

Healthcare Quarterly

# Emergency department

Illawarra Shoalhaven Local Health District  
Performance Profiles

July to September 2018

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

July to September 2018



All presentations:<sup>1</sup> 2,867 patients  
 Emergency presentations:<sup>2</sup> 2,756 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,320                 | -14%                      |
| 3,210                 | -14%                      |

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 335 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,041 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 90th percentile time to start treatment<sup>5</sup>  65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,115 patients

Median time to start treatment<sup>4</sup>  31 minutes  
 90th percentile time to start treatment<sup>5</sup>  101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment<sup>4</sup>  30 minutes  
 90th percentile time to start treatment<sup>5</sup>  106 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 270                   |                   |
| 6 minutes             | 8 minutes         |
| 20 minutes            | 28 minutes        |
| 1,142                 |                   |
| 23 minutes            | 21 minutes        |
| 74 minutes            | 72 minutes        |
| 1,589                 |                   |
| 32 minutes            | 26 minutes        |
| 88 minutes            | 105 minutes       |
| 189                   |                   |
| 32 minutes            | 22 minutes        |
| 94 minutes            | 103 minutes       |

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,867 patients

Percentage of patients who spent four hours or less in the ED  75%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,320                 | -14%                      |
| 82%                   |                           |

\* 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, January to March 2018*.
- 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.

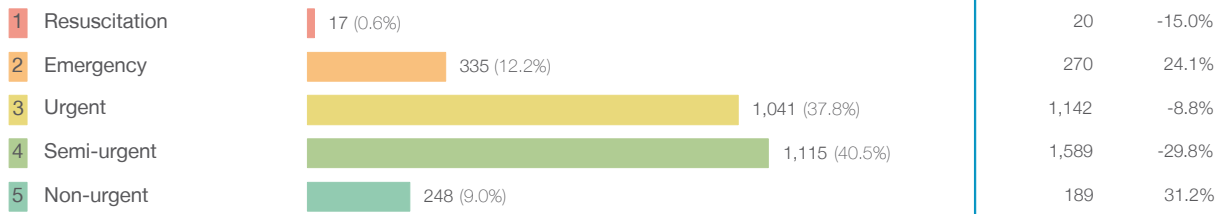
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

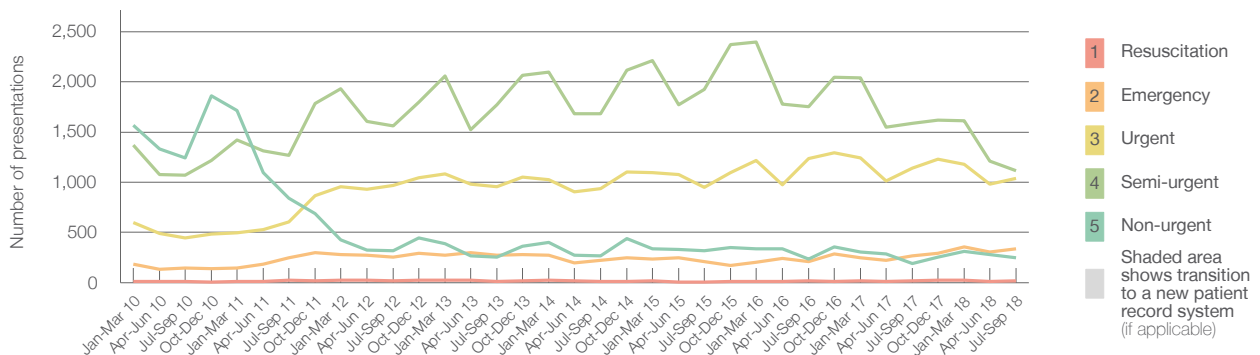
## Milton Ulladulla Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 2,867 patients

Emergency presentations<sup>2</sup> by triage category: 2,756 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



|                             | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 11           | 25           | 18           | 15           | 10           | 6            | 18           | 20           | 17           |
| Emergency                   | 147          | 246          | 256          | 274          | 224          | 207          | 211          | 270          | 335          |
| Urgent                      | 447          | 606          | 970          | 956          | 937          | 952          | 1,233        | 1,142        | 1,041        |
| Semi-urgent                 | 1,070        | 1,271        | 1,562        | 1,773        | 1,684        | 1,926        | 1,755        | 1,589        | 1,115        |
| Non-urgent                  | 1,240        | 838          | 319          | 252          | 269          | 315          | 232          | 189          | 248          |
| All emergency presentations | 2,915        | 2,986        | 3,125        | 3,270        | 3,124        | 3,406        | 3,449        | 3,210        | 2,756        |

## Milton Ulladulla Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 430 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 Ulladulla Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 335

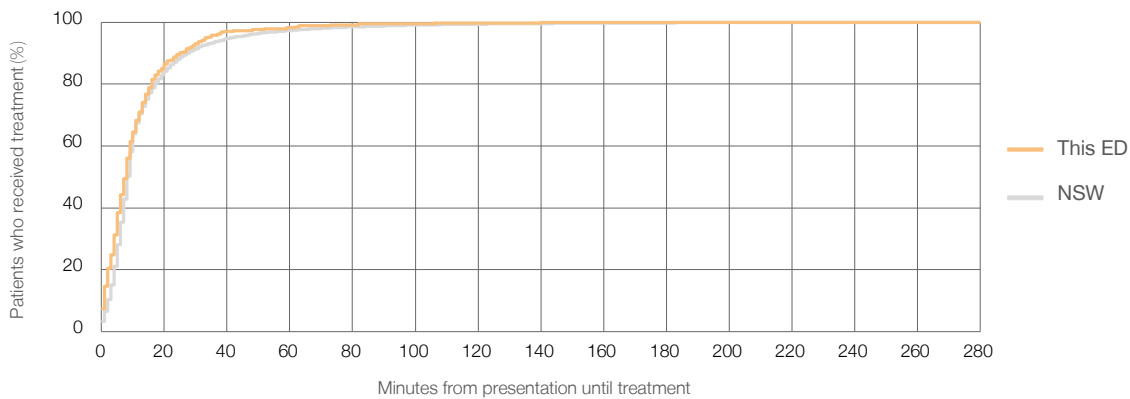
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 335

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

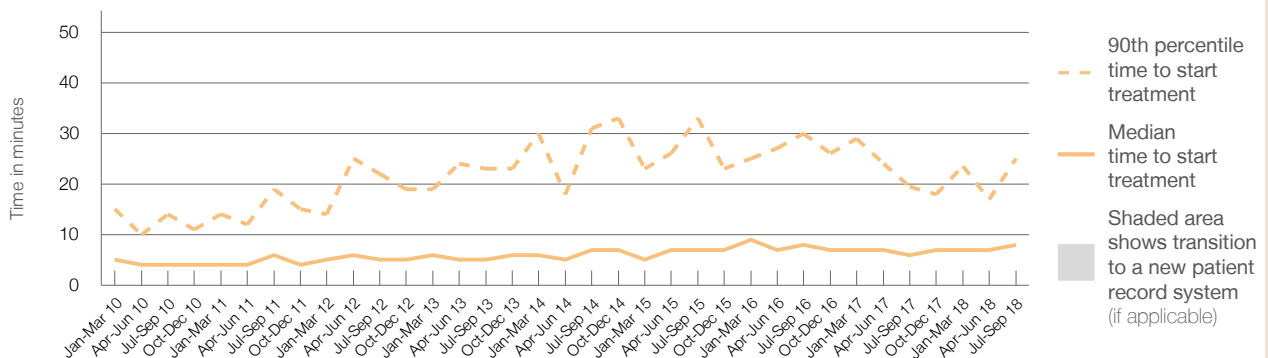
90th percentile time to start treatment<sup>5</sup>  25 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 270                   | 270               |
| 6 minutes             | 8 minutes         |
| 20 minutes            | 28 minutes        |

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 4            | 6            | 5            | 5            | 7            | 7            | 8            | 6            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 14           | 19           | 22           | 23           | 31           | 33           | 30           | 20           | 25           |

(†) 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 Ulladulla Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,041

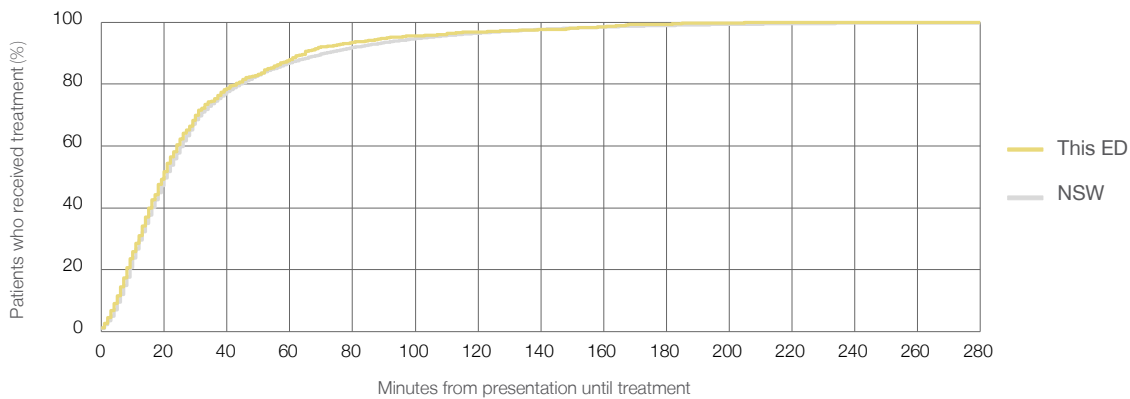
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,034

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

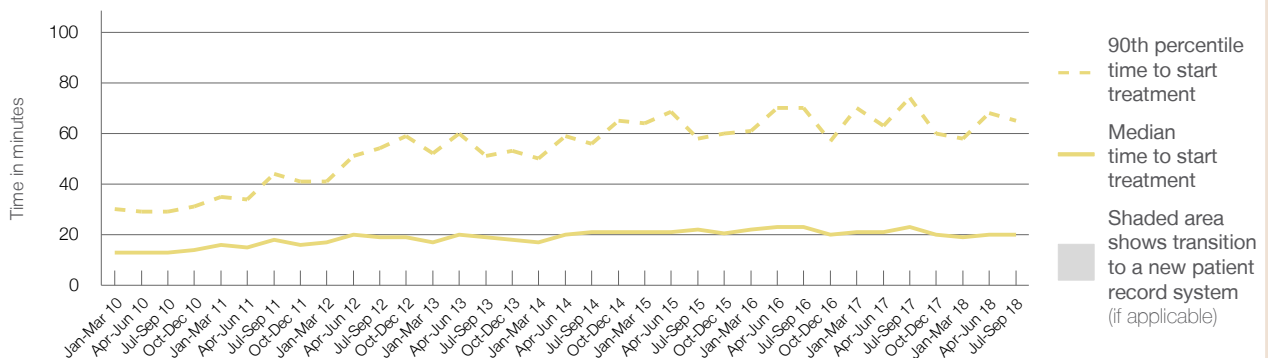
90th percentile time to start treatment<sup>5</sup>  65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,142                 | 1,131             |
| 23 minutes            | 21 minutes        |
| 74 minutes            | 72 minutes        |

#### Percentage of triage 3 patients who received treatment by time, July to September 2018



#### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 13           | 18           | 19           | 19           | 21           | 22           | 23           | 23           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 29           | 44           | 54           | 51           | 56           | 58           | 70           | 74           | 65           |

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## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,115

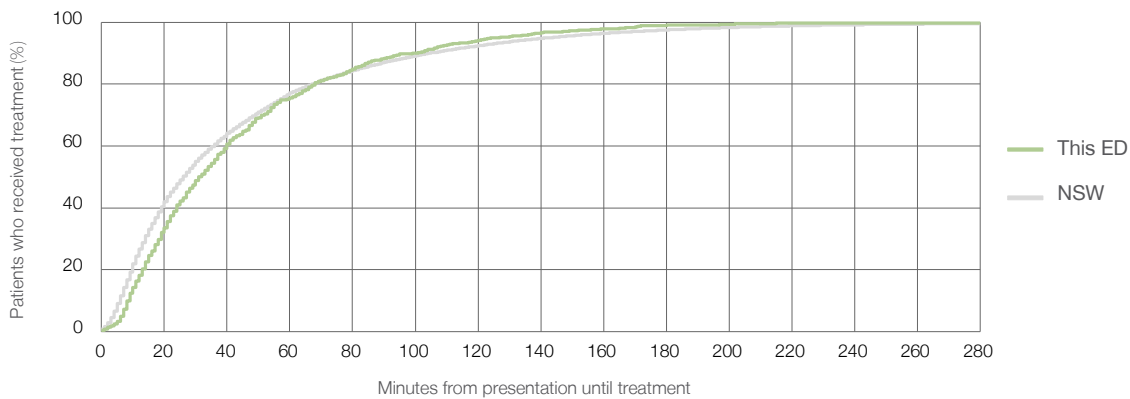
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,067

Median time to start treatment<sup>4</sup> 31 minutes

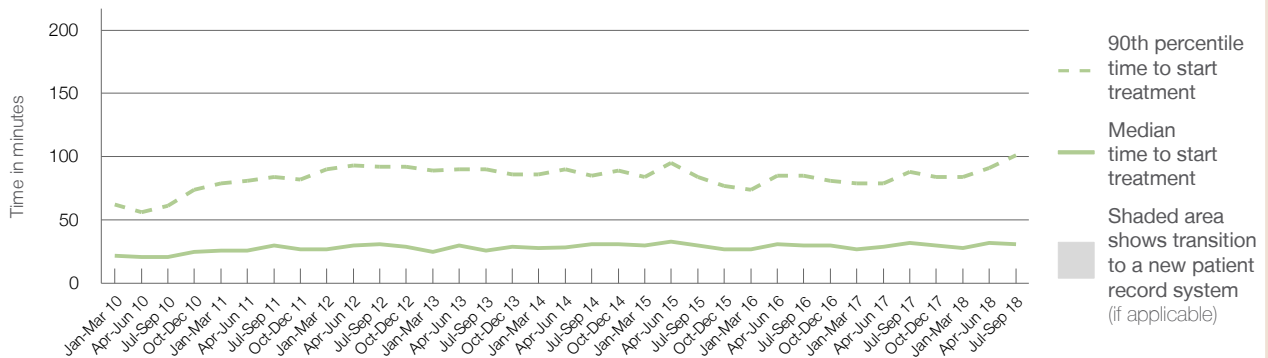
90th percentile time to start treatment<sup>5</sup> 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,589                 | 1,562             |
| 32 minutes            | 26 minutes        |
| 88 minutes            | 105 minutes       |

