

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 9,397 patients
Emergency presentations:² 9,272 patients

	Same period last year	Change since one year ago
All presentations	9,081	3.5%
Emergency presentations	8,979	3.3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,028 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,297 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,065 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 815 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 98 minutes

	Same period last year	NSW (this period)
All patients	792	
Triage 2	12 minutes	8 minutes
Triage 2 (90th percentile)	38 minutes	26 minutes
Triage 3	3,016	
Triage 3 (Median)	30 minutes	20 minutes
Triage 3 (90th percentile)	99 minutes	67 minutes
Triage 4	4,165	
Triage 4 (Median)	38 minutes	25 minutes
Triage 4 (90th percentile)	118 minutes	99 minutes
Triage 5	954	
Triage 5 (Median)	27 minutes	23 minutes
Triage 5 (90th percentile)	102 minutes	101 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,396 patients

Percentage of patients who spent four hours or less in the ED 65.1%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	9,081	3.5%
Percentage of patients who spent four hours or less in the ED	65.4%	

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

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

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

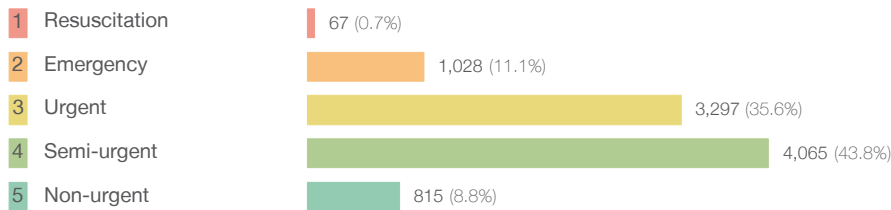
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

April to June 2017

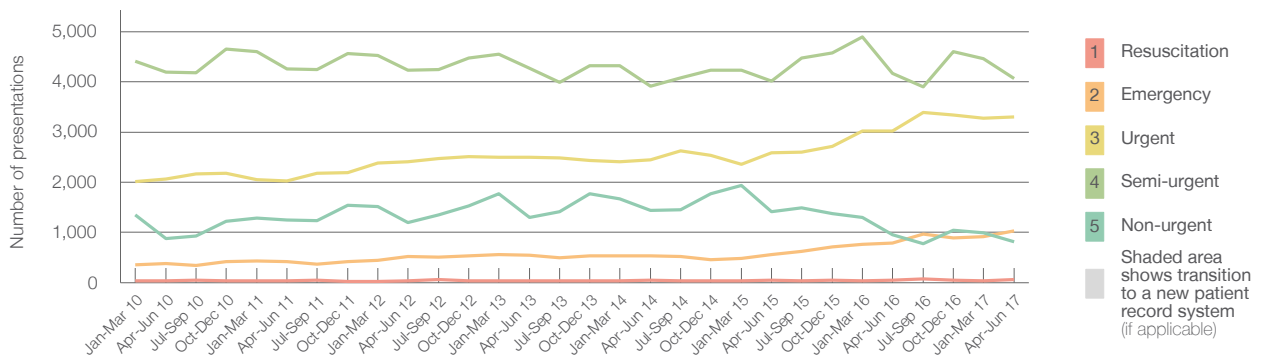
All presentations:¹ 9,397 patients

Emergency presentations² by triage category: 9,272 patients



Same period last year	Change since one year ago
9,081	3.5%
8,979	3.3%
52	28.8%
792	29.8%
3,016	9.3%
4,165	-2.4%
954	-14.6%

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	31	34	39	32	43	44	52	67
Emergency	378	414	523	541	537	553	792	1,028
Urgent	2,065	2,024	2,405	2,501	2,443	2,585	3,016	3,297
Semi-urgent	4,193	4,256	4,237	4,266	3,915	4,012	4,165	4,065
Non-urgent	878	1,252	1,200	1,297	1,439	1,409	954	815
All emergency presentations	7,545	7,980	8,404	8,637	8,377	8,603	8,979	9,272

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,098 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,236	
15 minutes	0 minutes
58 minutes	-13 minutes

