



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Southern NSW Local Health District

April to June 2017

## Bateman's Bay District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 3,925 patients  
 Emergency presentations:<sup>2</sup> 3,783 patients

Same period last year	Change since one year ago
3,113	26.1%
3,028	24.9%

## Bateman's Bay District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 342 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,862 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 522 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
283	
8 minutes	8 minutes
28 minutes	26 minutes
1,019	
18 minutes	20 minutes
56 minutes	67 minutes
1,374	
26 minutes	25 minutes
89 minutes	99 minutes
333	
21 minutes	23 minutes
90 minutes	101 minutes

## Bateman's Bay District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,925 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
3,113	26.1%
80.8%	

\* 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.

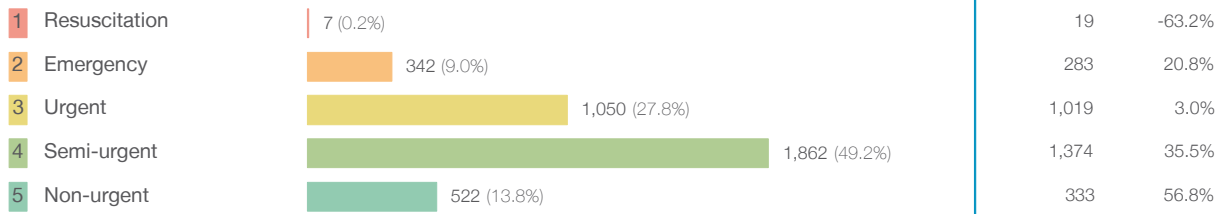
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Bateman's Bay District Hospital: Patients presenting to the emergency department

April to June 2017

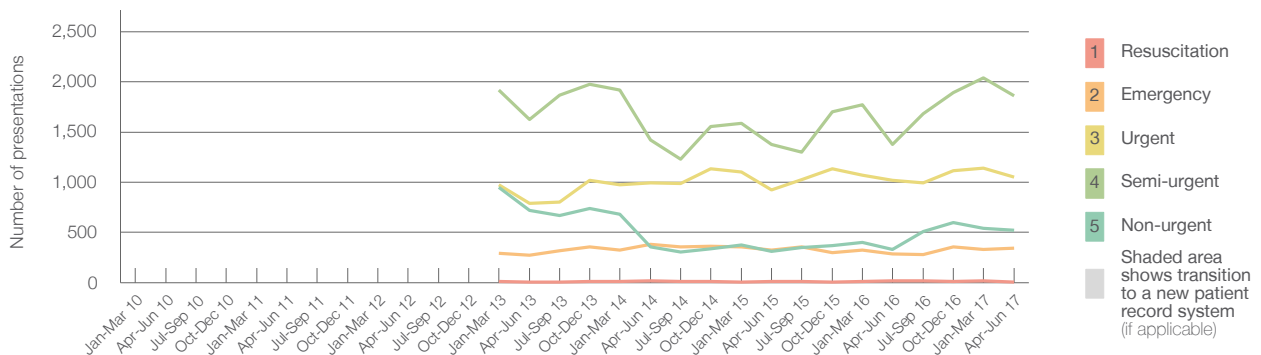
All presentations:<sup>1</sup> 3,925 patients

Emergency presentations<sup>2</sup> by triage category: 3,783 patients



	Same period last year	Change since one year ago
All presentations	3,113	26.1%
Emergency presentations	3,028	24.9%
Resuscitation	19	-63.2%
Emergency	283	20.8%
Urgent	1,019	3.0%
Semi-urgent	1,374	35.5%
Non-urgent	333	56.8%

Emergency presentations<sup>2</sup> 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				< 5	17	14	19	7
Emergency				279	380	323	283	342
Urgent				788	995	921	1,019	1,050
Semi-urgent				1,627	1,418	1,374	1,374	1,862
Non-urgent				717	359	314	333	522
All emergency presentations				3,411	3,169	2,946	3,028	3,783

## Bateman's Bay District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 478 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	457	
ED Transfer of care time		
Median time	11 minutes	-3 minutes
90th percentile time	27 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.
- (§) 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.

## Bateman's Bay District 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: 342

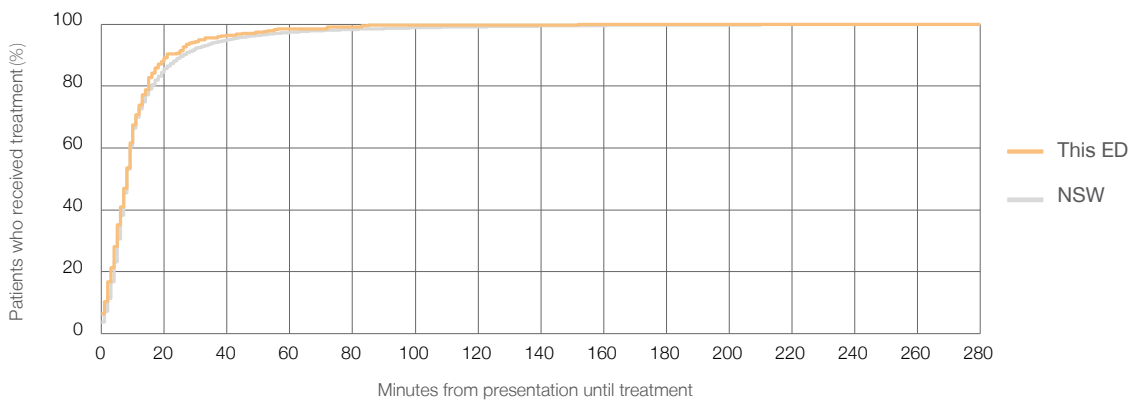
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 341

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

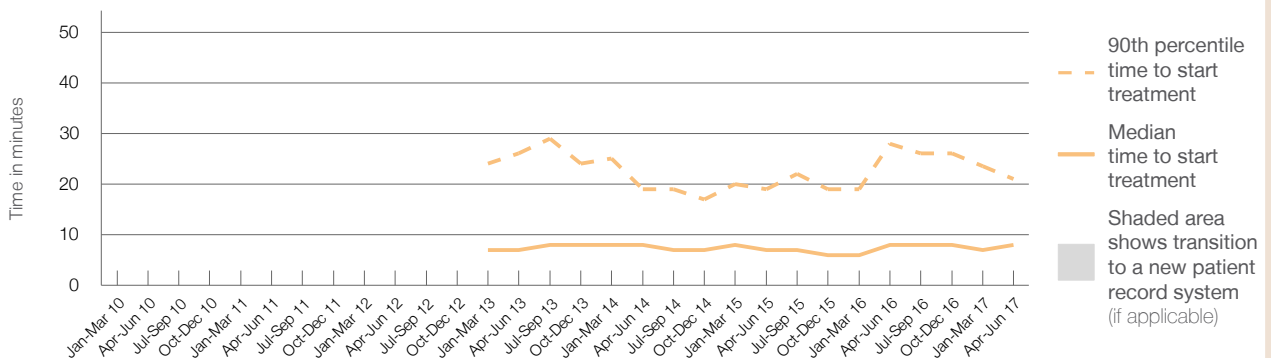
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
283	
281	
8 minutes	8 minutes
28 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				7	8	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)				26	19	19	28	21

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

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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.

## Bateman's Bay District 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: 1,050

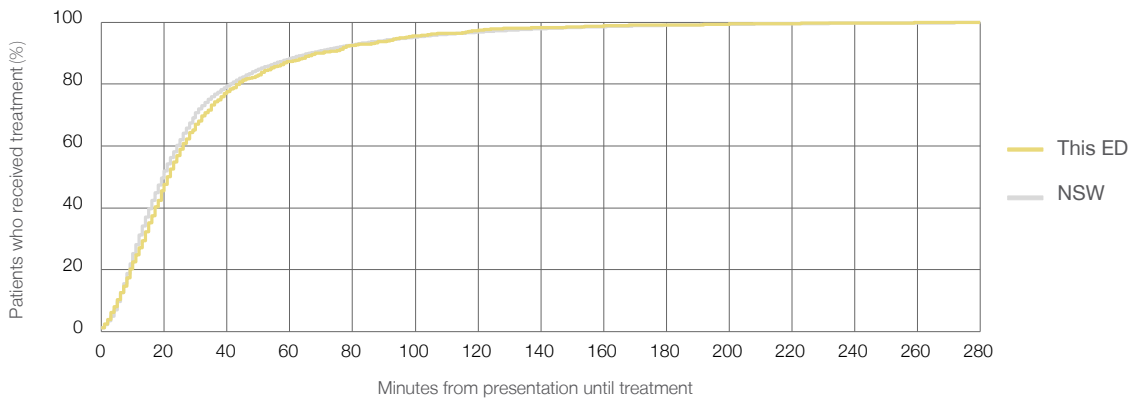
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 999

Median time to start treatment<sup>4</sup>  21 minutes

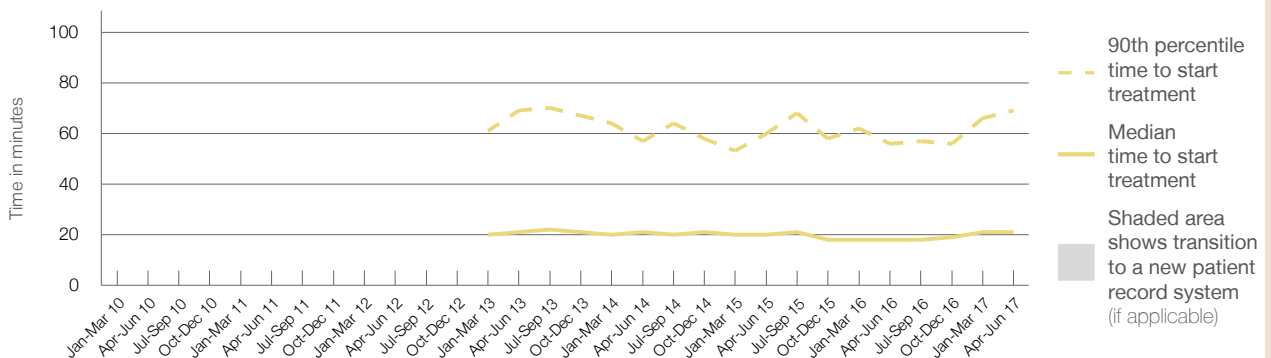
90th percentile time to start treatment<sup>5</sup>  69 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,019	
Number of triage 3 patients used to calculate waiting time	994	
Median time to start treatment	18 minutes	20 minutes
90th percentile time to start treatment	56 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				21	21	20	18	21
90th percentile time to start treatment <sup>5</sup> (minutes)				69	57	60	56	69

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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.

## Bateman's Bay District 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: 1,862

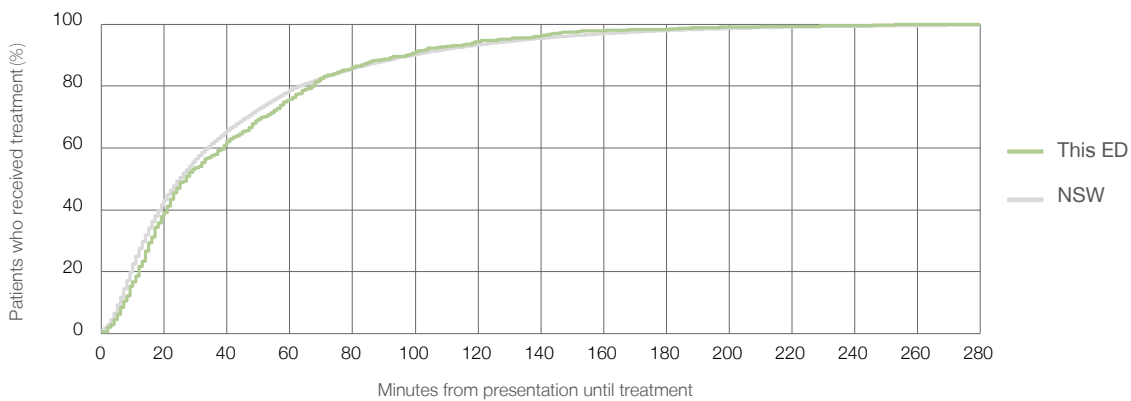
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 714

Median time to start treatment<sup>4</sup>  27 minutes

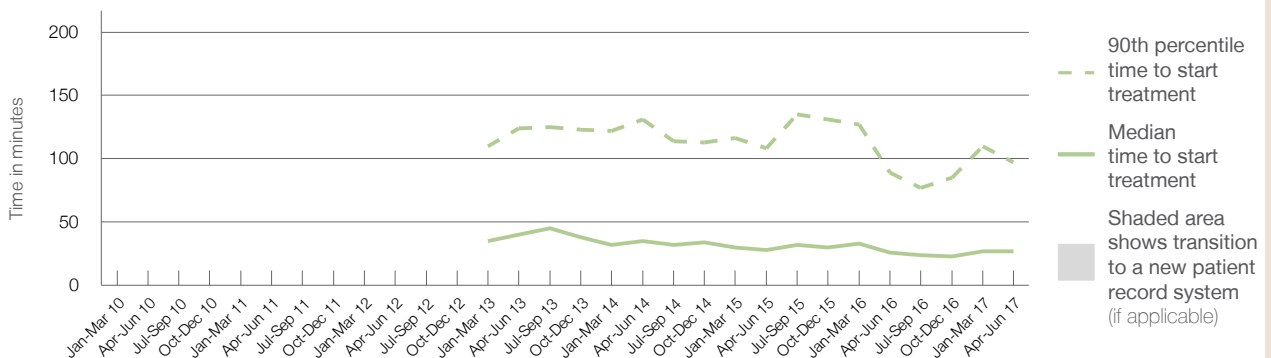
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,374	900
26 minutes	25 minutes
89 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				40	35	28	26	27
90th percentile time to start treatment <sup>5</sup> (minutes)				124	131	108	89	97

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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.

