

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

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: ¹ 9,800 patients	10,154	-3.5%
Emergency presentations: ² 9,686 patients	10,022	-3.4%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients	763	
Median time to start treatment ⁴ 11 minutes	11 minutes	8 minutes
90th percentile time to start treatment ⁵ 36 minutes	34 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,278 patients	3,019	
Median time to start treatment ⁴ 30 minutes	30 minutes	20 minutes
90th percentile time to start treatment ⁵ 113 minutes	116 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,465 patients	4,898	
Median time to start treatment ⁴ 33 minutes	38 minutes	26 minutes
90th percentile time to start treatment ⁵ 121 minutes	148 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 988 patients	1,302	
Median time to start treatment ⁴ 21 minutes	28 minutes	23 minutes
90th percentile time to start treatment ⁵ 96 minutes	114 minutes	104 minutes

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

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 9,795 patients	10,152	-3.5%
Percentage of patients who spent four hours or less in the ED 68.1%	66.7%	

* 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.

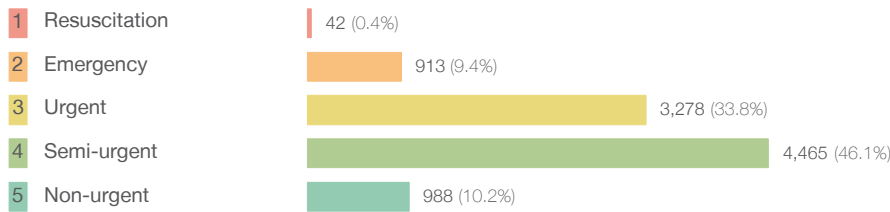
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Shoalhaven District Memorial Hospital: Patients presenting to the emergency department January to March 2017

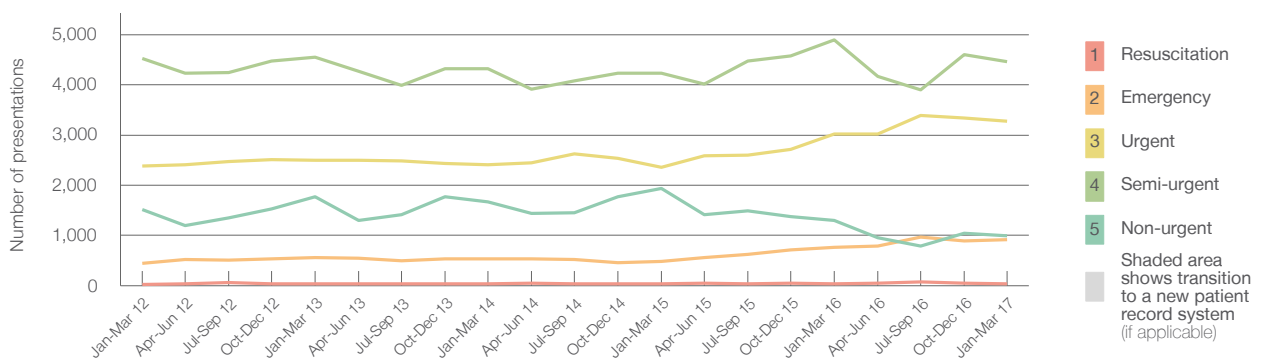
All presentations:¹ 9,800 patients

Emergency presentations² by triage category: 9,686 patients



Same period last year	Change since one year ago
10,154	-3.5%
10,022	-3.4%
40	5.0%
763	19.7%
3,019	8.6%
4,898	-8.8%
1,302	-24.1%

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	27	31	33	34	40	42
Emergency	443	558	528	485	763	913
Urgent	2,377	2,495	2,406	2,360	3,019	3,278
Semi-urgent	4,526	4,549	4,323	4,233	4,898	4,465
Non-urgent	1,519	1,769	1,673	1,933	1,302	988
All emergency presentations	8,892	9,402	8,963	9,045	10,022	9,686

Shoalhaven District Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,223 patients

ED Transfer of care time

Median time: 16 minutes

90th percentile time: 57 minutes

Same period last year	Change since one year ago
2,407	
17 minutes	-1 minute
67 minutes	-10 minutes