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 1,028

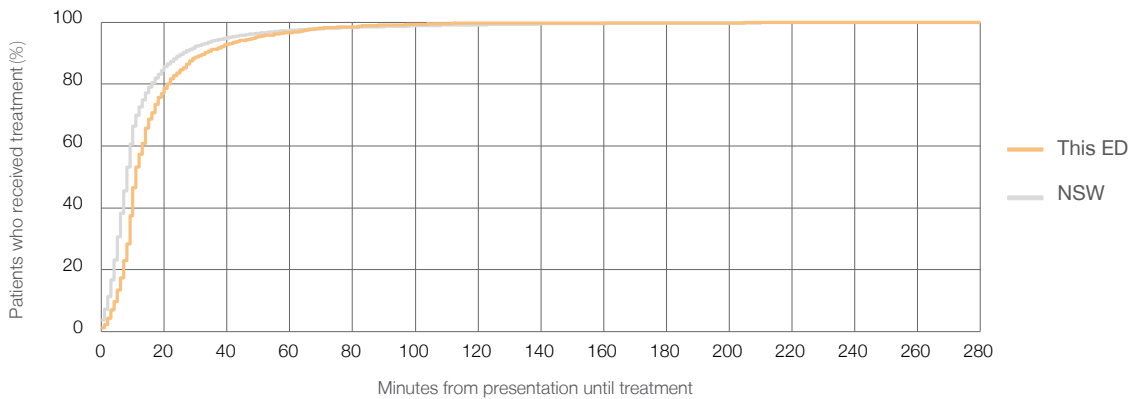
Number of triage 2 patients used to calculate waiting time:³ 1,026

Median time to start treatment⁴ 11 minutes

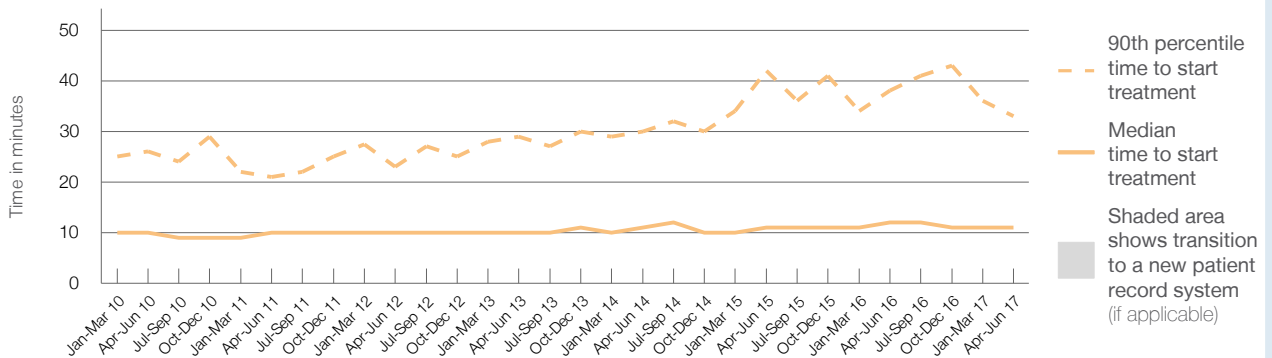
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
792	
791	
12 minutes	8 minutes
38 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	10	10	10	10	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	26	21	23	29	30	42	38	33

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Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 3,297

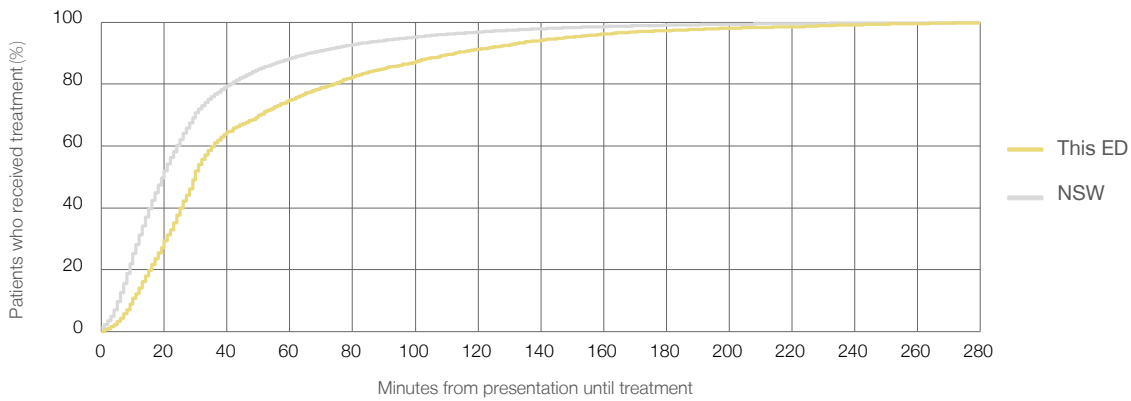
Number of triage 3 patients used to calculate waiting time:³ 3,240

