

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

Milton and Ulladulla Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,978 patients
Emergency presentations:² 3,853 patients

Same period last year	Change since one year ago
4,292	-7.3%
4,170	-7.6%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 246 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,245 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
205	
9 minutes	8 minutes
25 minutes	26 minutes
1,215	
22 minutes	20 minutes
61 minutes	69 minutes
2,398	
27 minutes	26 minutes
74 minutes	101 minutes
339	
28 minutes	23 minutes
82 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,978 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,292	-7.3%
89.5%	

* 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.

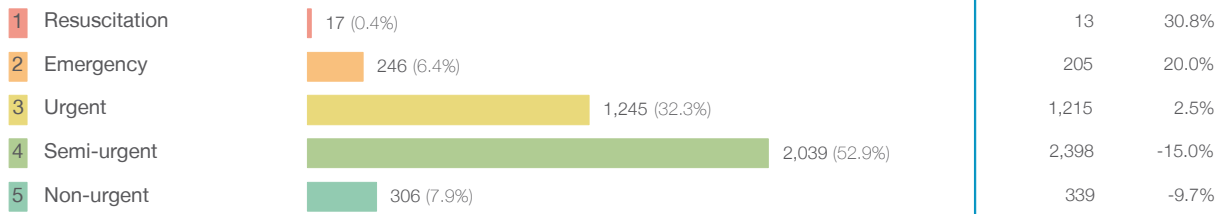
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Milton and Ulladulla Hospital: Patients presenting to the emergency department January to March 2017

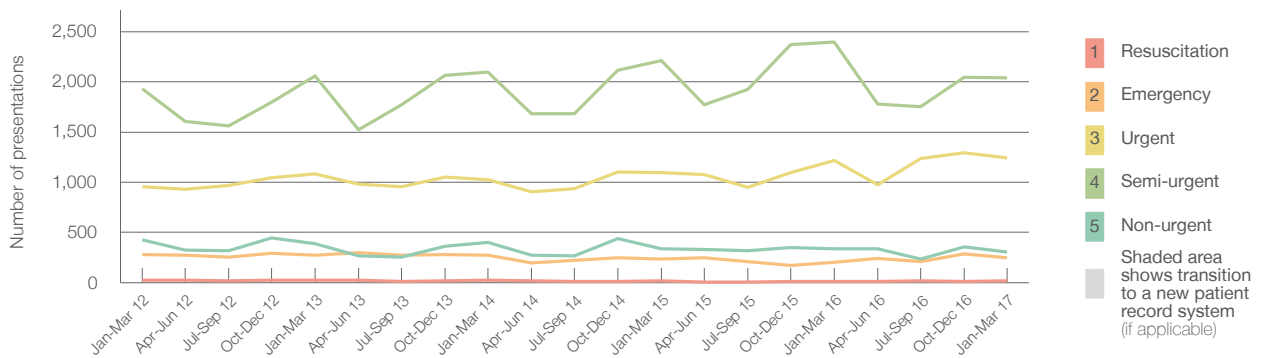
All presentations:¹ 3,978 patients

Emergency presentations² by triage category: 3,853 patients



Same period last year	Change since one year ago
4,292	-7.3%
4,170	-7.6%
13	30.8%
205	20.0%
1,215	2.5%
2,398	-15.0%
339	-9.7%

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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	24	23	25	16	13	17
Emergency	279	275	273	233	205	246
Urgent	958	1,084	1,028	1,094	1,215	1,245
Semi-urgent	1,933	2,060	2,095	2,211	2,398	2,039
Non-urgent	426	386	402	336	339	306
All emergency presentations	3,620	3,828	3,823	3,890	4,170	3,853

Milton and Ulladulla Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 patients

ED Transfer of care time



Same period last year	Change since one year ago
386	
13 minutes	0 minutes
29 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.