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

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Shoalhaven District Memorial 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: 913

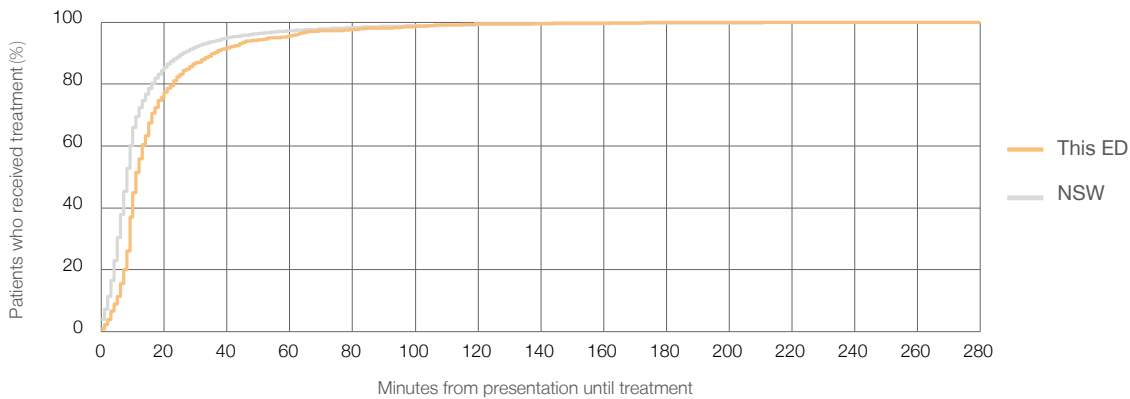
Number of triage 2 patients used to calculate waiting time:³ 913

Median time to start treatment⁴ 11 minutes

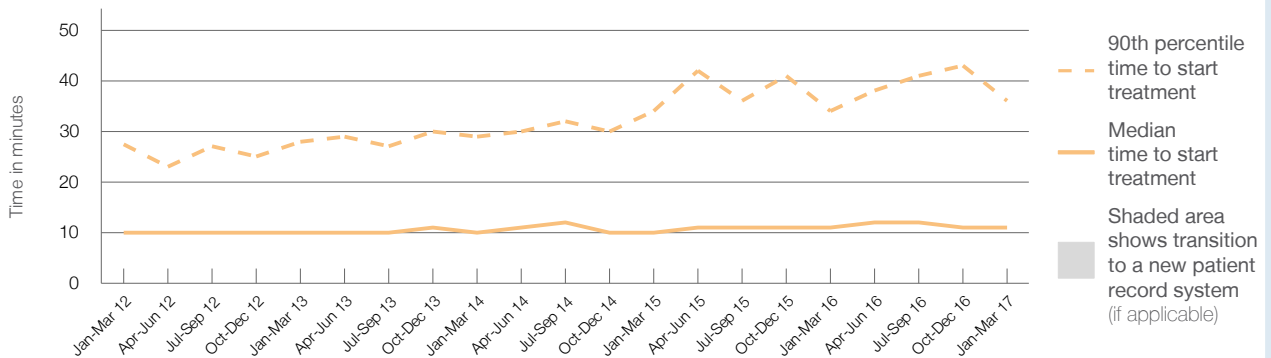
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
763	763
11 minutes	8 minutes
34 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)	10	10	10	10	11	11
90th percentile time to start treatment ⁵ (minutes)	28	28	29	34	34	36

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

Shoalhaven District Memorial 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: 3,278