Median time to start treatment⁴ 30 minutes

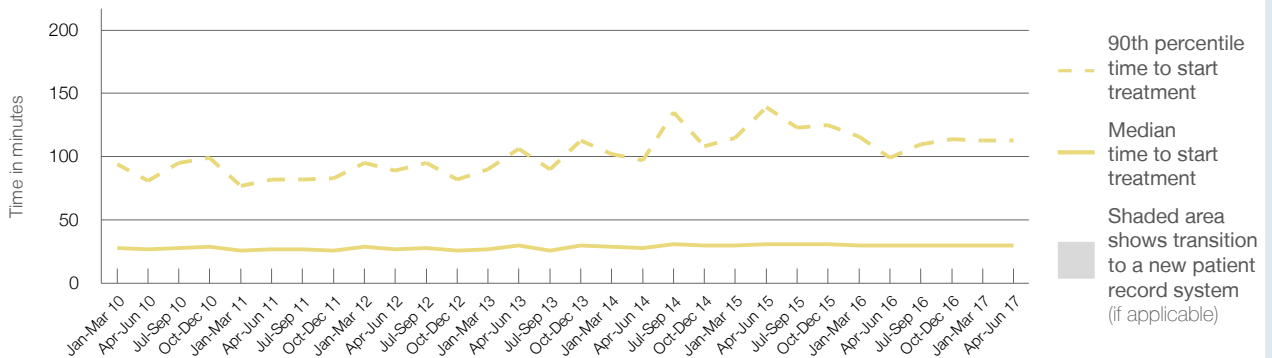
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,016	
2,979	
30 minutes	20 minutes
99 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)	27	27	27	30	28	31	30	30
90th percentile time to start treatment ⁵ (minutes)	81	82	89	106	97	139	99	113

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Shoalhaven District Memorial 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: 4,065

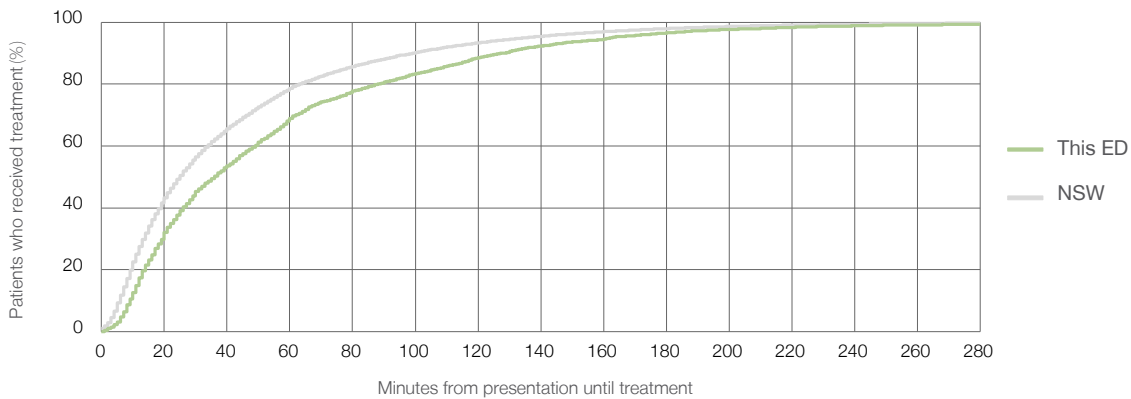
Number of triage 4 patients used to calculate waiting time:³ 3,871