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 21           | 30           | 31           | 26           | 31           | 30           | 30           | 32           | 31           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 61           | 84           | 92           | 90           | 85           | 84           | 85           | 88           | 101          |

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

July to September 2018

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

Number of triage 5 patients: 248

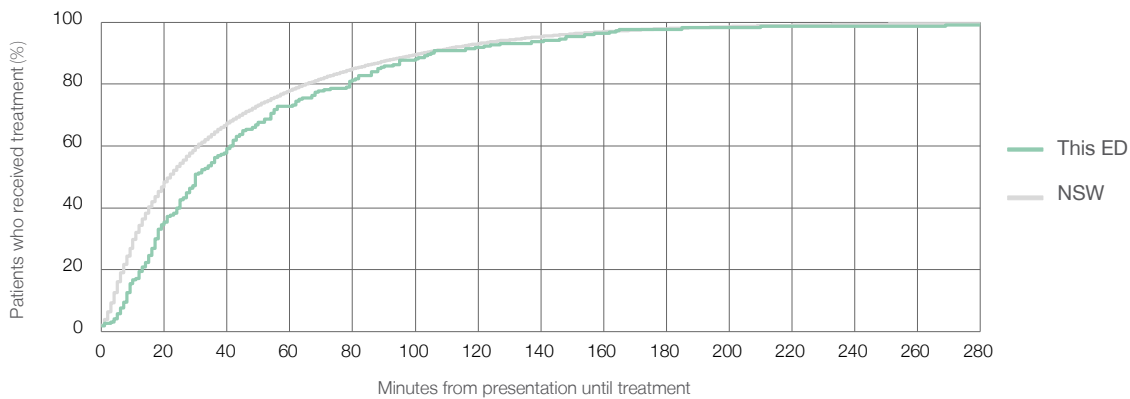
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 220

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

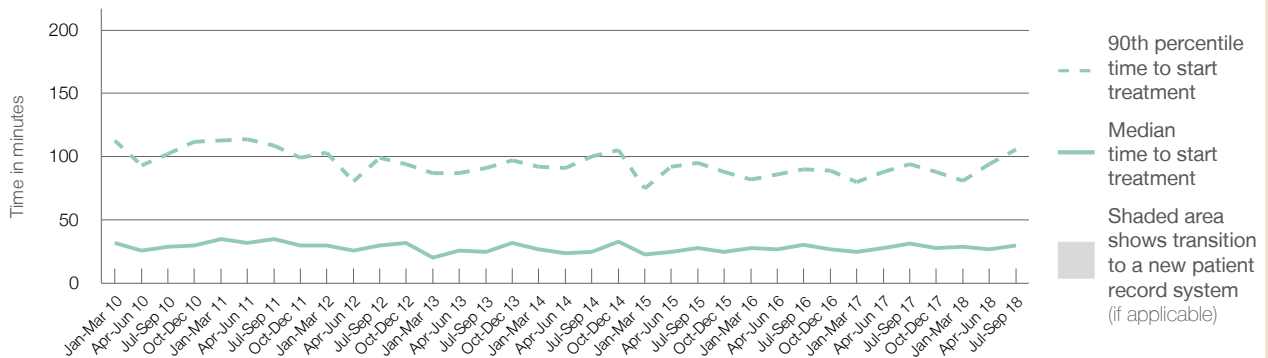
90th percentile time to start treatment<sup>5</sup>  106 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 189                   |                   |
| 176                   |                   |
| 32 minutes            | 22 minutes        |
| 94 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 29           | 35           | 30           | 25           | 25           | 28           | 31           | 32           | 30           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 102          | 109          | 99           | 91           | 100          | 95           | 90           | 94           | 106          |

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

July to September 2018

All presentations:<sup>1</sup> 2,867 patients

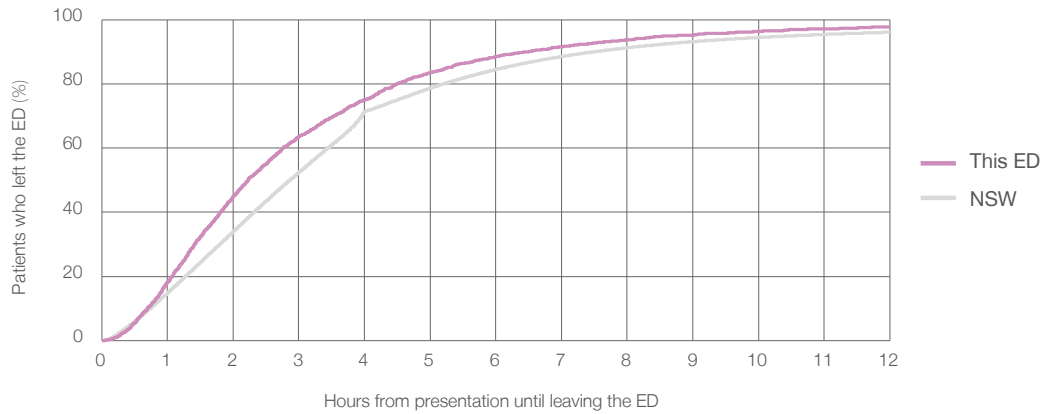
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,867 patients

Median time spent in the ED<sup>8</sup> 2 hours and 14 minutes

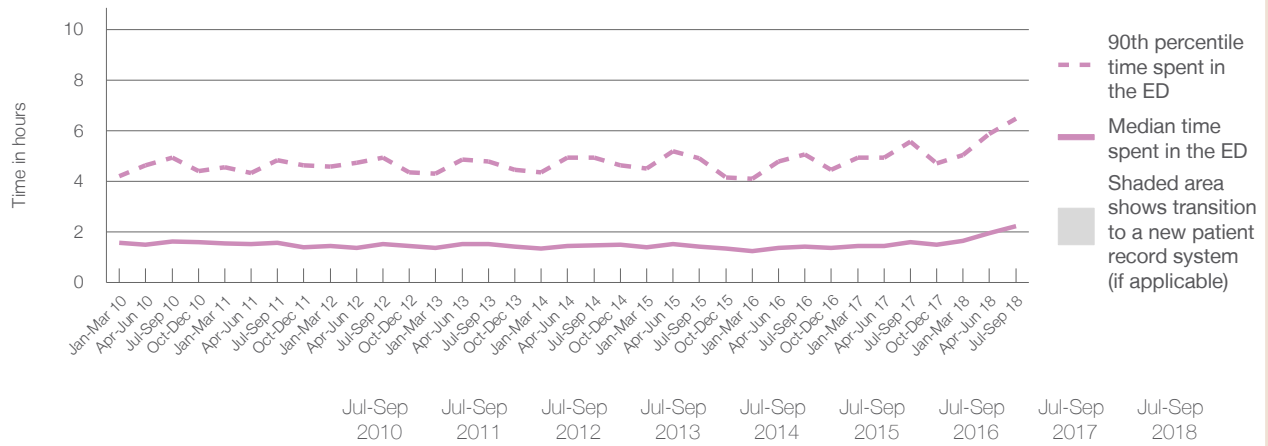
90th percentile time spent in the ED<sup>9</sup> 6 hours and 29 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,320                  | 3,320                  |
| 1 hours and 37 minutes | 2 hours and 52 minutes |
| 5 hours and 35 minutes | 7 hours and 30 minutes |

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          | 1h 38m       | 1h 34m       | 1h 32m       | 1h 32m       | 1h 28m       | 1h 26m       | 1h 25m       | 1h 37m       | 2h 14m       |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) | 4h 56m       | 4h 51m       | 4h 57m       | 4h 48m       | 4h 57m       | 4h 55m       | 5h 5m        | 5h 35m       | 6h 29m       |

(†) 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 Ulladulla Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

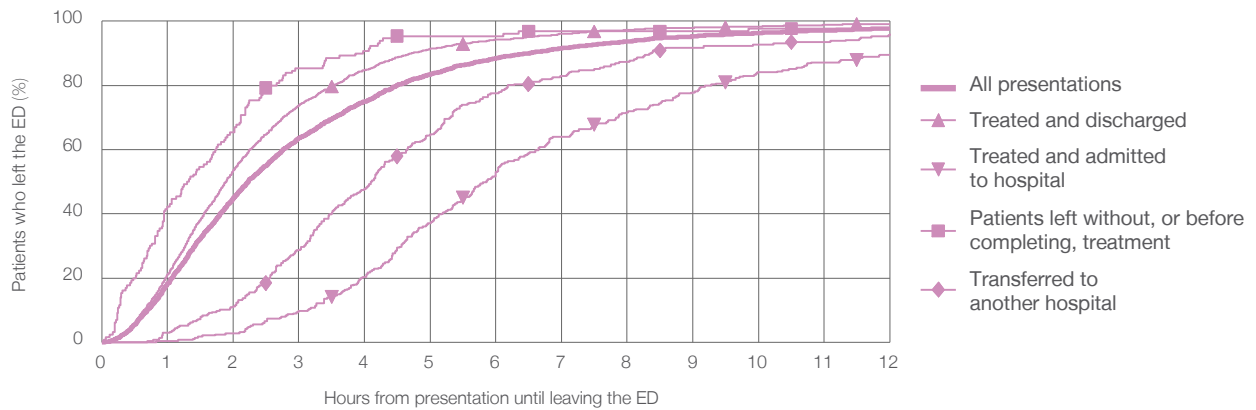
All presentations:<sup>1</sup> 2,867 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,867 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 2,158 (75.3%) |
| Treated and admitted to hospital                      | 289 (10.1%)   |
| Patient left without, or before completing, treatment | 130 (4.5%)    |
| Transferred to another hospital                       | 276 (9.6%)    |
| Other   | 14 (0.5%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,320                 | -14%                      |
| 2,683                 | -19.6%                    |
| 292                   | -1.0%                     |
| 142                   | -8.5%                     |
| 192                   | 43.8%                     |
| 11                    | 27.3%                     |

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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                                | 21.0%  | 53.7%   | 73.8%   | 84.8%   | 94.3%   | 97.3%   | 98.3%    | 99.1%    |
| Treated and admitted to hospital                      | 0.3%   | 2.8%    | 9.7%    | 20.4%   | 52.9%   | 71.6%   | 84.1%    | 89.6%    |
| Patient left without, or before completing, treatment | 42.3%  | 65.4%   | 85.4%   | 90.8%   | 95.4%   | 96.9%   | 97.7%    | 97.7%    |
| Transferred to another hospital                       | 2.9%   | 11.2%   | 28.6%   | 47.8%   | 77.5%   | 87.3%   | 92.8%    | 96.0%    |
| All presentations                                     | 18.3%  | 45.0%   | 63.5%   | 75.0%   | 88.5%   | 93.7%   | 96.3%    | 97.8%    |

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

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**Milton Ulladulla Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 2,867 patients

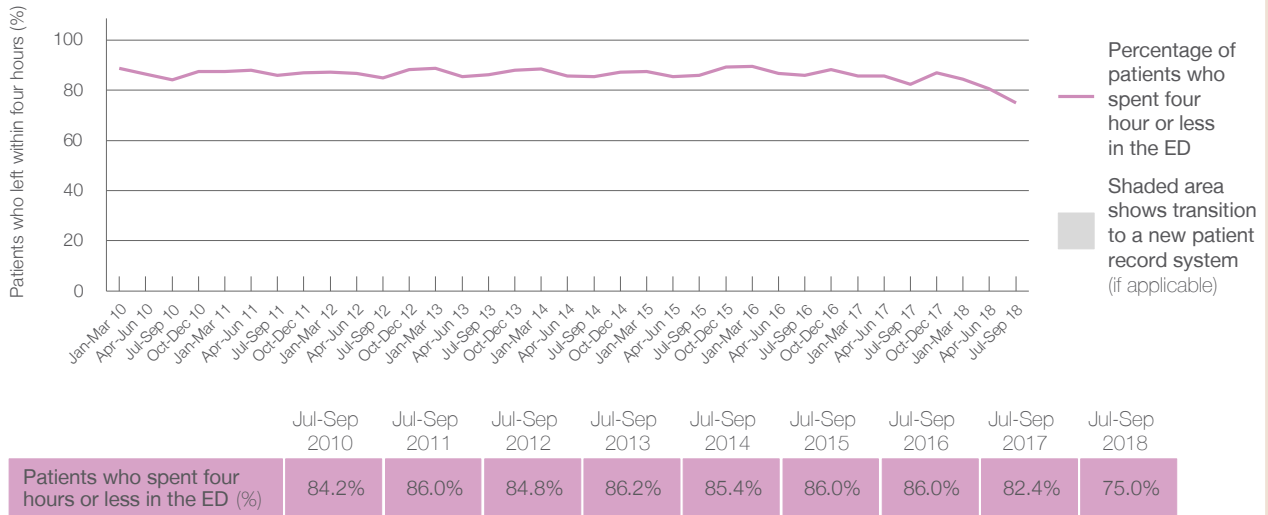
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,867 patients

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



|   | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations at the emergency department: <sup>1</sup> 2,867 patients          | 3,320                 | -14%                      |
| Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,867 patients | 3,320                 | -14%                      |
| Percentage of patients who spent four hours or less in the ED                       | 82.4%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Shellharbour Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 7,764 patients  
Emergency presentations:<sup>2</sup> 7,531 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,965                 | -3%                       |
| 7,796                 | -3%                       |

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 827 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,841 patients

Median time to start treatment<sup>4</sup>  25 minutes  
90th percentile time to start treatment<sup>5</sup>  112 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,659 patients

Median time to start treatment<sup>4</sup>  25 minutes  
90th percentile time to start treatment<sup>5</sup>  131 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 182 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  106 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 872                   |                   |
| 8 minutes             | 8 minutes         |
| 17 minutes            | 28 minutes        |
| 2,961                 |                   |
| 25 minutes            | 21 minutes        |
| 113 minutes           | 72 minutes        |
| 3,748                 |                   |
| 26 minutes            | 26 minutes        |
| 150 minutes           | 105 minutes       |
| 189                   |                   |
| 26 minutes            | 22 minutes        |
| 164 minutes           | 103 minutes       |

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,762 patients

Percentage of patients who spent four hours or less in the ED  64%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,963                 | -3%                       |
| 62%                   |                           |

\* 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, January to March 2018*.
- 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.

