



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Illawarra Shoalhaven Local Health District

April to June 2017

## Milton and Ulladulla Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 3,189 patients  
 Emergency presentations:<sup>2</sup> 3,081 patients

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

## Milton and Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

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

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 63 minutes

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

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 79 minutes

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

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

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

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,189 patients

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

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

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

- 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.

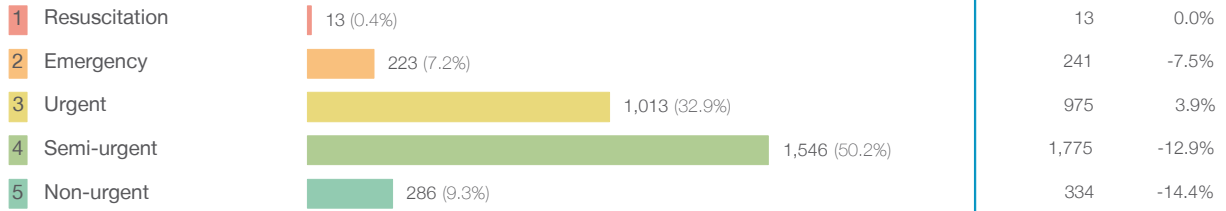
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Milton and Ulladulla Hospital: Patients presenting to the emergency department

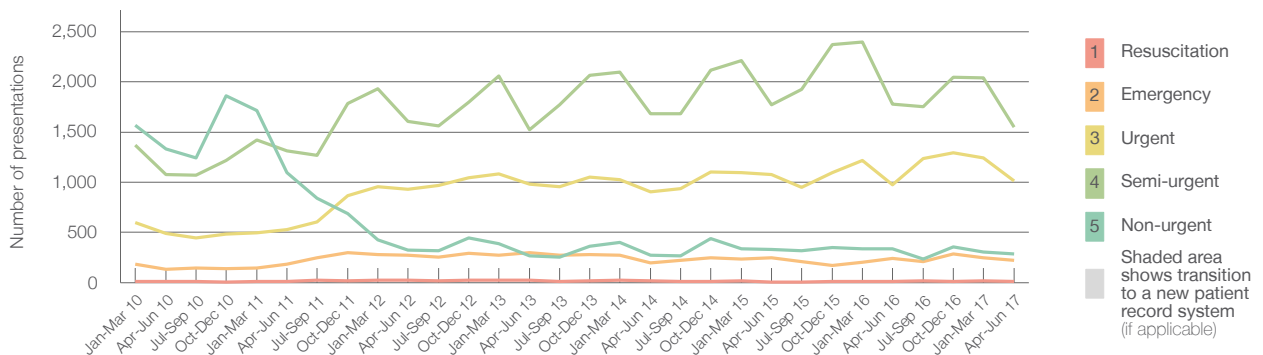
April to June 2017

All presentations:<sup>1</sup> 3,189 patients

Emergency presentations<sup>2</sup> by triage category: 3,081 patients



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



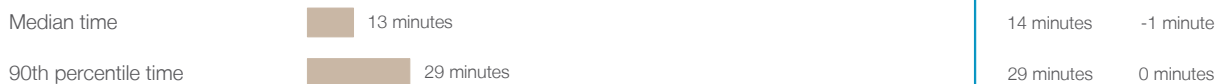
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	9	10	22	24	17	< 5	13	13
Emergency	135	182	276	299	197	252	241	223
Urgent	493	528	933	981	906	1,077	975	1,013
Semi-urgent	1,076	1,314	1,604	1,523	1,680	1,771	1,775	1,546
Non-urgent	1,331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

## Milton and Ulladulla Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 352 patients

ED Transfer of care time



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

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

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 223

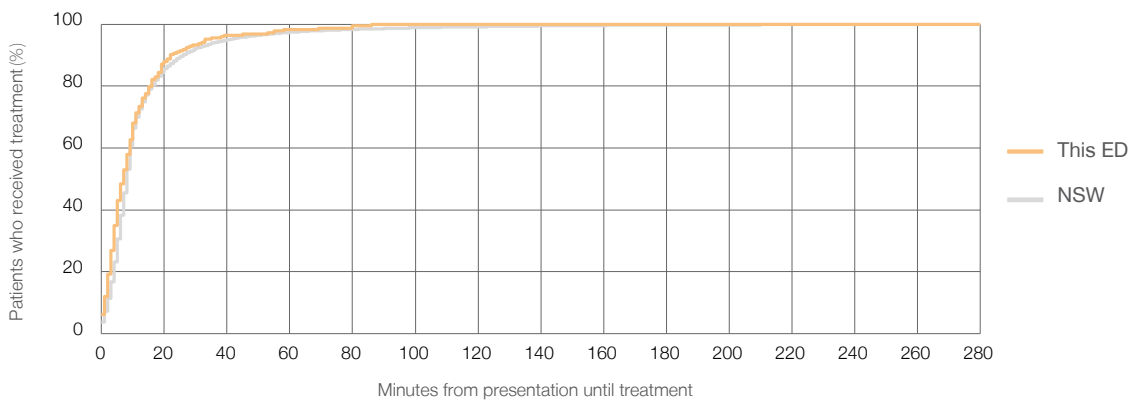
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 223

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

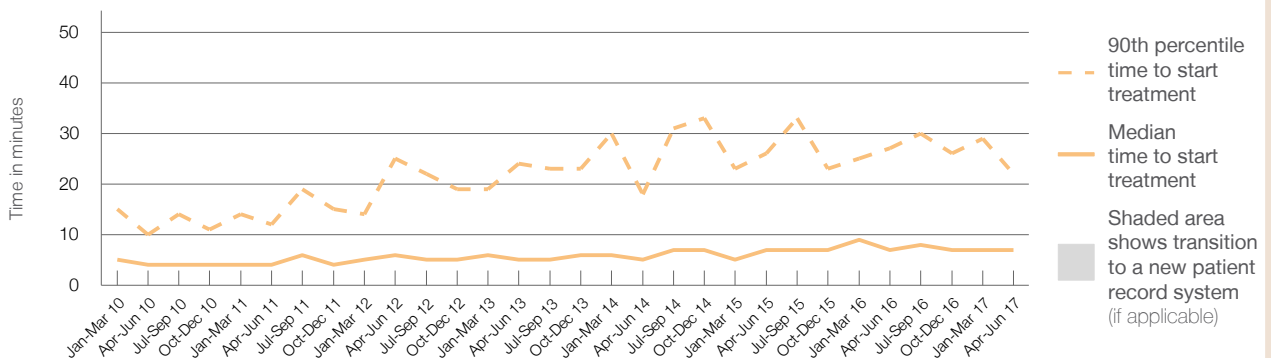
90th percentile time to start treatment<sup>5</sup> 22 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<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)	4	4	6	5	5	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	12	25	24	18	26	27	22

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

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

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,013

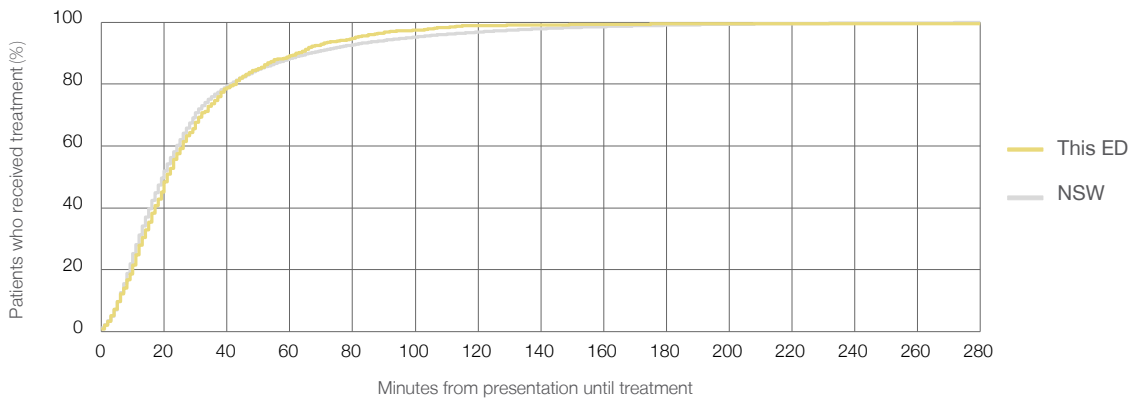
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,005

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

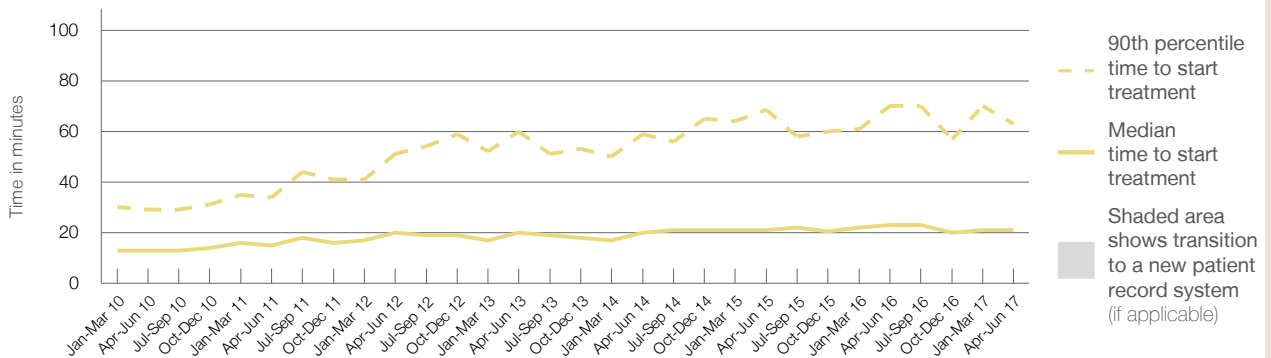
90th percentile time to start treatment<sup>5</sup> 63 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<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)	13	15	20	20	20	21	23	21
90th percentile time to start treatment <sup>5</sup> (minutes)	29	34	51	60	59	69	70	63

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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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,546

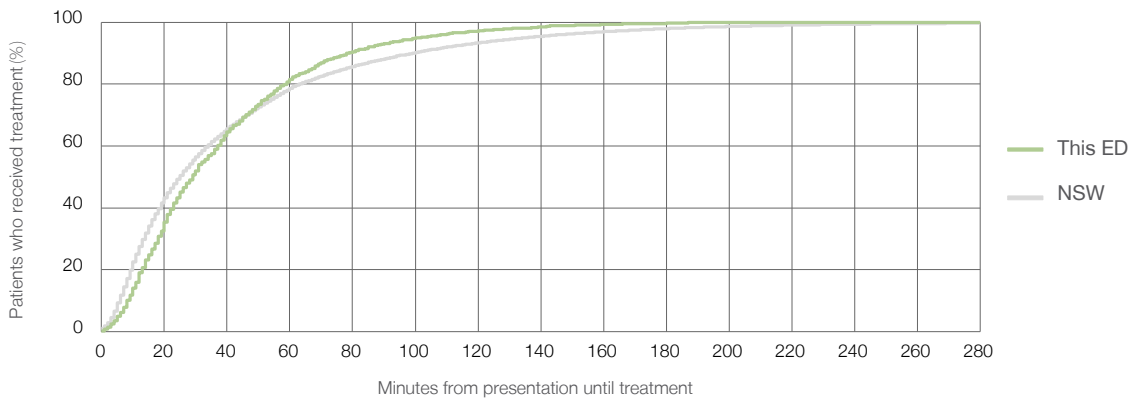
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,519

