

Milton and Ulladulla Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,189 patients
 Emergency presentations:² 3,081 patients

Same period last year	Change since one year ago
3,427	-6.9%
3,338	-7.7%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 223 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,013 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,546 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
241	
7 minutes	8 minutes
27 minutes	26 minutes
975	
23 minutes	20 minutes
70 minutes	67 minutes
1,775	
31 minutes	25 minutes
85 minutes	99 minutes
334	
27 minutes	23 minutes
86 minutes	101 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,189 patients

Percentage of patients who spent four hours or less in the ED 85.7%

Same period last year	Change since one year ago
3,427	-6.9%
86.6%	

* 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, July to September 2016*.
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.

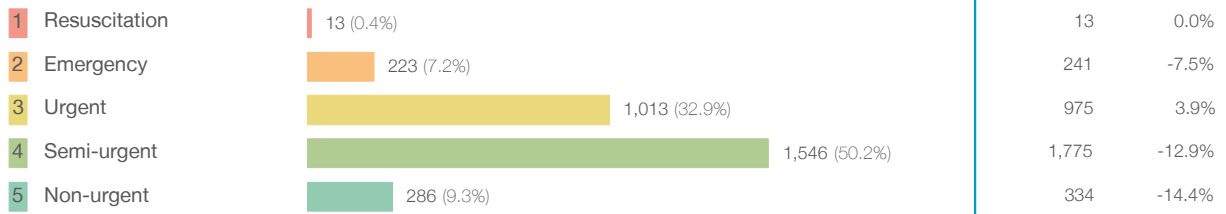
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

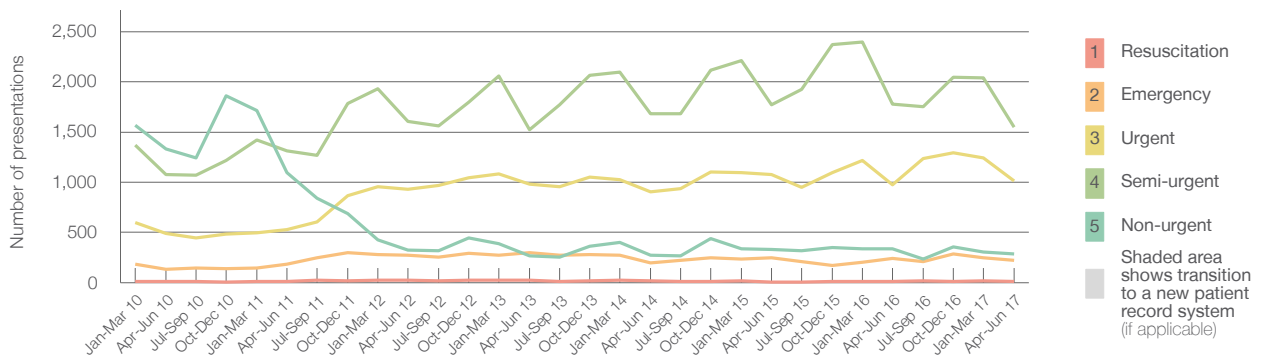
April to June 2017

All presentations:¹ 3,189 patients

Emergency presentations² by triage category: 3,081 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	9	10	22	24	17	< 5	13	13
Emergency	135	182	276	299	197	252	241	223
Urgent	493	528	933	981	906	1,077	975	1,013
Semi-urgent	1,076	1,314	1,604	1,523	1,680	1,771	1,775	1,546
Non-urgent	1,331	1,094	322	270	276	330	334	286
All emergency presentations	3,044	3,128	3,157	3,097	3,076	3,430	3,338	3,081

Milton and Ulladulla Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 352 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.

