

Hospital Quarterly

Performance Profiles

Emergency Department

Illawarra Shoalhaven Local Health District

January to March 2016

Bulli District Hospital: Emergency department (ED) overview

January to March 2016


All attendances:¹ 1,693 patients
 Emergency attendances:² 1,401 patients

Same period last year	Change since one year ago
1,522	11%
1,283	9%



Bulli District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 26 patients

Median time to start treatment⁴  8 minutes
 95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 122 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 987 patients

Median time to start treatment⁴  18 minutes
 95th percentile time to start treatment⁵  101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 266 patients

Median time to start treatment⁴  15 minutes
 95th percentile time to start treatment⁵  74 minutes

Same period last year	NSW (this period)
22	
6 minutes	8 minutes
*	35 minutes
127	
17 minutes	20 minutes
59 minutes	99 minutes
911	
16 minutes	26 minutes
81 minutes	137 minutes
223	
14 minutes	23 minutes
83 minutes	135 minutes

Bulli District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,693 patients

Percentage of patients who left the ED within four hours  99%

Same period last year	Change since one year ago
1,522	11%
99%	99%

* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

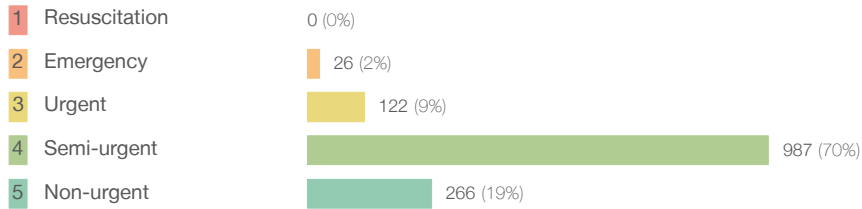
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bulli District Hospital: Patients attending the emergency department January to March 2016

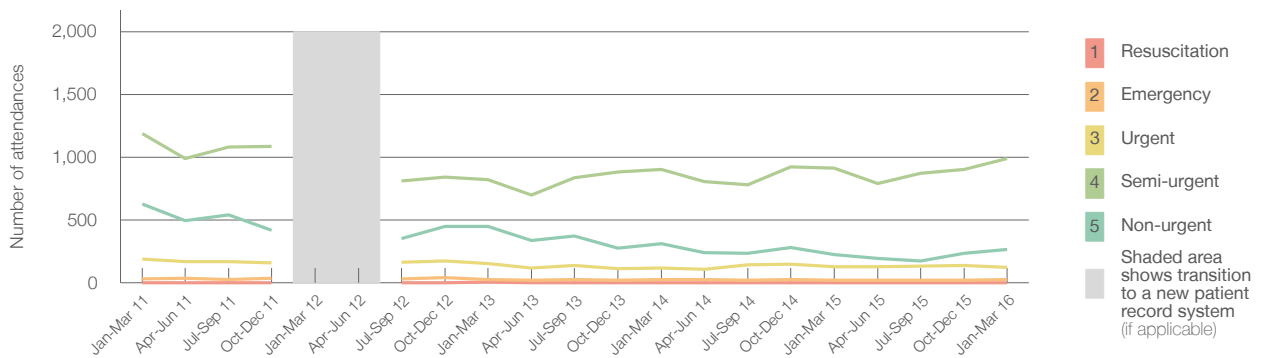
All attendances:¹ 1,693 patients

Emergency attendances² by triage category: 1,401 patients



Same period last year	Change since one year ago
1,522	11%
1,283	9%
0	B
22	18%
127	-4%
911	8%
223	19%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	0		< 5	0	0	0
Emergency	32		29	24	22	26
Urgent	186		153	115	127	122
Semi-urgent	1,189		823	901	911	987
Non-urgent	629		450	308	223	266
All emergency attendances	2,036		1,455	1,348	1,283	1,401

Bulli District Hospital: Patients arriving by ambulance January to March 2016

ED Transfer of care time is not currently available for this hospital.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.

Bulli District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 26

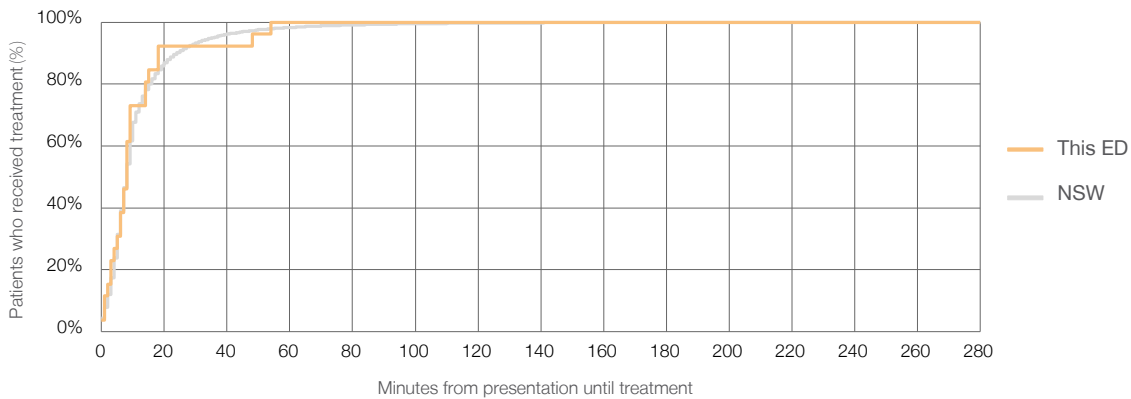
Number of triage 2 patients used to calculate waiting time:³ 26