Median time to start treatment<sup>4</sup> 29 minutes

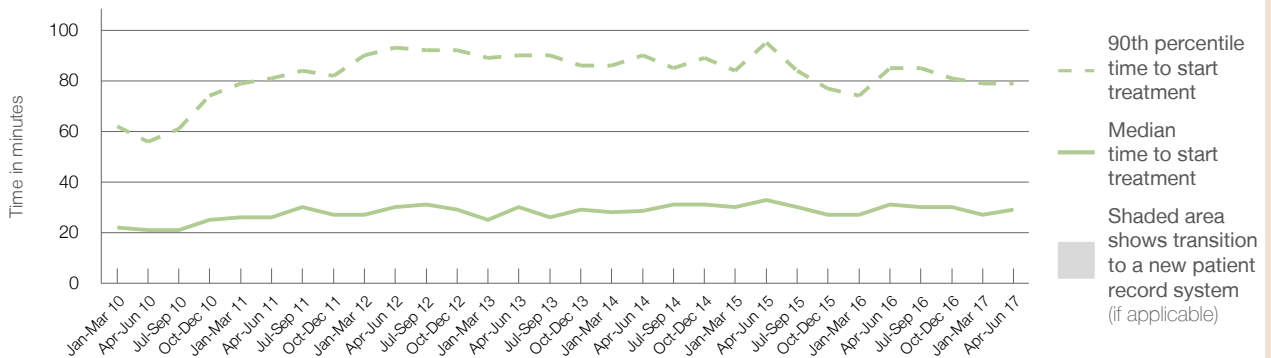
90th percentile time to start treatment<sup>5</sup> 79 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<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	26	30	30	29	33	31	29
90th percentile time to start treatment <sup>5</sup> (minutes)	56	81	93	90	90	95	85	79

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

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

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 286

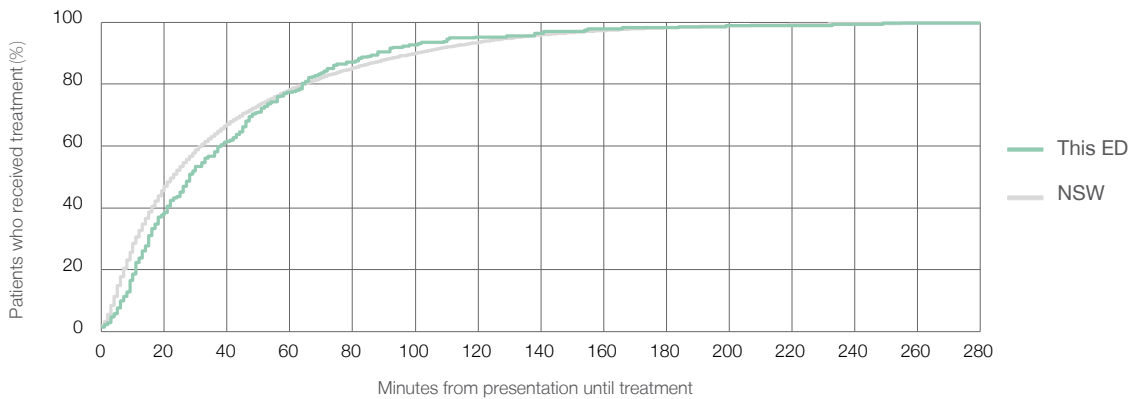
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 273

Median time to start treatment<sup>4</sup> 28 minutes

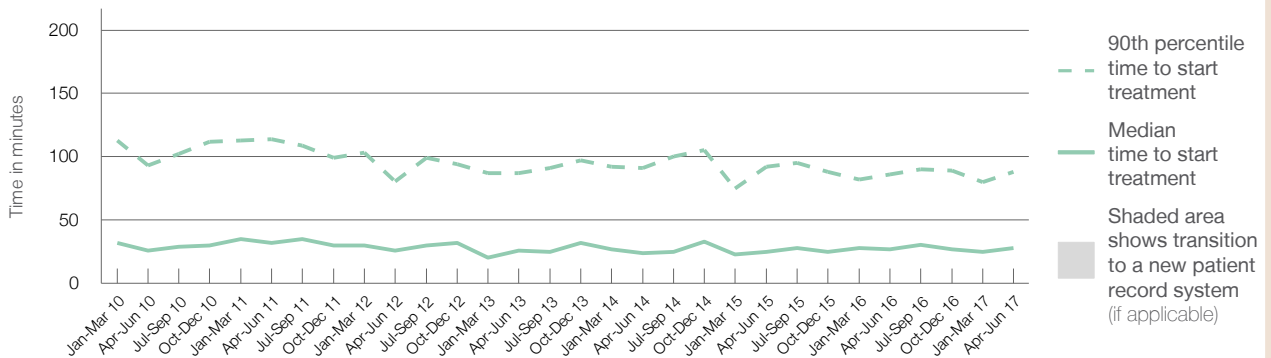
90th percentile time to start treatment<sup>5</sup> 88 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<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)	26	32	26	26	24	25	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	93	114	81	87	91	92	86	88

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

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

## Milton and Ulladulla Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 3,189 patients

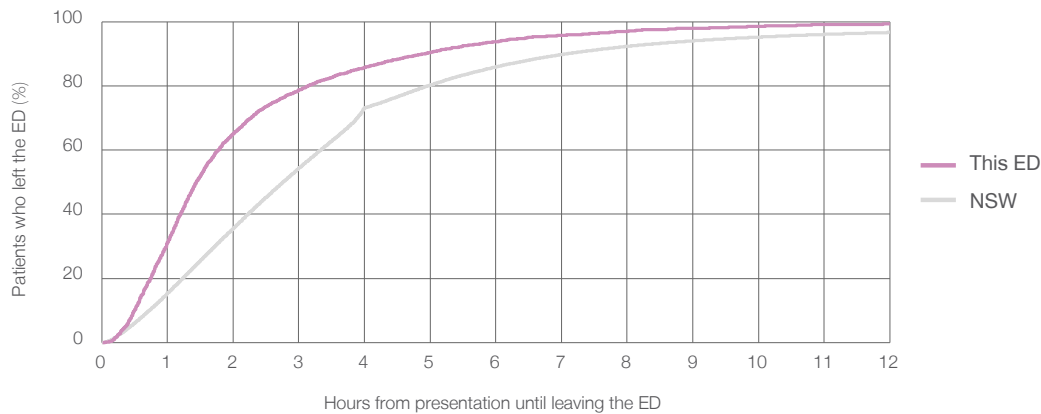
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,189 patients

Median time spent in the ED<sup>8</sup> 1 hours and 27 minutes

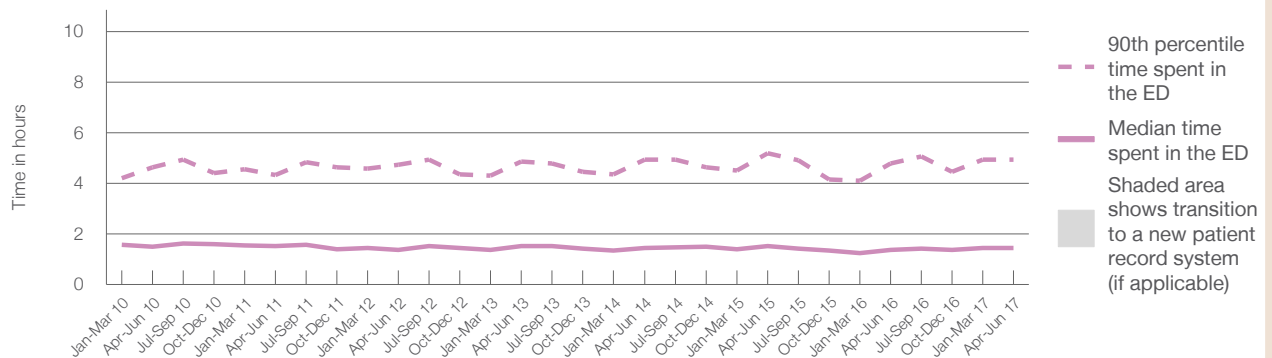
90th percentile time spent in the ED<sup>9</sup> 4 hours and 56 minutes

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

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



Time patients spent in the ED, by quarter, April 2012 to June 2017<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 30m	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m	1h 27m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 38m	4h 20m	4h 44m	4h 52m	4h 56m	5h 12m	4h 47m	4h 56m

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

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**Milton and Ulladulla Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

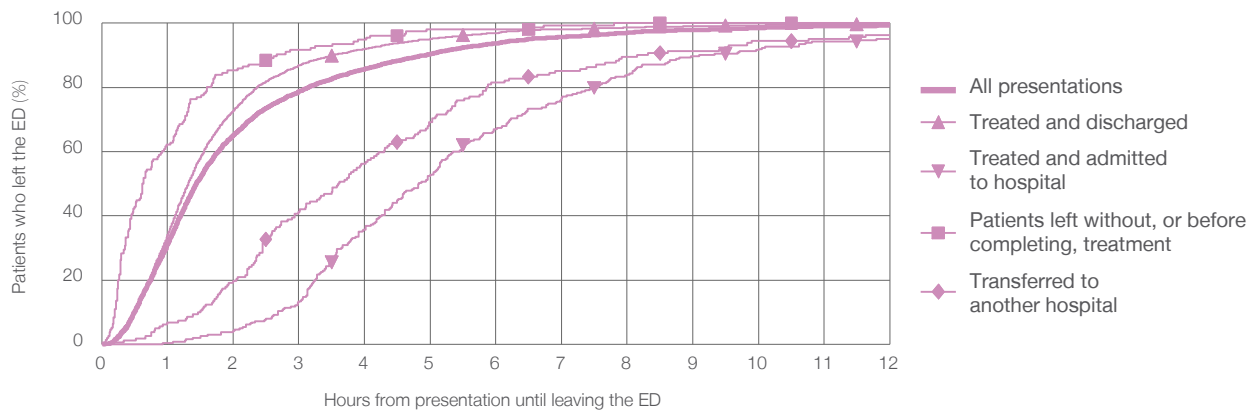
All presentations:<sup>1</sup> 3,189 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,189 patients

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

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

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



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

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

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

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

## Milton and Ulladulla Hospital: Time 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> 3,189 patients

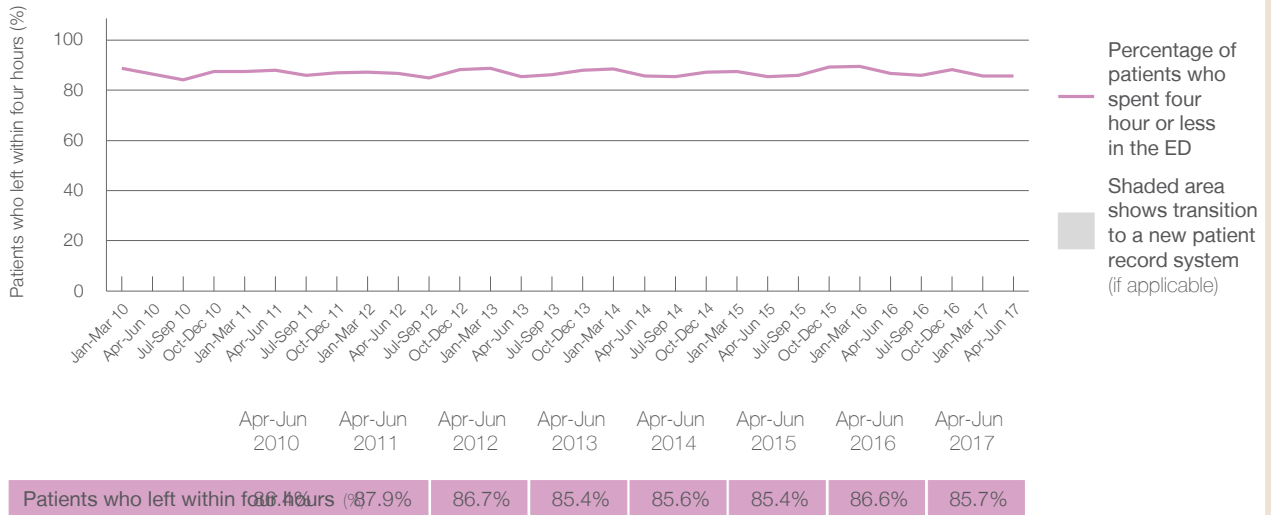
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,189 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	3,427	-6.9%
Presentations used to calculate time to leaving the ED	3,427	-6.9%
Percentage of patients who spent four hours or less in the ED	86.6%	

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

- 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).

## Shellharbour Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 7,334 patients  
 Emergency presentations:<sup>2</sup> 7,166 patients

Same period last year	Change since one year ago
7,224	1.5%
6,950	3.1%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 779 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,730 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,425 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 214 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
768	
7 minutes	8 minutes
15 minutes	26 minutes
2,501	
21 minutes	20 minutes
75 minutes	67 minutes
3,485	
22 minutes	25 minutes
111 minutes	99 minutes
177	
17 minutes	23 minutes
65 minutes	101 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
7,224	1.5%
67.8%	

\* 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.