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

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 246

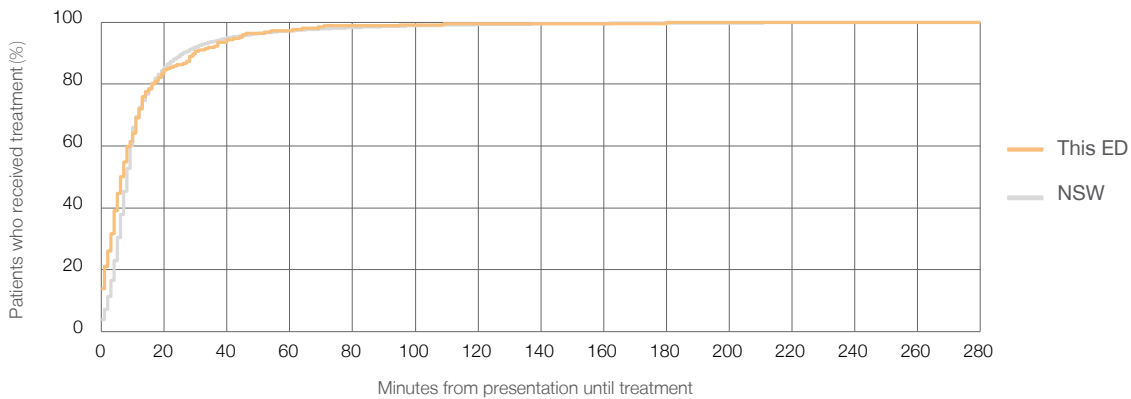
Number of triage 2 patients used to calculate waiting time:³ 246

Median time to start treatment⁴ 7 minutes

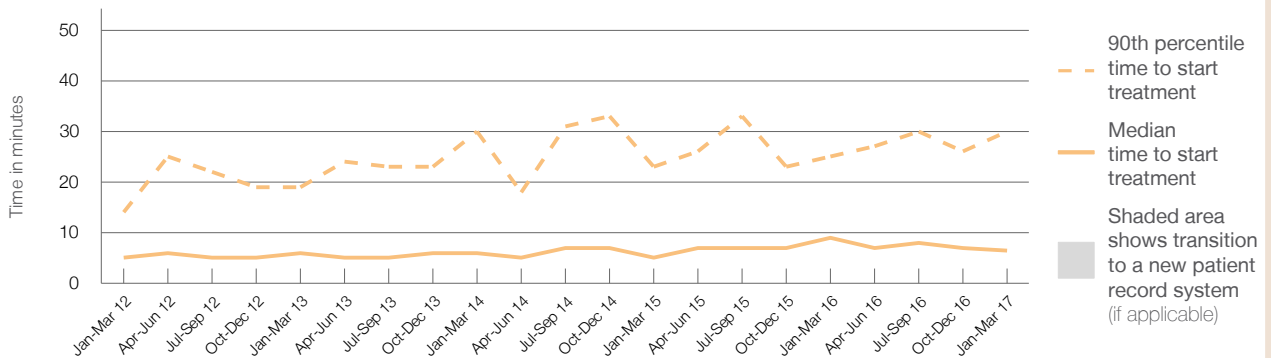
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
205	205
9 minutes	8 minutes
25 minutes	26 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	6	6	5	9	7
90th percentile time to start treatment ⁵ (minutes)	14	19	30	23	25	30

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

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,245

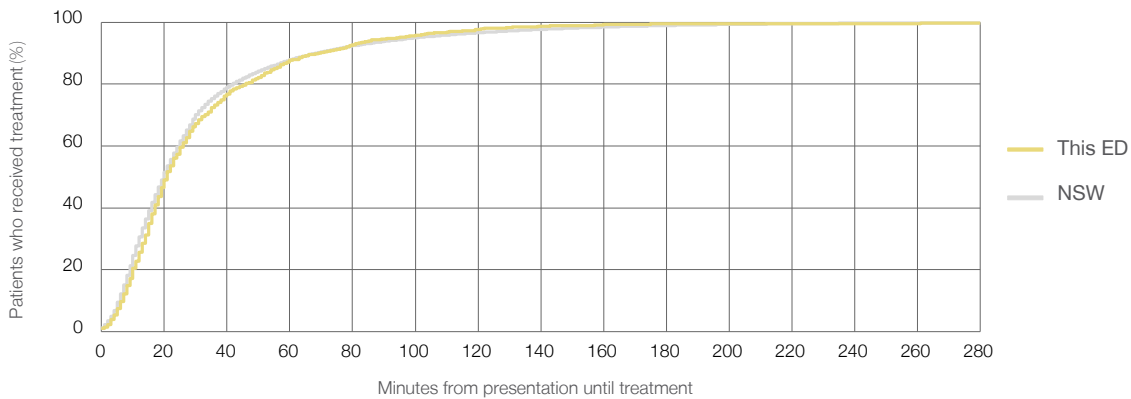
Number of triage 3 patients used to calculate waiting time:³ 1,235