Milton and Ulladulla 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: 223

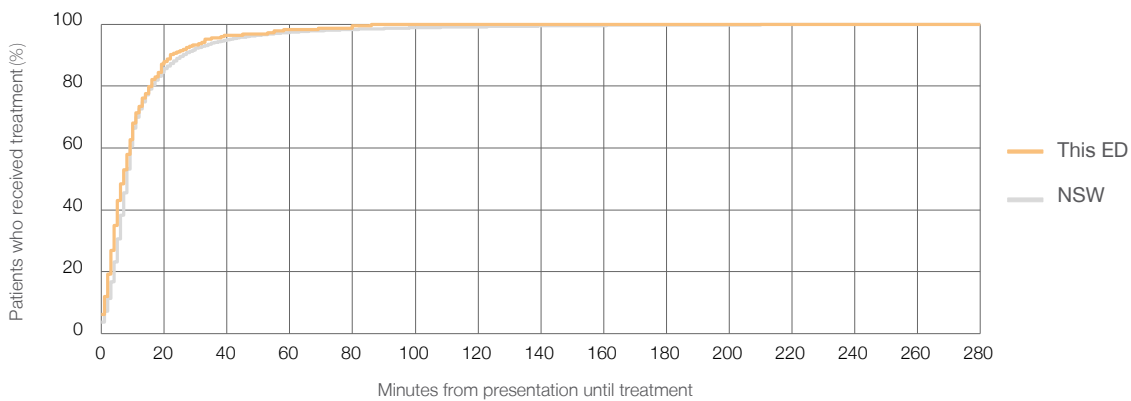
Number of triage 2 patients used to calculate waiting time:³ 223

Median time to start treatment⁴ 7 minutes

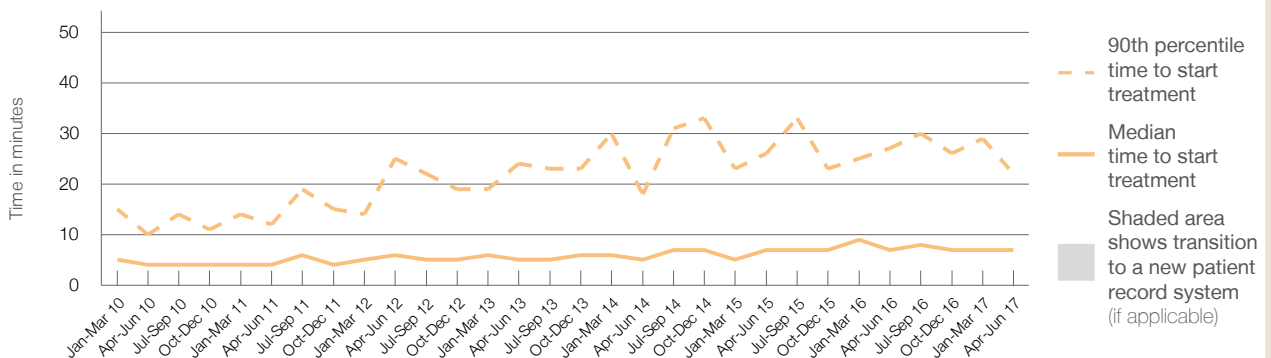
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
241	241
7 minutes	8 minutes
27 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	4	4	6	5	5	7	7	7
90th percentile time to start treatment ⁵ (minutes)	10	12	25	24	18	26	27	22

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Milton and Ulladulla 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: 1,013

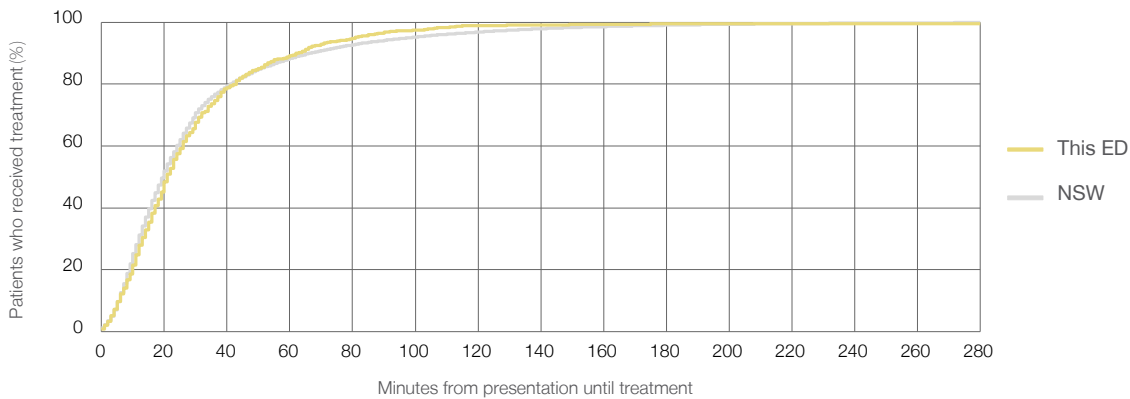
Number of triage 3 patients used to calculate waiting time:³ 1,005