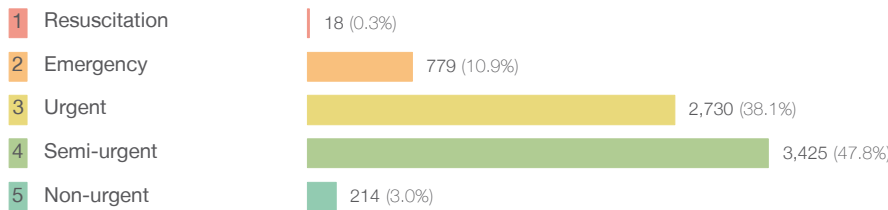
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Shellharbour Hospital: Patients presenting to the emergency department

April to June 2017

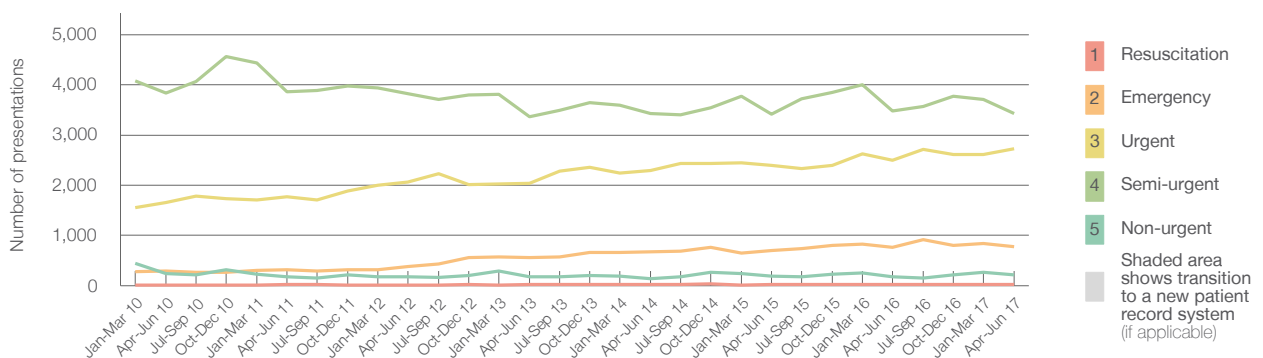
All presentations:<sup>1</sup> 7,334 patients

Emergency presentations<sup>2</sup> by triage category: 7,166 patients



Same period last year	Change since one year ago
7,224	1.5%
6,950	3.1%
19	-5.3%
768	1.4%
2,501	9.2%
3,485	-1.7%
177	20.9%

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	14	21	12	29	20	20	19	18
Emergency	287	323	386	564	670	695	768	779
Urgent	1,652	1,769	2,062	2,044	2,290	2,396	2,501	2,730
Semi-urgent	3,835	3,859	3,827	3,360	3,433	3,415	3,485	3,425
Non-urgent	235	183	175	179	143	184	177	214
All emergency presentations	6,023	6,155	6,462	6,176	6,556	6,710	6,950	7,166

## Shellharbour Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,545	
10 minutes	0 minutes
24 minutes	-2 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.

## Shellharbour 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: 779

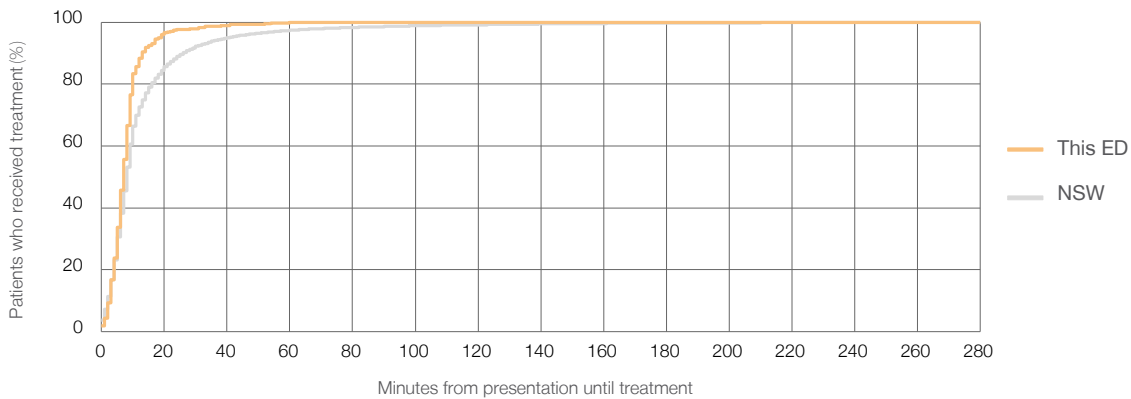
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 778

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

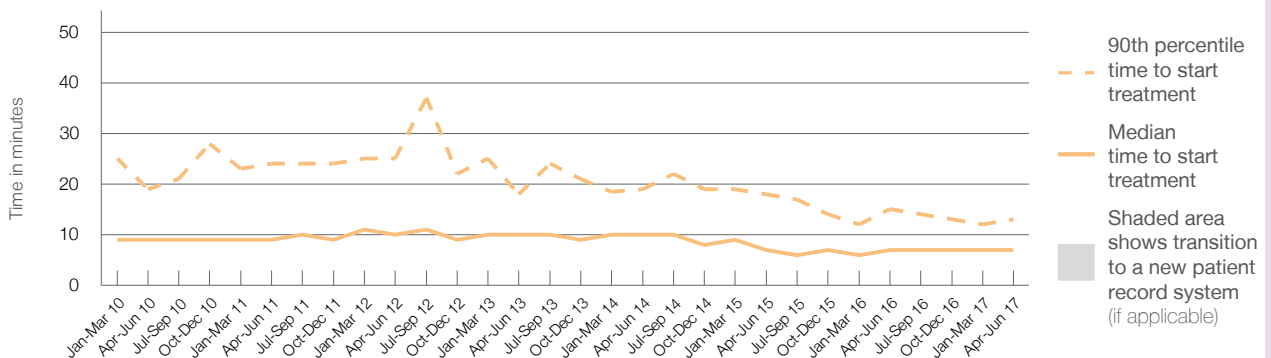
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
768	767
7 minutes	8 minutes
15 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)	9	9	10	10	10	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	24	25	18	19	18	15	13

(†) 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.

## Shellharbour 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: 2,730

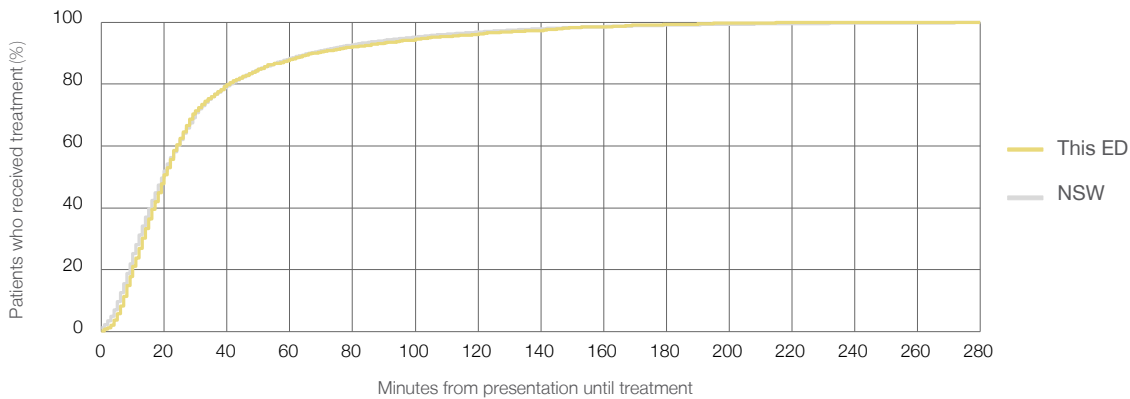
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,698

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

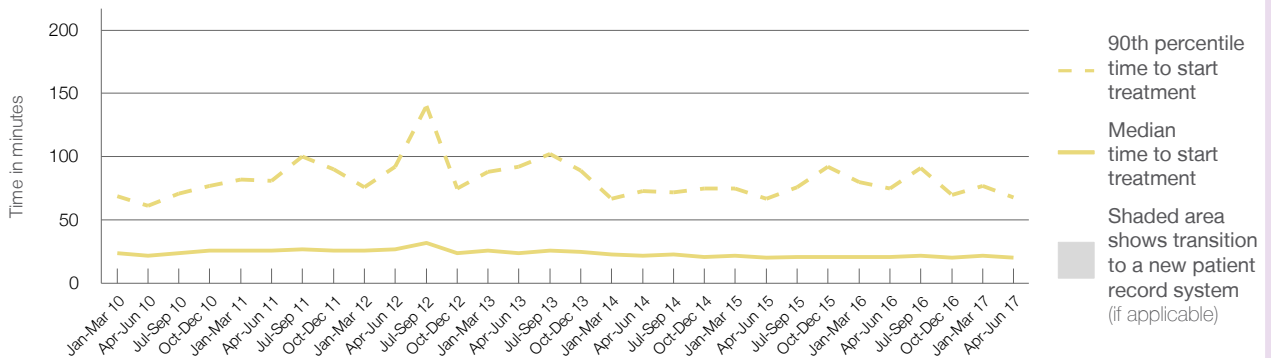
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
2,501	
2,471	
21 minutes	20 minutes
75 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)	22	26	27	24	22	20	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	61	81	92	92	73	67	75	68

(†) 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.

## Shellharbour 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: 3,425

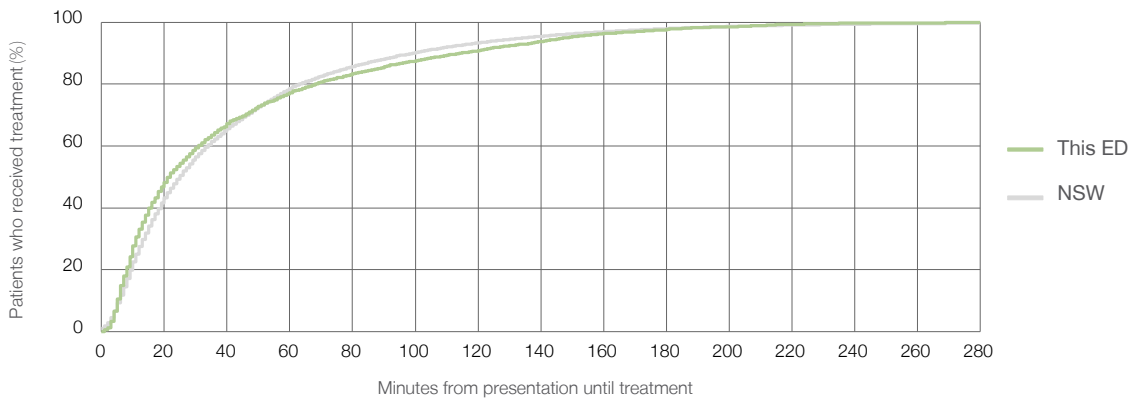
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,217

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

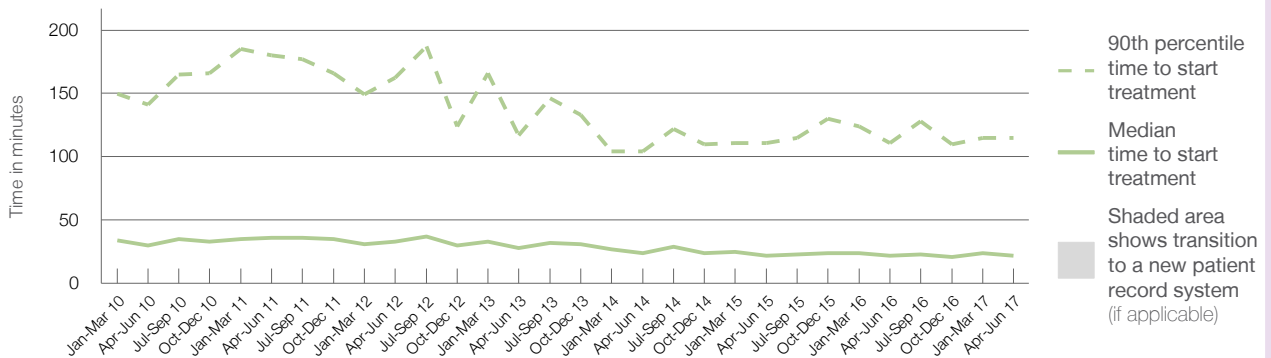
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
3,485	3,289
22 minutes	25 minutes
111 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)	30	36	33	28	24	22	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	141	180	163	117	104	111	111	115

(†) 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.