## Bateman's Bay District 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: 522

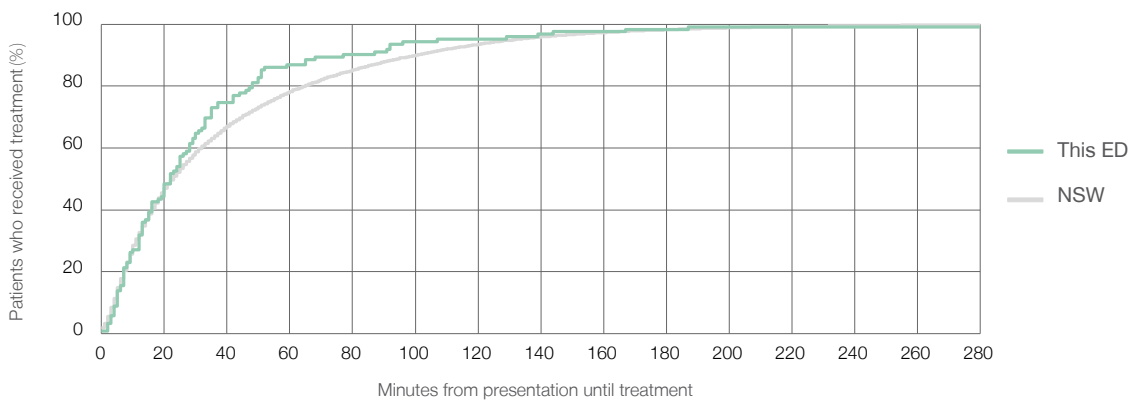
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 122

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

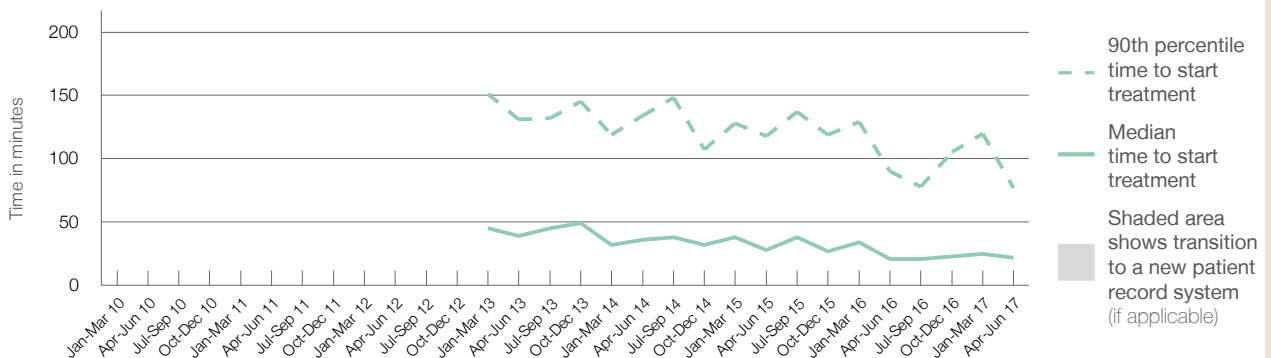
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
333	170
21 minutes	23 minutes
90 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				39	36	28	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)				131	134	118	90	77

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## Bateman's Bay District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 3,925 patients

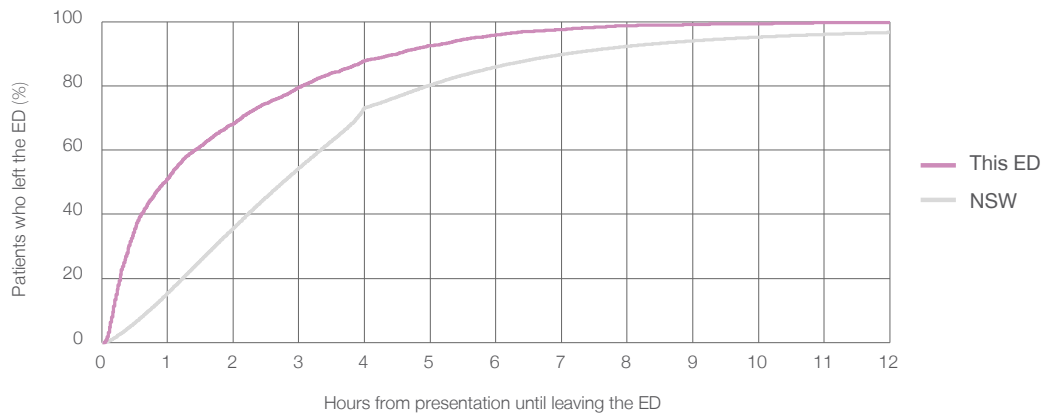
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,925 patients

Median time spent in the ED<sup>8</sup> 0 hours and 58 minutes

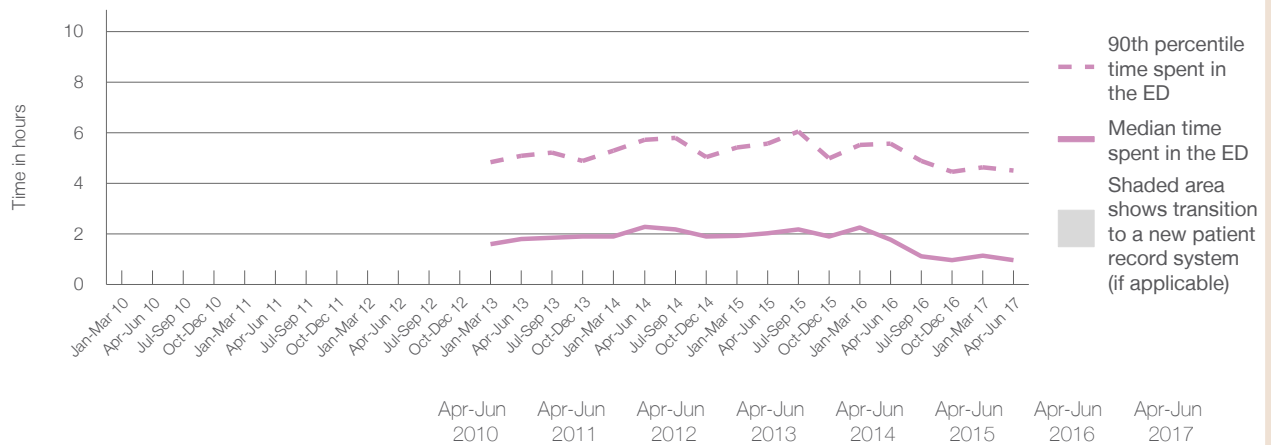
90th percentile time spent in the ED<sup>9</sup> 4 hours and 30 minutes

Same period last year	NSW (this period)
3,113	3,113
1 hours and 47 minutes	2 hours and 46 minutes
5 hours and 35 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)				1h 48m	2h 17m	2h 2m	1h 47m	0h 58m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				5h 6m	5h 43m	5h 34m	5h 35m	4h 30m

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## Bateman's Bay District Hospital: Time patients spent in the ED

### By mode of separation

April to June 2017

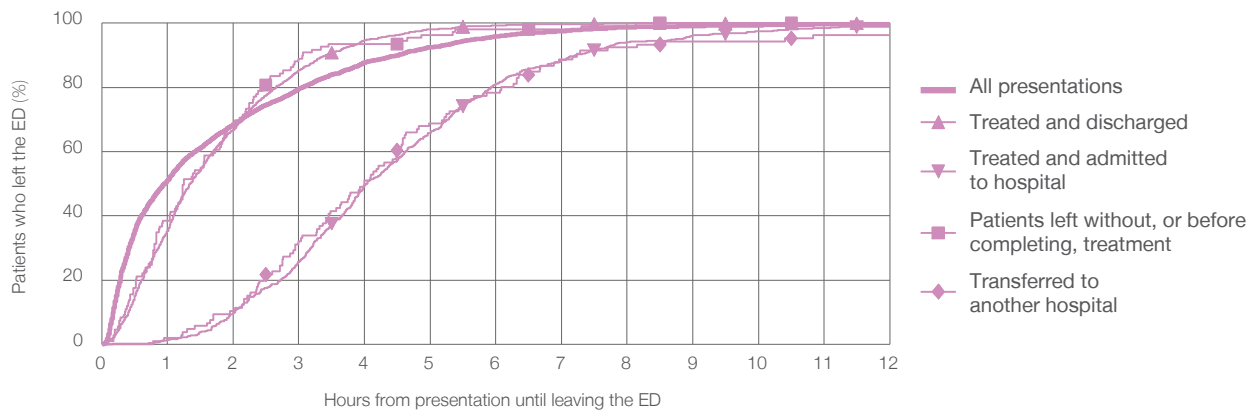
All presentations:<sup>1</sup> 3,925 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,925 patients

Treated and discharged	1,484 (37.8%)
Treated and admitted to hospital	668 (17.0%)
Patient left without, or before completing, treatment	109 (2.8%)
Transferred to another hospital	106 (2.7%)
Other	1,558 (39.7%)

Same period last year	Change since one year ago
3,113	26.1%
1,669	-11.1%
652	2.5%
105	3.8%
110	-3.6%
577	170.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††§</sup>



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	35.3%	66.8%	85.4%	94.7%	99.3%	99.9%	99.9%	100%
Treated and admitted to hospital	1.3%	9.7%	25.7%	49.7%	81.1%	94.2%	97.5%	99.0%
Patient left without, or before completing, treatment	38.5%	68.8%	89.0%	93.6%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.9%	10.4%	32.1%	50.9%	78.3%	92.5%	94.3%	96.2%
All presentations	51.0%	68.2%	79.6%	87.8%	95.9%	98.7%	99.4%	99.7%

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## Bateman's Bay District 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:<sup>1</sup> 3,925 patients

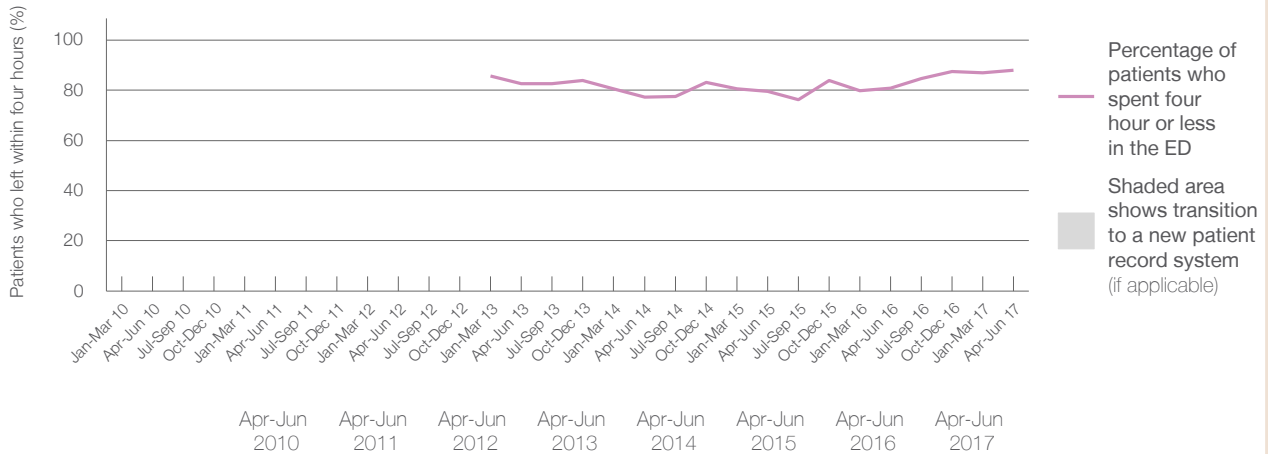
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,925 patients

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



Same period last year	Change since one year ago
3,113	26.1%
3,113	26.1%
80.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡§</sup>



Patients who left within four hours (%)		82.7%	77.2%	79.5%	80.8%	87.8%
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\* 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*.

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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).

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

April to June 2017

All presentations:<sup>1</sup> 4,301 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

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

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

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

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 113 minutes

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

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

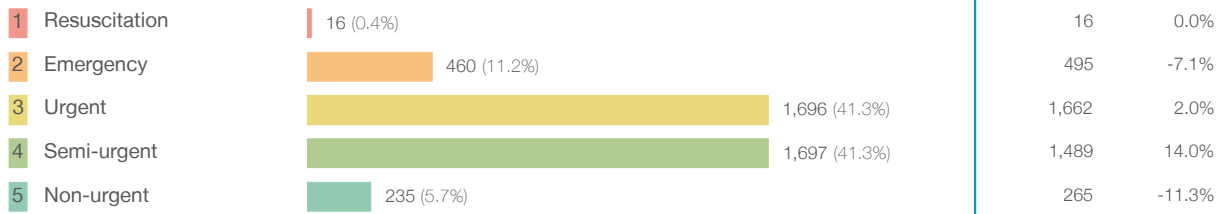
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

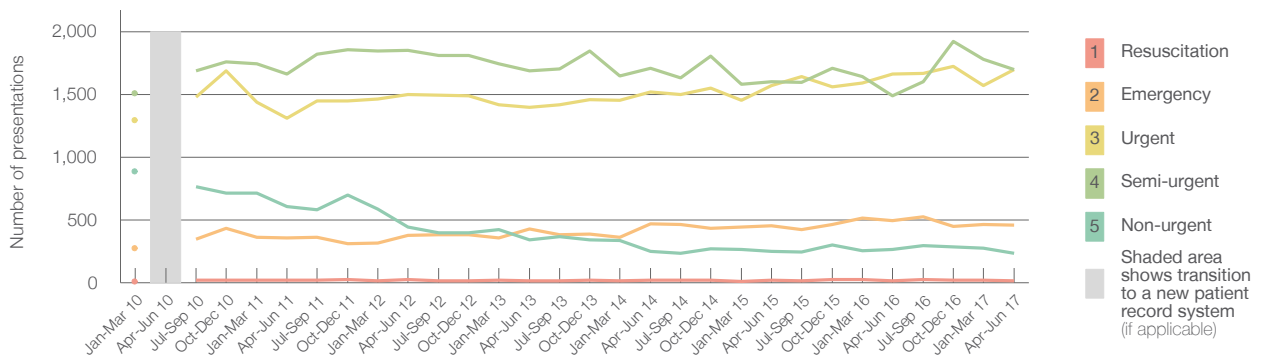
April to June 2017

All presentations:<sup>1</sup> 4,301 patients

Emergency presentations<sup>2</sup> by triage category: 4,104 patients



Emergency presentations<sup>2</sup> 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:<sup>7</sup> 815 patients

ED Transfer of care time



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

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## 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

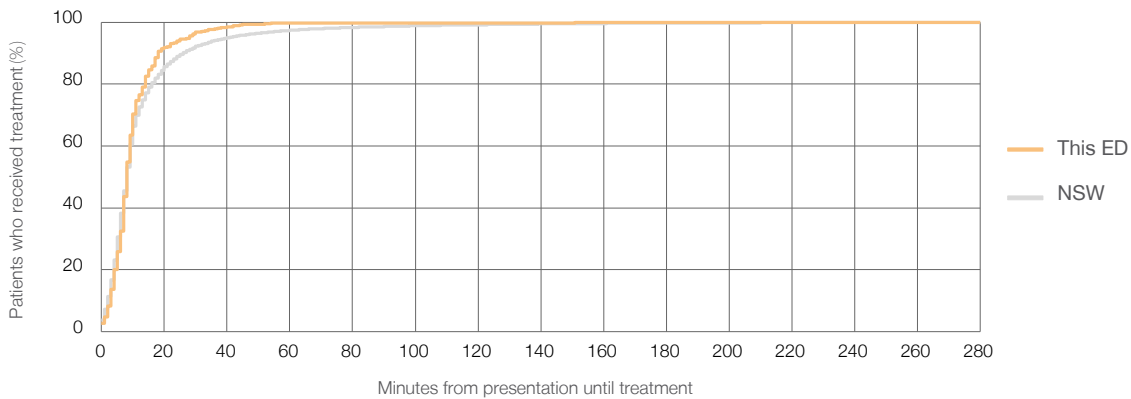
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 459

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

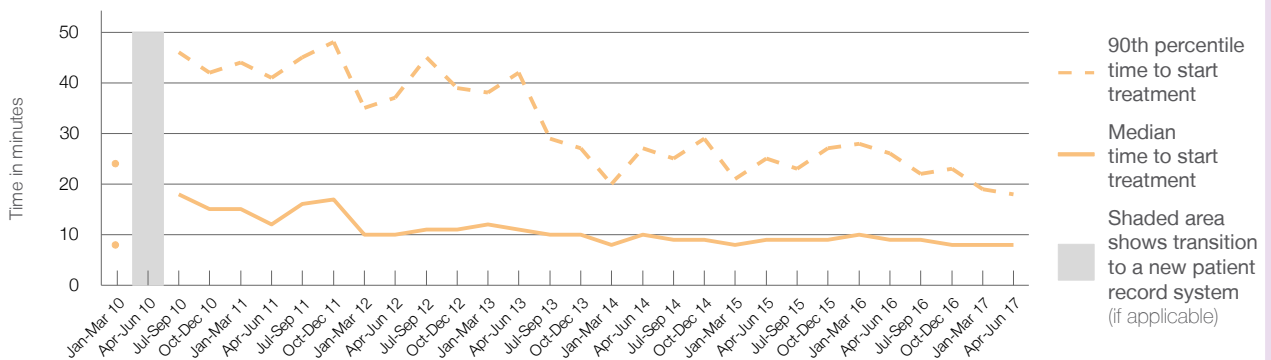
90th percentile time to start treatment<sup>5</sup>  18 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		12	10	11	10	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)		41	37	42	27	25	26	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.

