

Goulburn Base Hospital: Emergency department (ED) overview

April to June 2017

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

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

Goulburn Base Hospital: Time patients waited to start treatment³

April to June 2017

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,696 patients

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

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

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

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

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

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

Goulburn Base Hospital: Time from presentation until leaving the ED

April to June 2017

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

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

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

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

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

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

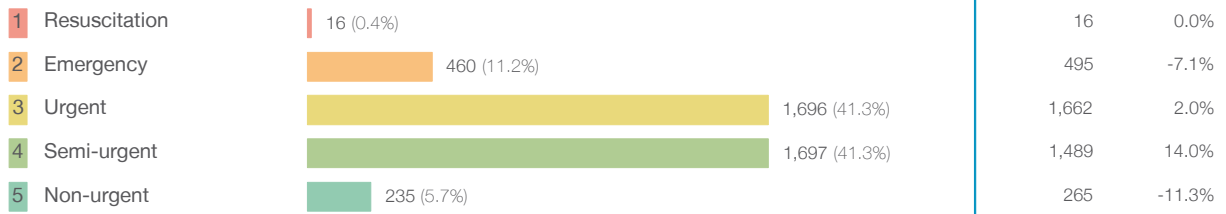
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Goulburn Base Hospital: Patients presenting to the emergency department

April to June 2017

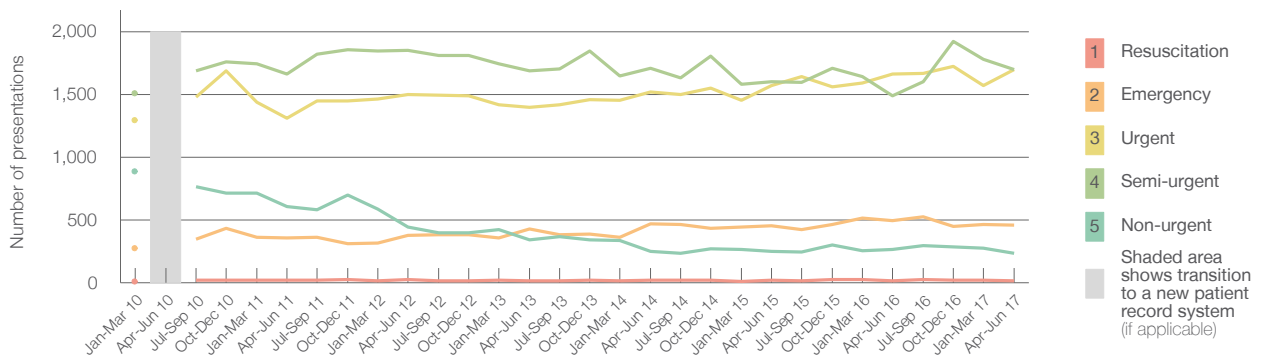
All presentations:¹ 4,301 patients

Emergency presentations² by triage category: 4,104 patients



Same period last year	Change since one year ago
4,133	4.1%
3,927	4.5%
16	0.0%
495	-7.1%
1,662	2.0%
1,489	14.0%
265	-11.3%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		18	27	13	21	22	16	16
Emergency		358	379	426	467	453	495	460
Urgent		1,311	1,501	1,399	1,520	1,570	1,662	1,696
Semi-urgent		1,664	1,851	1,688	1,708	1,603	1,489	1,697
Non-urgent		604	444	342	249	247	265	235
All emergency presentations		3,955	4,202	3,868	3,965	3,895	3,927	4,104

Goulburn Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 815 patients

ED Transfer of care time



Same period last year	Change since one year ago
796	
13 minutes	-1 minute
33 minutes	-7 minutes

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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 460