Median time to start treatment⁴ 8 minutes

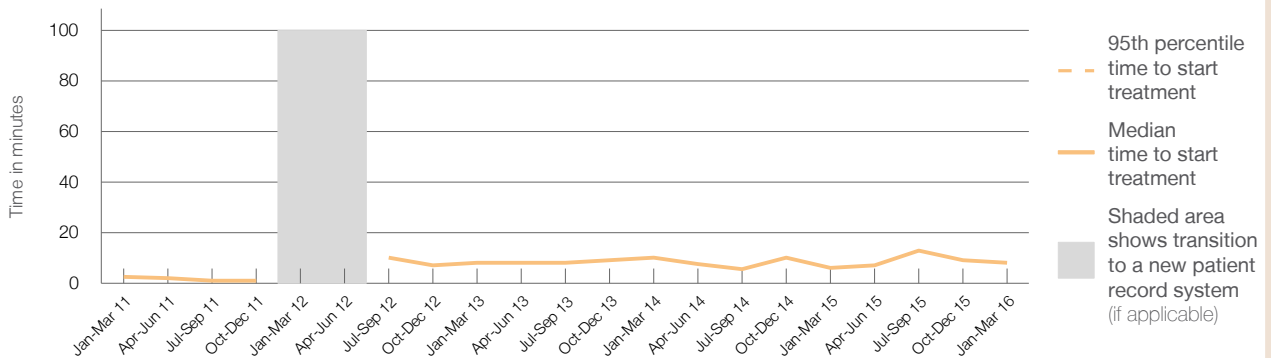
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
22	22
6 minutes	8 minutes
*	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	3		8	10	6	8
95th percentile time to start treatment ⁵ (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.

Bulli District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 122

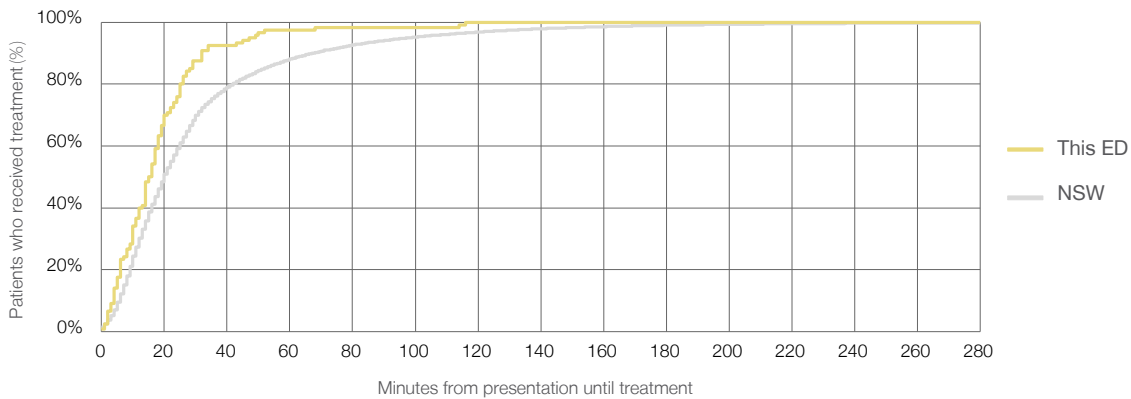
Number of triage 3 patients used to calculate waiting time:³ 120

Median time to start treatment⁴ 16 minutes

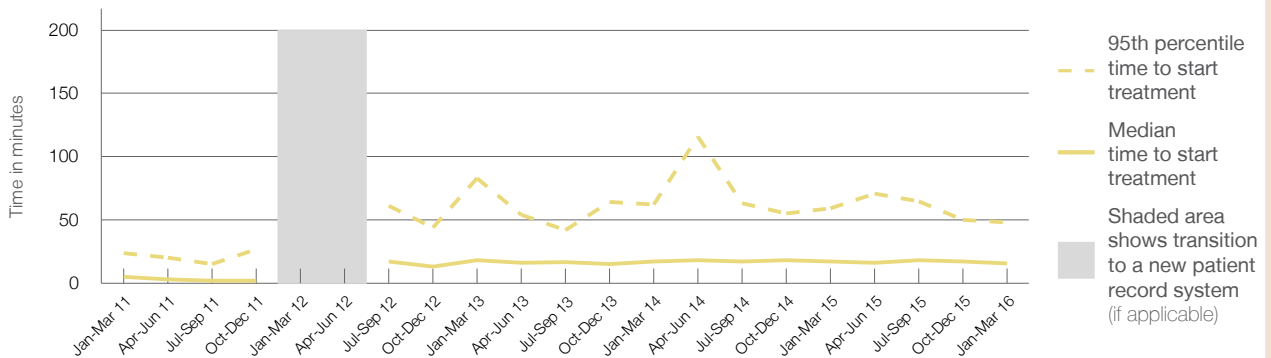
95th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
127	
122	
17 minutes	20 minutes
59 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5		18	17	17	16
95th percentile time to start treatment ⁵ (minutes)	24		83	62	59	48

(†) 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.