## 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

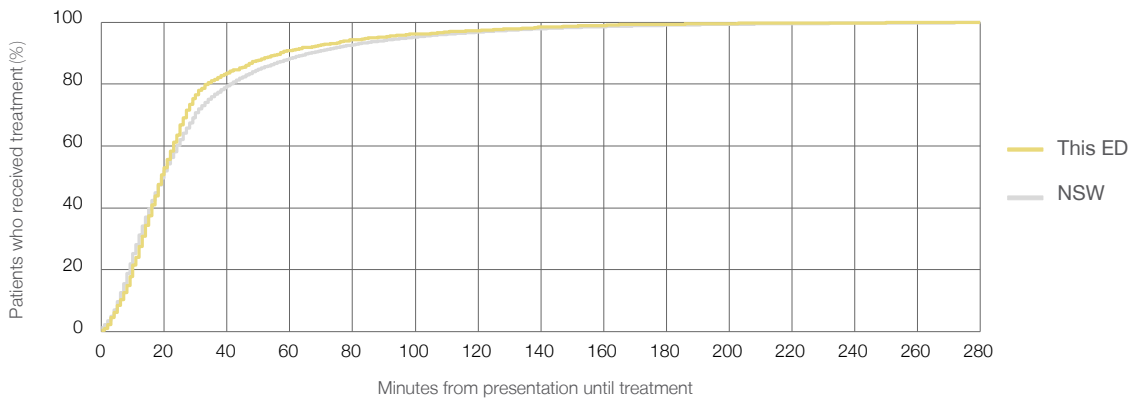
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,672

Median time to start treatment<sup>4</sup> 19 minutes

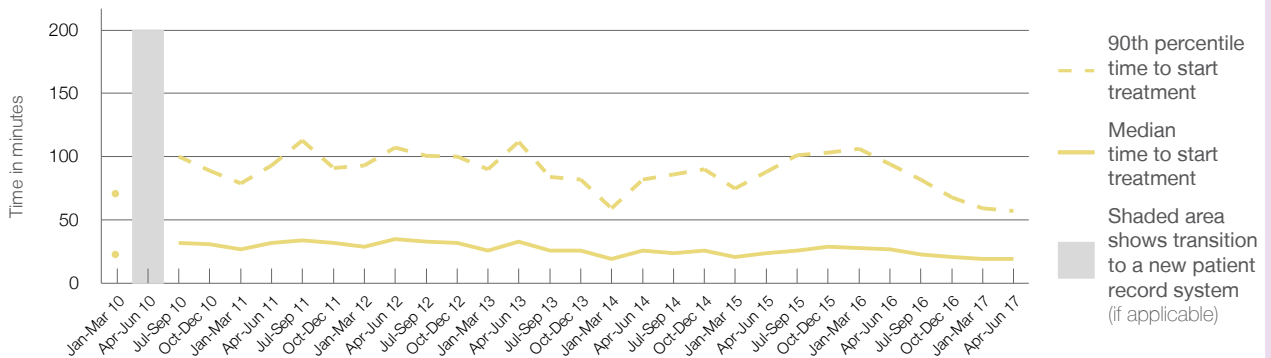
90th percentile time to start treatment<sup>5</sup> 57 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		32	35	33	26	24	27	19
90th percentile time to start treatment <sup>5</sup> (minutes)		93	107	112	82	88	94	57

(†) 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 4

April to June 2017

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

Number of triage 4 patients: 1,697

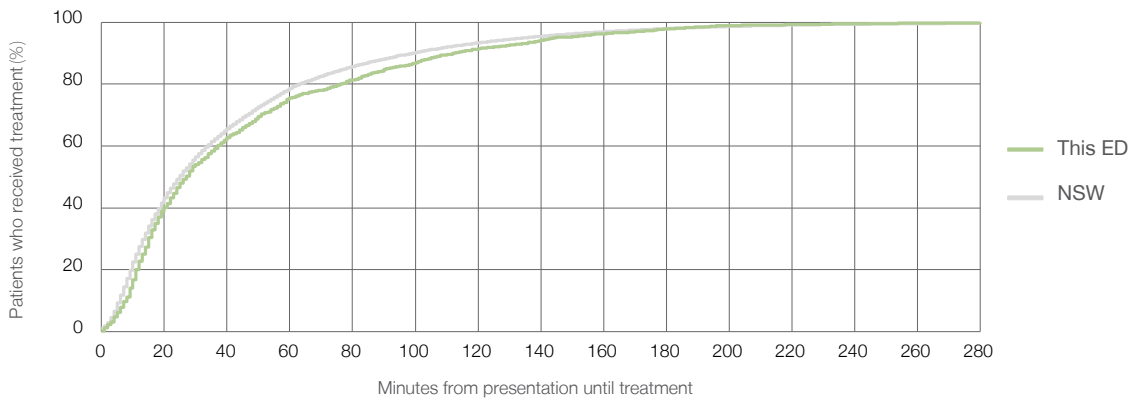
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,603

Median time to start treatment<sup>4</sup> 27 minutes

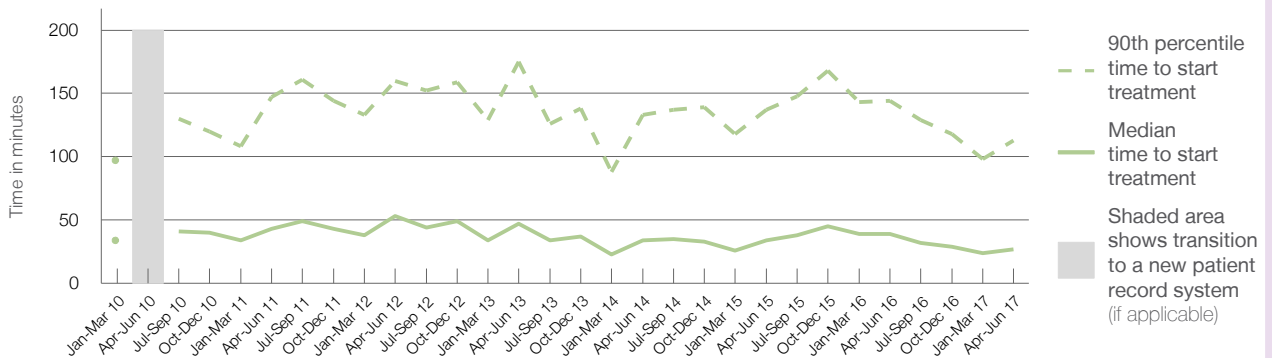
90th percentile time to start treatment<sup>5</sup> 113 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		43	53	47	34	34	39	27
90th percentile time to start treatment <sup>5</sup> (minutes)		147	160	175	133	137	144	113

(†) 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 5

April to June 2017

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

Number of triage 5 patients: 235

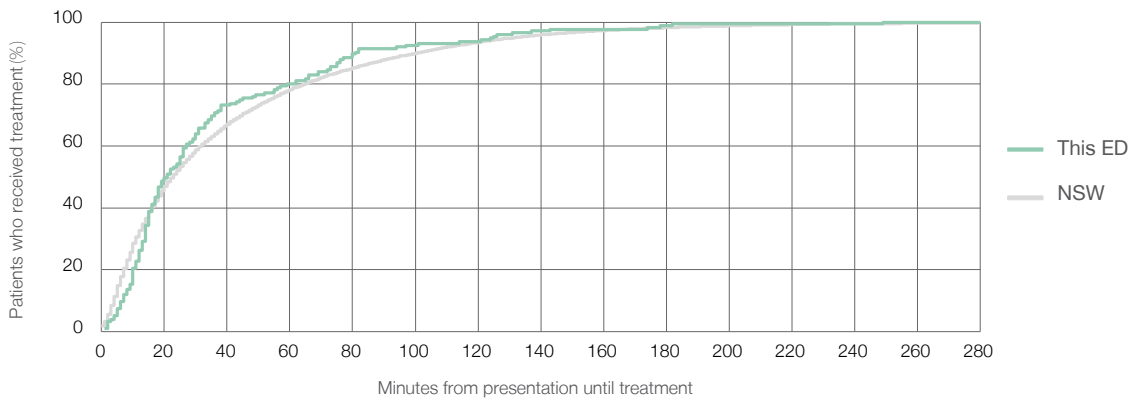
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

Median time to start treatment<sup>4</sup>  21 minutes

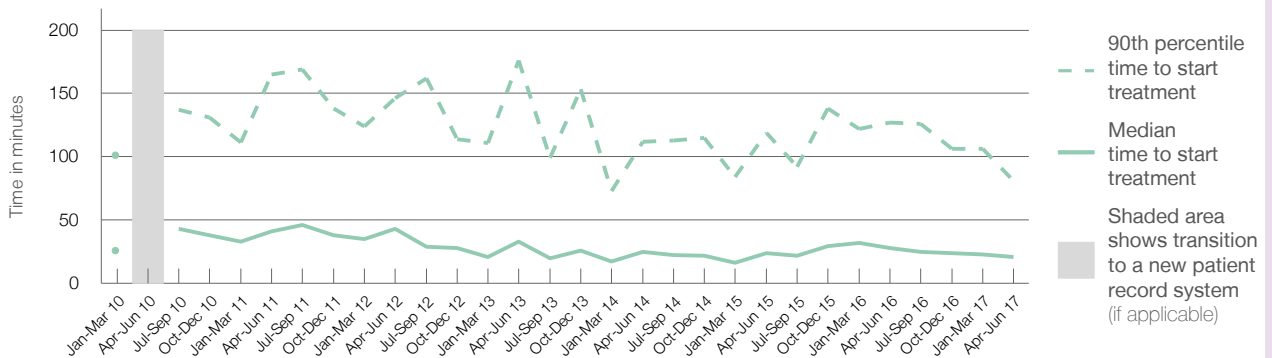
90th percentile time to start treatment<sup>5</sup>  81 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		41	43	33	25	24	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)		165	146	176	112	119	127	81

(†) 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 spent in the ED

April to June 2017

All presentations:<sup>1</sup> 4,301 patients

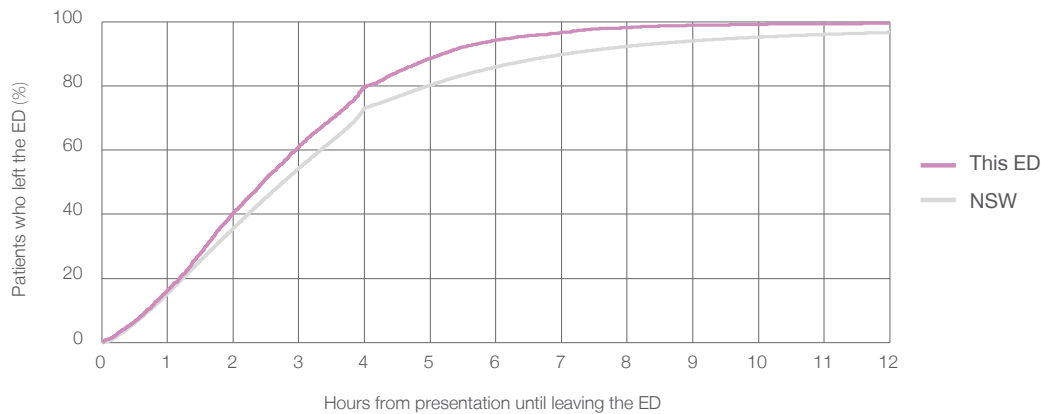
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,301 patients

Median time spent in the ED<sup>8</sup> 2 hours and 27 minutes

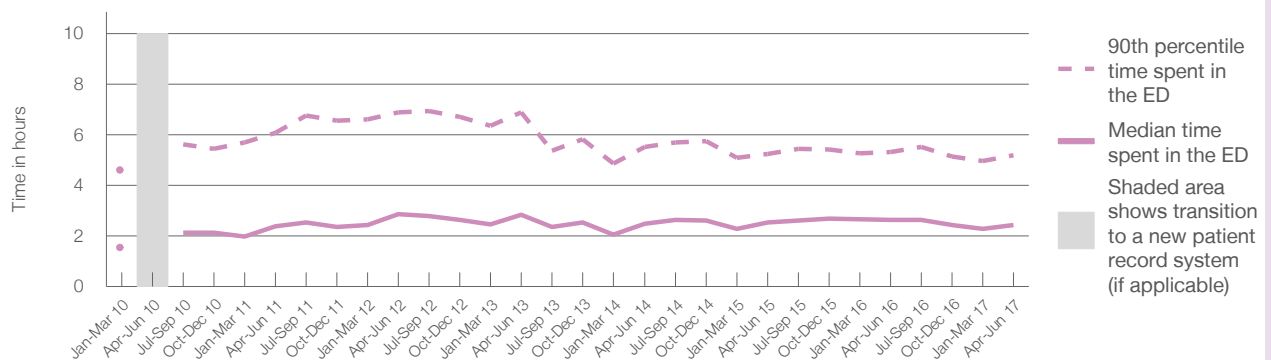
90th percentile time spent in the ED<sup>9</sup> 5 hours and 11 minutes

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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)		2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m	2h 27m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		6h 5m	6h 54m	6h 54m	5h 31m	5h 15m	5h 19m	5h 11m

(†) 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 spent in the ED

### By mode of separation

April to June 2017

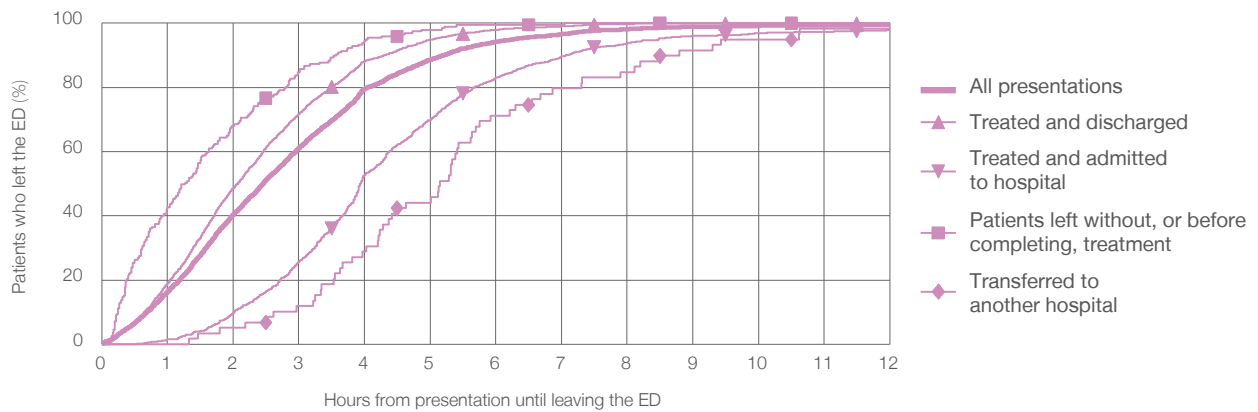
All presentations:<sup>1</sup> 4,301 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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%

(†) 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 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:<sup>1</sup> 4,301 patients

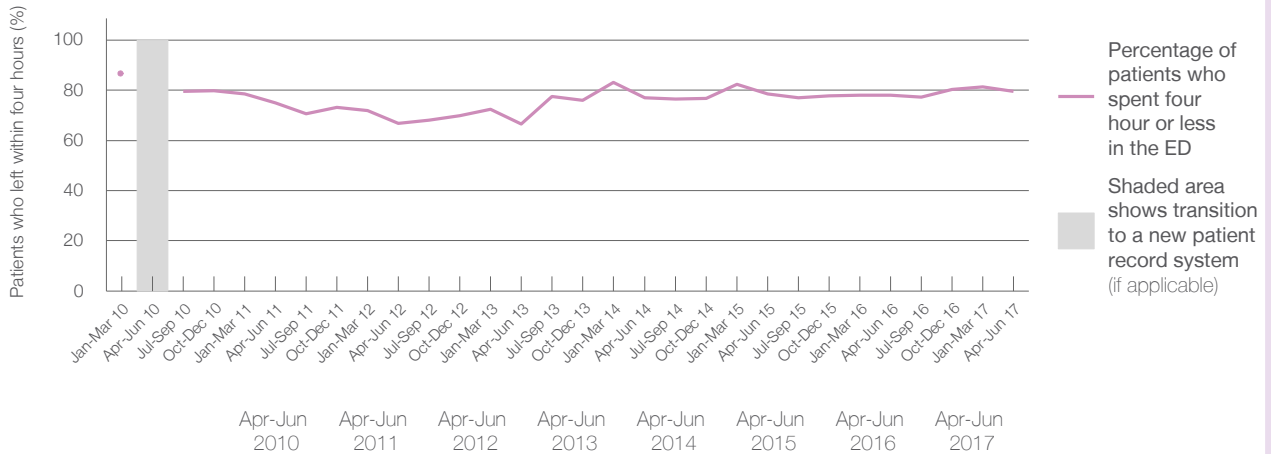
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,301 patients

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	4,133	4.1%
Presentations used to calculate time to leaving the ED	4,133	4.1%
Percentage of patients who spent four hours or less in the ED	78.1%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Patients who left within four hours	75.0%	66.8%	66.6%	77.1%	78.5%	78.1%	79.6%
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\* 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*.