Median time to start treatment⁴ 21 minutes

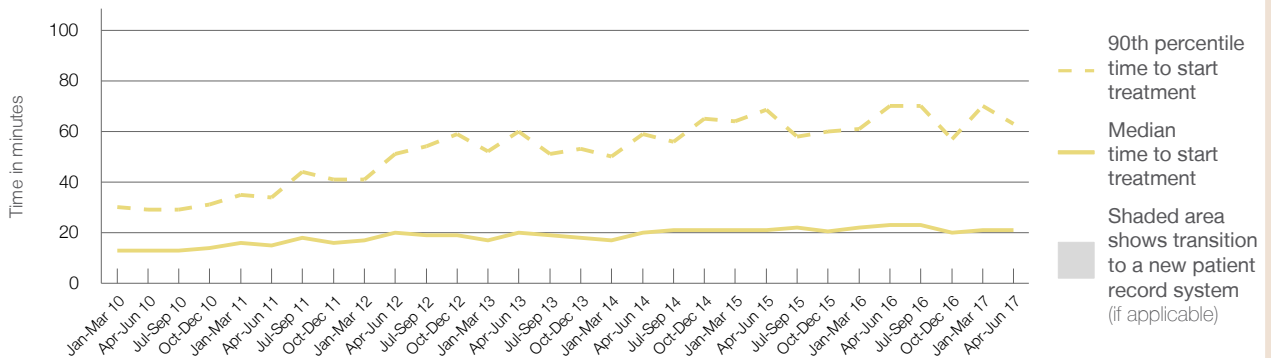
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
975	968
23 minutes	20 minutes
70 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	13	15	20	20	20	21	23	21
90th percentile time to start treatment ⁵ (minutes)	29	34	51	60	59	69	70	63

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Milton and Ulladulla 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: 1,546

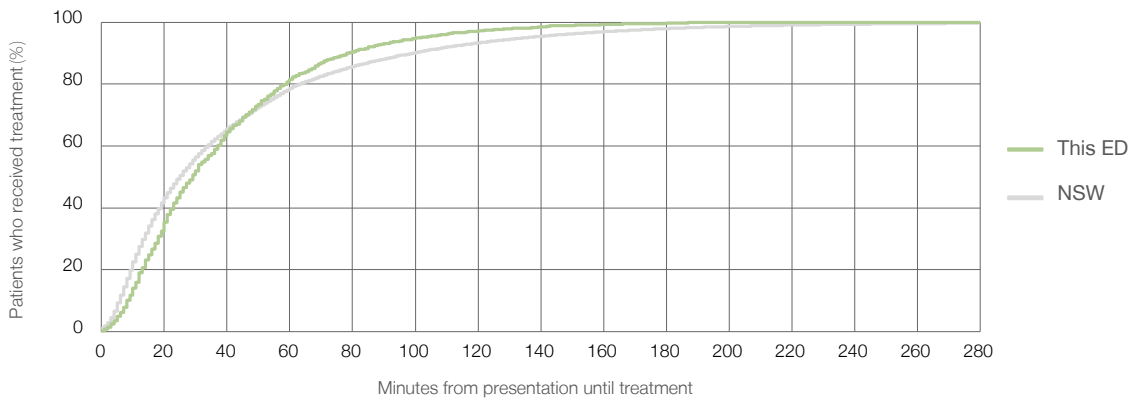
Number of triage 4 patients used to calculate waiting time:³ 1,519

Median time to start treatment⁴ 29 minutes

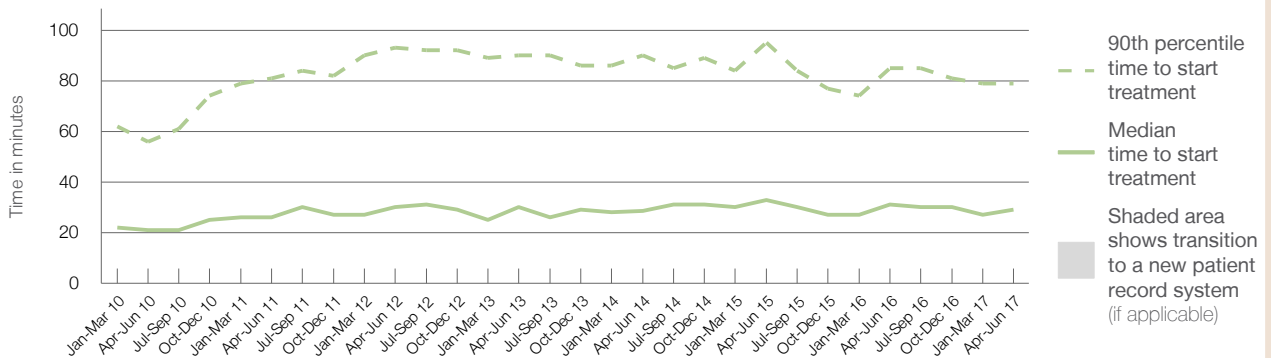
90th percentile time to start treatment⁵ 79 minutes