Median time to start treatment⁴ 36 minutes

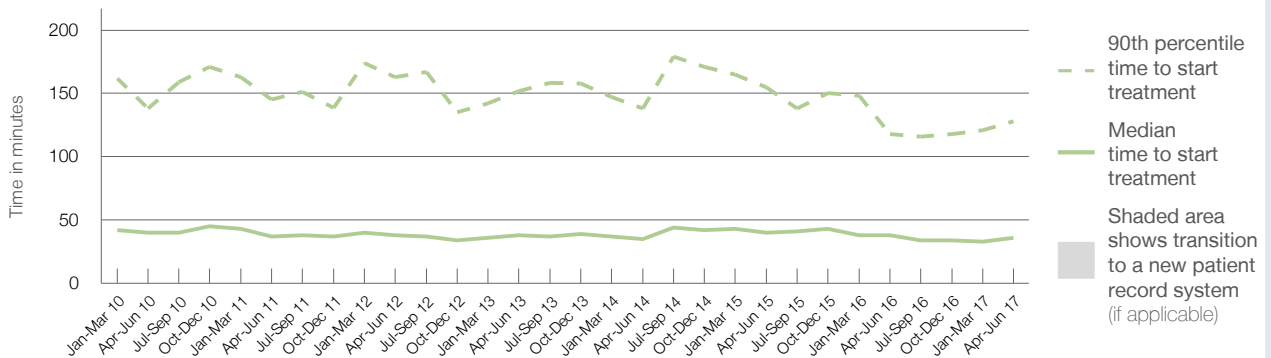
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
4,165	3,924
38 minutes	25 minutes
118 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)	40	37	38	38	35	40	38	36
90th percentile time to start treatment ⁵ (minutes)	138	145	163	152	138	155	118	128

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Shoalhaven District Memorial 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: 815

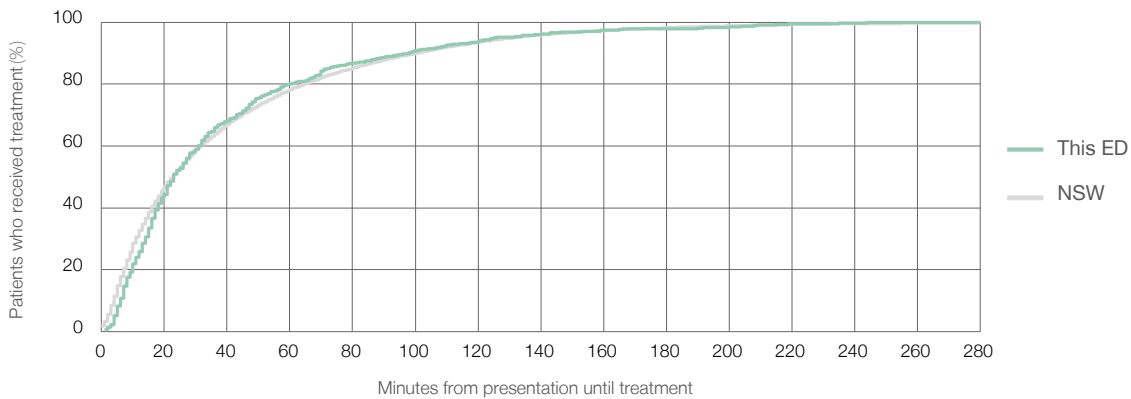
Number of triage 5 patients used to calculate waiting time:³ 718

Median time to start treatment⁴ 23 minutes

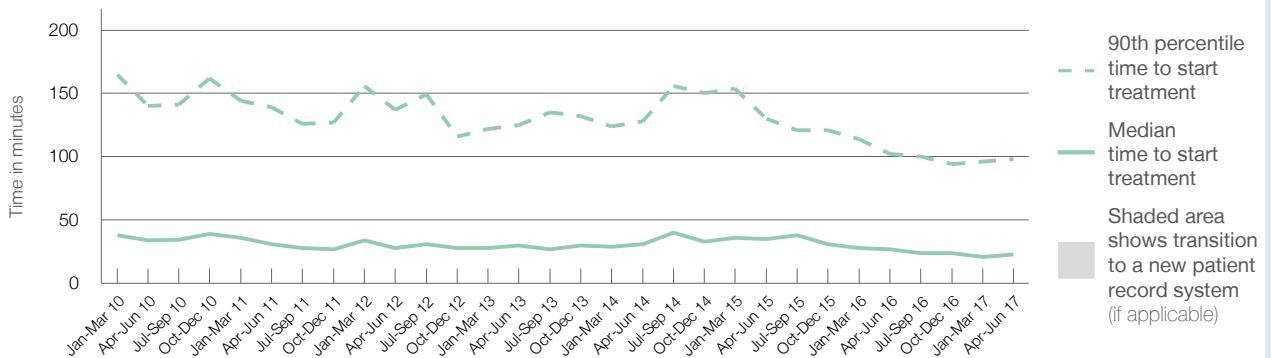
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
954	
844	
27 minutes	23 minutes
102 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	34	31	28	30	31	35	27	23
90th percentile time to start treatment ⁵ (minutes)	140	139	137	125	128	130	102	98