Bulli District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 987

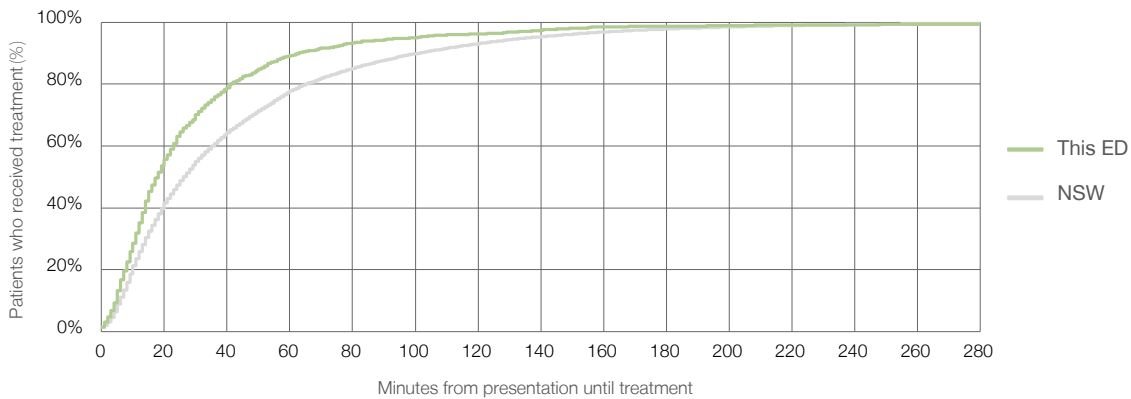
Number of triage 4 patients used to calculate waiting time:³ 972

Median time to start treatment⁴ 18 minutes

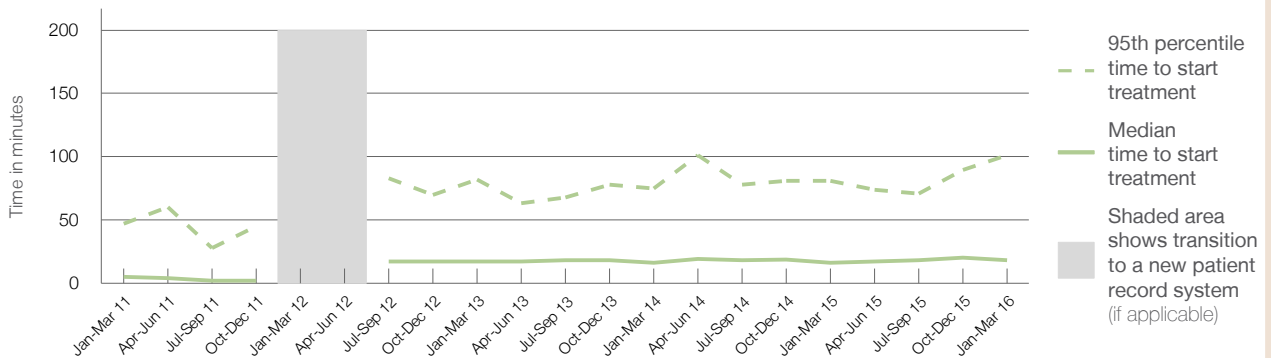
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
911	
895	
16 minutes	26 minutes
81 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5		17	16	16	18
95th percentile time to start treatment ⁵ (minutes)	47		82	75	81	101

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

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Bulli District Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 266

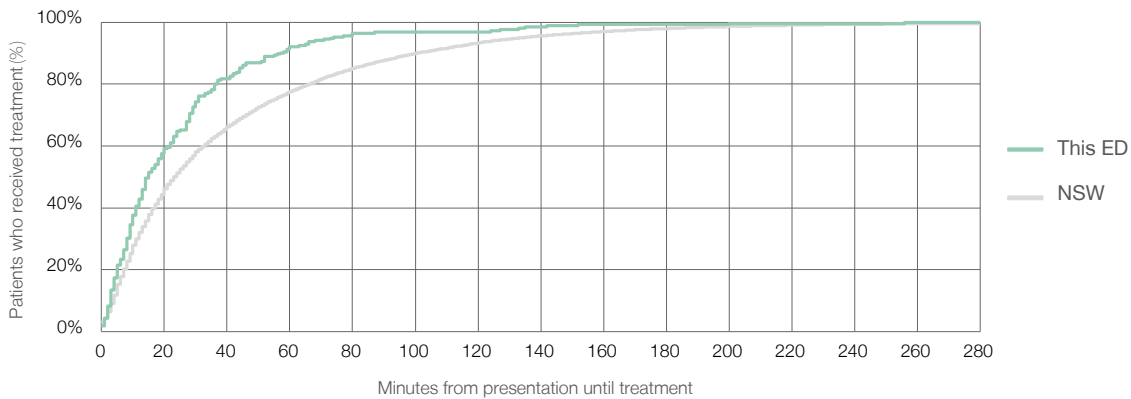
Number of triage 5 patients used to calculate waiting time:³ 252