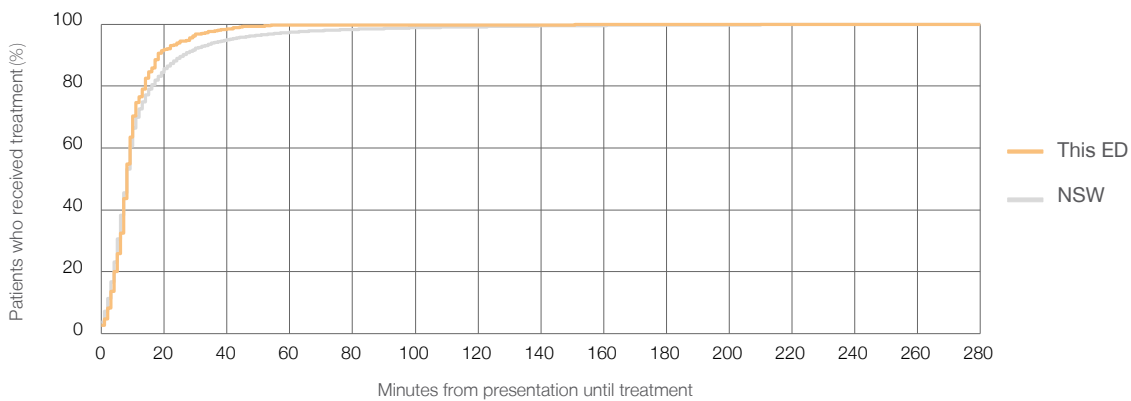
Number of triage 2 patients used to calculate waiting time:³ 459

Median time to start treatment⁴ 8 minutes

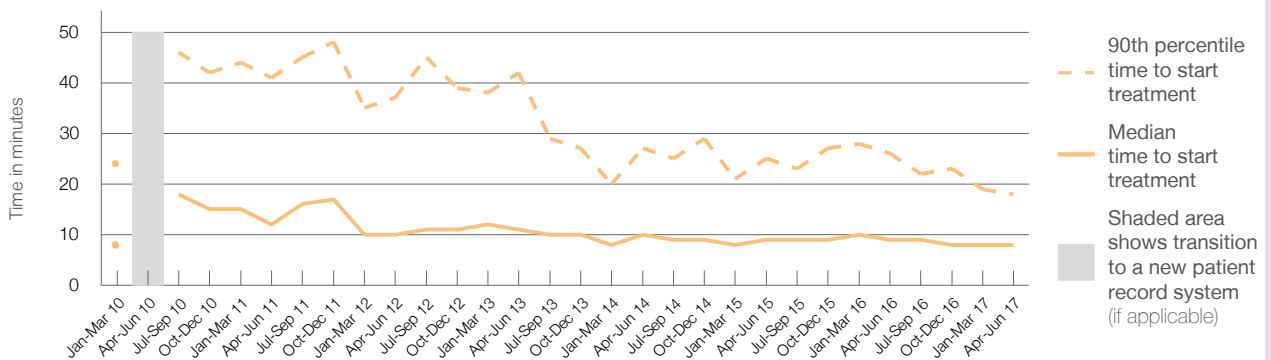
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
495	
493	
9 minutes	8 minutes
26 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		12	10	11	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)		41	37	42	27	25	26	18

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Goulburn Base Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,696

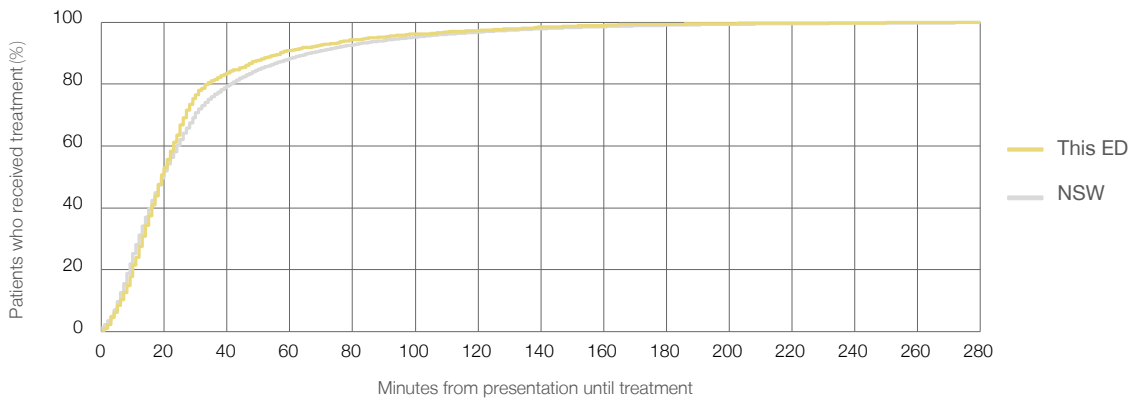
Number of triage 3 patients used to calculate waiting time:³ 1,672

