

Batemans Bay District Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,363 patients
Emergency presentations:² 4,295 patients

Same period last year	Change since one year ago
4,039	8%
3,854	11%

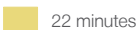

Batemans Bay District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 395 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,080 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 541 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  65 minutes

Same period last year	NSW (this period)
347	
9 minutes	8 minutes
32 minutes	28 minutes
1,166	
24 minutes	21 minutes
87 minutes	72 minutes
1,933	
24 minutes	26 minutes
93 minutes	105 minutes
397	
26 minutes	22 minutes
93 minutes	103 minutes

Batemans Bay District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,363 patients

Percentage of patients who spent four hours or less in the ED  86%

Same period last year	Change since one year ago
4,037	8%
85%	

* 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).

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

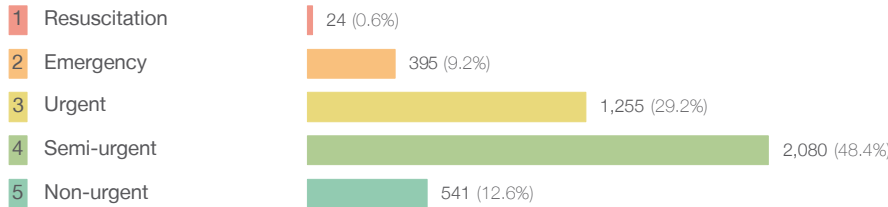
All presentations:¹ 4,363 patients

Same period last year
Change since one year ago

4,039 8%

Emergency presentations² by triage category: 4,295 patients

3,854 11%



11 118.2%

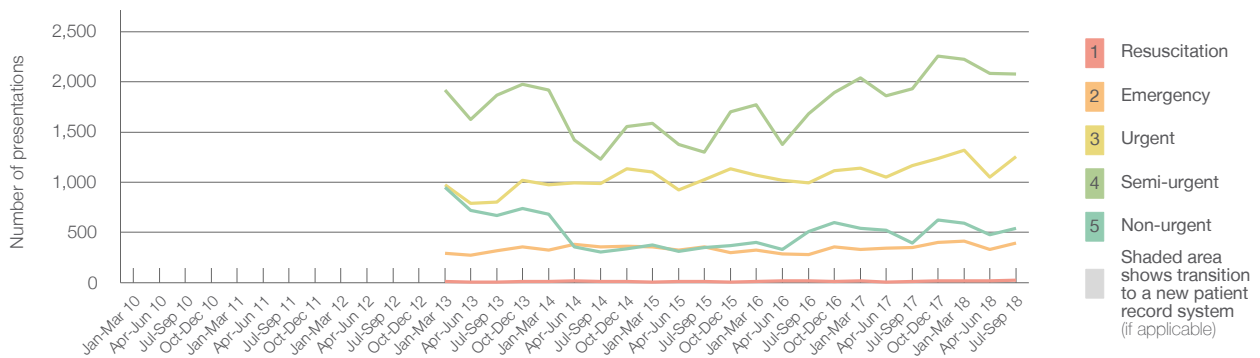
347 13.8%

1,166 7.6%

1,933 7.6%

397 36.3%

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	13	13	16	11	24
Emergency				319	355	358	281	347	395
Urgent				800	985	1,025	995	1,166	1,255
Semi-urgent				1,867	1,231	1,299	1,685	1,933	2,080
Non-urgent				671	304	347	510	397	541
All emergency presentations				3,662	2,888	3,042	3,487	3,854	4,295

Batemans Bay District Hospital: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 514 patients

Same period last year
Change since one year ago

499

ED Transfer of care time

Median time 8 minutes

9 minutes -1 minute

90th percentile time 20 minutes

22 minutes -2 minutes

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

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

(§) 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.