- 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).

## Moruya District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 2,536 patients  
Emergency presentations:<sup>2</sup> 2,352 patients

Same period last year	Change since one year ago
2,325	9.1%
2,177	8.0%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 830 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
252	
8 minutes	8 minutes
35 minutes	26 minutes
699	
18 minutes	20 minutes
57 minutes	67 minutes
875	
26 minutes	25 minutes
99 minutes	99 minutes
334	
28 minutes	23 minutes
114 minutes	101 minutes

## Moruya District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,536 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
2,325	9.1%
76.5%	

\* 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.

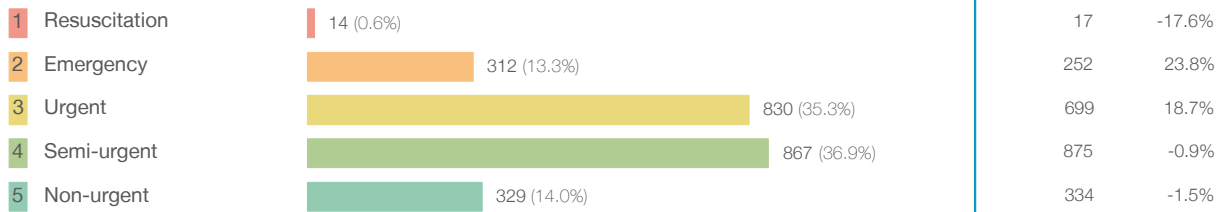
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Moruya District Hospital: Patients presenting to the emergency department

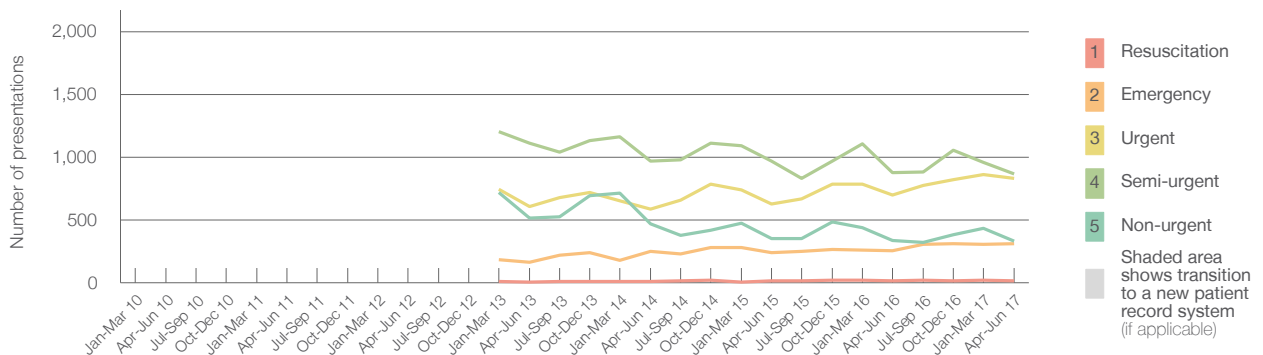
April to June 2017

All presentations:<sup>1</sup> 2,536 patients

Emergency presentations<sup>2</sup> by triage category: 2,352 patients



Emergency presentations<sup>2</sup> 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				5	8	13	17	14
Emergency				165	248	241	252	312
Urgent				608	586	626	699	830
Semi-urgent				1,109	968	970	875	867
Non-urgent				513	470	351	334	329
All emergency presentations				2,400	2,280	2,201	2,177	2,352

## Moruya District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 571 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.
- (§) 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.

## Moruya District 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: 312

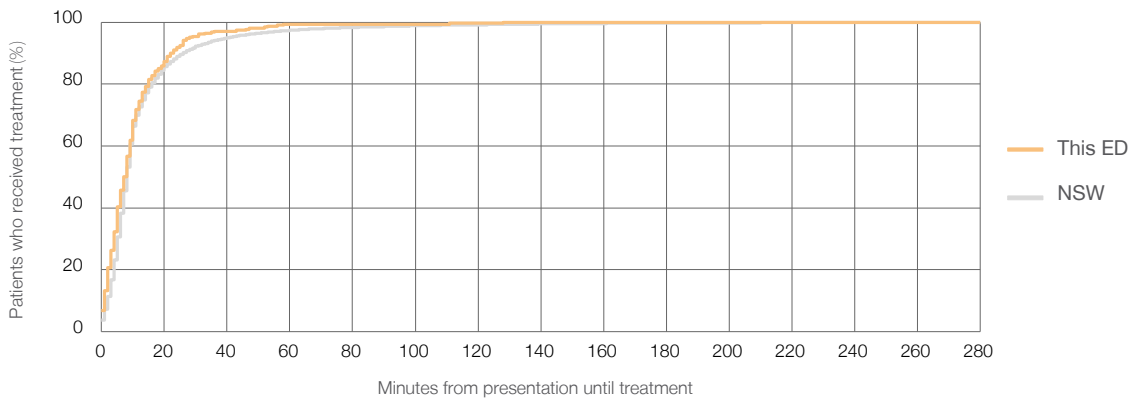
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 309

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

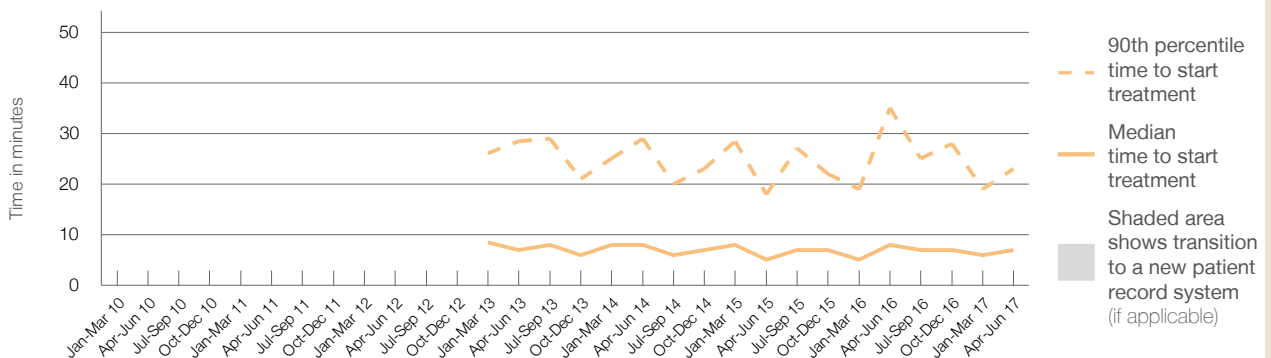
90th percentile time to start treatment<sup>5</sup>  23 minutes

Same period last year	NSW (this period)
252	
251	
8 minutes	8 minutes
35 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				7	8	5	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)				29	29	18	35	23

(†) 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.

(§) 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.

## Moruya District 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: 830

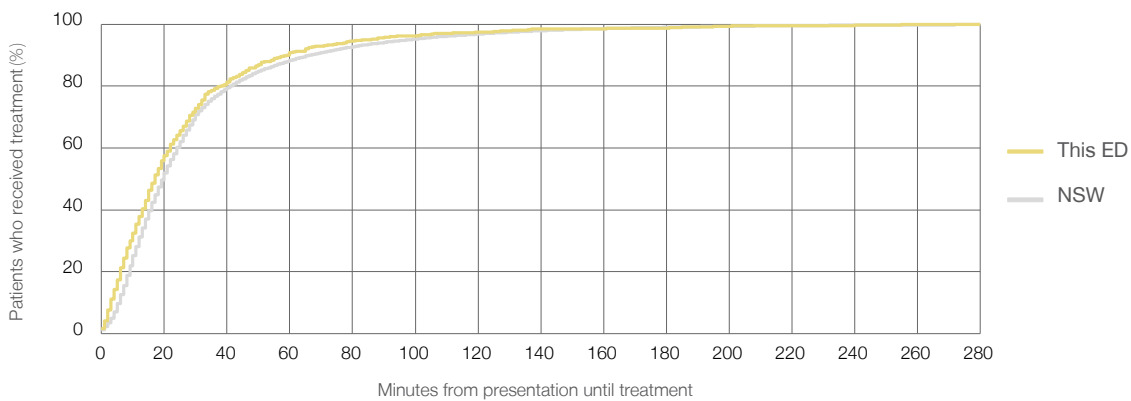
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 801

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

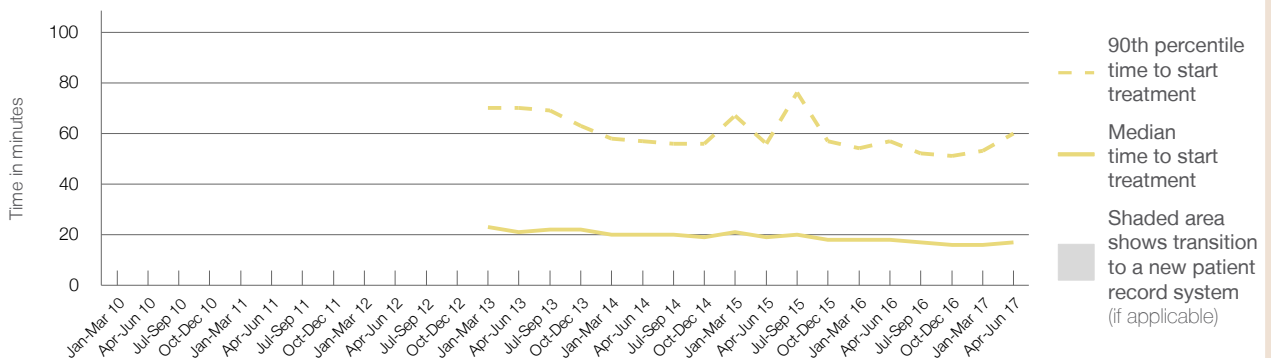
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
699	689
18 minutes	20 minutes
57 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				21	20	19	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)				70	57	56	57	60

(†) 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.

(§) 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.

## Moruya District 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: 867

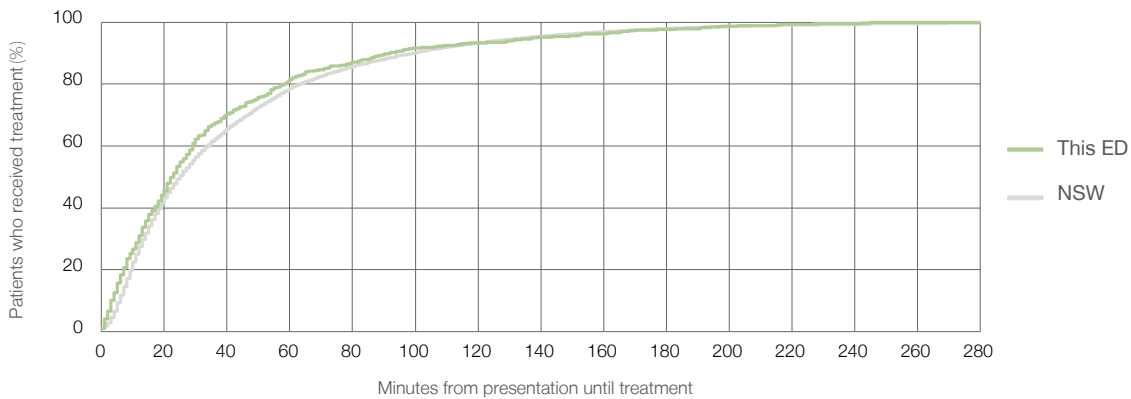
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 780

Median time to start treatment<sup>4</sup>  23 minutes

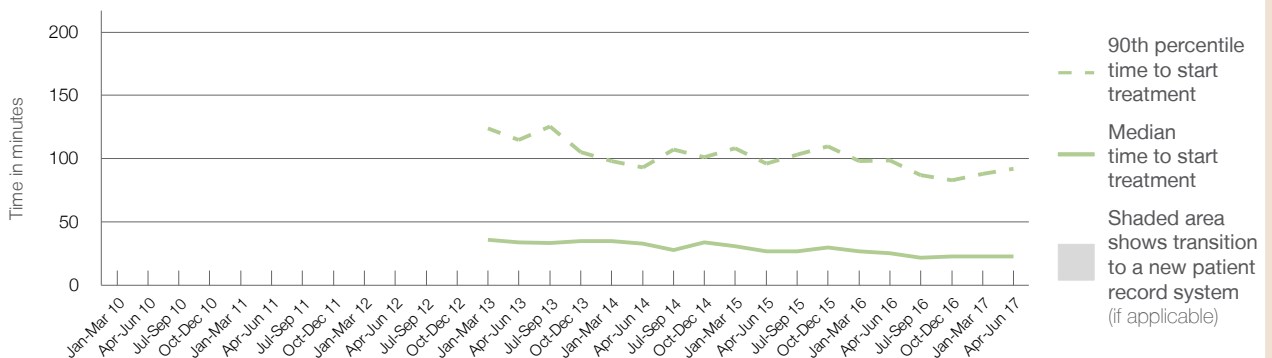
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
875	820
26 minutes	25 minutes
99 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				34	33	27	26	23
90th percentile time to start treatment <sup>5</sup> (minutes)				115	93	96	99	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.

(§) 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.