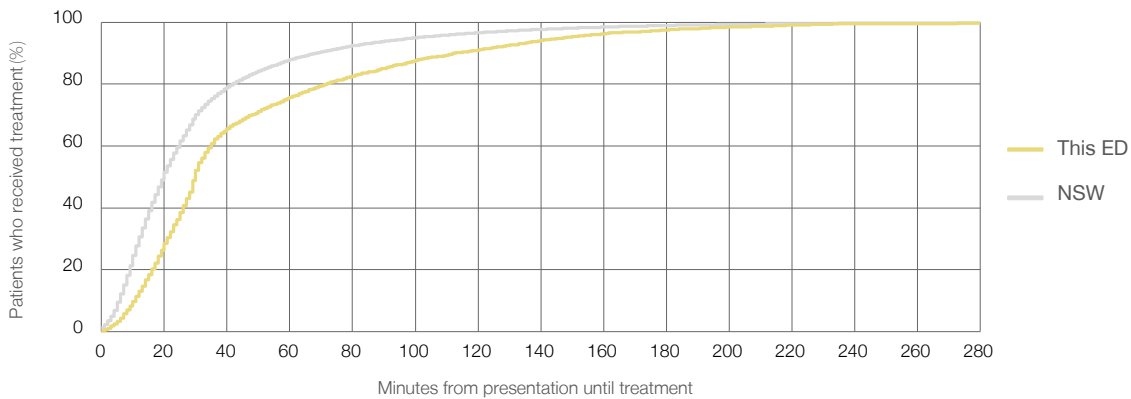
Number of triage 3 patients used to calculate waiting time:³ 3,210

Median time to start treatment⁴ 30 minutes

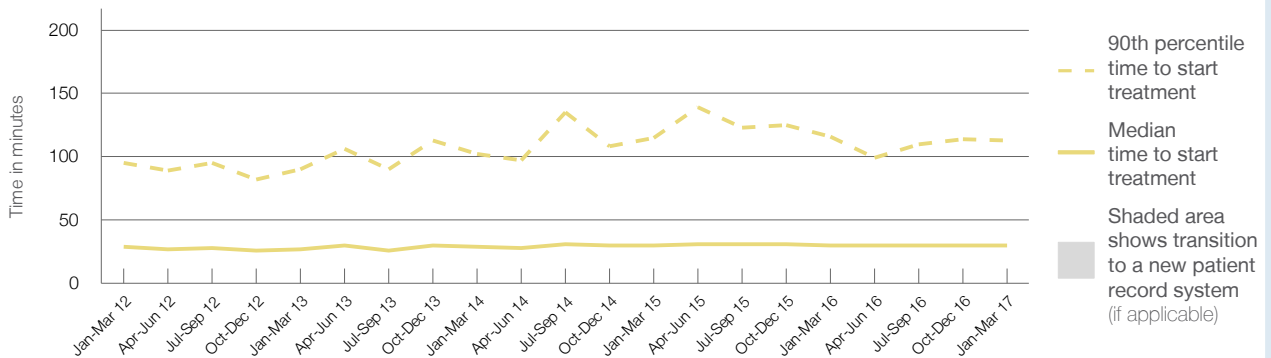
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,019	
2,959	
30 minutes	20 minutes
116 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)	29	27	29	30	30	30
90th percentile time to start treatment ⁵ (minutes)	95	90	102	115	116	113

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Shoalhaven District Memorial 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: 4,465

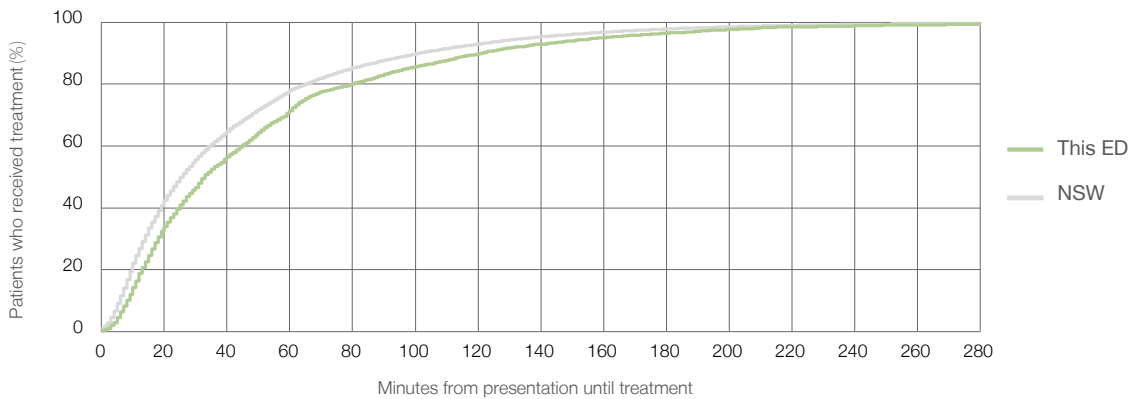
Number of triage 4 patients used to calculate waiting time:³ 4,161