Median time to start treatment⁴ 21 minutes

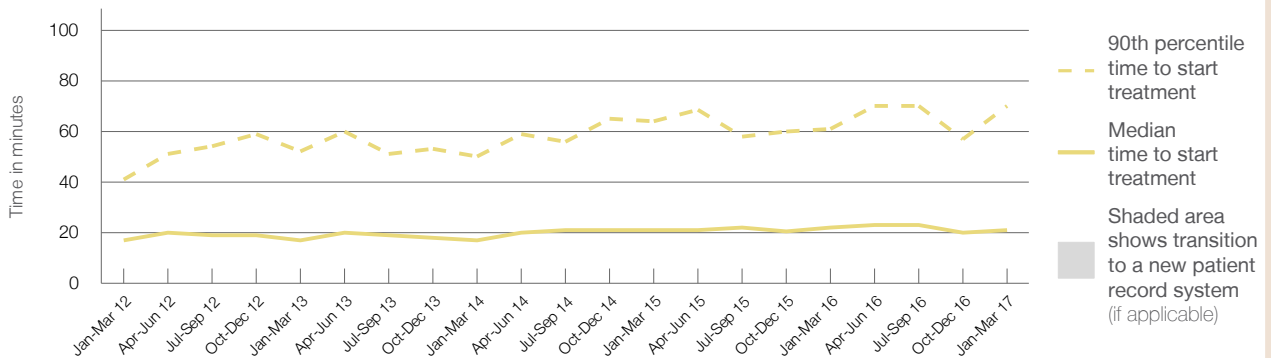
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,215	
1,208	
22 minutes	20 minutes
61 minutes	69 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	17	17	21	22	21
90th percentile time to start treatment ⁵ (minutes)	41	52	50	64	61	70

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

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,039

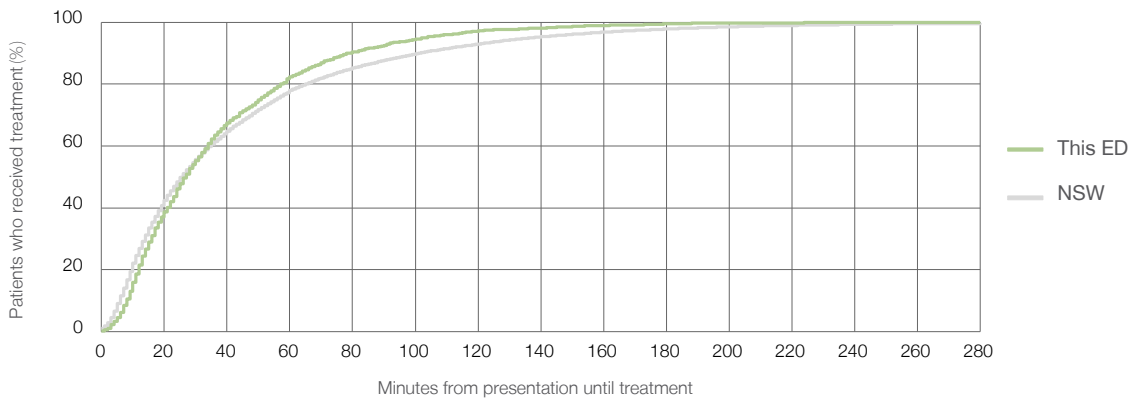
Number of triage 4 patients used to calculate waiting time:³ 1,994