	Same period last year	NSW (this period)
Number of patients	1,775	1,746
Median time to start treatment	31 minutes	25 minutes
90th percentile time to start treatment	85 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	26	30	30	29	33	31	29
90th percentile time to start treatment ⁵ (minutes)	56	81	93	90	90	95	85	79

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Milton and Ulladulla 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: 286

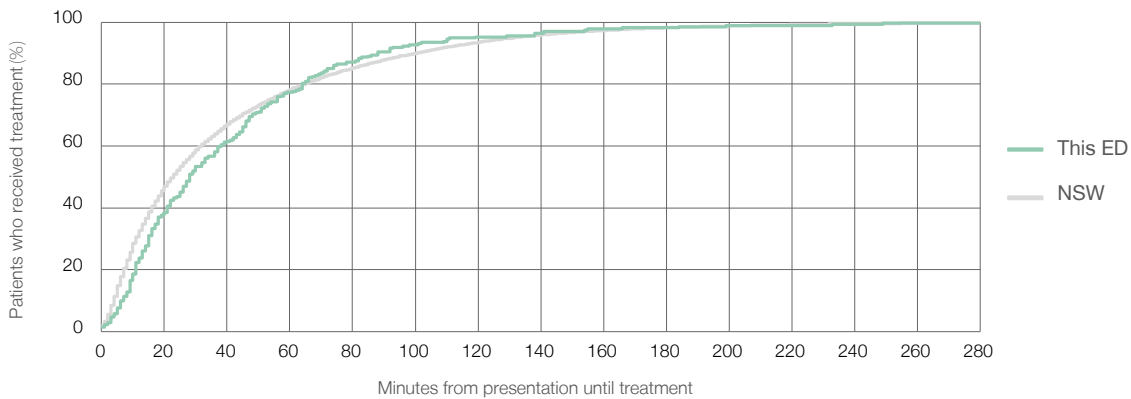
Number of triage 5 patients used to calculate waiting time:³ 273

Median time to start treatment⁴ 28 minutes

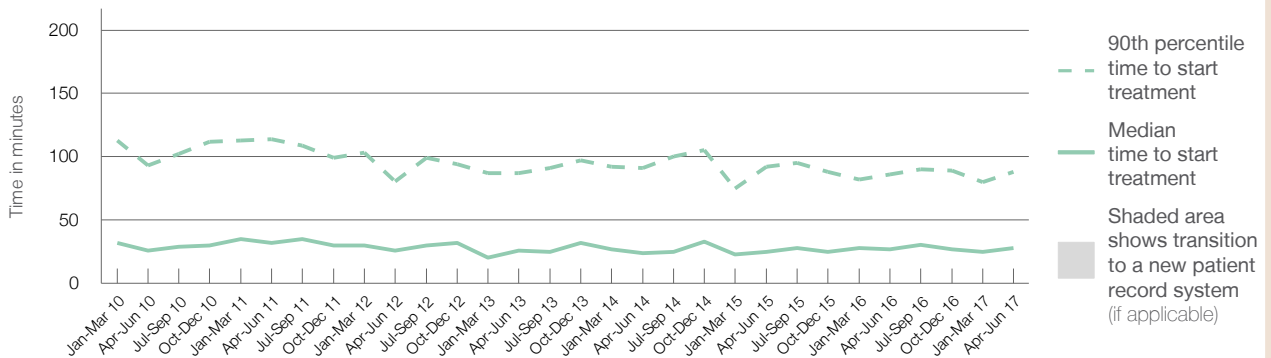
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
334	
323	
27 minutes	23 minutes
86 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	26	32	26	26	24	25	27	28
90th percentile time to start treatment ⁵ (minutes)	93	114	81	87	91	92	86	88

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Milton and Ulladulla Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,189 patients