## Shellharbour 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: 214

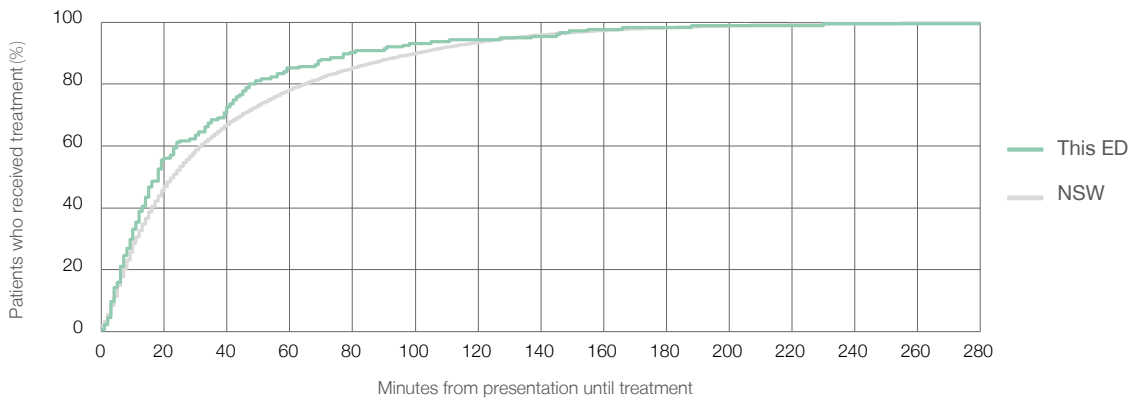
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

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

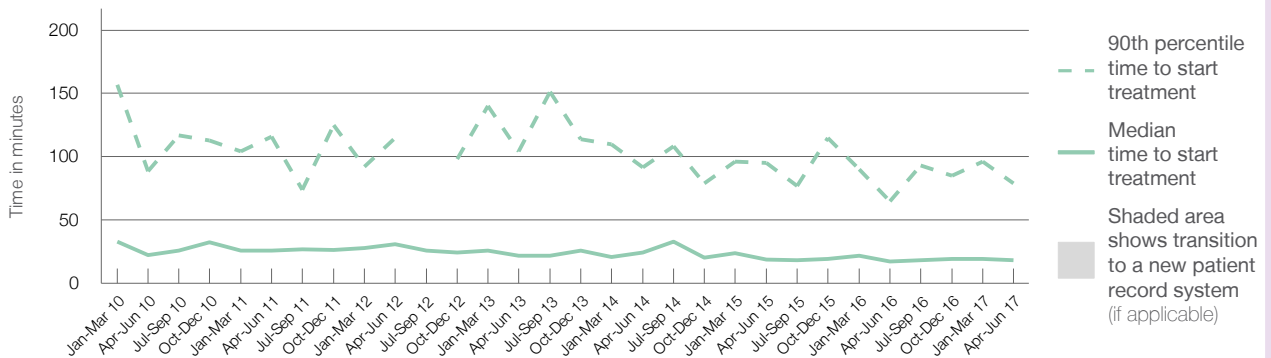
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
177	
145	
17 minutes	23 minutes
65 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)	23	26	31	22	25	19	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)	89	116	115	104	92	95	65	79

(†) 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.



## Shellharbour Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 7,334 patients

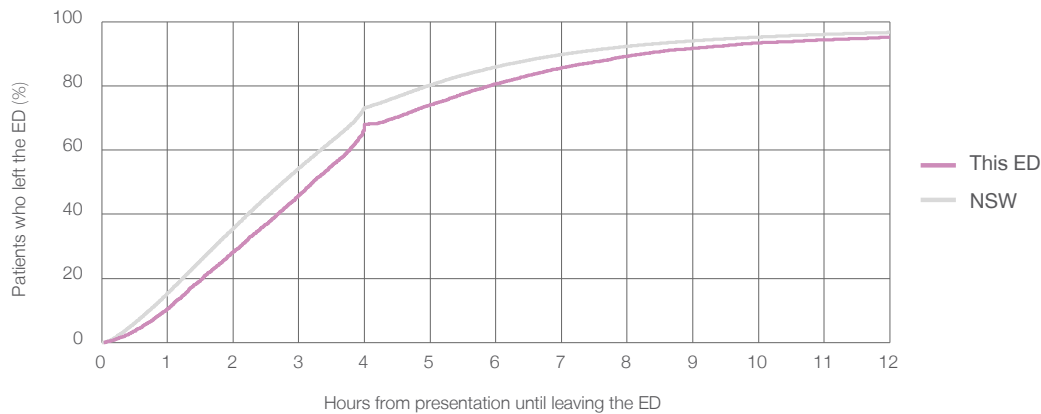
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Median time spent in the ED<sup>8</sup> 3 hours and 13 minutes

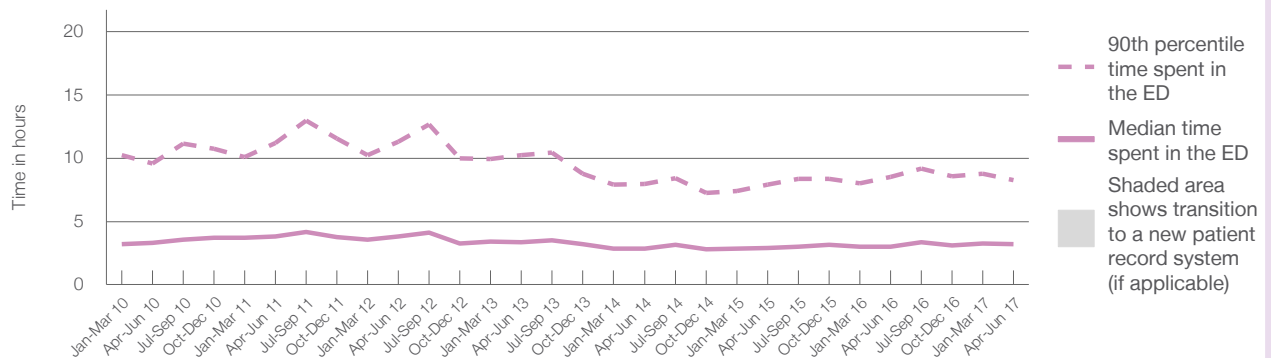
90th percentile time spent in the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
7,224	7,224
3 hours and 0 minutes	2 hours and 46 minutes
8 hours and 31 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)	3h 18m	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m	3h 13m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 35m	11h 12m	11h 19m	10h 13m	7h 59m	7h 55m	8h 31m	8h 15m

(†) 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.

## Shellharbour Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

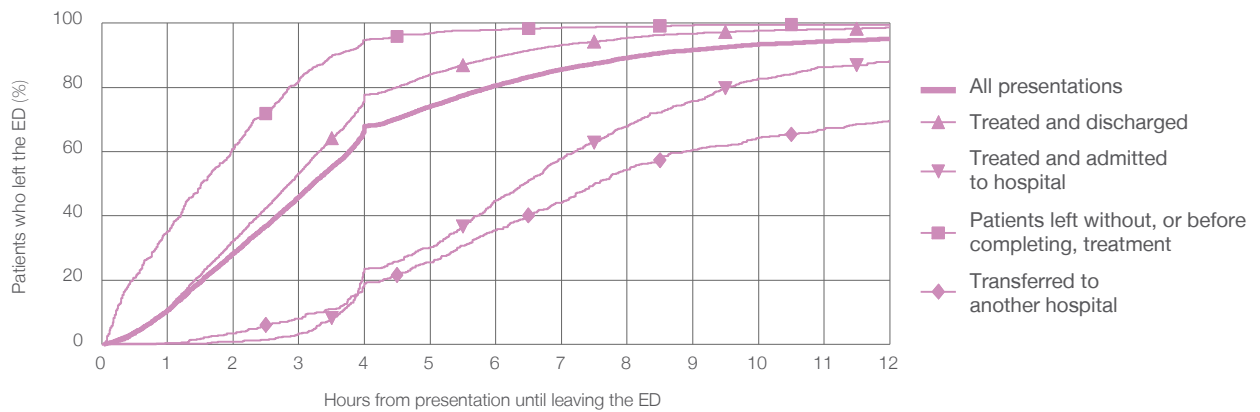
All presentations:<sup>1</sup> 7,334 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

Treated and discharged	5,424 (74.0%)
Treated and admitted to hospital	823 (11.2%)
Patient left without, or before completing, treatment	484 (6.6%)
Transferred to another hospital	598 (8.2%)
Other	5 (0.1%)

Same period last year	Change since one year ago
7,224	1.5%
5,381	0.8%
767	7.3%
480	0.8%
584	2.4%
12	-58.3%

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	11.1%	32.2%	53.3%	77.7%	89.5%	95.4%	97.7%	98.7%
Treated and admitted to hospital	0.1%	0.9%	3.3%	23.5%	44.8%	67.9%	82.7%	88.1%
Patient left without, or before completing, treatment	35.1%	60.7%	82.2%	94.6%	97.9%	99.0%	99.6%	99.6%
Transferred to another hospital	0.3%	3.3%	7.9%	18.9%	35.5%	54.3%	64.4%	69.6%
All presentations	10.6%	28.3%	45.9%	67.9%	80.6%	89.2%	93.4%	95.2%

(†) 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.

**Shellharbour 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> 7,334 patients

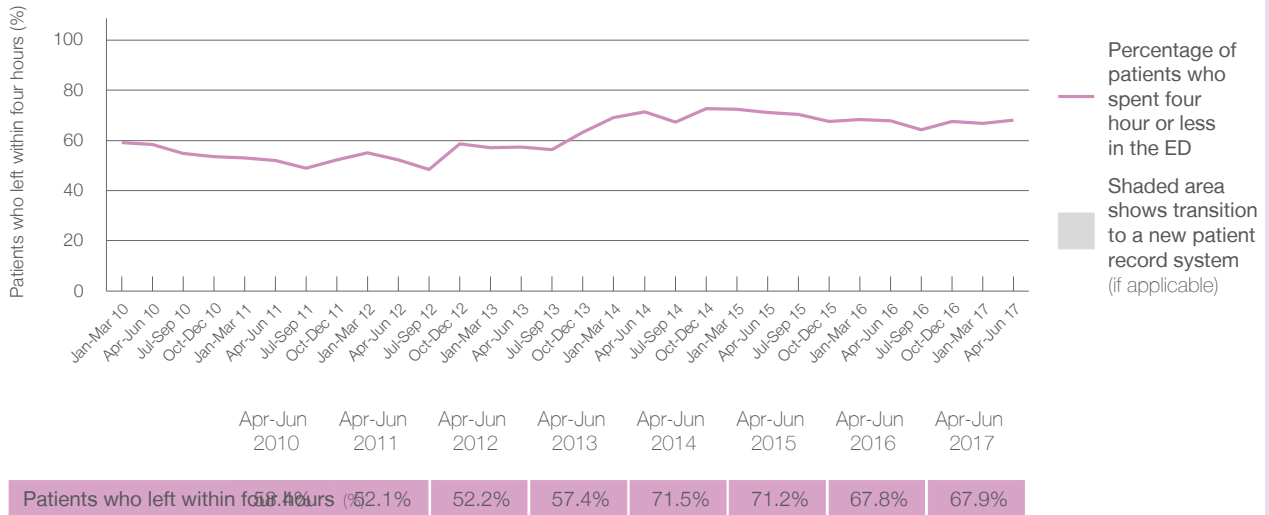
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,333 patients

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	7,224	1.5%
Presentations used to calculate time to leaving the ED	7,224	1.5%
Percentage of patients who spent four hours or less in the ED	67.8%	

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*.

- 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).

