴ 22 minutes

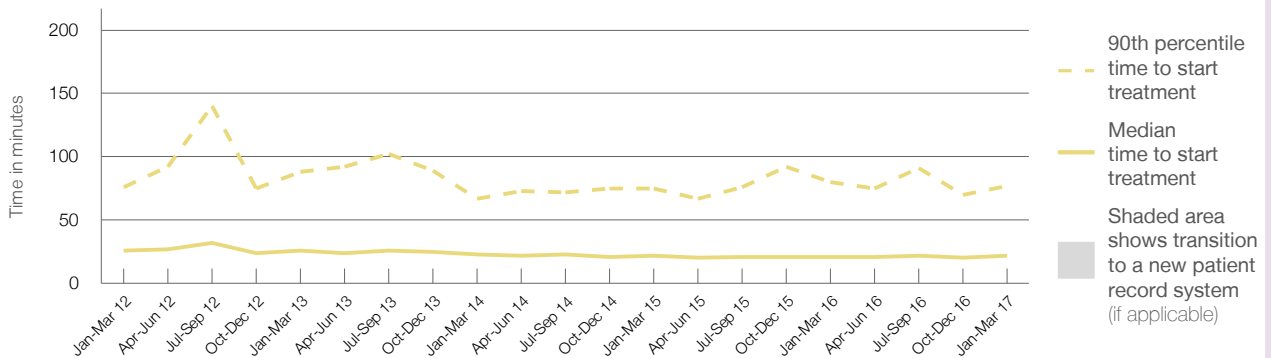
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,623	
2,571	
21 minutes	20 minutes
80 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	26	23	22	21	22
90th percentile time to start treatment ⁵ (minutes)	76	88	67	75	80	77

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,707

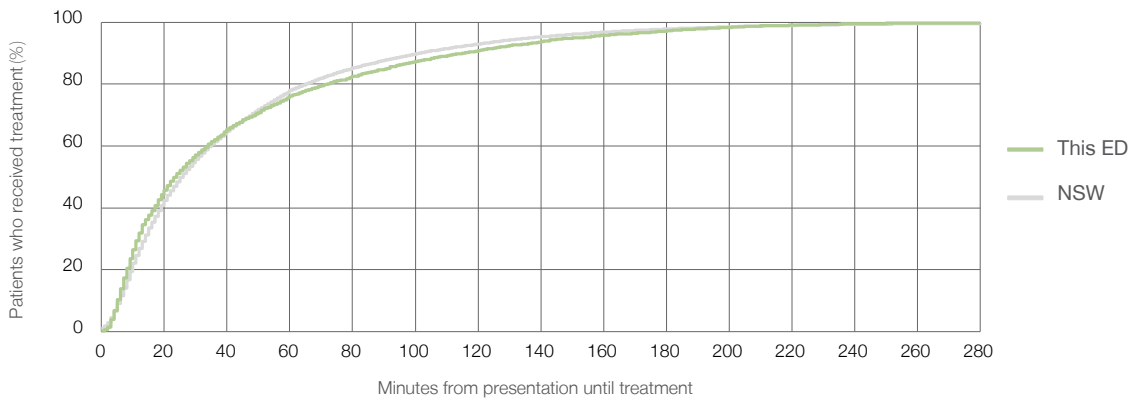
Number of triage 4 patients used to calculate waiting time:³ 3,435

Median time to start treatment⁴ 24 minutes

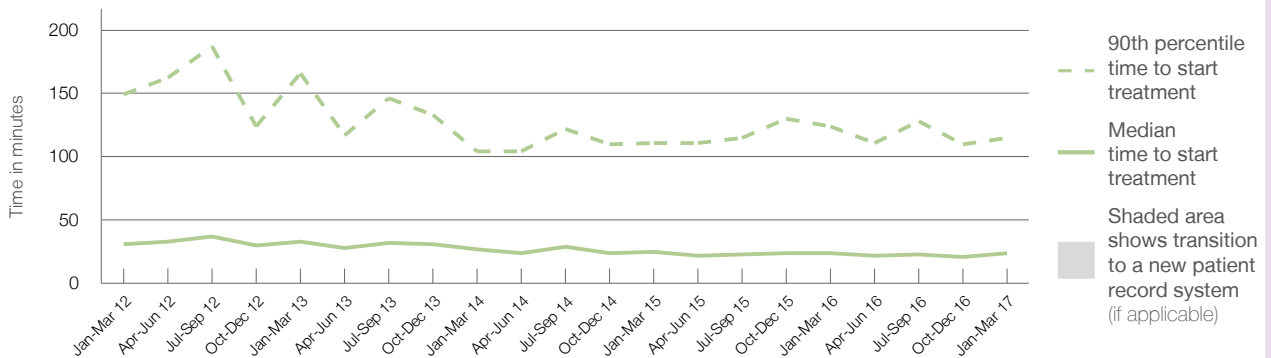
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,998	
3,657	
24 minutes	26 minutes
124 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	33	27	25	24	24
90th percentile time to start treatment ⁵ (minutes)	149	166	104	111	124	115