Batemans Bay 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: 395

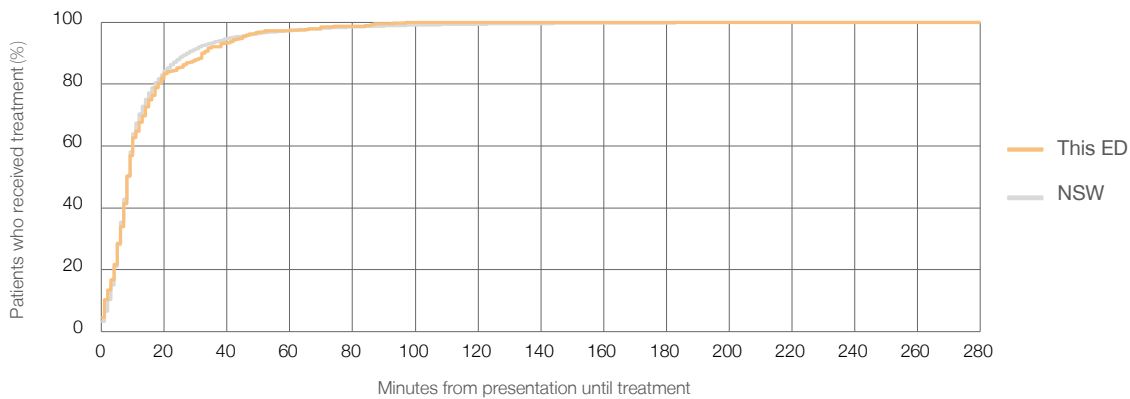
Number of triage 2 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 8 minutes

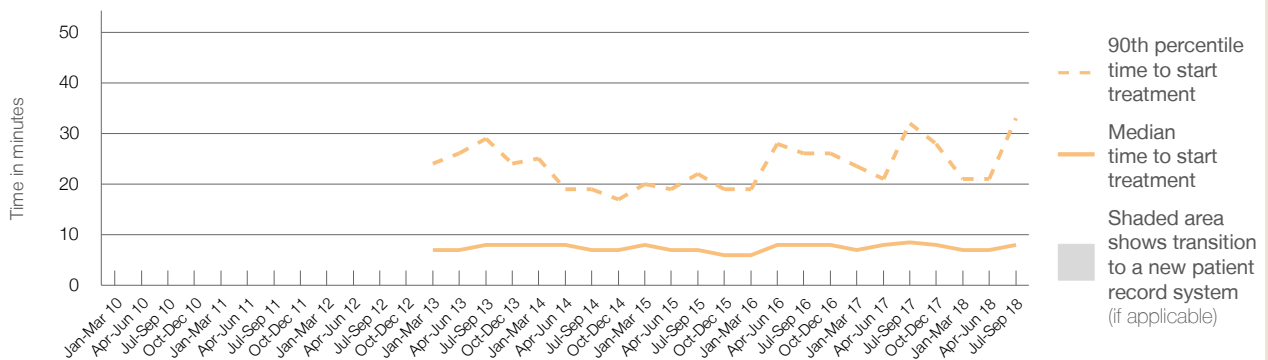
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
347	
340	
9 minutes	8 minutes
32 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)				8	7	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)				29	19	22	26	32	33

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Batemans Bay 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: 1,255

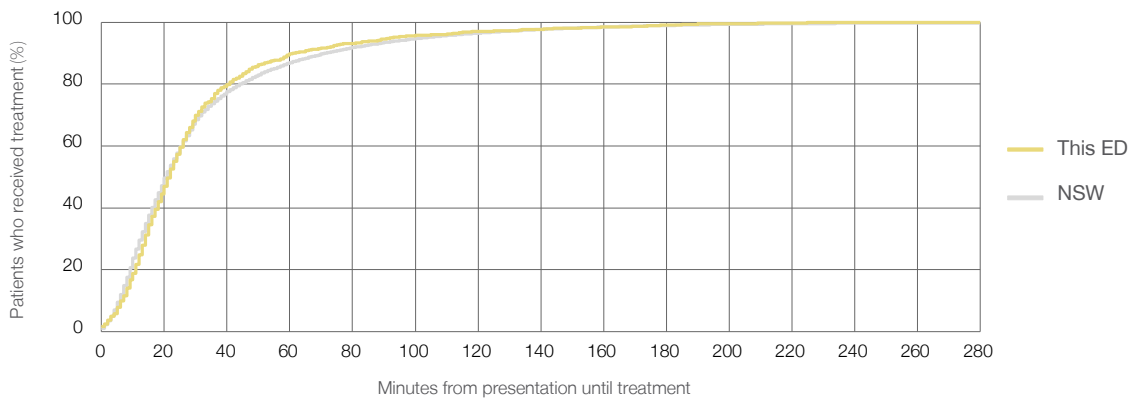
Number of triage 3 patients used to calculate waiting time:³ 1,186