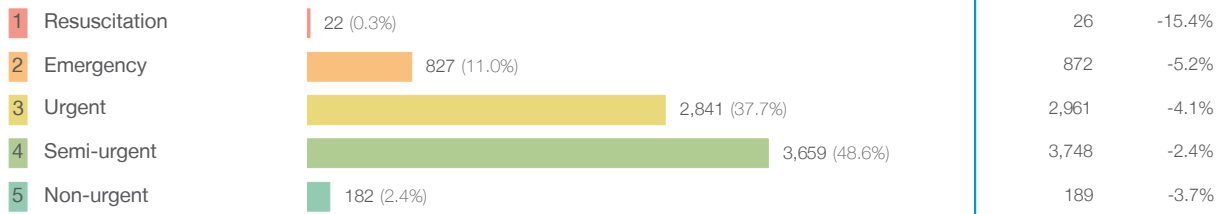
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

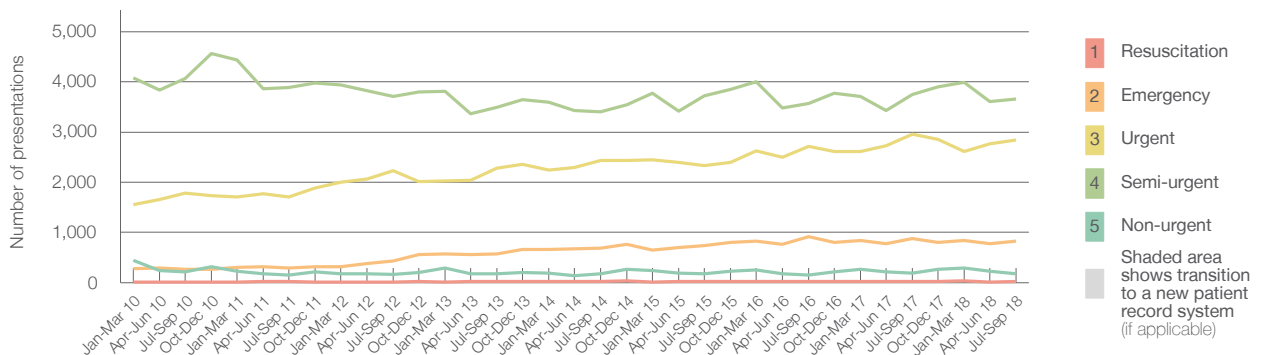
## Shellharbour Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 7,764 patients

Emergency presentations<sup>2</sup> by triage category: 7,531 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



|                             | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 16           | 21           | 12           | 22           | 29           | 27           | 23           | 26           | 22           |
| Emergency                   | 264          | 293          | 434          | 576          | 681          | 736          | 917          | 872          | 827          |
| Urgent                      | 1,778        | 1,701        | 2,235        | 2,280        | 2,430        | 2,337        | 2,714        | 2,961        | 2,841        |
| Semi-urgent                 | 4,062        | 3,887        | 3,706        | 3,487        | 3,400        | 3,721        | 3,570        | 3,748        | 3,659        |
| Non-urgent                  | 214          | 146          | 160          | 180          | 180          | 173          | 153          | 189          | 182          |
| All emergency presentations | 6,334        | 6,048        | 6,547        | 6,545        | 6,720        | 6,994        | 7,377        | 7,796        | 7,531        |

## Shellharbour Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,796 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 827

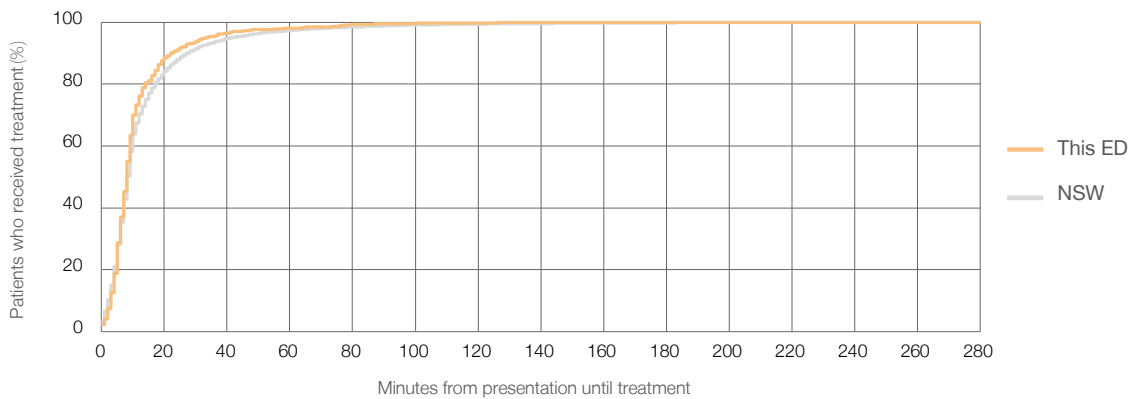
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 827

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

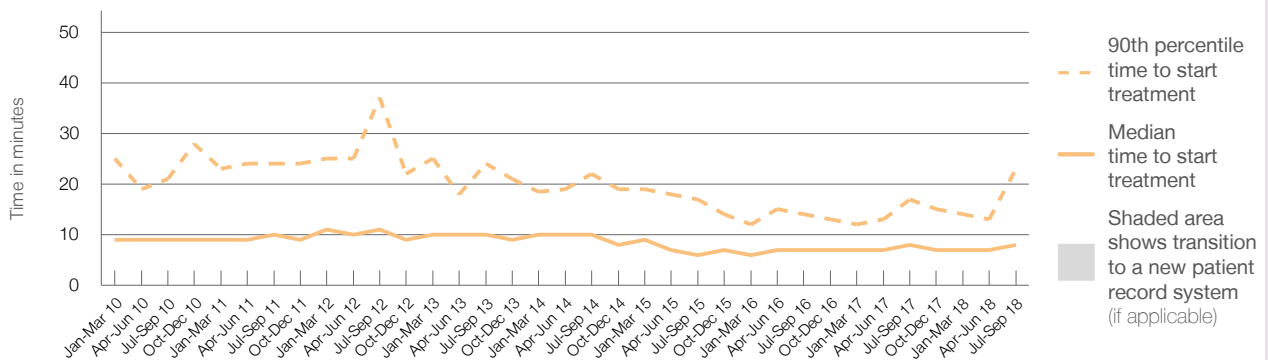
90th percentile time to start treatment<sup>5</sup> 23 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 872                   | 868               |
| 8 minutes             | 8 minutes         |
| 17 minutes            | 28 minutes        |

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 10           | 11           | 10           | 10           | 6            | 7            | 8            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 21           | 24           | 37           | 24           | 22           | 17           | 14           | 17           | 23           |

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

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

## Shellharbour Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,841

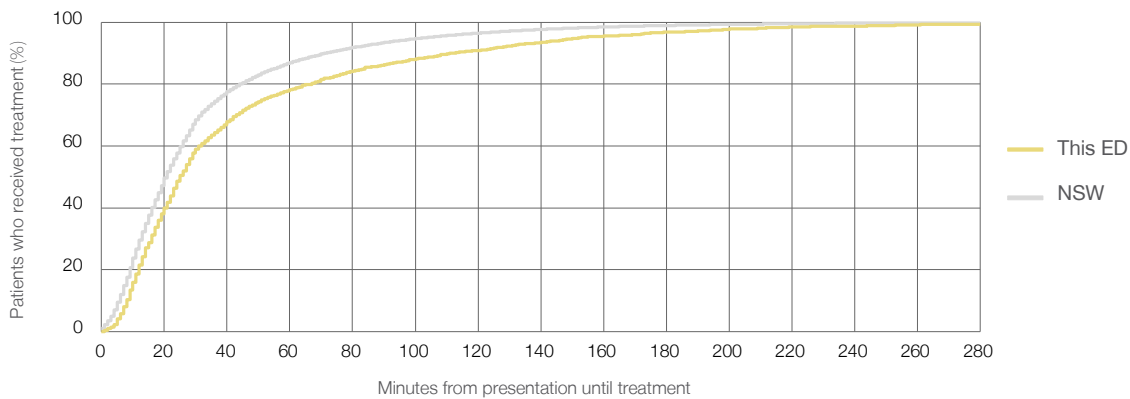
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,775

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

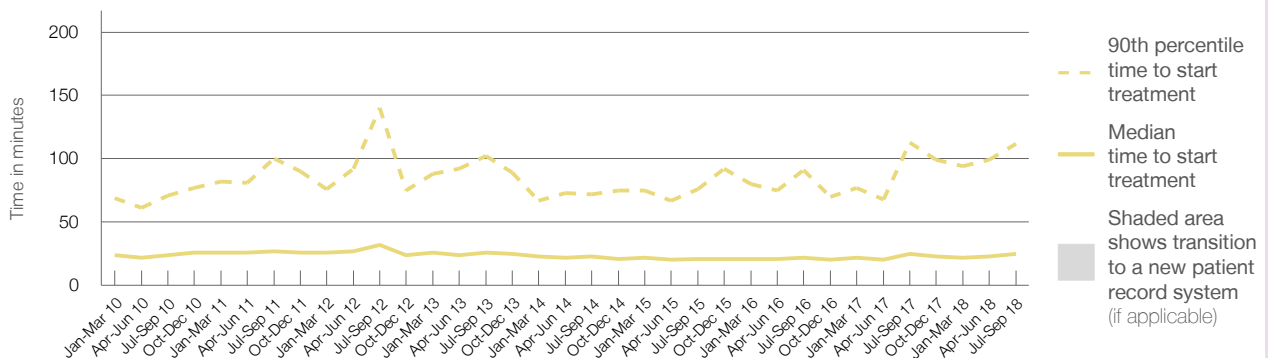
90th percentile time to start treatment<sup>5</sup> 112 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,961                 |                   |
| 2,886                 |                   |
| 25 minutes            | 21 minutes        |
| 113 minutes           | 72 minutes        |

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 24           | 27           | 32           | 26           | 23           | 21           | 22           | 25           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 71           | 100          | 140          | 102          | 72           | 76           | 91           | 113          | 112          |

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

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

## Shellharbour Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,659

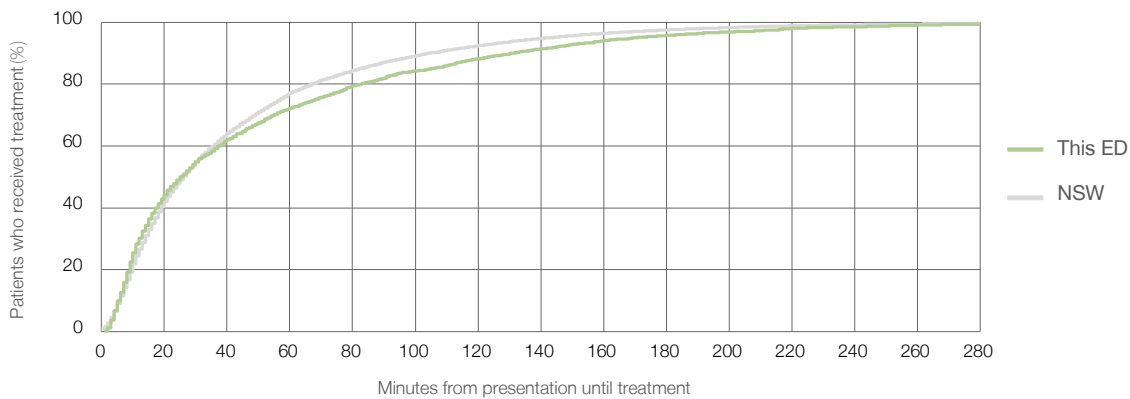
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,421

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

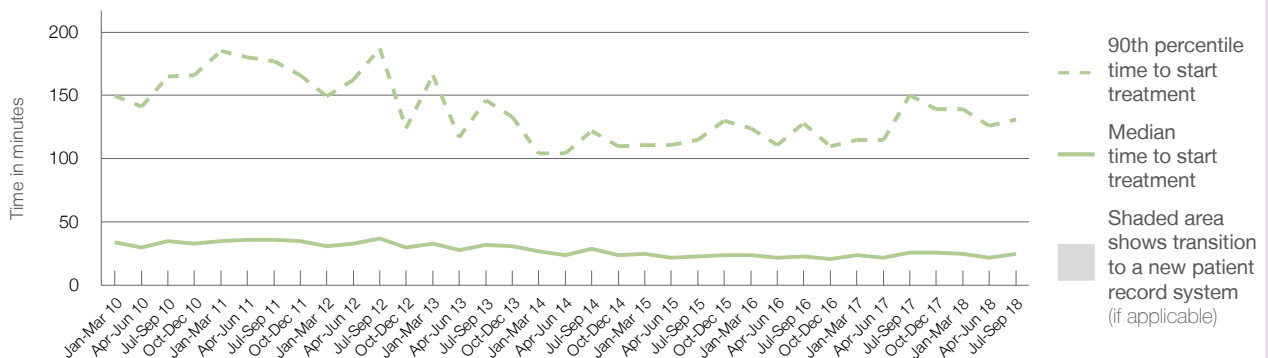
90th percentile time to start treatment<sup>5</sup> 131 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,748                 | 3,390             |
| 26 minutes            | 26 minutes        |
| 150 minutes           | 105 minutes       |