Median time to start treatment⁴ 15 minutes

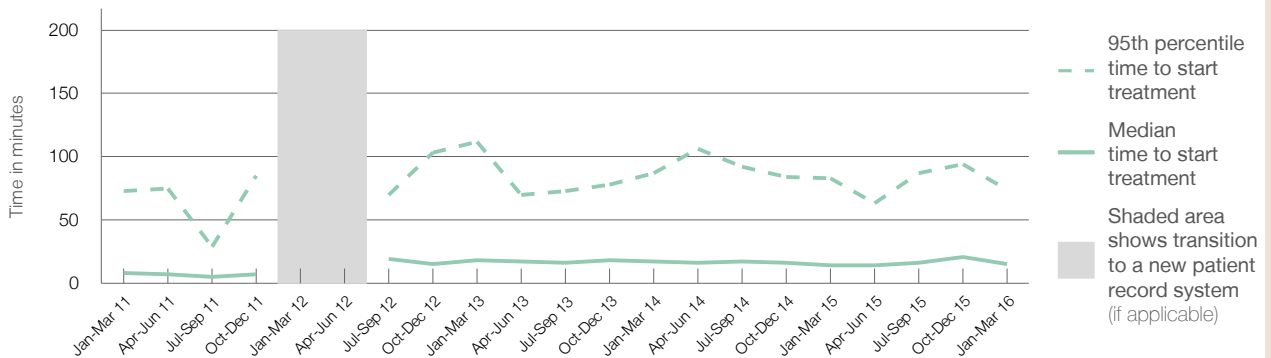
95th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
223	
219	
14 minutes	23 minutes
83 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8		18	17	14	15
95th percentile time to start treatment ⁵ (minutes)	73		112	87	83	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.

Bulli District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 1,693 patients

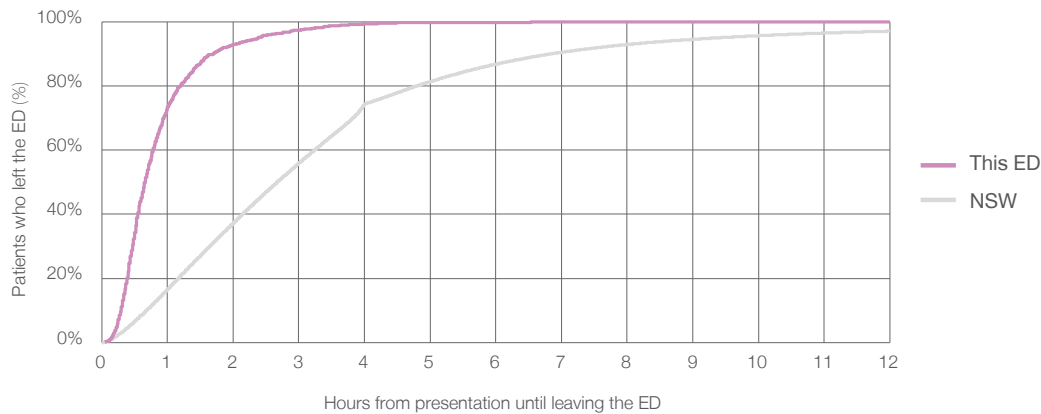
Attendances used to calculate time to leaving the ED:⁶ 1,693 patients

Median time to leaving the ED⁸ 0 hours and 40 minutes

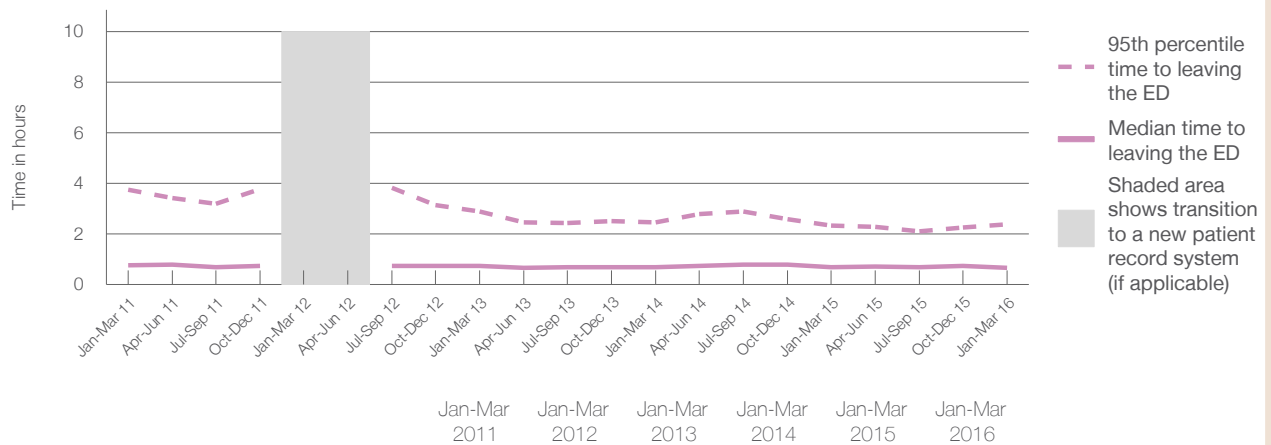
95th percentile time to leaving the ED⁹ 2 hours and 23 minutes