Median time to start treatment⁴ 27 minutes

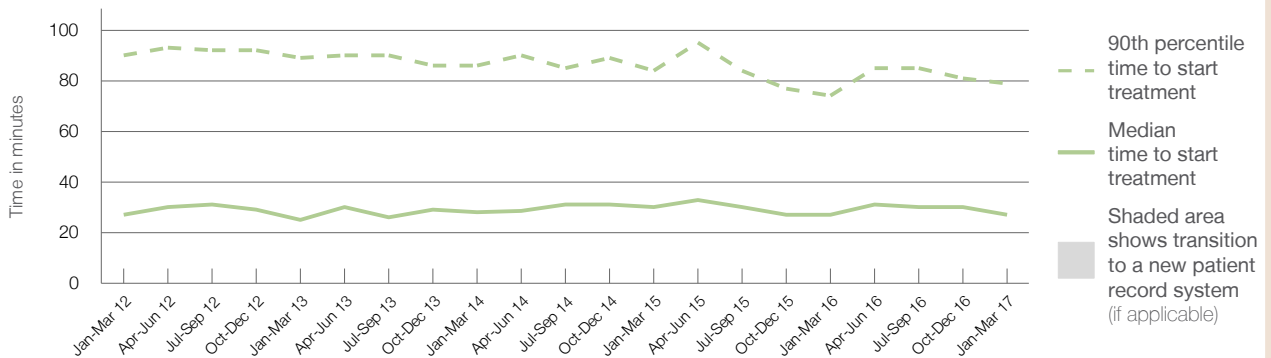
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,398	2,361
27 minutes	26 minutes
74 minutes	101 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	25	28	30	27	27
90th percentile time to start treatment ⁵ (minutes)	90	89	86	84	74	79

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

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 306

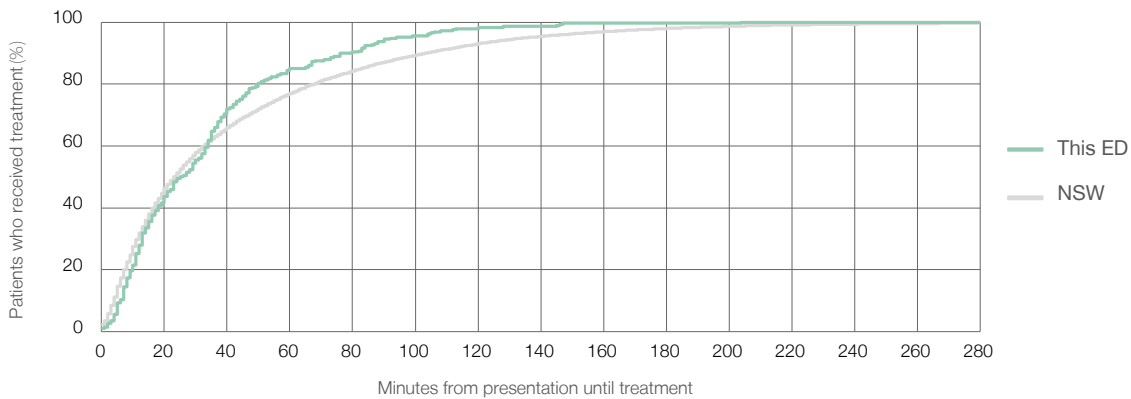
Number of triage 5 patients used to calculate waiting time:³ 289