Median time to start treatment⁴ 33 minutes

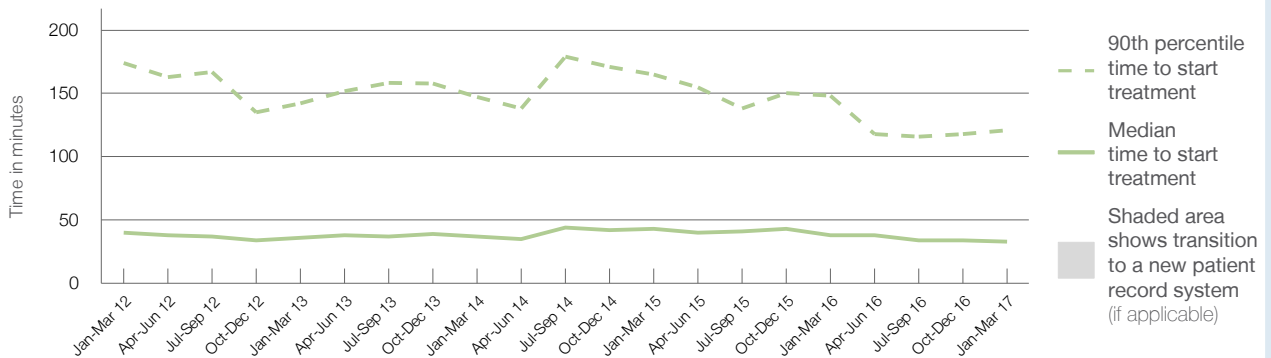
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
4,898	4,521
38 minutes	26 minutes
148 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)	40	36	37	43	38	33
90th percentile time to start treatment ⁵ (minutes)	174	142	147	165	148	121

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Shoalhaven District Memorial 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: 988

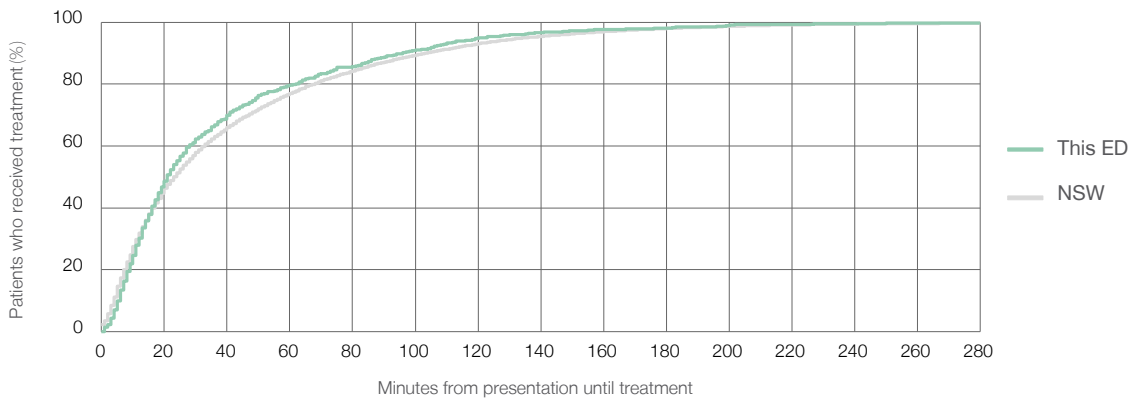
Number of triage 5 patients used to calculate waiting time:³ 897