Median time to start treatment⁴ 19 minutes

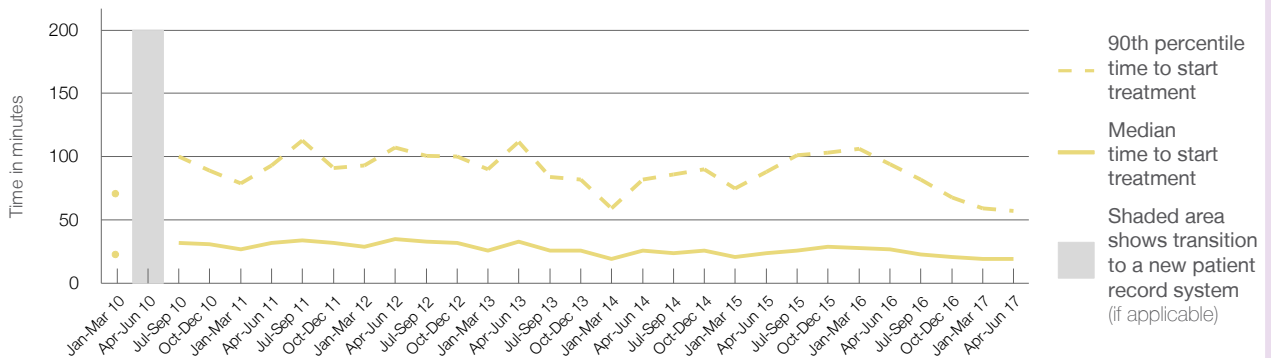
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,662	1,615
27 minutes	20 minutes
94 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		32	35	33	26	24	27	19
90th percentile time to start treatment ⁵ (minutes)		93	107	112	82	88	94	57

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Goulburn Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,697

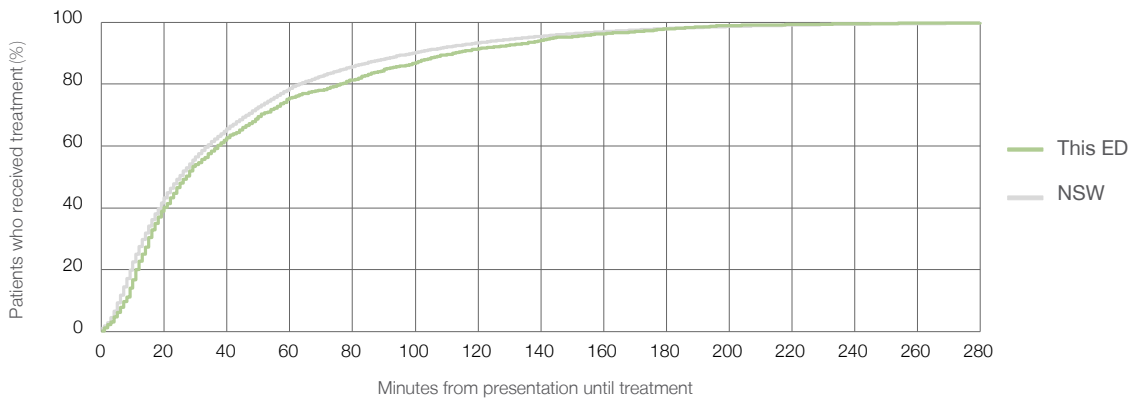
Number of triage 4 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 27 minutes