Same period last year	NSW (this period)
1,522	
1,522	
0 hours and 42 minutes	2 hours and 40 minutes
2 hours and 20 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 46m		0h 44m	0h 41m	0h 42m	0h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 45m		2h 54m	2h 28m	2h 20m	2h 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.

Bulli District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

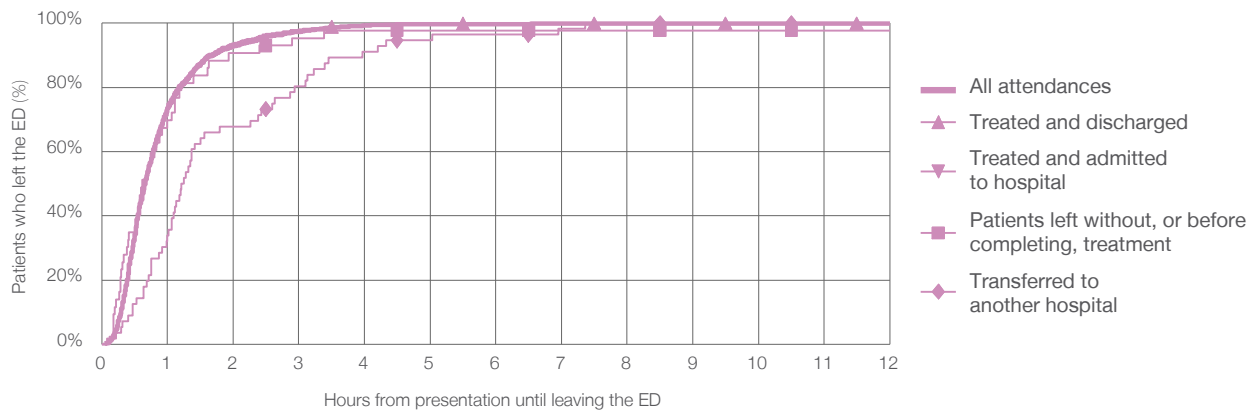
All attendances:¹ 1,693 patients

Attendances used to calculate time to leaving the ED:⁶ 1,693 patients

Treated and discharged	1,586 (94%)
Treated and admitted to hospital	0 (0%)
Patient left without, or before completing, treatment	43 (3%)
Transferred to another hospital	56 (3%)
Other	8 (0%)

Same period last year	Change since one year ago
1,522	11%
1,403	13%
0	B
52	-17%
58	-3%
9	-11%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	75%	94%	98%	100%	100%	100%	100%	100%
Treated and admitted to hospital	*	*	*	*	*	*	*	*
Patient left without, or before completing, treatment	70%	91%	95%	98%	98%	98%	98%	98%
Transferred to another hospital	34%	68%	80%	91%	96%	100%	100%	100%
All attendances	73%	93%	97%	99%	100%	100%	100%	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.