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 268

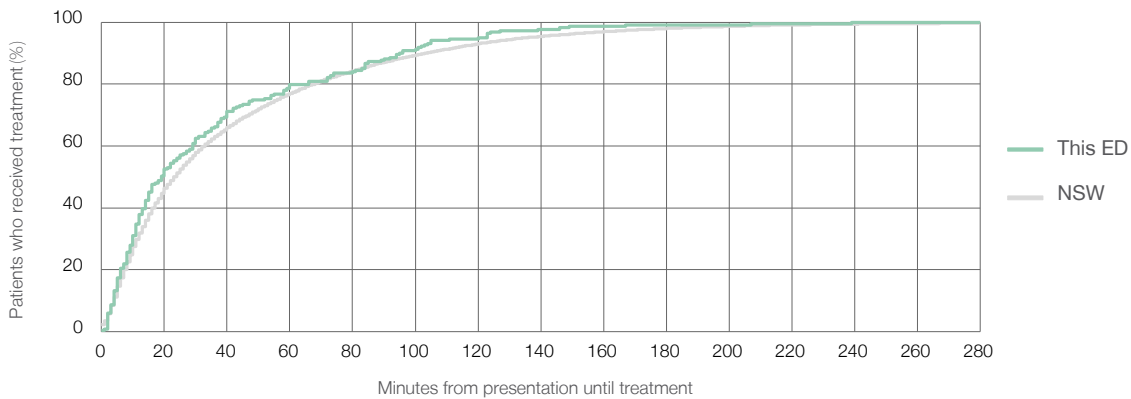
Number of triage 5 patients used to calculate waiting time:³ 219

Median time to start treatment⁴ 19 minutes

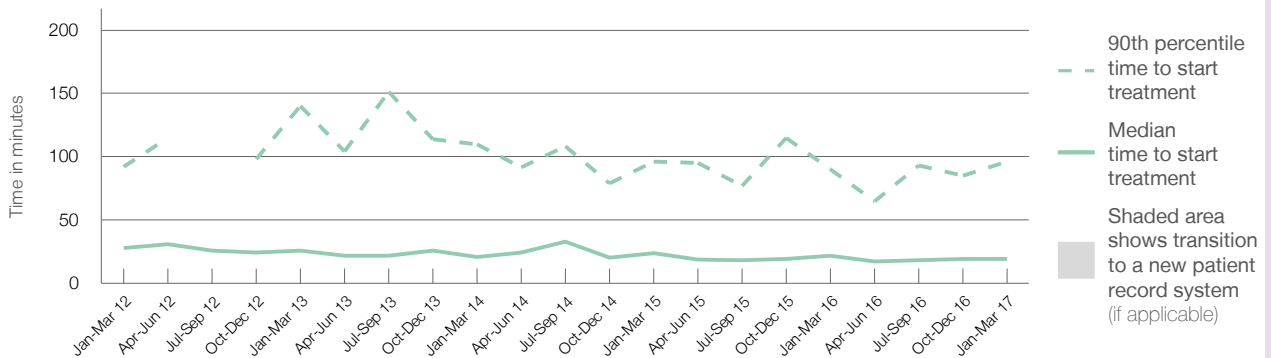
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
257	214
22 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	26	21	24	22	19
90th percentile time to start treatment ⁵ (minutes)	92	140	110	96	90	96