Median time to start treatment⁴ 21 minutes

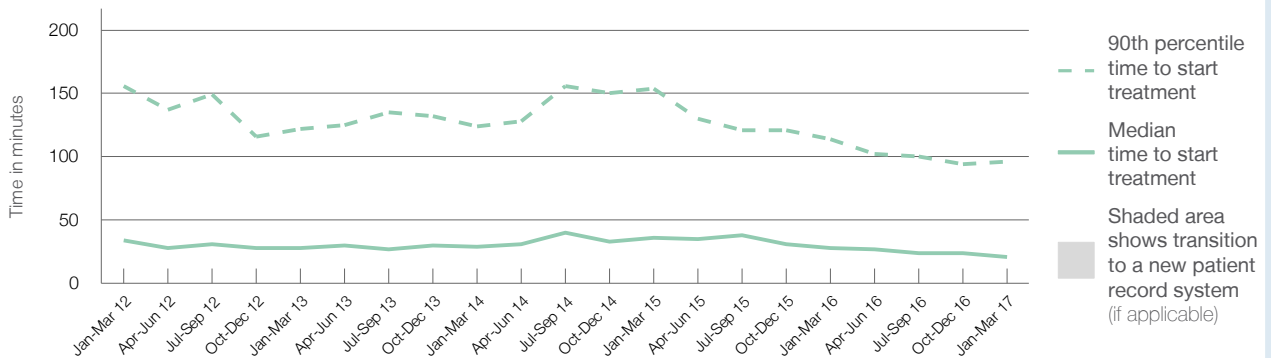
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,302	
1,154	
28 minutes	23 minutes
114 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)	34	28	29	36	28	21
90th percentile time to start treatment ⁵ (minutes)	156	122	124	154	114	96

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 9,800 patients

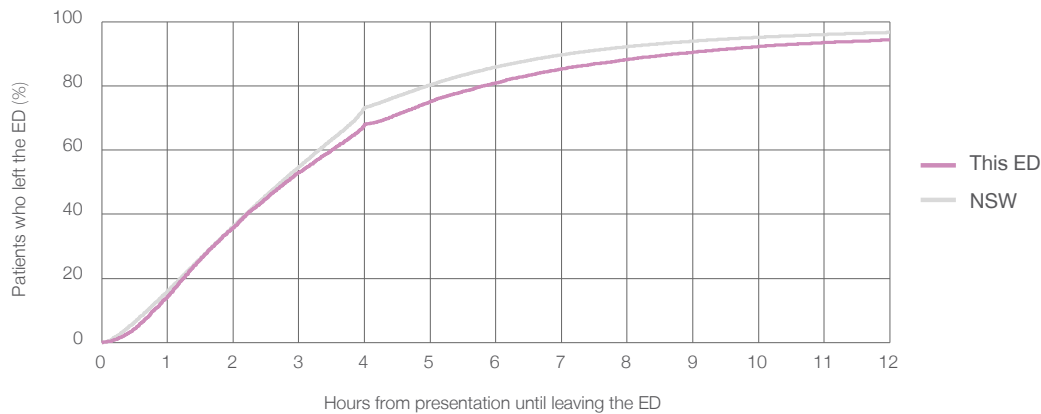
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
10,154	
10,152	
3 hours and 0 minutes	2 hours and 44 minutes
9 hours and 23 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)	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 6m	7h 54m	8h 39m	8h 50m	9h 23m	8h 45m

