

Healthcare Quarterly

Emergency department

District group 1 hospitals
(C1) peer group
Performance Profiles

July to September 2018

Armidaire Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,066 patients
Emergency presentations:² 3,912 patients

Same period last year	Change since one year ago
4,201	-3%
4,083	-4%



Armidaire Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 253 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  38 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,021 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,326 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  88 minutes

Same period last year	NSW (this period)
228	
10 minutes	8 minutes
36 minutes	28 minutes
1,065	
28 minutes	21 minutes
93 minutes	72 minutes
2,468	
39 minutes	26 minutes
154 minutes	105 minutes
312	
21 minutes	22 minutes
106 minutes	103 minutes

Armidaire Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,066 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
4,201	-3%
75%	

* 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.

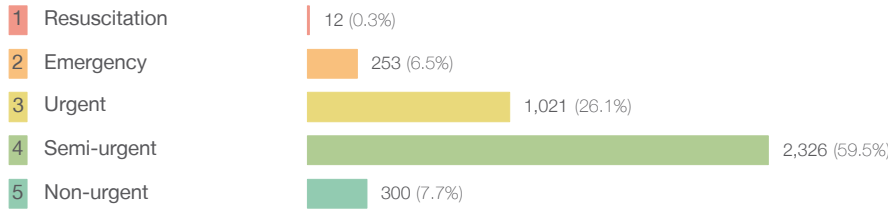
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Armidales Hospital: Patients presenting to the emergency department July to September 2018

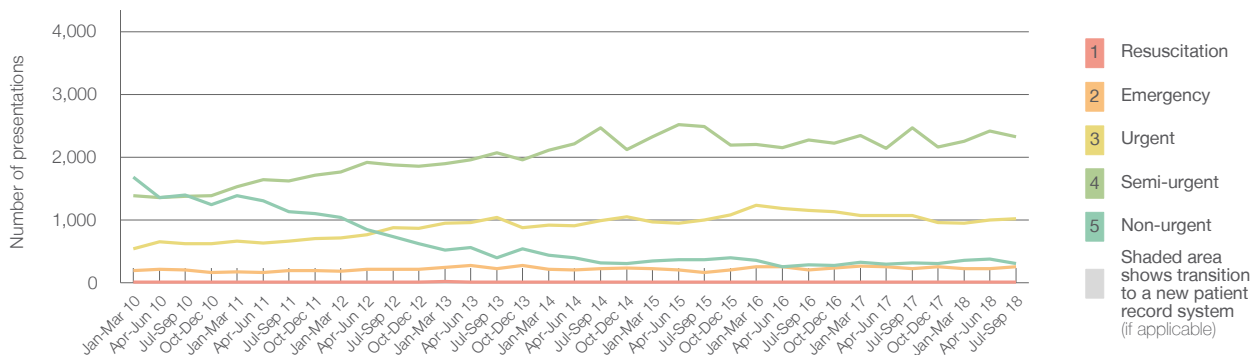
All presentations:¹ 4,066 patients

Emergency presentations² by triage category: 3,912 patients



	Same period last year	Change since one year ago
All presentations	4,201	-3%
Emergency presentations	4,083	-4%
1 Resuscitation	10	20.0%
2 Emergency	228	11.0%
3 Urgent	1,065	-4.1%
4 Semi-urgent	2,468	-5.8%
5 Non-urgent	312	-3.8%

Emergency presentations² 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	5	6	9	8	13	11	7	10	12
Emergency	199	194	216	225	227	165	202	228	253
Urgent	618	663	878	1,040	991	999	1,150	1,065	1,021
Semi-urgent	1,378	1,618	1,875	2,069	2,471	2,487	2,274	2,468	2,326
Non-urgent	1,392	1,132	734	392	319	362	281	312	300
All emergency presentations	3,592	3,613	3,712	3,734	4,021	4,024	3,914	4,083	3,912

Armidales Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 568 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	453	
ED Transfer of care time		
Median time	3 minutes	1 minute
90th percentile time	44 minutes	-14 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidaire 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: 253

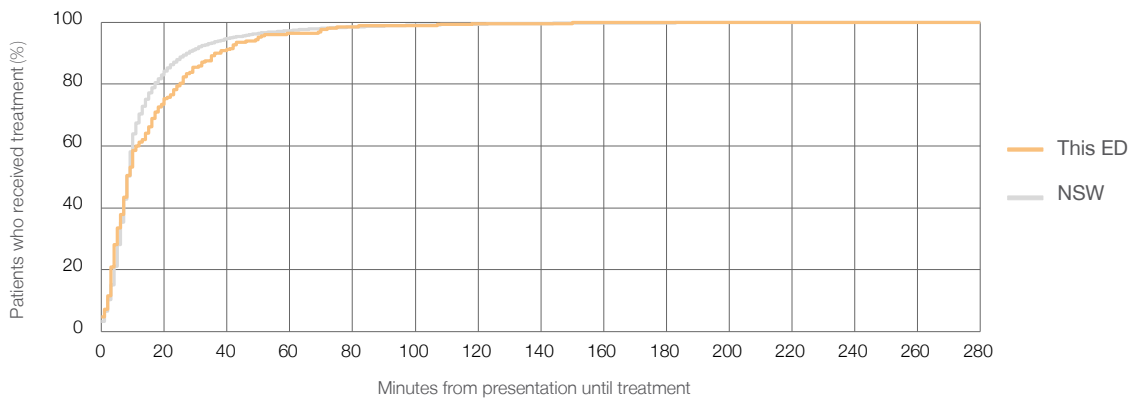
Number of triage 2 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 8 minutes

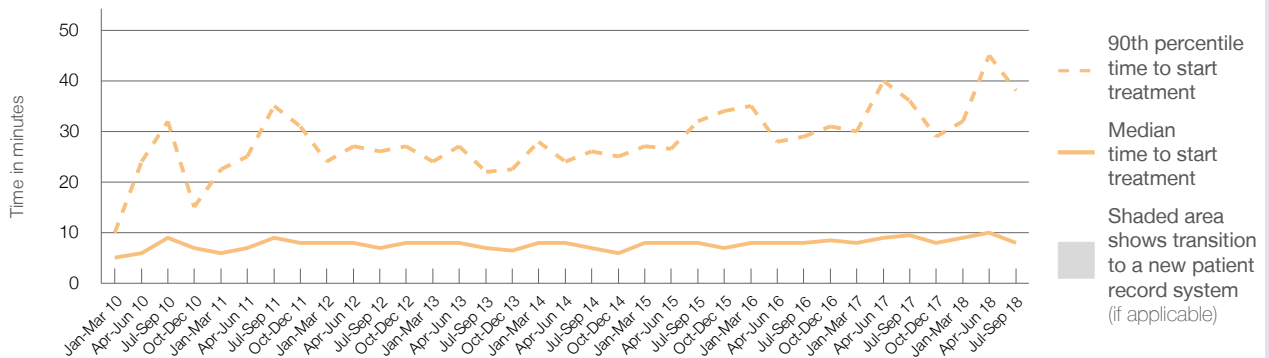
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
228	
222	
10 minutes	8 minutes
36 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^{†‡}



	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 ⁴ (minutes)	9	9	7	7	7	8	8	10	8
90th percentile time to start treatment ⁵ (minutes)	32	35	26	22	26	32	29	36	38

(†) 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.

Armidale 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: 1,021

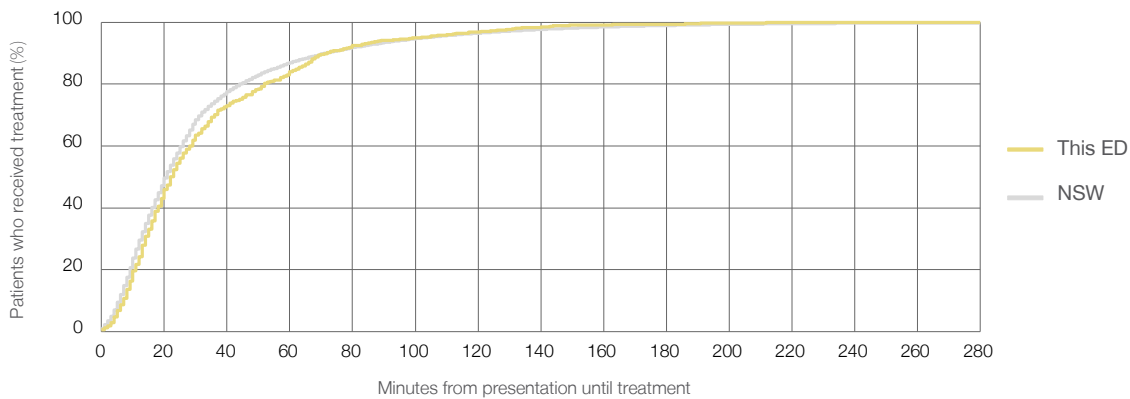
Number of triage 3 patients used to calculate waiting time:³ 984

Median time to start treatment⁴ 22 minutes

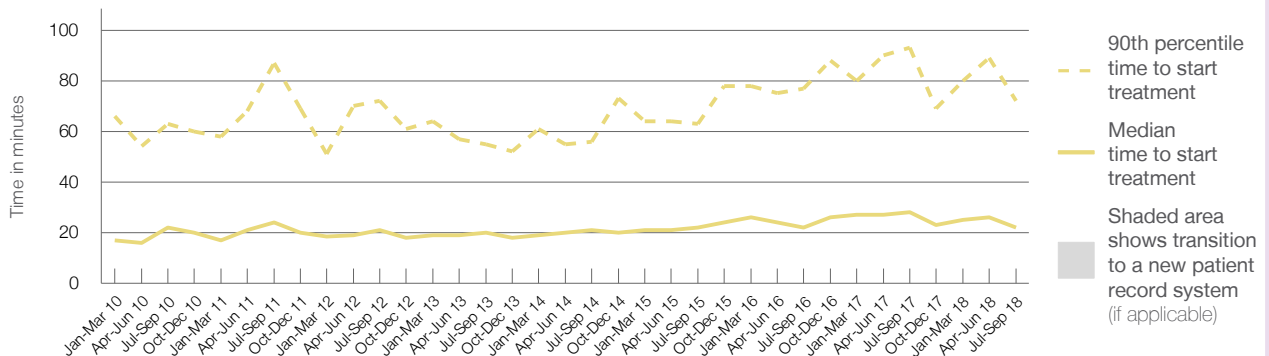
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,065	
1,026	
28 minutes	21 minutes
93 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^{†‡}



	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 ⁴ (minutes)	22	24	21	20	21	22	22	28	22
90th percentile time to start treatment ⁵ (minutes)	63	87	72	55	56	63	77	93	72

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Armidaire 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: 2,326

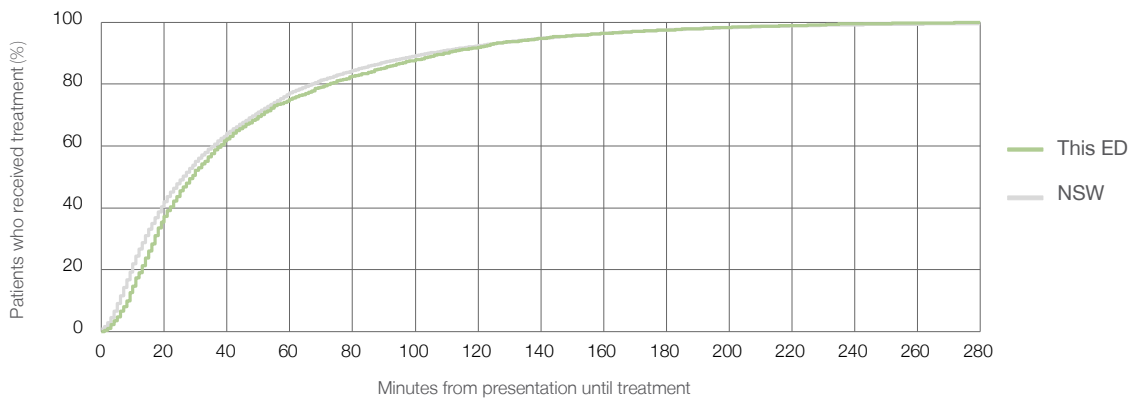
Number of triage 4 patients used to calculate waiting time:³ 2,179

Median time to start treatment⁴ 29 minutes

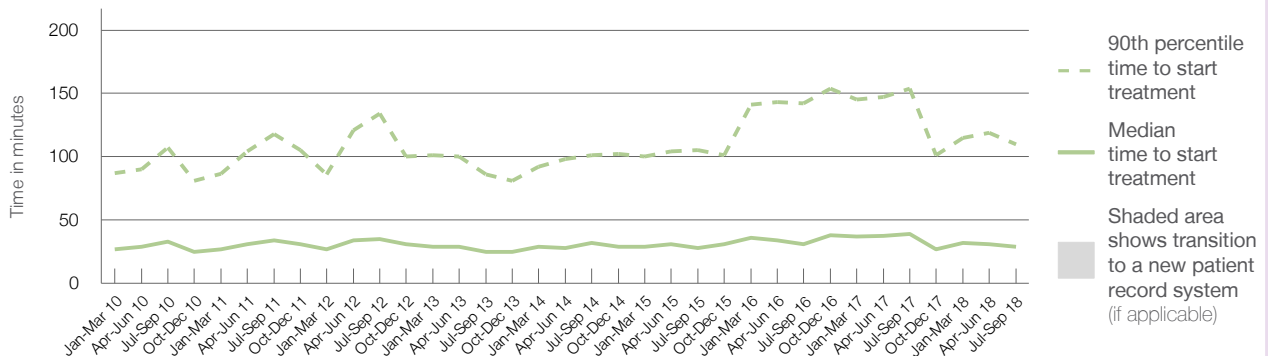
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,468	
2,204	
39 minutes	26 minutes
154 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^{†‡}



	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 ⁴ (minutes)	33	34	35	25	32	28	31	39	29
90th percentile time to start treatment ⁵ (minutes)	107	118	134	86	101	105	142	154	110

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Armidale 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: 300

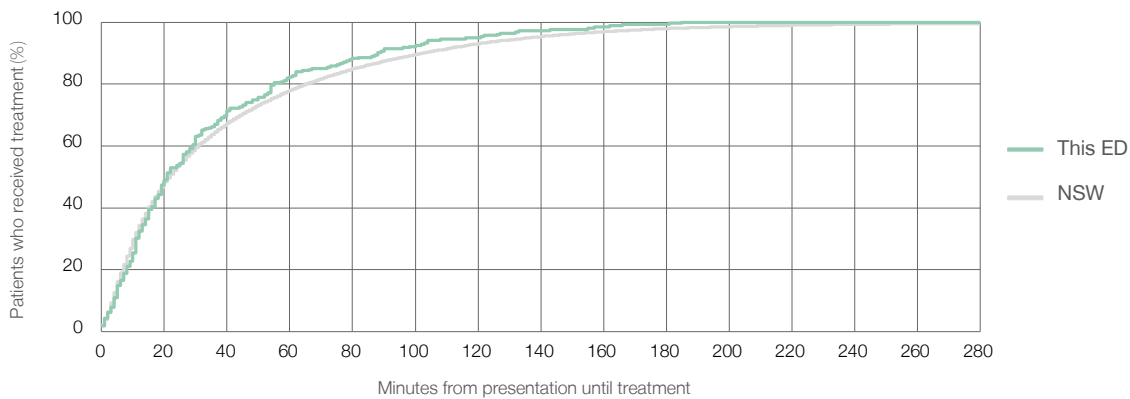
Number of triage 5 patients used to calculate waiting time:³ 255

Median time to start treatment⁴ 21 minutes

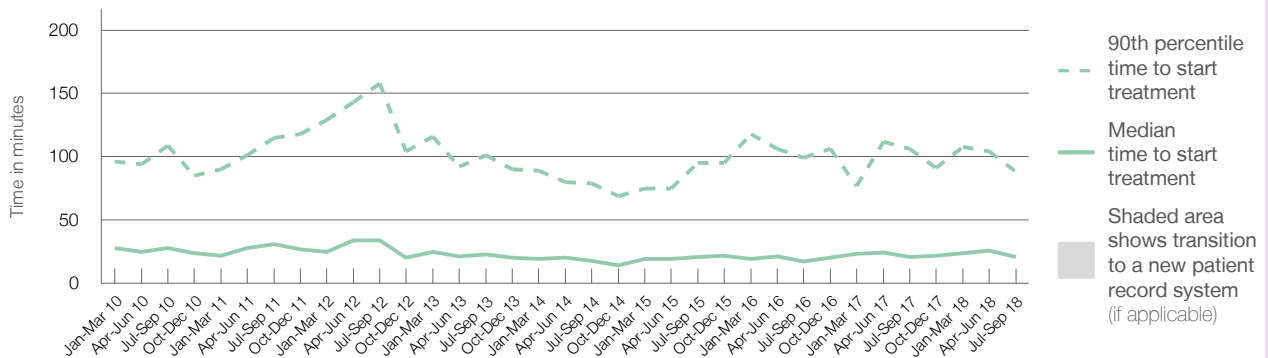
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
312	
247	
21 minutes	22 minutes
106 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^{†‡}



	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 ⁴ (minutes)	28	31	34	23	18	21	17	21	21
90th percentile time to start treatment ⁵ (minutes)	109	115	158	101	79	95	99	106	88

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Armidales Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,066 patients

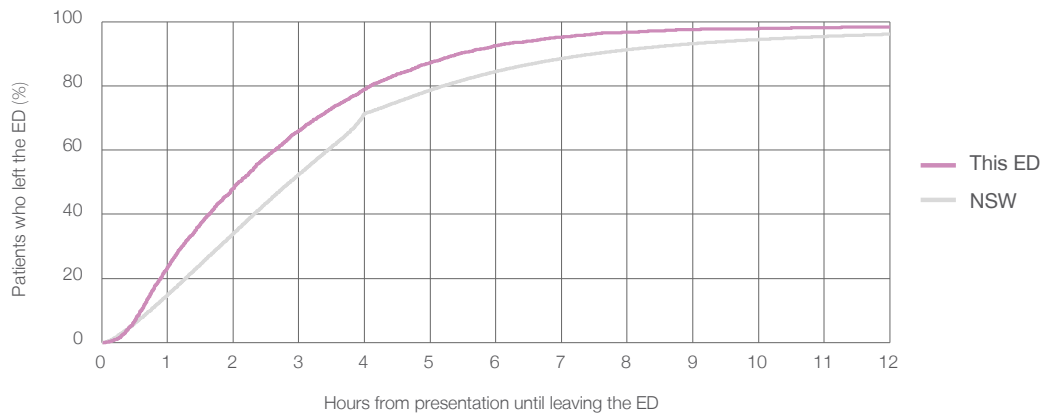
Presentations used to calculate time to leaving the ED:⁶ 4,066 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

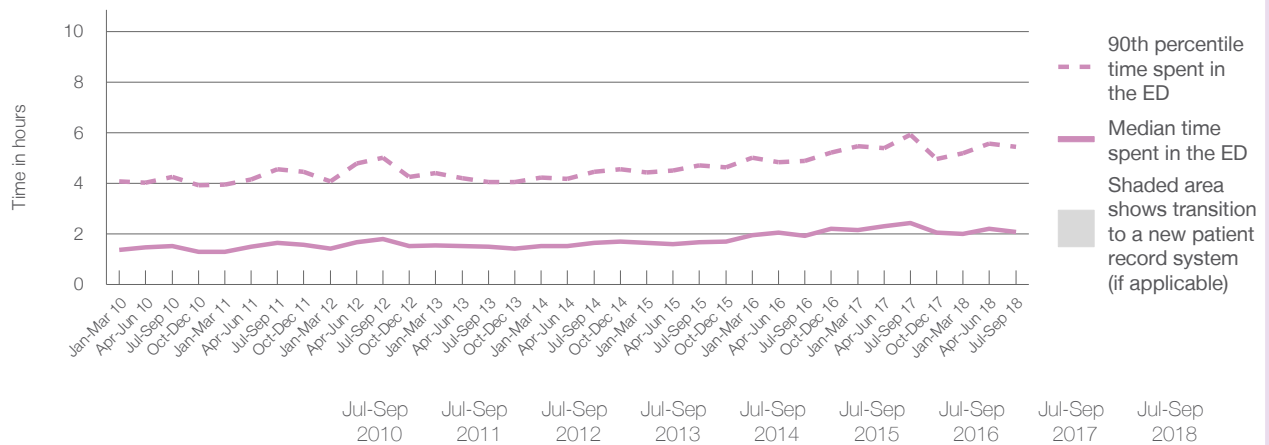
90th percentile time spent in the ED⁹ 5 hours and 27 minutes

Same period last year	NSW (this period)
4,201	4,201
2 hours and 27 minutes	2 hours and 52 minutes
5 hours and 55 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^{†‡}



	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 ⁸ (hours, minutes)	1h 32m	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m	2h 27m	2h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 16m	4h 33m	5h 1m	4h 3m	4h 27m	4h 43m	4h 53m	5h 55m	5h 27m

(†) 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.

Armidale Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

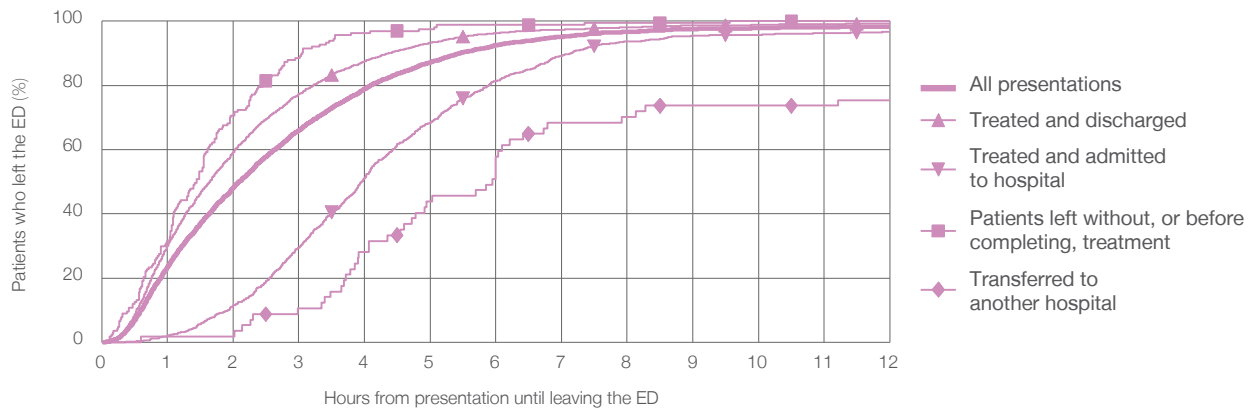
All presentations:¹ 4,066 patients

Presentations used to calculate time to leaving the ED:⁶ 4,066 patients

Treated and discharged	2,910 (71.6%)
Treated and admitted to hospital	913 (22.5%)
Patient left without, or before completing, treatment	167 (4.1%)
Transferred to another hospital	57 (1.4%)
Other	19 (0.5%)

Same period last year	Change since one year ago
4,201	-3%
2,819	3.2%
965	-5.4%
333	-49.8%
57	0.0%
27	-29.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	30.0%	59.2%	77.3%	87.6%	96.4%	98.0%	98.9%	99.3%
Treated and admitted to hospital	2.0%	11.5%	29.5%	51.2%	81.4%	93.6%	95.7%	96.7%
Patient left without, or before completing, treatment	31.7%	70.7%	88.6%	96.4%	98.8%	99.4%	100%	100%
Transferred to another hospital	1.8%	1.8%	10.5%	28.1%	57.9%	70.2%	73.7%	75.4%
All presentations	23.5%	48.2%	66.1%	78.9%	92.5%	96.7%	97.8%	98.4%

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

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

Armidale 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: ¹ 4,066 patients

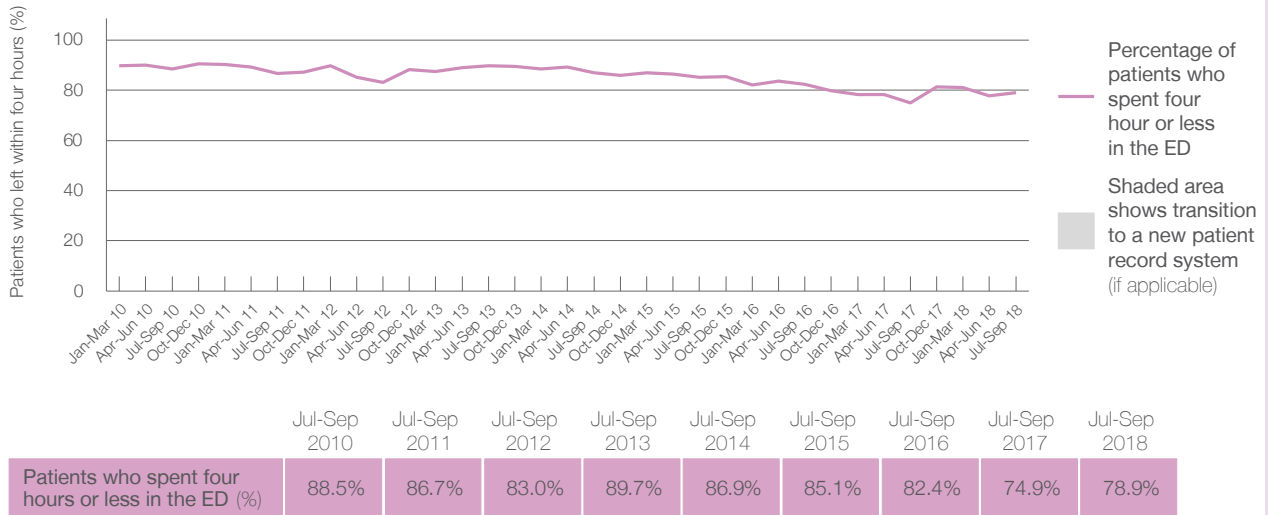
Presentations used to calculate time to leaving the ED: ⁶ 4,066 patients

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: ¹ 4,066 patients	4,201	-3%
Presentations used to calculate time to leaving the ED: ⁶ 4,066 patients	4,201	-3%
Percentage of patients who spent four hours or less in the ED	74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Bathurst Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,472 patients
Emergency presentations:² 6,400 patients

Same period last year	Change since one year ago
6,955	-7%
6,864	-7%

Bathurst Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,229 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,988 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
670	
6 minutes	8 minutes
9 minutes	28 minutes
2,453	
24 minutes	21 minutes
79 minutes	72 minutes
3,138	
29 minutes	26 minutes
124 minutes	105 minutes
573	
21 minutes	22 minutes
104 minutes	103 minutes

Bathurst Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,472 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,954	-7%
74%	

* 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.

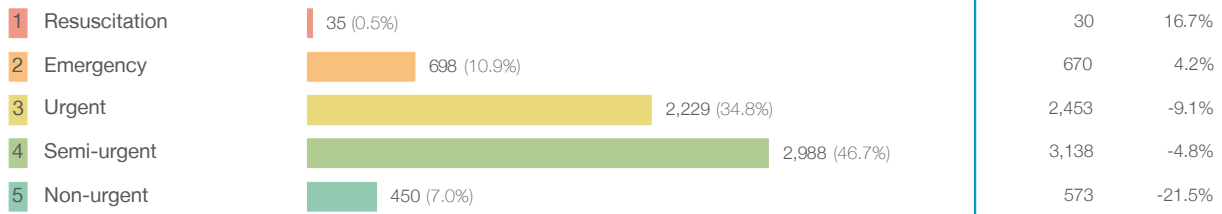
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

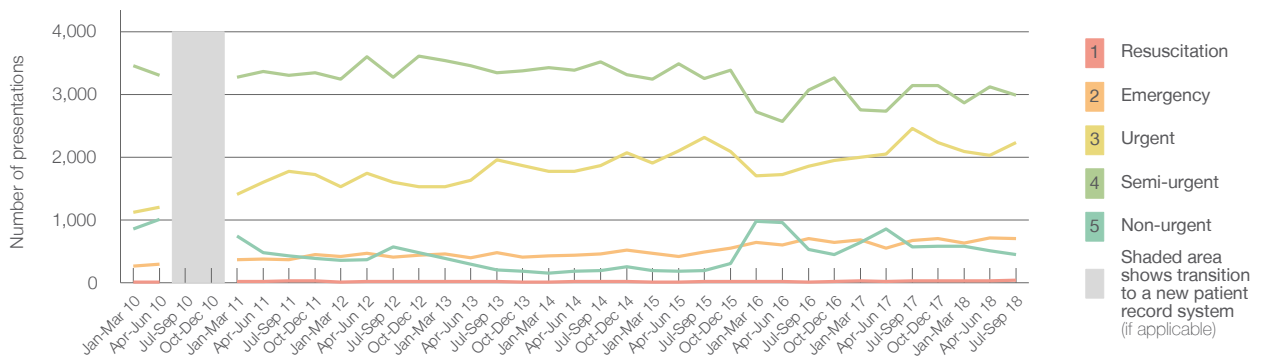
Bathurst Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 6,472 patients

Emergency presentations² by triage category: 6,400 patients



Emergency presentations² 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		25	22	16	15	16	12	30	35
Emergency		363	409	474	457	485	698	670	698
Urgent		1,769	1,600	1,959	1,861	2,316	1,854	2,453	2,229
Semi-urgent		3,306	3,269	3,347	3,521	3,256	3,065	3,138	2,988
Non-urgent		423	569	202	196	194	525	573	450
All emergency presentations		5,886	5,869	5,998	6,050	6,267	6,154	6,864	6,400

Bathurst Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,008 patients

ED Transfer of care time



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

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Bathurst Health Service: 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: 698

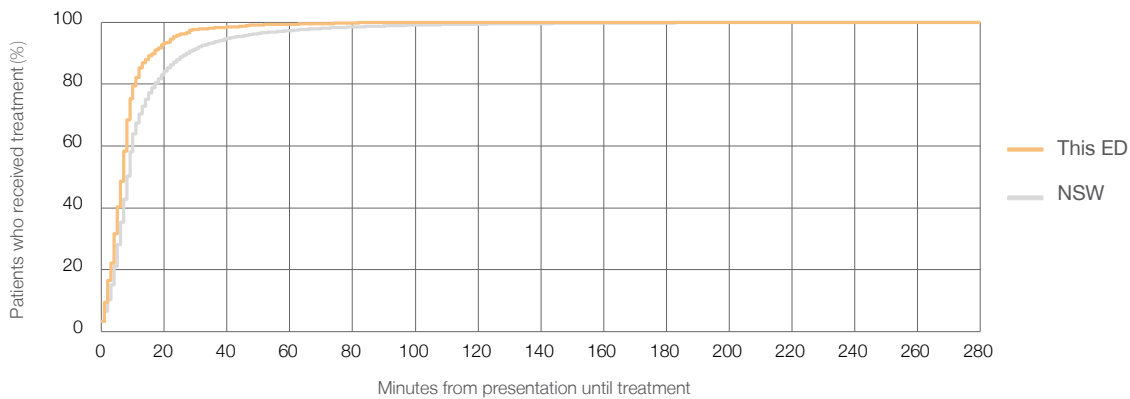
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ 7 minutes

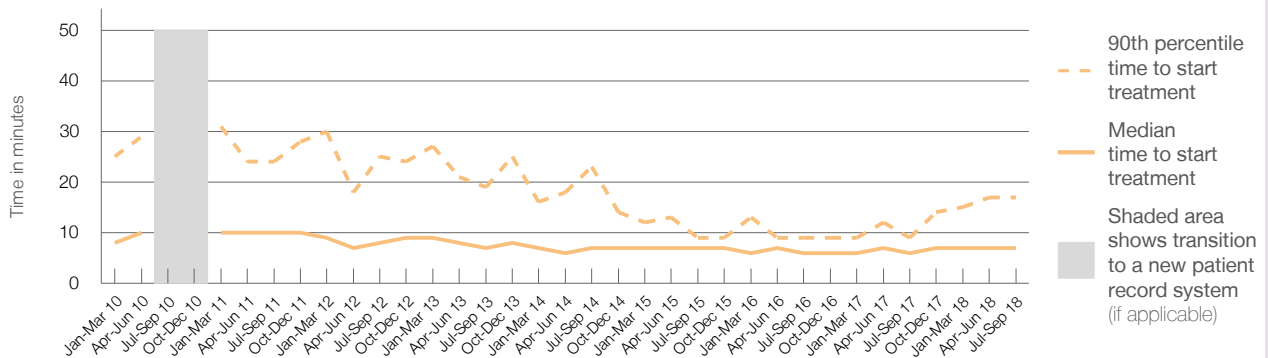
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
670	
668	
6 minutes	8 minutes
9 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^{†‡}



	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 ⁴ (minutes)		10	8	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	19	23	9	9	9	17

(†) 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.

Bathurst Health Service: 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: 2,229

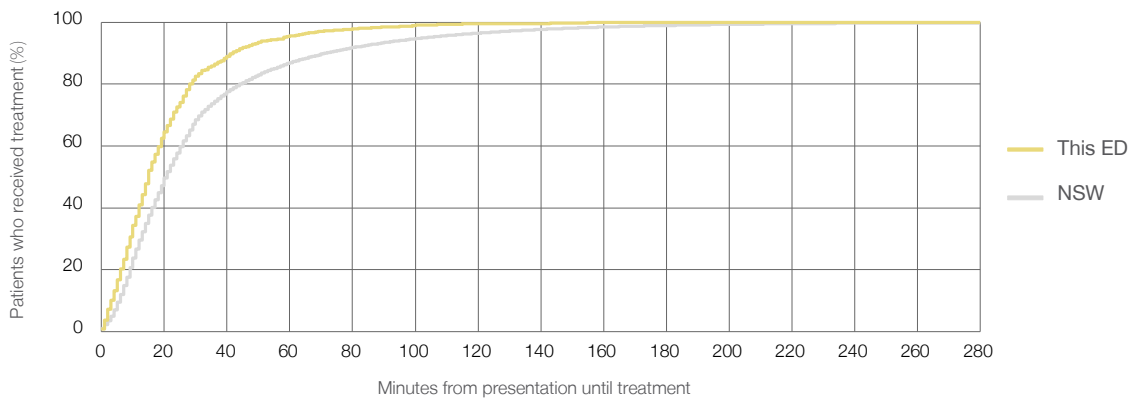
Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴ 15 minutes

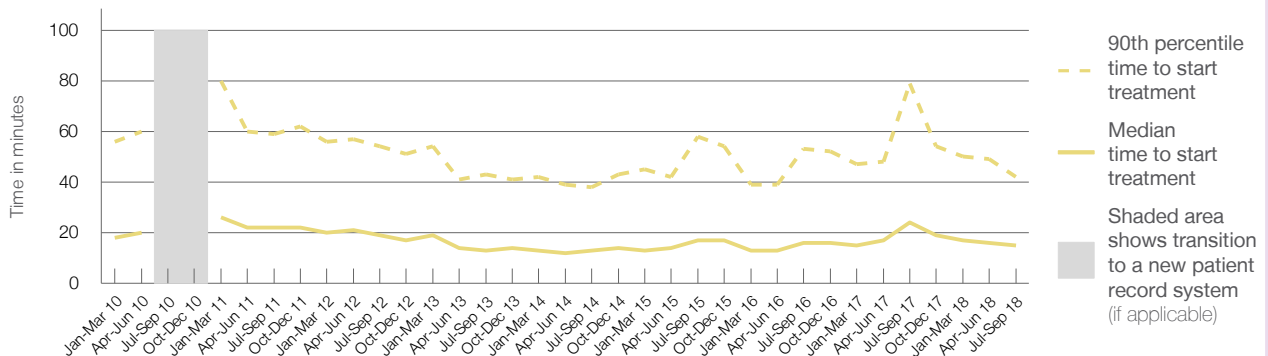
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,453	2,423
24 minutes	21 minutes
79 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^{†‡}



	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 ⁴ (minutes)		22	19	13	13	17	16	24	15
90th percentile time to start treatment ⁵ (minutes)		59	54	43	38	58	53	79	42

(†) 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.

Bathurst Health Service: 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: 2,988

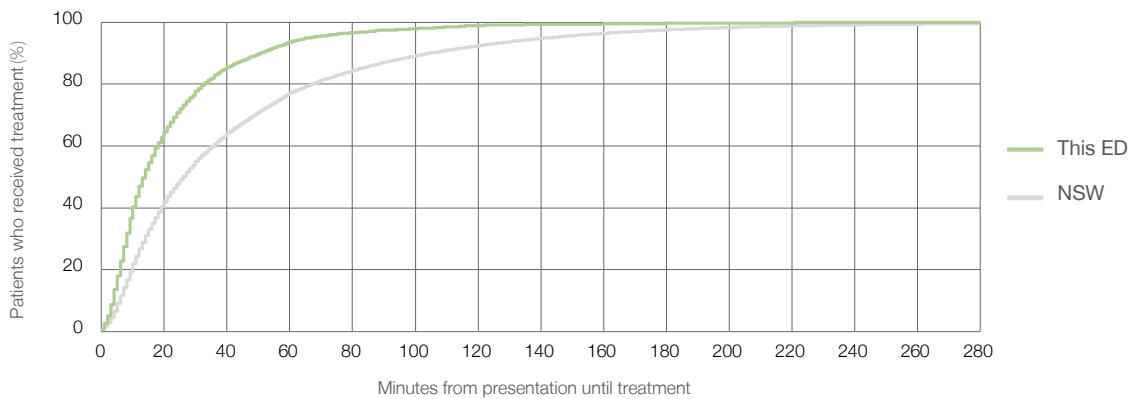
Number of triage 4 patients used to calculate waiting time:³ 2,962

Median time to start treatment⁴ 14 minutes

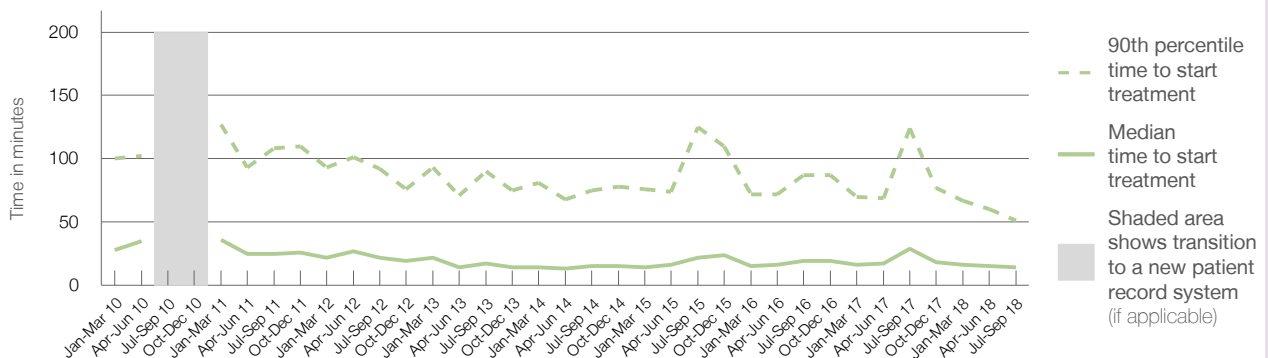
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
3,138	
2,974	
29 minutes	26 minutes
124 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^{†‡}



	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 ⁴ (minutes)		25	22	17	15	22	19	29	14
90th percentile time to start treatment ⁵ (minutes)		108	92	90	75	125	87	124	51

(†) 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.

Bathurst Health Service: 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: 450

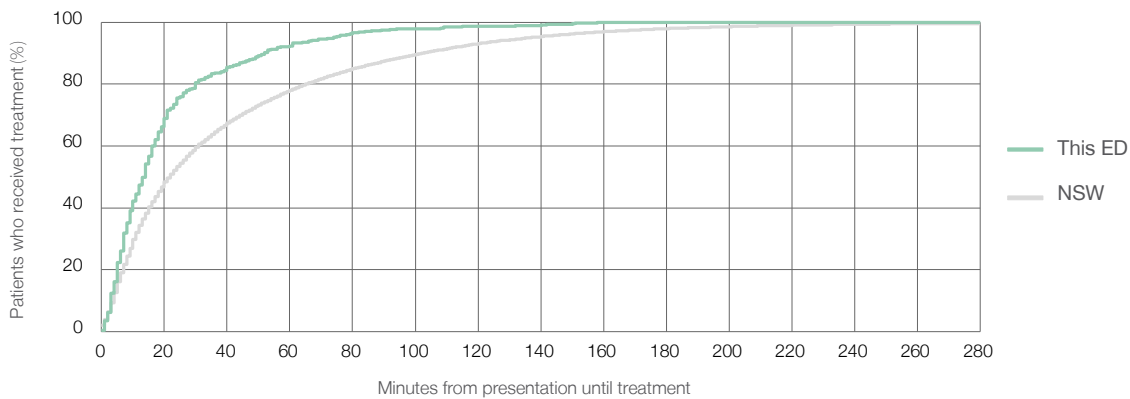
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 14 minutes

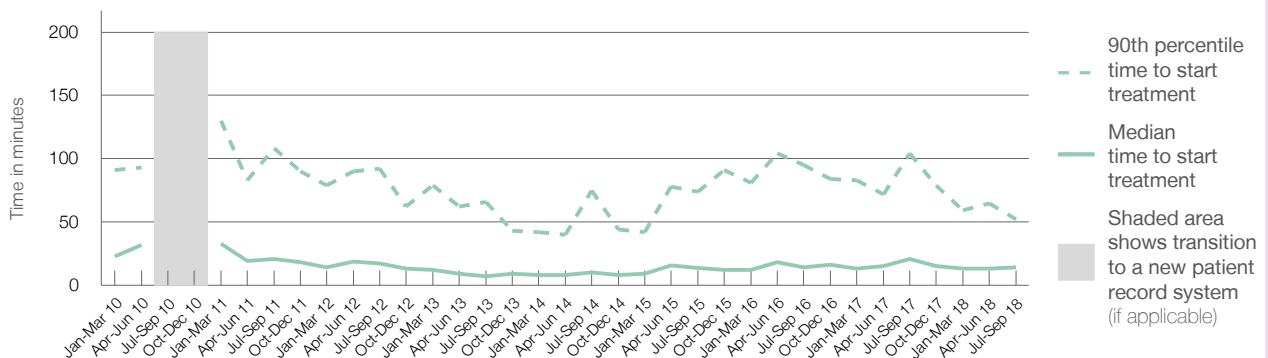
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
573	
534	
21 minutes	22 minutes
104 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^{†‡}



	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 ⁴ (minutes)		21	17	7	10	14	14	21	14
90th percentile time to start treatment ⁵ (minutes)		108	92	66	75	74	95	104	52

(†) 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.