## Moruya District 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: 329

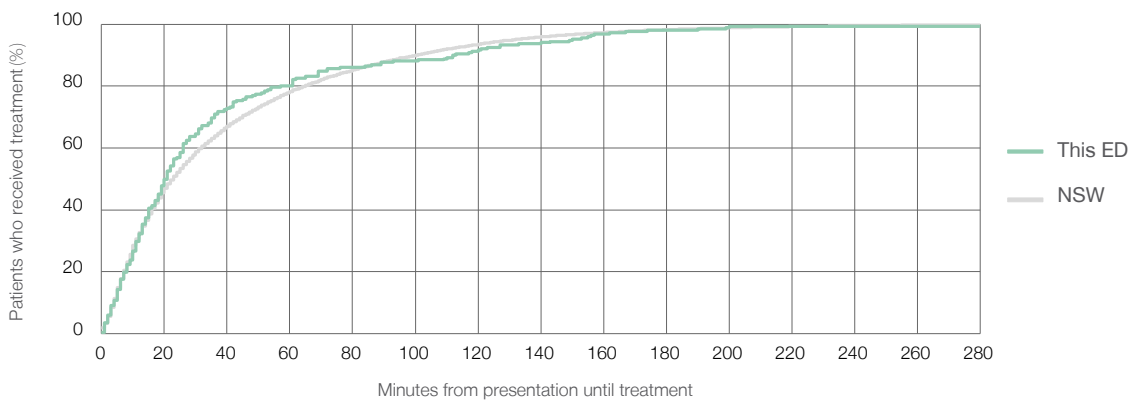
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 251

Median time to start treatment<sup>4</sup> 21 minutes

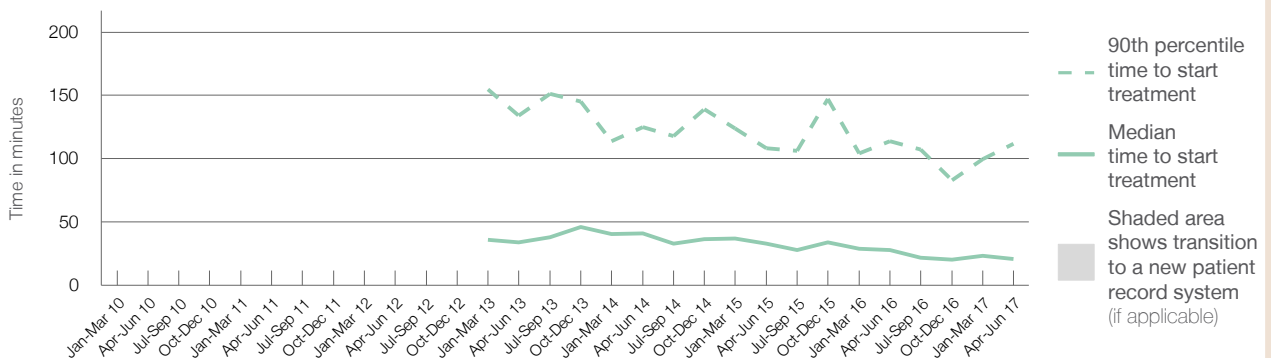
90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
334	
283	
28 minutes	23 minutes
114 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				34	41	33	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)				134	125	108	114	112

(†) 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.

(§) 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.

## Moruya District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 2,536 patients

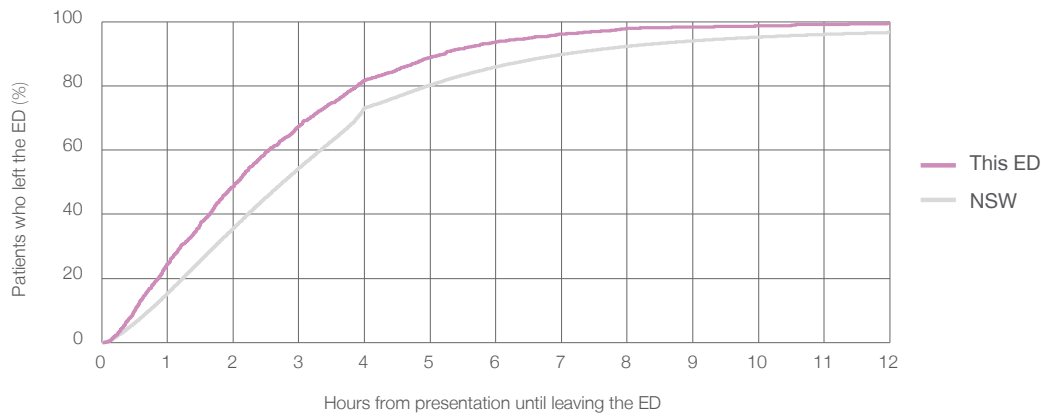
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,536 patients

Median time spent in the ED<sup>8</sup> 2 hours and 4 minutes

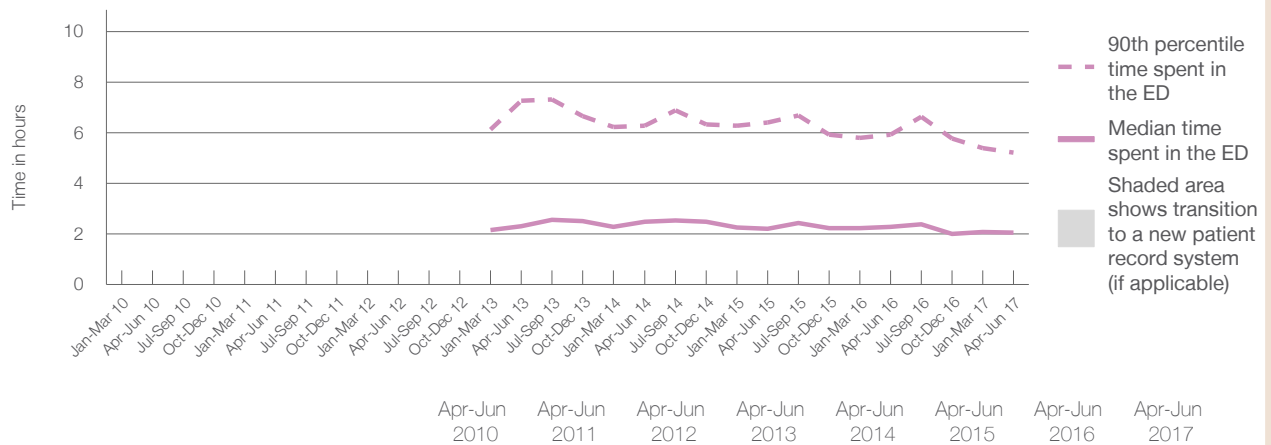
90th percentile time spent in the ED<sup>9</sup> 5 hours and 13 minutes

Same period last year	NSW (this period)
2,325	2,325
2 hours and 17 minutes	2 hours and 46 minutes
5 hours and 55 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)				2h 18m	2h 29m	2h 13m	2h 17m	2h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				7h 16m	6h 17m	6h 24m	5h 55m	5h 13m

(†) 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.

(§) 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.

**Moruya District Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

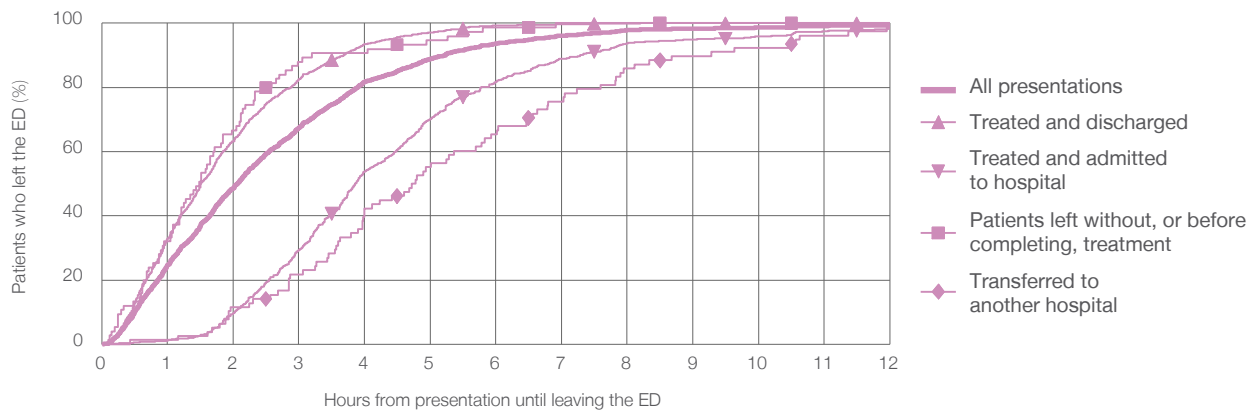
All presentations:<sup>1</sup> 2,536 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,536 patients

Treated and discharged	1,670 (65.9%)
Treated and admitted to hospital	648 (25.6%)
Patient left without, or before completing, treatment	75 (3.0%)
Transferred to another hospital	78 (3.1%)
Other	65 (2.6%)

	Same period last year	Change since one year ago
	2,325	9.1%
	1,486	12.4%
	679	-4.6%
	71	5.6%
	73	6.8%
	16	306.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††§</sup>



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	32.8%	63.3%	82.5%	93.5%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	1.2%	9.7%	29.3%	53.9%	81.8%	93.7%	95.8%	98.3%
Patient left without, or before completing, treatment	32.0%	66.7%	88.0%	90.7%	98.7%	100%	100%	100%
Transferred to another hospital	1.3%	11.5%	21.8%	42.3%	65.4%	85.9%	92.3%	98.7%
All presentations	24.6%	48.7%	67.5%	81.8%	93.7%	97.8%	98.6%	99.4%

(†) 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.

(§) 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.

**Moruya District 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:<sup>1</sup> 2,536 patients

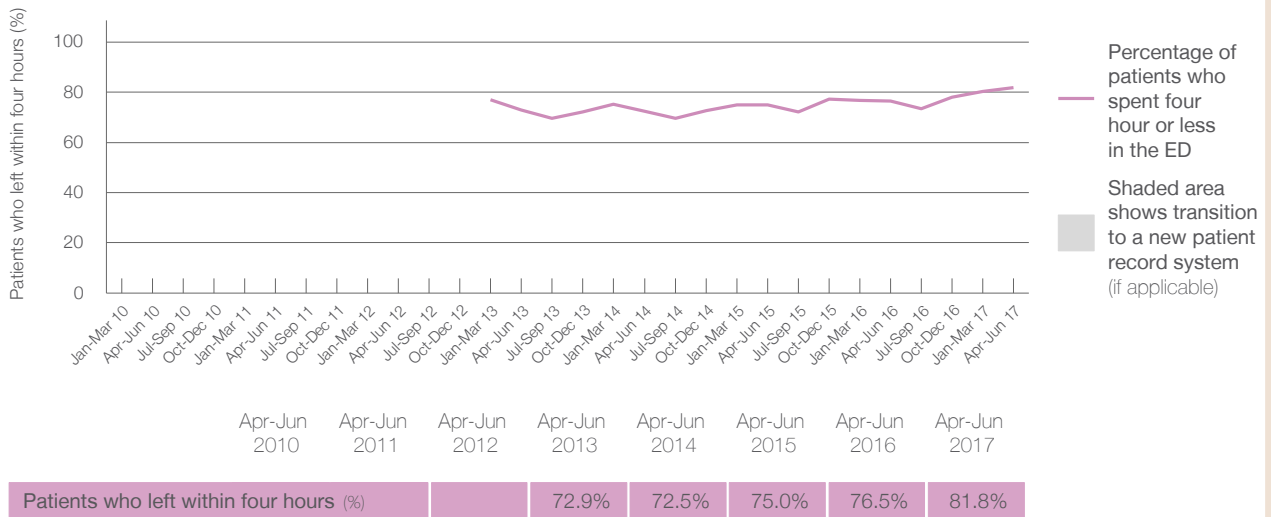
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,536 patients

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: <sup>1</sup> 2,536 patients	2,325	9.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,536 patients	2,325	9.1%
Percentage of patients who spent four hours or less in the ED	76.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<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*.

- 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).

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

April to June 2017

All presentations:<sup>1</sup> 4,691 patients  
Emergency presentations:<sup>2</sup> 4,550 patients

Same period last year	Change since one year ago
4,254	10.3%
4,133	10.1%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,155 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,023 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,041 patients

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

Same period last year	NSW (this period)
274	
9 minutes	8 minutes
19 minutes	26 minutes
1,116	
21 minutes	20 minutes
65 minutes	67 minutes
2,114	
28 minutes	25 minutes
105 minutes	99 minutes
629	
25 minutes	23 minutes
100 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,691 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
4,254	10.3%
82.2%	

\* 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.

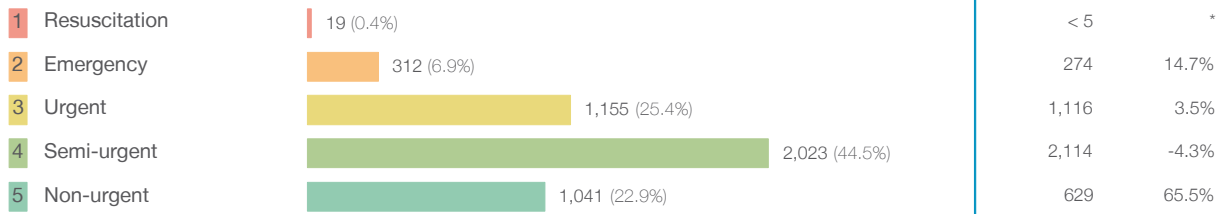
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

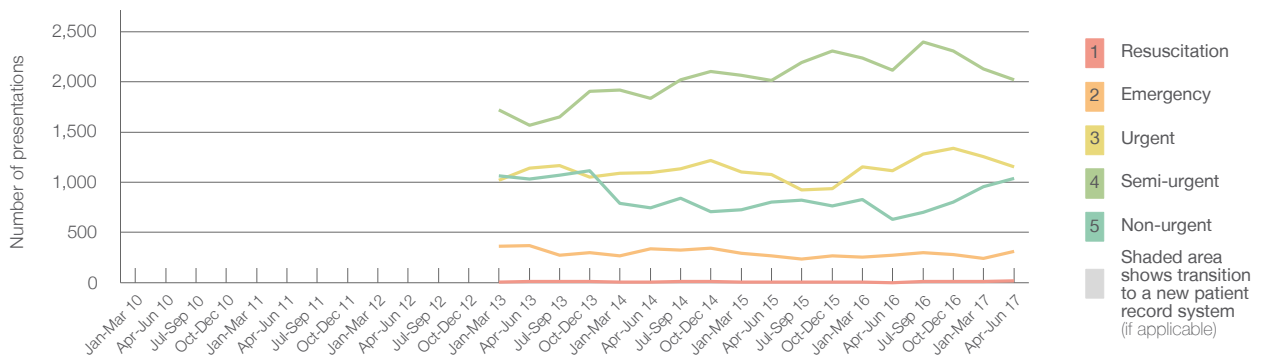
All presentations:<sup>1</sup> 4,691 patients

Emergency presentations<sup>2</sup> by triage category: 4,550 patients



	Same period last year	Change since one year ago
All presentations	4,254	10.3%
Emergency presentations	4,133	10.1%
1 Resuscitation	< 5	*
2 Emergency	274	14.7%
3 Urgent	1,116	3.5%
4 Semi-urgent	2,114	-4.3%
5 Non-urgent	629	65.5%

Emergency presentations<sup>2</sup> 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				10	8	< 5	< 5	19
Emergency				367	336	267	274	312
Urgent				1,142	1,095	1,074	1,116	1,155
Semi-urgent				1,569	1,837	2,012	2,114	2,023
Non-urgent				1,033	748	803	629	1,041
All emergency presentations				4,121	4,024	4,156	4,133	4,550

## Queanbeyan Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 402 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	368	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	21 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.
- (§) 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.