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 9,397 patients  
Emergency presentations:<sup>2</sup> 9,272 patients

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

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

April to June 2017

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

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

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

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 113 minutes

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

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 128 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

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

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,396 patients

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

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

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

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

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

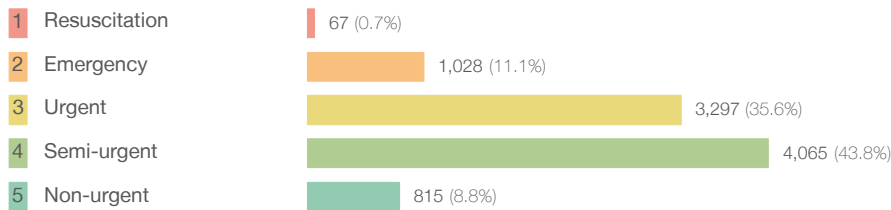
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

April to June 2017

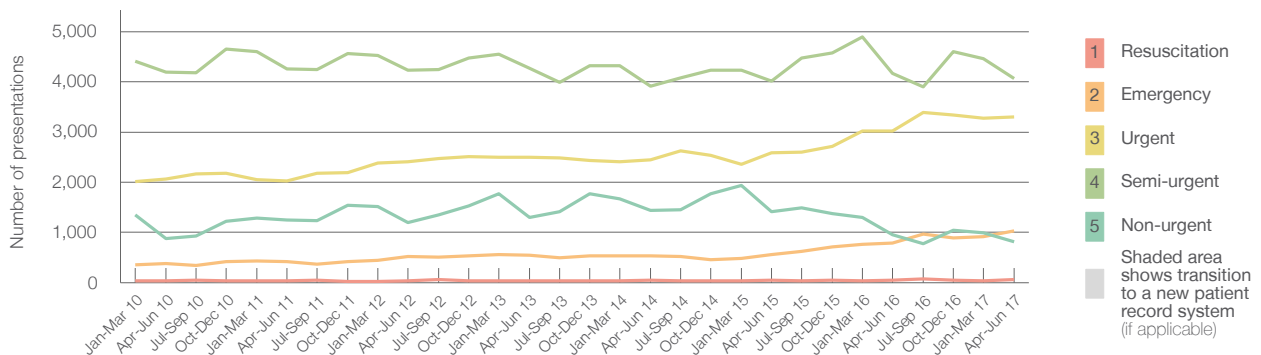
All presentations:<sup>1</sup> 9,397 patients

Emergency presentations<sup>2</sup> by triage category: 9,272 patients



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

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

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,098 patients

ED Transfer of care time



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

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

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

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

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

Number of triage 2 patients: 1,028

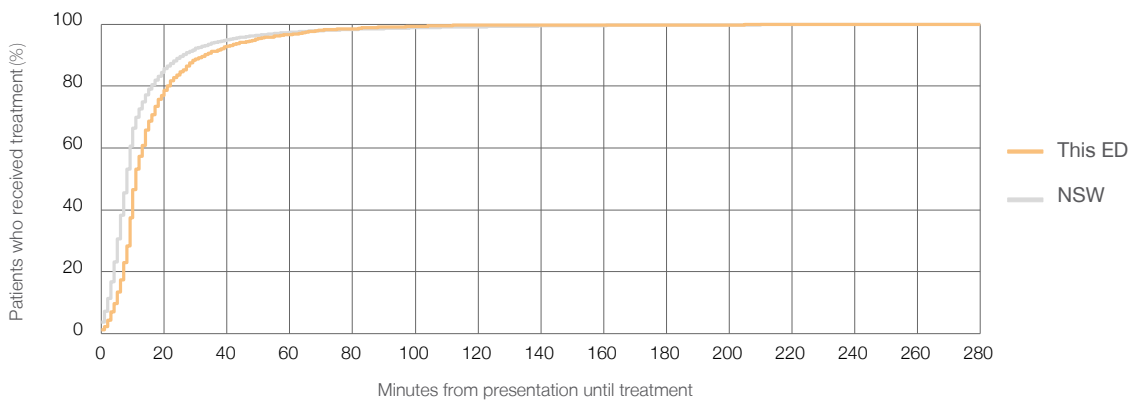
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,026

Median time to start treatment<sup>4</sup>  11 minutes

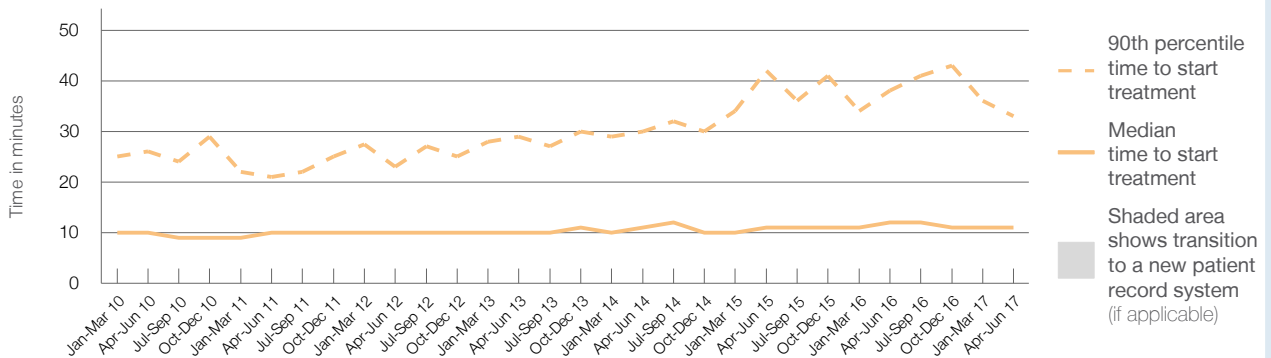
90th percentile time to start treatment<sup>5</sup>  33 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<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)	10	10	10	10	11	11	12	11
90th percentile time to start treatment <sup>5</sup> (minutes)	26	21	23	29	30	42	38	33

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

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

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

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

Number of triage 3 patients: 3,297

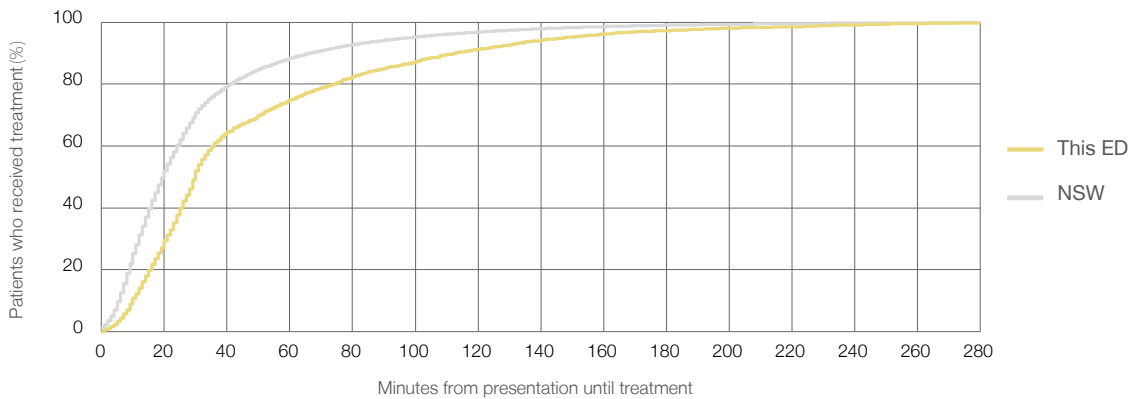
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,240

Median time to start treatment<sup>4</sup>  30 minutes

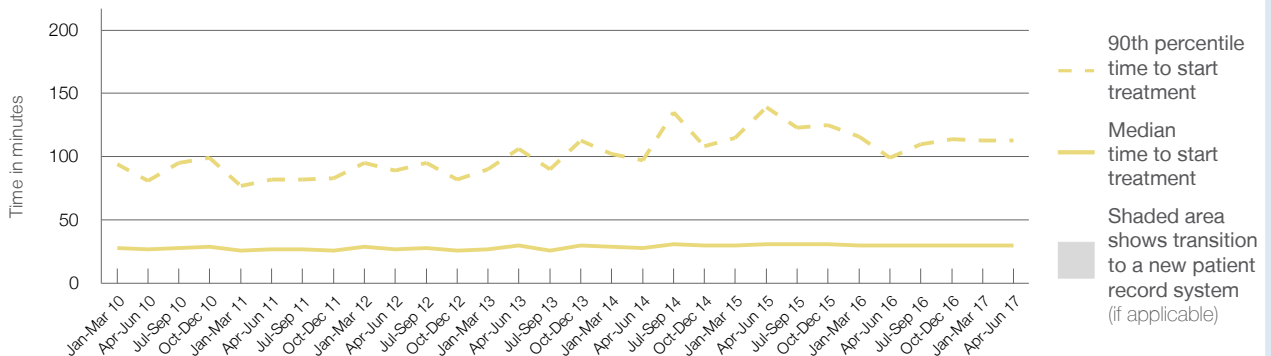
90th percentile time to start treatment<sup>5</sup>  113 minutes

Same period last year	NSW (this period)
3,016	2,979
30 minutes	20 minutes
99 minutes	67 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<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)	27	27	27	30	28	31	30	30
90th percentile time to start treatment <sup>5</sup> (minutes)	81	82	89	106	97	139	99	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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 4,065

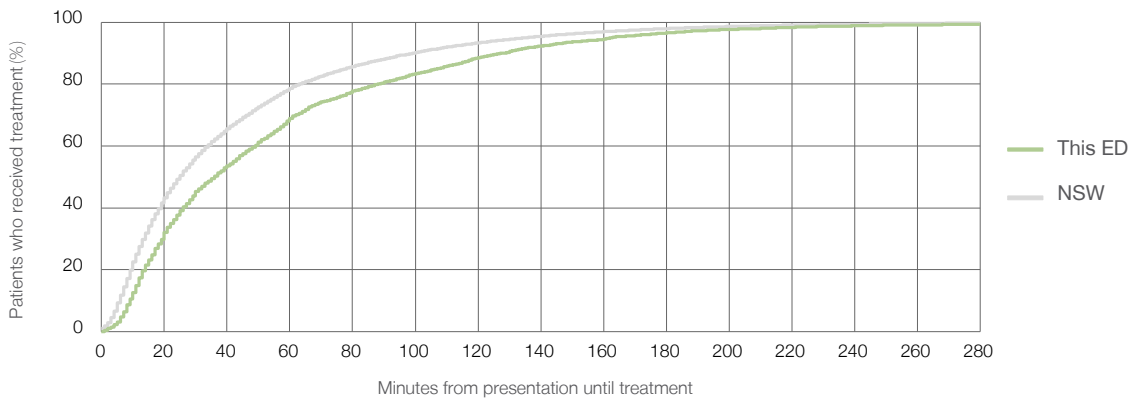
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,871

Median time to start treatment<sup>4</sup> 36 minutes

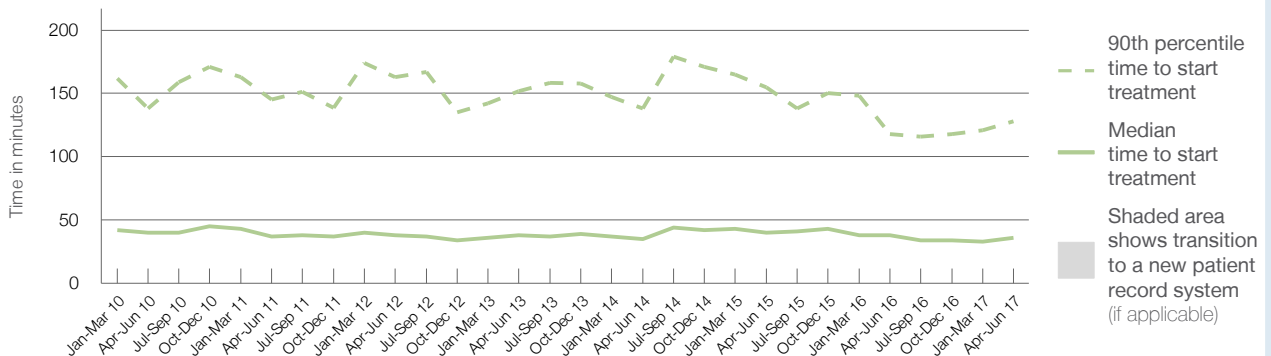
90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
4,165	3,924
38 minutes	25 minutes
118 minutes	99 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<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	37	38	38	35	40	38	36
90th percentile time to start treatment <sup>5</sup> (minutes)	138	145	163	152	138	155	118	128