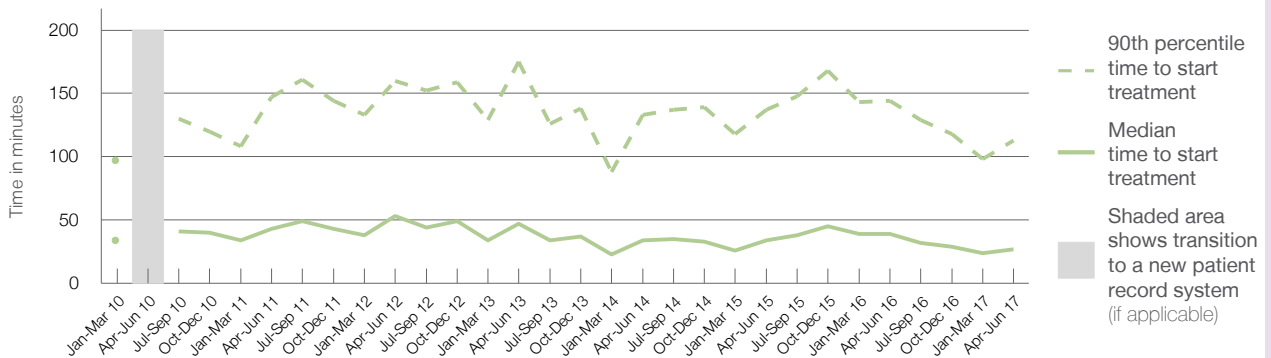
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,489	1,352
39 minutes	25 minutes
144 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		43	53	47	34	34	39	27
90th percentile time to start treatment ⁵ (minutes)		147	160	175	133	137	144	113

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Goulburn Base Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 235

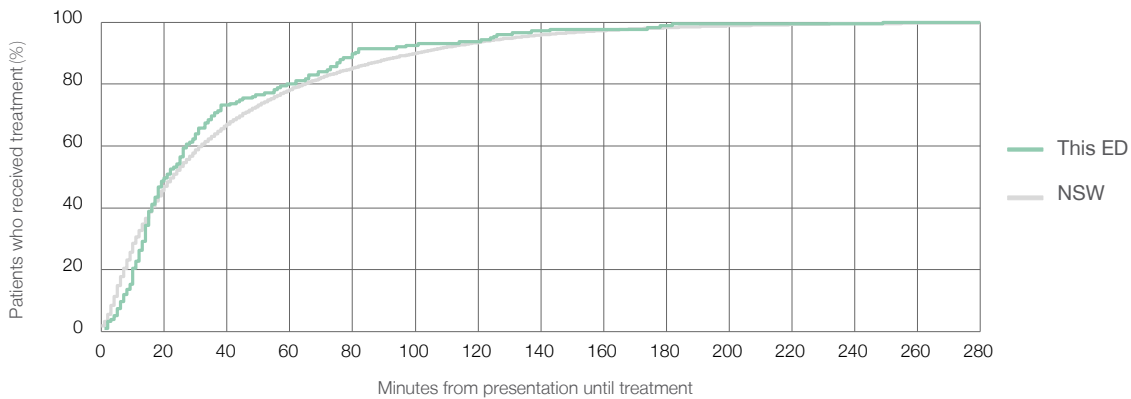
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 21 minutes

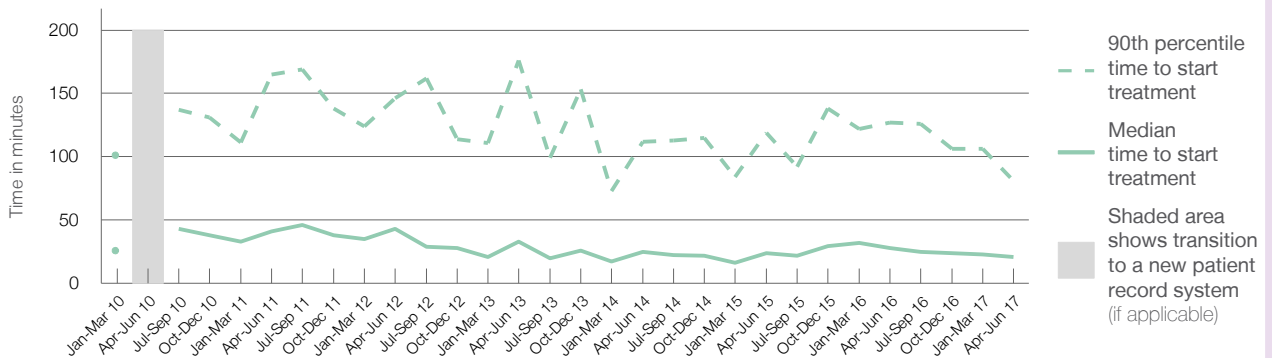
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
265	219
28 minutes	23 minutes
127 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		41	43	33	25	24	28	21
90th percentile time to start treatment ⁵ (minutes)		165	146	176	112	119	127	81