## Queanbeyan Health Service: 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: 312

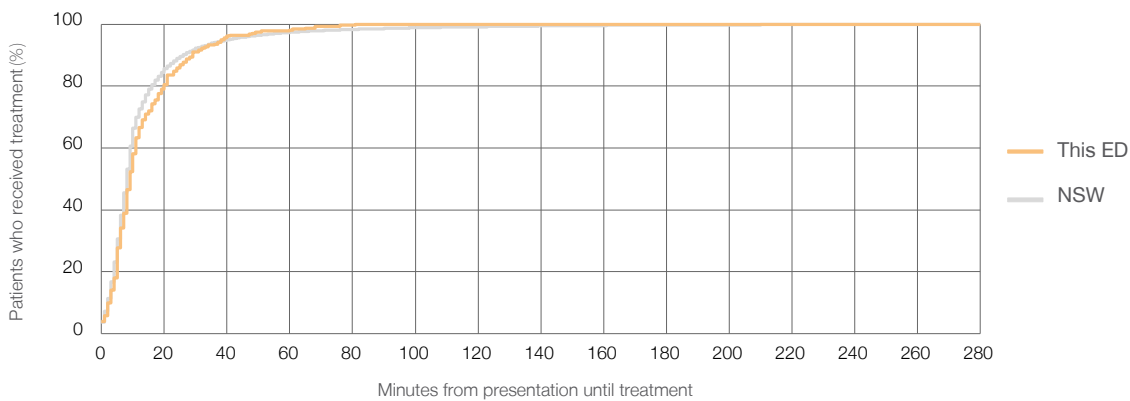
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 311

Median time to start treatment<sup>4</sup>  9 minutes

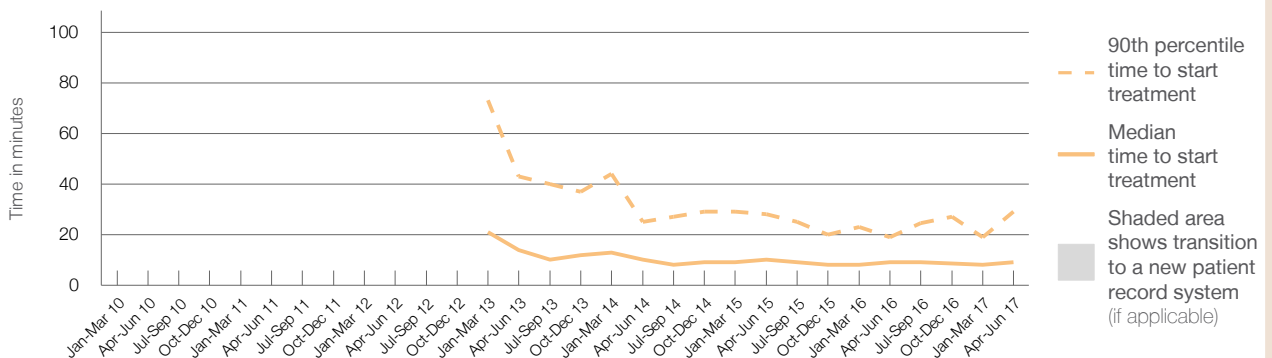
90th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
274	
271	
9 minutes	8 minutes
19 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				14	10	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)				43	25	28	19	29

(†) 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.

(§) 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.

## Queanbeyan Health Service: 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: 1,155

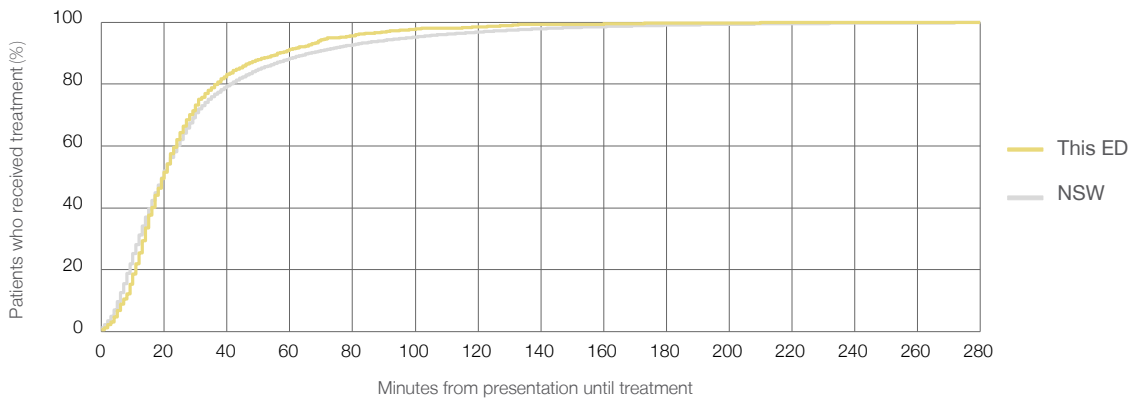
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,132

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

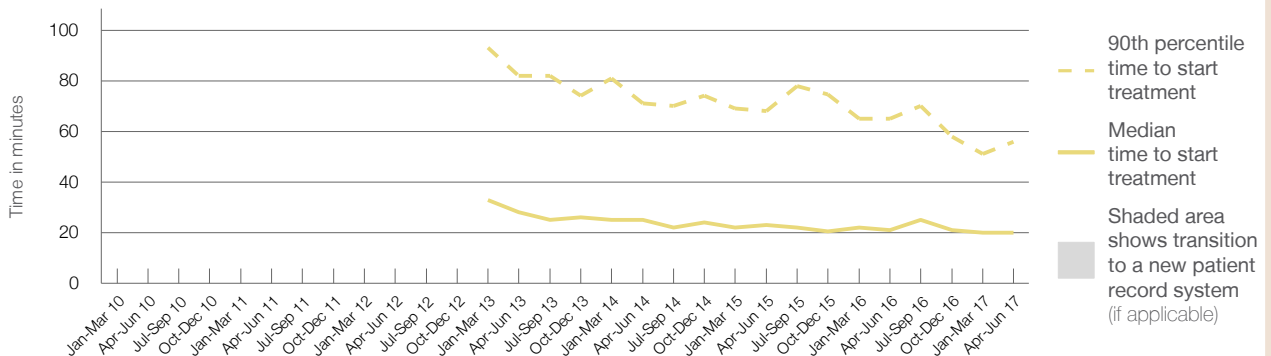
90th percentile time to start treatment<sup>5</sup> 56 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,116	
Number of triage 3 patients used to calculate waiting time	1,095	
Median time to start treatment	21 minutes	20 minutes
90th percentile time to start treatment	65 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				28	25	23	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)				82	71	68	65	56

(†) 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.

(§) 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.



## Queanbeyan Health Service: 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: 2,023

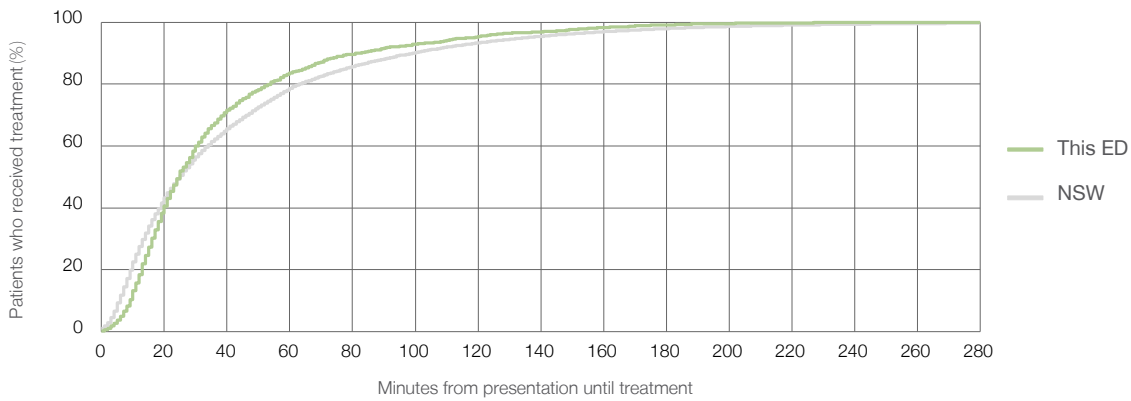
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,891

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

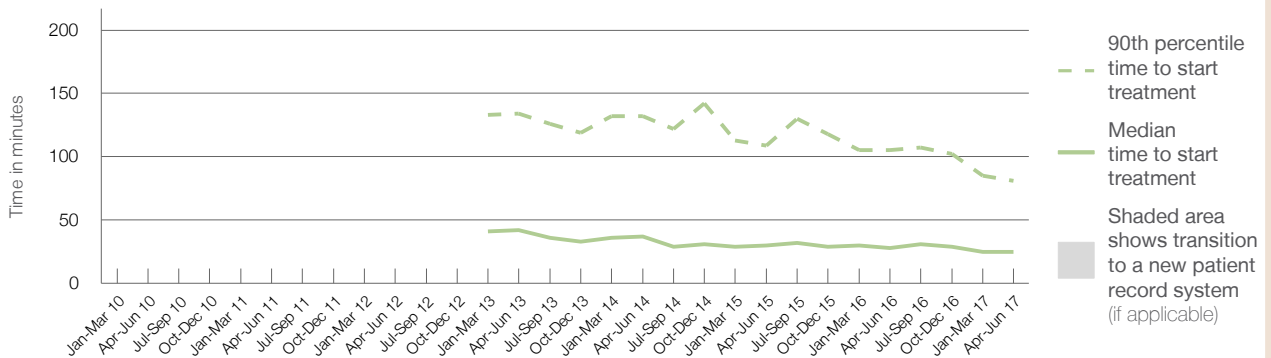
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
2,114	
1,952	
28 minutes	25 minutes
105 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				42	37	30	28	25
90th percentile time to start treatment <sup>5</sup> (minutes)				134	132	109	105	81

(†) 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.

(§) 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.

## Queanbeyan Health Service: 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: 1,041

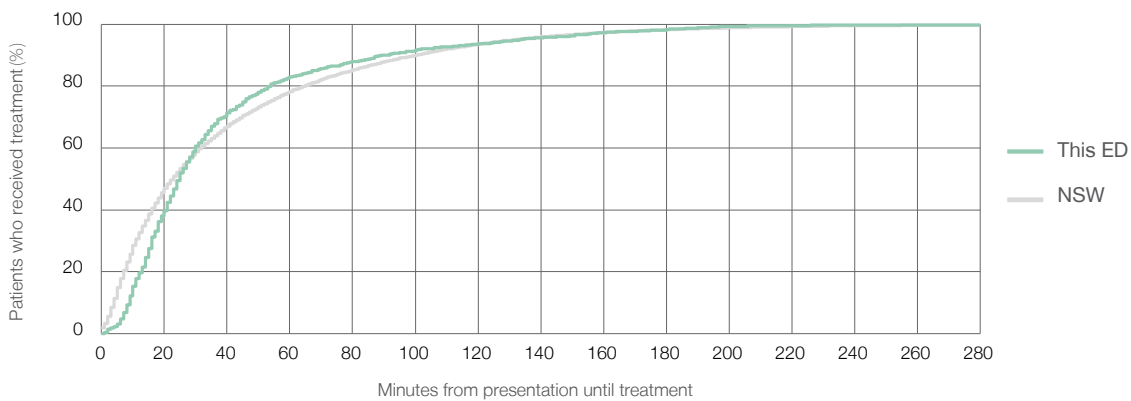
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 923

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

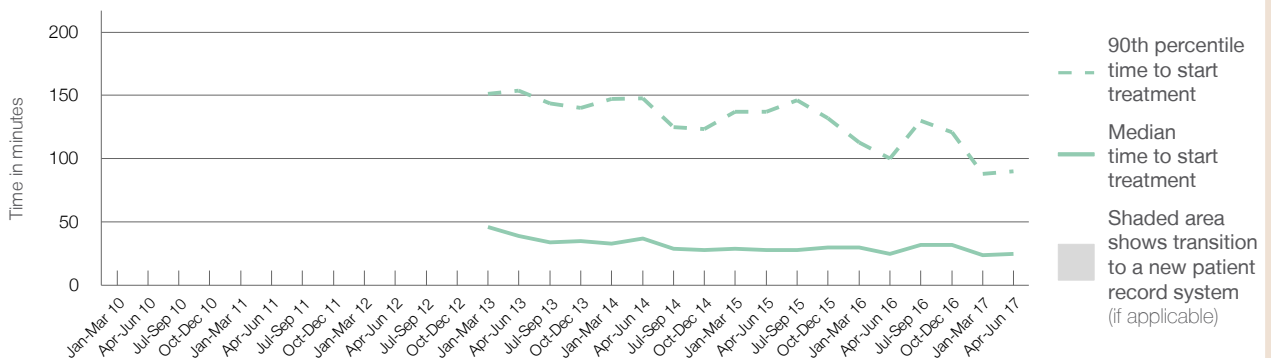
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
629	492
25 minutes	23 minutes
100 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				39	37	28	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)				154	148	137	100	90

(†) 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.

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

April to June 2017

All presentations:<sup>1</sup> 4,691 patients

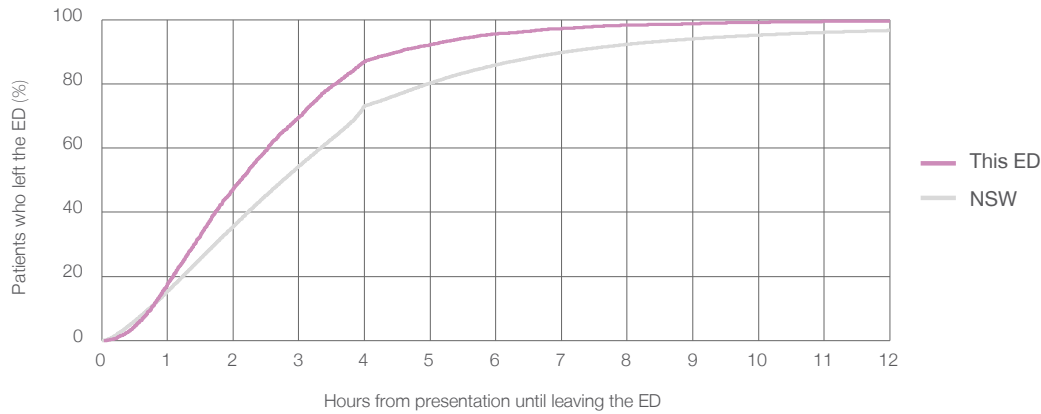
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,691 patients

Median time spent in the ED<sup>8</sup> 2 hours and 7 minutes

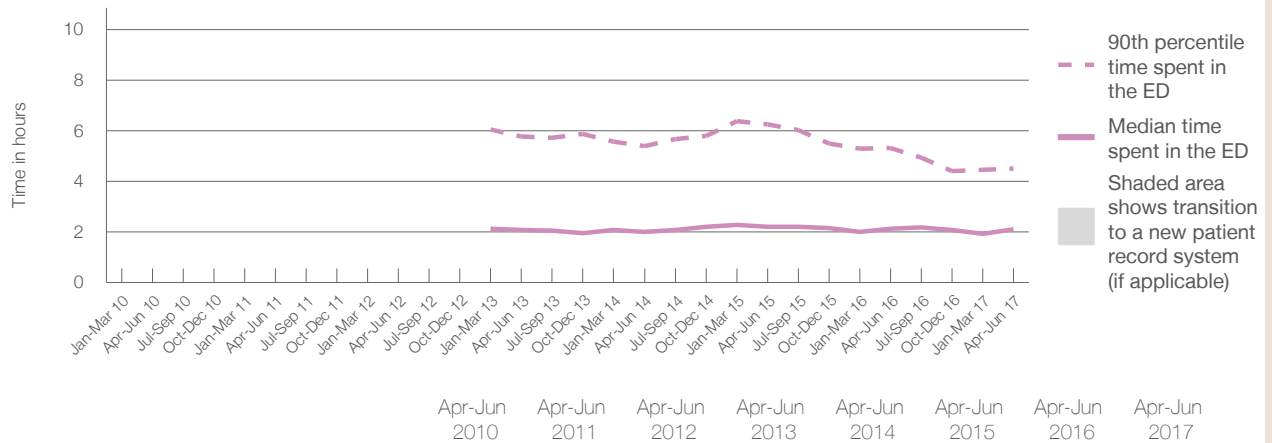
90th percentile time spent in the ED<sup>9</sup> 4 hours and 31 minutes

Same period last year	NSW (this period)
4,254	4,254
2 hours and 8 minutes	2 hours and 46 minutes
5 hours and 20 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)				2h 5m	2h 1m	2h 13m	2h 8m	2h 7m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				5h 46m	5h 24m	6h 16m	5h 20m	4h 31m

(†) 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.