Bathurst Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,472 patients

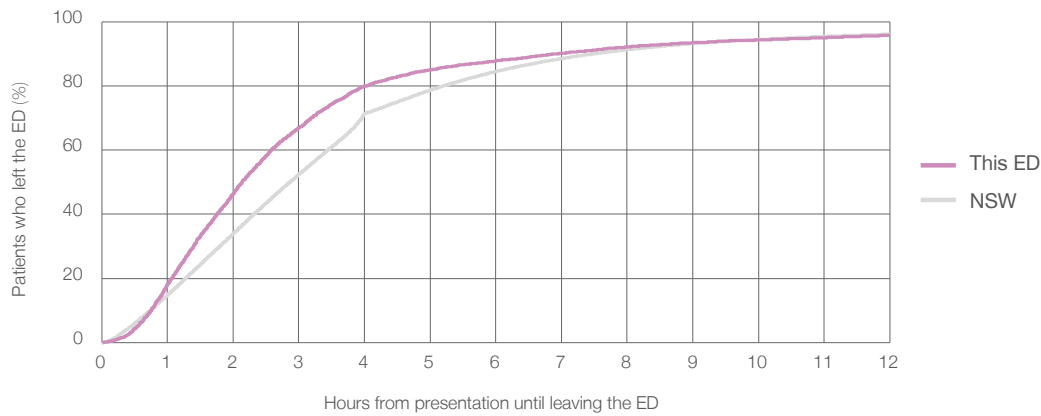
Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Median time spent in the ED⁸ 2 hours and 8 minutes

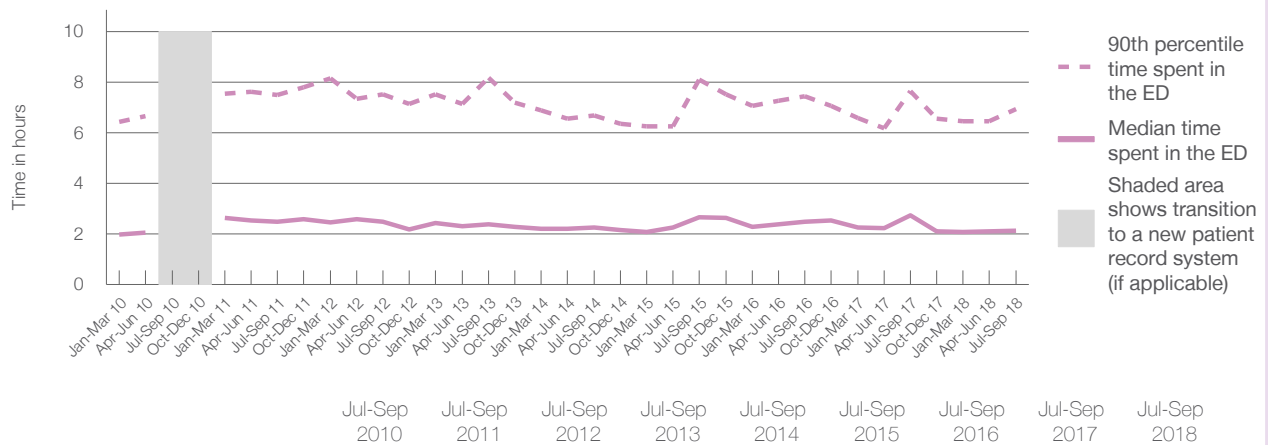
90th percentile time spent in the ED⁹ 6 hours and 56 minutes

Same period last year	NSW (this period)
6,955	
6,954	
2 hours and 44 minutes	2 hours and 52 minutes
7 hours and 39 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^{†‡}



	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 ⁸ (hours, minutes)		2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 44m	2h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 30m	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 39m	6h 56m

(†) 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.

Bathurst Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

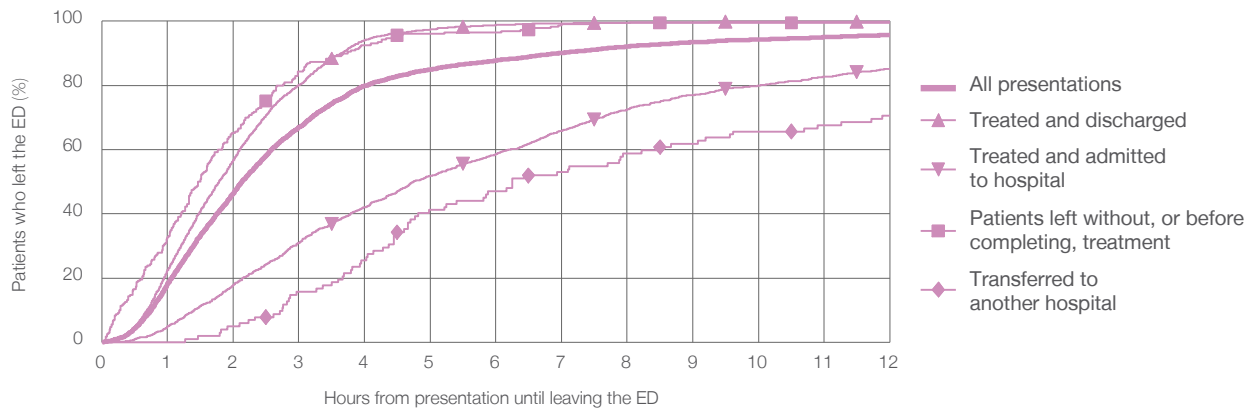
All presentations:¹ 6,472 patients

Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Treated and discharged	4,485 (69.3%)
Treated and admitted to hospital	1,630 (25.2%)
Patient left without, or before completing, treatment	230 (3.6%)
Transferred to another hospital	102 (1.6%)
Other	25 (0.4%)

Same period last year	Change since one year ago
6,954	-7%
4,947	-9.3%
1,378	18.3%
521	-55.9%
75	36.0%
34	-26.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	22.5%	56.8%	80.2%	94.2%	98.8%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.9%	17.9%	31.0%	42.1%	58.7%	72.6%	80.0%	85.2%
Patient left without, or before completing, treatment	32.6%	65.2%	84.3%	92.6%	96.5%	99.6%	99.6%	99.6%
Transferred to another hospital	0%	4.9%	15.7%	25.5%	47.1%	58.8%	65.7%	70.6%
All presentations	18.2%	46.5%	66.9%	79.9%	87.8%	92.1%	94.3%	95.7%

(†) 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.

Bathurst Health Service: 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: ¹ 6,472 patients

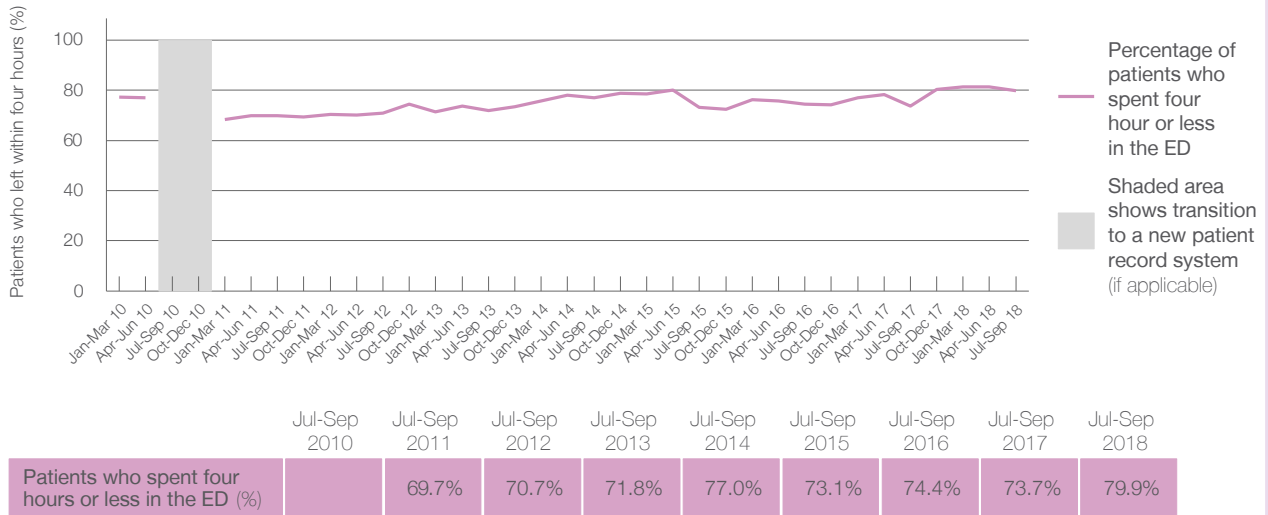
Presentations used to calculate time to leaving the ED: ⁶ 6,472 patients

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	6,955	-7%
Presentations used to calculate time to leaving the ED	6,954	-7%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Belmont Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,417 patients
 Emergency presentations:² 6,392 patients

Same period last year	Change since one year ago
6,616	-3%
6,589	-3%



Belmont Hospital: Time patients waited to start treatment ³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 571 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,457 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,299 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,051 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
598	
8 minutes	8 minutes
18 minutes	28 minutes
1,410	
18 minutes	21 minutes
51 minutes	72 minutes
3,391	
26 minutes	26 minutes
96 minutes	105 minutes
1,179	
30 minutes	22 minutes
120 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,417 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
6,616	-3%
69%	

* 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.

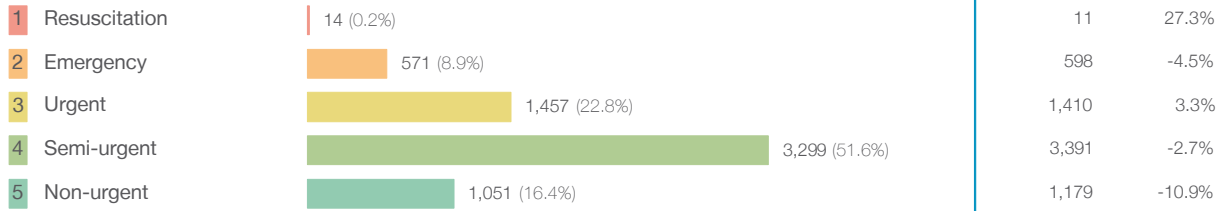
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients presenting to the emergency department July to September 2018

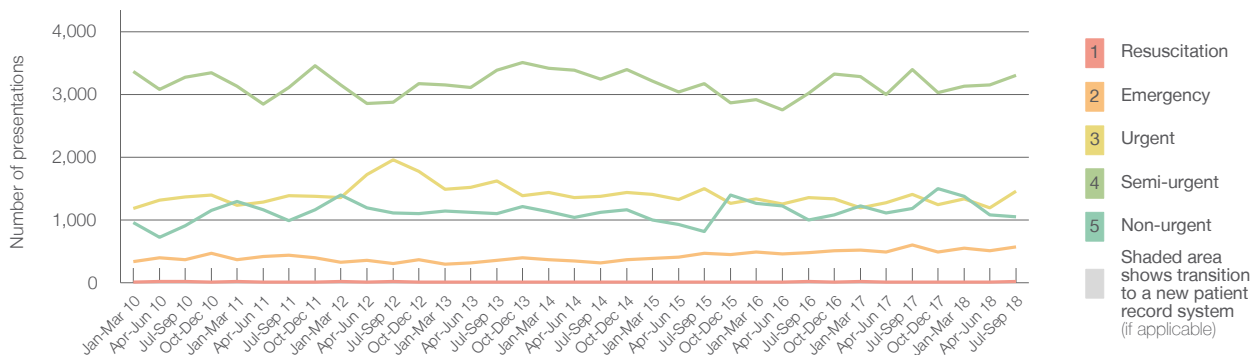
All presentations:¹ 6,417 patients

Emergency presentations² by triage category: 6,392 patients



Same period last year	Change since one year ago
6,616	-3%
6,589	-3%
11	27.3%
598	-4.5%
1,410	3.3%
3,391	-2.7%
1,179	-10.9%

Emergency presentations² 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	15	10	24	11	7	9	16	11	14
Emergency	366	435	305	351	319	463	479	598	571
Urgent	1,366	1,383	1,955	1,623	1,373	1,496	1,353	1,410	1,457
Semi-urgent	3,272	3,111	2,877	3,386	3,246	3,168	3,019	3,391	3,299
Non-urgent	908	991	1,113	1,099	1,118	816	994	1,179	1,051
All emergency presentations	5,927	5,930	6,274	6,470	6,063	5,952	5,861	6,589	6,392

Belmont Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,330 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,463	
12 minutes	-1 minute
25 minutes	-3 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.

Belmont 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: 571

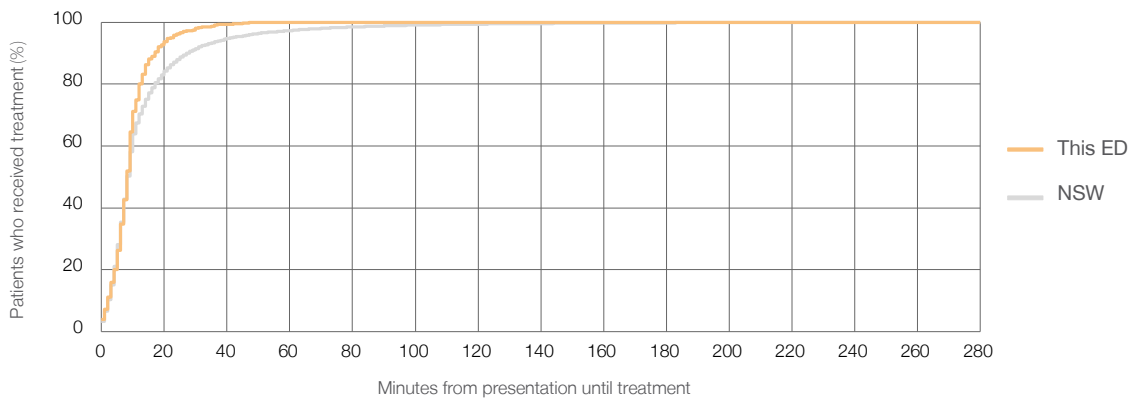
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 8 minutes

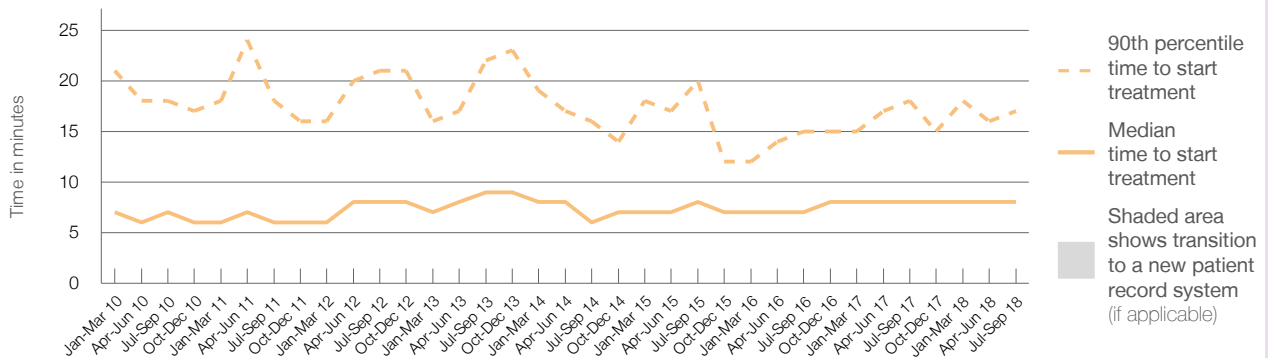
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
598	590
8 minutes	8 minutes
18 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^{†‡}



	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 ⁴ (minutes)	7	6	8	9	6	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	18	18	21	22	16	20	15	18	17

(†) 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.

Belmont 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: 1,457

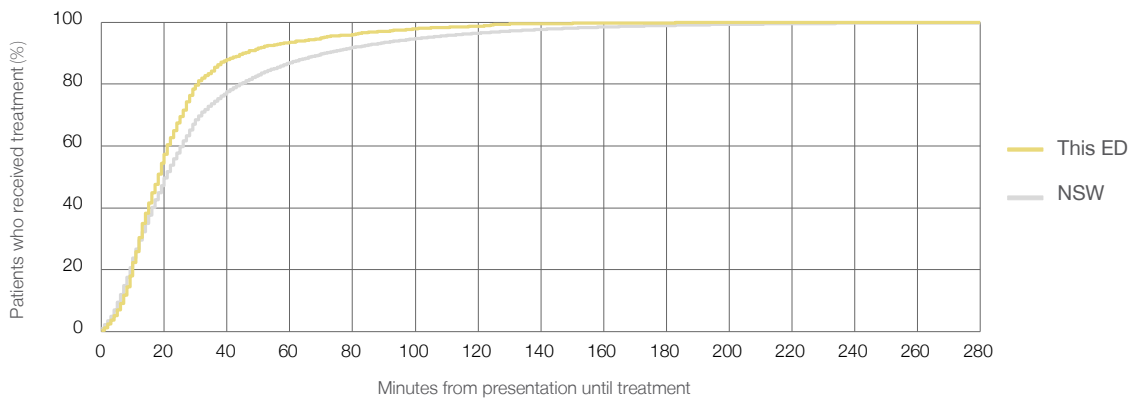
Number of triage 3 patients used to calculate waiting time:³ 1,407

Median time to start treatment⁴ 18 minutes

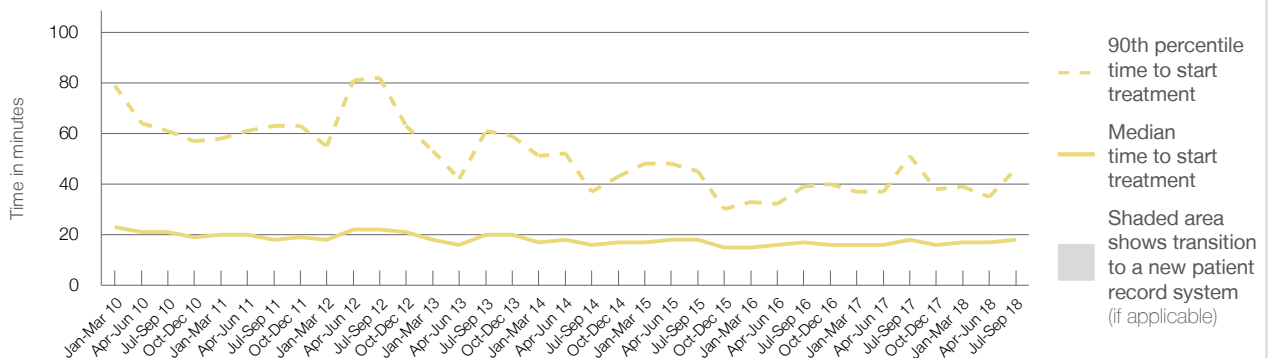
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,410	
1,344	
18 minutes	21 minutes
51 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^{†‡}



	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 ⁴ (minutes)	21	18	22	20	16	18	17	18	18
90th percentile time to start treatment ⁵ (minutes)	61	63	82	61	37	45	39	51	46

(†) 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.

Belmont 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: 3,299

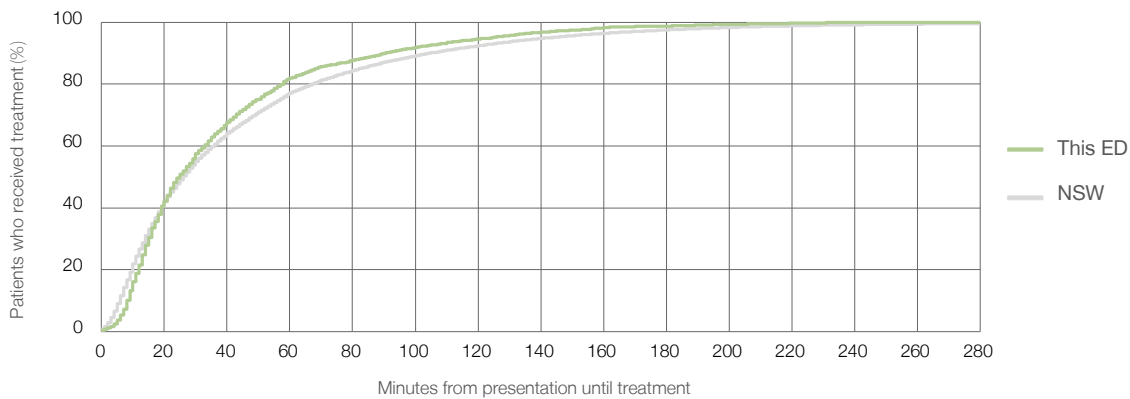
Number of triage 4 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴ 25 minutes

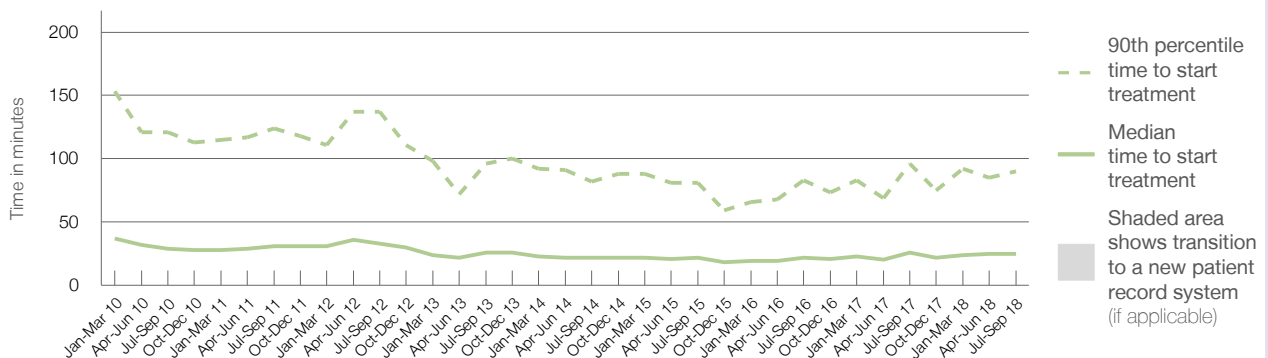
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,391	
2,829	
26 minutes	26 minutes
96 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^{†‡}



	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 ⁴ (minutes)	29	31	33	26	22	22	22	26	25
90th percentile time to start treatment ⁵ (minutes)	121	124	137	96	82	81	83	96	90

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

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

Belmont 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: 1,051

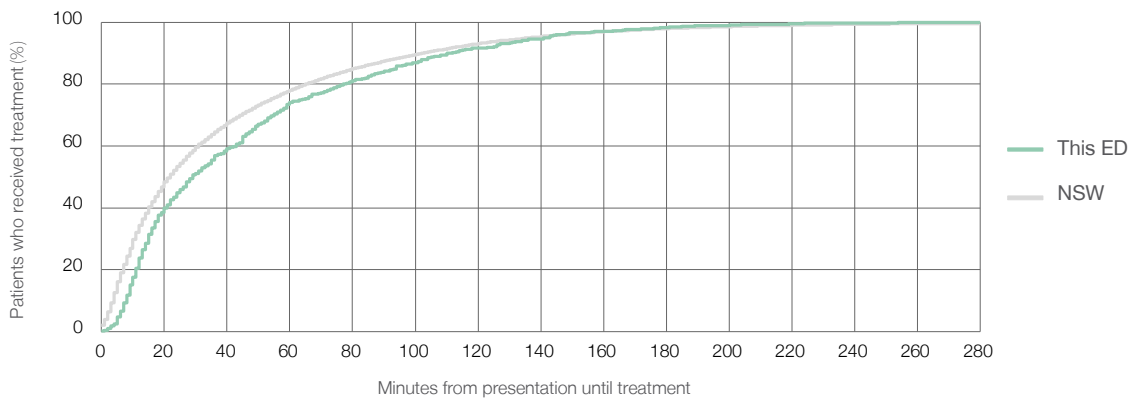
Number of triage 5 patients used to calculate waiting time:³ 758

Median time to start treatment⁴ 29 minutes

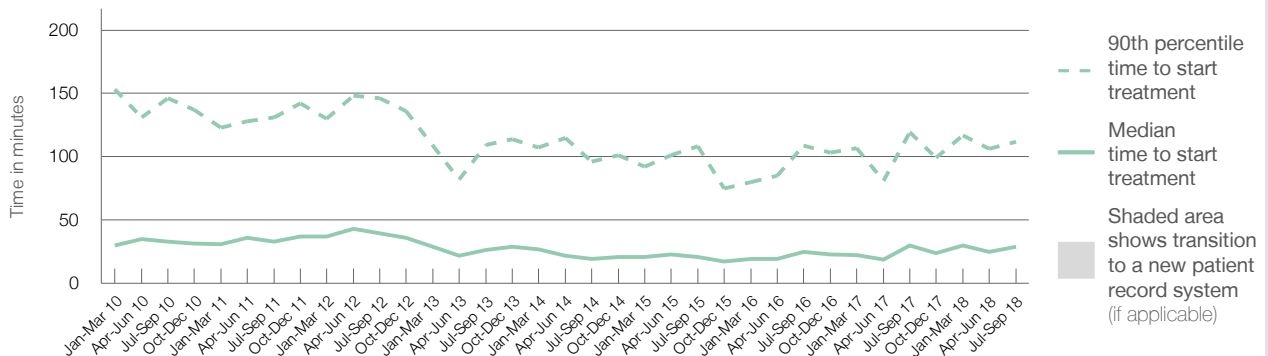
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,179	860
30 minutes	22 minutes
120 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^{†‡}



	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 ⁴ (minutes)	33	33	40	27	19	21	25	30	29
90th percentile time to start treatment ⁵ (minutes)	146	131	146	110	96	108	109	120	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.

Belmont Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,417 patients

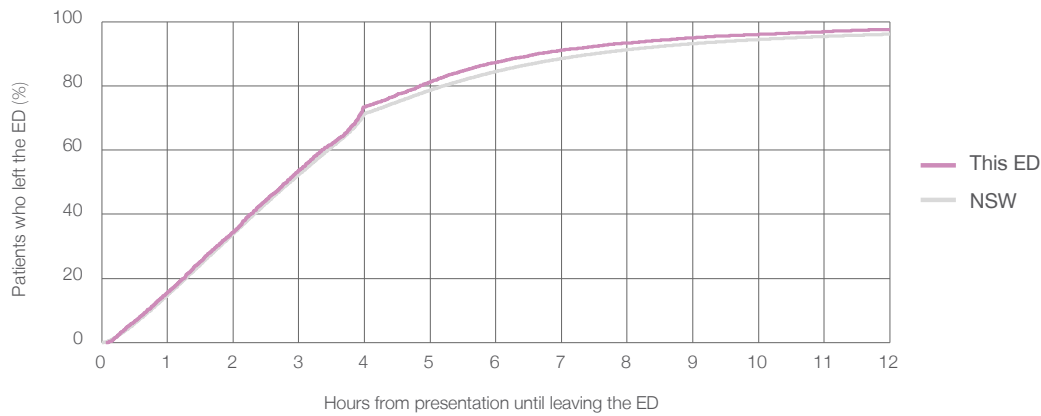
Presentations used to calculate time to leaving the ED:⁶ 6,417 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

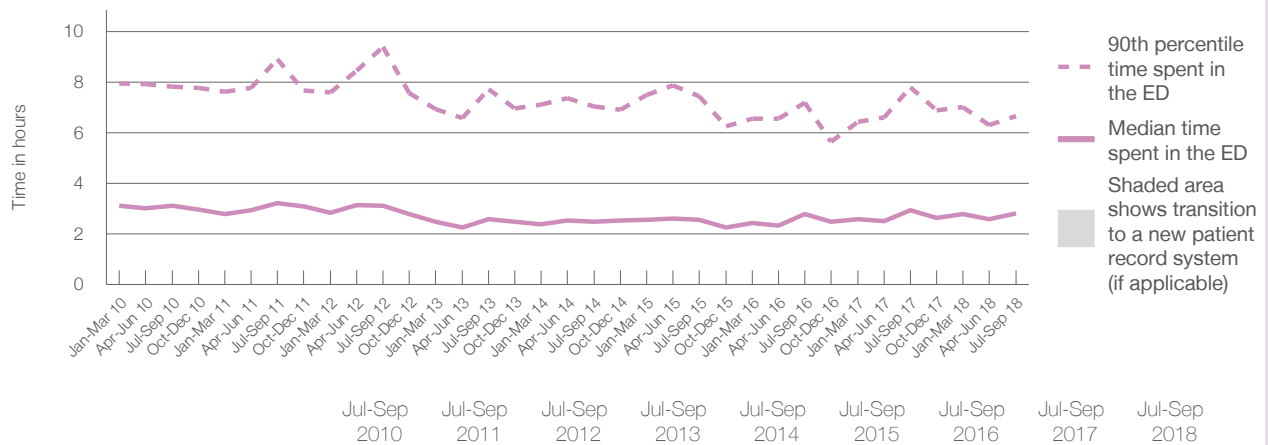
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
6,616	6,616
2 hours and 57 minutes	2 hours and 52 minutes
7 hours and 48 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^{†‡}



	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 ⁸ (hours, minutes)	3h 8m	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 49m	8h 54m	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m	6h 39m

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

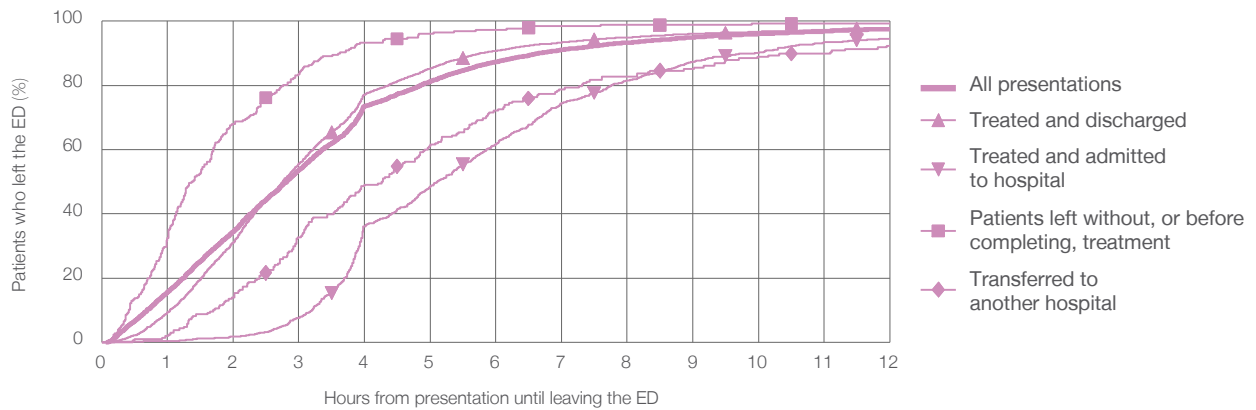
All presentations:¹ 6,417 patients

Presentations used to calculate time to leaving the ED:⁶ 6,417 patients

Treated and discharged	4,406 (68.7%)
Treated and admitted to hospital	891 (13.9%)
Patient left without, or before completing, treatment	256 (4.0%)
Transferred to another hospital	208 (3.2%)
Other	656 (10.2%)

Same period last year	Change since one year ago
6,616	-3%
4,348	1.3%
1,002	-11.1%
371	-31.0%
250	-16.8%
645	1.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	9.4%	31.2%	55.7%	77.3%	90.8%	95.0%	96.8%	98.0%
Treated and admitted to hospital	0.4%	1.7%	7.6%	36.0%	61.8%	81.6%	90.2%	94.5%
Patient left without, or before completing, treatment	32.4%	68.0%	83.6%	93.4%	97.3%	98.8%	99.2%	99.2%
Transferred to another hospital	1.9%	13.9%	32.7%	49.0%	72.1%	82.7%	88.9%	92.3%
All presentations	15.7%	34.5%	53.7%	73.5%	87.3%	93.4%	96.0%	97.6%

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

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

Belmont 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: ¹ 6,417 patients

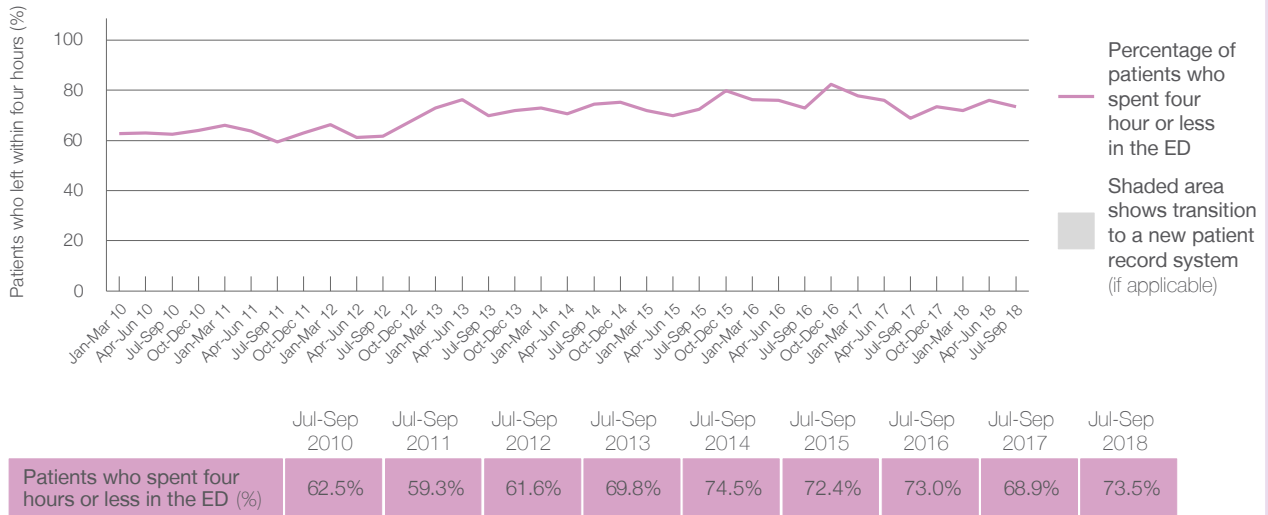
Presentations used to calculate time to leaving the ED: ⁶ 6,417 patients

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	6,616	-3%
Presentations used to calculate time to leaving the ED	6,616	-3%
Percentage of patients who spent four hours or less in the ED	68.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,838 patients
Emergency presentations:² 4,722 patients

Same period last year	Change since one year ago
5,124	-6%
4,997	-6%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,850 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 334 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  99 minutes

Same period last year	NSW (this period)
345	
10 minutes	8 minutes
26 minutes	28 minutes
1,659	
21 minutes	21 minutes
74 minutes	72 minutes
2,310	
25 minutes	26 minutes
124 minutes	105 minutes
652	
20 minutes	22 minutes
130 minutes	103 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,838 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
5,124	-6%
78%	

* 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.

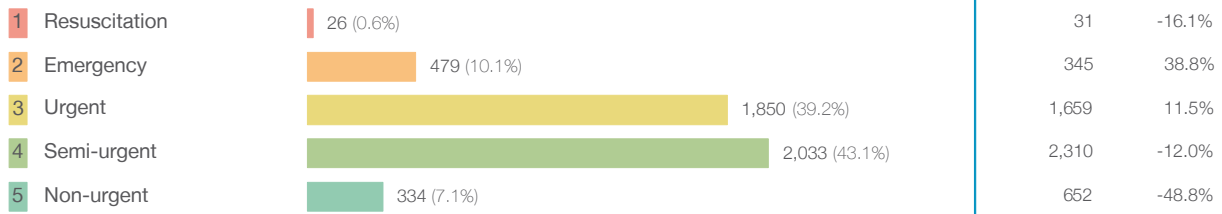
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

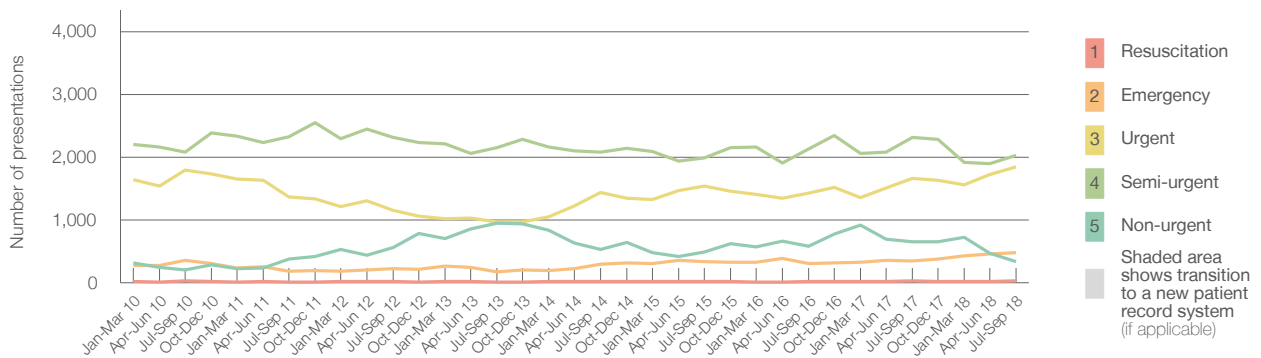
Bowral and District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,838 patients

Emergency presentations² by triage category: 4,722 patients



Emergency presentations² 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	26	6	17	11	15	20	16	31	26
Emergency	358	183	227	175	293	339	302	345	479
Urgent	1,798	1,369	1,154	972	1,433	1,538	1,426	1,659	1,850
Semi-urgent	2,078	2,321	2,319	2,154	2,080	1,986	2,131	2,310	2,033
Non-urgent	205	376	564	948	525	486	578	652	334
All emergency presentations	4,465	4,255	4,281	4,260	4,346	4,369	4,453	4,997	4,722

Bowral and District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,030 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.

Bowral and District 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: 479

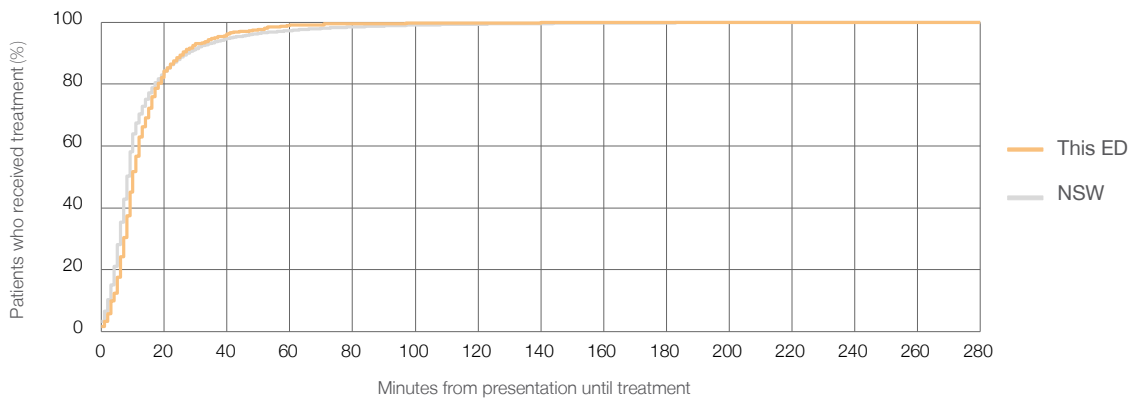
Number of triage 2 patients used to calculate waiting time:³ 476

Median time to start treatment⁴ 10 minutes

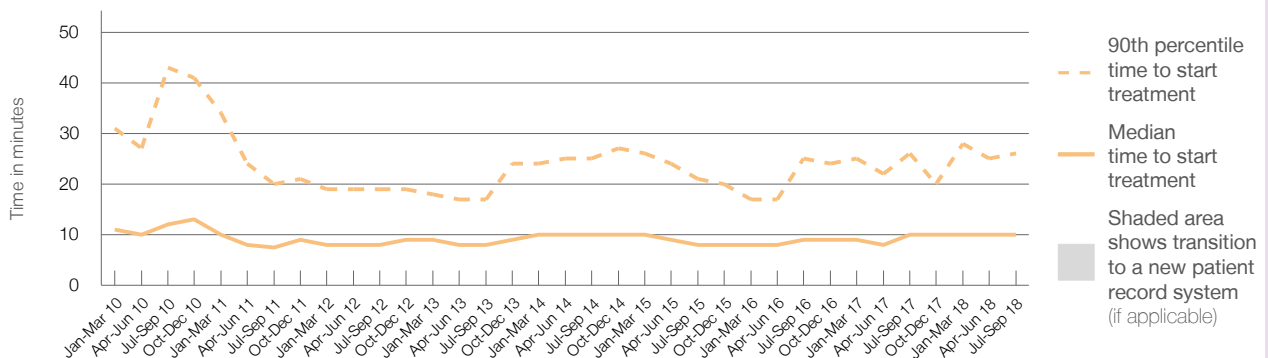
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
345	
343	
10 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	12	8	8	8	10	8	9	10	10
90th percentile time to start treatment ⁵ (minutes)	43	20	19	17	25	21	25	26	26

(†) 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.

Bowral and District 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: 1,850

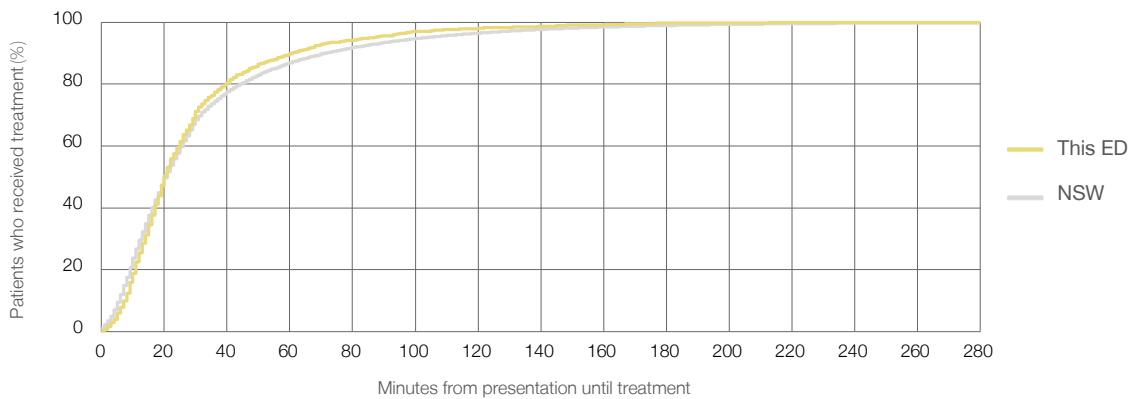
Number of triage 3 patients used to calculate waiting time:³ 1,820

Median time to start treatment⁴ 20 minutes

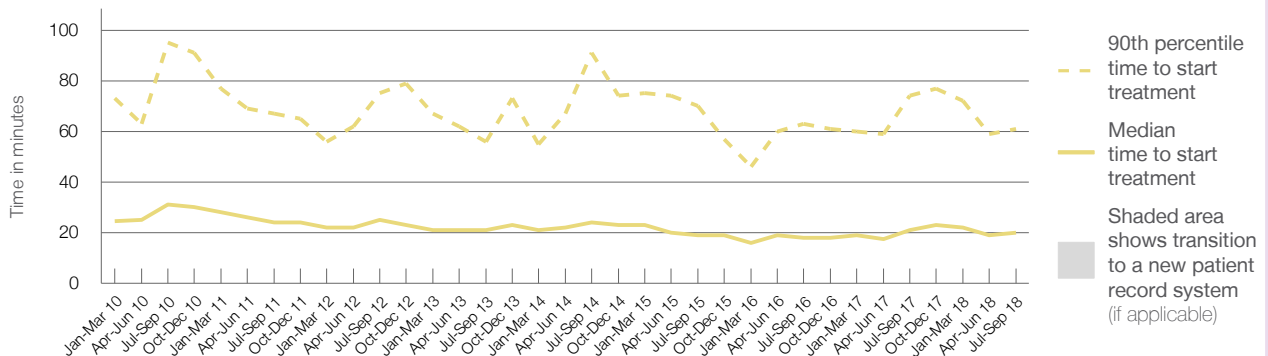
90th percentile time to start treatment⁵ 61 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,659	1,642
Median time to start treatment ⁴	21 minutes	21 minutes
90th percentile time to start treatment ⁵	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^{†‡}



	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 ⁴ (minutes)	31	24	25	21	24	19	18	21	20
90th percentile time to start treatment ⁵ (minutes)	95	67	75	56	91	70	63	74	61

(†) 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.