Median time to start treatment⁴ 25 minutes

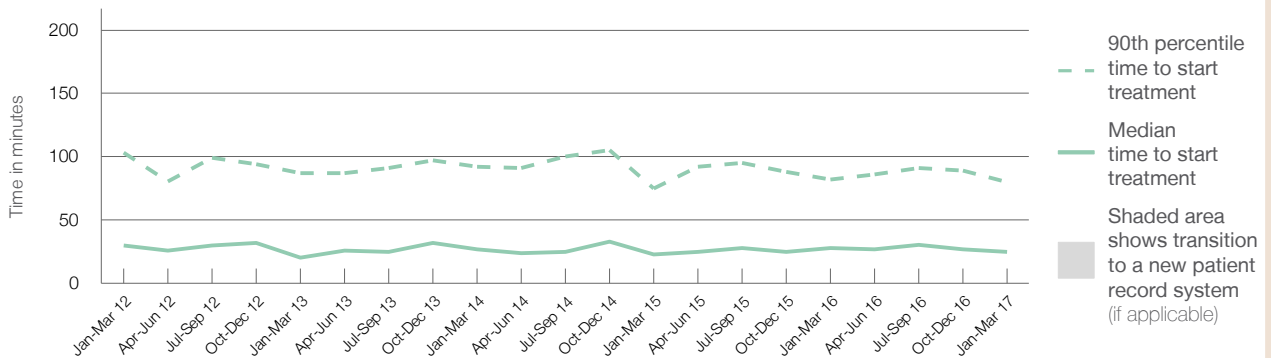
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
339	
322	
28 minutes	23 minutes
82 minutes	104 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	20	27	23	28	25
90th percentile time to start treatment ⁵ (minutes)	103	87	92	75	82	80

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

Milton and Ulladulla Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 3,978 patients

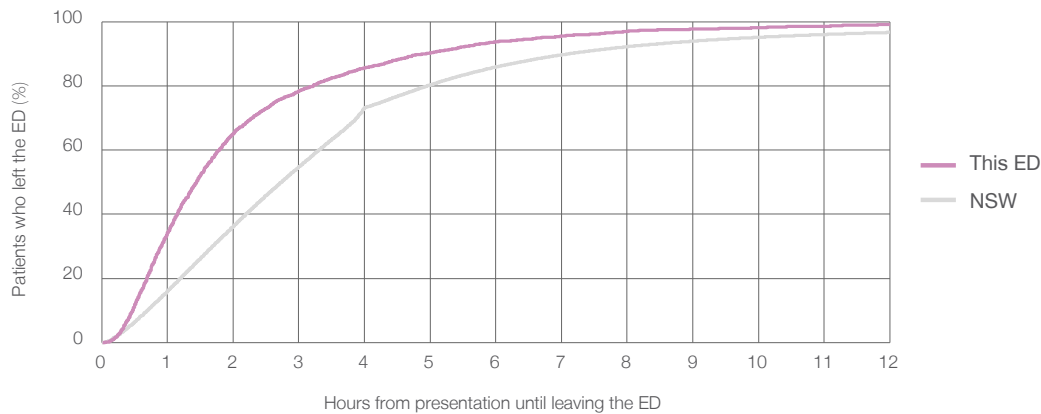
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

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

Same period last year	NSW (this period)
4,292	4,292
1 hours and 15 minutes	2 hours and 44 minutes
4 hours and 7 minutes	7 hours and 7 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m

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Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