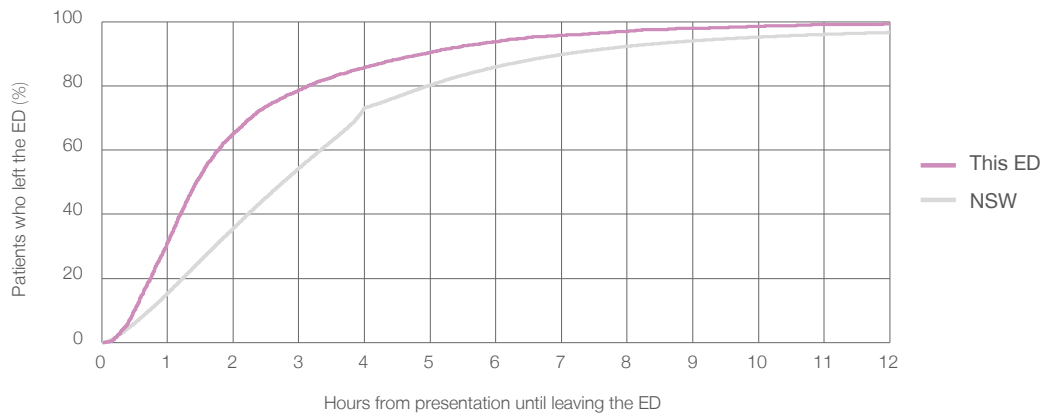
Presentations used to calculate time to leaving the ED:⁶ 3,189 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

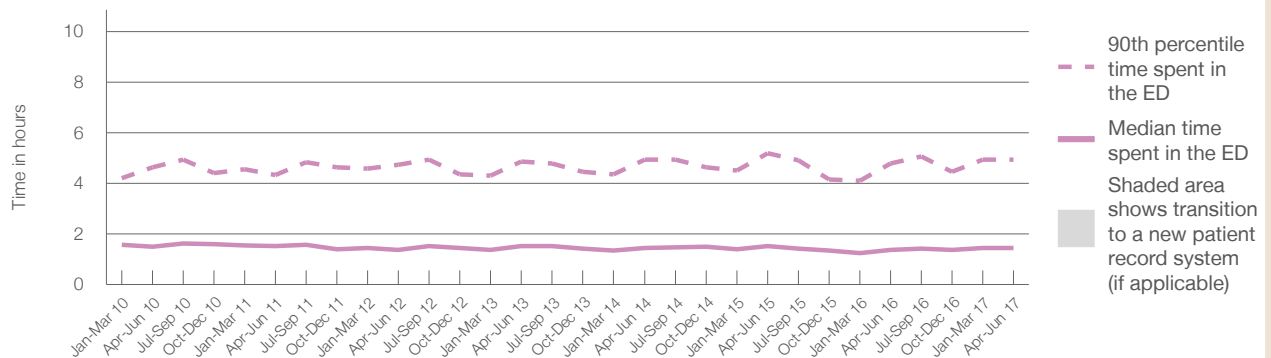
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
3,427	3,427
1 hours and 23 minutes	2 hours and 46 minutes
4 hours and 47 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 30m	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 38m	4h 20m	4h 44m	4h 52m	4h 56m	5h 12m	4h 47m	4h 56m

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

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Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