Bowral and District 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: 2,033

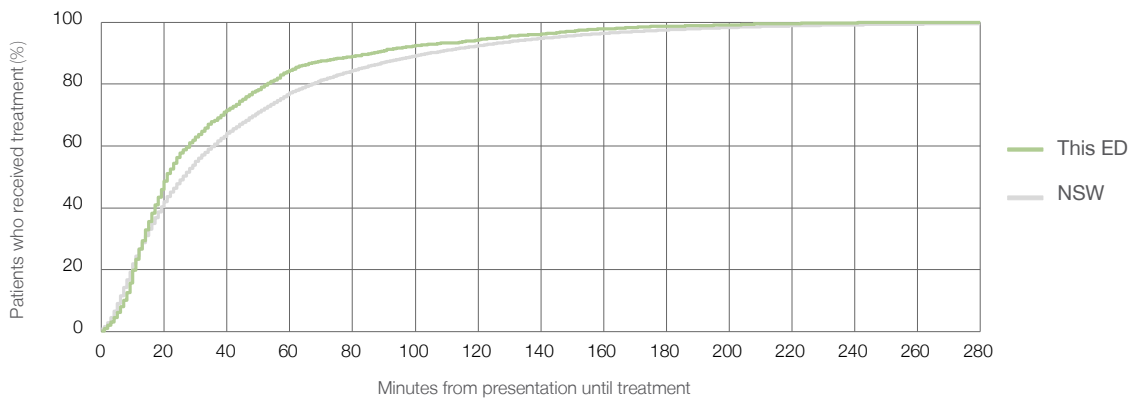
Number of triage 4 patients used to calculate waiting time:³ 1,926

Median time to start treatment⁴ 21 minutes

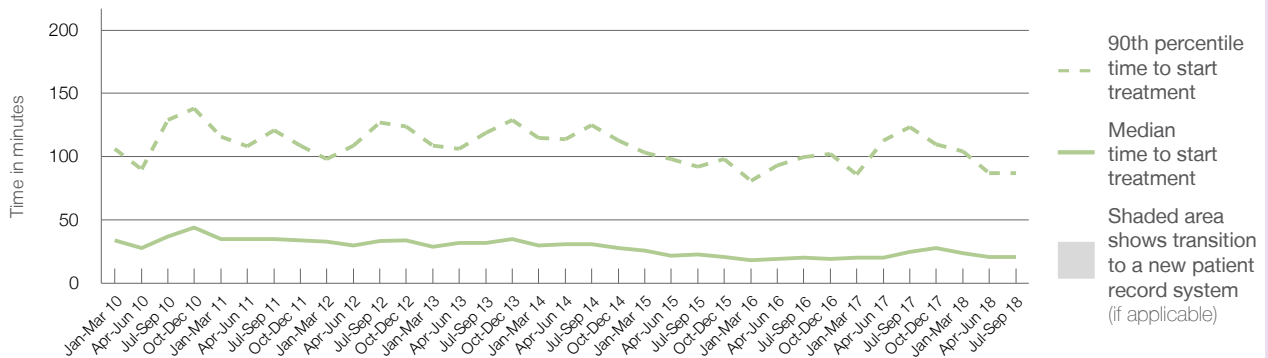
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,310	2,190
25 minutes	26 minutes
124 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^{†‡}



	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 ⁴ (minutes)	37	35	34	32	31	23	20	25	21
90th percentile time to start treatment ⁵ (minutes)	129	121	127	119	125	92	100	124	87

(†) 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.

Bowral and District 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: 334

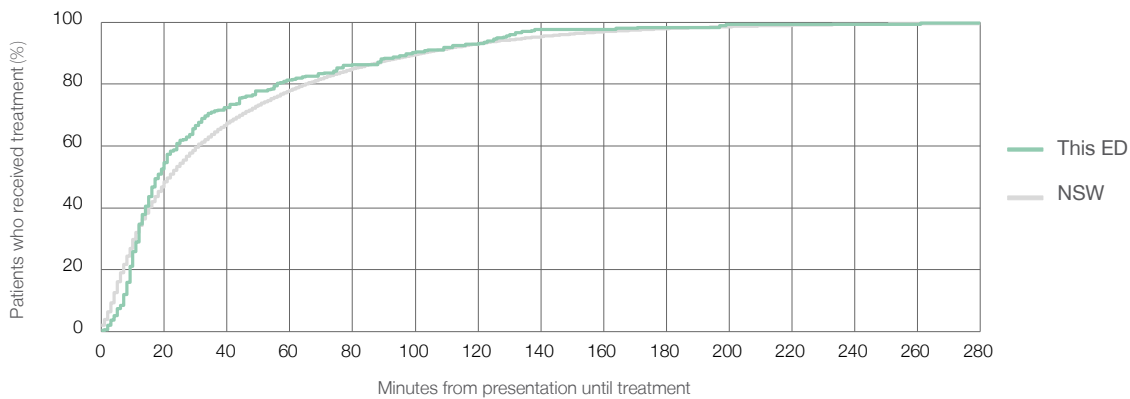
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

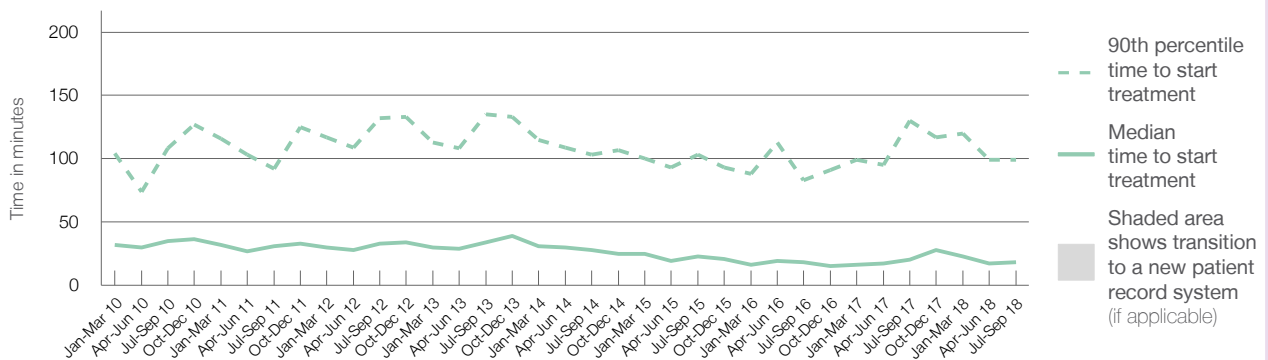
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
652	589
20 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^{†‡}



	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 ⁴ (minutes)	35	31	33	34	28	23	18	20	18
90th percentile time to start treatment ⁵ (minutes)	108	92	132	135	103	103	83	130	99

(†) 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.

Bowral and District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,838 patients

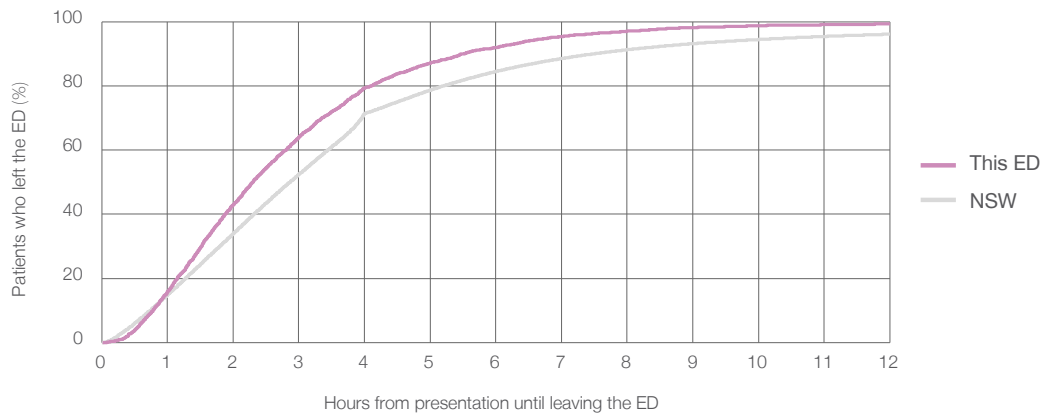
Presentations used to calculate time to leaving the ED:⁶ 4,838 patients

Median time spent in the ED⁸ 2 hours and 18 minutes

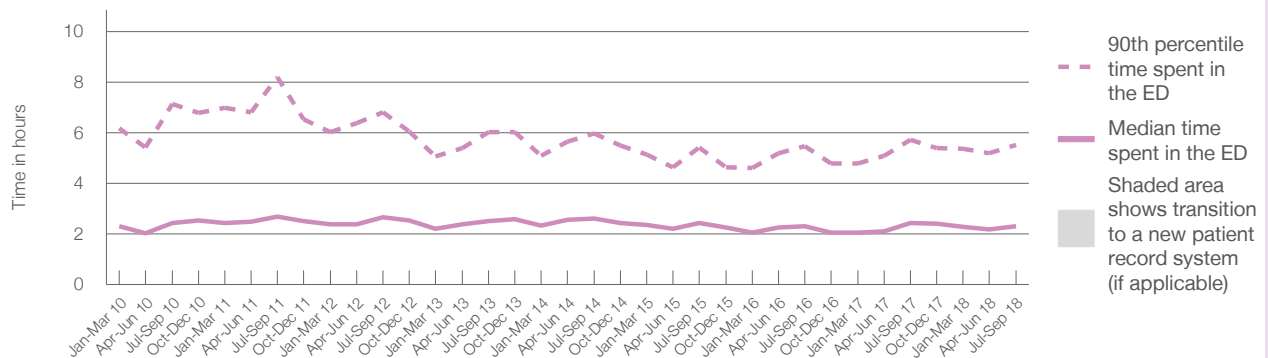
90th percentile time spent in the ED⁹ 5 hours and 32 minutes

Same period last year	NSW (this period)
5,124	5,124
2 hours and 26 minutes	2 hours and 52 minutes
5 hours and 44 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^{†‡}



	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 ⁸ (hours, minutes)	2h 27m	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m	2h 18m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 8m	8h 12m	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 44m	5h 32m

(†) 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.

Bowral and District Hospital: Time patients spent in the ED By mode of separation July to September 2018

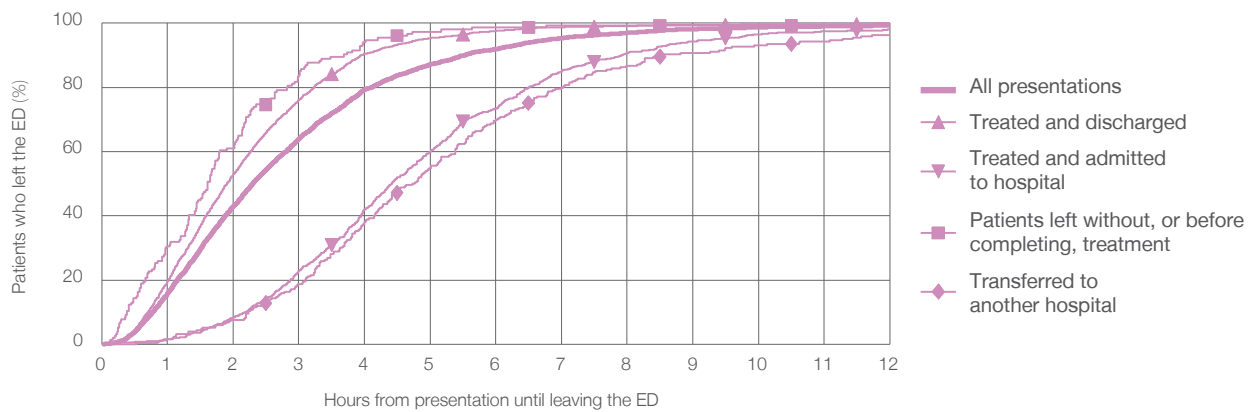
All presentations:¹ 4,838 patients

Presentations used to calculate time to leaving the ED:⁶ 4,838 patients

Treated and discharged	3,572 (73.8%)
Treated and admitted to hospital	854 (17.7%)
Patient left without, or before completing, treatment	154 (3.2%)
Transferred to another hospital	250 (5.2%)
Other	8 (0.2%)

Same period last year	Change since one year ago
5,124	-6%
3,866	-7.6%
816	4.7%
162	-4.9%
263	-4.9%
17	-52.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	19.7%	53.0%	76.2%	90.5%	97.6%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.5%	8.3%	22.8%	42.0%	73.3%	90.7%	96.6%	98.0%
Patient left without, or before completing, treatment	30.5%	61.0%	83.8%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	1.6%	7.6%	18.8%	38.0%	70.0%	86.8%	93.2%	96.4%
All presentations	15.9%	43.1%	64.1%	79.4%	91.9%	97.0%	98.8%	99.3%

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

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

Bowral and District 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: ¹ 4,838 patients

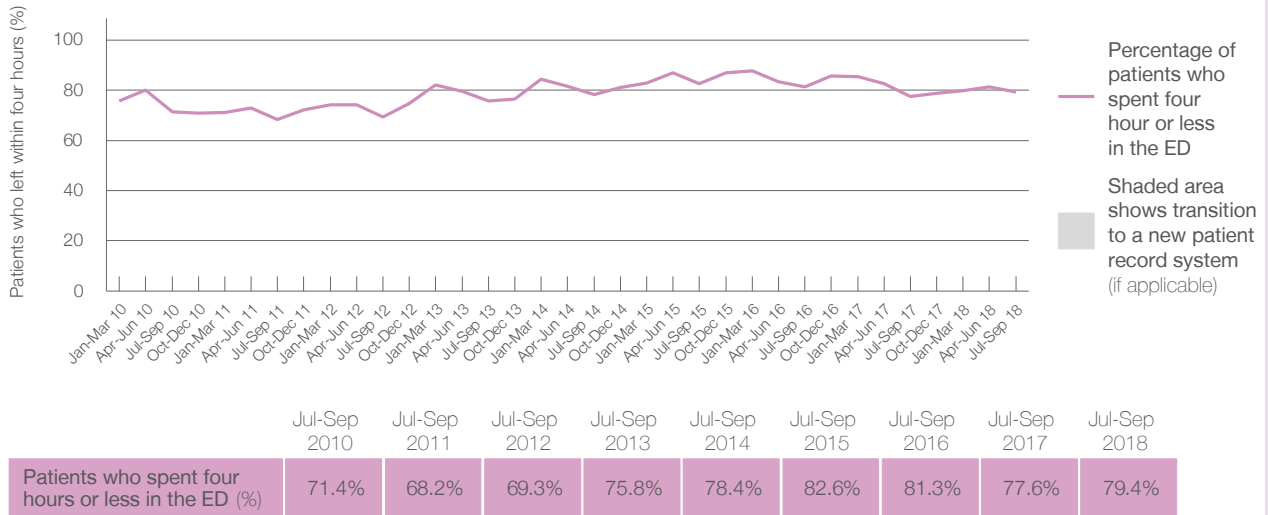
Presentations used to calculate time to leaving the ED: ⁶ 4,838 patients

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	5,124	-6%
Presentations used to calculate time to leaving the ED	5,124	-6%
Percentage of patients who spent four hours or less in the ED	77.6%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who spent four hours or less in the ED (%)	71.4%	68.2%	69.3%	75.8%	78.4%	82.6%	81.3%	77.6%	79.4%

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

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

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- All 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).

Broken Hill Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,007 patients
Emergency presentations:² 5,673 patients

Same period last year	Change since one year ago
5,747	5%
5,173	10%

Broken Hill Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 542 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,388 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,335 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,387 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
350	
7 minutes	8 minutes
20 minutes	28 minutes
976	
14 minutes	21 minutes
40 minutes	72 minutes
1,999	
19 minutes	26 minutes
69 minutes	105 minutes
1,824	
21 minutes	22 minutes
100 minutes	103 minutes

Broken Hill Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,004 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
5,742	5%
91%	

* 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.

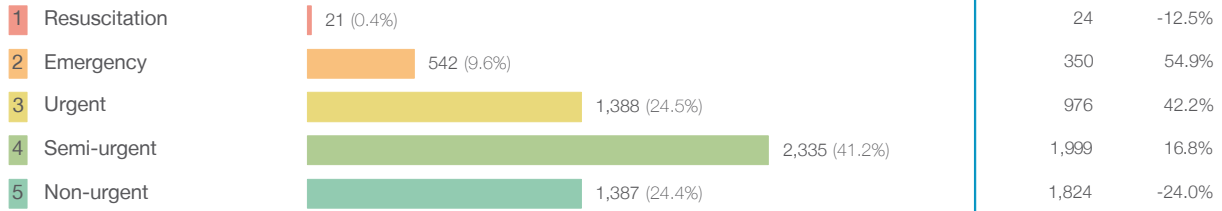
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

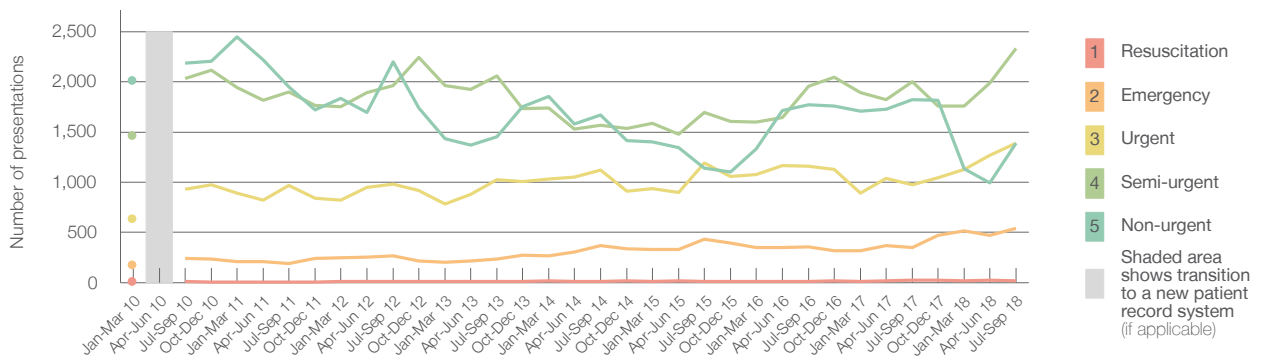
Broken Hill Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 6,007 patients

Emergency presentations² by triage category: 5,673 patients



Emergency presentations² 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	14	6	11	13	14	15	15	24	21
Emergency	241	188	268	234	367	432	358	350	542
Urgent	932	969	981	1,025	1,122	1,189	1,162	976	1,388
Semi-urgent	2,035	1,900	1,961	2,056	1,568	1,698	1,955	1,999	2,335
Non-urgent	2,185	1,950	2,201	1,451	1,668	1,143	1,771	1,824	1,387
All emergency presentations	5,407	5,013	5,422	4,779	4,739	4,477	5,261	5,173	5,673

Broken Hill Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 581 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.

Broken Hill Health Service: 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: 542

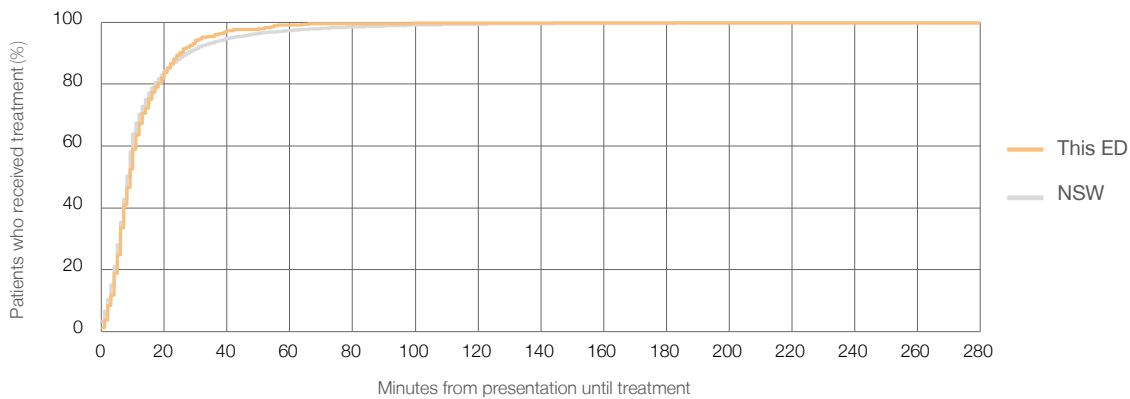
Number of triage 2 patients used to calculate waiting time:³ 528

Median time to start treatment⁴ 9 minutes

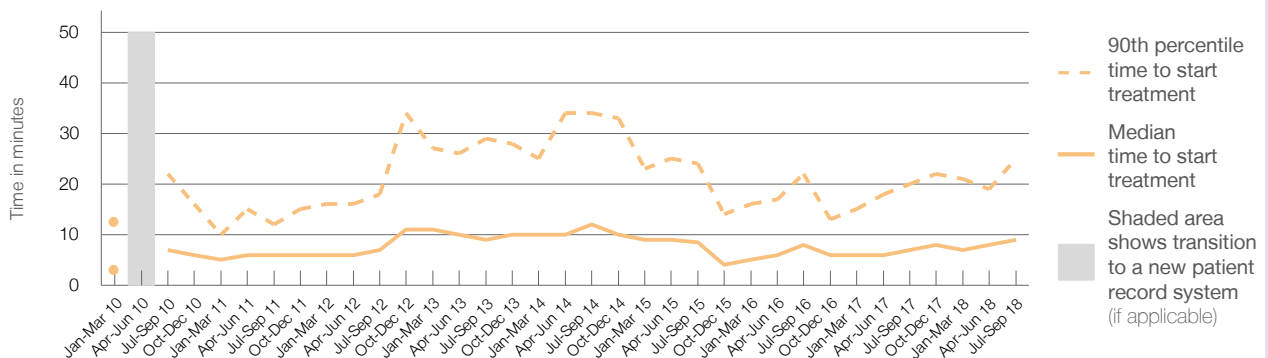
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
350	346
7 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^{†‡}



	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 ⁴ (minutes)	7	6	7	9	12	9	8	7	9
90th percentile time to start treatment ⁵ (minutes)	22	12	18	29	34	24	22	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.

Broken Hill Health Service: 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: 1,388

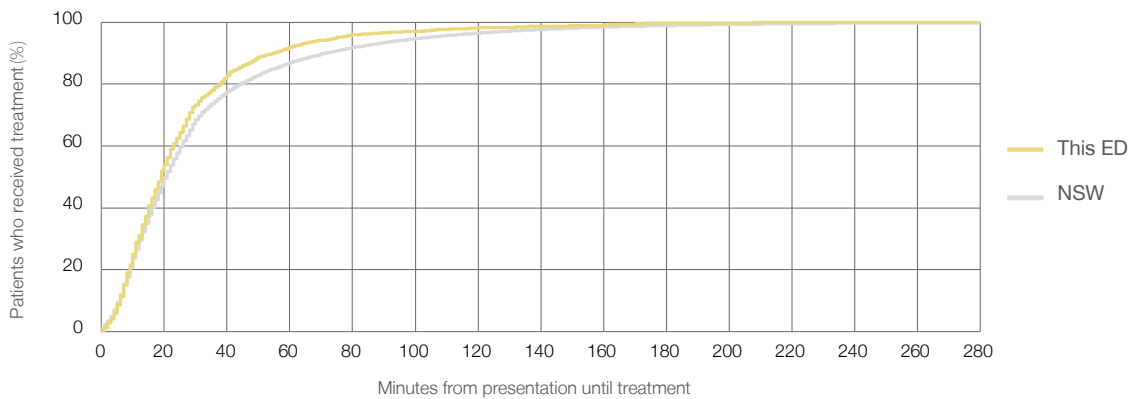
Number of triage 3 patients used to calculate waiting time:³ 1,264

Median time to start treatment⁴ 19 minutes

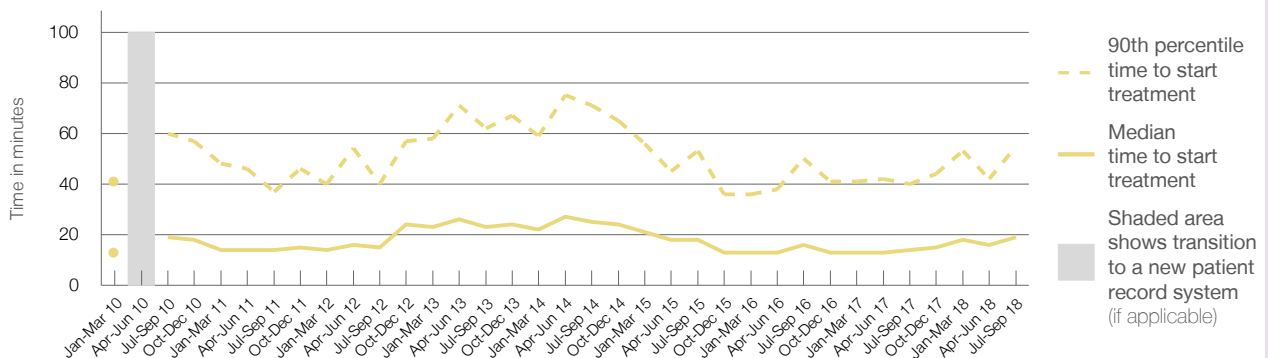
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
976	931
14 minutes	21 minutes
40 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^{†‡}



	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 ⁴ (minutes)	19	14	15	23	25	18	16	14	19
90th percentile time to start treatment ⁵ (minutes)	60	37	40	62	71	53	50	40	55

(†) 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.

Broken Hill Health Service: 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: 2,335

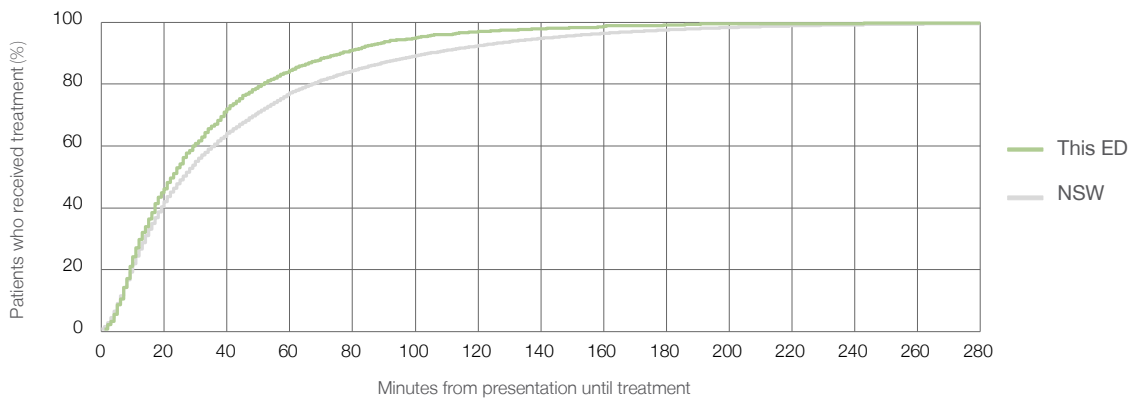
Number of triage 4 patients used to calculate waiting time:³ 1,175

Median time to start treatment⁴ 23 minutes

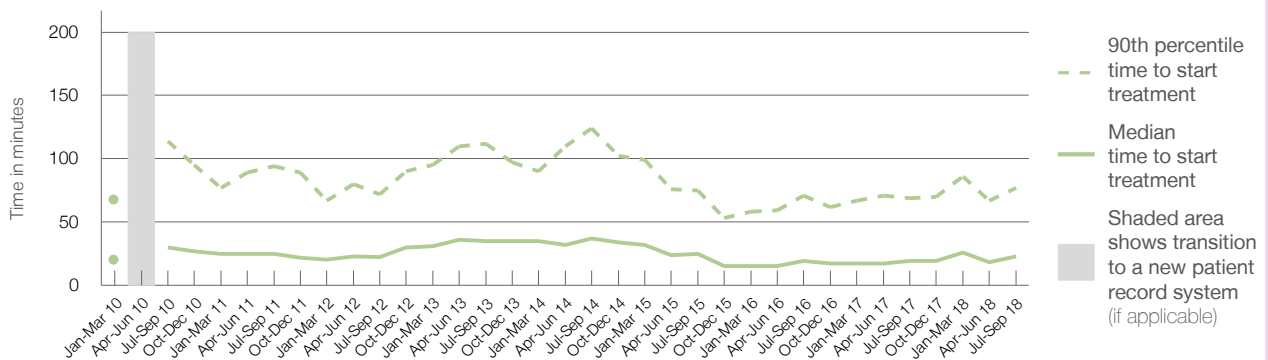
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,999	1,471
19 minutes	26 minutes
69 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^{†‡}



	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 ⁴ (minutes)	30	25	23	35	37	25	19	19	23
90th percentile time to start treatment ⁵ (minutes)	114	94	72	112	124	75	71	69	77

(†) 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.

Broken Hill Health Service: 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: 1,387

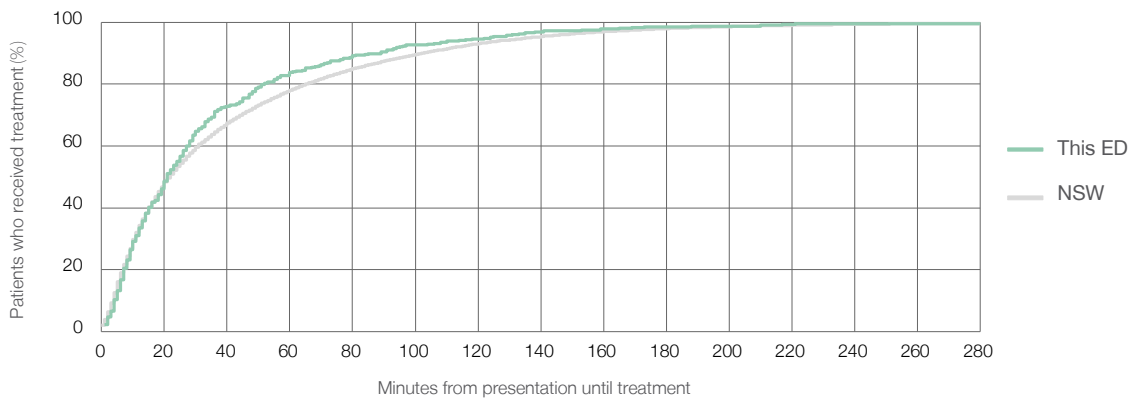
Number of triage 5 patients used to calculate waiting time:³ 405

Median time to start treatment⁴ 21 minutes

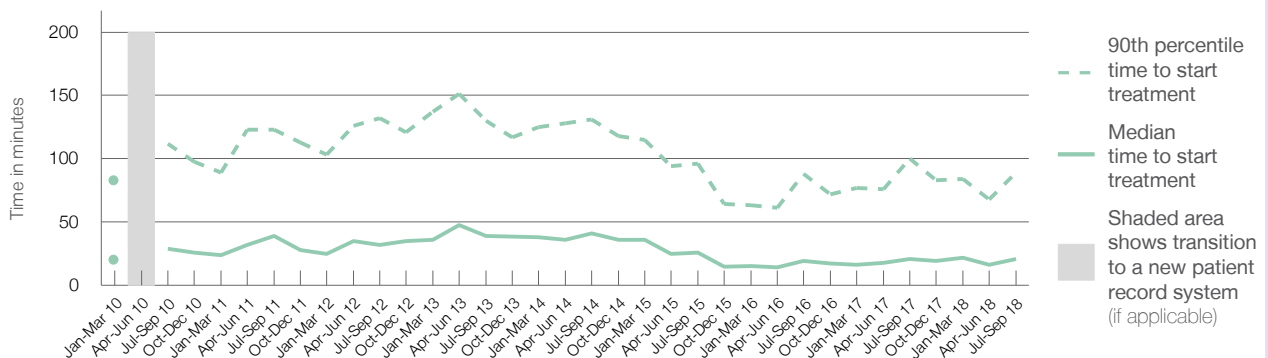
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,824	909
21 minutes	22 minutes
100 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^{†‡}



	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 ⁴ (minutes)	29	39	32	39	41	26	19	21	21
90th percentile time to start treatment ⁵ (minutes)	112	123	132	130	131	96	88	100	89

(†) 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.

Broken Hill Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,007 patients

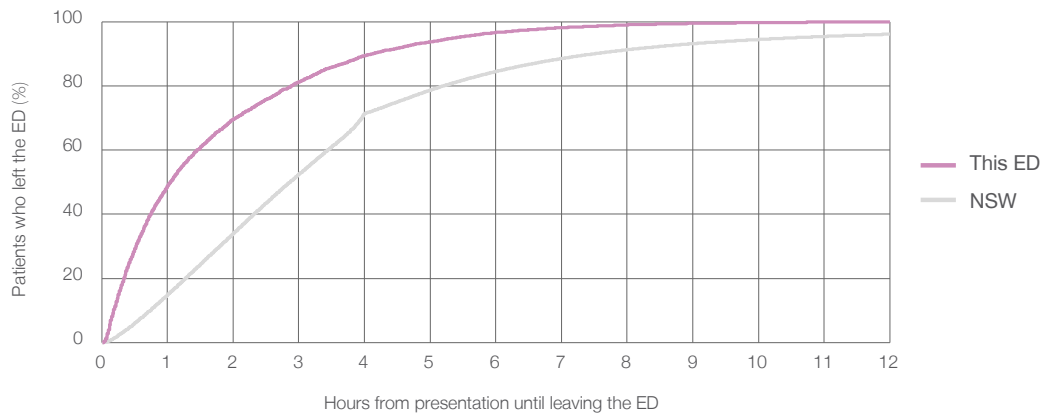
Presentations used to calculate time to leaving the ED:⁶ 6,004 patients

Median time spent in the ED⁸ 1 hours and 3 minutes

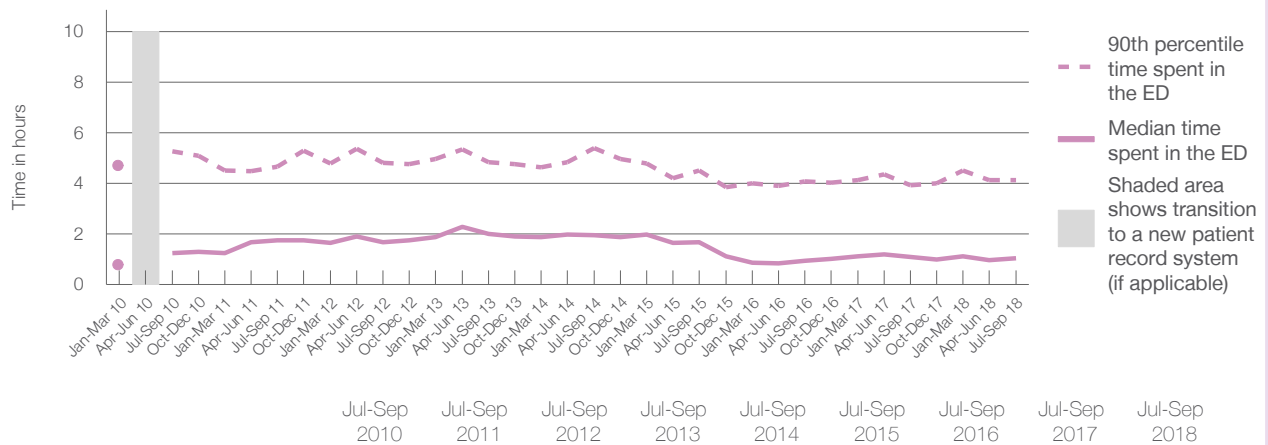
90th percentile time spent in the ED⁹ 4 hours and 8 minutes

Same period last year	NSW (this period)
5,747	
5,742	
1 hours and 6 minutes	2 hours and 52 minutes
3 hours and 56 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^{†‡}



	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 ⁸ (hours, minutes)	1h 15m	1h 46m	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m	1h 6m	1h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 16m	4h 40m	4h 49m	4h 51m	5h 24m	4h 31m	4h 5m	3h 56m	4h 8m

(†) 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.

Broken Hill Health Service: Time patients spent in the ED By mode of separation July to September 2018

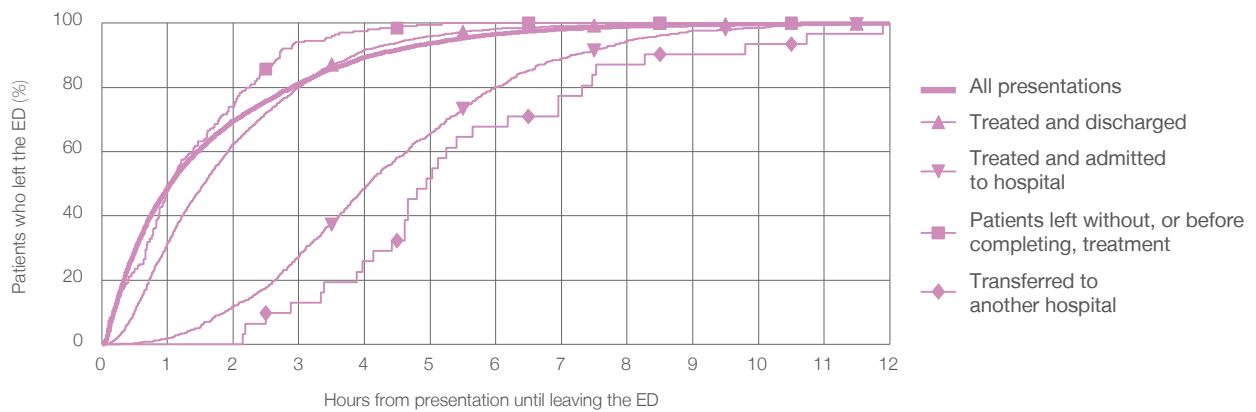
All presentations:¹ 6,007 patients

Presentations used to calculate time to leaving the ED:⁶ 6,004 patients

Treated and discharged	2,841 (47.3%)
Treated and admitted to hospital	713 (11.9%)
Patient left without, or before completing, treatment	204 (3.4%)
Transferred to another hospital	31 (0.5%)
Other	2,218 (36.9%)

Same period last year	Change since one year ago
5,742	5%
3,408	-16.6%
646	10.4%
190	7.4%
25	24.0%
1,478	50.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	31.5%	62.4%	80.0%	91.6%	98.3%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.8%	11.7%	27.2%	48.5%	80.1%	94.4%	98.6%	100%
Patient left without, or before completing, treatment	47.5%	74.0%	94.1%	97.5%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	12.9%	25.8%	67.7%	87.1%	93.5%	100%
All presentations	48.9%	69.6%	81.2%	89.4%	96.6%	99.0%	99.7%	100%

(†) 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.

Broken Hill Health Service: 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: ¹ 6,007 patients

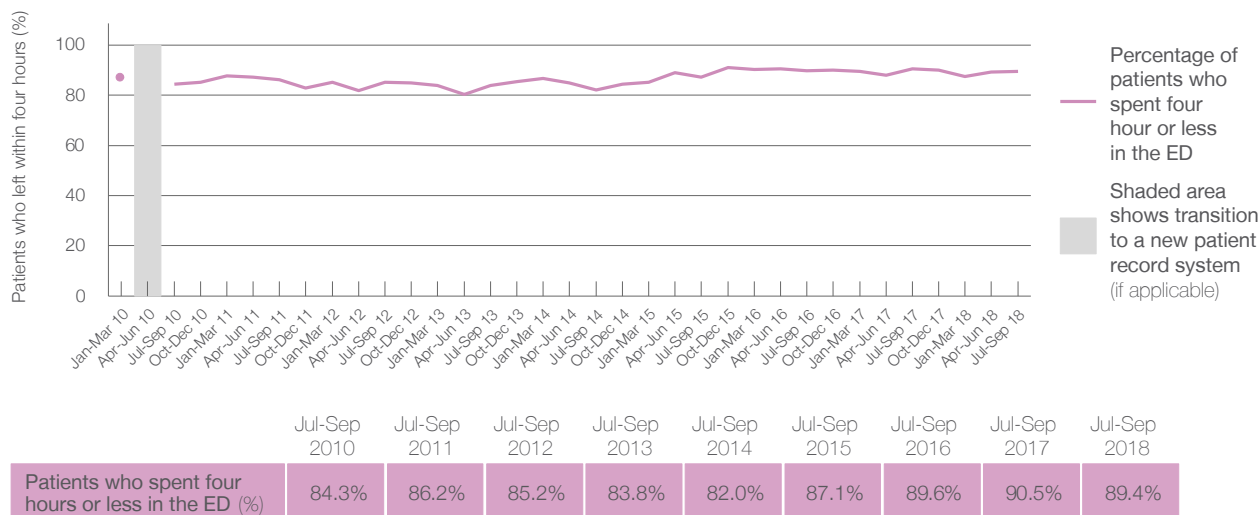
Presentations used to calculate time to leaving the ED: ⁶ 6,004 patients

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: ¹ 6,007 patients	5,747	5%
Presentations used to calculate time to leaving the ED: ⁶ 6,004 patients	5,742	5%
Percentage of patients who spent four hours or less in the ED	90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).



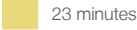



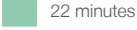

Goulburn Base Hospital and Health Service: Emergency department (ED) overview

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 4,832 patients	4,658	4%
Emergency presentations: ² 4,673 patients	4,460	5%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients	530	
Median time to start treatment ⁴ 	9 minutes	8 minutes
90th percentile time to start treatment ⁵ 	21 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,911 patients	1,918	
Median time to start treatment ⁴ 	22 minutes	21 minutes
90th percentile time to start treatment ⁵ 	81 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,827 patients	1,746	
Median time to start treatment ⁴ 	32 minutes	26 minutes
90th percentile time to start treatment ⁵ 	116 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 321 patients	243	
Median time to start treatment ⁴ 	26 minutes	22 minutes
90th percentile time to start treatment ⁵ 	114 minutes	103 minutes

Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,832 patients	4,658	4%
Percentage of patients who spent four hours or less in the ED 	79%	

* 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).

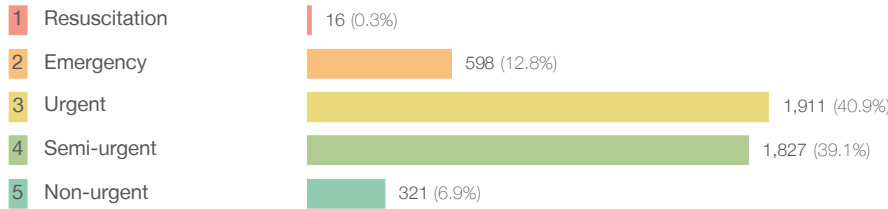
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,832 patients

Same period last year	Change since one year ago
4,658	4%

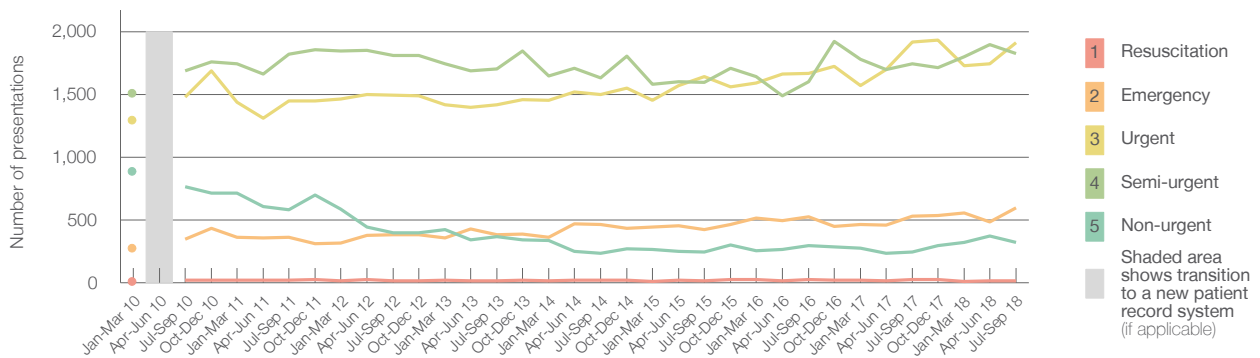
Emergency presentations² by triage category: 4,673 patients

4,460	5%
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23	-30.4%
530	12.8%
1,918	-0.4%
1,746	4.6%
243	32.1%

Emergency presentations² 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	18	22	16	17	21	17	23	23	16
Emergency	345	362	382	384	464	425	523	530	598
Urgent	1,476	1,447	1,493	1,415	1,497	1,641	1,666	1,918	1,911
Semi-urgent	1,690	1,822	1,811	1,701	1,634	1,597	1,602	1,746	1,827
Non-urgent	765	583	396	366	234	243	297	243	321
All emergency presentations	4,294	4,236	4,098	3,883	3,850	3,923	4,111	4,460	4,673

Goulburn Base Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 881 patients

897	
-----	--

ED Transfer of care time



13 minutes	-1 minute
27 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.