Median time to start treatment⁴ 22 minutes

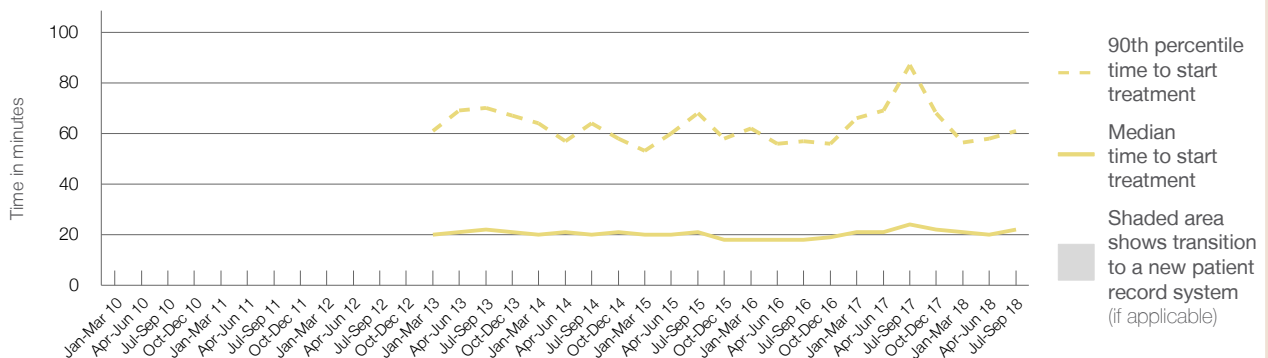
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,166	
1,101	
24 minutes	21 minutes
87 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	20	21	18	24	22
90th percentile time to start treatment ⁵ (minutes)				70	64	68	57	87	61

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Batemans Bay 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: 2,080

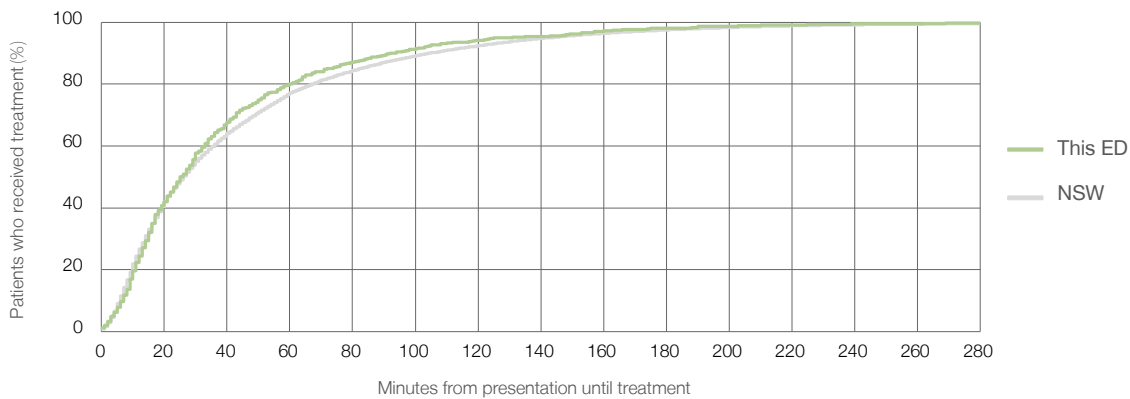
Number of triage 4 patients used to calculate waiting time:³ 734

Median time to start treatment⁴ 25 minutes

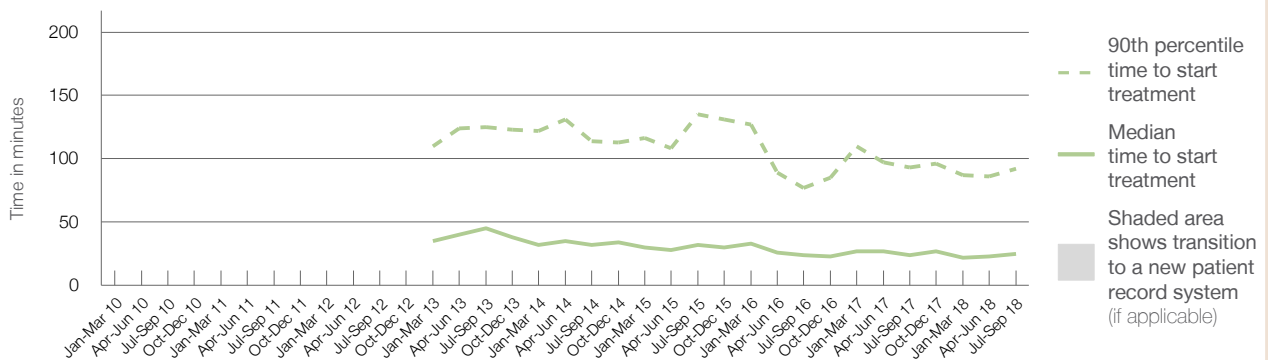
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,933	728
24 minutes	26 minutes
93 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)				45	32	32	24	24	25
90th percentile time to start treatment ⁵ (minutes)				125	114	135	77	93	92

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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.