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

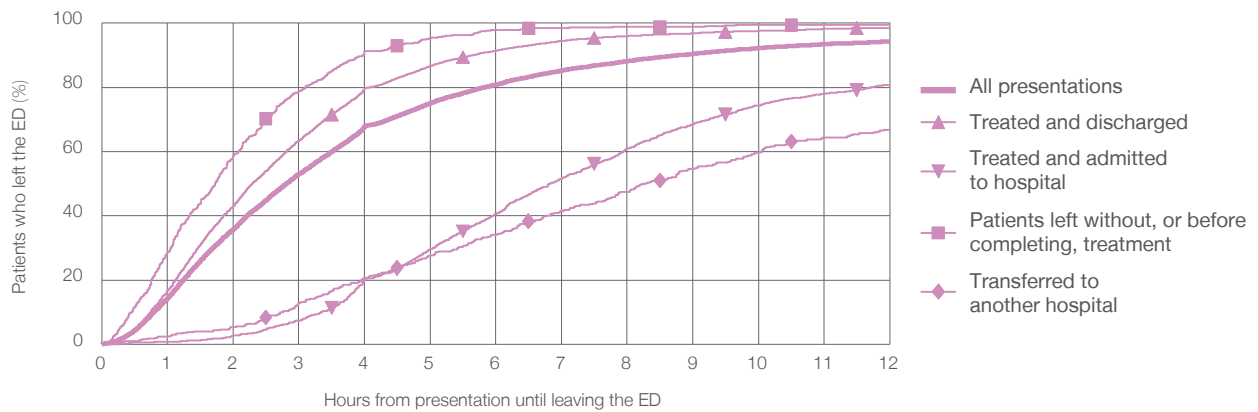
All presentations:¹ 9,800 patients

Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Treated and discharged	7,005 (71.5%)
Treated and admitted to hospital	1,680 (17.1%)
Patient left without, or before completing, treatment	676 (6.9%)
Transferred to another hospital	394 (4.0%)
Other	45 (0.5%)

Same period last year	Change since one year ago
10,152	-3.5%
7,291	-3.9%
1,537	9.3%
963	-29.8%
324	21.6%
39	15.4%

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	16.6%	43.1%	63.4%	79.8%	91.5%	96.0%	97.6%	98.6%
Treated and admitted to hospital	0.7%	2.7%	7.4%	20.3%	40.7%	60.9%	74.4%	80.9%
Patient left without, or before completing, treatment	28.7%	58.7%	78.8%	91.3%	97.9%	98.8%	99.4%	99.6%
Transferred to another hospital	2.3%	5.3%	12.9%	20.8%	34.0%	47.5%	59.9%	67.0%
All presentations	14.4%	35.9%	53.0%	68.1%	80.9%	88.2%	92.3%	94.3%

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Shoalhaven District Memorial Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,800 patients

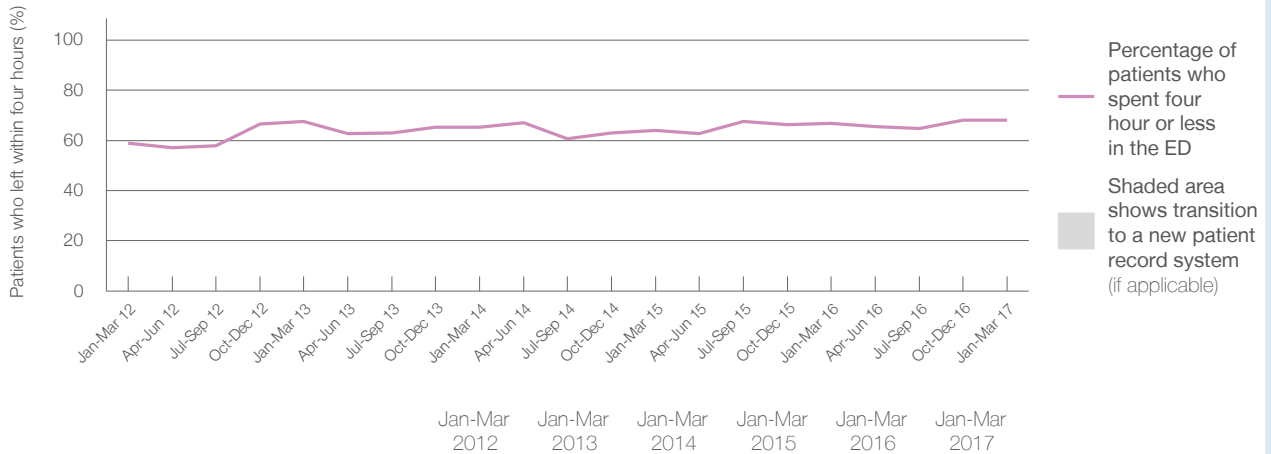
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

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	10,154	-3.5%
Presentations used to calculate time to leaving the ED	10,152	-3.5%
Percentage of patients who spent four hours or less in the ED	66.7%	

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
	58.8%	67.6%	65.2%	63.8%	66.7%	68.1%

* 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).