Goulburn Base Hospital and Health Service: 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: 598

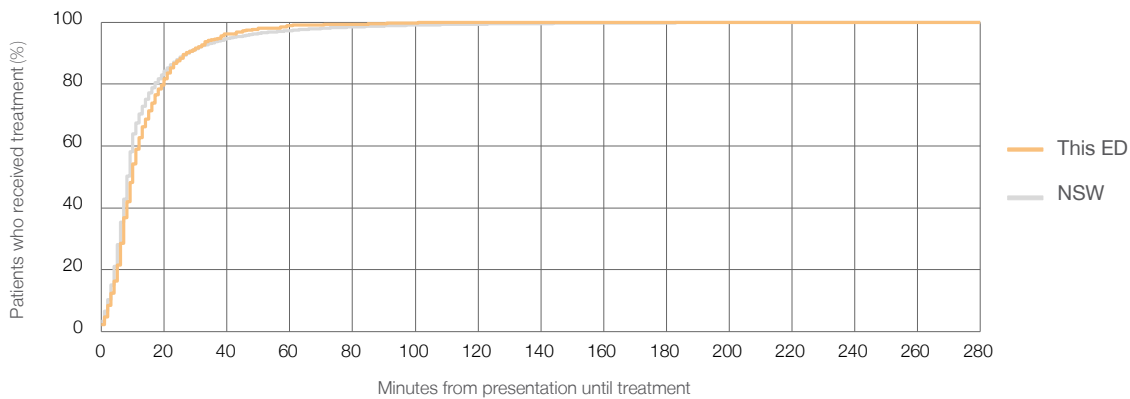
Number of triage 2 patients used to calculate waiting time:³ 597

Median time to start treatment⁴ 10 minutes

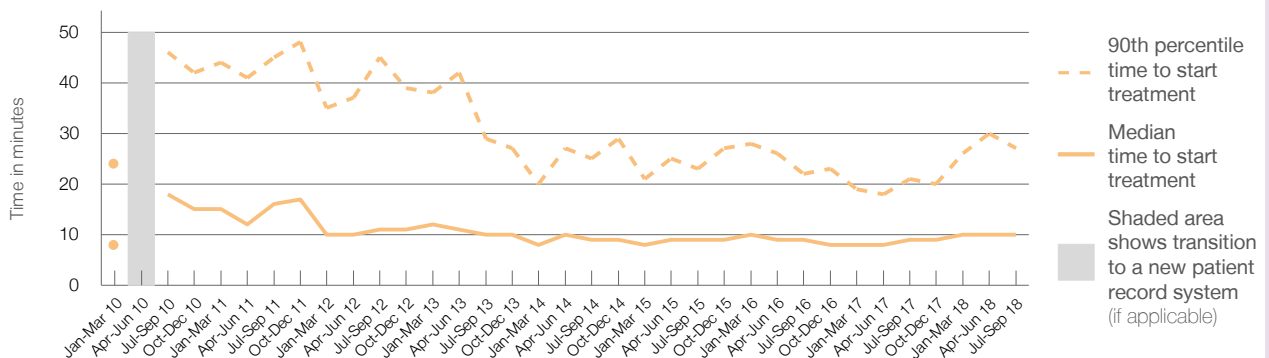
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
530	
529	
9 minutes	8 minutes
21 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^{†‡}



	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 ⁴ (minutes)	18	16	11	10	9	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	46	45	45	29	25	23	22	21	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.

Goulburn Base Hospital and Health Service: 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: 1,911

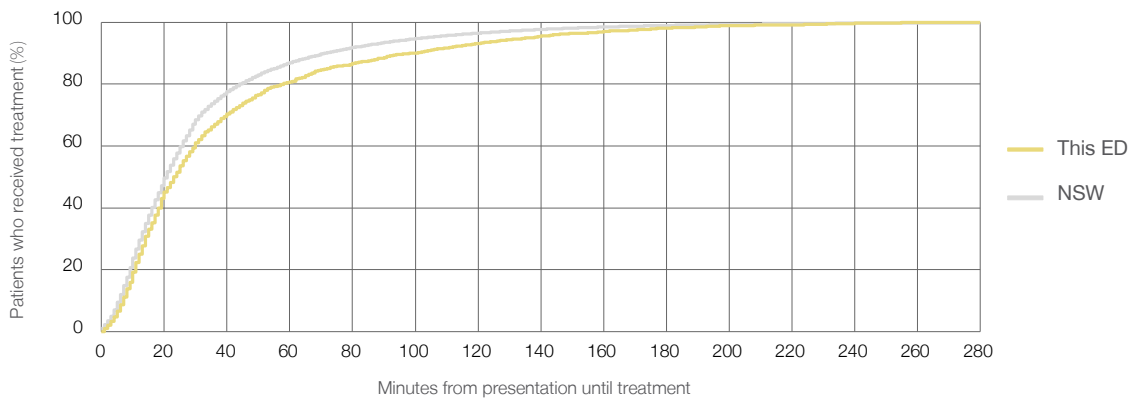
Number of triage 3 patients used to calculate waiting time:³ 1,862

Median time to start treatment⁴ 23 minutes

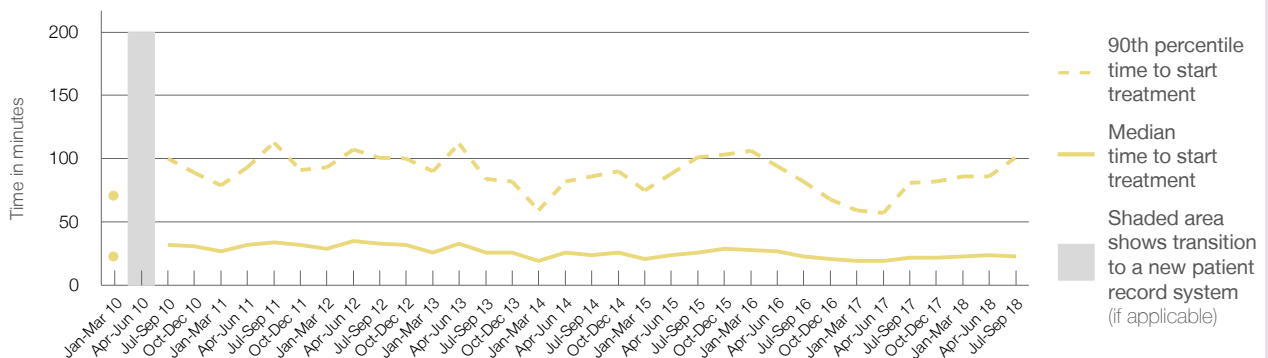
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,918	
1,884	
22 minutes	21 minutes
81 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^{†‡}



	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 ⁴ (minutes)	32	34	33	26	24	26	23	22	23
90th percentile time to start treatment ⁵ (minutes)	100	113	101	84	86	101	82	81	101

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

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

Goulburn Base Hospital and Health Service: 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: 1,827

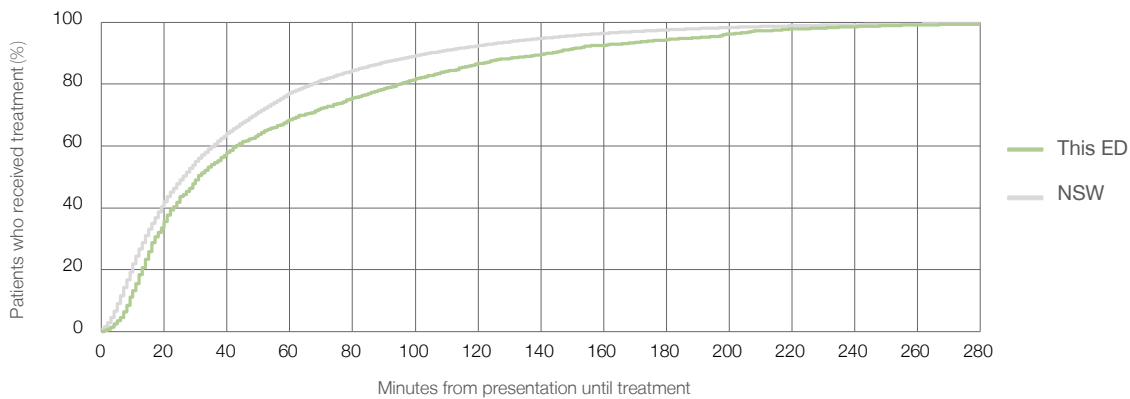
Number of triage 4 patients used to calculate waiting time:³ 1,679

Median time to start treatment⁴ 31 minutes

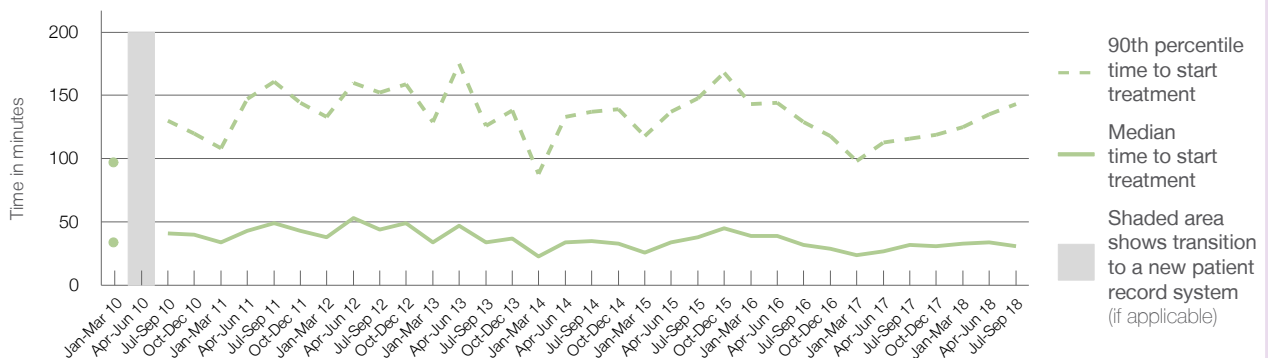
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,746	1,630
32 minutes	26 minutes
116 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^{†‡}



	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 ⁴ (minutes)	41	49	44	34	35	38	32	32	31
90th percentile time to start treatment ⁵ (minutes)	130	161	152	126	137	148	129	116	143

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

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

Goulburn Base Hospital and Health Service: 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: 321

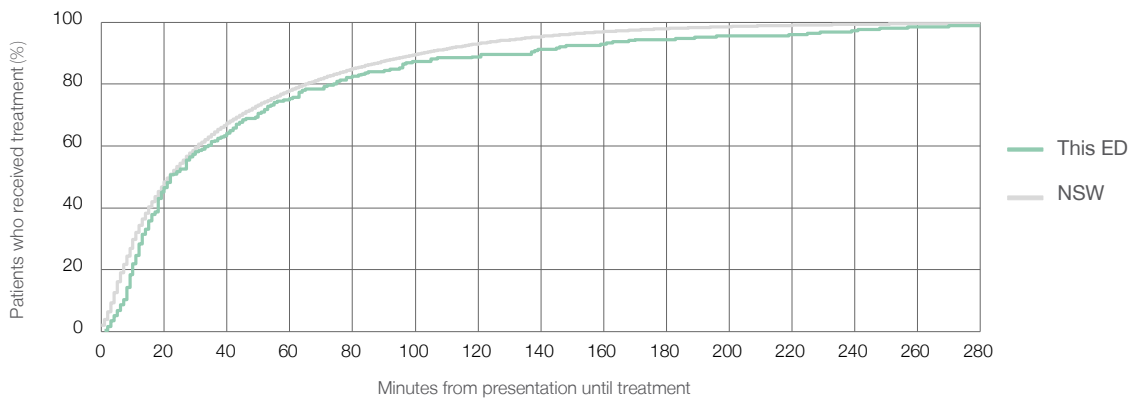
Number of triage 5 patients used to calculate waiting time:³ 251

Median time to start treatment⁴ 22 minutes

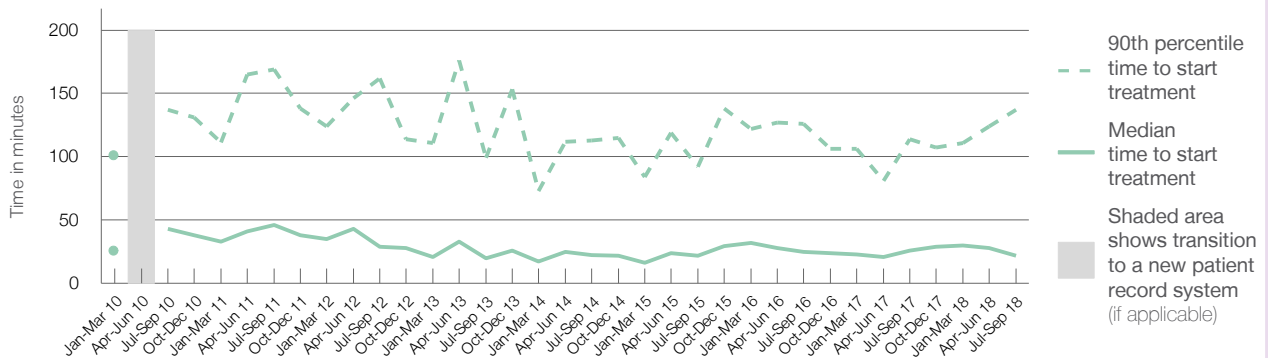
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
243	
205	
26 minutes	22 minutes
114 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^{†‡}



	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 ⁴ (minutes)	43	46	29	20	23	22	25	26	22
90th percentile time to start treatment ⁵ (minutes)	137	169	162	99	113	92	126	114	137

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,832 patients

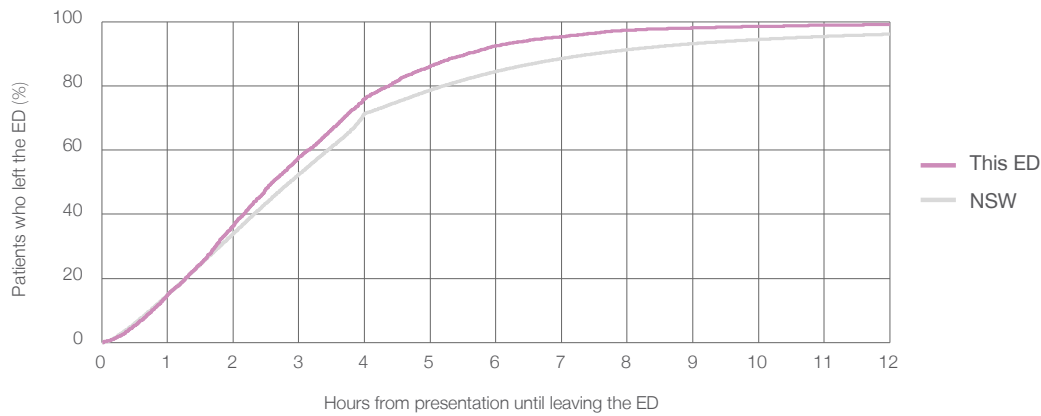
Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

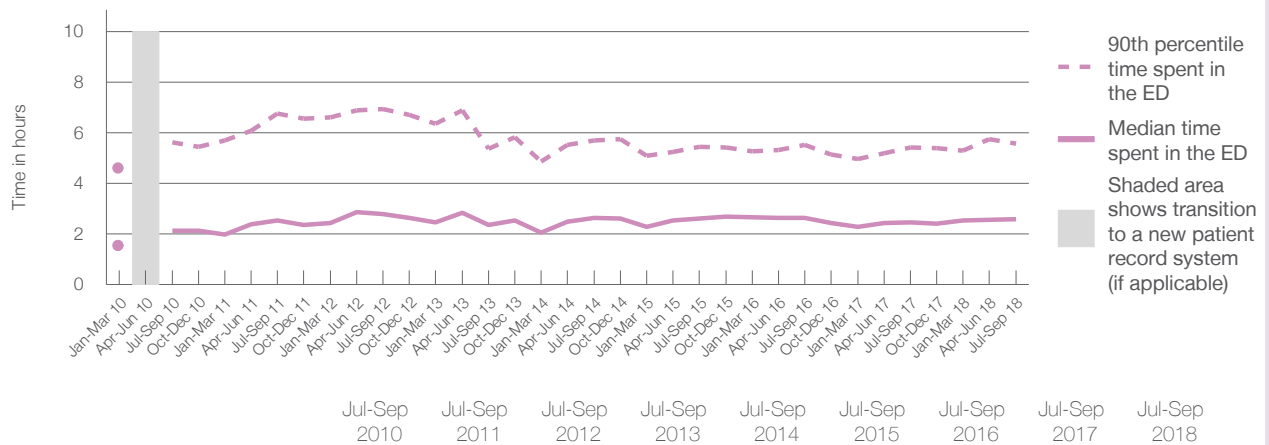
90th percentile time spent in the ED⁹ 5 hours and 34 minutes

Same period last year	NSW (this period)
4,658	4,658
2 hours and 28 minutes	2 hours and 52 minutes
5 hours and 26 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^{†‡}



	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 ⁸ (hours, minutes)	2h 8m	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 38m	6h 45m	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m	5h 34m

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

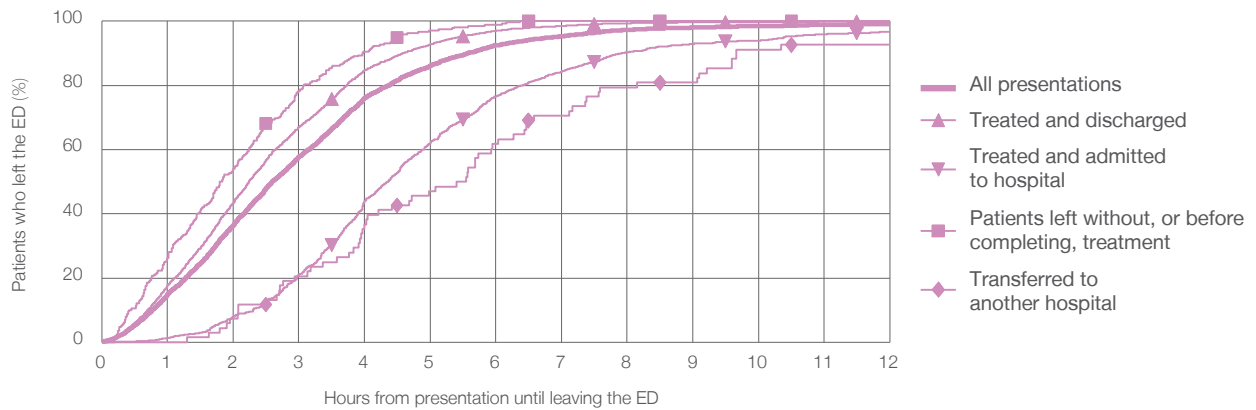
All presentations:¹ 4,832 patients

Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Treated and discharged	3,484 (72.1%)
Treated and admitted to hospital	985 (20.4%)
Patient left without, or before completing, treatment	274 (5.7%)
Transferred to another hospital	68 (1.4%)
Other	21 (0.4%)

Same period last year	Change since one year ago
4,658	4%
3,310	5.3%
1,053	-6.5%
226	21.2%
47	44.7%
22	-4.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	17.7%	43.5%	67.0%	84.7%	97.0%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.3%	7.9%	21.1%	44.0%	76.5%	90.4%	94.0%	96.8%
Patient left without, or before completing, treatment	26.3%	54.0%	78.1%	90.5%	98.9%	100%	100%	100%
Transferred to another hospital	0%	7.4%	20.6%	36.8%	61.8%	79.4%	91.2%	92.6%
All presentations	14.9%	36.5%	57.7%	76.1%	92.4%	97.3%	98.4%	99.1%

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

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

Goulburn Base Hospital and Health Service: 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: ¹ 4,832 patients

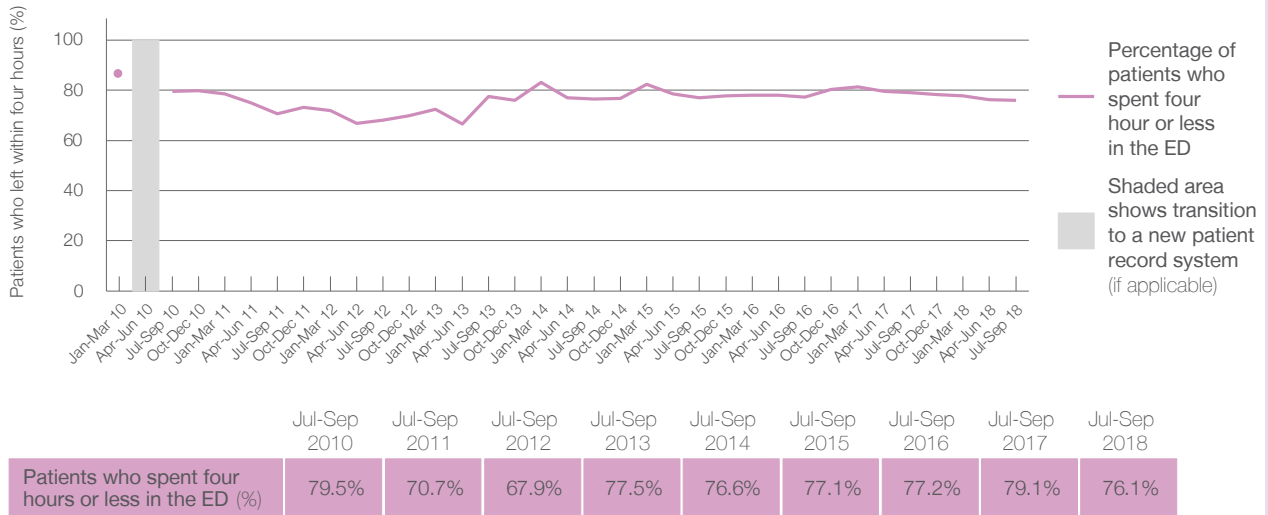
Presentations used to calculate time to leaving the ED: ⁶ 4,832 patients

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: ¹ 4,832 patients	4,658	4%
Presentations used to calculate time to leaving the ED: ⁶ 4,832 patients	4,658	4%
Percentage of patients who spent four hours or less in the ED	79.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,654 patients
 Emergency presentations:² 6,260 patients

Same period last year	Change since one year ago
6,802	-2%
6,310	-1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 724 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,732 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,901 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 97 minutes

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

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
617	
9 minutes	8 minutes
30 minutes	28 minutes
1,910	
22 minutes	21 minutes
65 minutes	72 minutes
2,934	
37 minutes	26 minutes
109 minutes	105 minutes
818	
39 minutes	22 minutes
127 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,653 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,802	-2%
75%	

* 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.

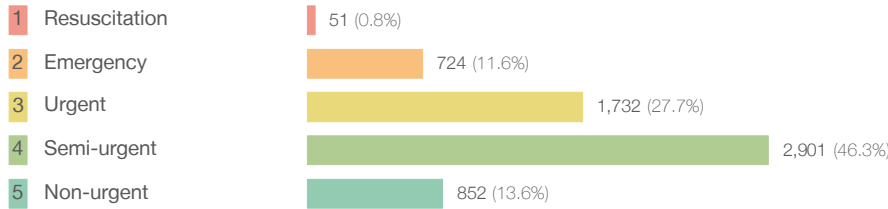
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Grafton Base Hospital: Patients presenting to the emergency department July to September 2018

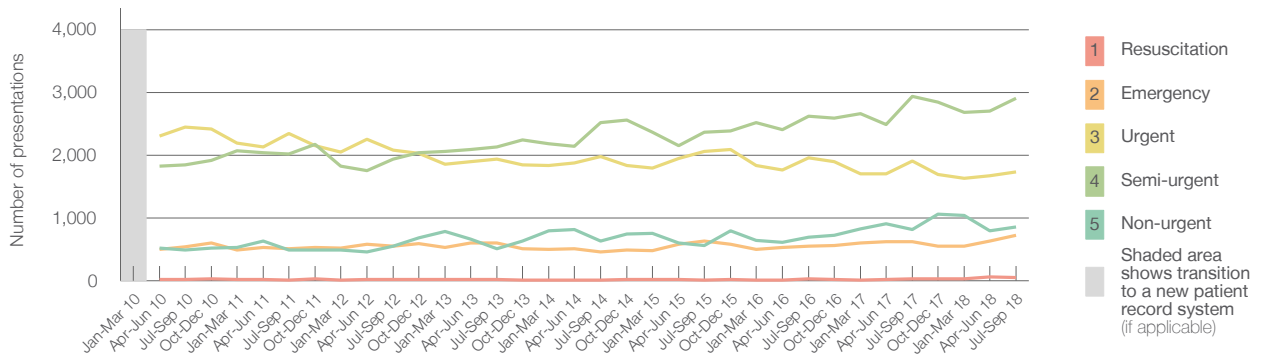
All presentations:¹ 6,654 patients

Emergency presentations² by triage category: 6,260 patients



Same period last year	Change since one year ago
6,802	-2%
6,310	-1%
31	64.5%
617	17.3%
1,910	-9.3%
2,934	-1.1%
818	4.2%

Emergency presentations² 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	17	10	22	17	13	7	28	31	51
Emergency	538	507	551	603	454	633	552	617	724
Urgent	2,448	2,347	2,077	1,936	1,975	2,059	1,958	1,910	1,732
Semi-urgent	1,847	2,016	1,941	2,134	2,518	2,365	2,617	2,934	2,901
Non-urgent	493	492	548	506	633	560	689	818	852
All emergency presentations	5,343	5,372	5,139	5,196	5,593	5,624	5,844	6,310	6,260

Grafton Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 669 patients

ED Transfer of care time



Same period last year	Change since one year ago
623	
14 minutes	0 minutes
31 minutes	-1 minute

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

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

Grafton Base 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: 724

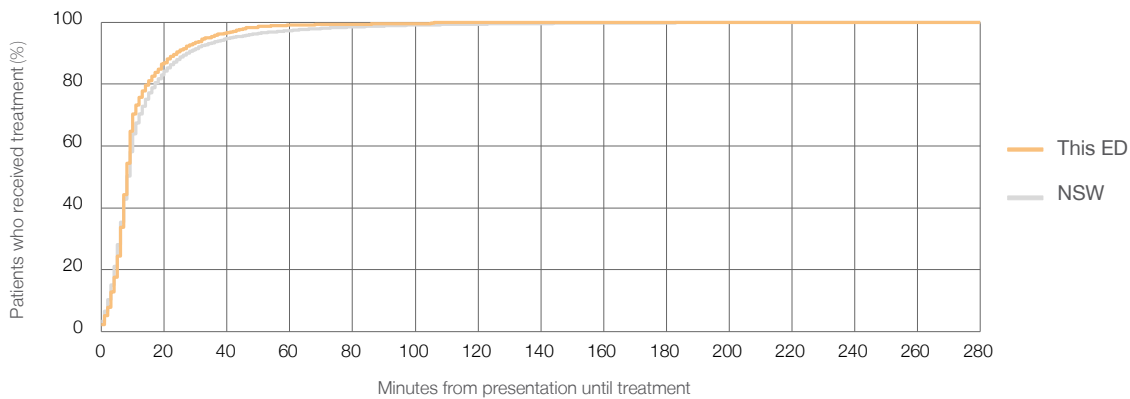
Number of triage 2 patients used to calculate waiting time:³ 719

Median time to start treatment⁴ 8 minutes

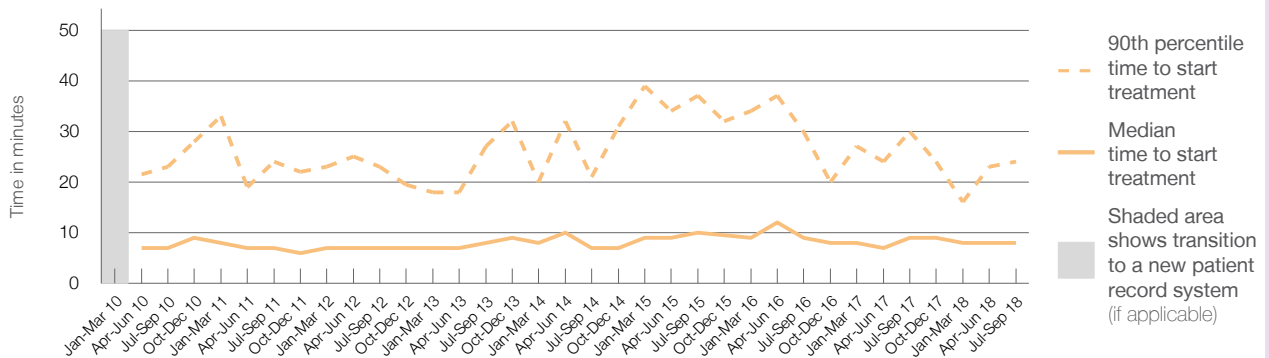
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
617	
615	
9 minutes	8 minutes
30 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^{†‡}



	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 ⁴ (minutes)	7	7	7	8	7	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)	23	24	23	27	21	37	30	30	24

(†) 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.

Grafton Base 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: 1,732

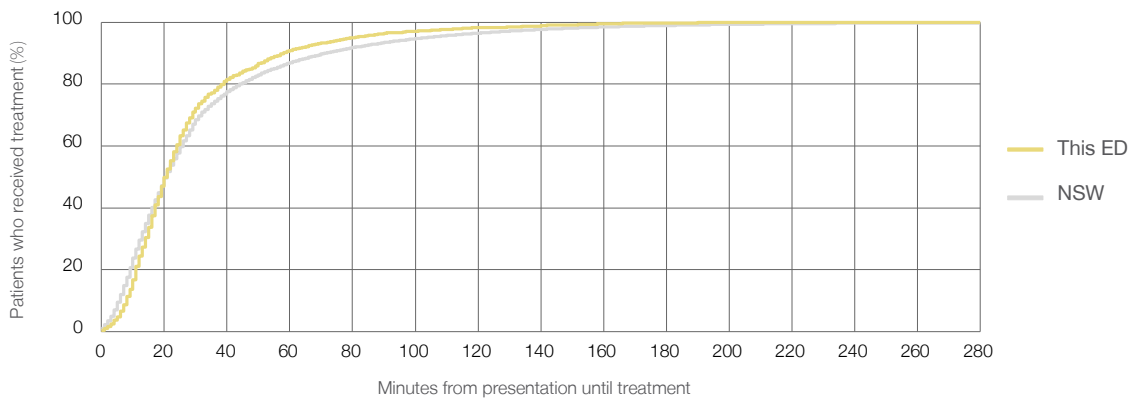
Number of triage 3 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 21 minutes

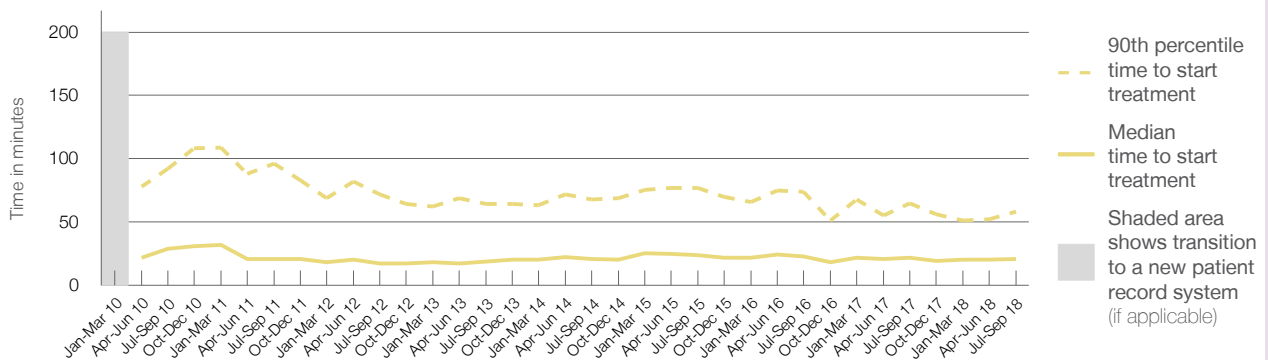
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,910	
1,872	
22 minutes	21 minutes
65 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^{†‡}



	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 ⁴ (minutes)	29	21	17	19	21	24	23	22	21
90th percentile time to start treatment ⁵ (minutes)	92	96	72	64	68	77	74	65	58

(†) 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.

Grafton Base 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: 2,901

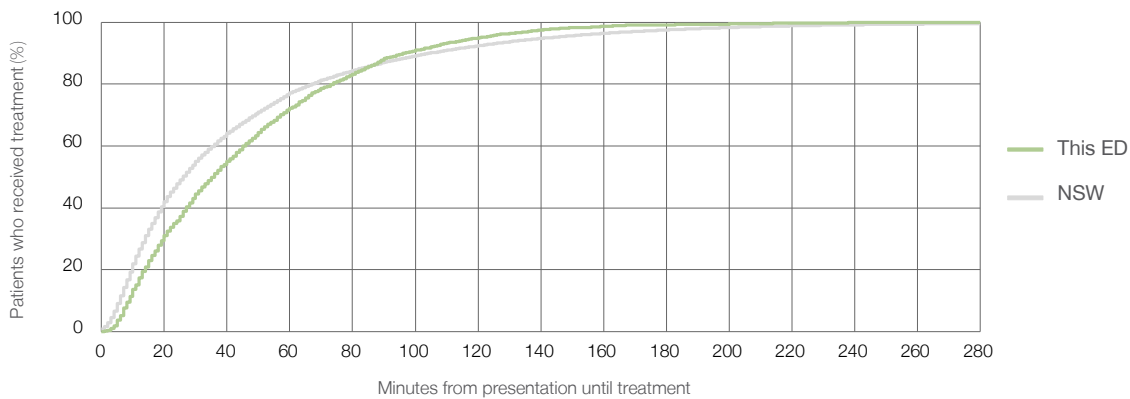
Number of triage 4 patients used to calculate waiting time:³ 2,774

Median time to start treatment⁴ 36 minutes

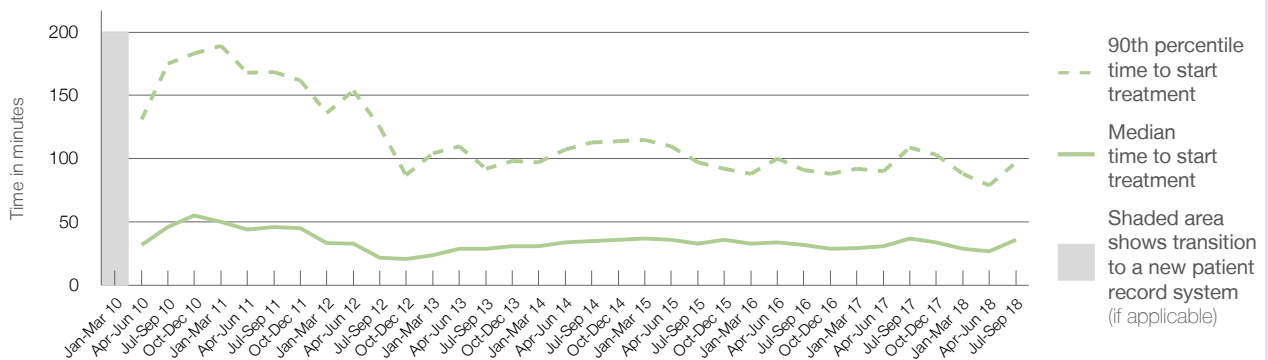
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,934	2,788
37 minutes	26 minutes
109 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^{†‡}



	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 ⁴ (minutes)	46	46	22	29	35	33	32	37	36
90th percentile time to start treatment ⁵ (minutes)	175	169	125	92	113	97	91	109	97

(†) 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.

Grafton Base 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

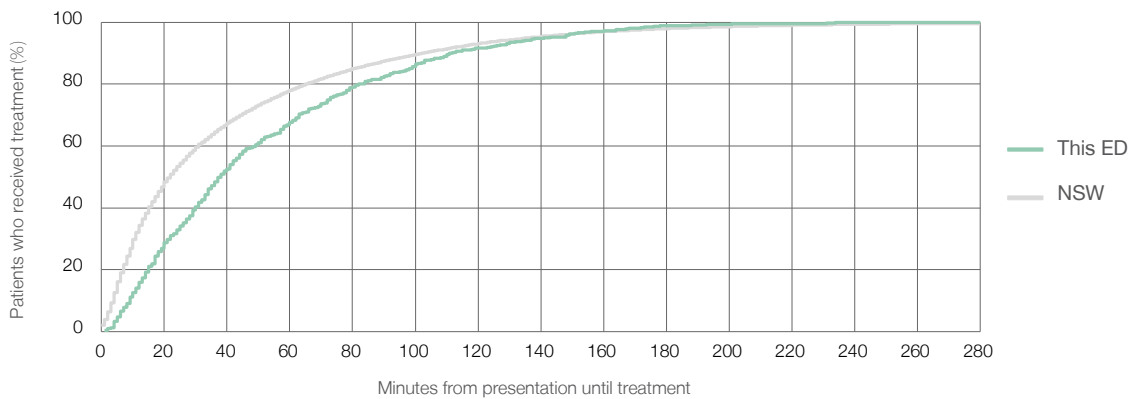
Number of triage 5 patients used to calculate waiting time:³ 749

Median time to start treatment⁴ 38 minutes

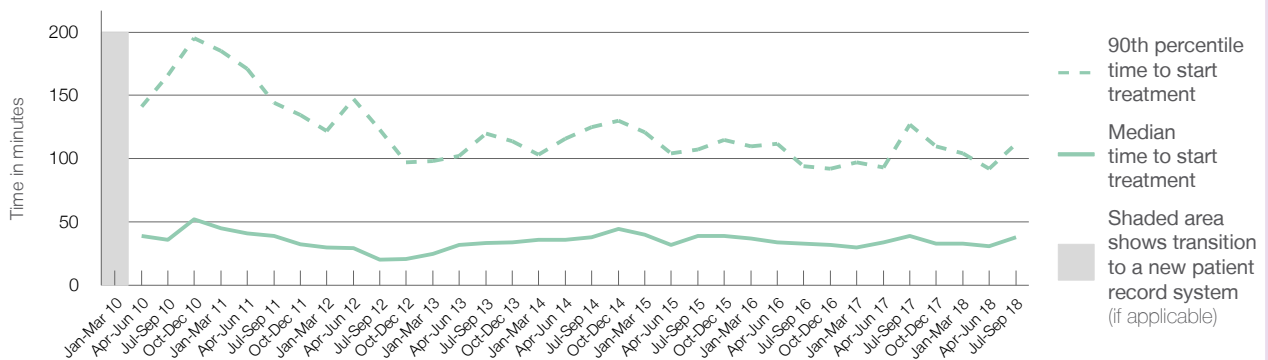
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
818	701
39 minutes	22 minutes
127 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^{†‡}



	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 ⁴ (minutes)	36	39	20	34	38	39	33	39	38
90th percentile time to start treatment ⁵ (minutes)	166	144	123	120	125	107	94	127	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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,654 patients

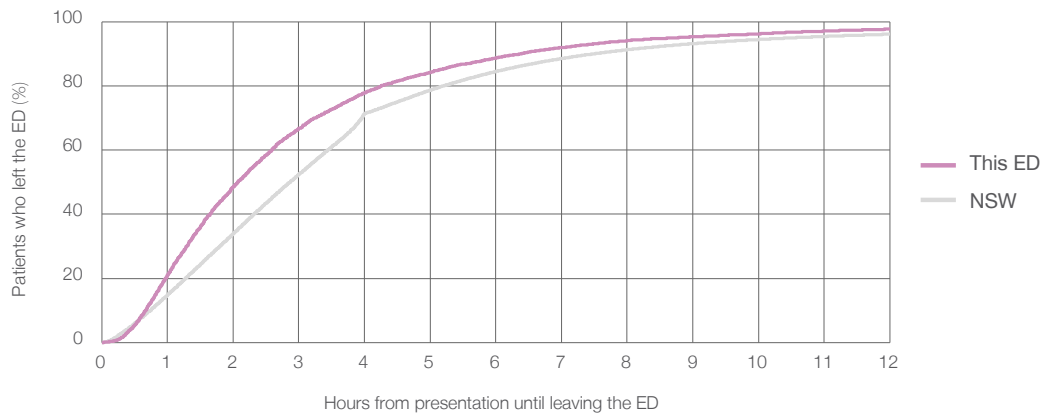
Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

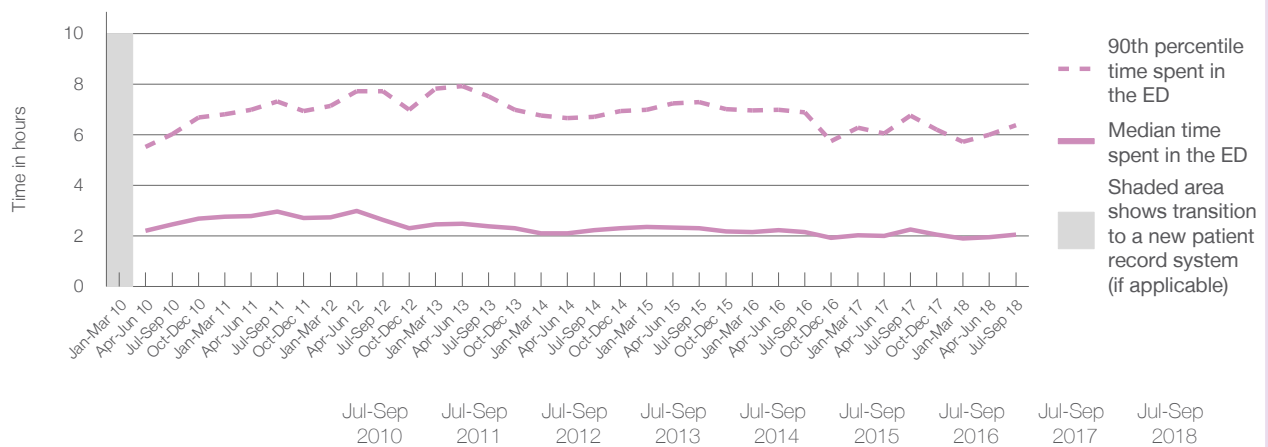
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
6,802	6,802
2 hours and 15 minutes	2 hours and 52 minutes
6 hours and 46 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^{†‡}



	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 ⁸ (hours, minutes)	2h 28m	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m	2h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 1m	7h 19m	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m	6h 23m

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

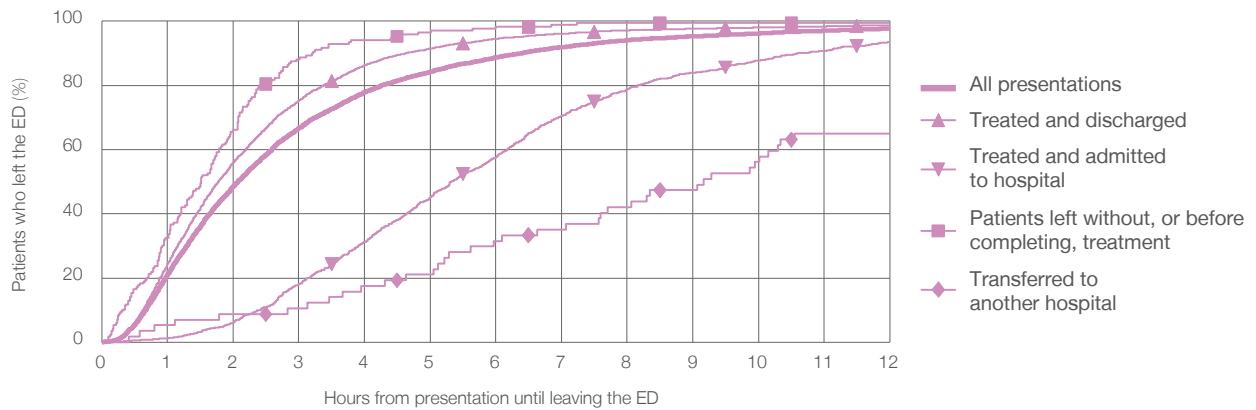
All presentations:¹ 6,654 patients

Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Treated and discharged	5,444 (81.8%)
Treated and admitted to hospital	975 (14.7%)
Patient left without, or before completing, treatment	169 (2.5%)
Transferred to another hospital	57 (0.9%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,802	-2%
5,472	-0.5%
1,028	-5.2%
233	-27.5%
53	7.5%
16	-43.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	24.4%	56.0%	75.3%	86.3%	94.5%	97.2%	98.0%	98.7%
Treated and admitted to hospital	1.2%	6.2%	18.1%	31.3%	57.6%	78.8%	87.7%	93.5%
Patient left without, or before completing, treatment	32.5%	66.3%	88.2%	94.1%	98.2%	99.4%	99.4%	99.4%
Transferred to another hospital	5.3%	8.8%	10.5%	17.5%	31.6%	42.1%	56.1%	64.9%
All presentations	21.2%	48.6%	66.7%	77.9%	88.7%	94.1%	96.2%	97.7%

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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.