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## Queanbeyan Health Service: Time patients spent in the ED By mode of separation April to June 2017

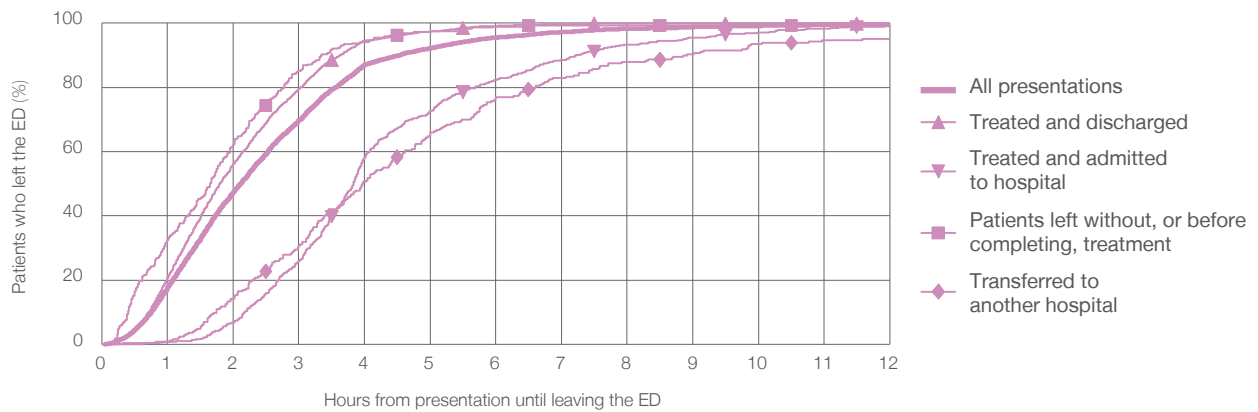
All presentations:<sup>1</sup> 4,691 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,691 patients

Treated and discharged	3,465 (73.9%)
Treated and admitted to hospital	674 (14.4%)
Patient left without, or before completing, treatment	289 (6.2%)
Transferred to another hospital	247 (5.3%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,254	10.3%
3,070	12.9%
574	17.4%
353	-18.1%
227	8.8%
30	-46.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††§</sup>



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	20.7%	56.3%	79.5%	94.6%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	6.8%	26.0%	58.3%	82.3%	93.3%	97.0%	99.1%
Patient left without, or before completing, treatment	32.5%	62.3%	85.1%	94.1%	99.0%	99.3%	99.3%	99.3%
Transferred to another hospital	0.8%	14.2%	30.8%	50.6%	76.9%	87.9%	93.5%	95.1%
All presentations	17.7%	47.5%	69.7%	87.0%	95.6%	98.3%	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.

(§) 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.

**Queanbeyan Health Service: 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:<sup>1</sup> 4,691 patients

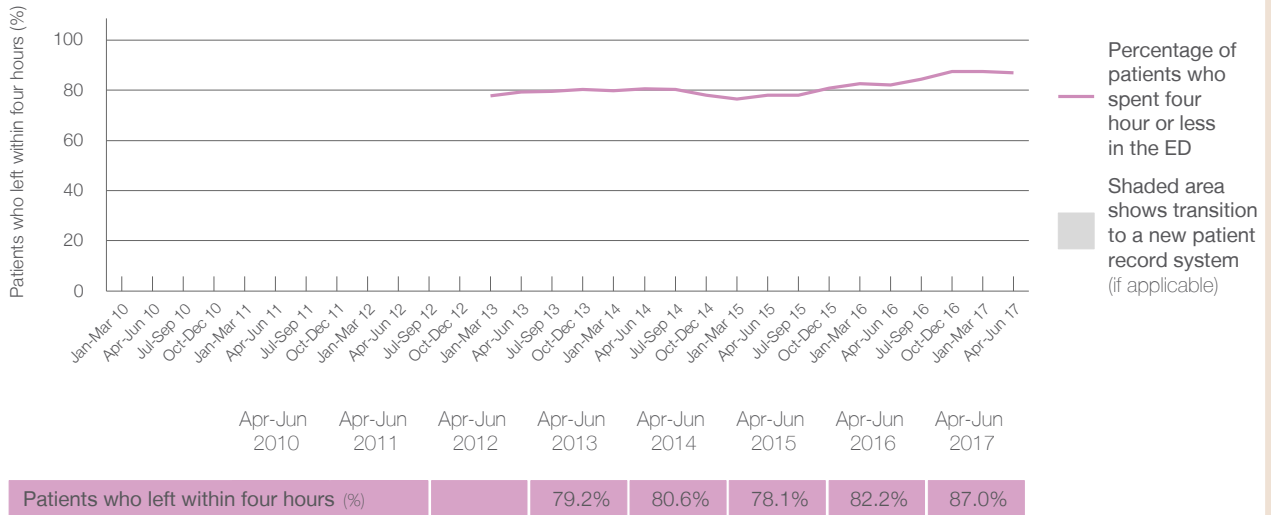
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,691 patients

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



Same period last year	Change since one year ago
4,254	10.3%
4,254	10.3%
82.2%	

**Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<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*.  
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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*.
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- 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).

## South East Regional Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 4,109 patients  
Emergency presentations:<sup>2</sup> 3,816 patients

Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%



## South East Regional Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 392 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,340 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,653 patients

Median time to start treatment<sup>4</sup>  26 minutes  
90th percentile time to start treatment<sup>5</sup>  103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment<sup>4</sup>  27 minutes  
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
263	
8 minutes	8 minutes
24 minutes	26 minutes
996	
24 minutes	20 minutes
70 minutes	67 minutes
1,738	
41 minutes	25 minutes
128 minutes	99 minutes
807	
50 minutes	23 minutes
151 minutes	101 minutes

## South East Regional Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Percentage of patients who spent four hours or less in the ED  74.9%

Same period last year	Change since one year ago
4,002	2.7%
75.8%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

\* 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.

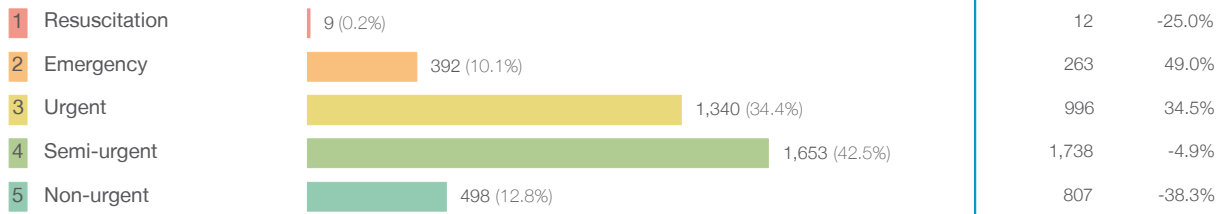
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## South East Regional Hospital: Patients presenting to the emergency department

April to June 2017

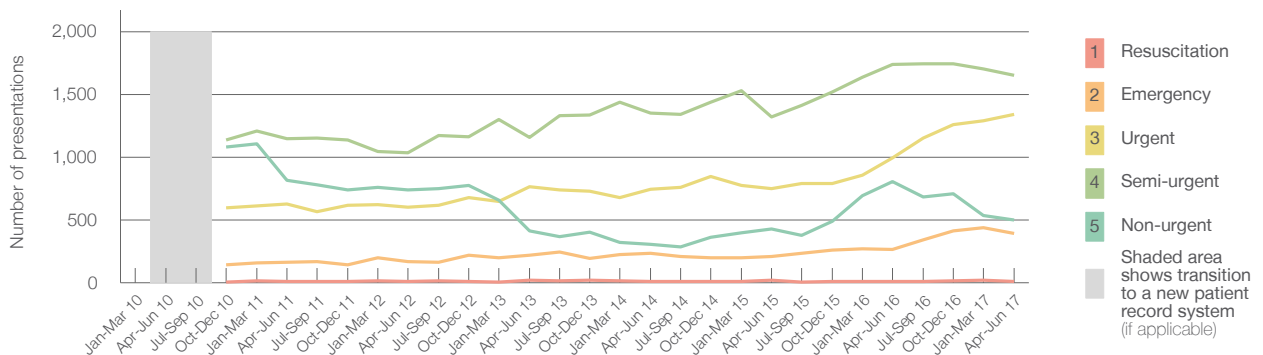
All presentations:<sup>1</sup> 4,109 patients

Emergency presentations<sup>2</sup> by triage category: 3,892 patients



Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%
12	-25.0%
263	49.0%
996	34.5%
1,738	-4.9%
807	-38.3%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017<sup>‡</sup>



	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		8	11	21	12	18	12	9
Emergency		164	168	221	236	210	263	392
Urgent		629	599	763	745	750	996	1,340
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653
Non-urgent		817	740	414	304	430	807	498
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892

## South East Regional Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 959 patients

ED Transfer of care time



Same period last year	Change since one year ago
625	
13 minutes	-2 minutes
29 minutes	-9 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

## South East Regional 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: 392

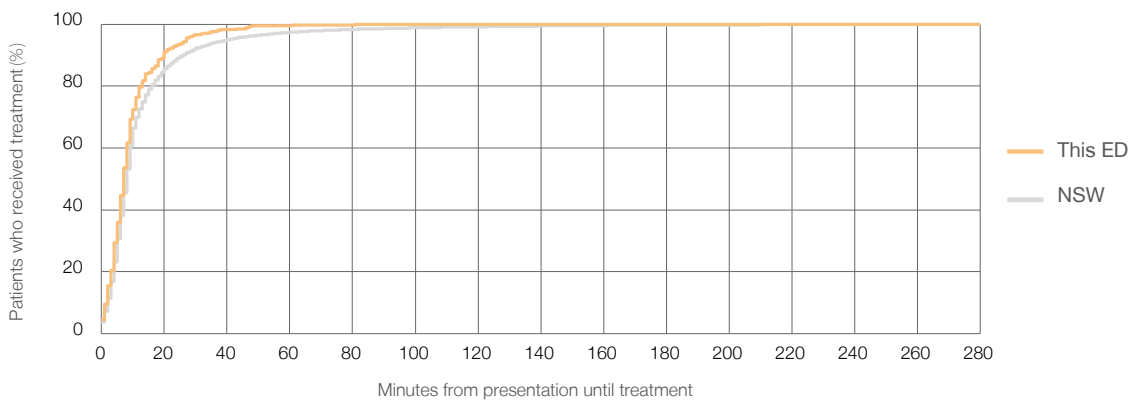
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 392

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

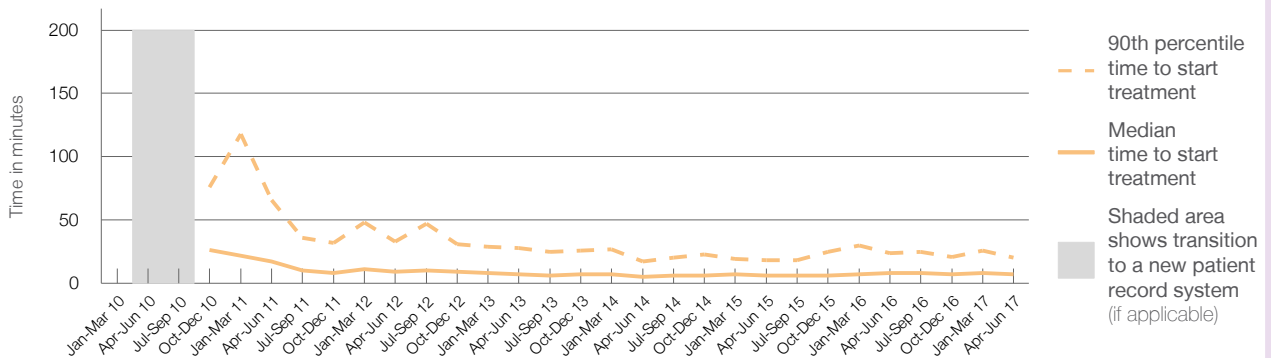
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
263	263
8 minutes	8 minutes
24 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		17	9	7	5	6	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)		66	33	28	17	18	24	20

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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.



## South East Regional 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: 1,340

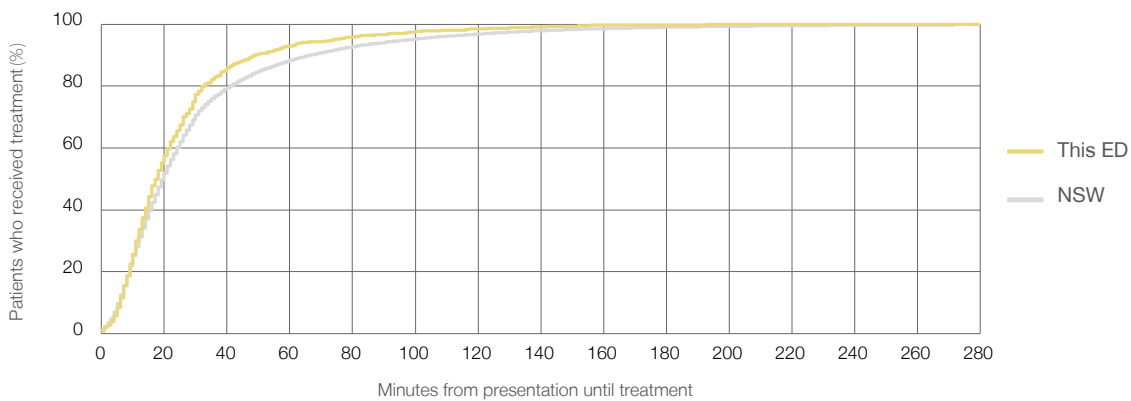
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,326

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

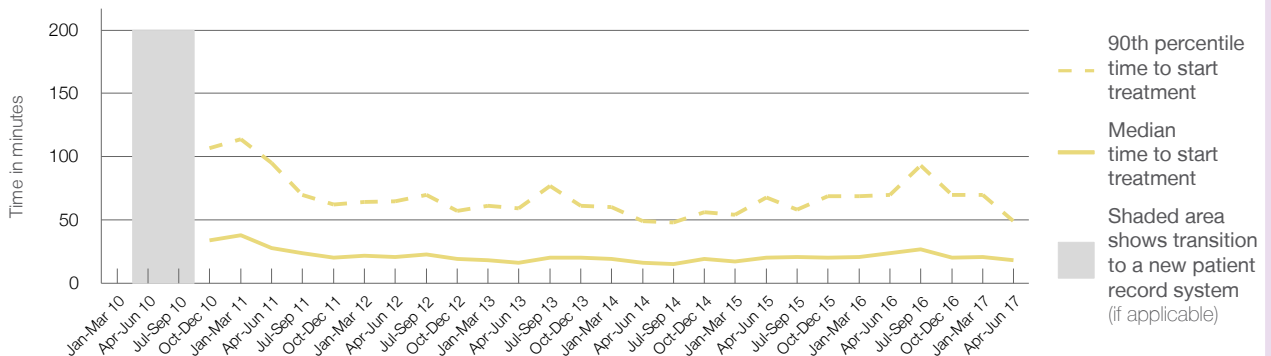
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
996	
978	
24 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		28	21	16	16	20	24	18
90th percentile time to start treatment <sup>5</sup> (minutes)		95	65	59	49	68	70	49

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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.