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 35           | 36           | 37           | 32           | 29           | 23           | 23           | 26           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 165          | 177          | 187          | 146          | 122          | 115          | 128          | 150          | 131          |

(†) 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 July to September 2018

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

Number of triage 5 patients: 182

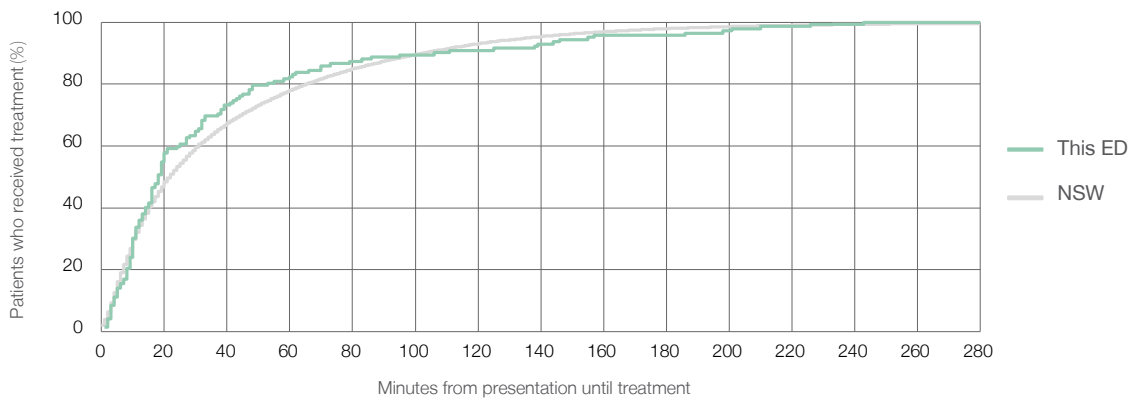
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 142

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

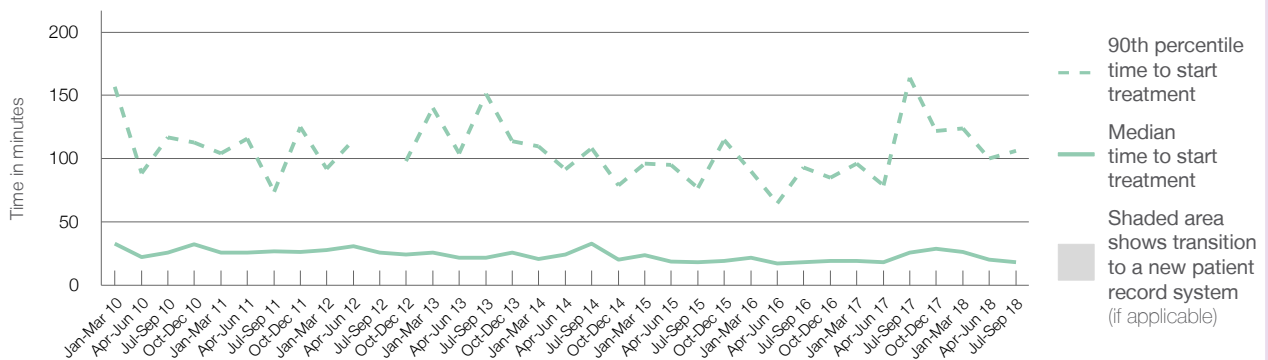
90th percentile time to start treatment<sup>5</sup>  106 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 189                   |                   |
| 136                   |                   |
| 26 minutes            | 22 minutes        |
| 164 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 26           | 27           | 26           | 22           | 33           | 18           | 18           | 26           | 18           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 117          | 74           | *            | 151          | 108          | 77           | 93           | 164          | 106          |

(†) 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

July to September 2018

All presentations:<sup>1</sup> 7,764 patients

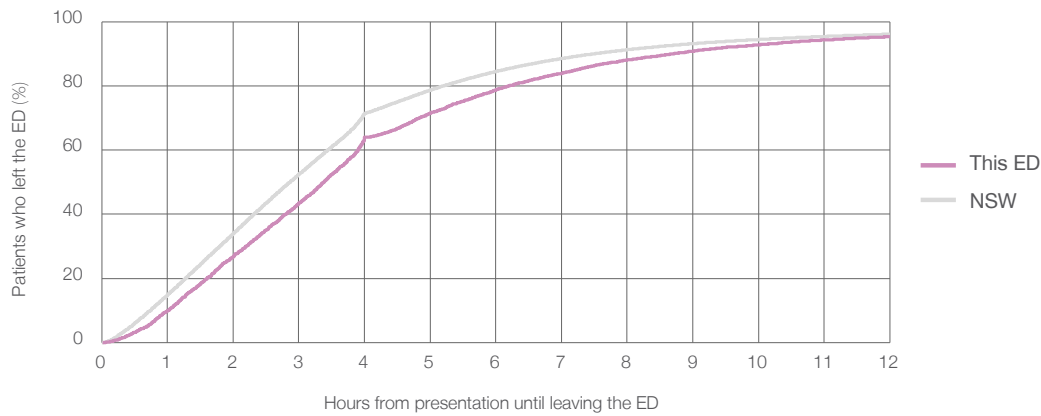
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,762 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

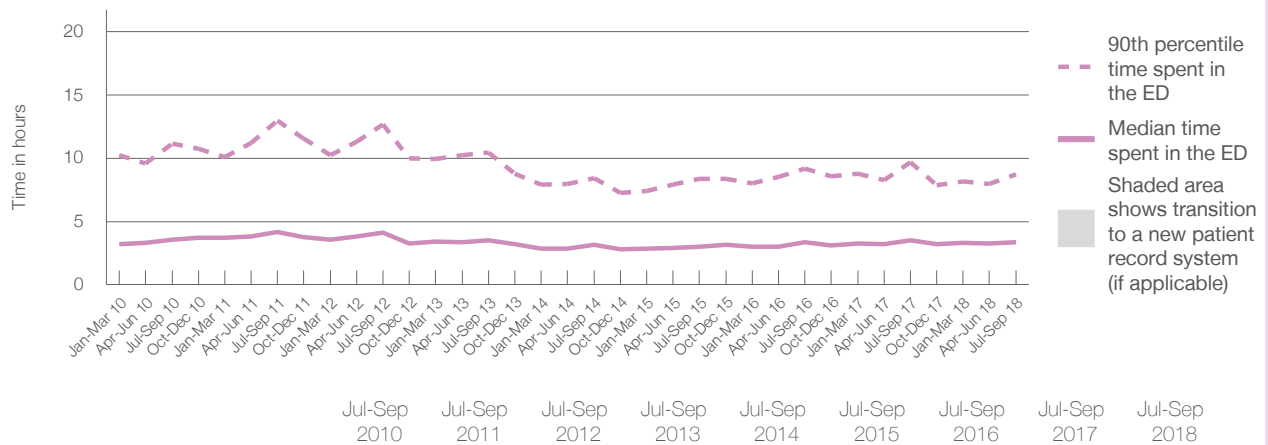
90th percentile time spent in the ED<sup>9</sup> 8 hours and 42 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 7,965                  |                        |
| 7,963                  |                        |
| 3 hours and 32 minutes | 2 hours and 52 minutes |
| 9 hours and 41 minutes | 7 hours and 30 minutes |

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          | 3h 34m       | 4h 9m        | 4h 8m        | 3h 31m       | 3h 9m        | 3h 0m        | 3h 21m       | 3h 32m       | 3h 23m       |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) | 11h 9m       | 12h 58m      | 12h 41m      | 10h 25m      | 8h 25m       | 8h 21m       | 9h 12m       | 9h 41m       | 8h 42m       |

(†) 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

July to September 2018

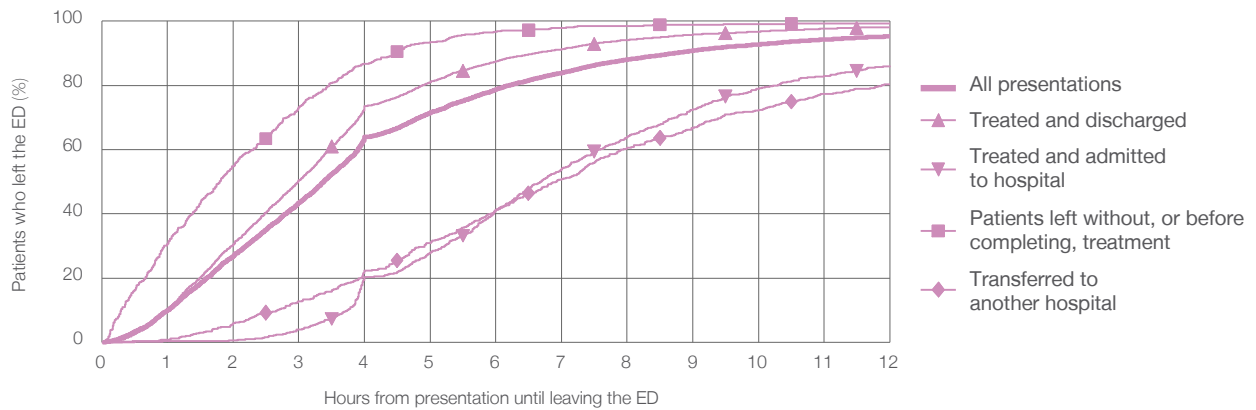
All presentations:<sup>1</sup> 7,764 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,762 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 5,524 (71.1%) |
| Treated and admitted to hospital                      | 951 (12.2%)   |
| Patient left without, or before completing, treatment | 643 (8.3%)    |
| Transferred to another hospital                       | 639 (8.2%)    |
| Other   | 7 (0.1%)      |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,963                 | -3%                       |
| 5,490                 | 0.6%                      |
| 972                   | -2.2%                     |
| 900                   | -28.6%                    |
| 593                   | 7.8%                      |
| 10                    | -30.0%                    |

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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                                | 10.2%  | 30.5%   | 50.4%   | 73.6%   | 87.5%   | 94.2%   | 96.8%    | 98.2%    |
| Treated and admitted to hospital                      | 0.3%   | 0.6%    | 3.9%    | 20.3%   | 41.2%   | 64.0%   | 79.0%    | 86.1%    |
| Patient left without, or before completing, treatment | 30.6%  | 54.9%   | 73.3%   | 86.8%   | 96.7%   | 98.6%   | 99.1%    | 99.2%    |
| Transferred to another hospital                       | 0.8%   | 5.9%    | 12.8%   | 22.4%   | 41.3%   | 60.6%   | 72.3%    | 80.4%    |
| All presentations                                     | 10.0%  | 26.9%   | 43.5%   | 64.0%   | 78.8%   | 88.1%   | 92.8%    | 95.3%    |

(†) 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.

**Shellharbour Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 7,764 patients

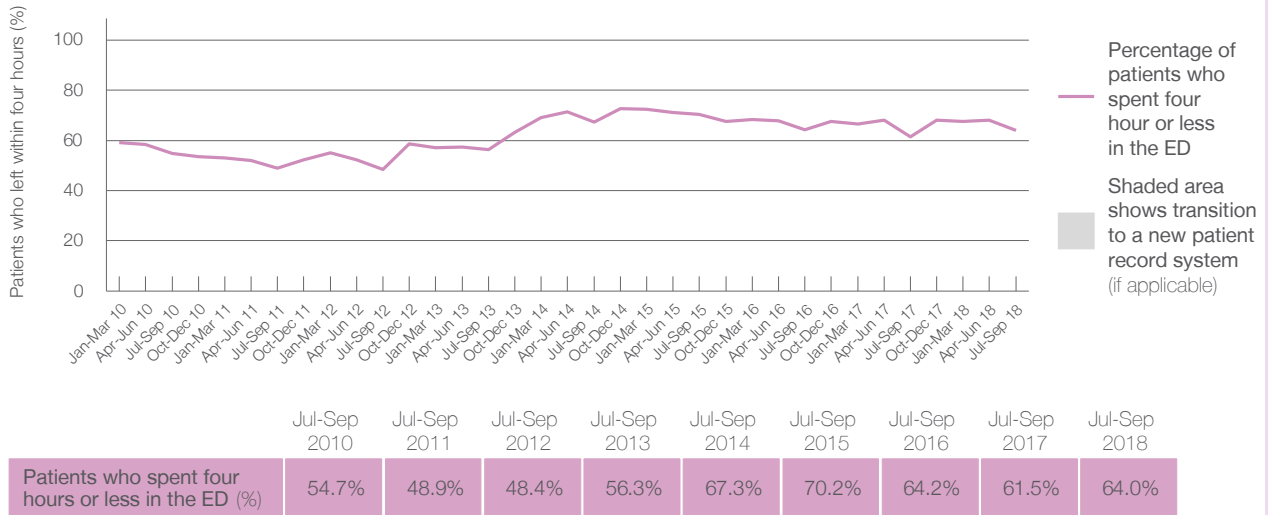
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,762 patients

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                 | 7,965                 | -3%                       |
| Presentations used to calculate time to leaving the ED        | 7,963                 | -3%                       |
| Percentage of patients who spent four hours or less in the ED | 61.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

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

July to September 2018

All presentations:<sup>1</sup> 9,778 patients  
 Emergency presentations:<sup>2</sup> 9,675 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,037                | -3%                       |
| 9,907                 | -2%                       |

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,145 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,418 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,193 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 129 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 855 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 118 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,111                 |                   |
| 12 minutes            | 8 minutes         |
| 38 minutes            | 28 minutes        |
| 3,593                 |                   |
| 31 minutes            | 21 minutes        |
| 126 minutes           | 72 minutes        |
| 4,319                 |                   |
| 39 minutes            | 26 minutes        |
| 136 minutes           | 105 minutes       |
| 818                   |                   |
| 31 minutes            | 22 minutes        |
| 130 minutes           | 103 minutes       |

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,778 patients

Percentage of patients who spent four hours or less in the ED 64%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,037                | -3%                       |
| 64%                   |                           |

\* 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, January to March 2018*.
- 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.