Grafton Base 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: ¹ 6,654 patients

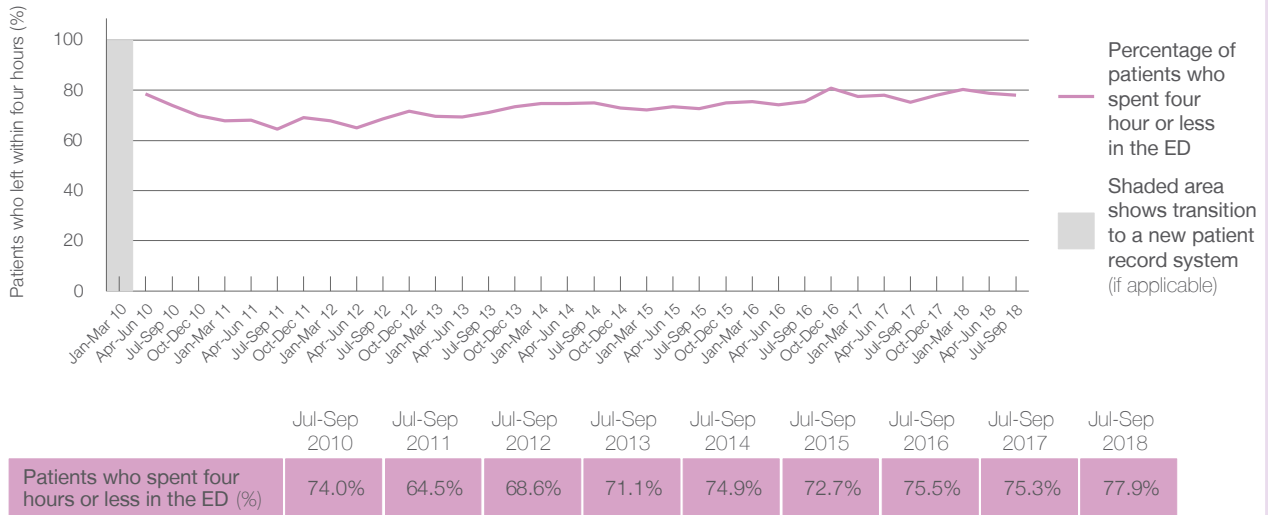
Presentations used to calculate time to leaving the ED: ⁶ 6,653 patients

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	6,802	-2%
Presentations used to calculate time to leaving the ED	6,802	-2%
Percentage of patients who spent four hours or less in the ED	75.3%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who spent four hours or less in the ED (%)	74.0%	64.5%	68.6%	71.1%	74.9%	72.7%	75.5%	75.3%	77.9%

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

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

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- All emergency and non-emergency presentations at the emergency department (ED).
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 5,621 patients
Emergency presentations:² 5,388 patients

Same period last year	Change since one year ago
5,406	4%
5,116	5%



Griffith Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 708 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,202 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,928 patients

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 509 patients

Median time to start treatment⁴  45 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
586	
6 minutes	8 minutes
18 minutes	28 minutes
2,181	
16 minutes	21 minutes
62 minutes	72 minutes
1,813	
24 minutes	26 minutes
113 minutes	105 minutes
500	
26 minutes	22 minutes
121 minutes	103 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 5,619 patients

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

Same period last year	Change since one year ago
5,401	4%
76%	

* 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.

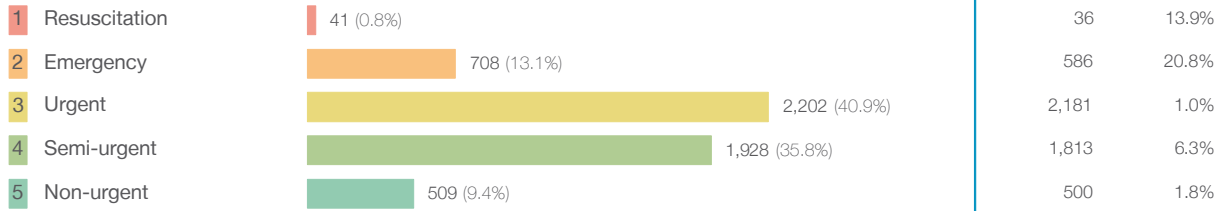
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

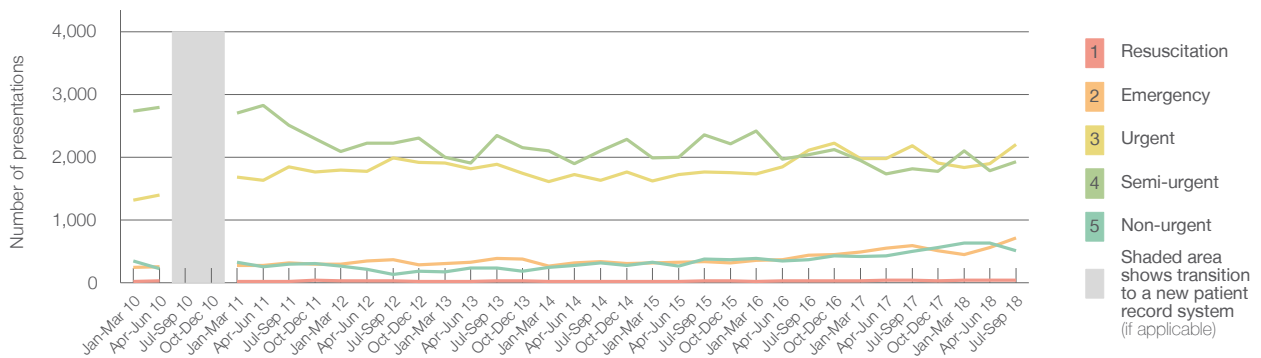
Griffith Base Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 5,621 patients

Emergency presentations² by triage category: 5,388 patients



Emergency presentations² 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		20	30	28	15	30	27	36	41
Emergency		312	365	387	339	333	434	586	708
Urgent		1,850	1,990	1,881	1,635	1,759	2,107	2,181	2,202
Semi-urgent		2,504	2,222	2,341	2,101	2,356	2,040	1,813	1,928
Non-urgent		297	136	238	319	376	363	500	509
All emergency presentations		4,983	4,743	4,875	4,409	4,854	4,971	5,116	5,388

Griffith Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 800 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.

Griffith Base 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: 708

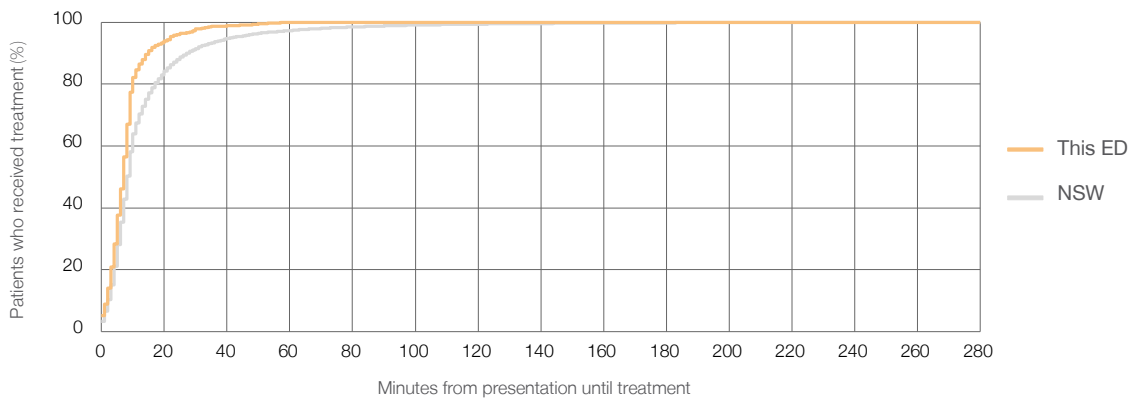
Number of triage 2 patients used to calculate waiting time:³ 705

Median time to start treatment⁴ 7 minutes

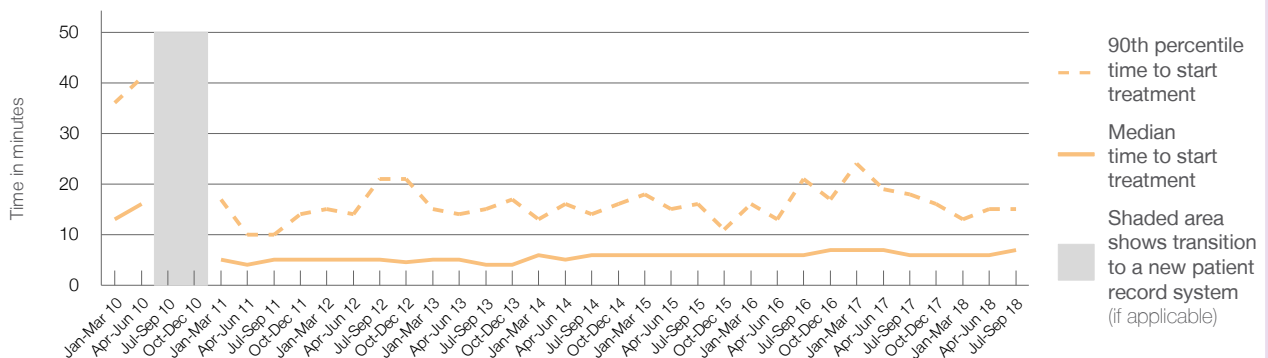
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
586	581
6 minutes	8 minutes
18 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^{†‡}



	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 ⁴ (minutes)		5	5	4	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)		10	21	15	14	16	21	18	15

(†) 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.

Griffith Base 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: 2,202

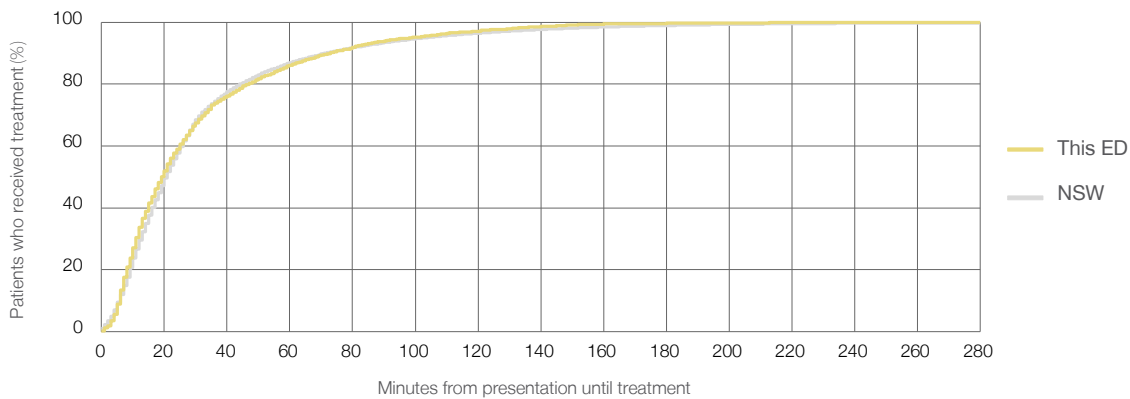
Number of triage 3 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 19 minutes

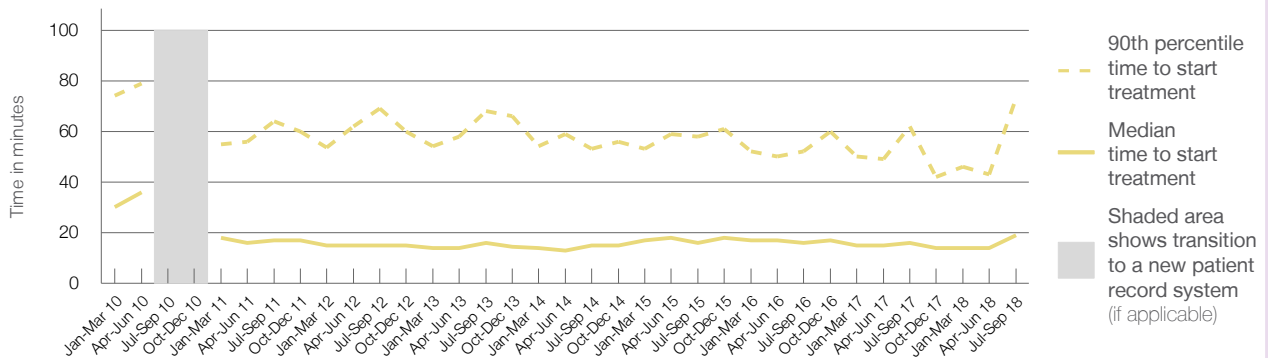
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,181	
2,133	
16 minutes	21 minutes
62 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^{†‡}



	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 ⁴ (minutes)		17	15	16	15	16	16	16	19
90th percentile time to start treatment ⁵ (minutes)		64	69	68	53	58	52	62	73

(†) 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.

Griffith Base 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: 1,928

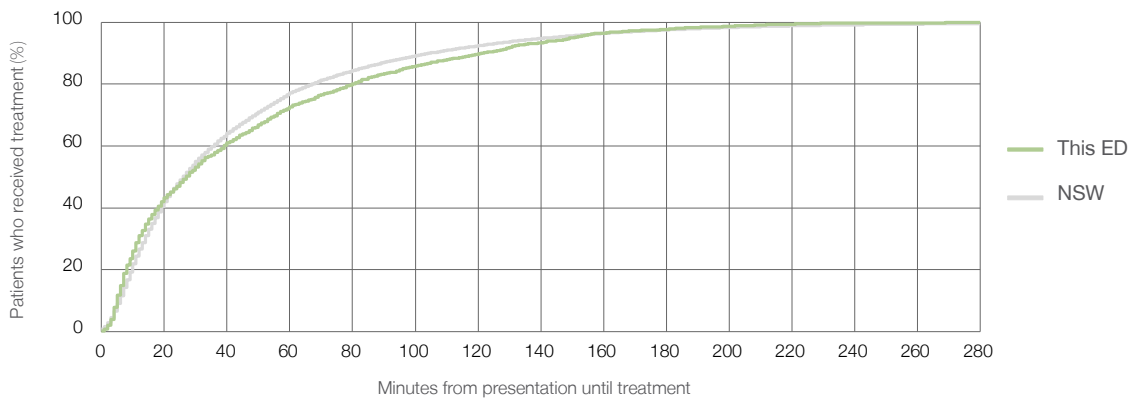
Number of triage 4 patients used to calculate waiting time:³ 1,787

Median time to start treatment⁴ 27 minutes

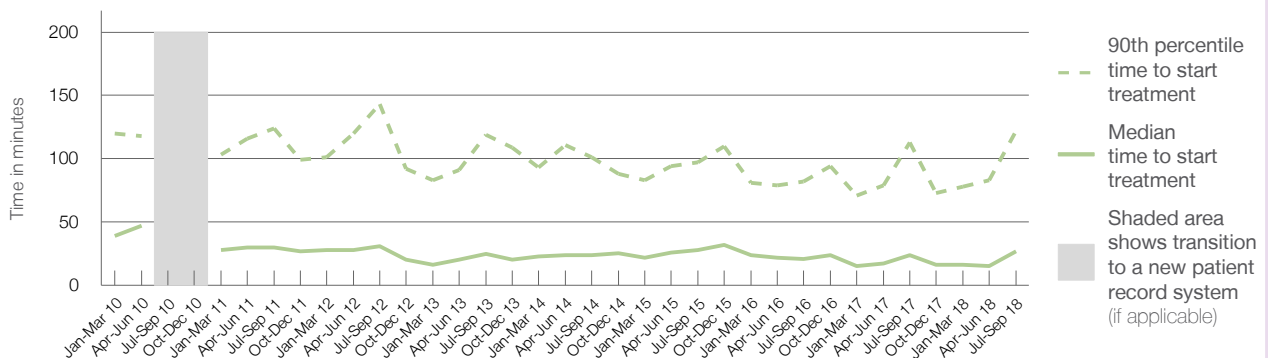
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,813	1,703
24 minutes	26 minutes
113 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^{†‡}



	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 ⁴ (minutes)		30	31	25	24	28	21	24	27
90th percentile time to start treatment ⁵ (minutes)		124	143	119	101	97	82	113	122

(†) 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.

Griffith Base 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: 509

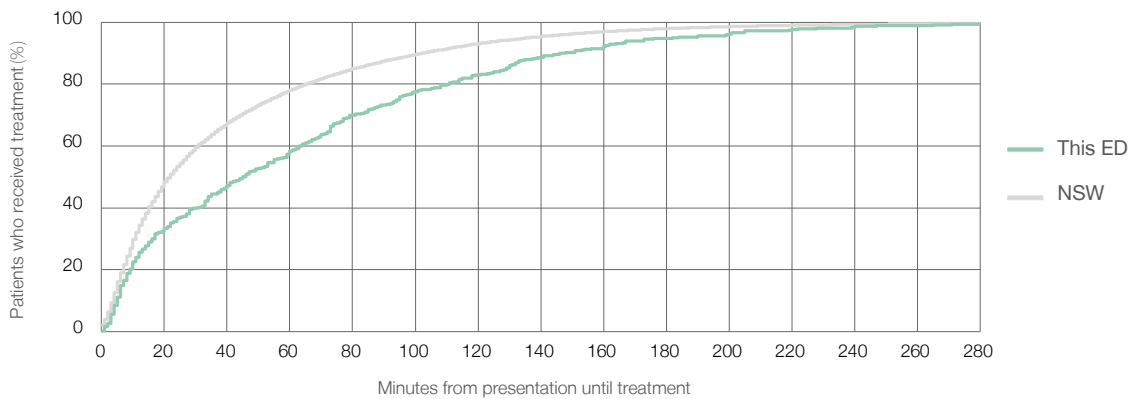
Number of triage 5 patients used to calculate waiting time:³ 421

Median time to start treatment⁴ 45 minutes

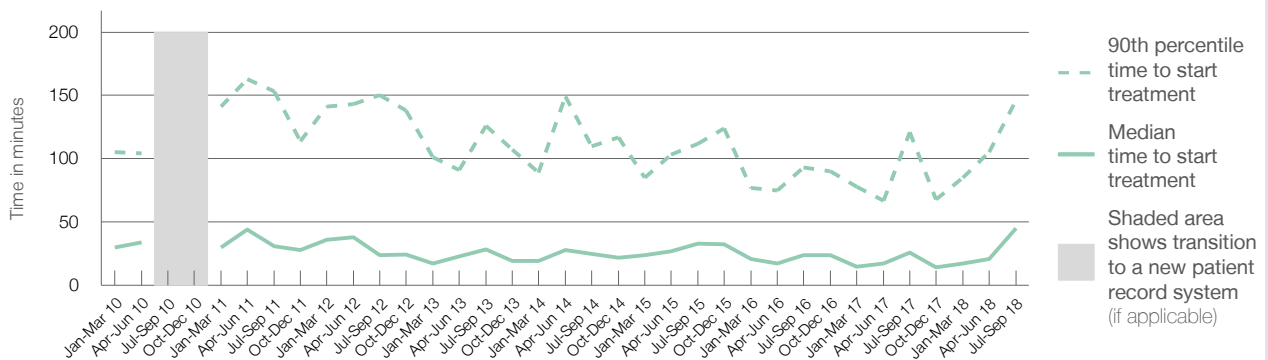
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
500	437
26 minutes	22 minutes
121 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^{†‡}



	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 ⁴ (minutes)		31	24	29	25	33	24	26	45
90th percentile time to start treatment ⁵ (minutes)		153	150	126	110	112	93	121	146

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 5,621 patients

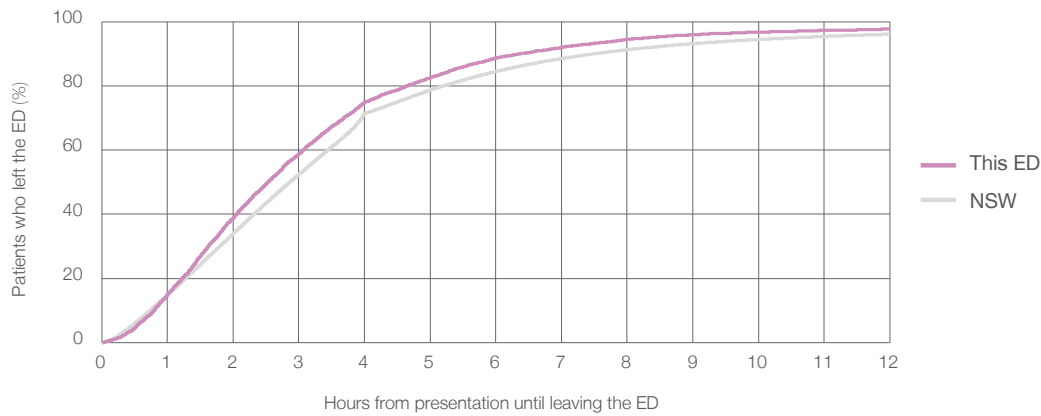
Presentations used to calculate time to leaving the ED:⁶ 5,619 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

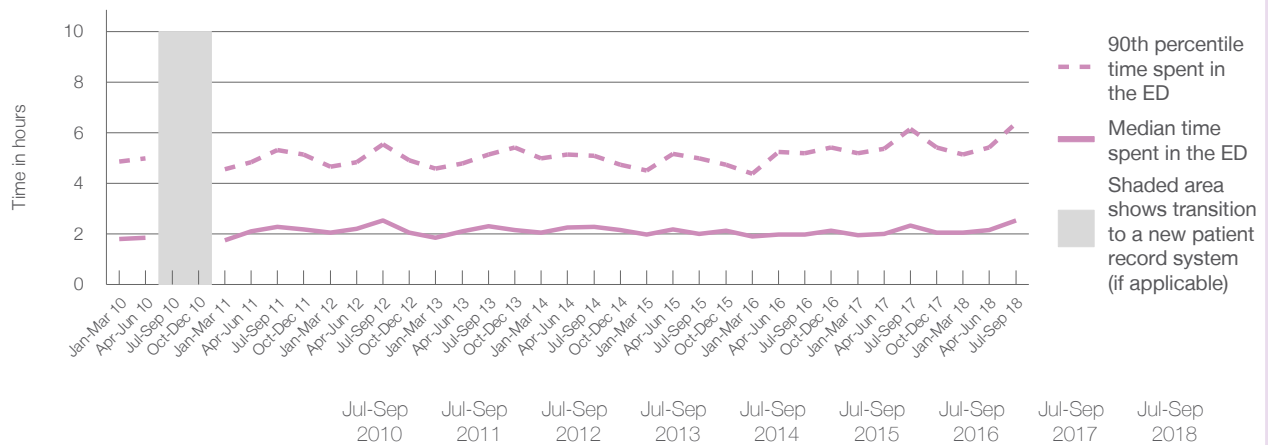
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
5,406	
5,401	
2 hours and 21 minutes	2 hours and 52 minutes
6 hours and 9 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^{†‡}



	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 ⁸ (hours, minutes)		2h 17m	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m	2h 21m	2h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 20m	5h 33m	5h 8m	5h 6m	4h 59m	5h 11m	6h 9m	6h 23m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

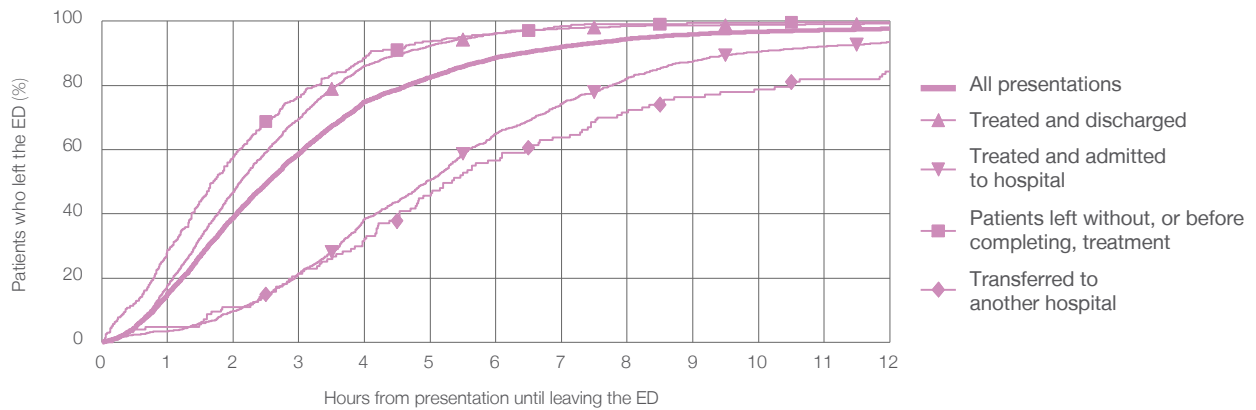
All presentations:¹ 5,621 patients

Presentations used to calculate time to leaving the ED:⁶ 5,619 patients

Treated and discharged	3,944 (70.2%)
Treated and admitted to hospital	1,192 (21.2%)
Patient left without, or before completing, treatment	346 (6.2%)
Transferred to another hospital	127 (2.3%)
Other	12 (0.2%)

Same period last year	Change since one year ago
5,401	4%
3,876	1.8%
1,164	2.4%
248	39.5%
99	28.3%
19	-36.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	17.8%	46.8%	69.6%	86.0%	96.1%	98.5%	98.9%	99.2%
Treated and admitted to hospital	3.4%	9.7%	21.6%	38.5%	64.9%	82.2%	90.5%	93.5%
Patient left without, or before completing, treatment	28.6%	57.8%	76.3%	88.4%	96.2%	99.1%	99.4%	99.7%
Transferred to another hospital	4.7%	11.0%	21.3%	32.3%	56.7%	71.7%	78.7%	84.3%
All presentations	15.1%	38.9%	58.7%	74.9%	88.6%	94.5%	96.7%	97.7%

(†) 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.

Griffith Base 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: ¹ 5,621 patients

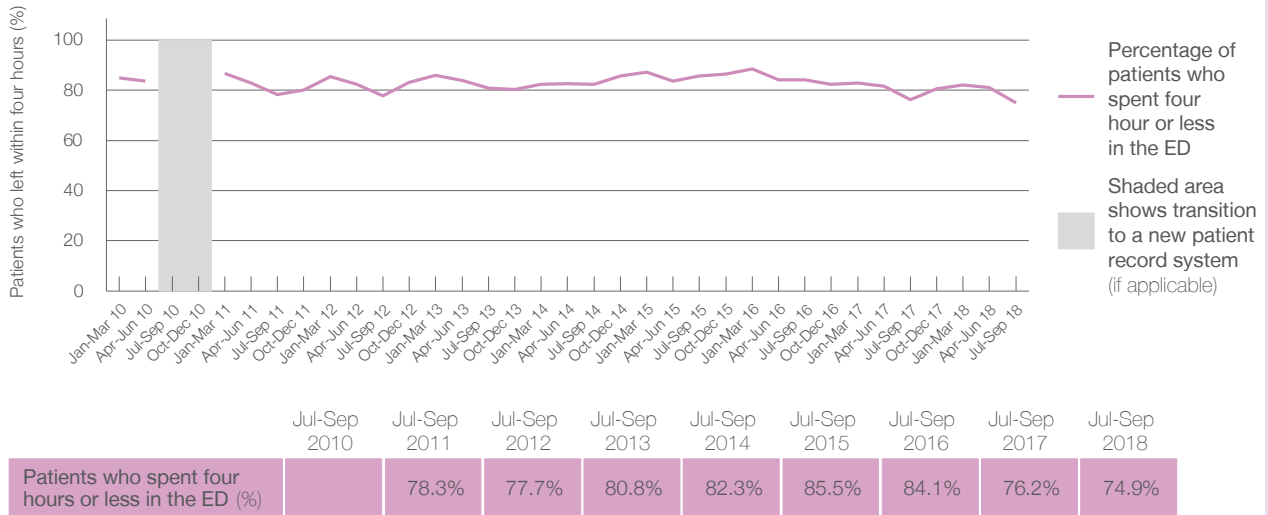
Presentations used to calculate time to leaving the ED: ⁶ 5,619 patients

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	5,406	4%
Presentations used to calculate time to leaving the ED	5,401	4%
Percentage of patients who spent four hours or less in the ED	76.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,603 patients
Emergency presentations:² 6,360 patients

Same period last year	Change since one year ago
6,452	2%
6,213	2%



Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 969 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  32 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,992 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,125 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 246 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  60 minutes

Same period last year	NSW (this period)
772	
14 minutes	8 minutes
35 minutes	28 minutes
2,021	
18 minutes	21 minutes
49 minutes	72 minutes
3,073	
18 minutes	26 minutes
70 minutes	105 minutes
322	
16 minutes	22 minutes
63 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,603 patients

Percentage of patients who spent four hours or less in the ED  76%

Same period last year	Change since one year ago
6,452	2%
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.

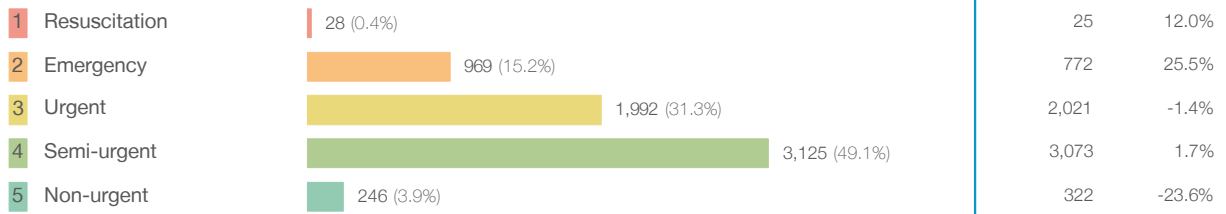
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2018

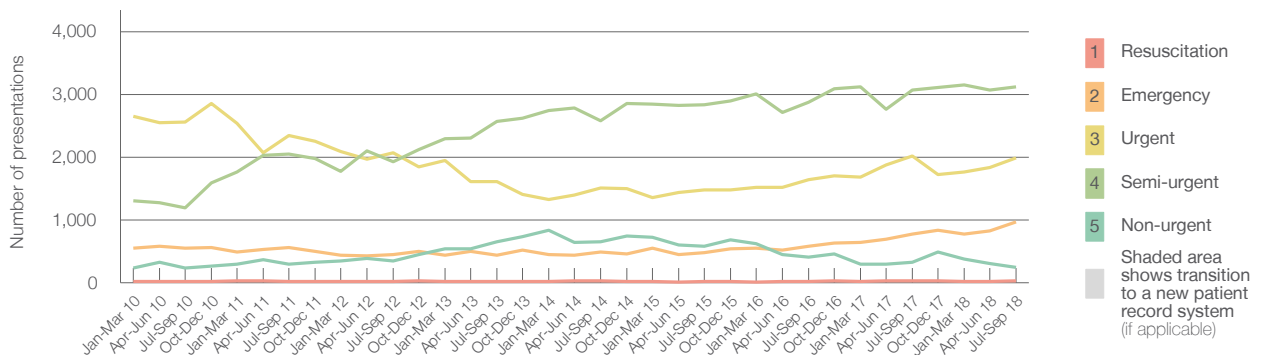
All presentations:¹ 6,603 patients

Emergency presentations² by triage category: 6,360 patients



Same period last year	Change since one year ago
6,452	2%
6,213	2%
25	12.0%
772	25.5%
2,021	-1.4%
3,073	1.7%
322	-23.6%

Emergency presentations² 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	23	15	24	20	25	16	21	25	28
Emergency	551	560	446	440	485	474	582	772	969
Urgent	2,564	2,344	2,068	1,607	1,505	1,481	1,640	2,021	1,992
Semi-urgent	1,192	2,051	1,922	2,567	2,580	2,838	2,872	3,073	3,125
Non-urgent	231	295	341	648	656	581	407	322	246
All emergency presentations	4,561	5,265	4,801	5,282	5,251	5,390	5,522	6,213	6,360

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,005 patients

ED Transfer of care time



Same period last year	Change since one year ago
990	
14 minutes	-3 minutes
34 minutes	-13 minutes

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 969

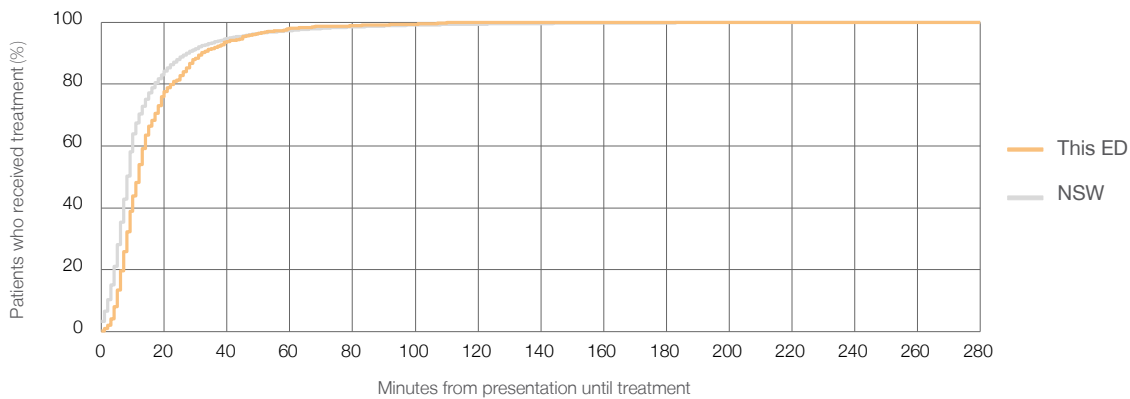
Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 12 minutes

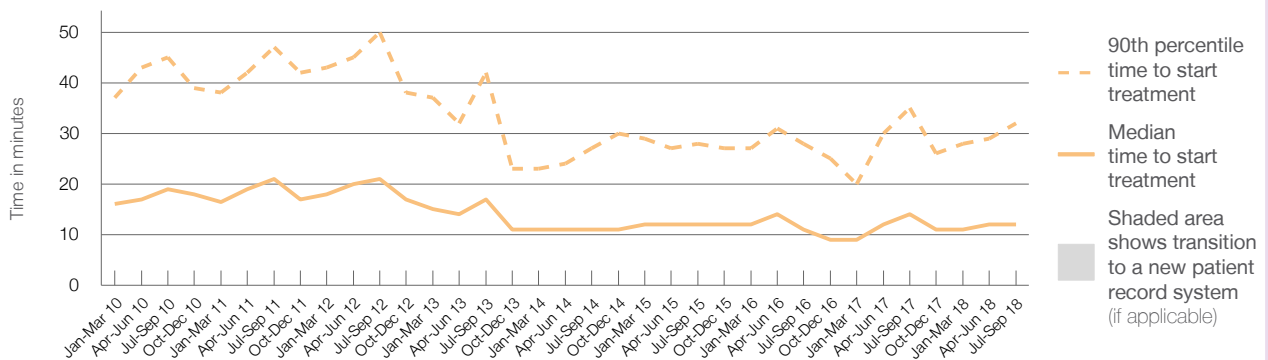
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
772	
769	
14 minutes	8 minutes
35 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^{†‡§}



	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 ⁴ (minutes)	19	21	21	17	11	12	11	14	12
90th percentile time to start treatment ⁵ (minutes)	45	47	50	42	27	28	28	35	32

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 1,992

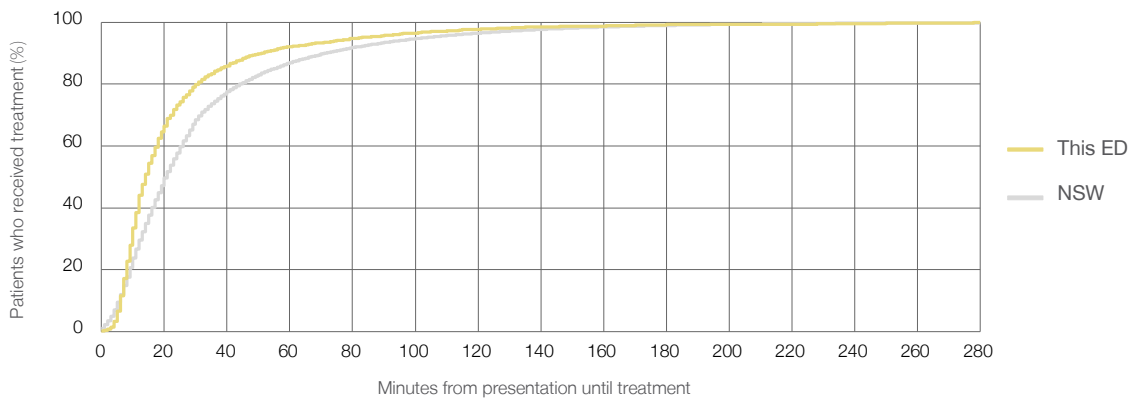
Number of triage 3 patients used to calculate waiting time:³ 1,985

Median time to start treatment⁴ 14 minutes

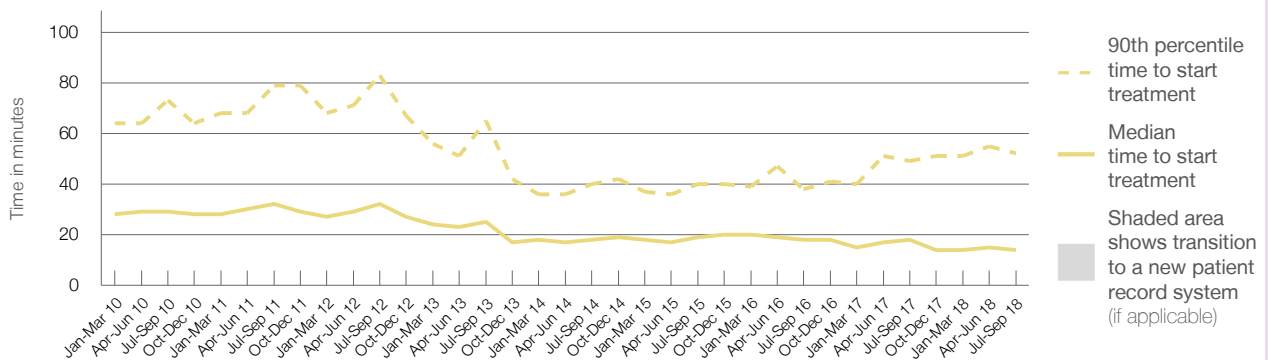
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,021	
1,997	
18 minutes	21 minutes
49 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^{†‡§}



	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 ⁴ (minutes)	29	32	32	25	18	19	18	18	14
90th percentile time to start treatment ⁵ (minutes)	73	79	83	65	40	40	38	49	52

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 3,125

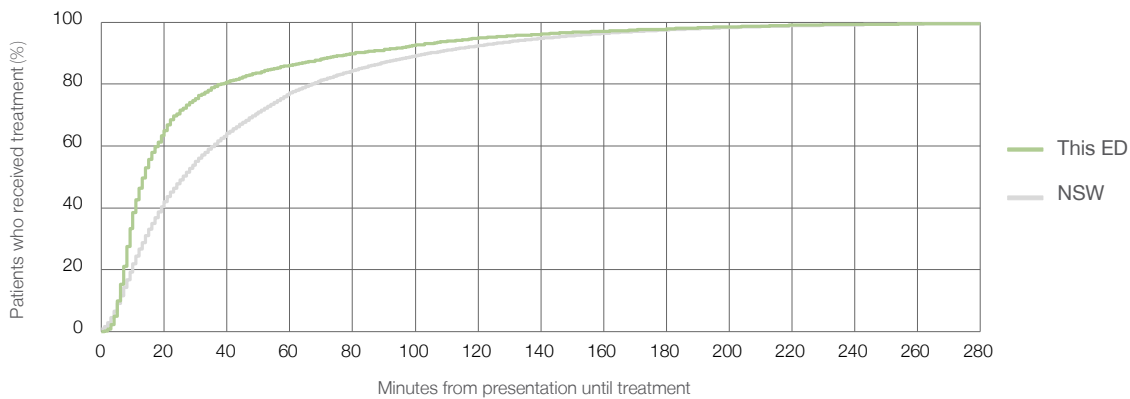
Number of triage 4 patients used to calculate waiting time:³ 3,061

Median time to start treatment⁴ 14 minutes

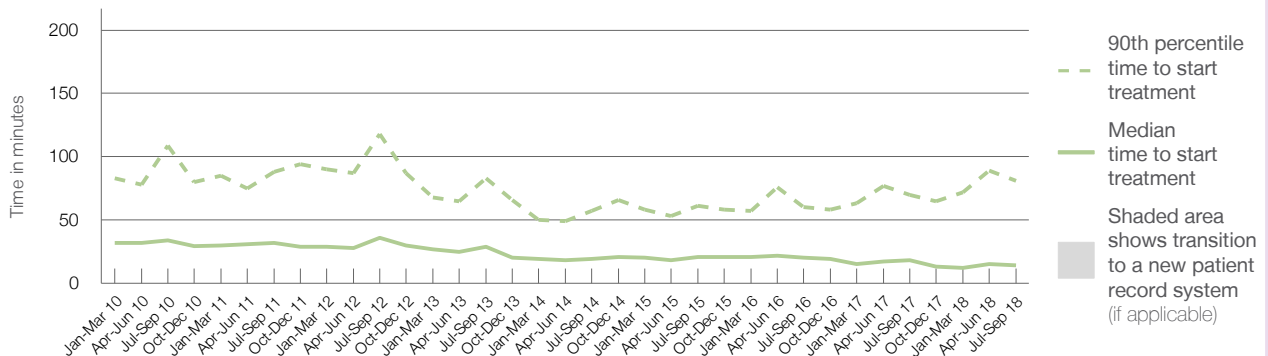
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
3,073	2,973
18 minutes	26 minutes
70 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^{†‡§}



	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 ⁴ (minutes)	34	32	36	29	19	21	20	18	14
90th percentile time to start treatment ⁵ (minutes)	109	88	118	83	57	61	60	70	81

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 246

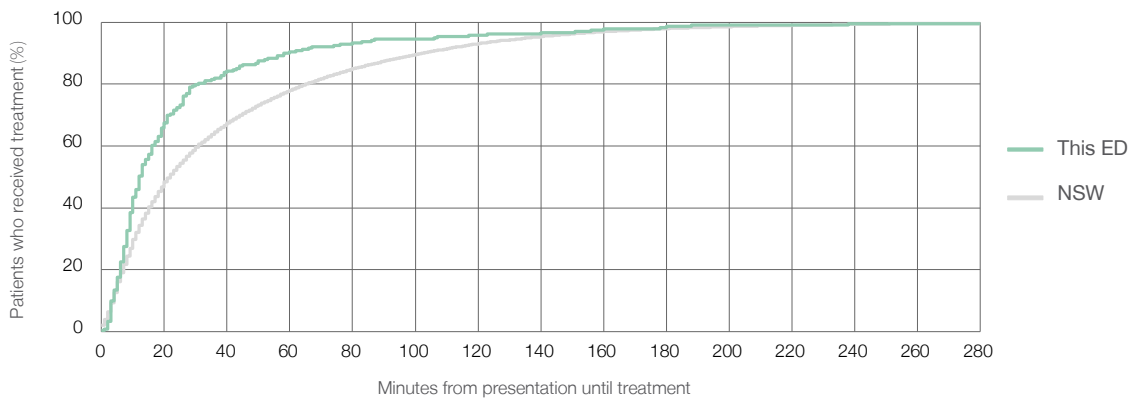
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 12 minutes

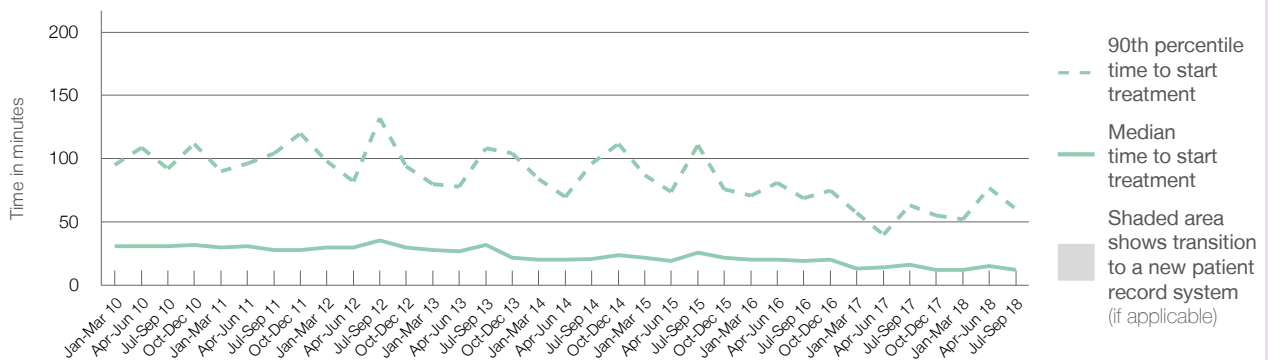
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
322	
293	
16 minutes	22 minutes
63 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^{†‡§}