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,631 patients

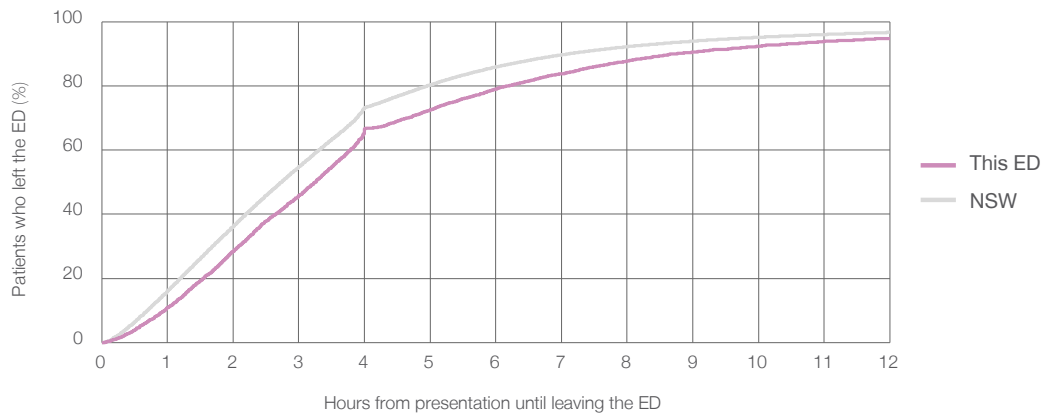
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

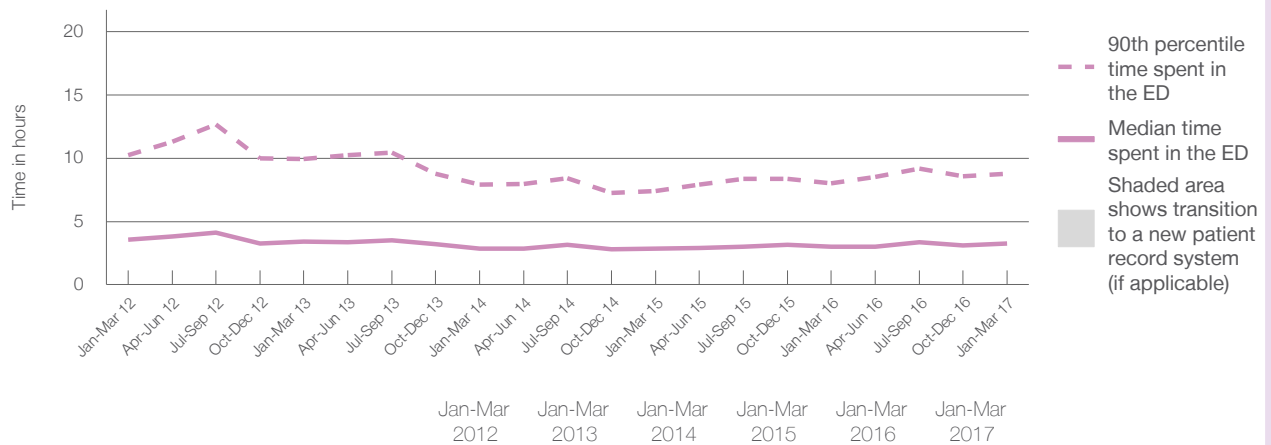
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
8,109	8,109
3 hours and 1 minutes	2 hours and 44 minutes
8 hours and 1 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 14m	9h 57m	7h 55m	7h 24m	8h 1m	8h 45m

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Shellharbour Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