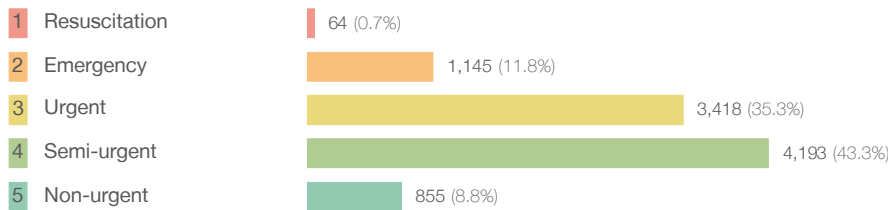
**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

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

July to September 2018

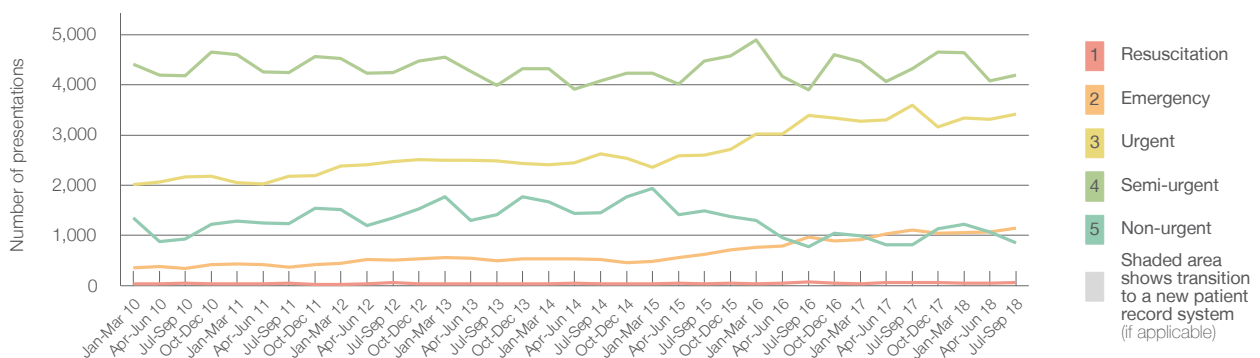
All presentations:<sup>1</sup> 9,778 patients

Emergency presentations<sup>2</sup> by triage category: 9,675 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,037                | -3%                       |
| 9,907                 | -2%                       |
| 66                    | -3.0%                     |
| 1,111                 | 3.1%                      |
| 3,593                 | -4.9%                     |
| 4,319                 | -2.9%                     |
| 818                   | 4.5%                      |

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



|                             | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 46           | 43           | 59           | 37           | 38           | 42           | 69           | 66           | 64           |
| Emergency                   | 337          | 373          | 502          | 493          | 518          | 621          | 967          | 1,111        | 1,145        |
| Urgent                      | 2,162        | 2,179        | 2,467        | 2,490        | 2,631        | 2,597        | 3,389        | 3,593        | 3,418        |
| Semi-urgent                 | 4,185        | 4,246        | 4,244        | 3,989        | 4,083        | 4,478        | 3,900        | 4,319        | 4,193        |
| Non-urgent                  | 929          | 1,238        | 1,344        | 1,416        | 1,456        | 1,491        | 780          | 818          | 855          |
| All emergency presentations | 7,659        | 8,079        | 8,616        | 8,425        | 8,726        | 9,229        | 9,105        | 9,907        | 9,675        |

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,533 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,289                 |                           |
| 17 minutes            | -6 minutes                |
| 55 minutes            | -26 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 July to September 2018

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

Number of triage 2 patients: 1,145

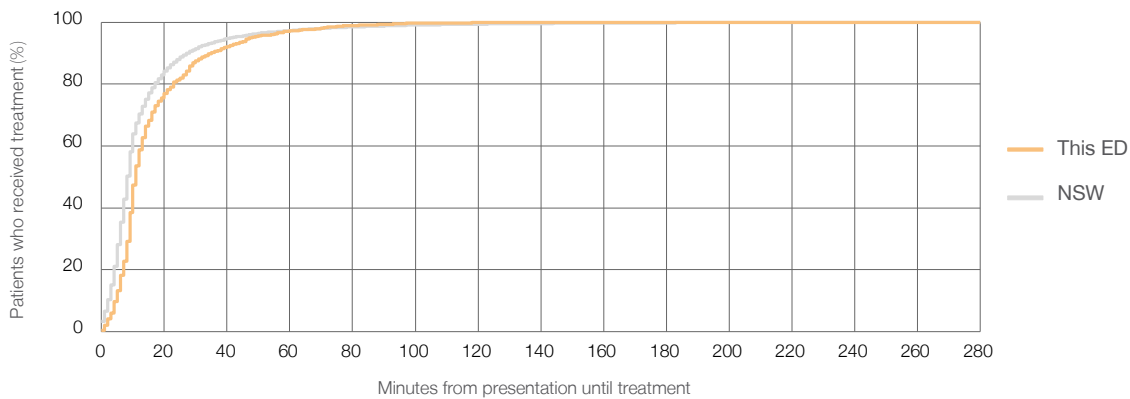
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,145

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

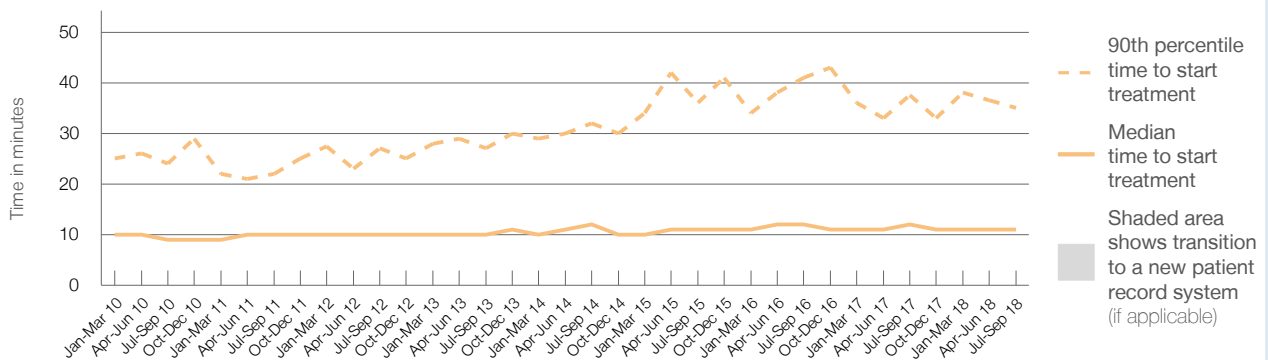
90th percentile time to start treatment<sup>5</sup>  35 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,111                 | 1,110             |
| 12 minutes            | 8 minutes         |
| 38 minutes            | 28 minutes        |

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 10           | 10           | 10           | 12           | 11           | 12           | 12           | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 24           | 22           | 27           | 27           | 32           | 36           | 41           | 38           | 35           |

(†) 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 July to September 2018

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

Number of triage 3 patients: 3,418

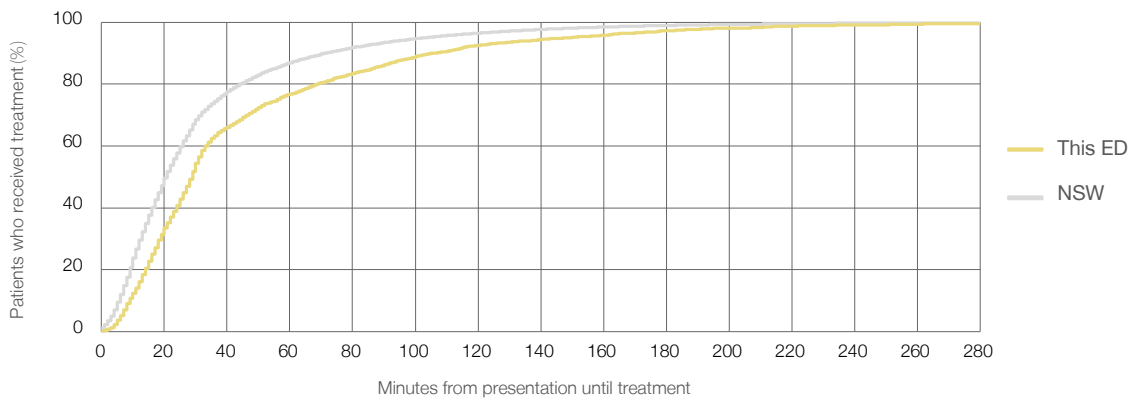
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,359

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

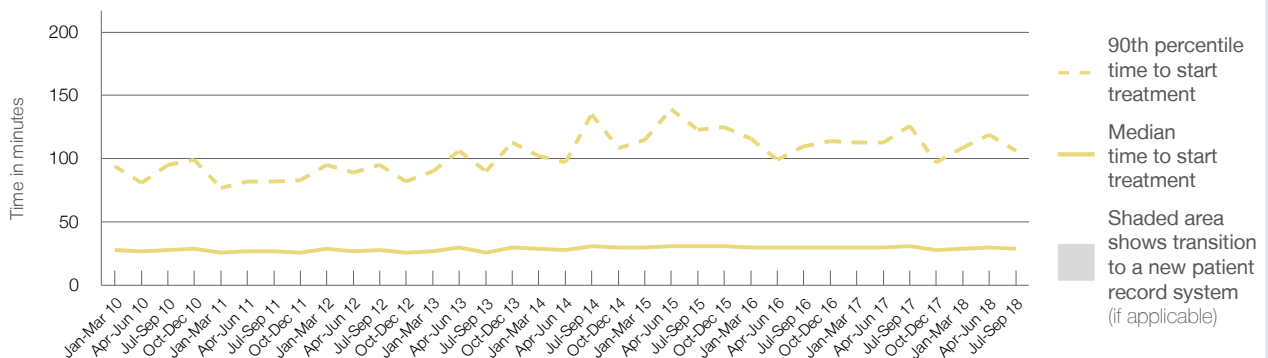
90th percentile time to start treatment<sup>5</sup> 106 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,593                 | 3,520             |
| 31 minutes            | 21 minutes        |
| 126 minutes           | 72 minutes        |

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 28           | 27           | 28           | 26           | 31           | 31           | 30           | 31           | 29           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 95           | 82           | 95           | 90           | 135          | 123          | 110          | 126          | 106          |

(†) 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 July to September 2018

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

Number of triage 4 patients: 4,193

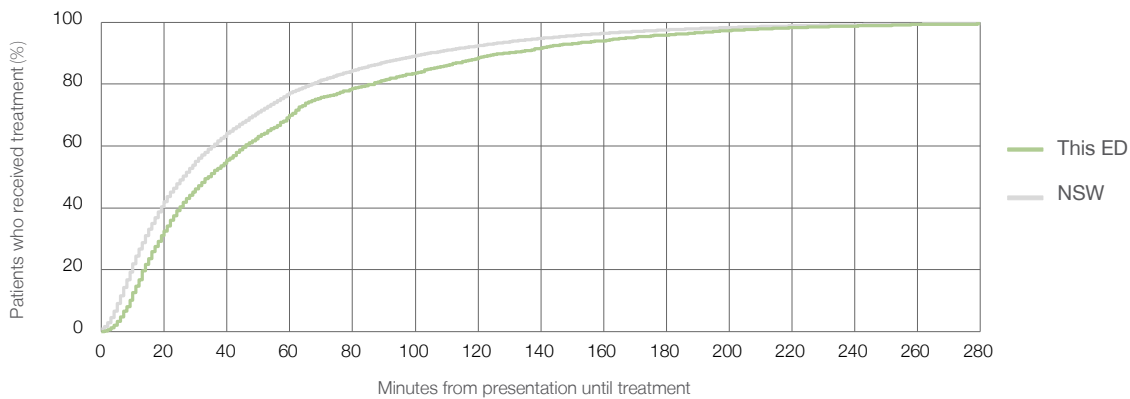
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,938

Median time to start treatment<sup>4</sup>  34 minutes

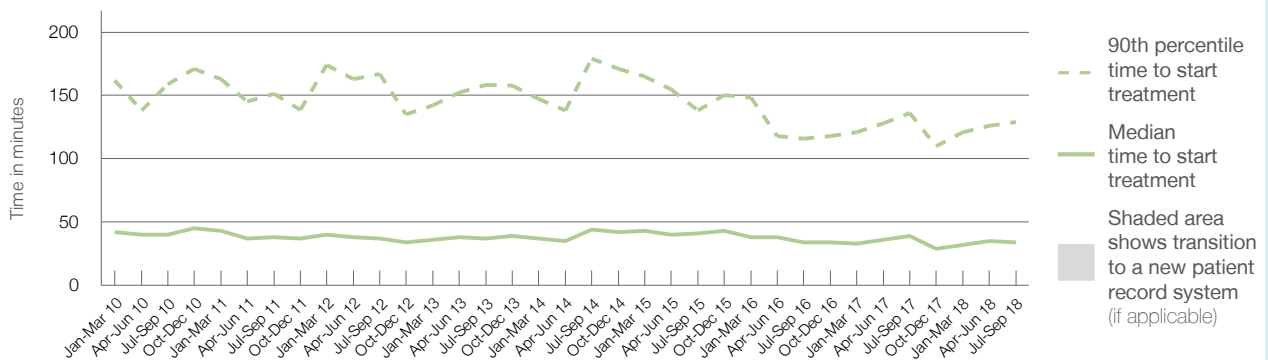
90th percentile time to start treatment<sup>5</sup>  129 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,319                 | 4,050             |
| 39 minutes            | 26 minutes        |
| 136 minutes           | 105 minutes       |