Batemans Bay 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: 541

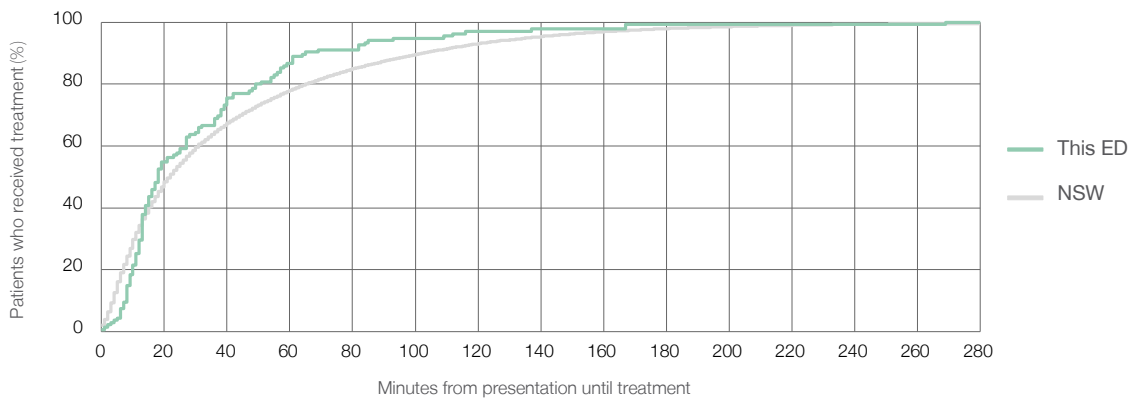
Number of triage 5 patients used to calculate waiting time:³ 135

Median time to start treatment⁴ 18 minutes

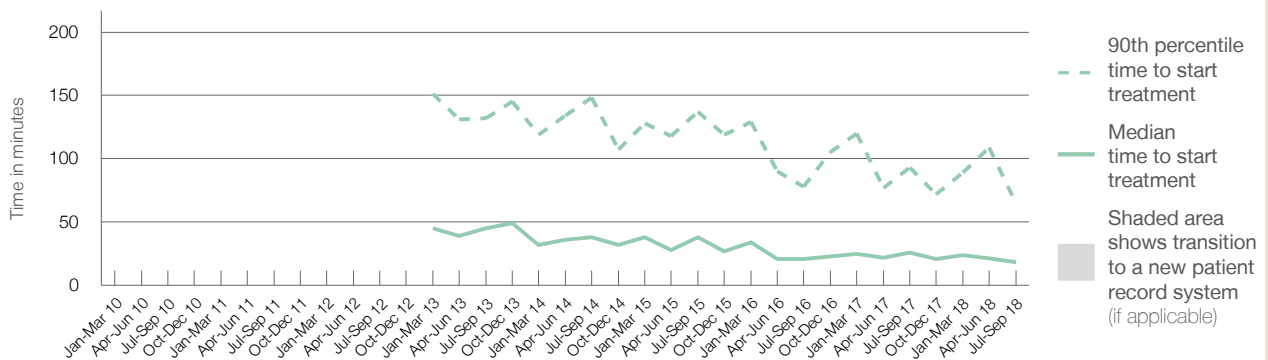
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
397	105
26 minutes	22 minutes
93 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	38	38	21	26	18
90th percentile time to start treatment ⁵ (minutes)				132	148	137	78	93	65

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Batemans Bay District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,363 patients