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Goulburn Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,301 patients

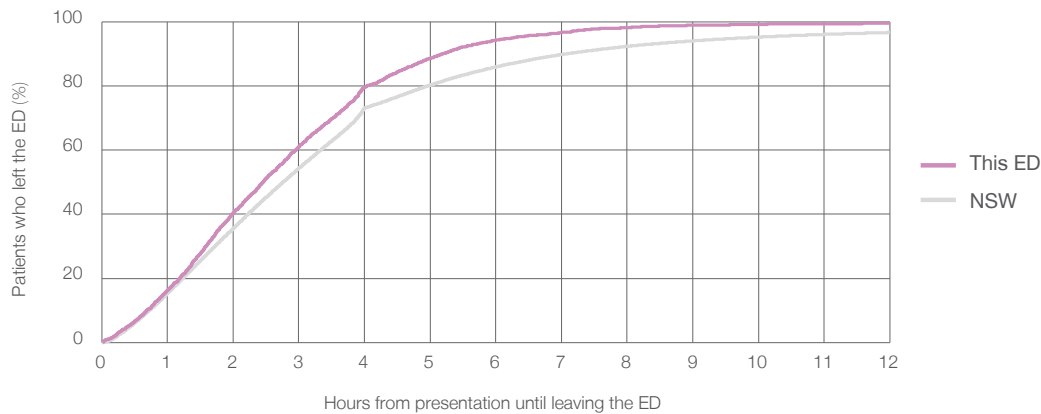
Presentations used to calculate time to leaving the ED:⁶ 4,301 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

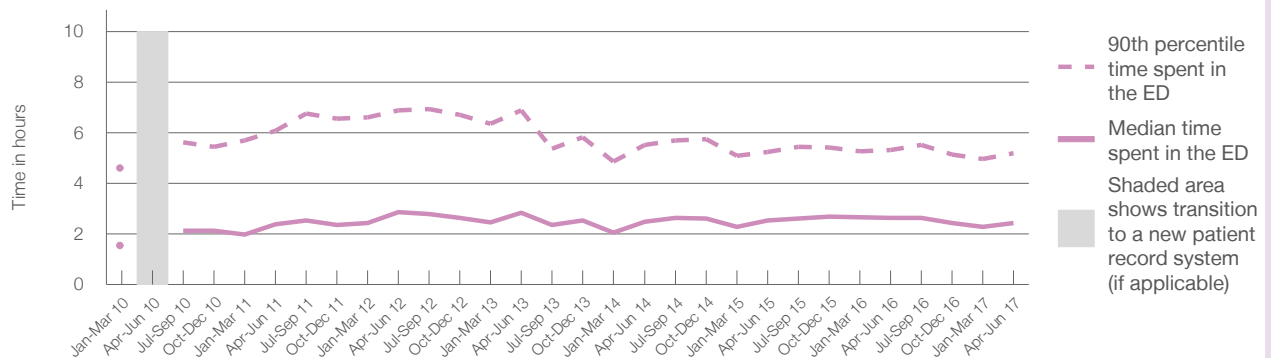
90th percentile time spent in the ED⁹ 5 hours and 11 minutes

Same period last year	NSW (this period)
4,133	4,133
2 hours and 38 minutes	2 hours and 46 minutes
5 hours and 19 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 5m	6h 54m	6h 54m	5h 31m	5h 15m	5h 19m	5h 11m

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Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