Bulli District Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

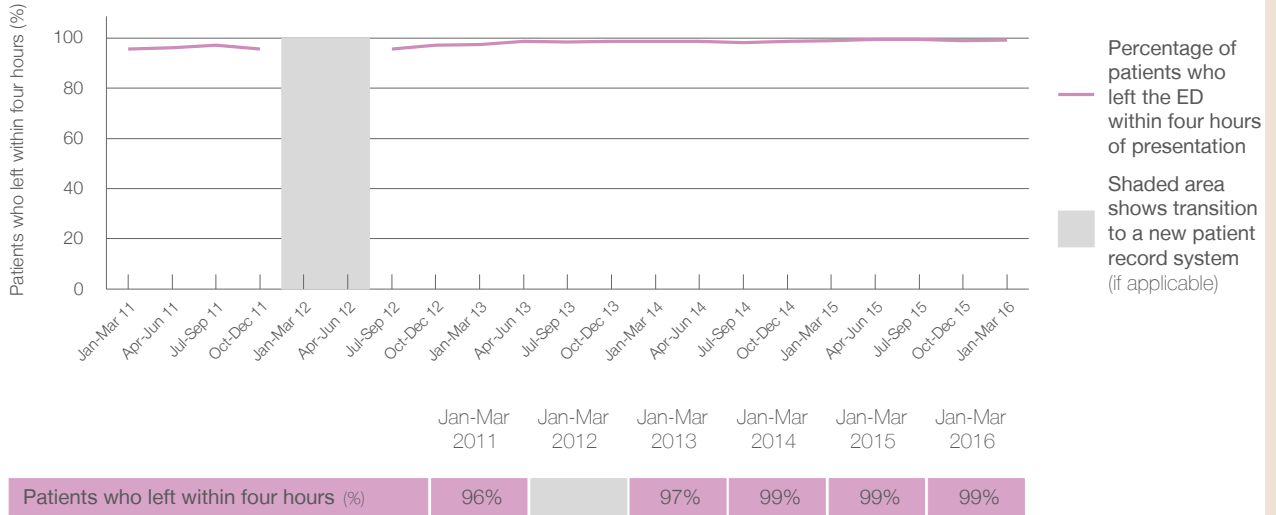
All attendances: ¹ 1,693 patients

Attendances used to calculate time to leaving the ED: ⁶ 1,693 patients

Percentage of patients who left the ED within four hours

	Same period last year	Change since one year ago
All attendances: ¹ 1,693 patients	1,522	11%
Attendances used to calculate time to leaving the ED: ⁶ 1,693 patients	1,522	11%
Percentage of patients who left the ED within four hours	99%	99%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Milton and Ulladulla Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,293 patients
 Emergency attendances:² 4,171 patients

Same period last year	Change since one year ago
4,055	6%
3,890	7%

Milton and Ulladulla Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 205 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,215 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,399 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
233	
5 minutes	8 minutes
35 minutes	35 minutes
1,094	
21 minutes	20 minutes
85 minutes	99 minutes
2,211	
30 minutes	26 minutes
104 minutes	137 minutes
336	
23 minutes	23 minutes
101 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,293 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,055	6%
87%	

* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

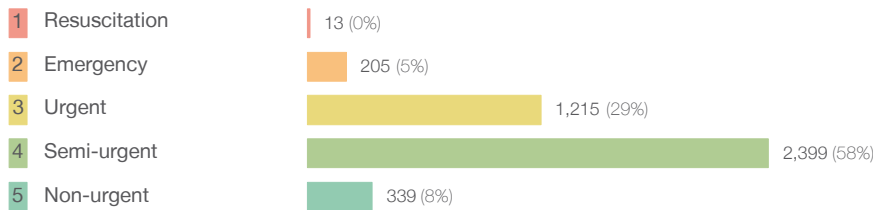
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Milton and Ulladulla Hospital: Patients attending the emergency department January to March 2016

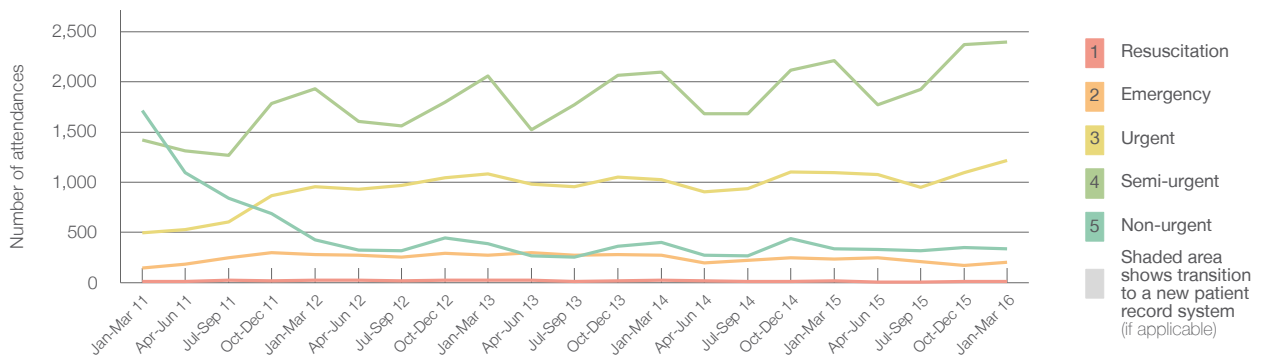
All attendances:¹ 4,293 patients

Emergency attendances² by triage category: 4,171 patients



Same period last year	Change since one year ago
4,055	6%
3,890	7%
16	-19%
233	-12%
1,094	11%
2,211	9%
336	1%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	10	24	23	25	16	13
Emergency	145	279	275	273	233	205
Urgent	496	958	1,084	1,028	1,094	1,215
Semi-urgent	1,419	1,933	2,060	2,095	2,211	2,399
Non-urgent	1,713	426	386	402	336	339
All emergency attendances	3,783	3,620	3,828	3,823	3,890	4,171

Milton and Ulladulla Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 386 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
372	
13 minutes	0 minutes
45 minutes	-10 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 205