Presentations used to calculate time to leaving the ED:⁶ 4,363 patients

Median time spent in the ED⁸

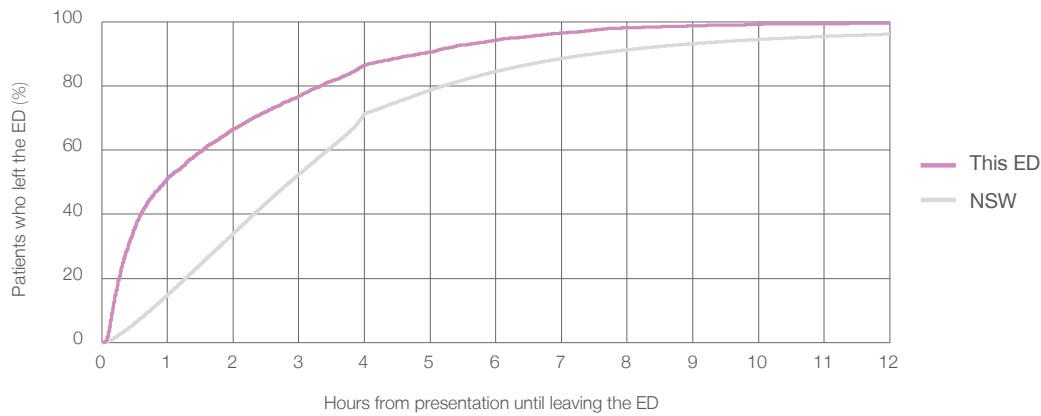
0 hours and 57 minutes

90th percentile time spent in the ED⁹

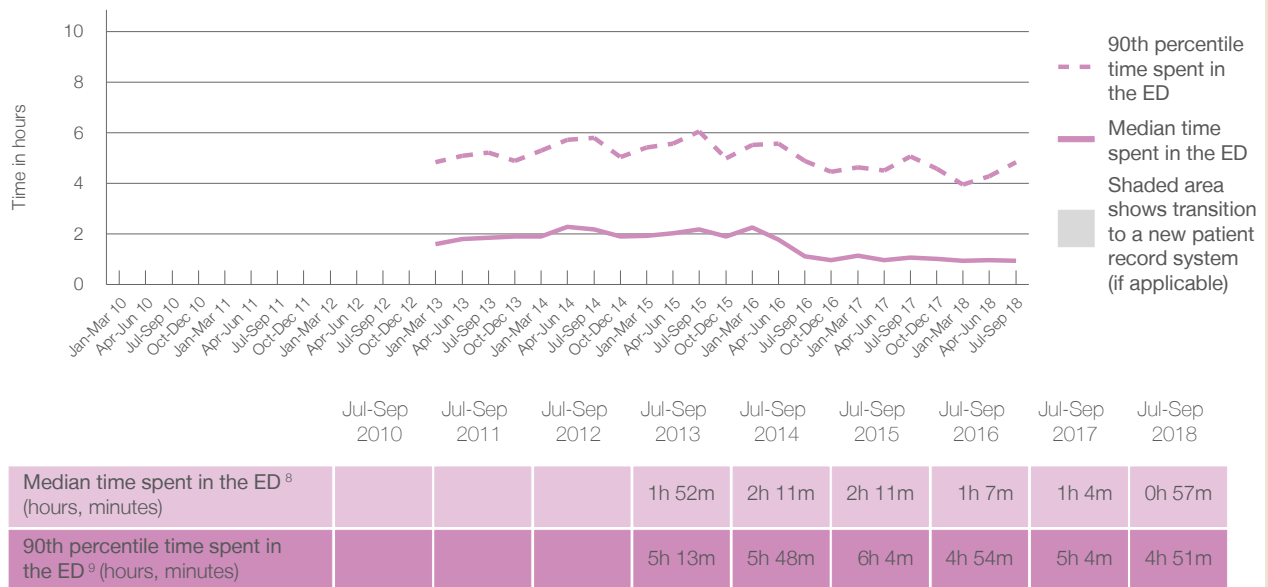
4 hours and 51 minutes

Same period last year	NSW (this period)
4,039	4,037
1 hours and 4 minutes	2 hours and 52 minutes
5 hours and 4 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^{†‡§}



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Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