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,397 patients

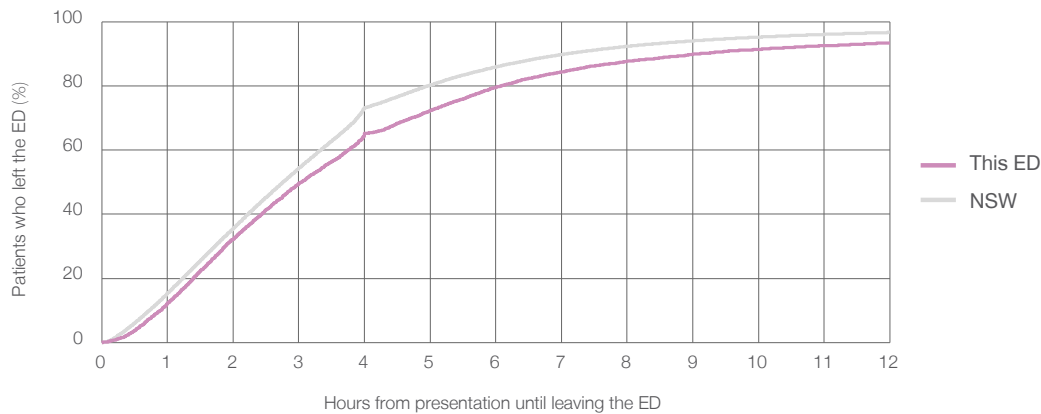
Presentations used to calculate time to leaving the ED:⁶ 9,396 patients

Median time spent in the ED⁸ 3 hours and 2 minutes

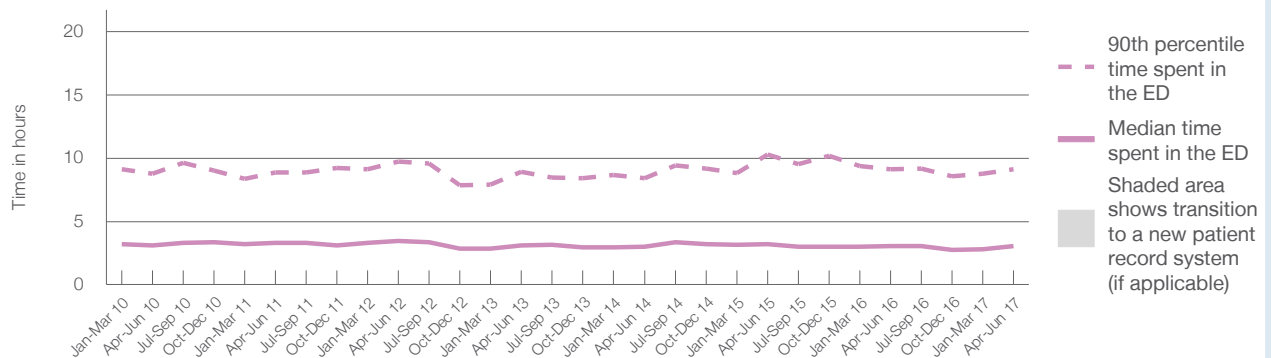
90th percentile time spent in the ED⁹ 9 hours and 6 minutes

Same period last year	NSW (this period)
9,081	9,081
3 hours and 3 minutes	2 hours and 46 minutes
9 hours and 7 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m	3h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 45m	8h 51m	9h 44m	8h 56m	8h 25m	10h 17m	9h 7m	9h 6m