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

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



## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 815

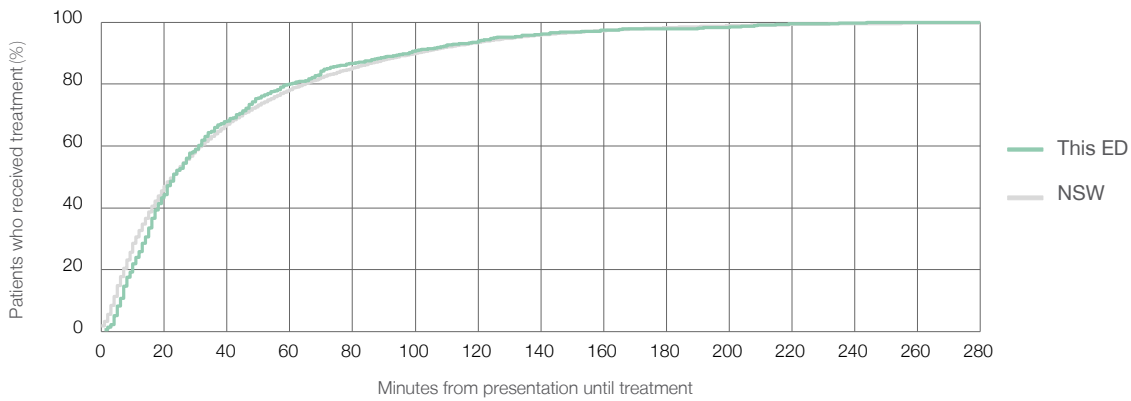
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 718

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

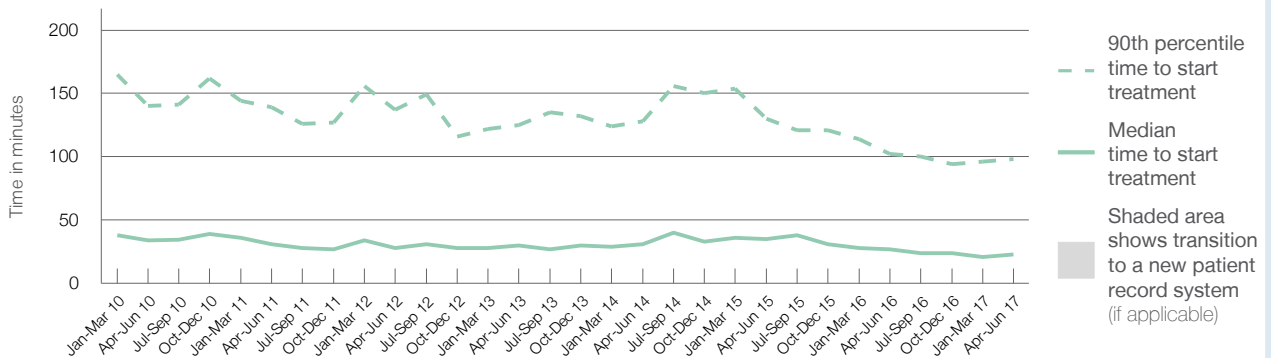
90th percentile time to start treatment<sup>5</sup> 98 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<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	31	28	30	31	35	27	23
90th percentile time to start treatment <sup>5</sup> (minutes)	140	139	137	125	128	130	102	98

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

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

## Shoalhaven District Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 9,397 patients

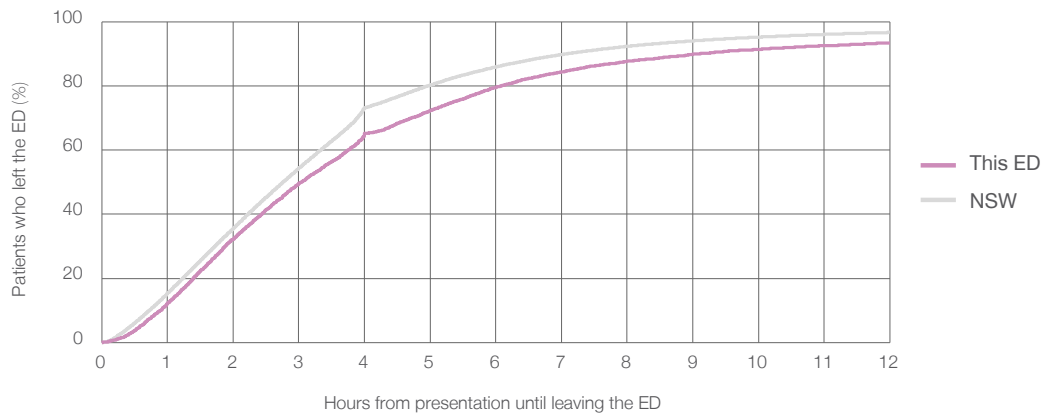
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,396 patients

Median time spent in the ED<sup>8</sup> 3 hours and 2 minutes

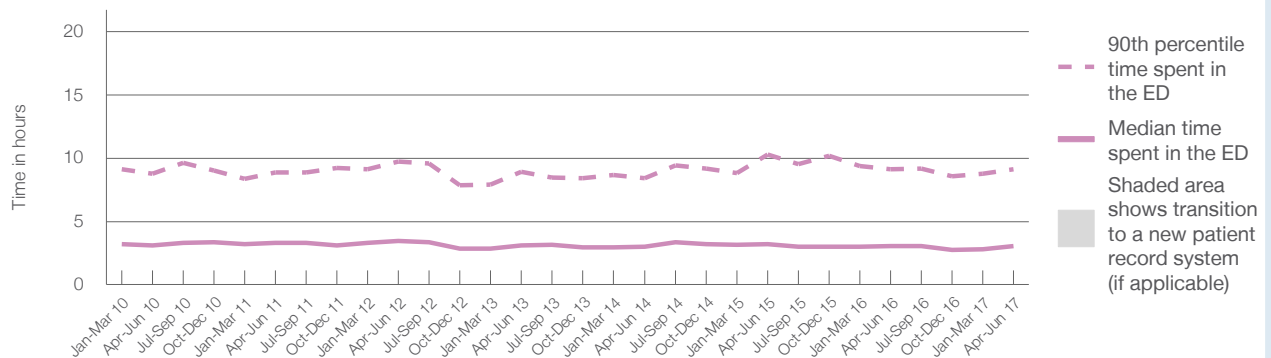
90th percentile time spent in the ED<sup>9</sup> 9 hours and 6 minutes

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

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



### Time patients spent in the ED, by quarter, April 2012 to June 2017<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)	3h 6m	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m	3h 2m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 45m	8h 51m	9h 44m	8h 56m	8h 25m	10h 17m	9h 7m	9h 6m

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

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

## Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

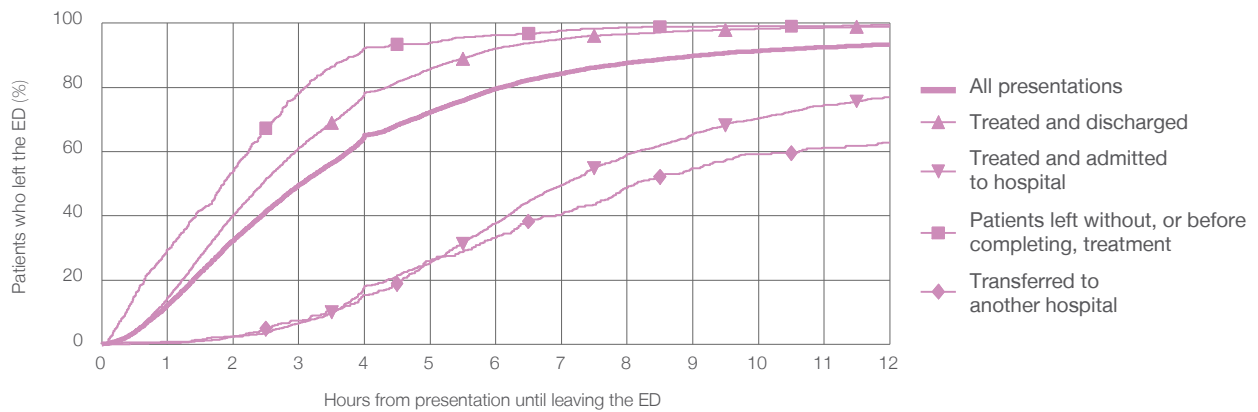
All presentations:<sup>1</sup> 9,397 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,396 patients

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

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

Percentage of patients who left the ED by time and mode of separation, April to June 2017<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	14.5%	40.2%	61.1%	78.4%	92.1%	96.7%	98.3%	99.0%
Treated and admitted to hospital	0.4%	2.3%	6.6%	18.2%	37.8%	59.2%	70.3%	77.0%
Patient left without, or before completing, treatment	29.5%	53.9%	78.2%	92.3%	96.2%	98.7%	99.1%	99.4%
Transferred to another hospital	0.8%	2.5%	7.4%	15.3%	33.3%	48.9%	59.3%	62.8%
All presentations	12.3%	32.3%	49.6%	65.1%	79.6%	87.7%	91.4%	93.3%

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

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

## Shoalhaven District Memorial Hospital: Time 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> 9,397 patients

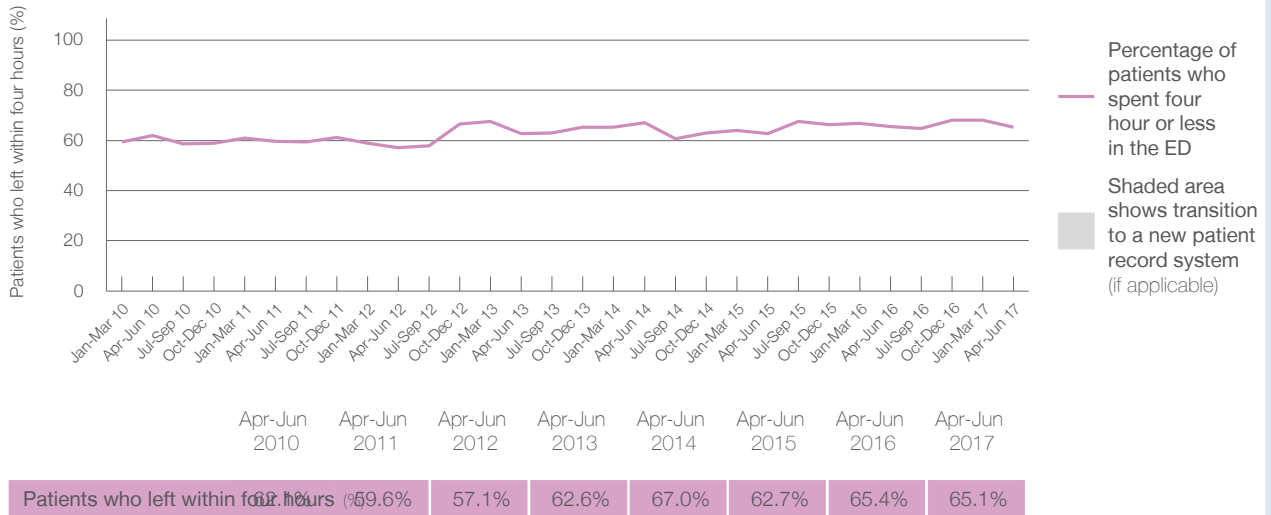
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,396 patients

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	9,081	3.5%
Presentations used to calculate time to leaving the ED	9,081	3.5%
Percentage of patients who spent four hours or less in the ED	65.4%	

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	59.6%	57.1%	62.6%	67.0%	62.7%	65.4%	65.1%
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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).

## Wollongong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 15,918 patients

Emergency presentations:<sup>2</sup> 15,656 patients

Same period last year	Change since one year ago
15,163	5.0%
14,822	5.6%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,157 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): 6,673 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,002 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
1,859	
9 minutes	8 minutes
25 minutes	26 minutes
6,321	
25 minutes	20 minutes
75 minutes	67 minutes
6,079	
30 minutes	25 minutes
103 minutes	99 minutes
443	
32 minutes	23 minutes
111 minutes	101 minutes

## Wollongong Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Percentage of patients who spent four hours or less in the ED 65.6%

Same period last year	Change since one year ago
15,155	5.0%
63.0%	

\* 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.