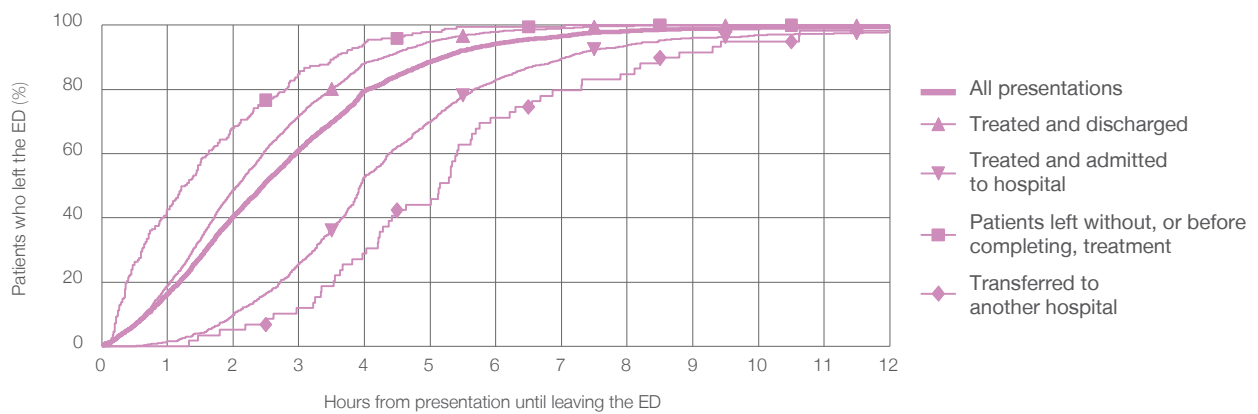
All presentations:¹ 4,301 patients

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

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

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

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	48.6%	71.7%	88.2%	98.0%	99.7%	100%	100%
Treated and admitted to hospital	1.5%	9.8%	25.7%	52.9%	83.0%	93.7%	96.9%	98.0%
Patient left without, or before completing, treatment	42.6%	68.0%	84.8%	94.4%	99.5%	100%	100%	100%
Transferred to another hospital	0%	5.1%	11.9%	28.8%	71.2%	84.7%	94.9%	98.3%
All presentations	16.4%	40.4%	61.1%	79.6%	94.2%	98.2%	99.2%	99.5%

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

All presentations at the emergency department:¹ 4,301 patients

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

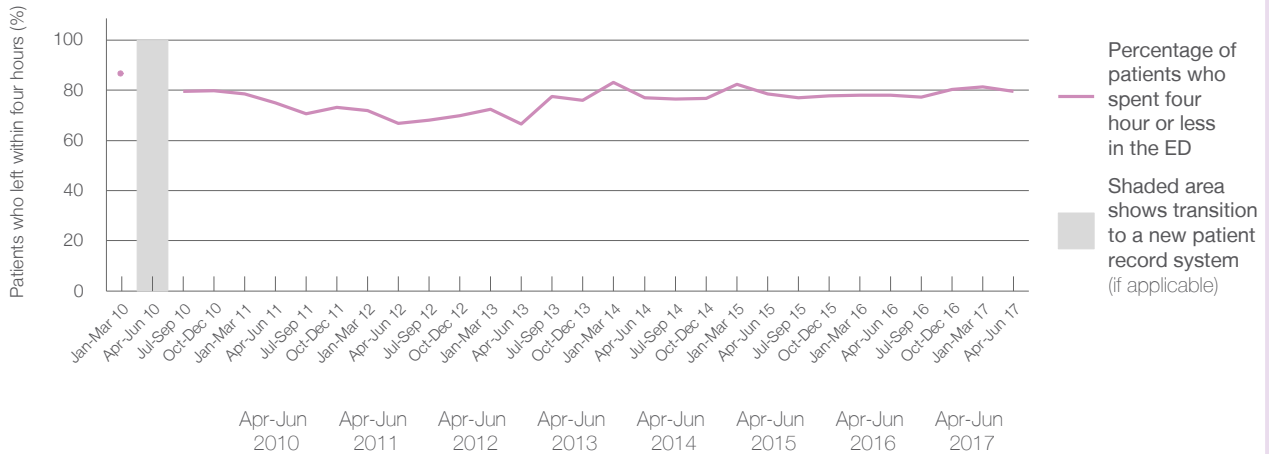
Percentage of patients who spent four hours or less in the ED



79.6%

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

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



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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).