	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 ⁴ (minutes)	31	28	36	32	21	26	19	16	12
90th percentile time to start treatment ⁵ (minutes)	92	104	132	108	96	111	69	63	60

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,603 patients

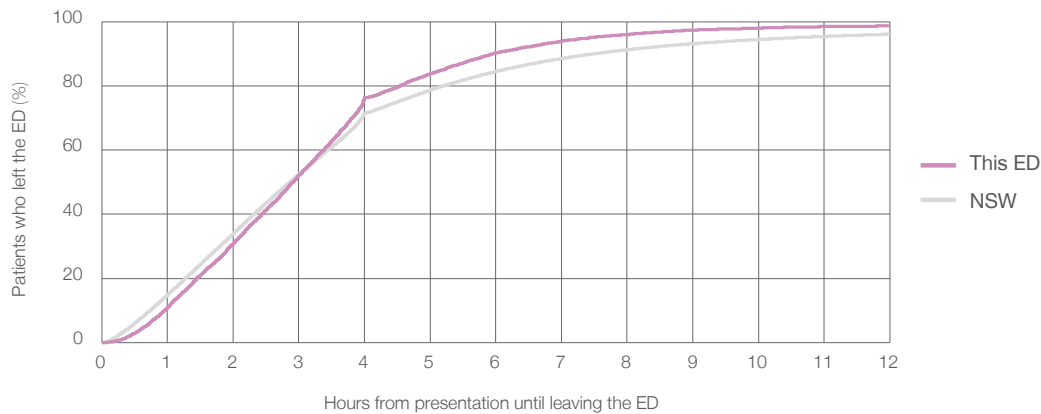
Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
6,452	6,452
3 hours and 22 minutes	2 hours and 52 minutes
7 hours and 43 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^{†‡§}



	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 ⁸ (hours, minutes)	4h 6m	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	10h 5m	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m	5h 58m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED By mode of separation July to September 2018

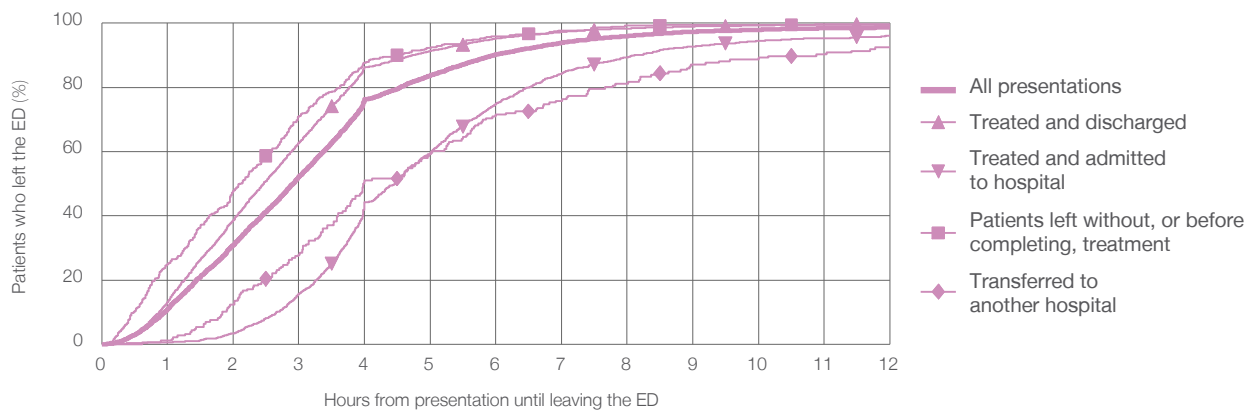
All presentations:¹ 6,603 patients

Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Treated and discharged	4,588 (69.5%)
Treated and admitted to hospital	1,422 (21.5%)
Patient left without, or before completing, treatment	400 (6.1%)
Transferred to another hospital	186 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,452	2%
4,180	9.8%
1,505	-5.5%
568	-29.6%
143	30.1%
56	-87.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	13.2%	38.7%	62.8%	86.4%	95.2%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.4%	15.8%	44.2%	75.0%	89.3%	94.4%	96.1%
Patient left without, or before completing, treatment	25.0%	47.8%	71.0%	87.8%	96.0%	99.3%	99.5%	99.5%
Transferred to another hospital	1.1%	12.4%	28.0%	51.1%	71.5%	81.2%	89.2%	92.5%
All presentations	10.9%	30.9%	52.2%	76.4%	90.3%	96.0%	98.0%	98.7%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: ¹ 6,603 patients

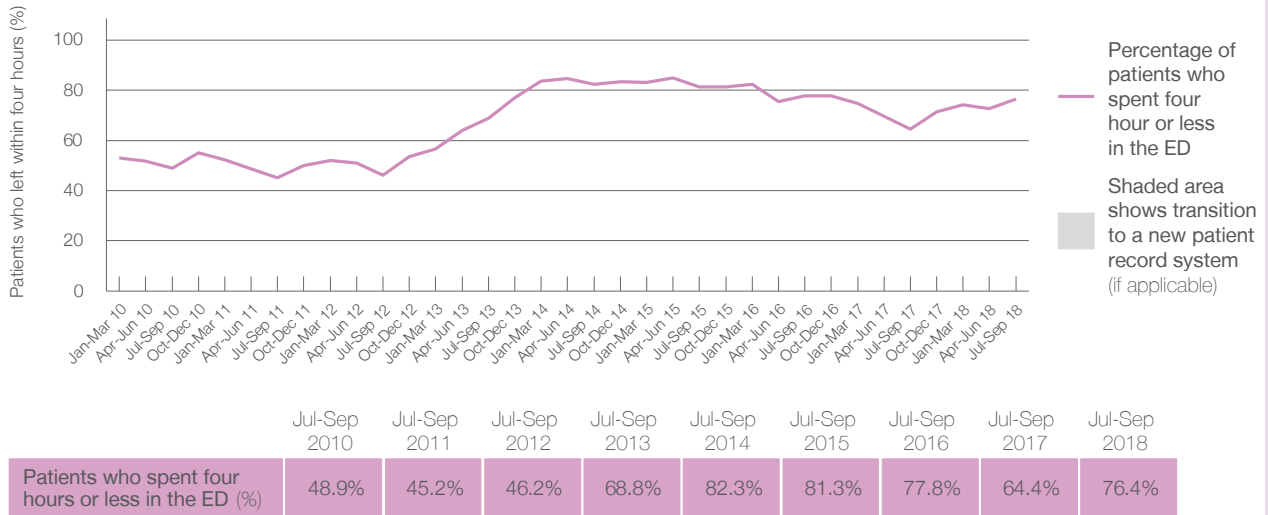
Presentations used to calculate time to leaving the ED: ⁶ 6,603 patients

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	6,452	2%
Presentations used to calculate time to leaving the ED	6,452	2%
Percentage of patients who spent four hours or less in the ED	64.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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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*.

- 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).

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,193 patients



Emergency presentations:² 9,119 patients

Same period last year	Change since one year ago
9,355	-2%
9,255	-1%



Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,675 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,622 patients

Median time to start treatment⁴  23 minutes
 90th percentile time to start treatment⁵  74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,985 patients

Median time to start treatment⁴  32 minutes
 90th percentile time to start treatment⁵  90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 807 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  105 minutes

Same period last year	NSW (this period)
1,577	
9 minutes	8 minutes
26 minutes	28 minutes
3,623	
30 minutes	21 minutes
116 minutes	72 minutes
3,081	
43 minutes	26 minutes
130 minutes	105 minutes
930	
40 minutes	22 minutes
122 minutes	103 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,187 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
9,354	-2%
71%	

* 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.

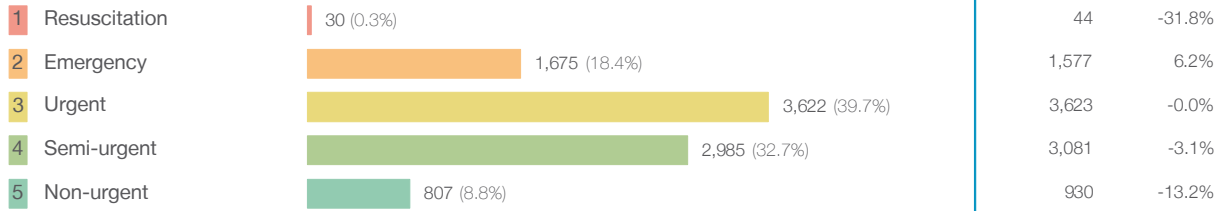
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Mount Druiitt Hospital: Patients presenting to the emergency department

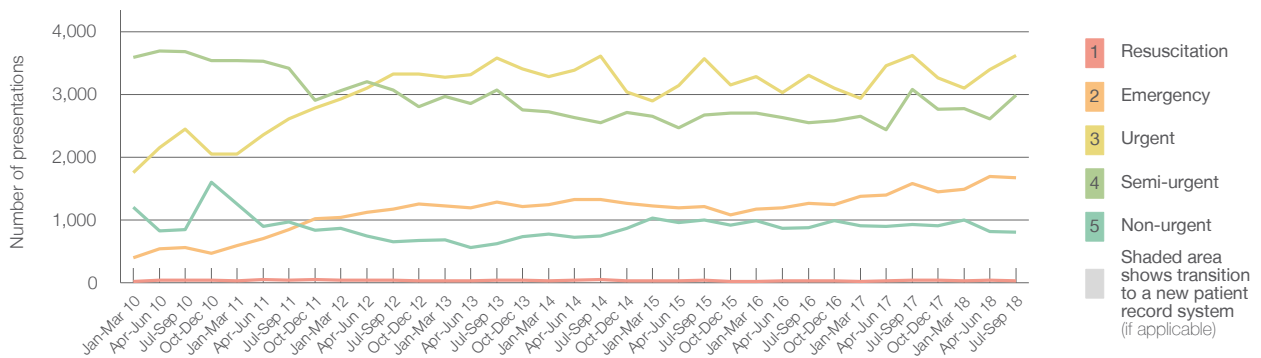
July to September 2018

All presentations:¹ 9,193 patients

Emergency presentations² by triage category: 9,119 patients



Emergency presentations² 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	44	41	44	39	45	38	29	44	30
Emergency	560	849	1,167	1,286	1,328	1,208	1,263	1,577	1,675
Urgent	2,449	2,614	3,325	3,581	3,606	3,568	3,300	3,623	3,622
Semi-urgent	3,680	3,415	3,071	3,073	2,548	2,667	2,553	3,081	2,985
Non-urgent	845	963	648	624	745	1,002	880	930	807
All emergency presentations	7,578	7,882	8,255	8,603	8,272	8,483	8,025	9,255	9,119

Mount Druiitt Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,195 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.

Mount Druitt 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: 1,675

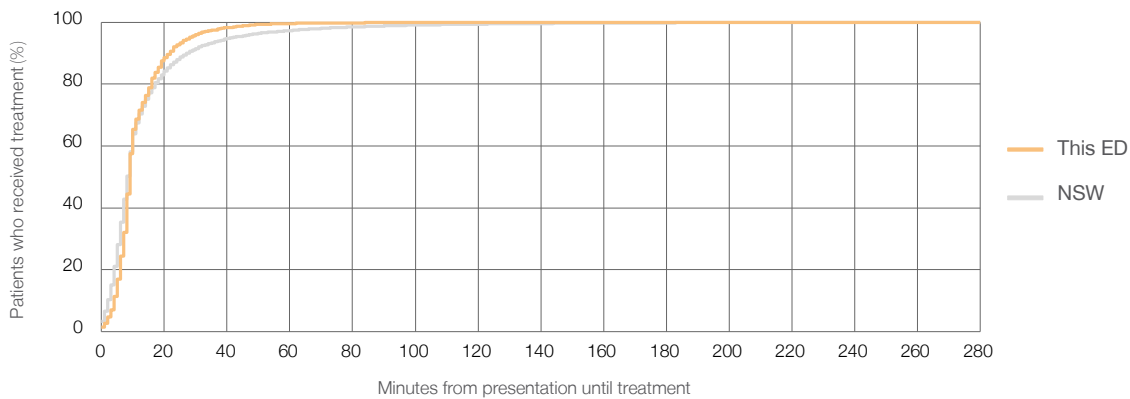
Number of triage 2 patients used to calculate waiting time:³ 1,665

Median time to start treatment⁴ ■ 9 minutes

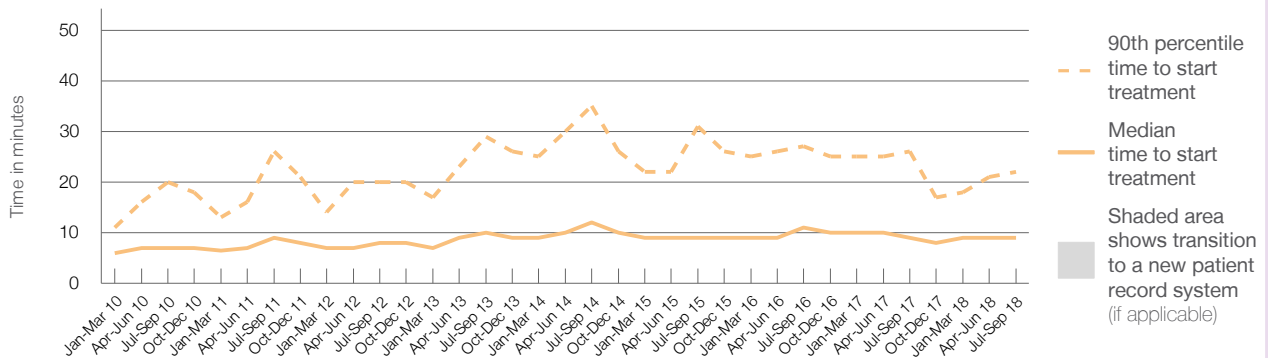
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
1,577	1,571
9 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	7	9	8	10	12	9	11	9	9
90th percentile time to start treatment ⁵ (minutes)	20	26	20	29	35	31	27	26	22

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

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

Mount Druiitt 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: 3,622

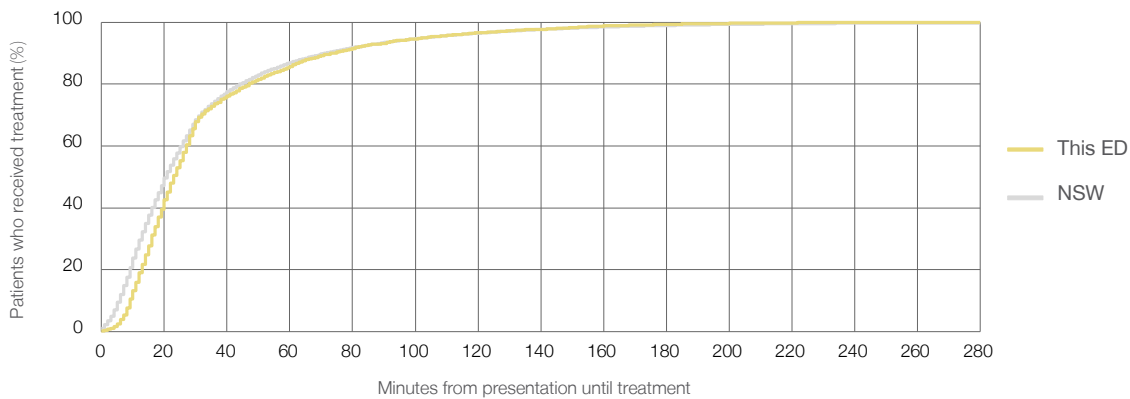
Number of triage 3 patients used to calculate waiting time:³ 3,446

Median time to start treatment⁴ 23 minutes

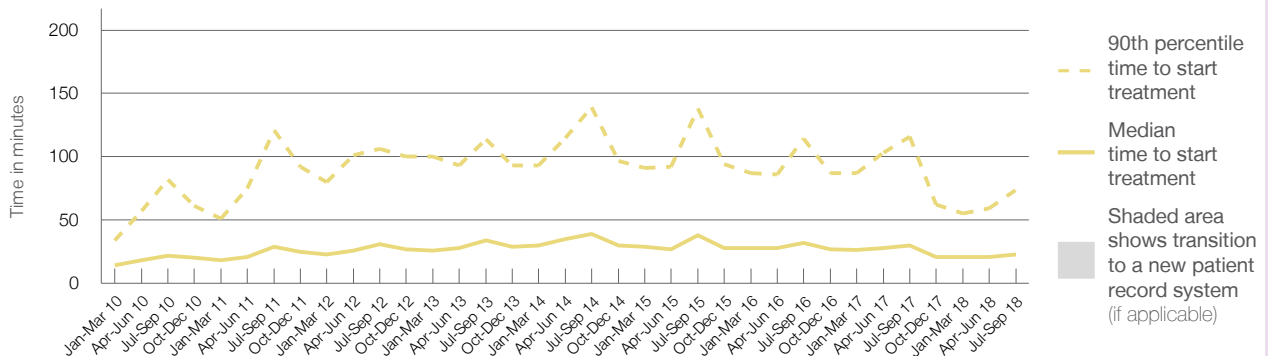
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
3,623	3,426
30 minutes	21 minutes
116 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^{†‡}



	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 ⁴ (minutes)	22	29	31	34	39	38	32	30	23
90th percentile time to start treatment ⁵ (minutes)	82	121	106	114	139	138	115	116	74

(†) 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.

Mount Druiitt 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: 2,985

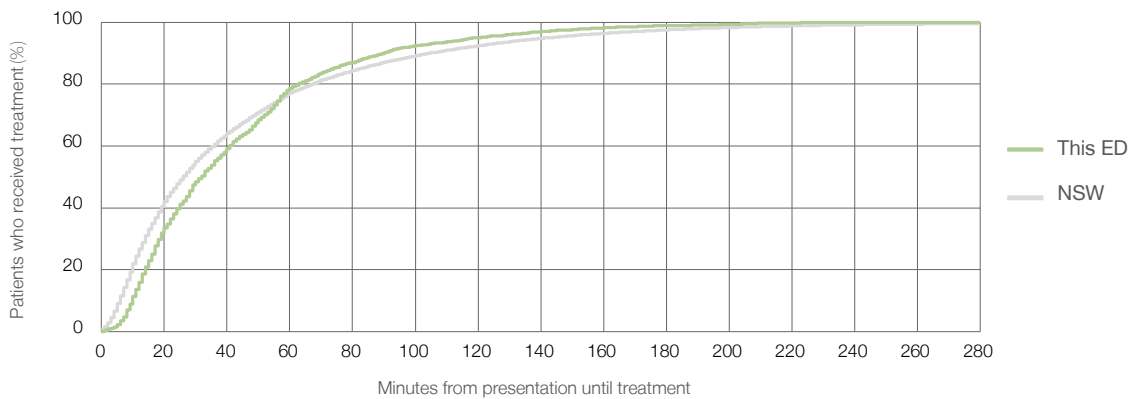
Number of triage 4 patients used to calculate waiting time:³ 2,779

Median time to start treatment⁴ 32 minutes

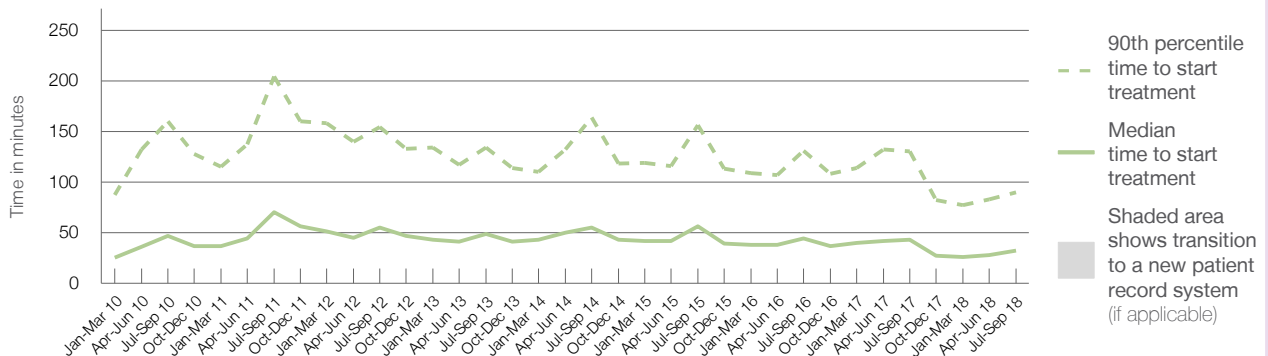
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,081	
2,836	
43 minutes	26 minutes
130 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^{†‡}



	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 ⁴ (minutes)	47	70	55	49	55	56	45	43	32
90th percentile time to start treatment ⁵ (minutes)	160	204	154	134	164	156	131	130	90

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

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

Mount Druiitt 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: 807

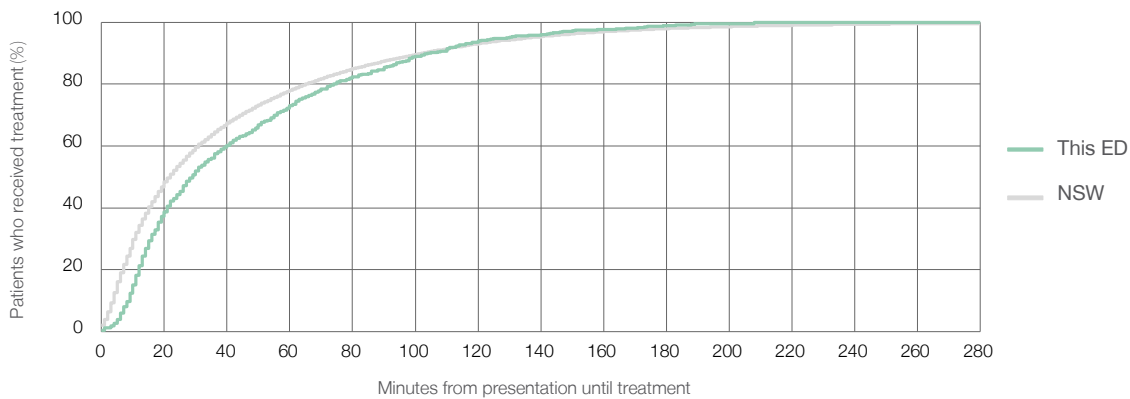
Number of triage 5 patients used to calculate waiting time:³ 717

Median time to start treatment⁴ 29 minutes

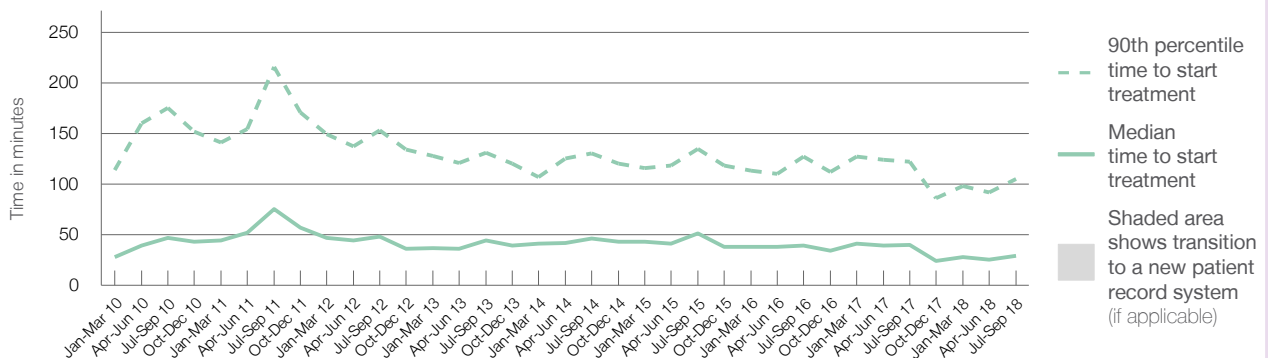
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
930	801
40 minutes	22 minutes
122 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^{†‡}



	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 ⁴ (minutes)	47	75	48	44	46	51	39	40	29
90th percentile time to start treatment ⁵ (minutes)	175	216	153	131	130	135	127	122	105

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

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Mount Druitt Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,193 patients

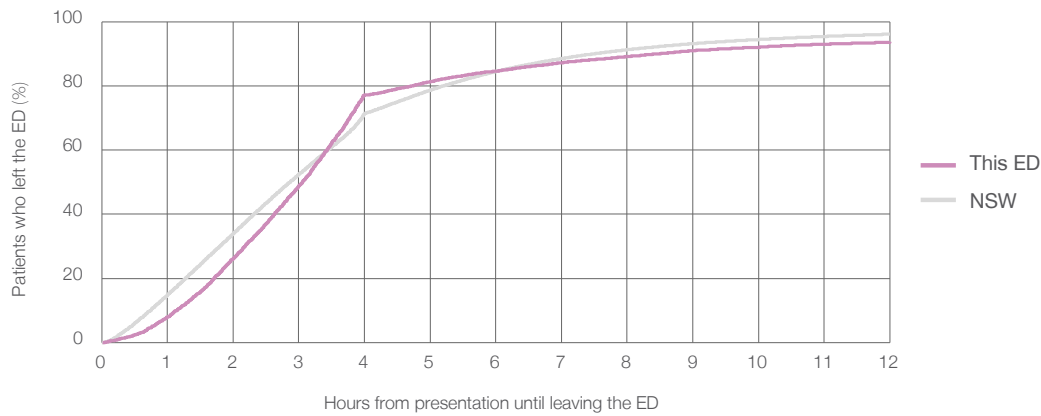
Presentations used to calculate time to leaving the ED:⁶ 9,187 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

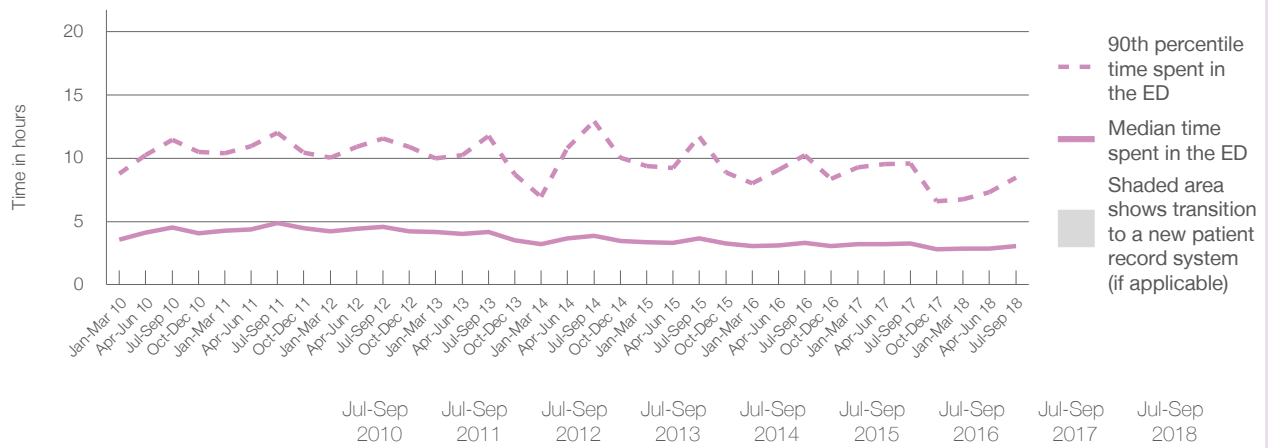
90th percentile time spent in the ED⁹ 8 hours and 28 minutes

Same period last year	NSW (this period)
9,355	
9,354	
3 hours and 16 minutes	2 hours and 52 minutes
9 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^{†‡}



	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 ⁸ (hours, minutes)	4h 31m	4h 52m	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 16m	3h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 28m	12h 0m	11h 34m	11h 46m	12h 54m	11h 41m	10h 13m	9h 35m	8h 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.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

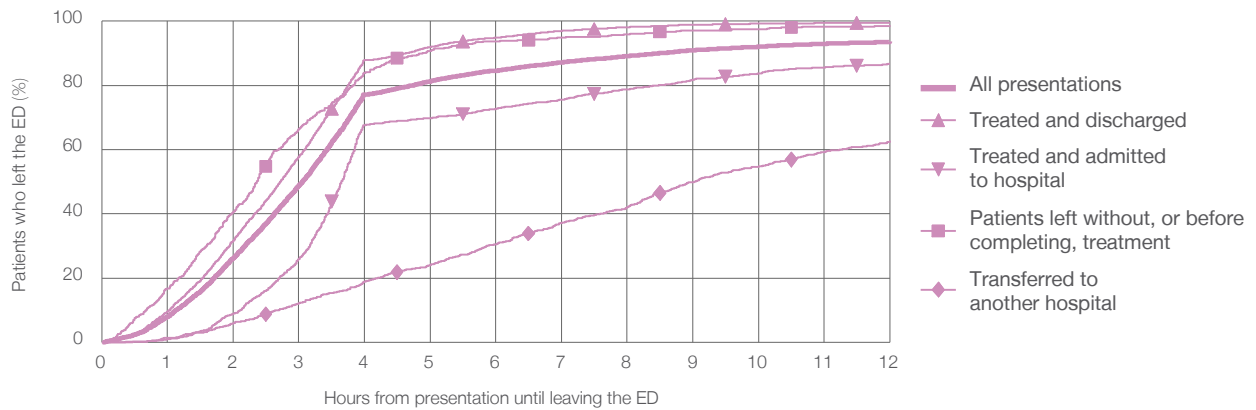
All presentations:¹ 9,193 patients

Presentations used to calculate time to leaving the ED:⁶ 9,187 patients

Treated and discharged	6,062 (65.9%)
Treated and admitted to hospital	1,395 (15.2%)
Patient left without, or before completing, treatment	752 (8.2%)
Transferred to another hospital	976 (10.6%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,354	-2%
6,184	-2.0%
1,309	6.6%
871	-13.7%
974	0.2%
17	-52.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	9.6%	31.7%	57.9%	87.8%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	0.9%	8.8%	26.0%	67.6%	72.7%	78.8%	83.7%	86.7%
Patient left without, or before completing, treatment	16.8%	40.7%	66.3%	84.0%	93.7%	96.0%	97.6%	98.7%
Transferred to another hospital	1.3%	6.0%	12.2%	18.9%	30.5%	42.0%	54.8%	62.7%
All presentations	8.0%	26.3%	48.9%	77.1%	84.6%	89.1%	92.0%	93.6%

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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.

Mount Druitt 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: ¹ 9,193 patients

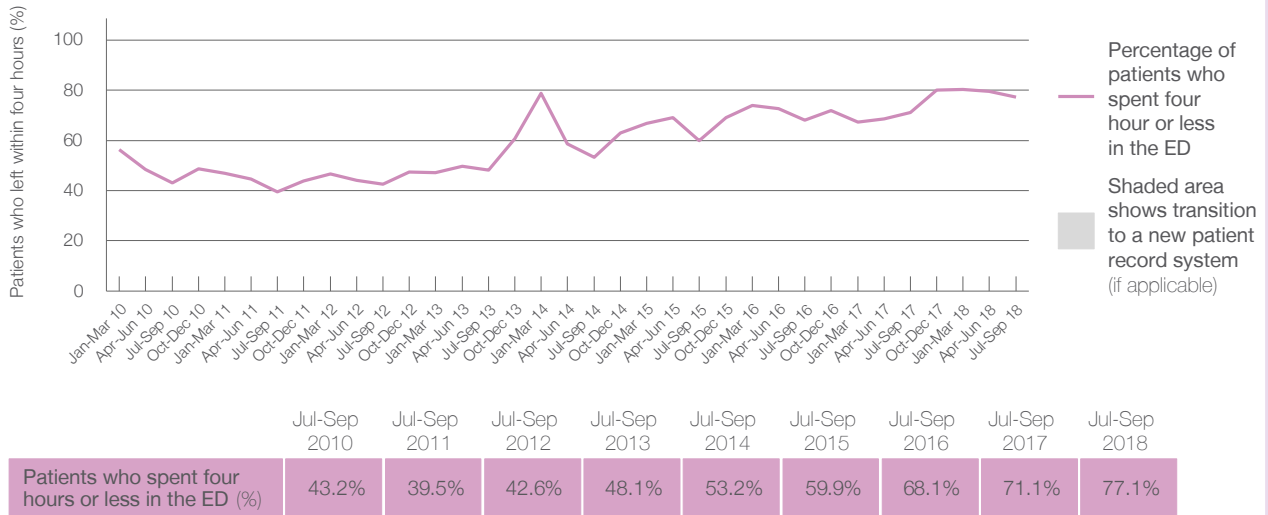
Presentations used to calculate time to leaving the ED: ⁶ 9,187 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,355	-2%
Presentations used to calculate time to leaving the ED	9,354	-2%
Percentage of patients who spent four hours or less in the ED	71.1%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who spent four hours or less in the ED (%)	43.2%	39.5%	42.6%	48.1%	53.2%	59.9%	68.1%	71.1%	77.1%

* 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.
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- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,488 patients
Emergency presentations:² 4,082 patients

Same period last year	Change since one year ago
4,826	-7%
4,385	-7%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,388 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,051 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
336	
7 minutes	8 minutes
15 minutes	28 minutes
1,454	
14 minutes	21 minutes
37 minutes	72 minutes
2,270	
18 minutes	26 minutes
73 minutes	105 minutes
319	
18 minutes	22 minutes
69 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,485 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,825	-7%
88%	

* 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.

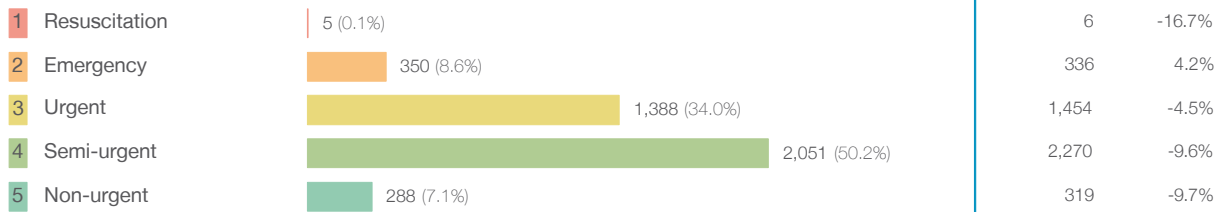
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2018

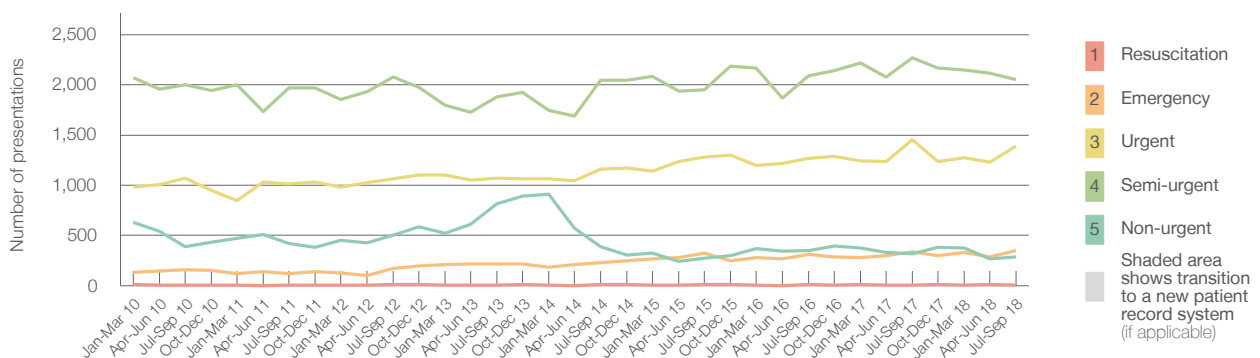
All presentations:¹ 4,488 patients

Emergency presentations² by triage category: 4,082 patients



Same period last year	Change since one year ago
4,826	-7%
4,385	-7%
6	-16.7%
336	4.2%
1,454	-4.5%
2,270	-9.6%
319	-9.7%

Emergency presentations² 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	7	7	9	7	9	9	10	6	5
Emergency	159	122	173	219	229	326	310	336	350
Urgent	1,070	1,010	1,065	1,069	1,161	1,280	1,271	1,454	1,388
Semi-urgent	2,002	1,971	2,075	1,878	2,047	1,949	2,090	2,270	2,051
Non-urgent	386	423	503	813	391	275	350	319	288
All emergency presentations	3,624	3,533	3,825	3,986	3,837	3,839	4,031	4,385	4,082

Murwillumbah District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 220 patients **

ED Transfer of care time



Same period last year	Change since one year ago
236	
11 minutes	1 minute
20 minutes	4 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

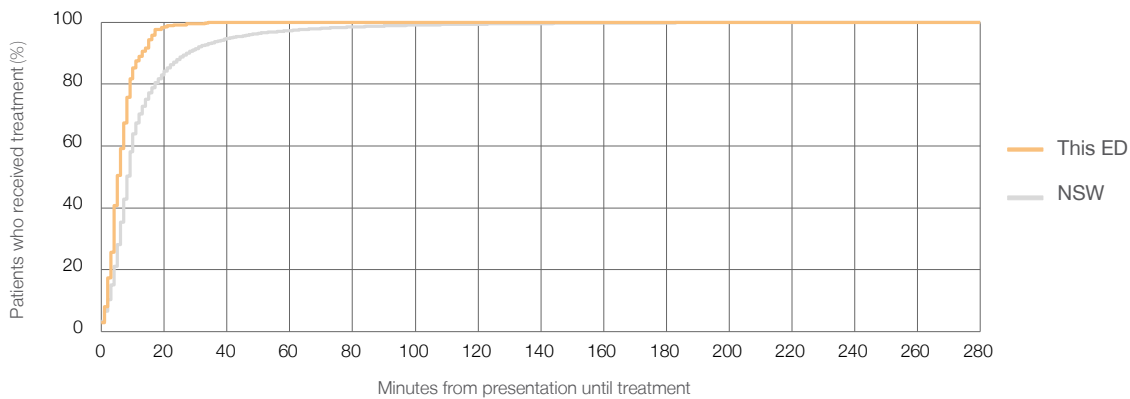
Number of triage 2 patients: 350

Number of triage 2 patients used to calculate waiting time:³ 350

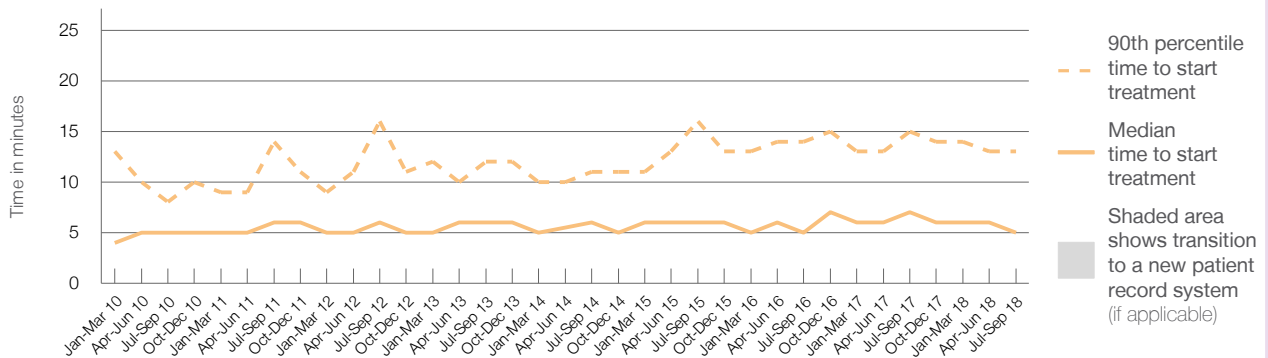
Median time to start treatment⁴ ■ 5 minutes
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
336	336
7 minutes	8 minutes
15 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^{†‡}



	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 ⁴ (minutes)	5	6	6	6	6	6	5	7	5
90th percentile time to start treatment ⁵ (minutes)	8	14	16	12	11	16	14	15	13

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

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

Murwillumbah District 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: 1,388

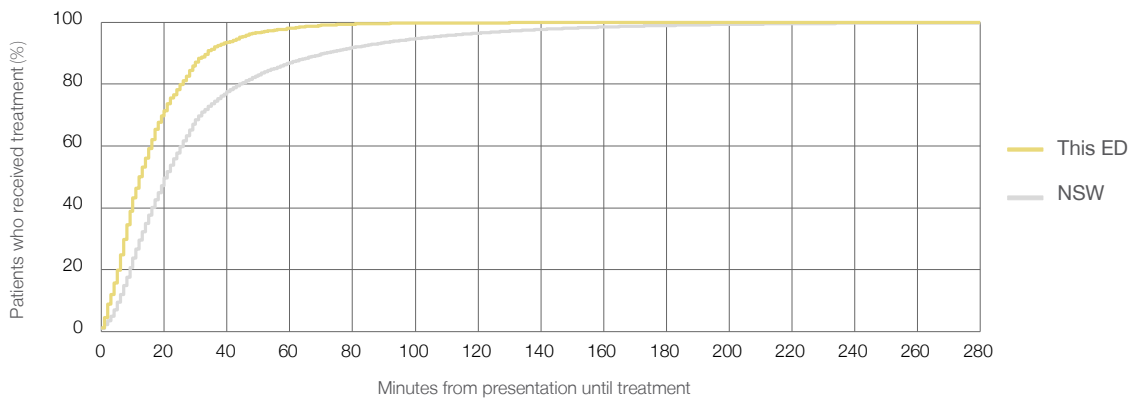
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 12 minutes

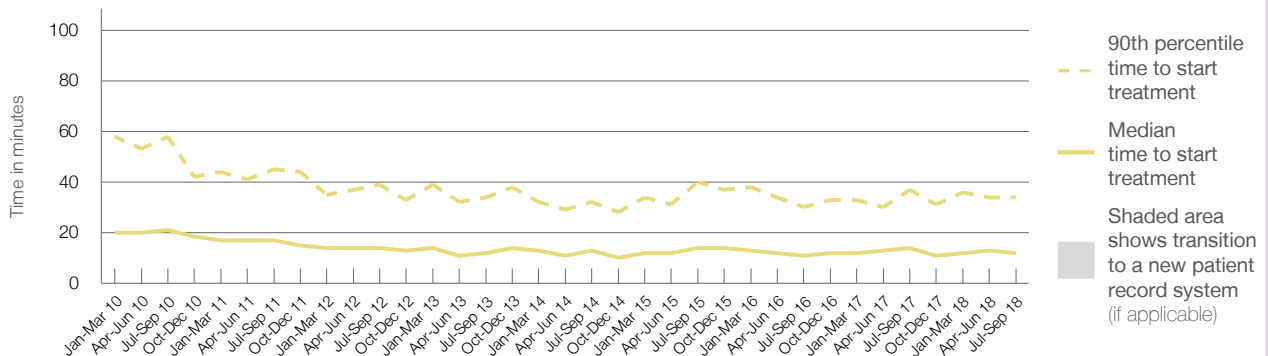
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,454	1,446
14 minutes	21 minutes
37 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^{†‡}



	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 ⁴ (minutes)	21	17	14	12	13	14	11	14	12
90th percentile time to start treatment ⁵ (minutes)	58	45	39	34	32	40	30	37	34

(†) 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.