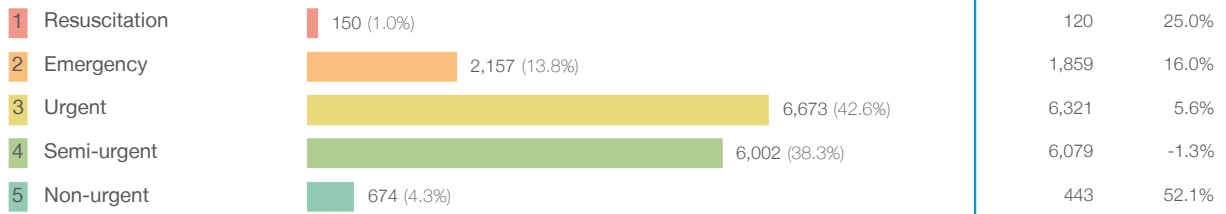
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Wollongong Hospital: Patients presenting to the emergency department

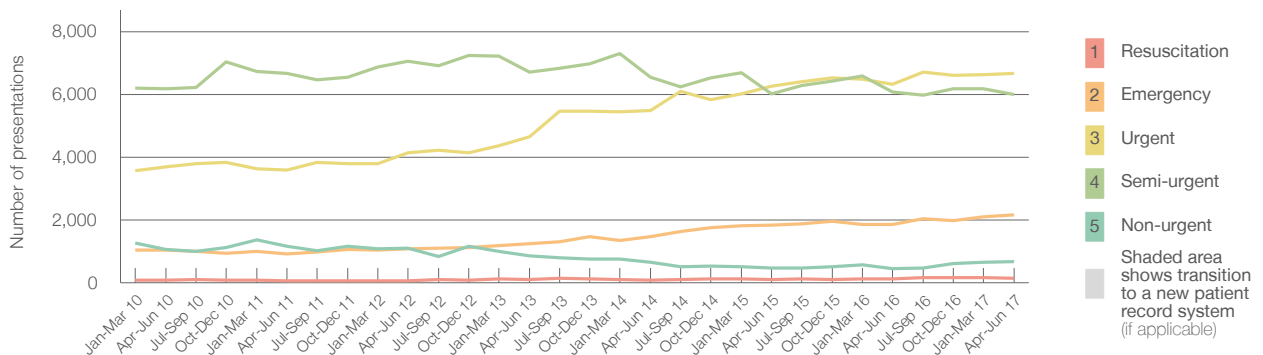
April to June 2017

All presentations:<sup>1</sup> 15,918 patients

Emergency presentations<sup>2</sup> by triage category: 15,656 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	73	65	65	89	87	101	120	150
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002
Non-urgent	1,062	1,168	1,099	863	651	459	443	674
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656

## Wollongong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,371 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.

## Wollongong 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: 2,157

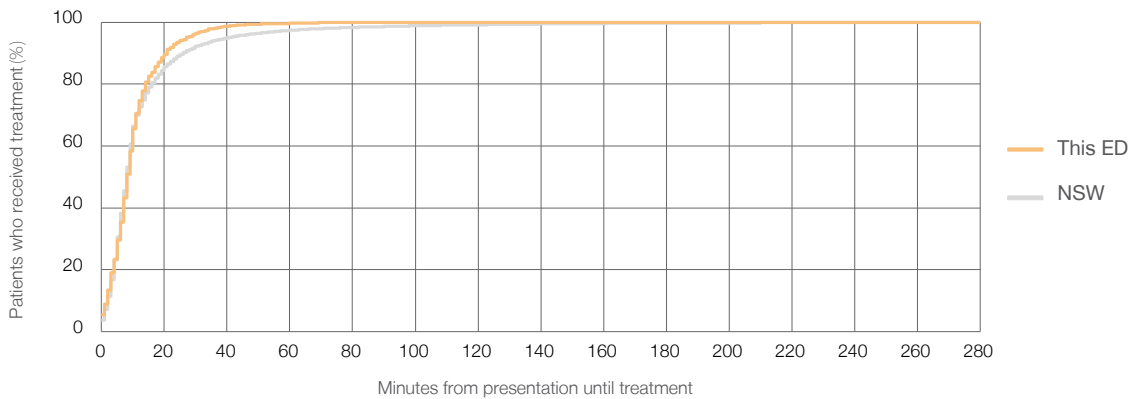
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,156

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

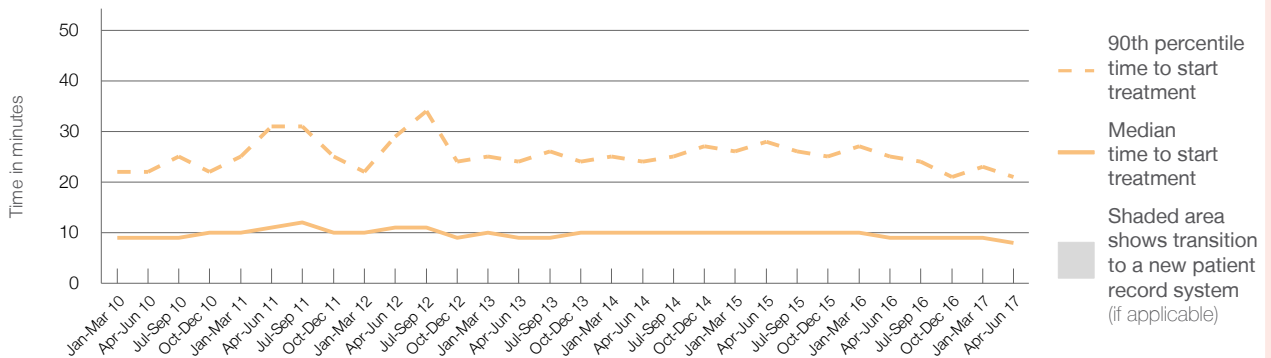
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,859	
1,852	
9 minutes	8 minutes
25 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)	9	11	11	9	10	10	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	31	29	24	24	28	25	21

(†) 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.

## Wollongong 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: 6,673

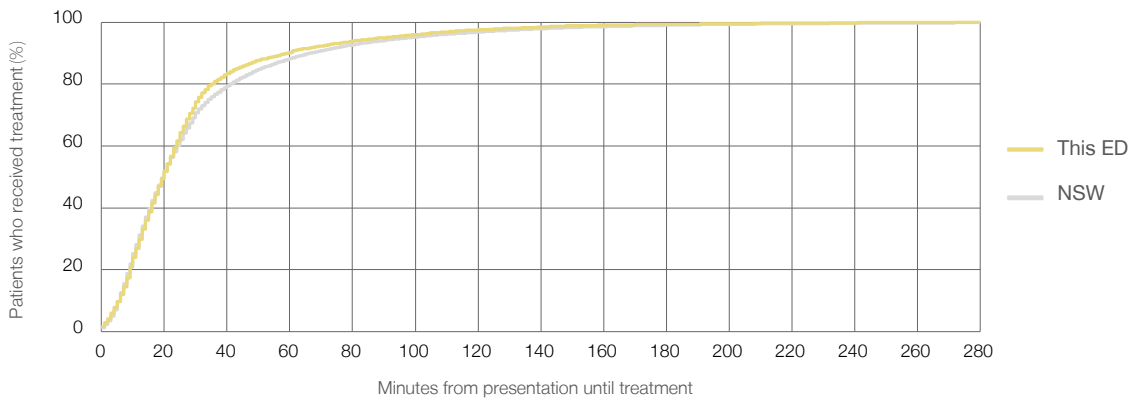
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,583

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

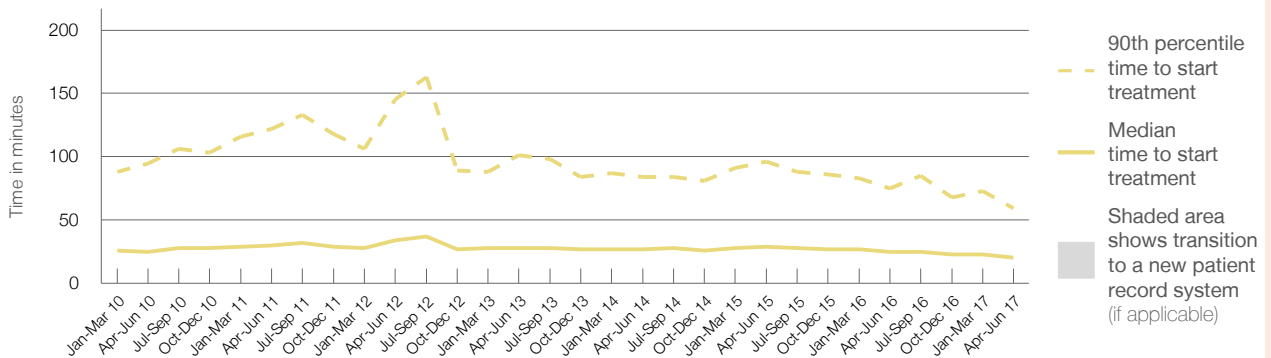
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
6,321	6,225
25 minutes	20 minutes
75 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)	25	30	34	28	27	29	25	20
90th percentile time to start treatment <sup>5</sup> (minutes)	95	122	145	101	84	96	75	59

(†) 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.



## Wollongong 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: 6,002

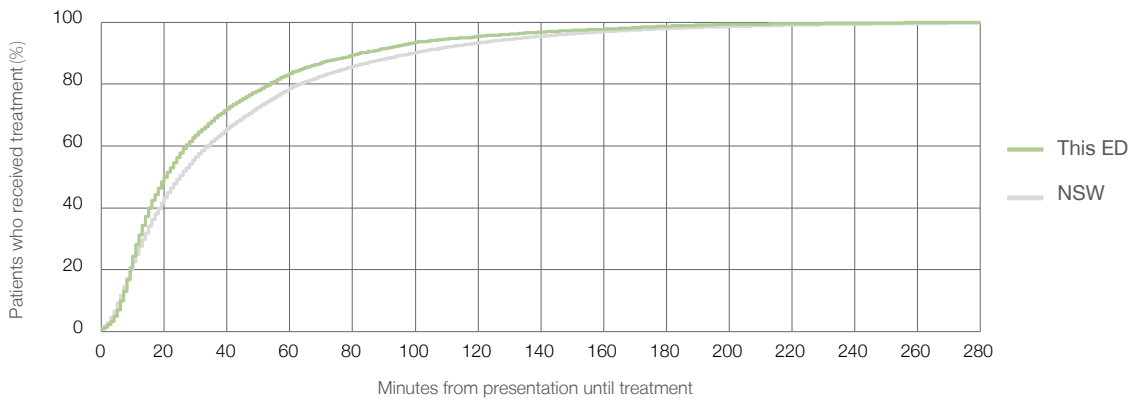
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,787

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

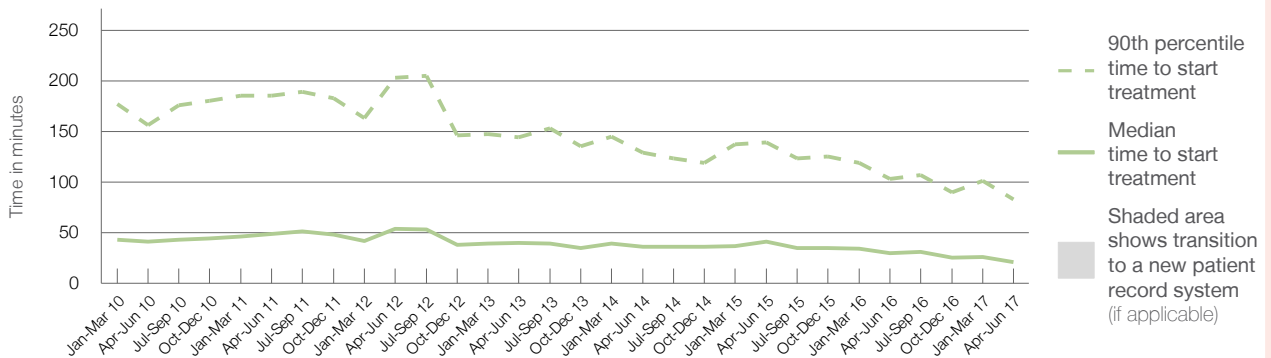
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
6,079	5,788
30 minutes	25 minutes
103 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)	41	49	54	40	36	41	30	21
90th percentile time to start treatment <sup>5</sup> (minutes)	156	185	203	144	129	139	103	83

(†) 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.