## South East Regional 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: 1,653

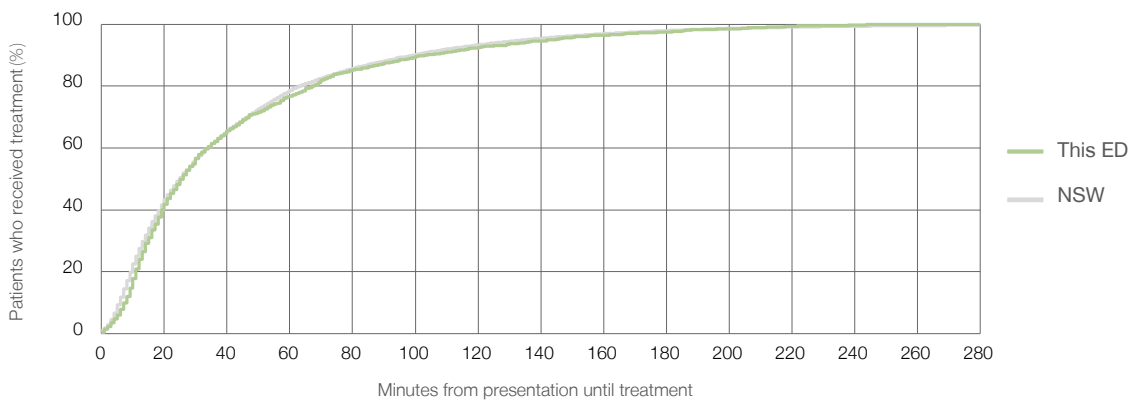
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,585

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

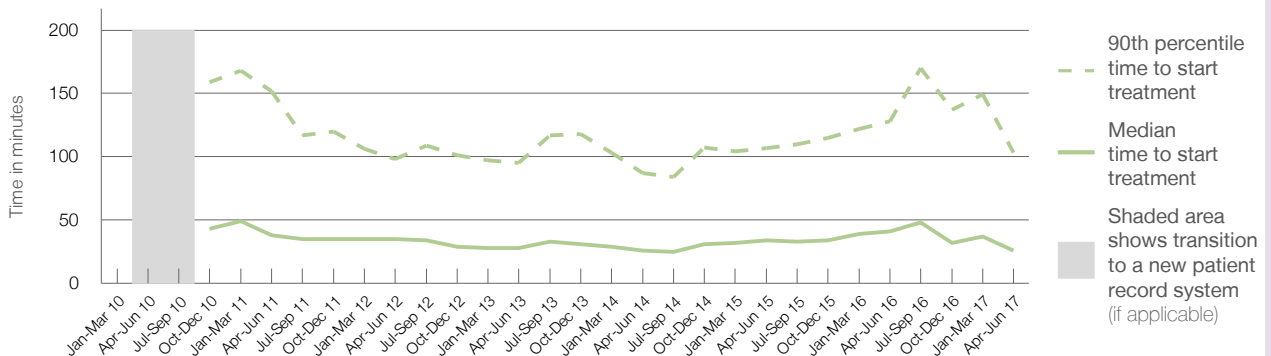
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
1,738	
1,602	
41 minutes	25 minutes
128 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		38	35	28	26	34	41	26
90th percentile time to start treatment <sup>5</sup> (minutes)		152	98	95	87	107	128	103

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(†) 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.

## South East Regional 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: 498

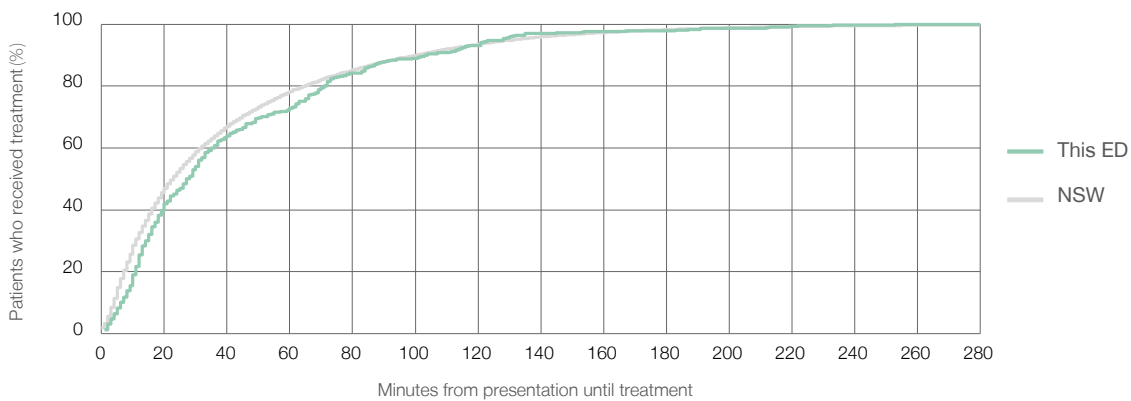
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 423

Median time to start treatment<sup>4</sup> 27 minutes

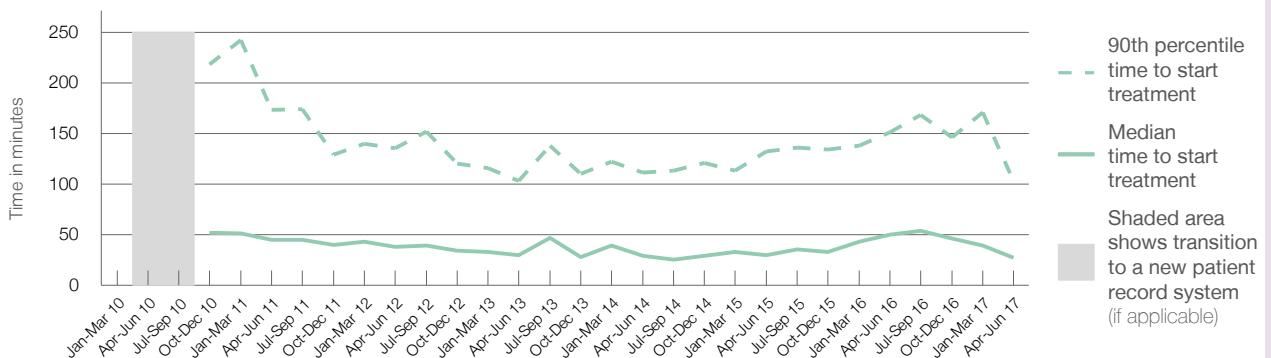
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
807	
671	
50 minutes	23 minutes
151 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		45	38	30	29	30	50	27
90th percentile time to start treatment <sup>5</sup> (minutes)		173	135	103	111	132	151	103

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## South East Regional Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 4,109 patients

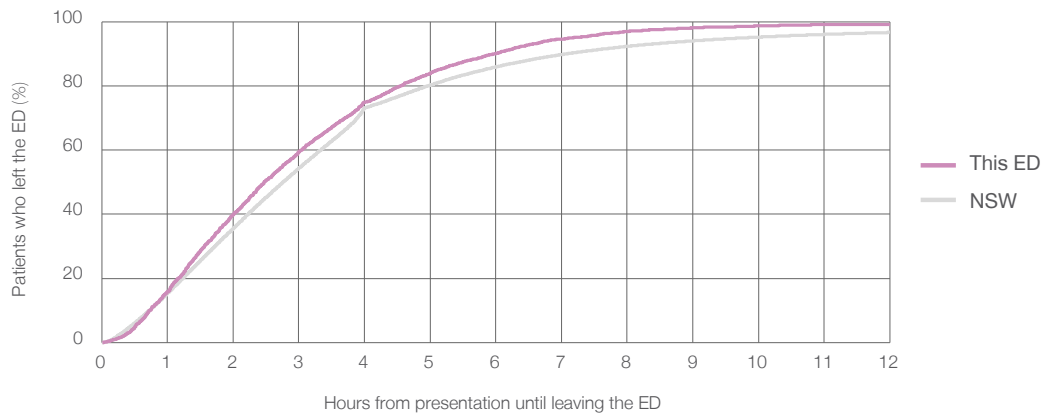
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Median time spent in the ED<sup>8</sup> 2 hours and 28 minutes

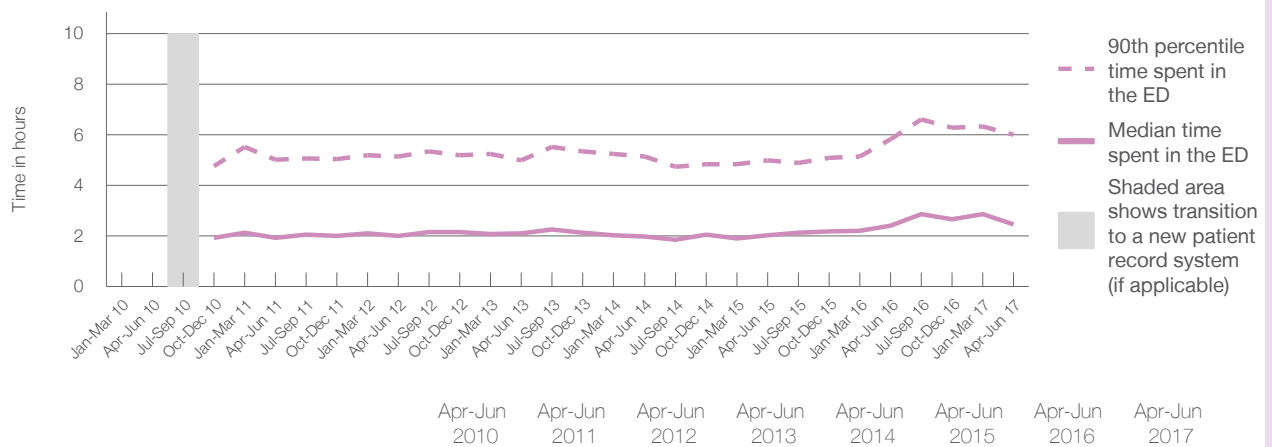
90th percentile time spent in the ED<sup>9</sup> 6 hours and 0 minutes

Same period last year	NSW (this period)
4,003	
4,002	
2 hours and 25 minutes	2 hours and 46 minutes
5 hours and 49 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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## South East Regional Hospital: Time patients spent in the ED By mode of separation April to June 2017

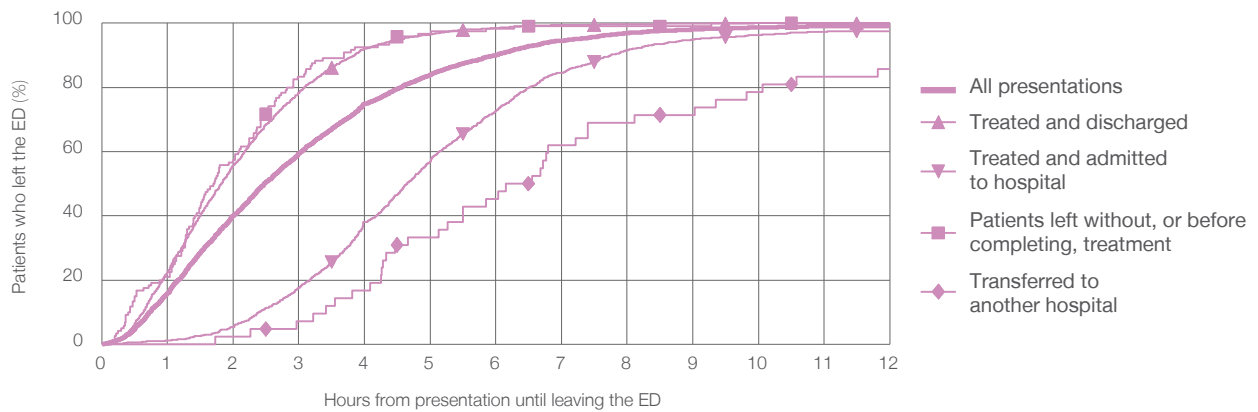
All presentations:<sup>1</sup> 4,109 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Treated and discharged	2,689 (65.4%)
Treated and admitted to hospital	1,249 (30.4%)
Patient left without, or before completing, treatment	120 (2.9%)
Transferred to another hospital	42 (1.0%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,002	2.7%
2,579	4.3%
1,123	11.2%
249	-51.8%
43	-2.3%
9	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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	22.6%	55.8%	78.4%	92.1%	98.5%	99.8%	100%	100%
Treated and admitted to hospital	1.2%	5.4%	17.5%	38.0%	72.7%	91.6%	96.4%	97.6%
Patient left without, or before completing, treatment	20.8%	57.5%	83.3%	92.5%	98.3%	99.2%	100%	100%
Transferred to another hospital	0%	2.4%	7.1%	16.7%	45.2%	69.0%	78.6%	85.7%
All presentations	15.9%	40.1%	59.4%	74.9%	90.1%	96.9%	98.7%	99.1%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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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  
 April to June 2017

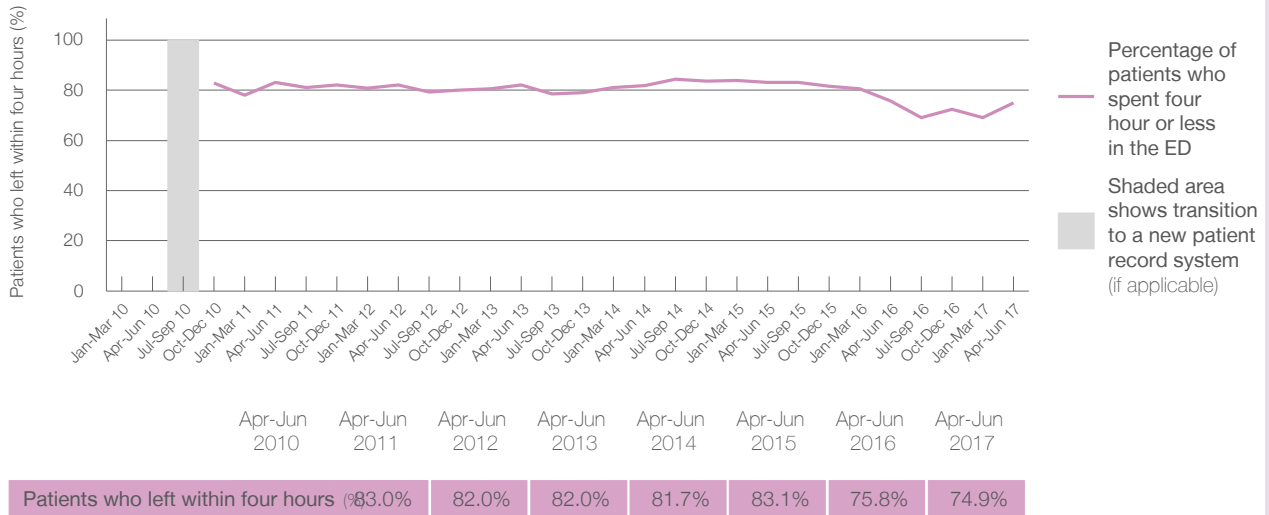
All presentations at the emergency department:<sup>1</sup> 4,109 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

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	4,003	2.6%
Presentations used to calculate time to leaving the ED	4,002	2.7%
Percentage of patients who spent four hours or less in the ED	75.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

\* 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*.

- 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).