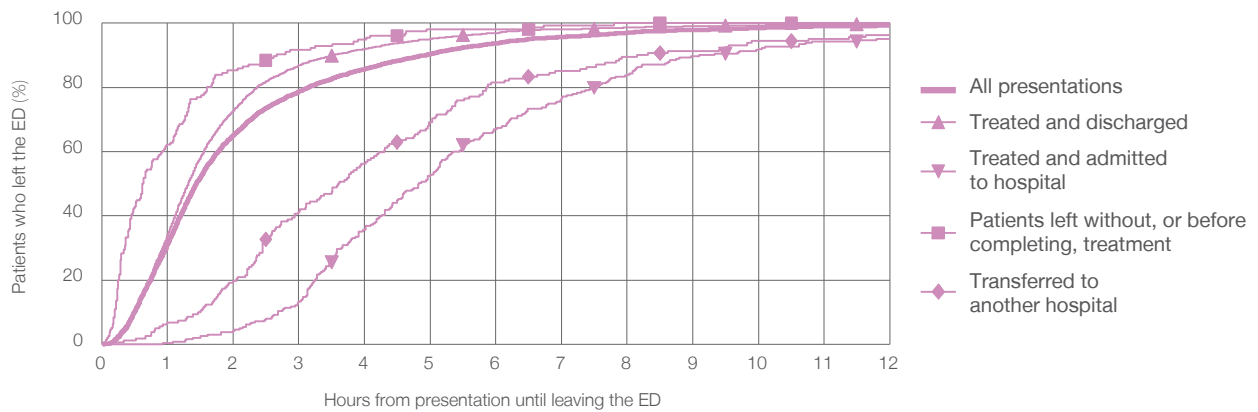
All presentations:¹ 3,189 patients

Presentations used to calculate time to leaving the ED:⁶ 3,189 patients

Treated and discharged	2,604 (81.7%)
Treated and admitted to hospital	263 (8.2%)
Patient left without, or before completing, treatment	156 (4.9%)
Transferred to another hospital	162 (5.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,427	-6.9%
2,825	-7.8%
301	-12.6%
136	14.7%
164	-1.2%
1	300.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.0%	72.8%	86.9%	92.0%	97.0%	98.6%	99.3%	99.8%
Treated and admitted to hospital	0.4%	4.2%	13.3%	35.7%	66.9%	84.0%	92.0%	95.1%
Patient left without, or before completing, treatment	62.2%	85.3%	91.7%	94.9%	98.1%	100%	100%	100%
Transferred to another hospital	6.8%	19.8%	41.4%	56.2%	81.5%	89.5%	94.4%	96.3%
All presentations	31.3%	65.1%	78.7%	85.7%	93.8%	97.0%	98.5%	99.3%

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Milton and Ulladulla Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 3,189 patients

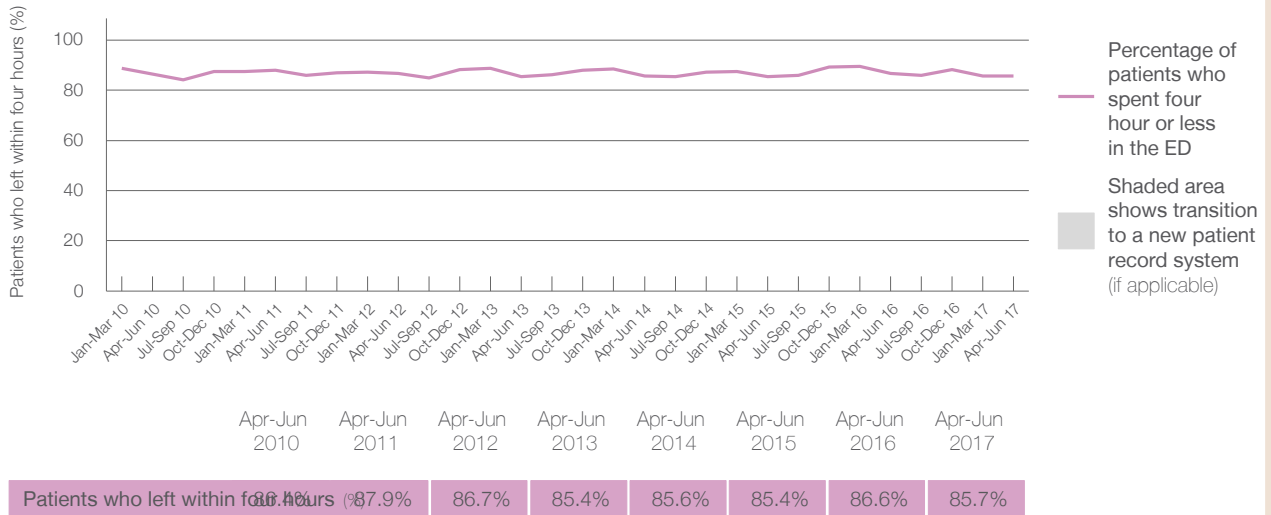
Presentations used to calculate time to leaving the ED:⁶ 3,189 patients

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	3,427	-6.9%
Presentations used to calculate time to leaving the ED	3,427	-6.9%
Percentage of patients who spent four hours or less in the ED	86.6%	

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



Quarter	Percentage of patients who left within four hours (%)
Jan-Mar 10	87.9%
Apr-Jun 2010	87.9%
Apr-Jun 2011	87.9%
Apr-Jun 2012	86.7%
Apr-Jun 2013	85.4%
Apr-Jun 2014	85.6%
Apr-Jun 2015	85.4%
Apr-Jun 2016	86.6%
Apr-Jun 2017	85.7%

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