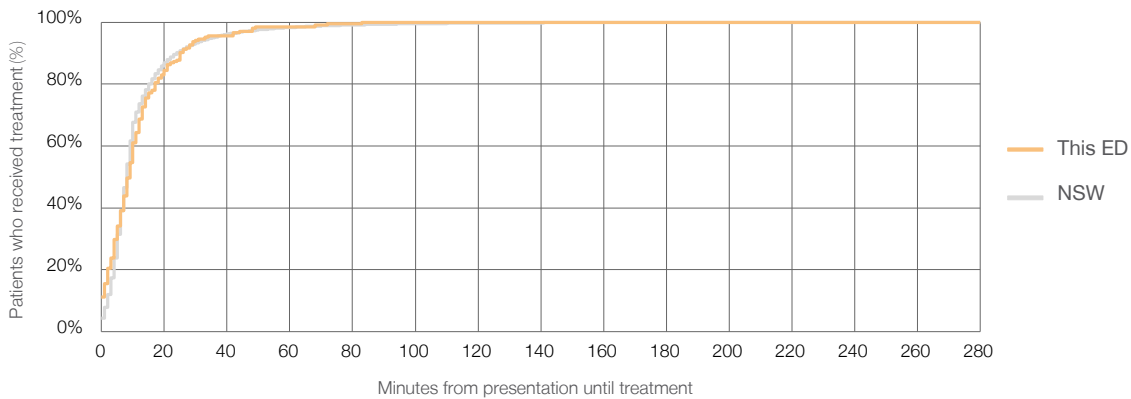
Number of triage 2 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 9 minutes

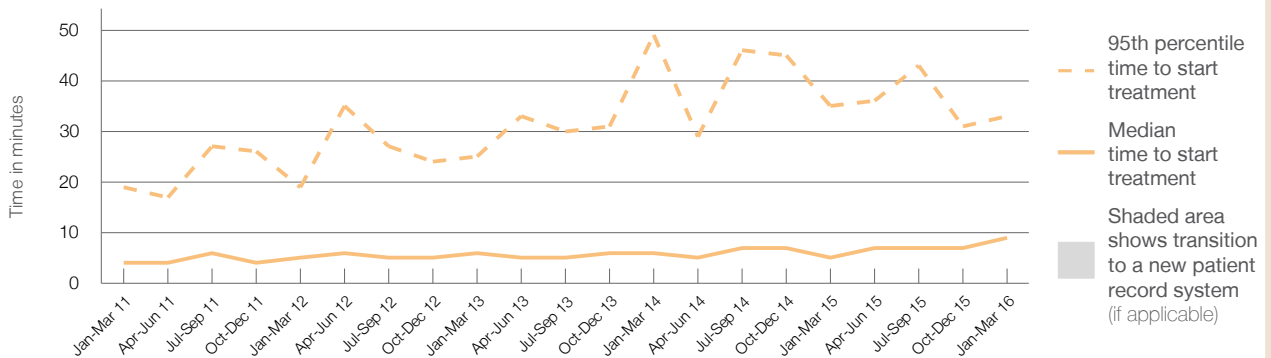
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
233	233
5 minutes	8 minutes
35 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	4	5	6	6	5	9
95th percentile time to start treatment ⁵ (minutes)	19	19	25	49	35	33

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

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

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,215

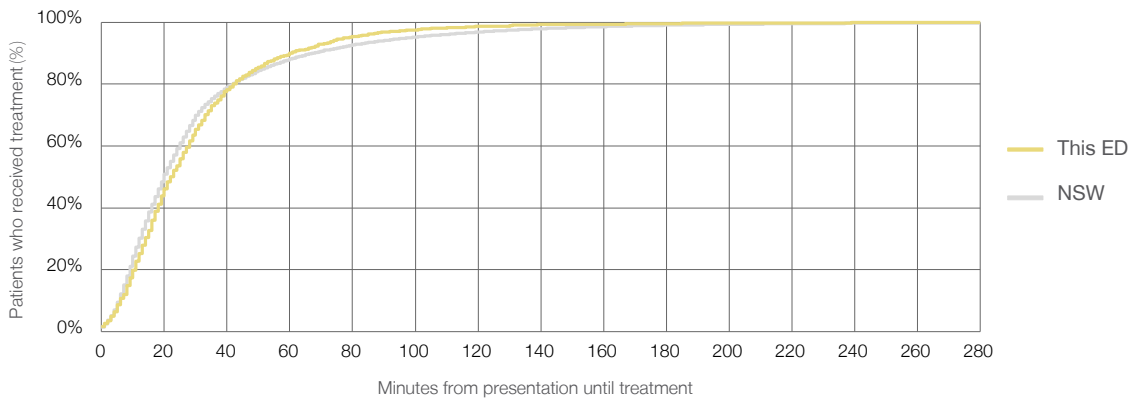
Number of triage 3 patients used to calculate waiting time:³ 1,208