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 40           | 38           | 37           | 37           | 44           | 41           | 34           | 39           | 34           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 159          | 151          | 167          | 159          | 179          | 138          | 116          | 136          | 129          |

(†) 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 July to September 2018

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

Number of triage 5 patients: 855

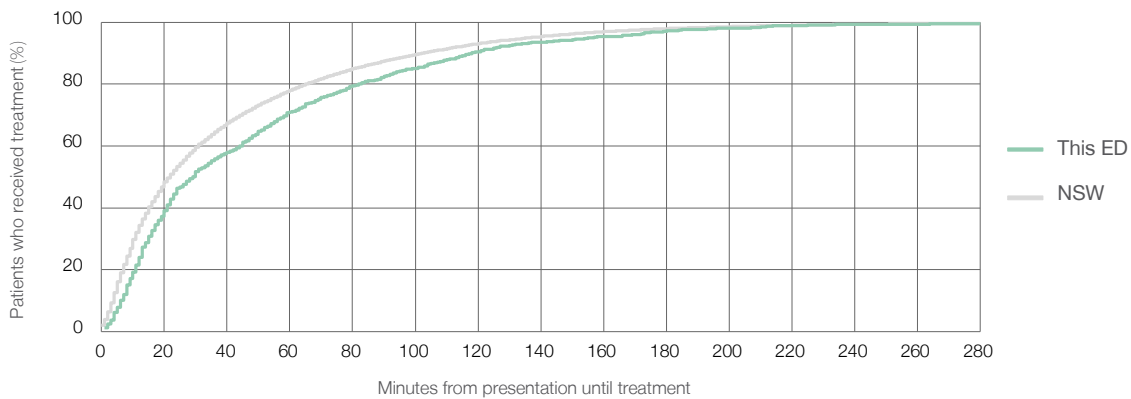
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 745

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

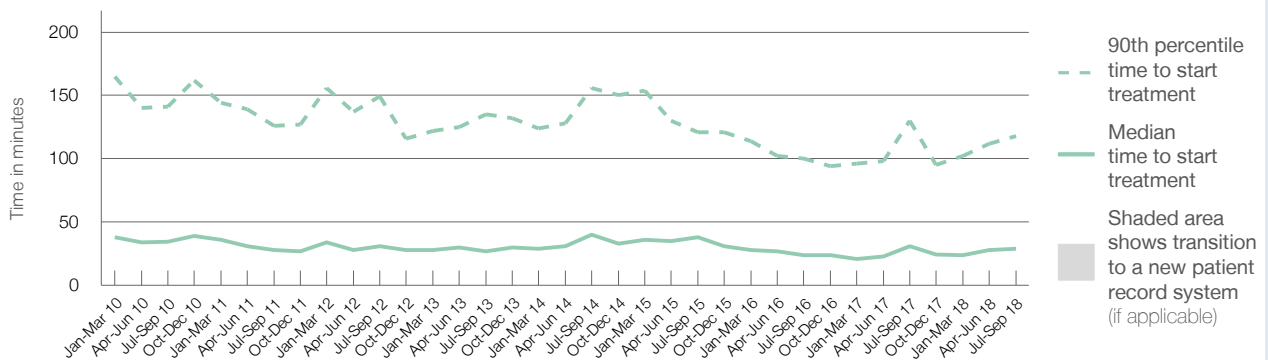
90th percentile time to start treatment<sup>5</sup>  118 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 818                   | 719               |
| 31 minutes            | 22 minutes        |
| 130 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 35           | 28           | 31           | 27           | 40           | 38           | 24           | 31           | 29           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 141          | 126          | 149          | 135          | 156          | 121          | 100          | 130          | 118          |

(†) 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 July to September 2018

All presentations:<sup>1</sup> 9,778 patients

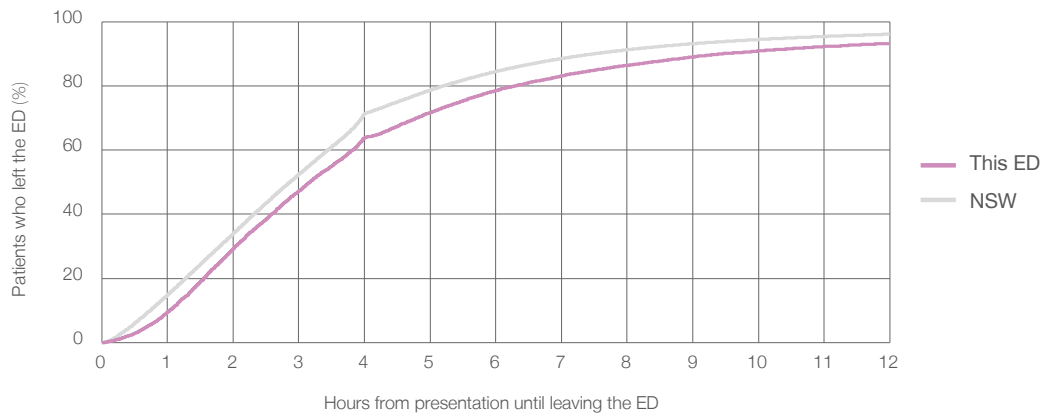
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,778 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

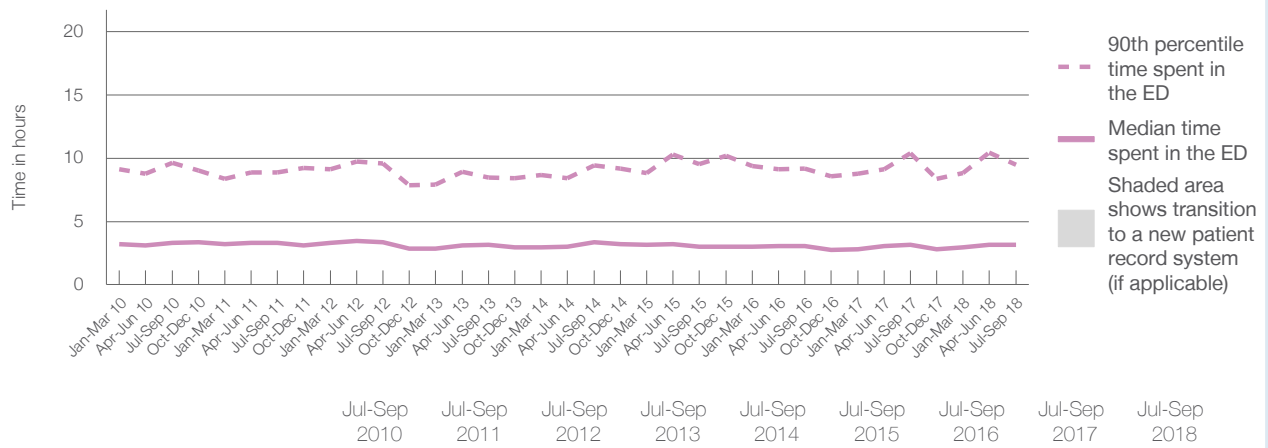
90th percentile time spent in the ED<sup>9</sup> 9 hours and 28 minutes

| Same period last year   | NSW (this period)      |
|-------------------------|------------------------|
| 10,037                  | 10,037                 |
| 3 hours and 10 minutes  | 2 hours and 52 minutes |
| 10 hours and 22 minutes | 7 hours and 30 minutes |

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          | 3h 18m       | 3h 18m       | 3h 23m       | 3h 8m        | 3h 22m       | 2h 59m       | 3h 3m 30s    | 3h 10m       | 3h 10m       |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) | 9h 37m       | 8h 53m       | 9h 35m       | 8h 29m       | 9h 26m       | 9h 32m       | 9h 12m       | 10h 22m      | 9h 28m       |

(†) 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  
 July to September 2018

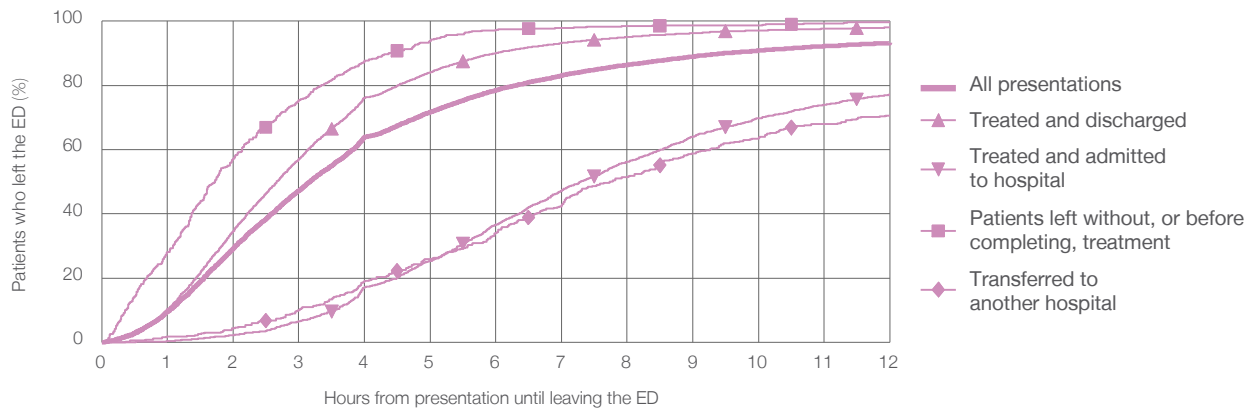
All presentations:<sup>1</sup> 9,778 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,778 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 6,889 (70.5%) |
| Treated and admitted to hospital                      | 1,792 (18.3%) |
| Patient left without, or before completing, treatment | 664 (6.8%)    |
| Transferred to another hospital                       | 399 (4.1%)    |
| Other   | 34 (0.3%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,037                | -3%                       |
| 7,175                 | -4.0%                     |
| 1,772                 | 1.1%                      |
| 707                   | -6.1%                     |
| 327                   | 22.0%                     |
| 56                    | -39.3%                    |

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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                                | 10.3%  | 34.7%   | 57.0%   | 76.2%   | 90.1%   | 95.1%   | 97.1%    | 98.1%    |
| Treated and admitted to hospital                      | 0.3%   | 2.2%    | 6.6%    | 17.1%   | 36.6%   | 56.3%   | 69.8%    | 77.1%    |
| Patient left without, or before completing, treatment | 28.0%  | 57.2%   | 75.5%   | 87.7%   | 97.3%   | 98.5%   | 98.6%    | 99.7%    |
| Transferred to another hospital                       | 1.8%   | 4.3%    | 10.0%   | 19.0%   | 34.1%   | 51.4%   | 63.7%    | 70.7%    |
| All presentations                                     | 9.6%   | 29.3%   | 47.2%   | 63.9%   | 78.5%   | 86.4%   | 90.9%    | 93.2%    |

(†) 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.

**Shoalhaven District Memorial Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 9,778 patients

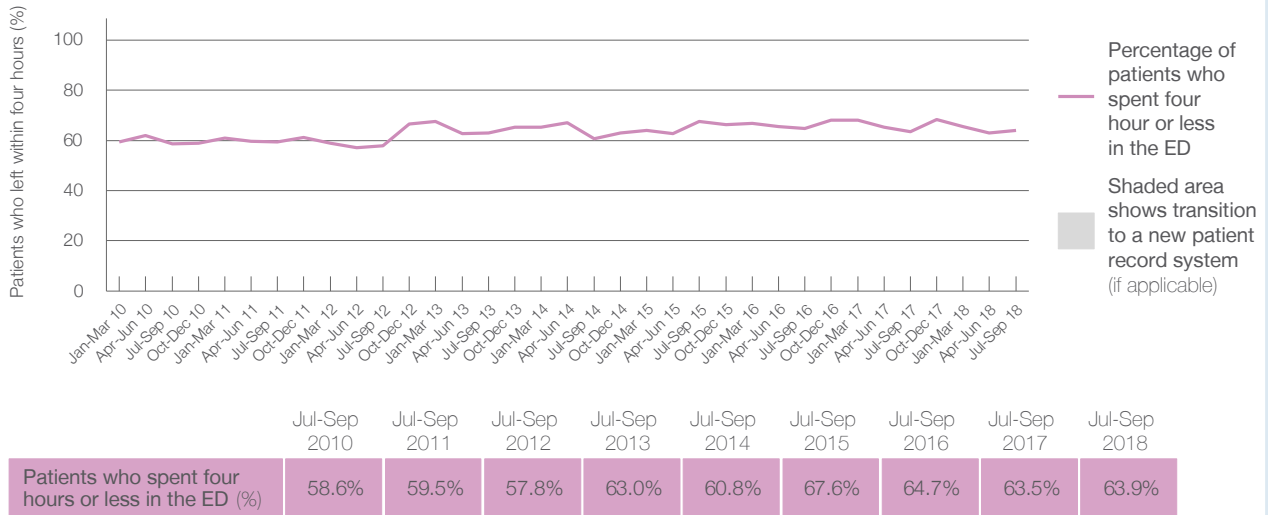
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,778 patients

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                 | 10,037                | -3%                       |
| Presentations used to calculate time to leaving the ED        | 10,037                | -3%                       |
| Percentage of patients who spent four hours or less in the ED | 63.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Wollongong Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 17,526 patients

Emergency presentations:<sup>2</sup> 17,288 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 17,546                | 0%                        |
| 17,256                | 0%                        |

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,421 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,970 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,893 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 852 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 118 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,464                 |                   |
| 9 minutes             | 8 minutes         |
| 28 minutes            | 28 minutes        |
| 7,607                 |                   |
| 23 minutes            | 21 minutes        |
| 89 minutes            | 72 minutes        |
| 6,489                 |                   |
| 27 minutes            | 26 minutes        |
| 119 minutes           | 105 minutes       |
| 505                   |                   |
| 29 minutes            | 22 minutes        |
| 133 minutes           | 103 minutes       |

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,522 patients

Percentage of patients who spent four hours or less in the ED 60%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 17,546                | 0%                        |
| 56%                   |                           |

\* 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, January to March 2018*.
- 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 16 October 2018).