Murwillumbah District 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: 2,051

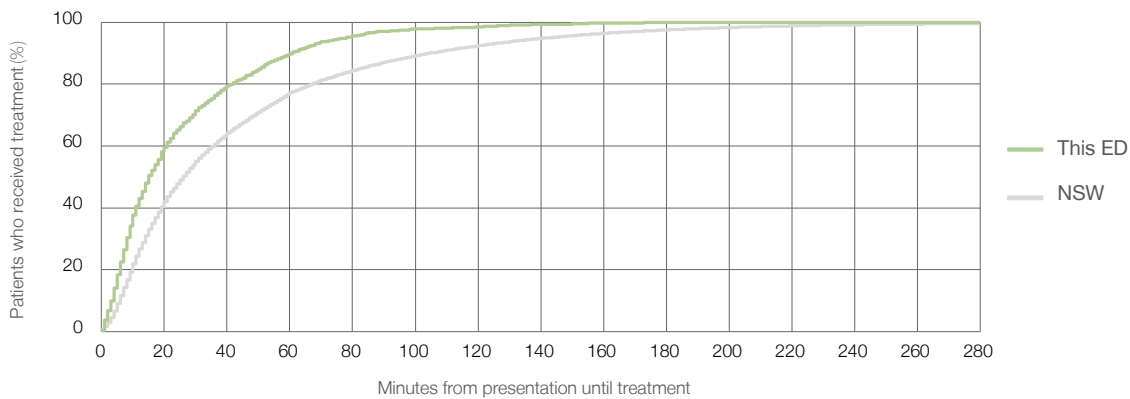
Number of triage 4 patients used to calculate waiting time:³ 2,012

Median time to start treatment⁴ 15 minutes

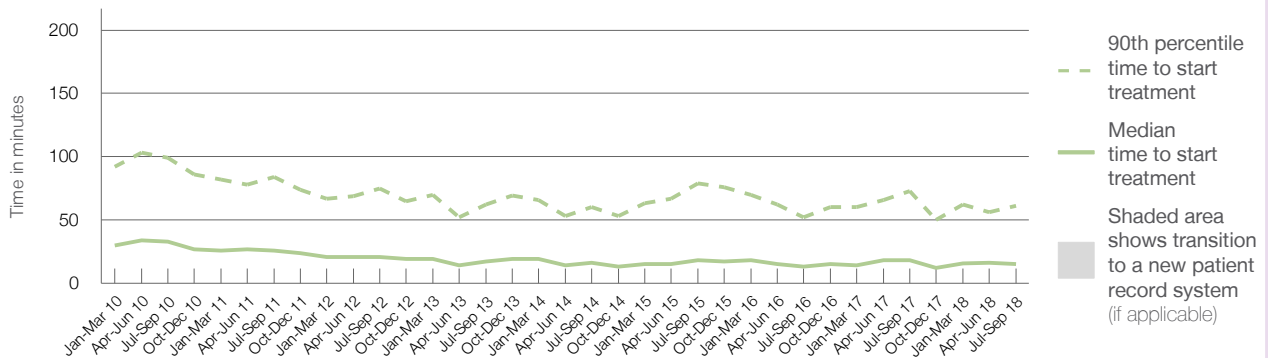
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,270	2,212
18 minutes	26 minutes
73 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^{†‡}



	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 ⁴ (minutes)	33	26	21	17	16	18	13	18	15
90th percentile time to start treatment ⁵ (minutes)	99	84	75	62	60	79	52	73	61

(†) 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.

Murwillumbah District 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: 288

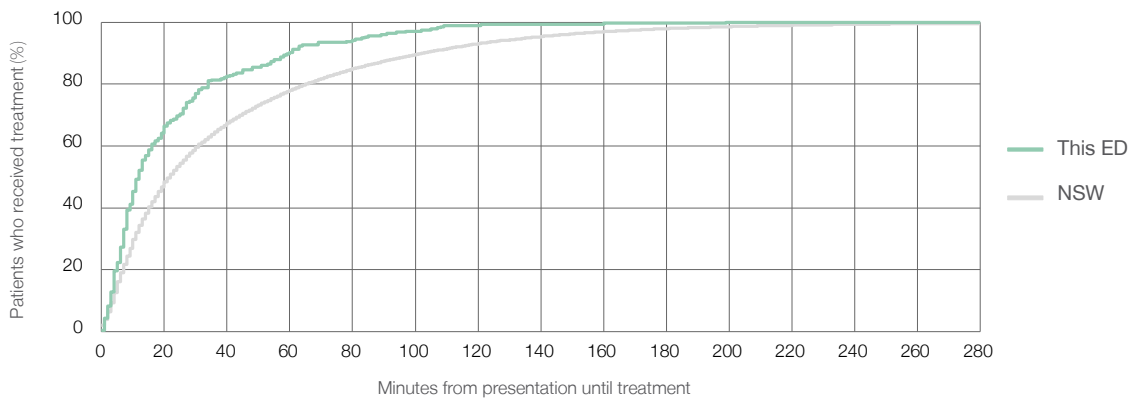
Number of triage 5 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 12 minutes

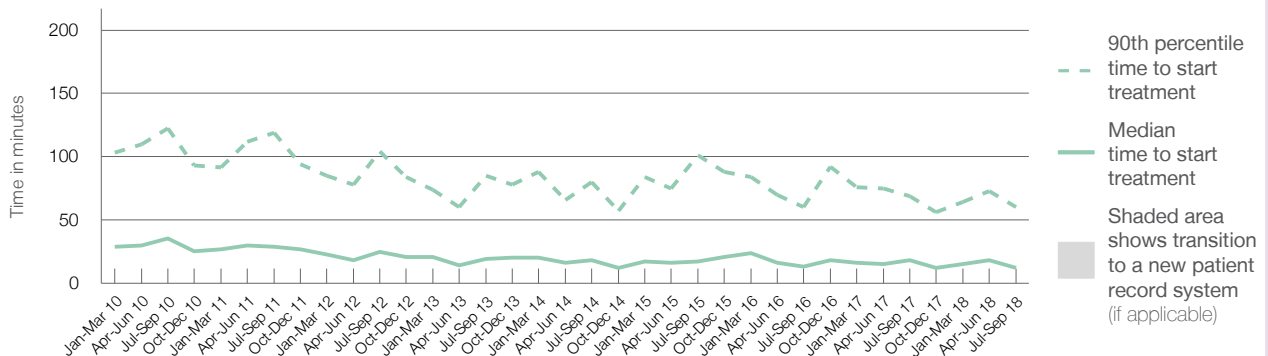
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
319	
298	
18 minutes	22 minutes
69 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^{†‡}



	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 ⁴ (minutes)	36	29	25	19	18	17	13	18	12
90th percentile time to start treatment ⁵ (minutes)	123	119	104	85	80	101	60	69	60

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

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

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,488 patients

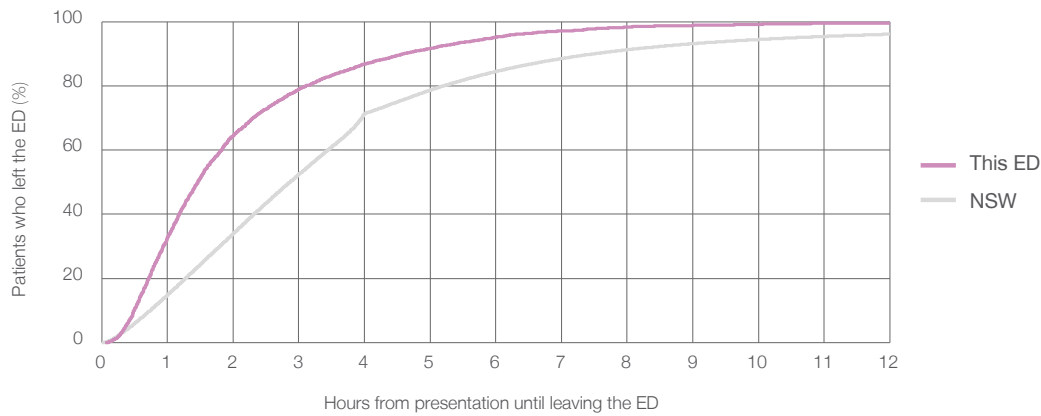
Presentations used to calculate time to leaving the ED:⁶ 4,485 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

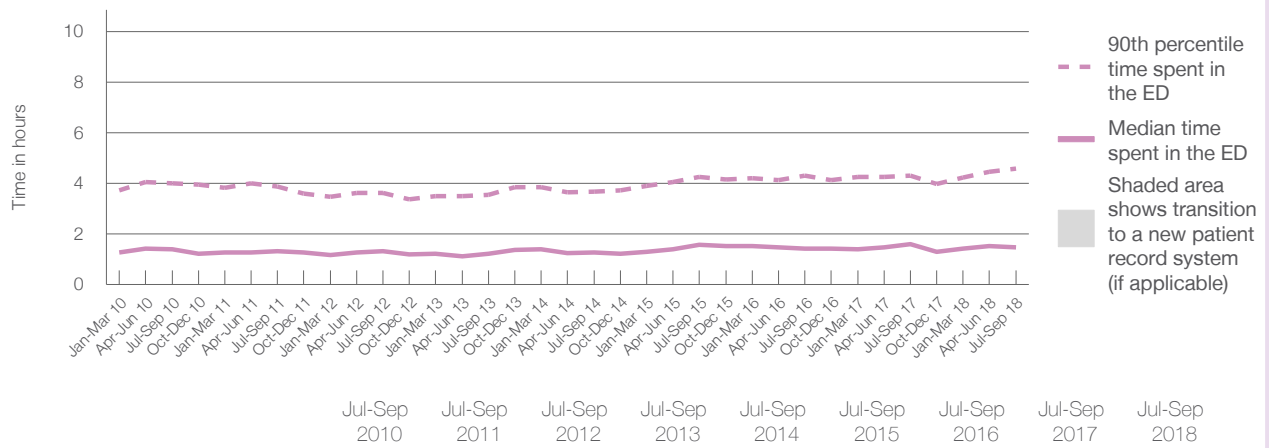
90th percentile time spent in the ED⁹ 4 hours and 36 minutes

Same period last year	NSW (this period)
4,826	4,825
1 hours and 37 minutes	2 hours and 52 minutes
4 hours and 18 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^{†‡}



	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 ⁸ (hours, minutes)	1h 24m	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m	1h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 1m	3h 53m	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m	4h 36m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

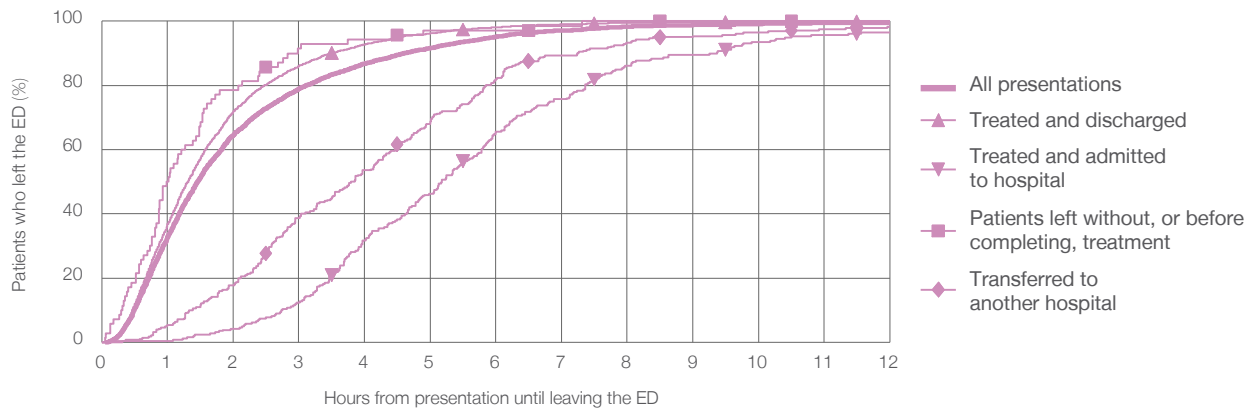
All presentations:¹ 4,488 patients

Presentations used to calculate time to leaving the ED:⁶ 4,485 patients

Mode of separation	Count	Percentage
Treated and discharged	3,873	86.3%
Treated and admitted to hospital	259	5.8%
Patient left without, or before completing, treatment	70	1.6%
Transferred to another hospital	282	6.3%
Other	4	0.1%

	Same period last year	Change since one year ago
	4,825	-7%
Treated and discharged	4,192	-7.6%
Treated and admitted to hospital	293	-11.6%
Patient left without, or before completing, treatment	106	-34.0%
Transferred to another hospital	233	21.0%
Other	2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	36.8%	71.9%	86.1%	92.8%	98.1%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.4%	4.2%	12.4%	31.7%	65.6%	86.1%	93.4%	96.5%
Patient left without, or before completing, treatment	50.0%	78.6%	91.4%	94.3%	97.1%	100%	100%	100%
Transferred to another hospital	5.3%	17.7%	38.7%	53.5%	81.9%	93.3%	96.5%	98.2%
All presentations	32.9%	64.7%	78.9%	86.8%	95.2%	98.3%	99.2%	99.6%

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

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

Murwillumbah District 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: ¹ 4,488 patients

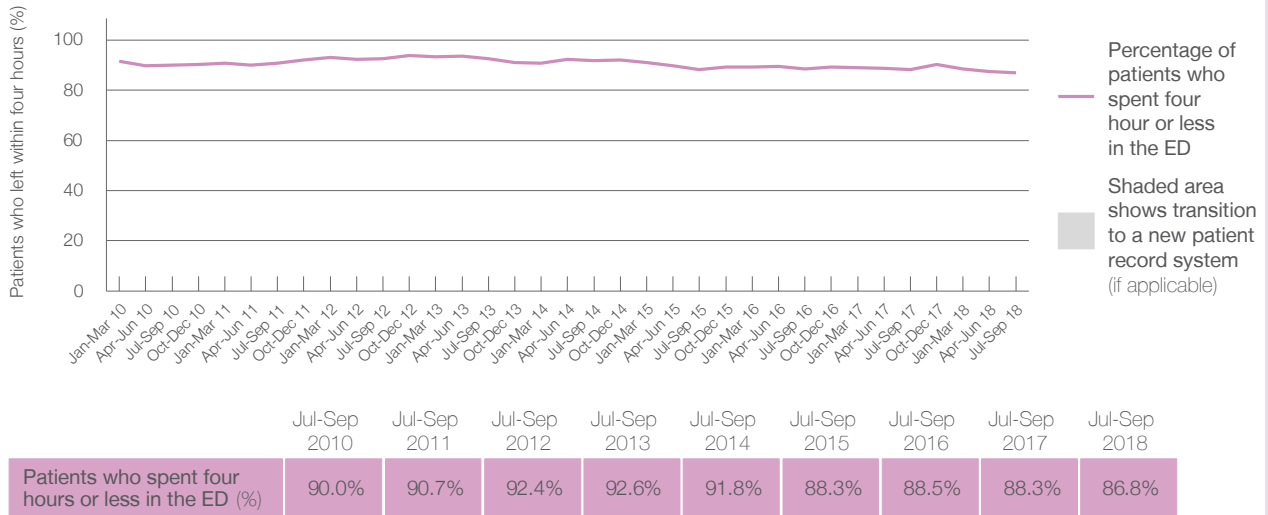
Presentations used to calculate time to leaving the ED: ⁶ 4,485 patients

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



Same period last year	Change since one year ago
4,826	-7%
4,825	-7%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).

Ryde Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,758 patients
 Emergency presentations:² 6,721 patients

Same period last year	Change since one year ago
7,452	-9%
7,362	-9%



Ryde Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,021 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,674 patients

Median time to start treatment⁴  16 minutes
 90th percentile time to start treatment⁵  42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,578 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 410 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  102 minutes

Same period last year	NSW (this period)
1,027	
7 minutes	8 minutes
14 minutes	28 minutes
2,783	
14 minutes	21 minutes
37 minutes	72 minutes
3,177	
16 minutes	26 minutes
73 minutes	105 minutes
330	
18 minutes	22 minutes
81 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
7,452	-9%
80%	

* 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.

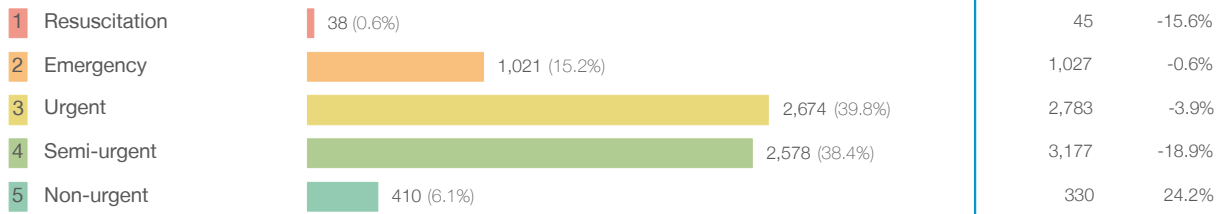
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Ryde Hospital: Patients presenting to the emergency department

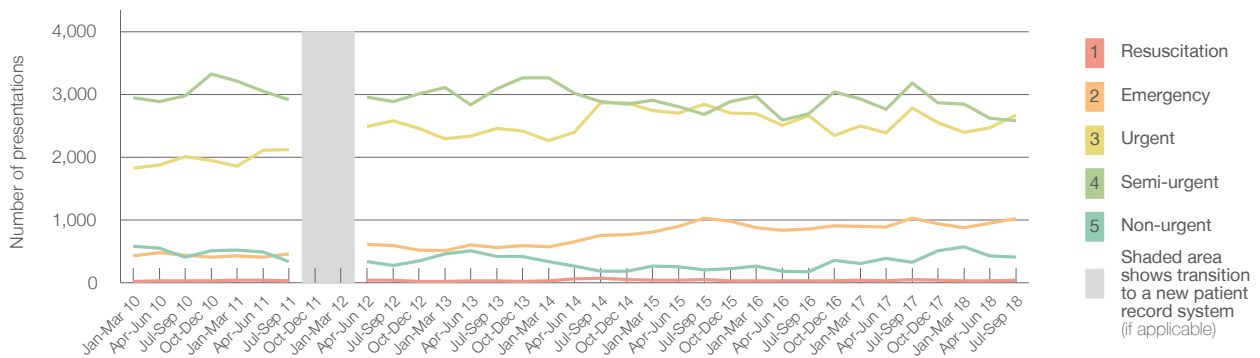
July to September 2018

All presentations:¹ 6,758 patients

Emergency presentations² by triage category: 6,721 patients



Emergency presentations² 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	33	31	43	30	68	48	34	45	38
Emergency	434	455	592	558	750	1,034	857	1,027	1,021
Urgent	2,005	2,125	2,579	2,457	2,868	2,844	2,666	2,783	2,674
Semi-urgent	2,976	2,912	2,889	3,091	2,886	2,686	2,694	3,177	2,578
Non-urgent	407	340	276	417	180	201	172	330	410
All emergency presentations	5,855	5,863	6,379	6,553	6,752	6,813	6,423	7,362	6,721

Ryde Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,592 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.

Ryde 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: 1,021

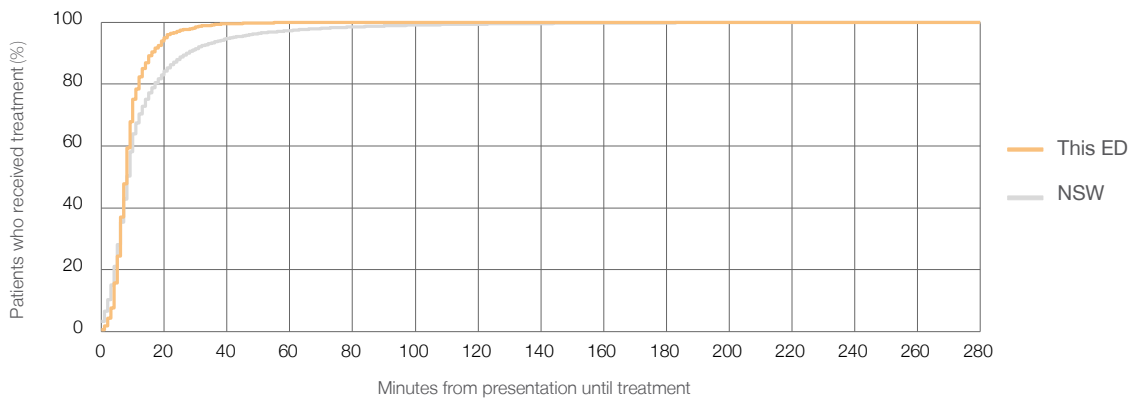
Number of triage 2 patients used to calculate waiting time:³ 1,019

Median time to start treatment⁴ 8 minutes

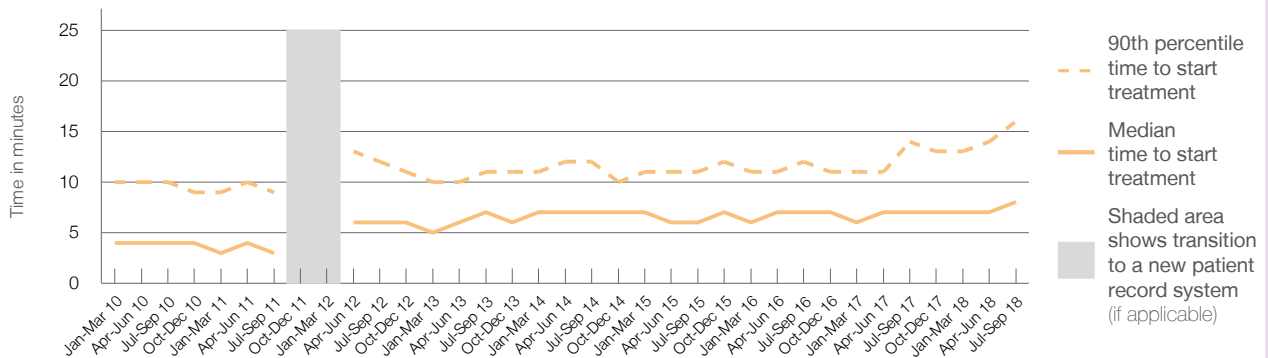
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,027	1,027
7 minutes	8 minutes
14 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^{†‡}



	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 ⁴ (minutes)	4	3	6	7	7	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)	10	9	12	11	12	11	12	14	16

(†) 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.

Ryde 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: 2,674

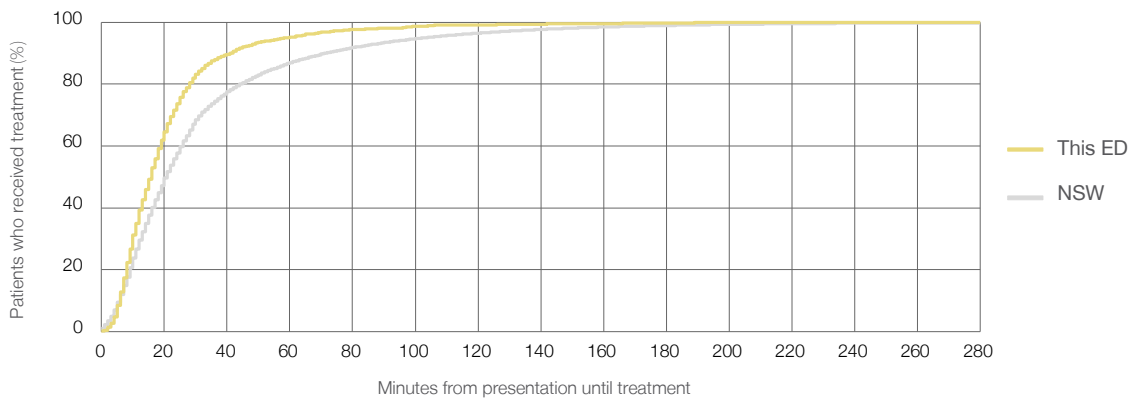
Number of triage 3 patients used to calculate waiting time:³ 2,644

Median time to start treatment⁴ 16 minutes

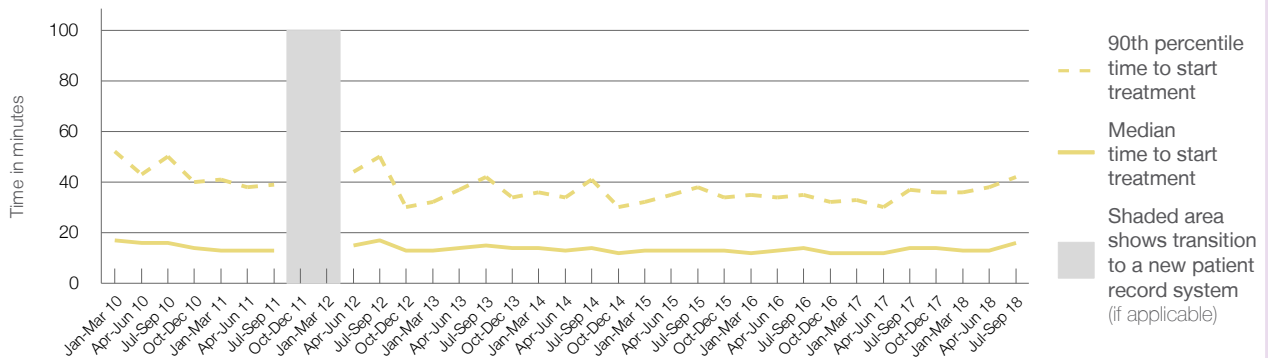
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,783	
2,761	
14 minutes	21 minutes
37 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^{†‡}



	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 ⁴ (minutes)	16	13	17	15	14	13	14	14	16
90th percentile time to start treatment ⁵ (minutes)	50	39	50	42	41	38	35	37	42

(†) 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.

Ryde 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: 2,578

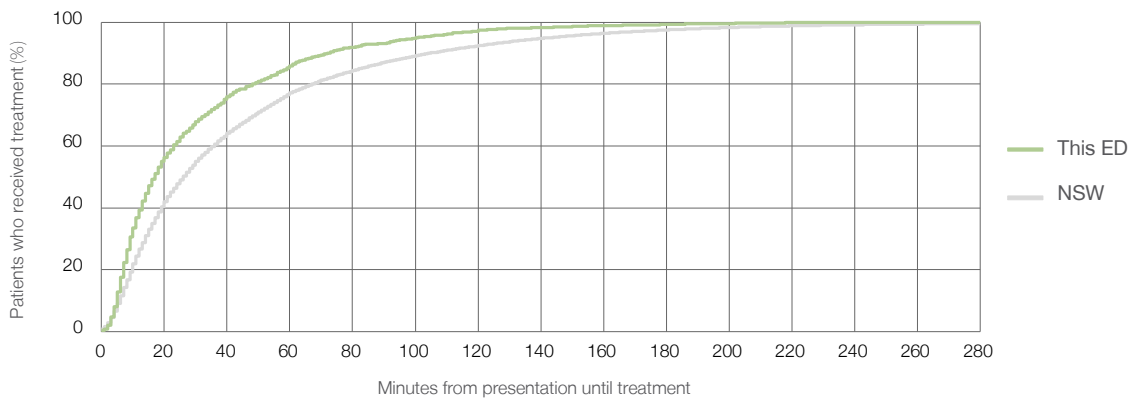
Number of triage 4 patients used to calculate waiting time:³ 2,498

Median time to start treatment⁴ 17 minutes

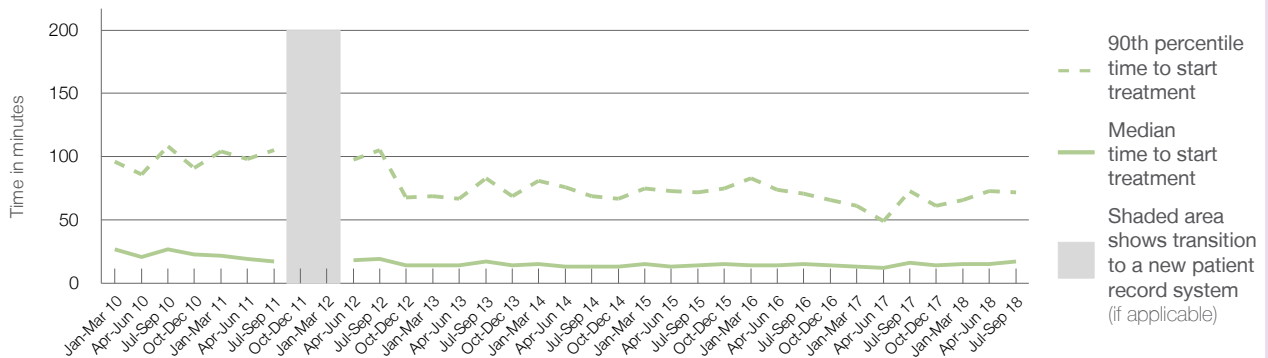
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,177	3,082
16 minutes	26 minutes
73 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^{†‡}



	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 ⁴ (minutes)	27	17	19	17	13	14	15	16	17
90th percentile time to start treatment ⁵ (minutes)	108	105	105	83	69	72	71	73	72

(†) 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.

Ryde 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: 410

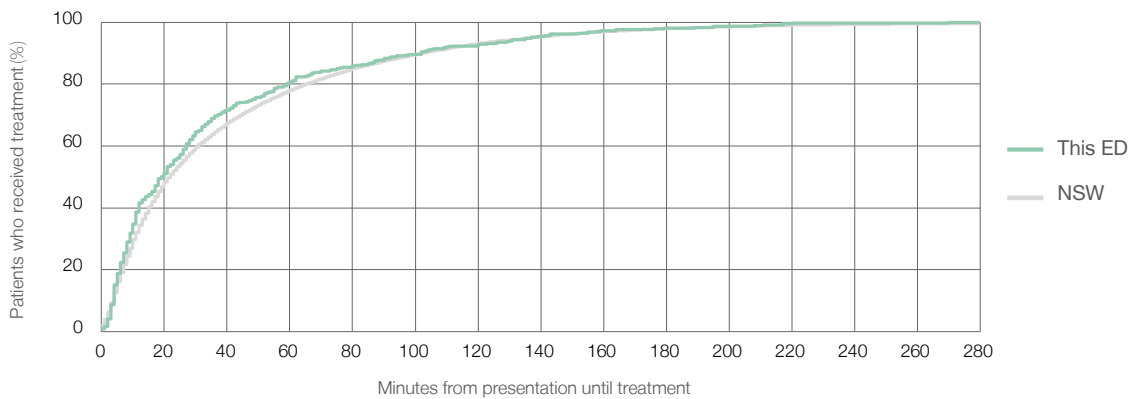
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 20 minutes

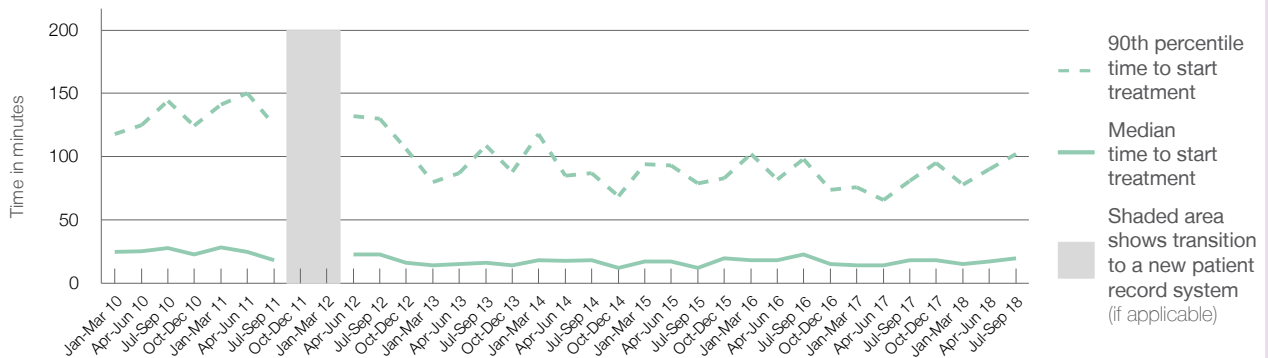
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
330	
293	
18 minutes	22 minutes
81 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^{†‡}



	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 ⁴ (minutes)	28	18	23	16	18	12	23	18	20
90th percentile time to start treatment ⁵ (minutes)	144	125	130	109	87	79	98	81	102

(†) 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.

Ryde Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,758 patients

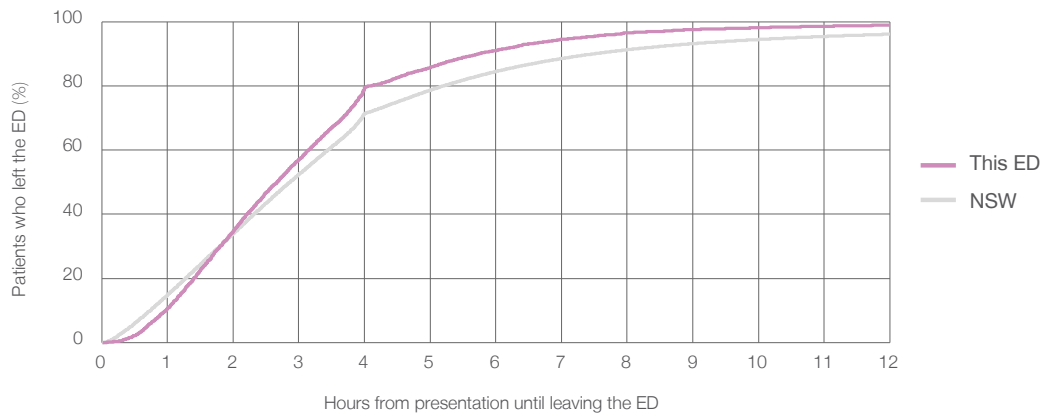
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

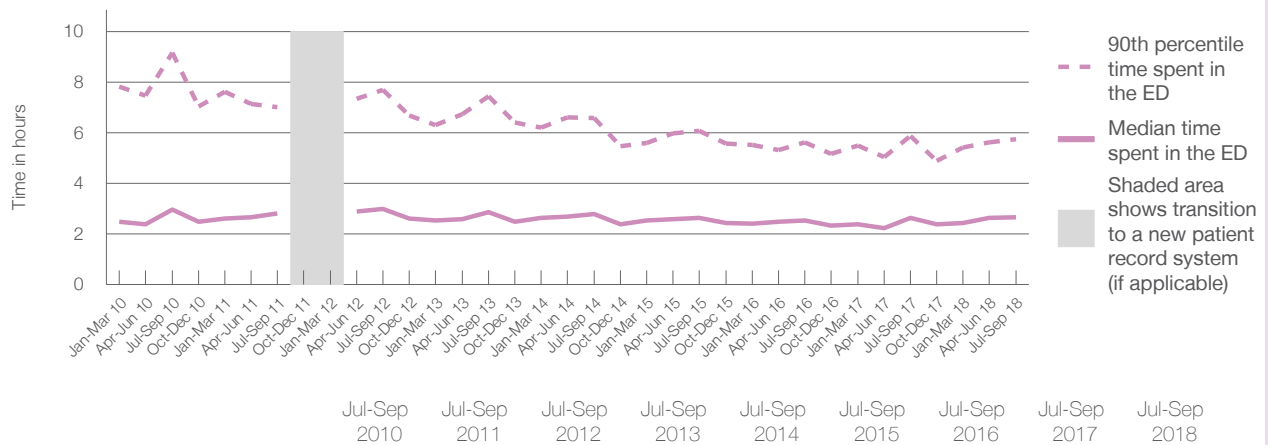
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
7,452	7,452
2 hours and 39 minutes	2 hours and 52 minutes
5 hours and 53 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^{†‡}



	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 ⁸ (hours, minutes)	2h 58m	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 10m	7h 1m	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m	5h 45m

(†) 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.

Ryde Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2018

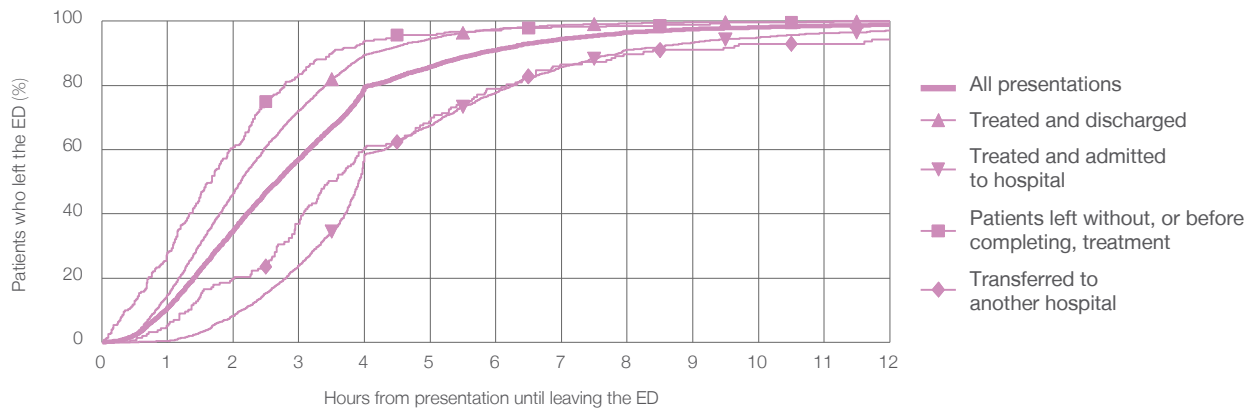
All presentations:¹ 6,758 patients

Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Treated and discharged	4,251 (62.9%)
Treated and admitted to hospital	2,061 (30.5%)
Patient left without, or before completing, treatment	280 (4.1%)
Transferred to another hospital	157 (2.3%)
Other	9 (0.1%)

Same period last year	Change since one year ago
7,452	-9%
4,819	-11.8%
2,187	-5.8%
282	-0.7%
156	0.6%
8	12.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.7%	46.5%	72.1%	89.4%	97.5%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.3%	8.2%	23.9%	58.4%	77.7%	91.2%	95.0%	97.1%
Patient left without, or before completing, treatment	27.9%	60.7%	83.6%	93.9%	97.1%	98.6%	99.6%	100%
Transferred to another hospital	5.1%	19.7%	36.9%	60.5%	79.0%	89.8%	93.0%	94.3%
All presentations	10.7%	34.8%	57.1%	79.5%	91.0%	96.6%	98.1%	98.9%

(†) 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.

Ryde 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: ¹ 6,758 patients

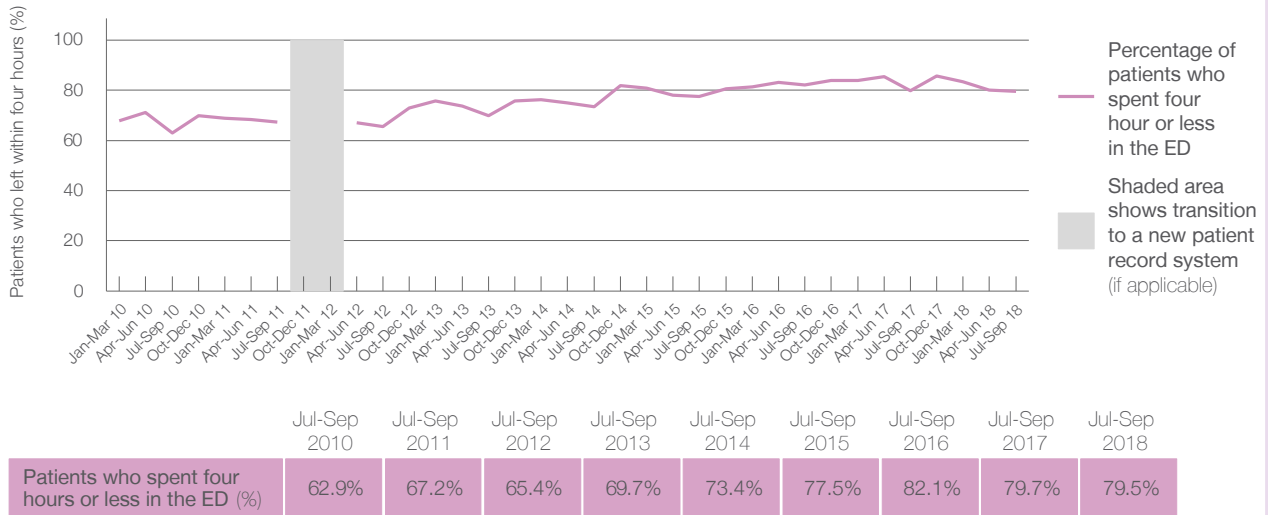
Presentations used to calculate time to leaving the ED: ⁶ 6,758 patients

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	7,452	-9%
Presentations used to calculate time to leaving the ED	7,452	-9%
Percentage of patients who spent four hours or less in the ED	79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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:¹ 7,764 patients
 Emergency presentations:² 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 treatment³

July to September 2018

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

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  23 minutes

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

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  112 minutes

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

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  131 minutes

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

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  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:⁶ 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.