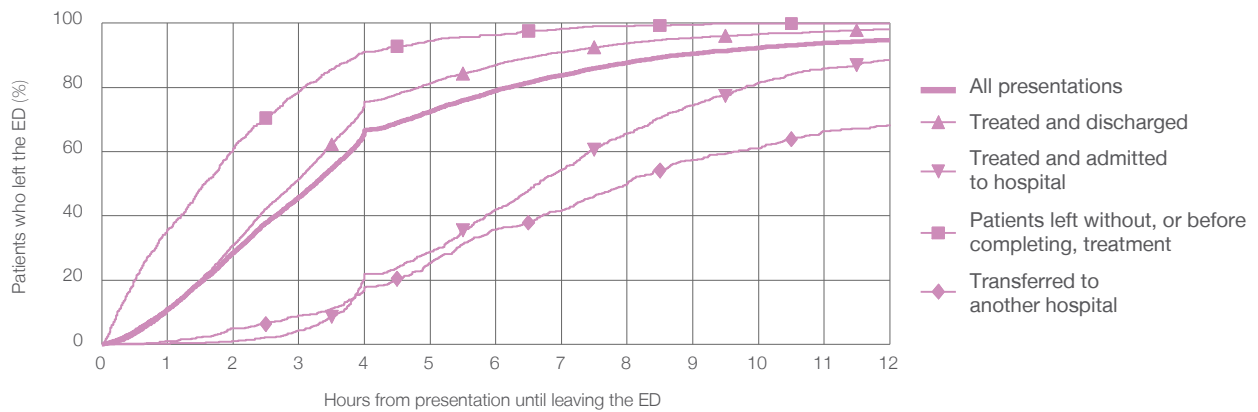
All presentations:¹ 7,631 patients

Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

Treated and discharged	5,488 (71.9%)
Treated and admitted to hospital	763 (10.0%)
Patient left without, or before completing, treatment	714 (9.4%)
Transferred to another hospital	653 (8.6%)
Other	13 (0.2%)

Same period last year	Change since one year ago
8,109	-6.0%
6,007	-8.6%
782	-2.4%
749	-4.7%
561	16.4%
10	30.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	30.8%	51.5%	75.5%	87.0%	93.8%	96.6%	98.1%
Treated and admitted to hospital	0.3%	0.9%	4.3%	21.9%	42.1%	65.7%	81.5%	88.6%
Patient left without, or before completing, treatment	35.7%	60.9%	78.7%	91.0%	96.4%	99.0%	99.9%	99.9%
Transferred to another hospital	0.9%	4.9%	8.9%	17.7%	35.7%	50.0%	61.1%	68.3%
All presentations	10.9%	28.5%	45.8%	66.7%	79.0%	87.7%	92.3%	94.8%

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Shellharbour Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 7,631 patients

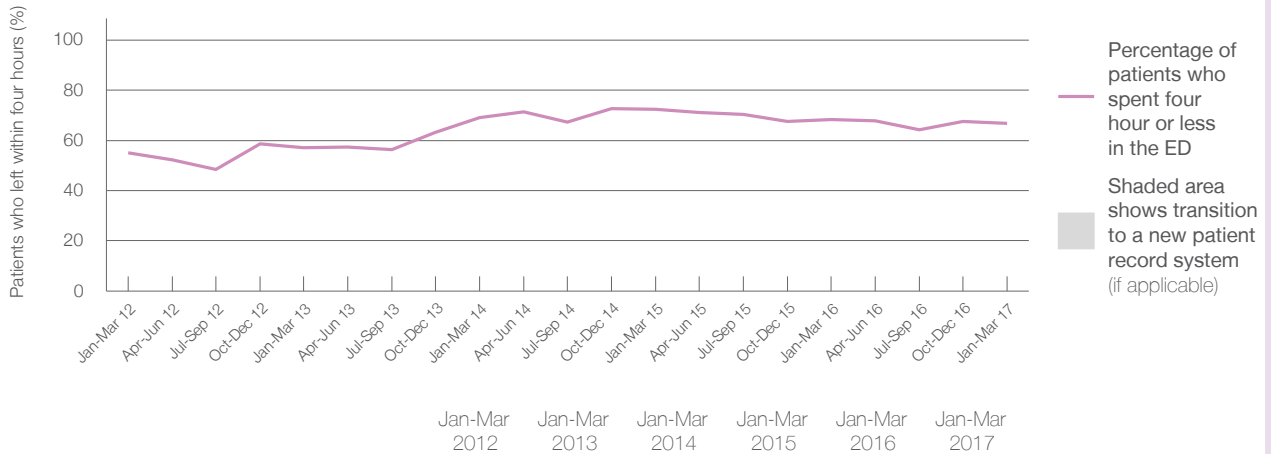
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,109	-5.9%
Presentations used to calculate time to leaving the ED	8,109	-6.0%
Percentage of patients who spent four hours or less in the ED	68.2%	

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



Patients who left within four hours (%)	55.2%	57.1%	69.1%	72.4%	68.2%	66.7%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).