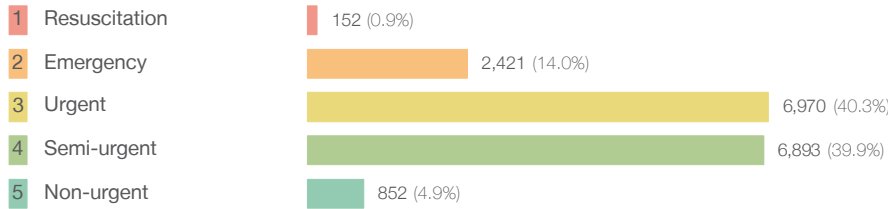
## Wollongong Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 17,526 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 17,546                | 0%                        |

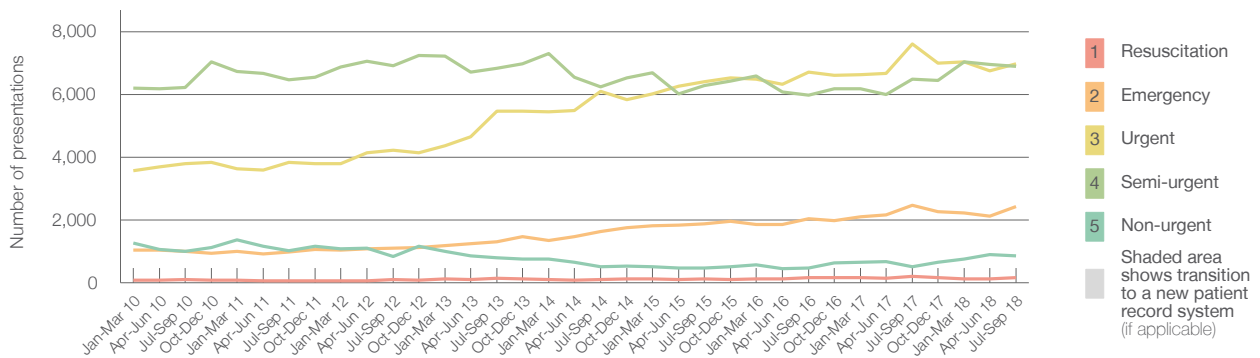
Emergency presentations<sup>2</sup> by triage category: 17,288 patients

|        |    |
|--------|----|
| 17,256 | 0% |
|--------|----|



|       |        |
|-------|--------|
| 191   | -20.4% |
| 2,464 | -1.7%  |
| 7,607 | -8.4%  |
| 6,489 | 6.2%   |
| 505   | 68.7%  |

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



|                             | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 98           | 67           | 101          | 130          | 96           | 114          | 158          | 191          | 152          |
| Emergency                   | 1,005        | 973          | 1,098        | 1,297        | 1,639        | 1,865        | 2,038        | 2,464        | 2,421        |
| Urgent                      | 3,782        | 3,830        | 4,223        | 5,468        | 6,099        | 6,411        | 6,711        | 7,607        | 6,970        |
| Semi-urgent                 | 6,221        | 6,469        | 6,910        | 6,824        | 6,233        | 6,286        | 5,967        | 6,489        | 6,893        |
| Non-urgent                  | 996          | 1,013        | 832          | 793          | 507          | 473          | 465          | 505          | 852          |
| All emergency presentations | 12,102       | 12,352       | 13,164       | 14,512       | 14,574       | 15,149       | 15,339       | 17,256       | 17,288       |

## Wollongong Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,515 patients

|       |
|-------|
| 5,983 |
|-------|

ED Transfer of care time



|            |            |
|------------|------------|
| 14 minutes | -2 minutes |
| 43 minutes | -8 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 2,421

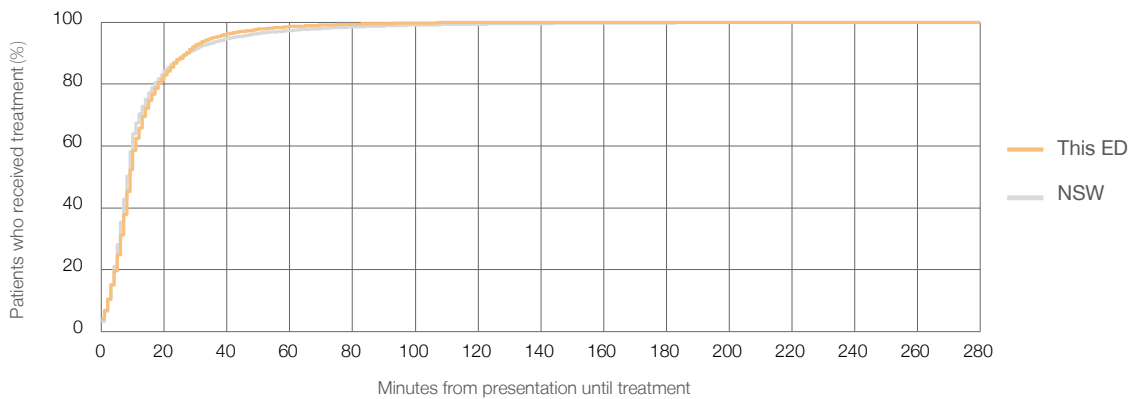
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,416

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

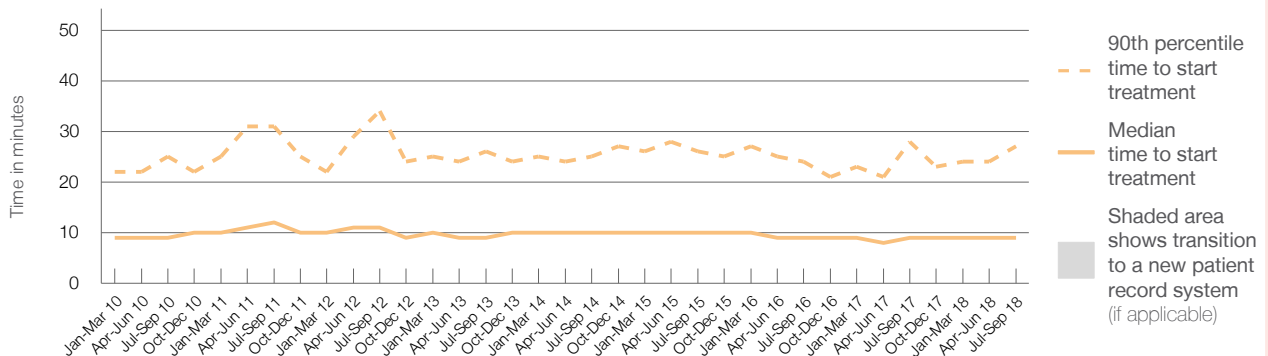
90th percentile time to start treatment<sup>5</sup>  27 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,464                 | 2,455             |
| 9 minutes             | 8 minutes         |
| 28 minutes            | 28 minutes        |

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 12           | 11           | 9            | 10           | 10           | 9            | 9            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 25           | 31           | 34           | 26           | 25           | 26           | 24           | 28           | 27           |

(†) 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 July to September 2018

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

Number of triage 3 patients: 6,970

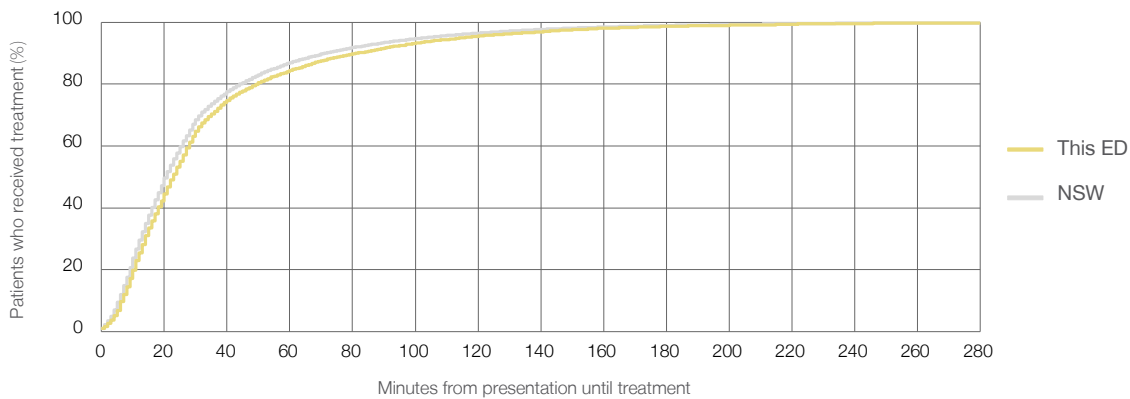
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,834

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

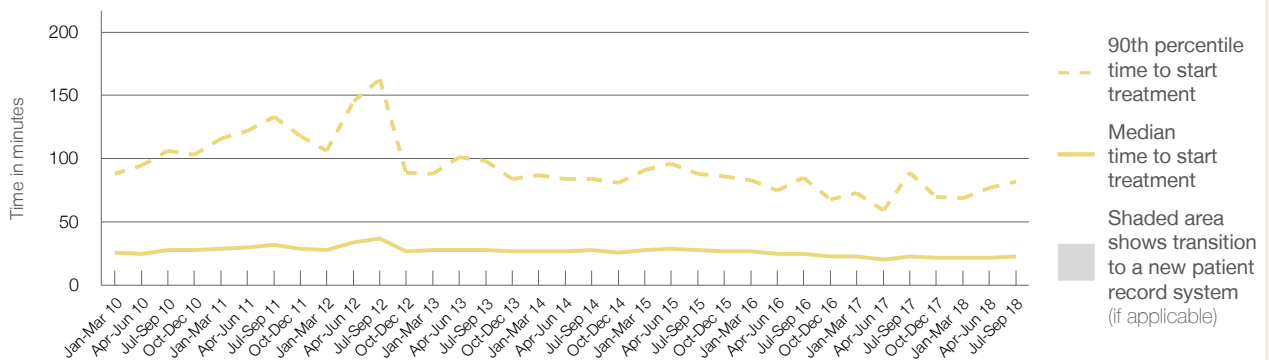
90th percentile time to start treatment<sup>5</sup>  82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 7,607                 | 7,373             |
| 23 minutes            | 21 minutes        |
| 89 minutes            | 72 minutes        |

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 28           | 32           | 37           | 28           | 28           | 28           | 25           | 23           | 23           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 106          | 133          | 163          | 98           | 84           | 88           | 85           | 89           | 82           |

(†) 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 July to September 2018

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

Number of triage 4 patients: 6,893

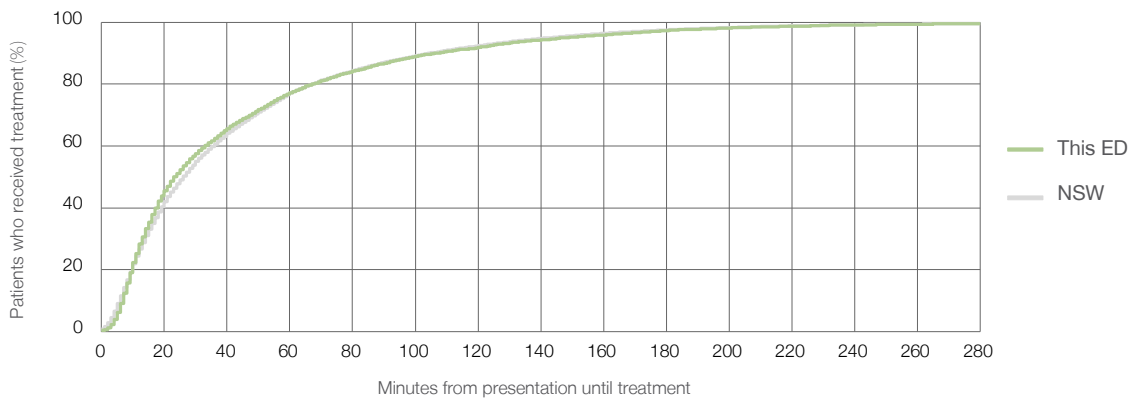
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,559

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

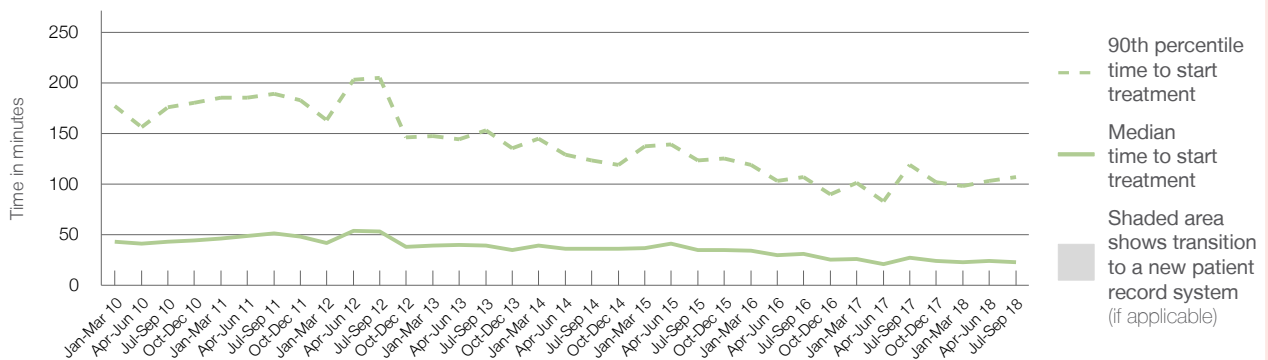
90th percentile time to start treatment<sup>5</sup>  107 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,489                 | 6,026             |
| 27 minutes            | 26 minutes        |
| 119 minutes           | 105 minutes       |