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

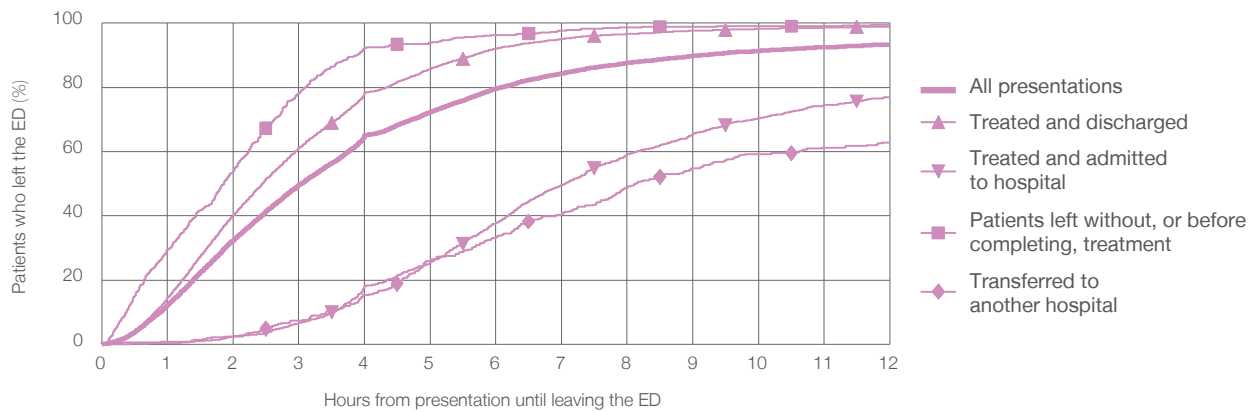
All presentations:¹ 9,397 patients

Presentations used to calculate time to leaving the ED:⁶ 9,396 patients

Treated and discharged	6,645 (70.7%)
Treated and admitted to hospital	1,817 (19.3%)
Patient left without, or before completing, treatment	532 (5.7%)
Transferred to another hospital	366 (3.9%)
Other	37 (0.4%)

Same period last year	Change since one year ago
9,081	3.5%
6,394	3.9%
1,709	6.3%
588	-9.5%
355	3.1%
35	5.7%

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	14.5%	40.2%	61.1%	78.4%	92.1%	96.7%	98.3%	99.0%
Treated and admitted to hospital	0.4%	2.3%	6.6%	18.2%	37.8%	59.2%	70.3%	77.0%
Patient left without, or before completing, treatment	29.5%	53.9%	78.2%	92.3%	96.2%	98.7%	99.1%	99.4%
Transferred to another hospital	0.8%	2.5%	7.4%	15.3%	33.3%	48.9%	59.3%	62.8%
All presentations	12.3%	32.3%	49.6%	65.1%	79.6%	87.7%	91.4%	93.3%

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Shoalhaven District Memorial 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 9,397 patients

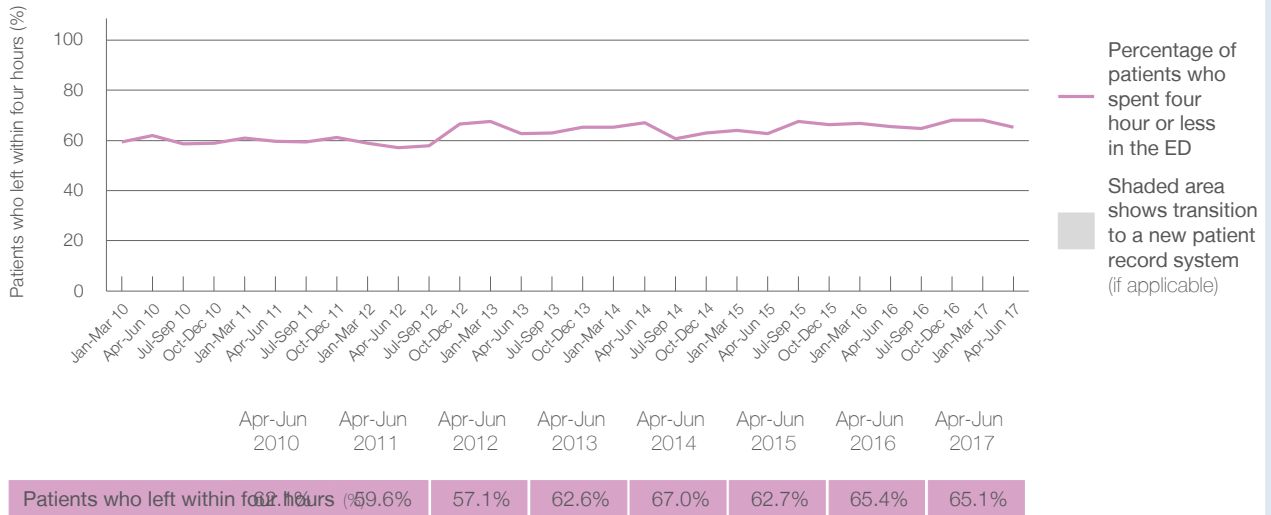
Presentations used to calculate time to leaving the ED:⁶ 9,396 patients

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



Same period last year	Change since one year ago
9,081	3.5%
9,081	3.5%
65.4%	

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



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

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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).