## Wollongong 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: 674

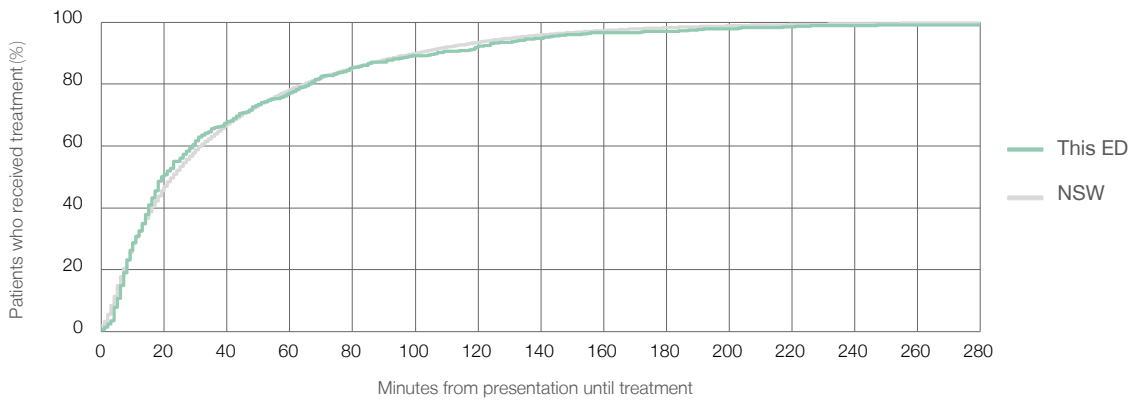
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 577

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

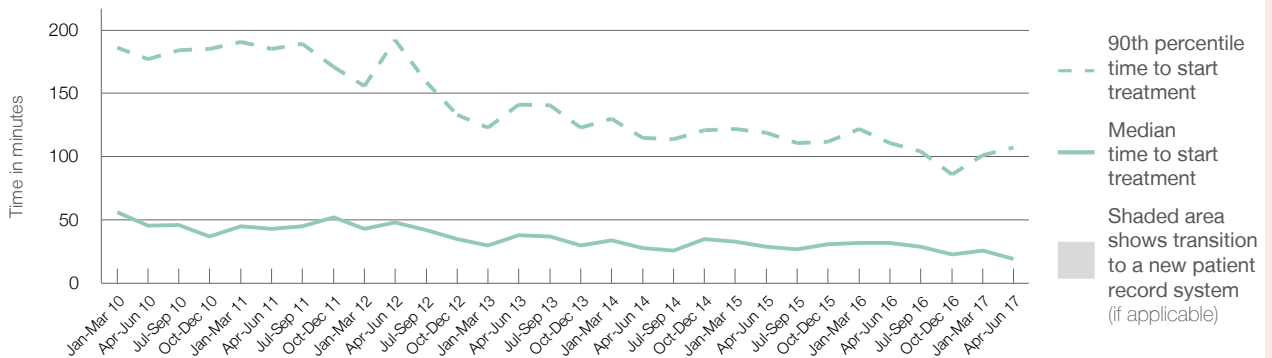
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
443	
368	
32 minutes	23 minutes
111 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)	46	43	48	38	28	29	32	19
90th percentile time to start treatment <sup>5</sup> (minutes)	177	185	192	141	115	119	111	107

(†) 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.

## Wollongong Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 15,918 patients

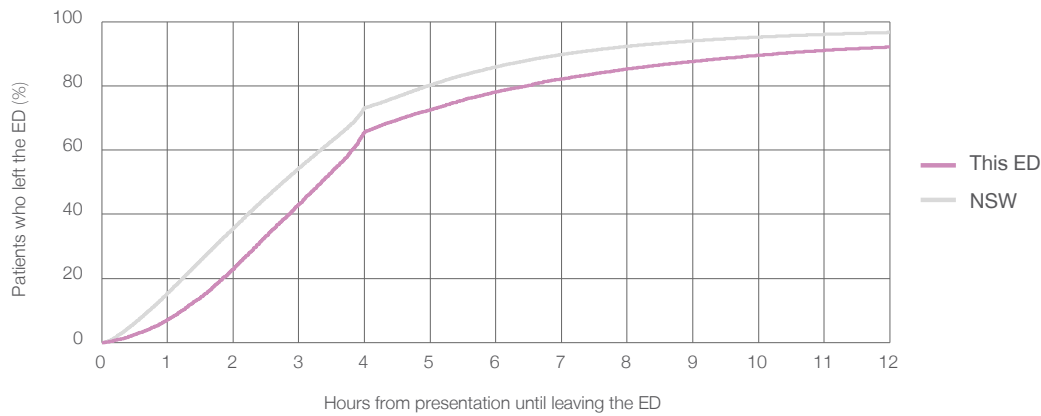
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Median time spent in the ED<sup>8</sup> 3 hours and 21 minutes

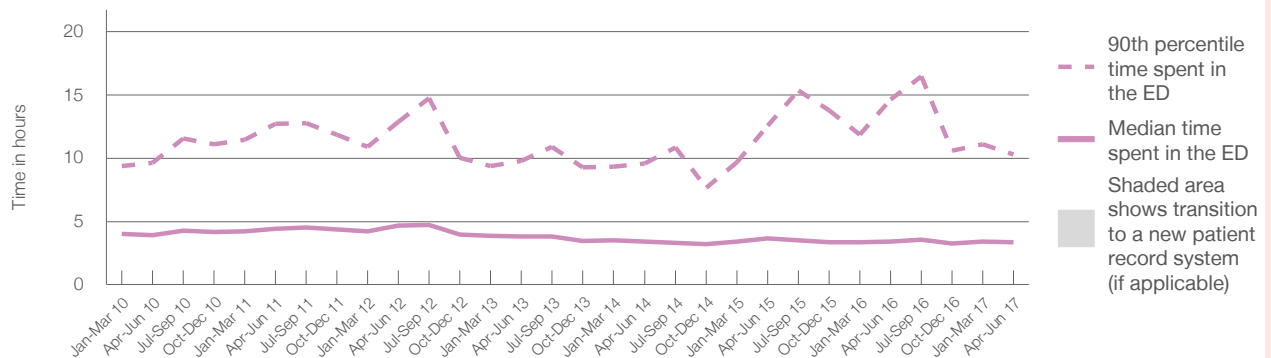
90th percentile time spent in the ED<sup>9</sup> 10 hours and 17 minutes

Same period last year	NSW (this period)
15,163	
15,155	
3 hours and 25 minutes	2 hours and 46 minutes
14 hours and 37 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)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m

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

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## Wollongong Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

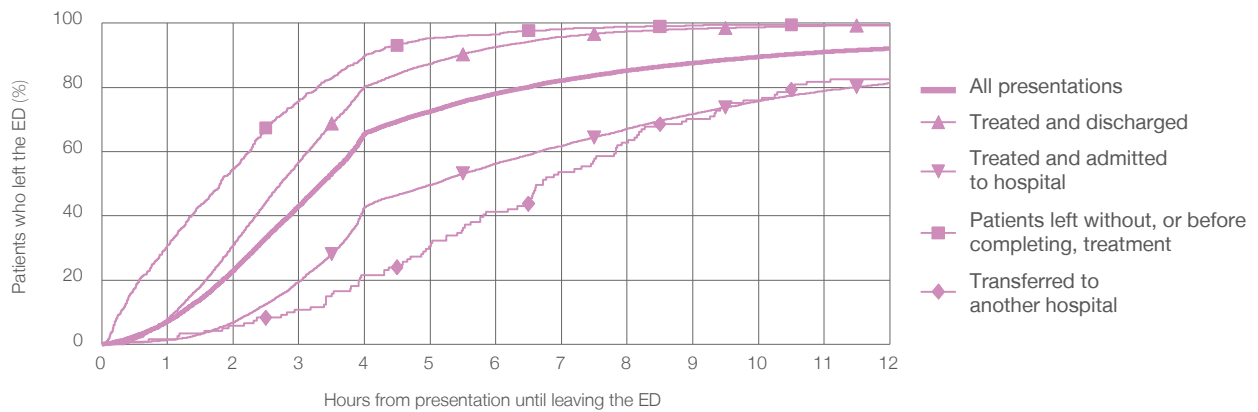
All presentations:<sup>1</sup> 15,918 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Treated and discharged	8,437 (53.0%)
Treated and admitted to hospital	6,309 (39.6%)
Patient left without, or before completing, treatment	940 (5.9%)
Transferred to another hospital	121 (0.8%)
Other	111 (0.7%)

Same period last year	Change since one year ago
15,155	5.0%
8,345	1.1%
5,667	11.3%
905	3.9%
143	-15.4%
103	7.8%

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	7.9%	30.9%	56.9%	80.1%	92.6%	97.5%	98.8%	99.4%
Treated and admitted to hospital	1.3%	6.8%	19.5%	42.8%	56.3%	67.1%	75.8%	81.4%
Patient left without, or before completing, treatment	31.0%	54.6%	75.9%	89.9%	96.6%	98.9%	99.5%	99.6%
Transferred to another hospital	1.7%	5.8%	10.7%	21.5%	41.3%	62.8%	76.0%	82.6%
All presentations	7.1%	23.0%	43.1%	65.6%	78.1%	85.3%	89.6%	92.1%

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

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## Wollongong 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> 15,918 patients

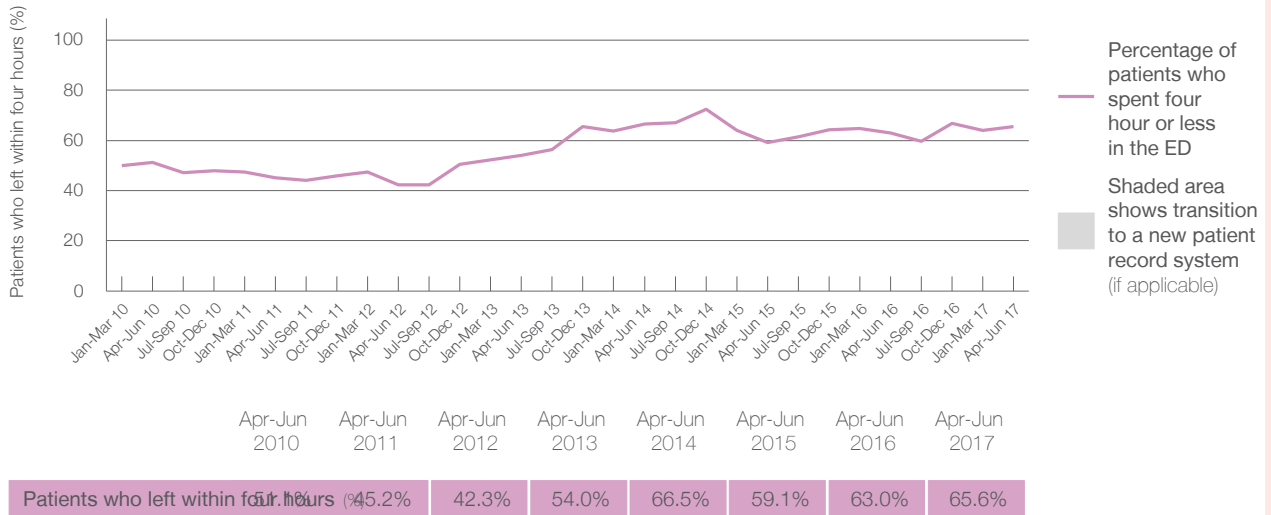
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

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	15,163	5.0%
Presentations used to calculate time to leaving the ED	15,155	5.0%
Percentage of patients who spent four hours or less in the ED	63.0%	

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



Quarter	Percentage of patients who spent four hours or less in the ED (%)
Apr-Jun 2010	45.2%
Apr-Jun 2011	42.3%
Apr-Jun 2012	54.0%
Apr-Jun 2013	66.5%
Apr-Jun 2014	59.1%
Apr-Jun 2015	63.0%
Apr-Jun 2016	65.6%

\* 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.

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- 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).