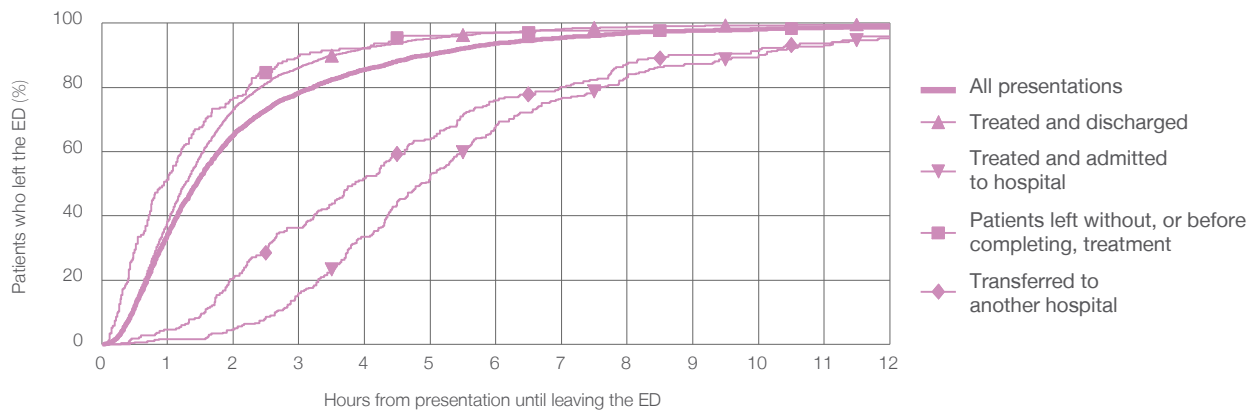
All presentations:¹ 3,978 patients

Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Treated and discharged	3,270 (82.2%)
Treated and admitted to hospital	301 (7.6%)
Patient left without, or before completing, treatment	176 (4.4%)
Transferred to another hospital	221 (5.6%)
Other	10 (0.3%)

Same period last year	Change since one year ago
4,292	-7.3%
3,607	-9.3%
315	-4.4%
182	-3.3%
184	20.1%
4	150.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.2%	73.1%	86.2%	92.3%	97.0%	98.8%	99.3%	99.6%
Treated and admitted to hospital	1.7%	4.7%	15.9%	33.6%	68.1%	83.1%	90.0%	95.3%
Patient left without, or before completing, treatment	51.1%	76.7%	89.8%	92.0%	97.2%	97.7%	98.3%	98.3%
Transferred to another hospital	4.5%	20.8%	36.2%	51.6%	76.0%	87.3%	91.4%	95.9%
All presentations	34.2%	65.2%	78.3%	85.6%	93.7%	96.9%	98.1%	99.0%

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Milton and Ulladulla Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 3,978 patients

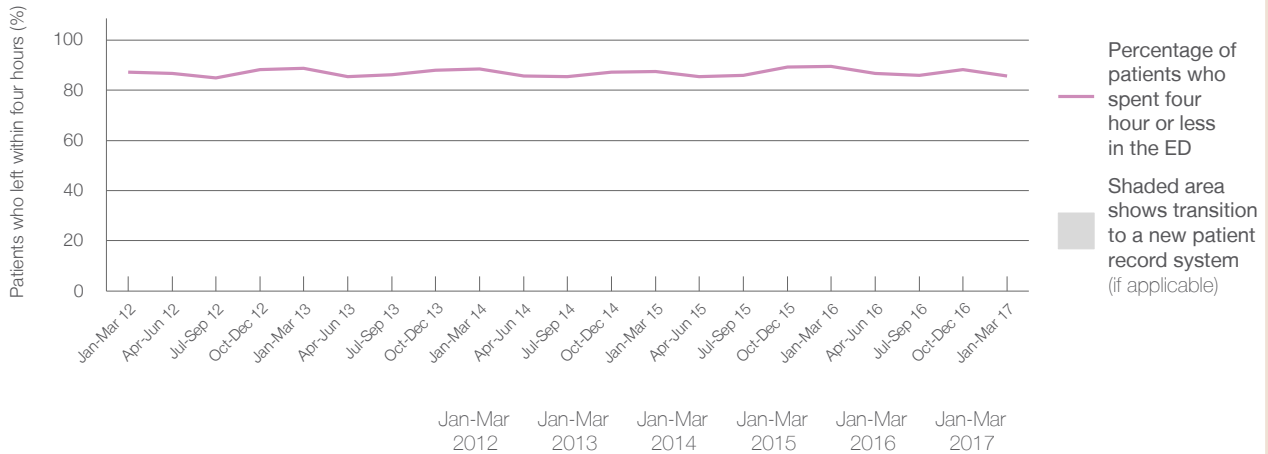
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

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	4,292	-7.3%
Presentations used to calculate time to leaving the ED	4,292	-7.3%
Percentage of patients who spent four hours or less in the ED	89.5%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	87.3%	88.8%	88.6%	87.4%	89.5%	85.6%

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

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

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

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

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