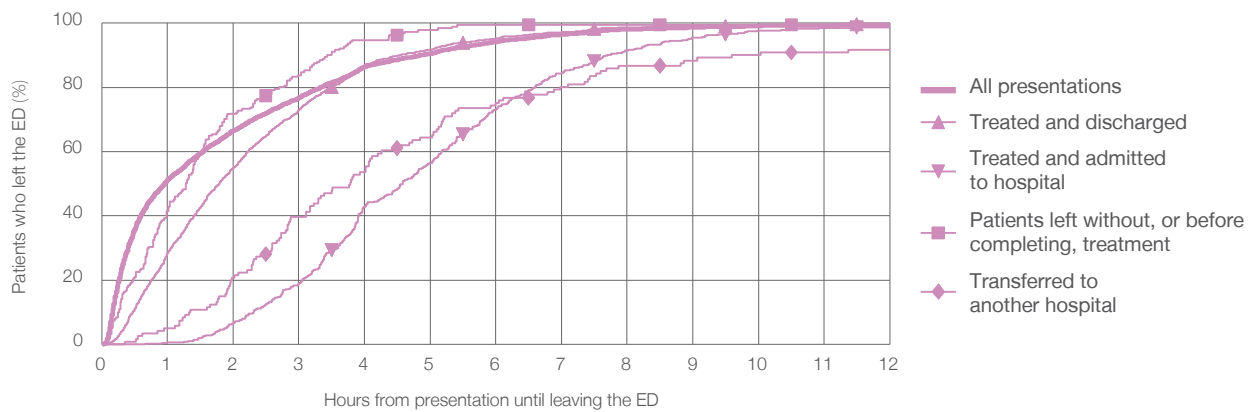
All presentations:¹ 4,363 patients

Presentations used to calculate time to leaving the ED:⁶ 4,363 patients

Treated and discharged	1,850 (42.4%)
Treated and admitted to hospital	485 (11.1%)
Patient left without, or before completing, treatment	191 (4.4%)
Transferred to another hospital	121 (2.8%)
Other	1,716 (39.3%)

Same period last year	Change since one year ago
4,037	8%
1,809	2.3%
463	4.8%
127	50.4%
97	24.7%
1,543	11.2%

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	28.5%	55.1%	73.0%	87.0%	95.2%	98.8%	99.4%	99.8%
Treated and admitted to hospital	0.6%	6.6%	19.0%	42.9%	73.2%	91.5%	97.7%	98.8%
Patient left without, or before completing, treatment	41.4%	71.7%	83.8%	94.8%	99.5%	99.5%	99.5%	99.5%
Transferred to another hospital	5.0%	20.7%	39.7%	53.7%	75.2%	86.8%	90.1%	91.7%
All presentations	51.2%	66.5%	76.8%	86.4%	94.2%	98.1%	99.2%	99.5%

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Batemans Bay 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 4,363 patients

Presentations used to calculate time to leaving the ED: ⁶ 4,363 patients

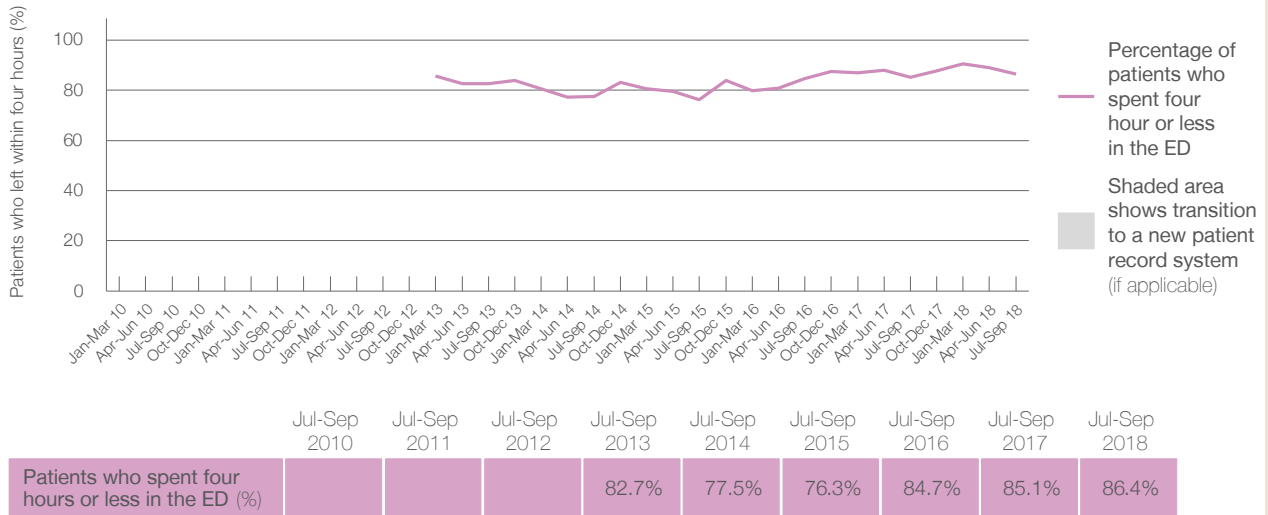
Percentage of patients who spent four hours or less in the ED



86.4%

	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,363 patients	4,039	8%
Presentations used to calculate time to leaving the ED: ⁶ 4,363 patients	4,037	8%
Percentage of patients who spent four hours or less in the ED	85.1%	

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*.
 § 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).