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 43           | 51           | 53           | 39           | 36           | 35           | 31           | 27           | 23           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 176          | 189          | 205          | 153          | 123          | 123          | 107          | 119          | 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 waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 852

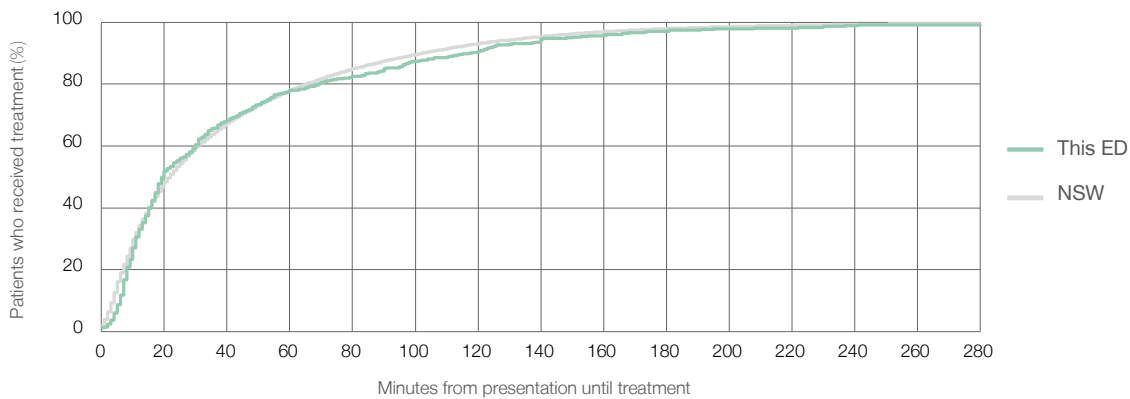
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 729

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

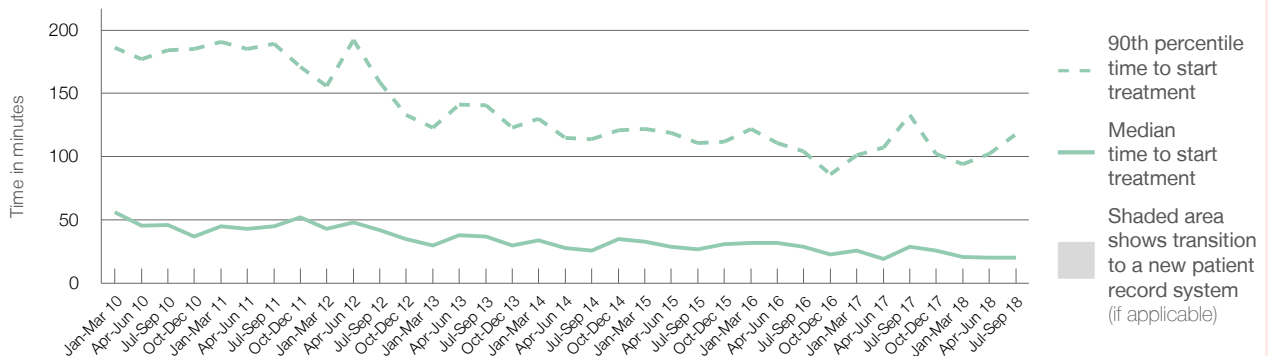
90th percentile time to start treatment<sup>5</sup>  118 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 505                   | 416               |
| 29 minutes            | 22 minutes        |
| 133 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 46           | 45           | 42           | 37           | 26           | 27           | 29           | 29           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 184          | 189          | 159          | 141          | 114          | 111          | 104          | 133          | 118          |

(†) 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

July to September 2018

All presentations:<sup>1</sup> 17,526 patients

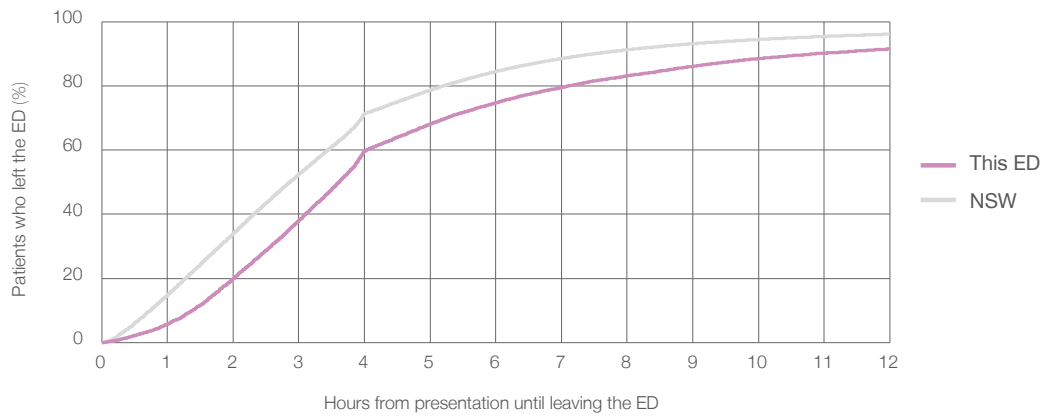
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,522 patients

Median time spent in the ED<sup>8</sup> 3 hours and 37 minutes

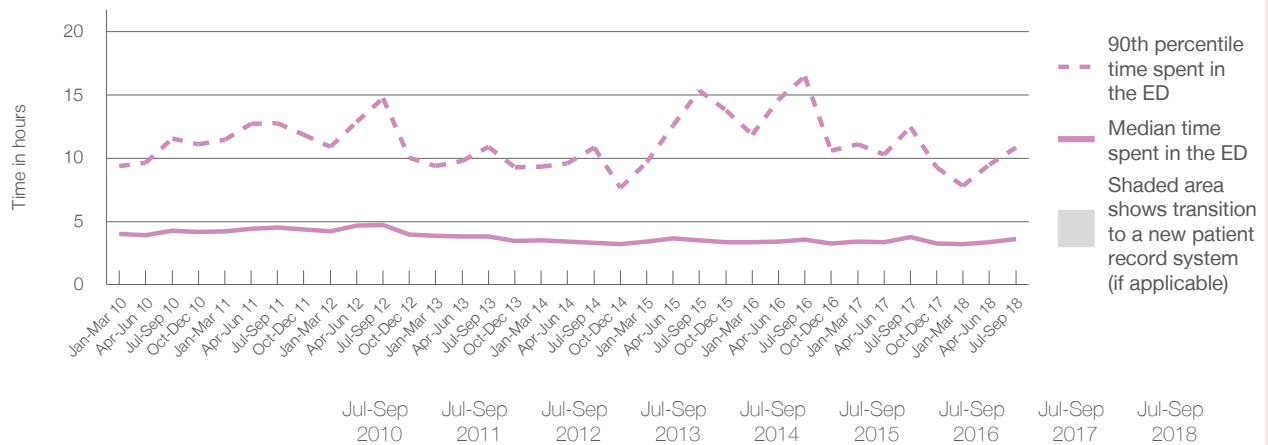
90th percentile time spent in the ED<sup>9</sup> 10 hours and 52 minutes

| Same period last year   | NSW (this period)      |
|-------------------------|------------------------|
| 17,546                  | 17,546                 |
| 3 hours and 46 minutes  | 2 hours and 52 minutes |
| 12 hours and 27 minutes | 7 hours and 30 minutes |

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



|  | Jul-Sep 2010 | Jul-Sep 2011 | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 | Jul-Sep 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          | 4h 15m       | 4h 32m       | 4h 44m       | 3h 48m       | 3h 20m       | 3h 31m       | 3h 34m       | 3h 46m       | 3h 37m       |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) | 11h 34m      | 12h 45m      | 14h 44m      | 10h 55m      | 10h 52m      | 15h 22m      | 16h 28m      | 12h 27m      | 10h 52m      |

(†) 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

By mode of separation

July to September 2018

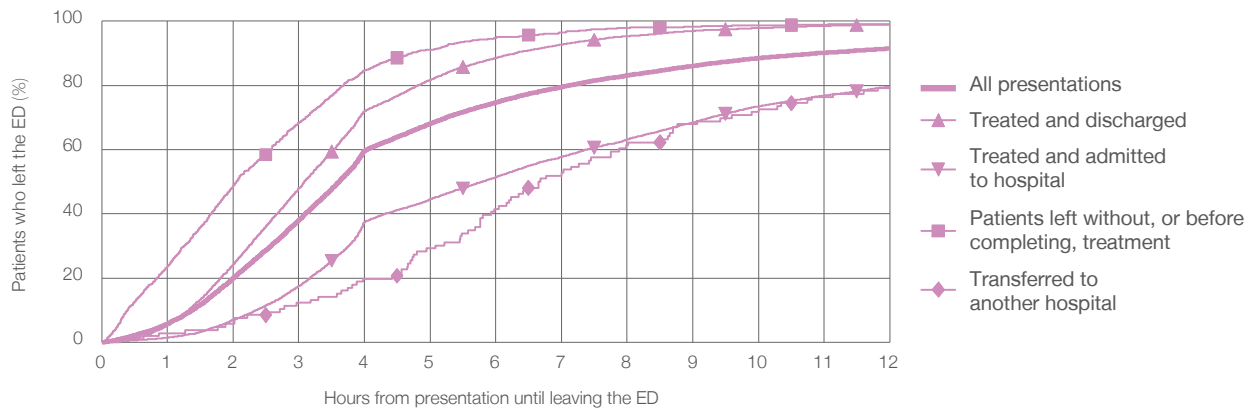
All presentations:<sup>1</sup> 17,526 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,522 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 9,227 (52.6%) |
| Treated and admitted to hospital                      | 6,674 (38.1%) |
| Patient left without, or before completing, treatment | 1,407 (8.0%)  |
| Transferred to another hospital                       | 106 (0.6%)    |
| Other   | 112 (0.6%)    |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 17,546                | 0%                        |
| 9,429                 | -2.1%                     |
| 6,329                 | 5.5%                      |
| 1,568                 | -10.3%                    |
| 115                   | -7.8%                     |
| 105                   | 6.7%                      |

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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                                | 5.3%   | 24.4%   | 48.0%   | 72.0%   | 88.6%   | 95.4%   | 97.9%    | 99.0%    |
| Treated and admitted to hospital                      | 1.4%   | 7.0%    | 17.5%   | 37.4%   | 51.4%   | 63.2%   | 73.4%    | 79.6%    |
| Patient left without, or before completing, treatment | 23.7%  | 48.8%   | 68.3%   | 84.6%   | 95.0%   | 97.9%   | 98.8%    | 99.1%    |
| Transferred to another hospital                       | 2.8%   | 5.7%    | 12.3%   | 19.8%   | 41.5%   | 61.3%   | 72.6%    | 79.2%    |
| All presentations                                     | 5.8%   | 20.0%   | 38.1%   | 59.7%   | 74.7%   | 83.1%   | 88.5%    | 91.5%    |

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

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

**Wollongong Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 17,526 patients

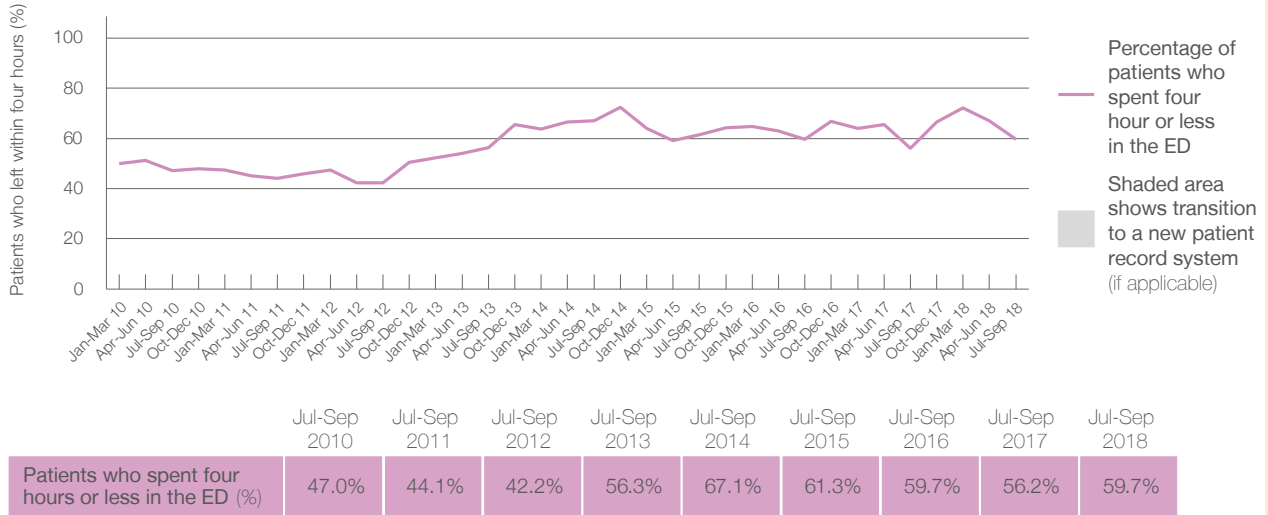
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,522 patients

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



|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| All presentations at the emergency department: <sup>1</sup> 17,526 patients          | 17,546                | 0%                        |
| Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,522 patients | 17,546                | 0%                        |
| Percentage of patients who spent four hours or less in the ED                        | 56.2%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).