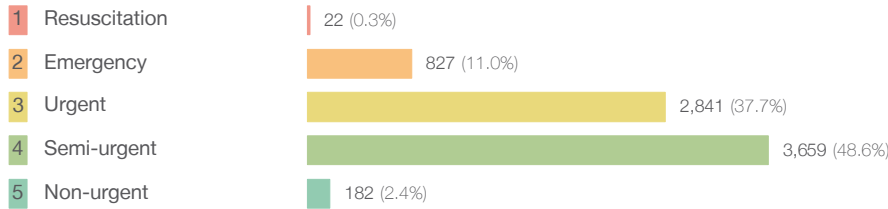
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

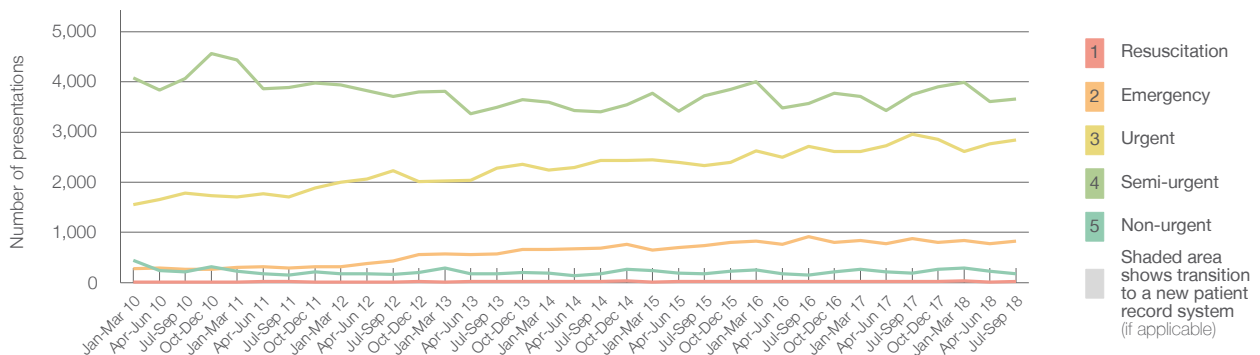
All presentations:¹ 7,764 patients

Emergency presentations² by triage category: 7,531 patients



Same period last year	Change since one year ago
7,965	-3%
7,796	-3%
26	-15.4%
872	-5.2%
2,961	-4.1%
3,748	-2.4%
189	-3.7%

Emergency presentations² 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:⁷ 1,796 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,836	
12 minutes	-1 minute
37 minutes	-7 minutes

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

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

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

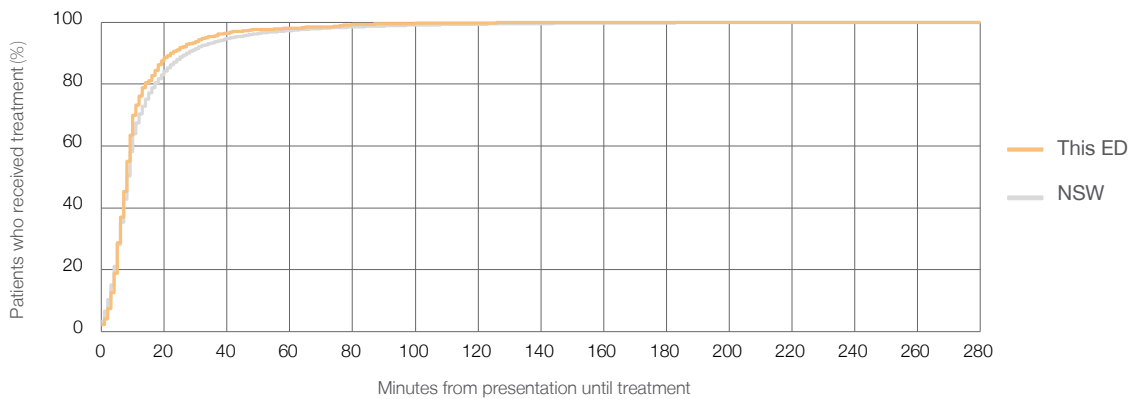
Number of triage 2 patients used to calculate waiting time:³ 827

Median time to start treatment⁴ 8 minutes

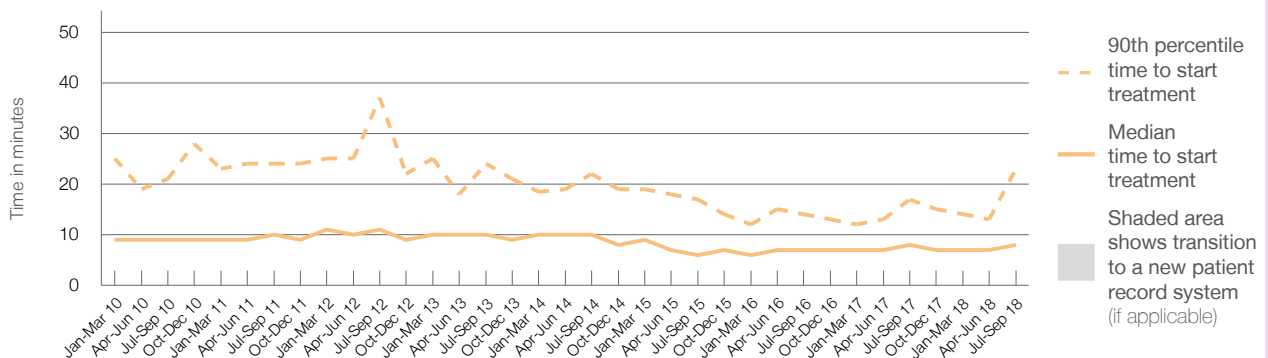
90th percentile time to start treatment⁵ 23 minutes

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^{†‡}



	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 ⁴ (minutes)	9	10	11	10	10	6	7	8	8
90th percentile time to start treatment ⁵ (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

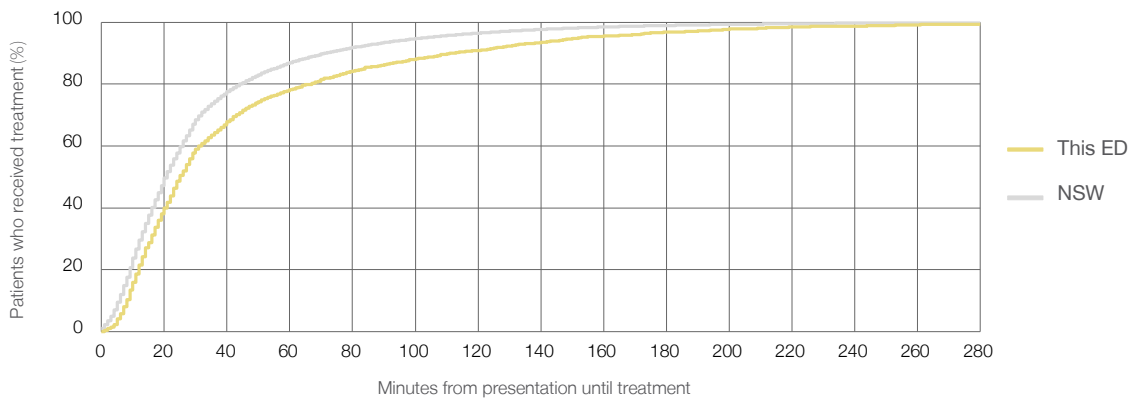
Number of triage 3 patients used to calculate waiting time:³ 2,775

Median time to start treatment⁴ 25 minutes

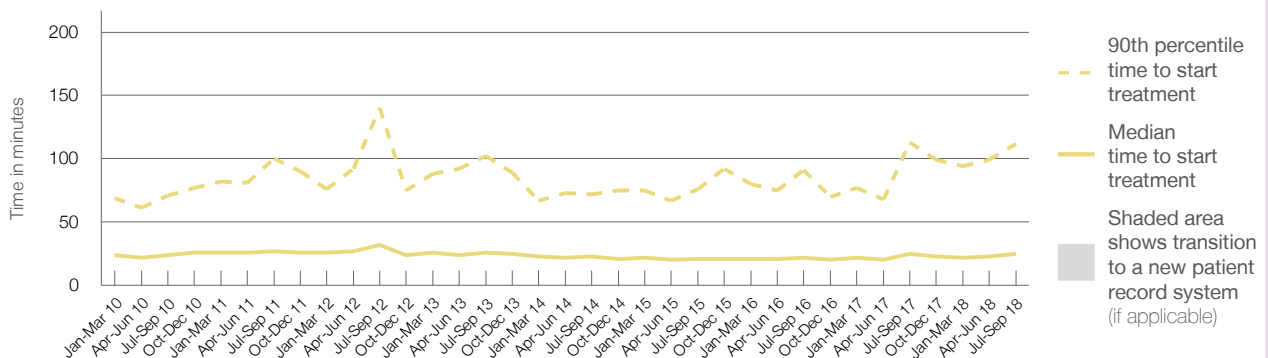
90th percentile time to start treatment⁵ 112 minutes

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^{†‡}



	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 ⁴ (minutes)	24	27	32	26	23	21	22	25	25
90th percentile time to start treatment ⁵ (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

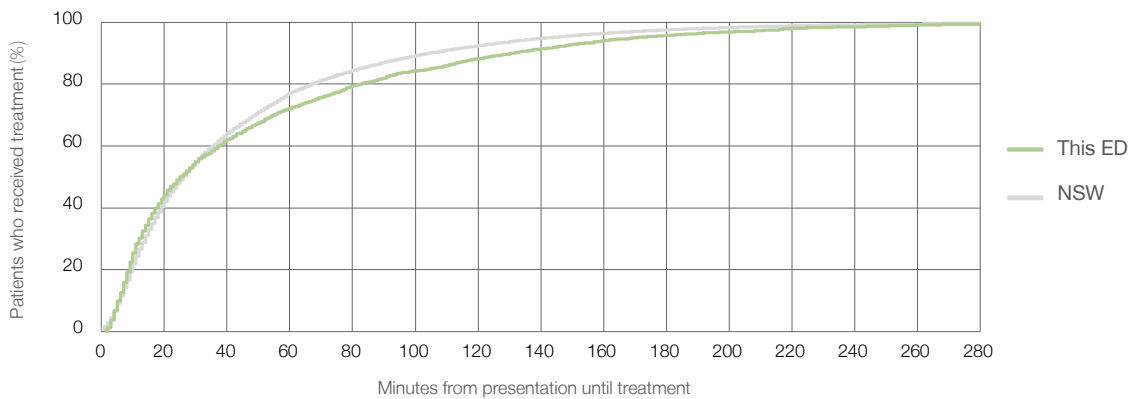
Number of triage 4 patients used to calculate waiting time:³ 3,421

Median time to start treatment⁴ 25 minutes

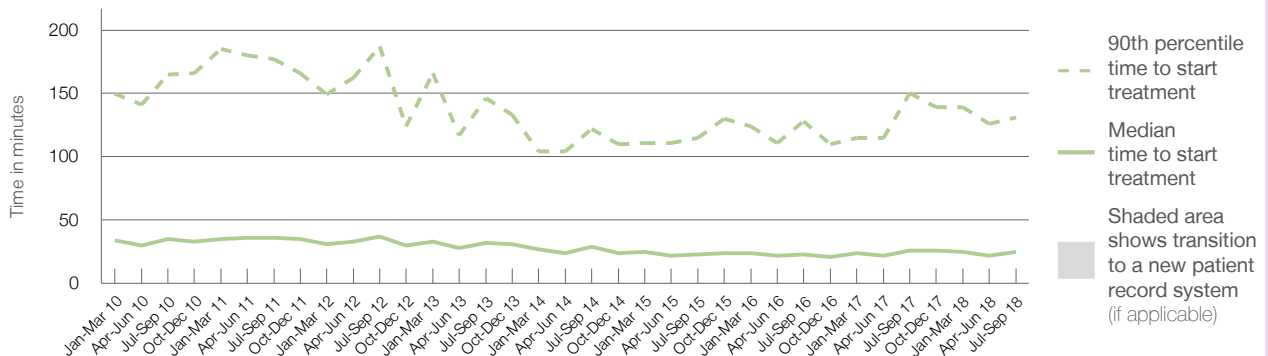
90th percentile time to start treatment⁵ 131 minutes

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^{†‡}



	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 ⁴ (minutes)	35	36	37	32	29	23	23	26	25
90th percentile time to start treatment ⁵ (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

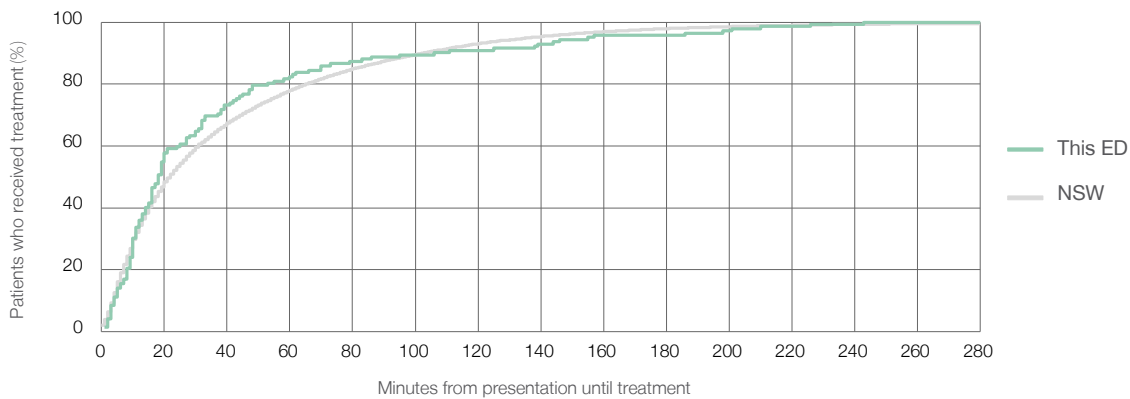
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 18 minutes

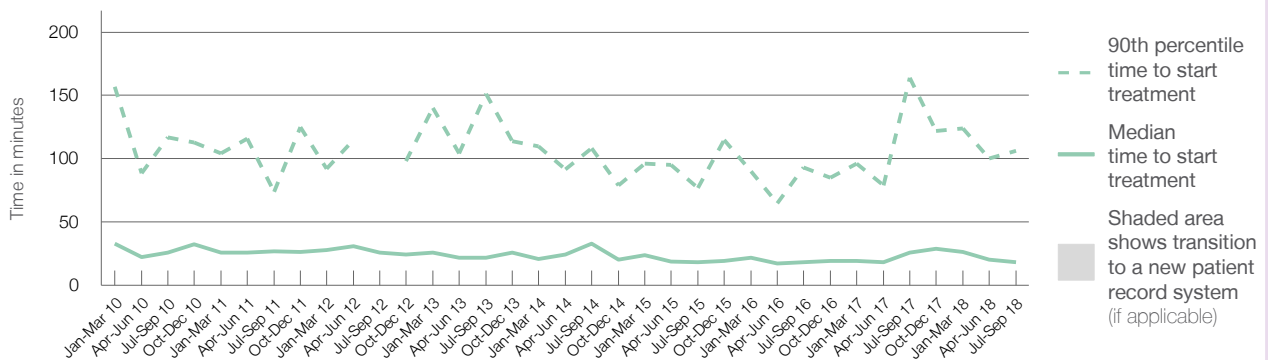
90th percentile time to start treatment⁵ 106 minutes

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^{†‡}



	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 ⁴ (minutes)	26	27	26	22	33	18	18	26	18
90th percentile time to start treatment ⁵ (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:¹ 7,764 patients

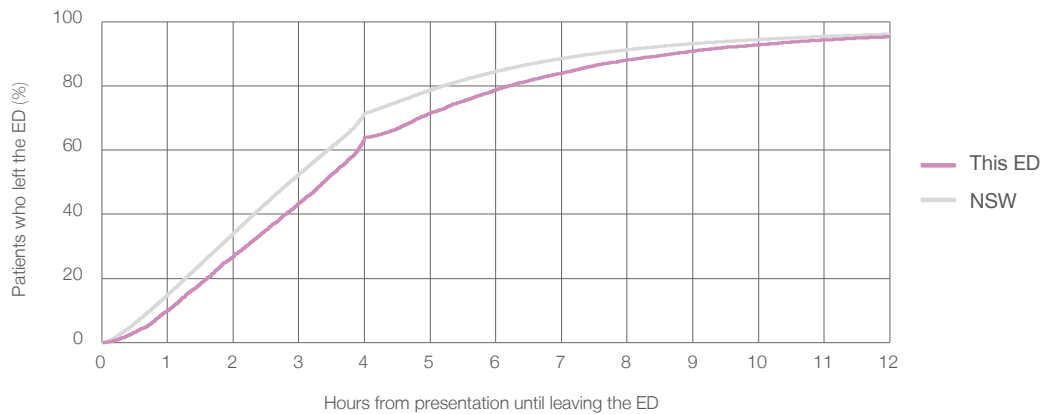
Presentations used to calculate time to leaving the ED:⁶ 7,762 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

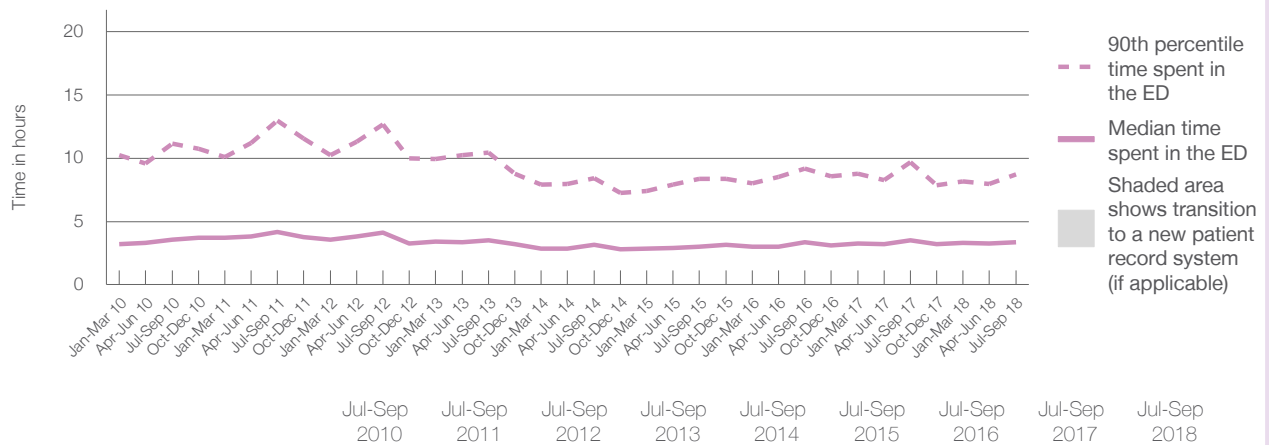
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

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^{†‡}



	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 ⁸ (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 ⁹ (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

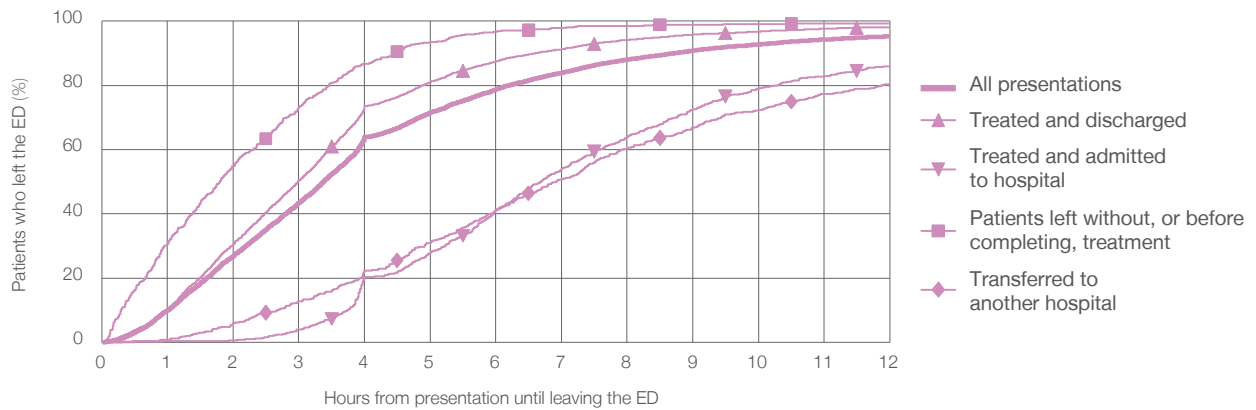
All presentations:¹ 7,764 patients

Presentations used to calculate time to leaving the ED:⁶ 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^{†‡}



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: ¹ 7,764 patients

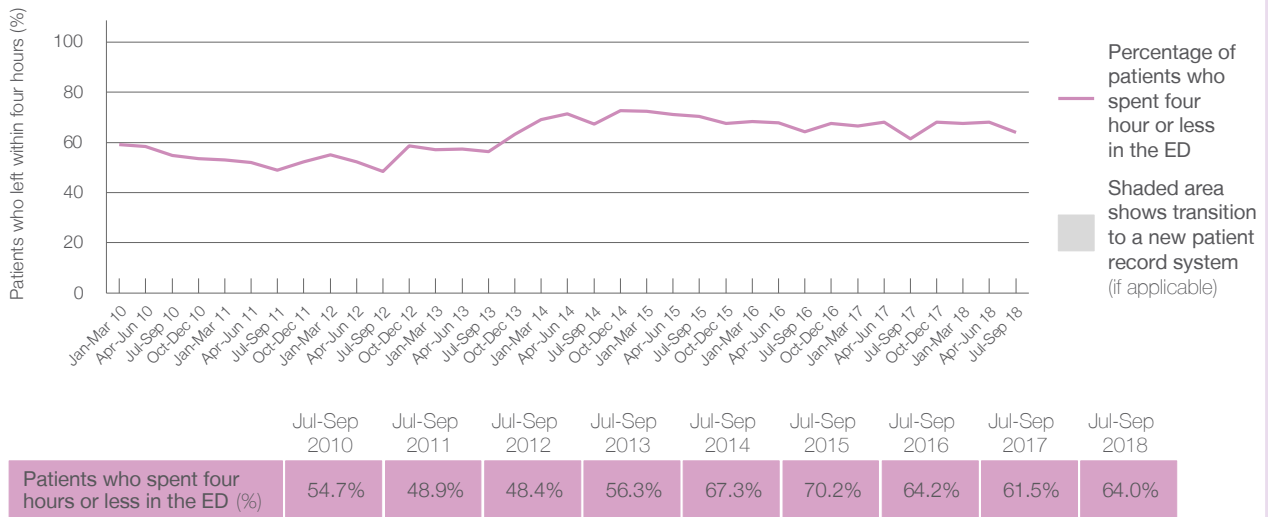
Presentations used to calculate time to leaving the ED: ⁶ 7,762 patients

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 ^{†‡}



* 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).
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- 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*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
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- 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).

South East Regional Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,285 patients
 Emergency presentations:² 4,097 patients

Same period last year	Change since one year ago
4,342	-1%
4,123	-1%


South East Regional Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,618 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 643 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
479	
9 minutes	8 minutes
25 minutes	28 minutes
1,450	
20 minutes	21 minutes
66 minutes	72 minutes
1,679	
32 minutes	26 minutes
124 minutes	105 minutes
497	
35 minutes	22 minutes
145 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
4,338	-1%
72%	

* 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.

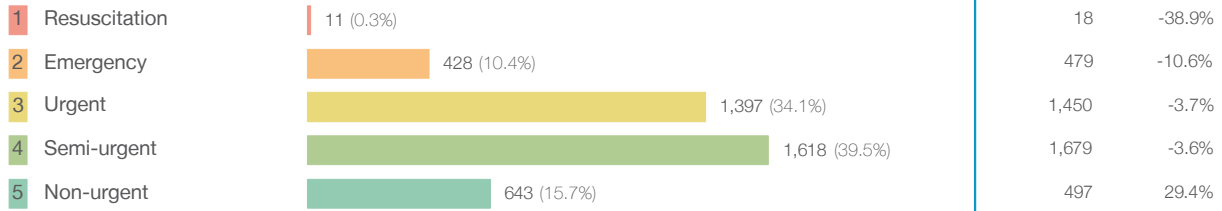
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

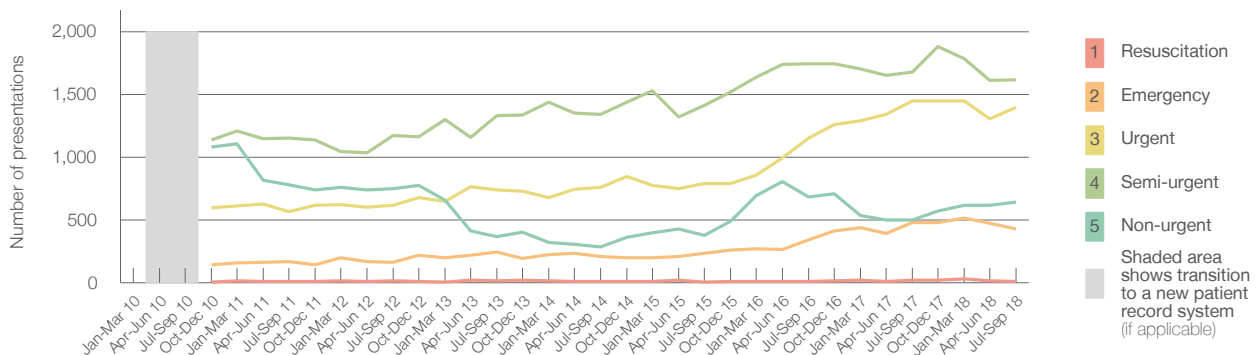
South East Regional Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,285 patients

Emergency presentations² by triage category: 4,097 patients



Emergency presentations² 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		8	14	16	7	< 5	10	18	11
Emergency		169	163	242	208	239	340	479	428
Urgent		568	616	738	760	792	1,153	1,450	1,397
Semi-urgent		1,152	1,170	1,332	1,341	1,410	1,746	1,679	1,618
Non-urgent		780	747	365	286	378	684	497	643
All emergency presentations		2,677	2,710	2,693	2,602	2,819	3,933	4,123	4,097

South East Regional Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 927 patients

ED Transfer of care time



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

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional 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: 428

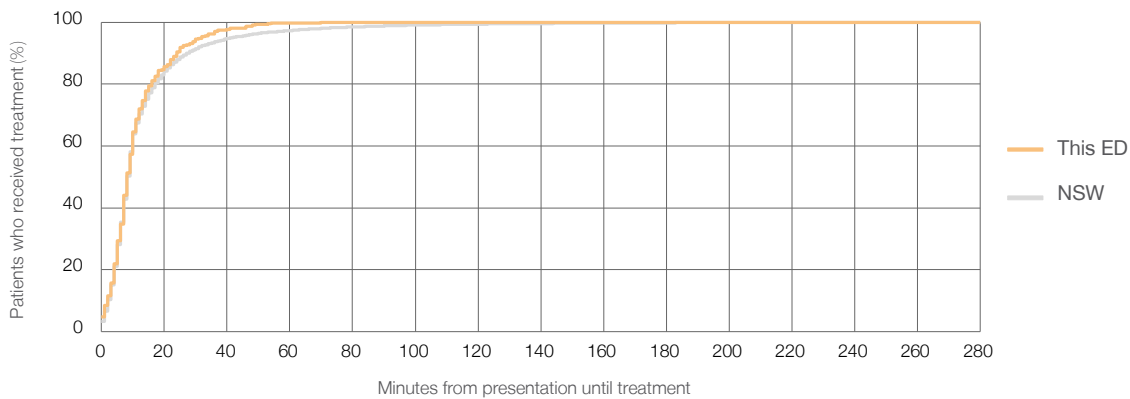
Number of triage 2 patients used to calculate waiting time:³ 425

Median time to start treatment⁴ 8 minutes

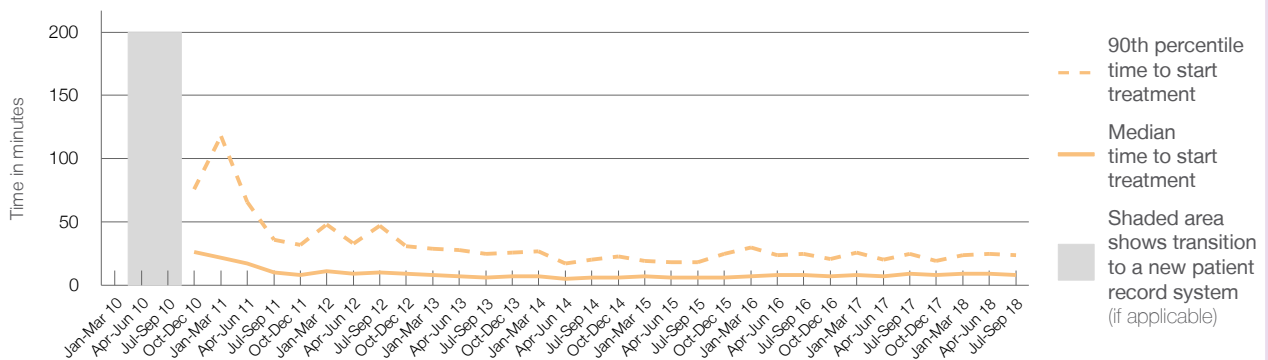
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
479	
477	
9 minutes	8 minutes
25 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^{†‡§}



	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 ⁴ (minutes)		10	10	6	6	6	8	9	8
90th percentile time to start treatment ⁵ (minutes)		36	47	25	20	18	25	25	24

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional 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: 1,397

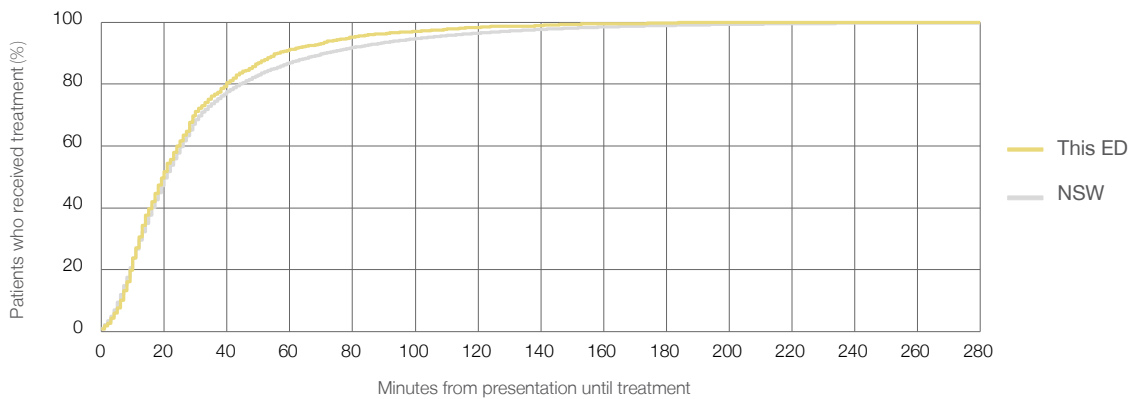
Number of triage 3 patients used to calculate waiting time:³ 1,378

Median time to start treatment⁴ 20 minutes

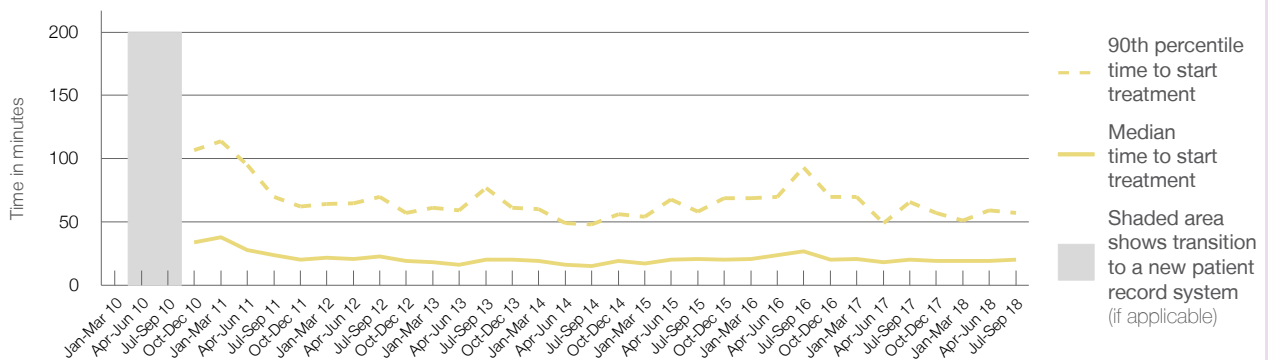
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,450	1,419
20 minutes	21 minutes
66 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^{†‡§}



	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 ⁴ (minutes)		24	23	20	15	21	27	20	20
90th percentile time to start treatment ⁵ (minutes)		70	70	77	48	58	93	66	57

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional 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: 1,618

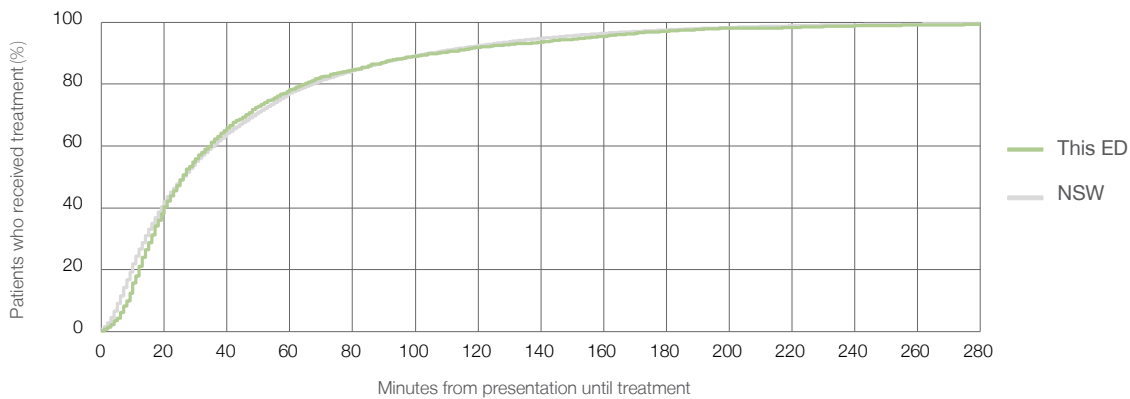
Number of triage 4 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 26 minutes

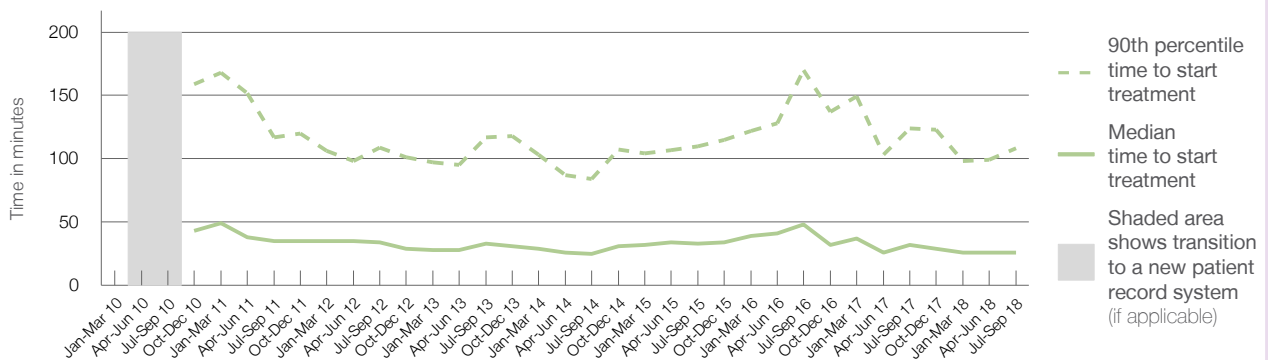
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,679	1,564
32 minutes	26 minutes
124 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^{†‡§}



	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 ⁴ (minutes)		35	34	33	25	33	48	32	26
90th percentile time to start treatment ⁵ (minutes)		117	109	117	84	110	170	124	108

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional 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: 643

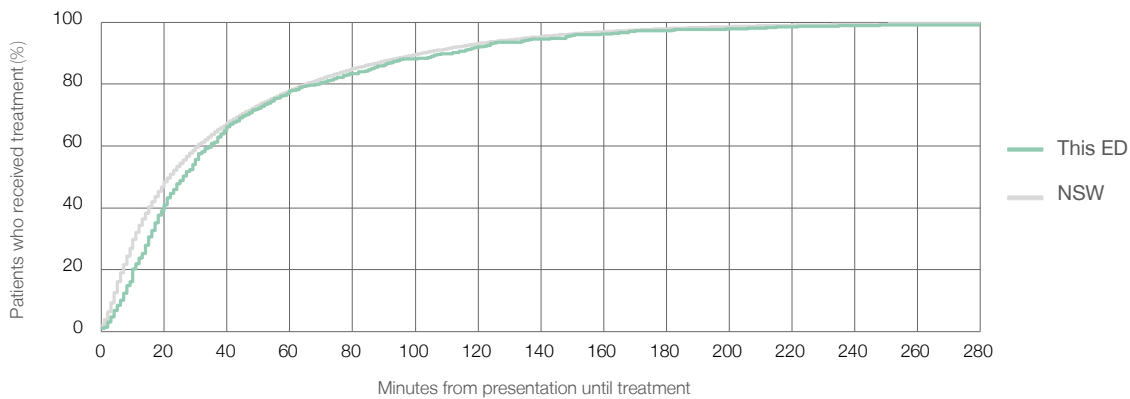
Number of triage 5 patients used to calculate waiting time:³ 562

Median time to start treatment⁴ 26 minutes

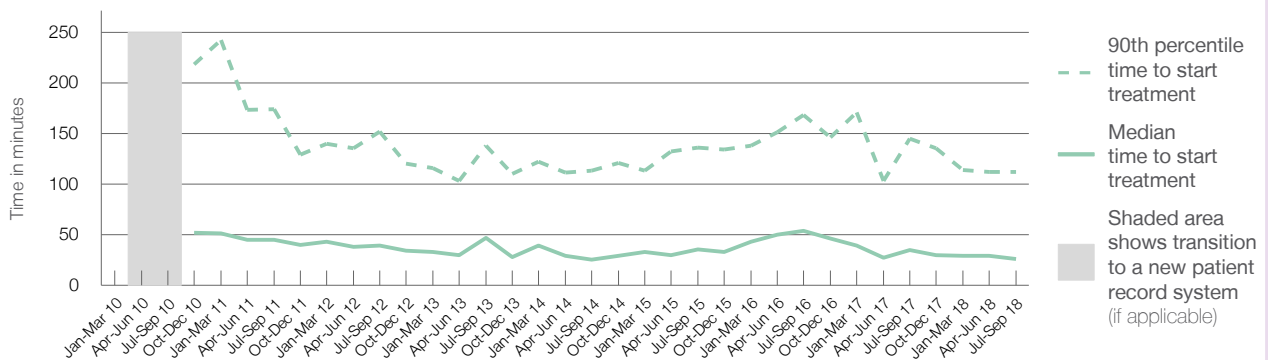
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
497	
417	
35 minutes	22 minutes
145 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^{†‡§}



	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 ⁴ (minutes)		45	39	47	25	36	54	35	26
90th percentile time to start treatment ⁵ (minutes)		174	152	138	113	136	168	145	112

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,285 patients

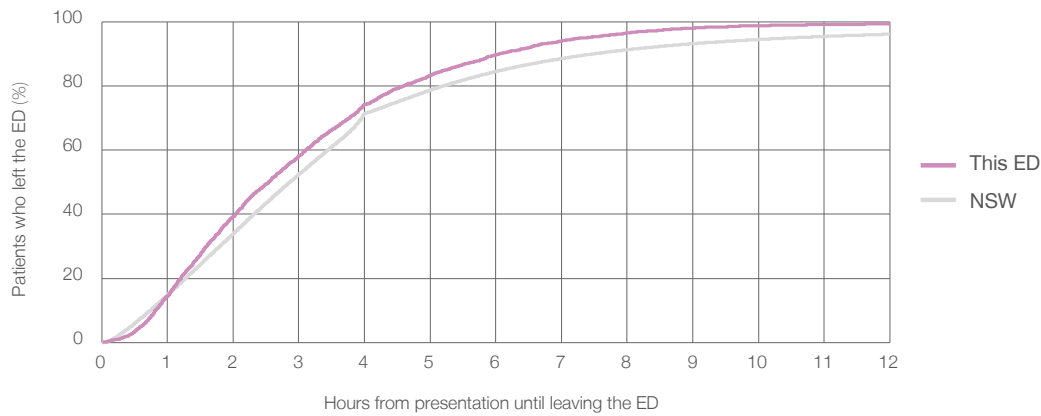
Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

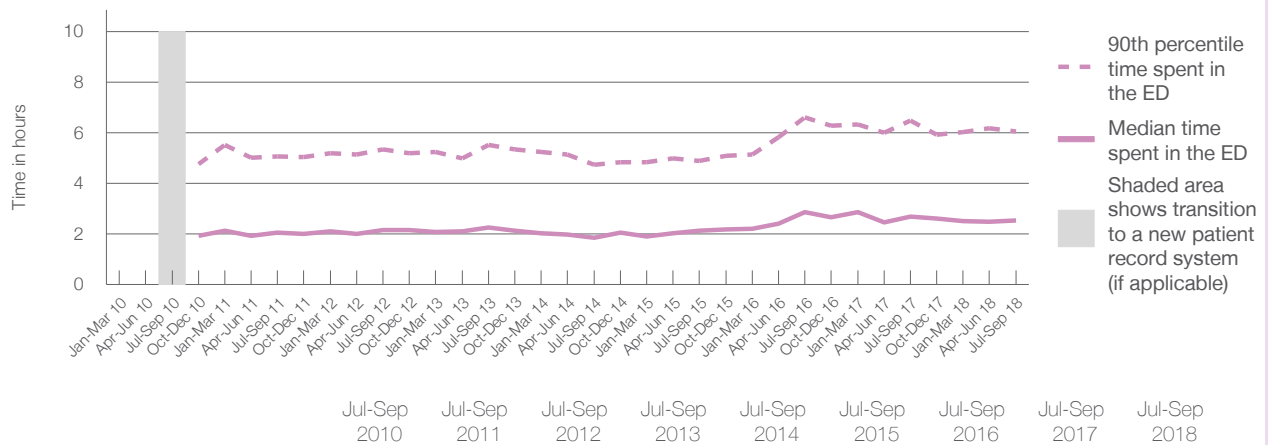
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
4,342	
4,338	
2 hours and 42 minutes	2 hours and 52 minutes
6 hours and 29 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^{††§}



	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 ⁸ (hours, minutes)		2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 42m	2h 33m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 4m	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m	6h 3m

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED By mode of separation July to September 2018

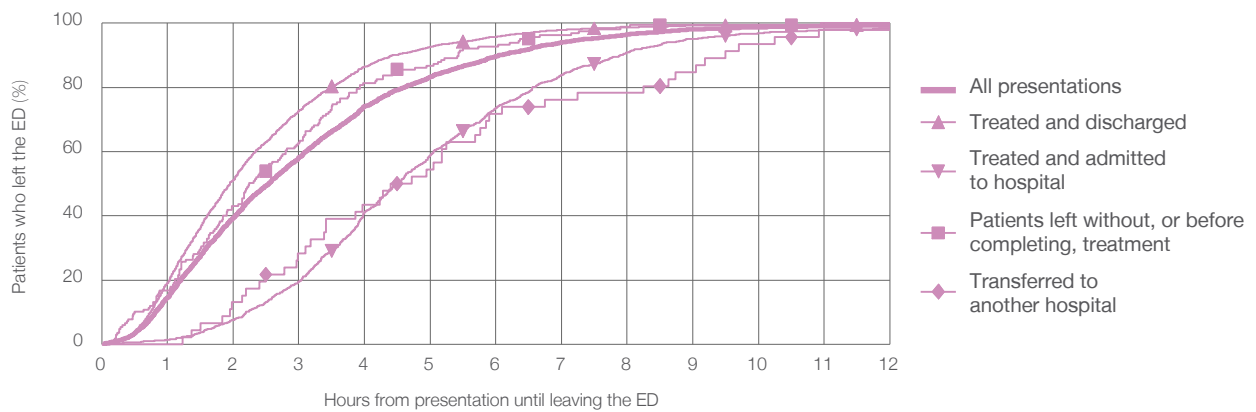
All presentations:¹ 4,285 patients

Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Treated and discharged	2,940 (68.6%)
Treated and admitted to hospital	1,115 (26.0%)
Patient left without, or before completing, treatment	167 (3.9%)
Transferred to another hospital	46 (1.1%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,338	-1%
3,065	-4.1%
1,035	7.7%
190	-12.1%
34	35.3%
18	-5.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	19.2%	51.3%	72.8%	86.5%	95.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	1.4%	7.5%	19.5%	41.2%	73.6%	90.8%	96.9%	98.5%
Patient left without, or before completing, treatment	16.8%	43.1%	62.9%	81.4%	92.8%	98.8%	99.4%	100%
Transferred to another hospital	0%	13.0%	28.3%	43.5%	71.7%	78.3%	93.5%	97.8%
All presentations	14.6%	39.4%	58.2%	74.1%	89.7%	96.5%	98.7%	99.4%

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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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional 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: ¹ 4,285 patients

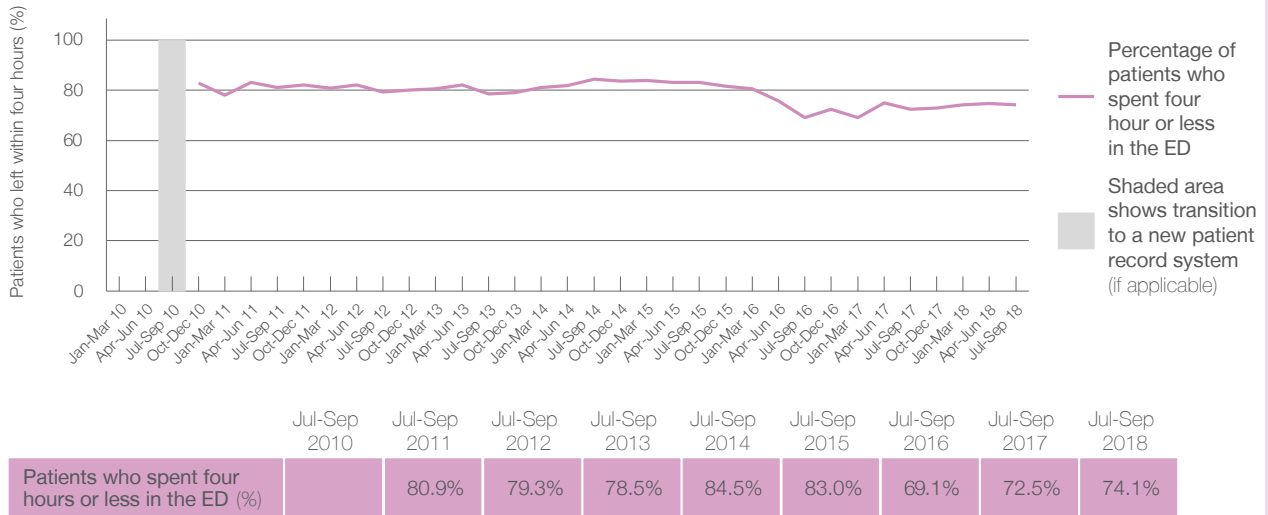
Presentations used to calculate time to leaving the ED: ⁶ 4,283 patients

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: ¹ 4,285 patients	4,342	-1%
Presentations used to calculate time to leaving the ED: ⁶ 4,283 patients	4,338	-1%
Percentage of patients who spent four hours or less in the ED	72.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
[†] Data points are not shown in graphs for quarters when patient numbers were too small.
[‡] Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
[§] Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).