Median time to start treatment⁴ 22 minutes

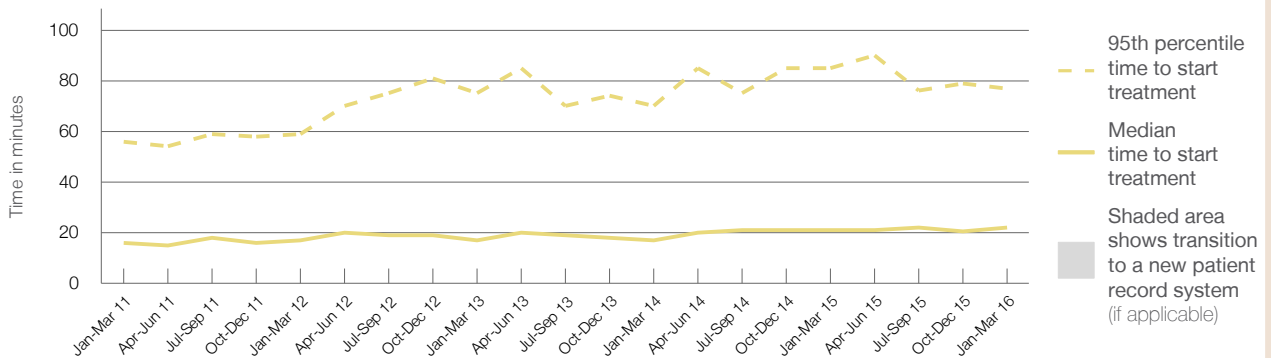
95th percentile time to start treatment⁵ 77 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,094	
Number of triage 3 patients used to calculate waiting time: ³	1,087	
Median time to start treatment ⁴	21 minutes	20 minutes
95th percentile time to start treatment ⁵	85 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	16	17	17	17	21	22
95th percentile time to start treatment ⁵ (minutes)	56	59	75	70	85	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.

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,399

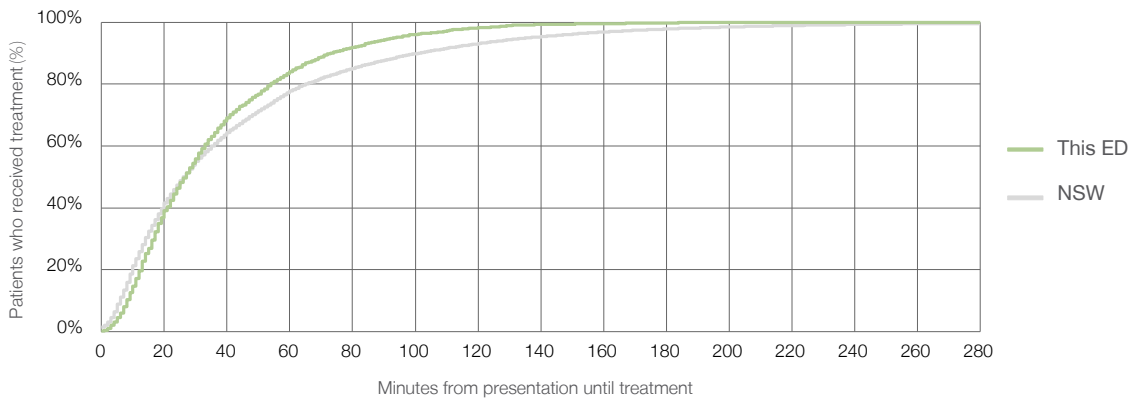
Number of triage 4 patients used to calculate waiting time:³ 2,362

Median time to start treatment⁴ 27 minutes

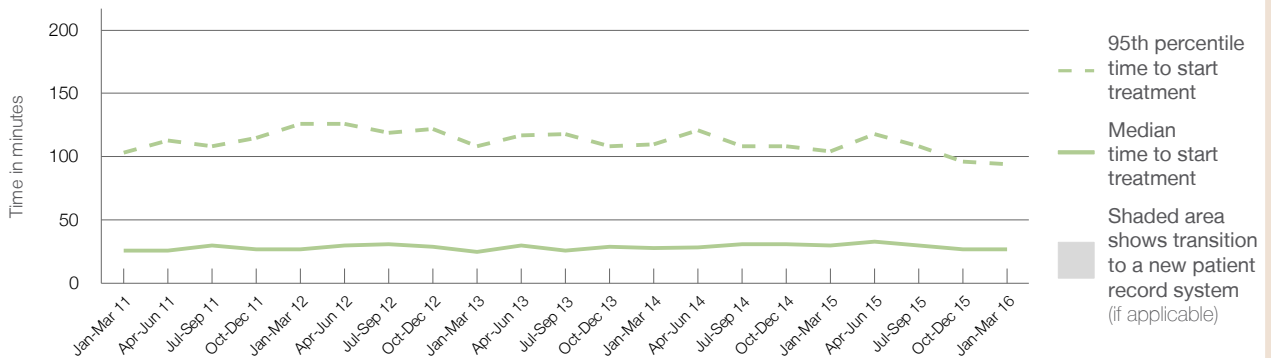
95th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
2,211	2,173
30 minutes	26 minutes
104 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	27	25	28	30	27
95th percentile time to start treatment ⁵ (minutes)	103	126	108	110	104	94

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

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

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 339

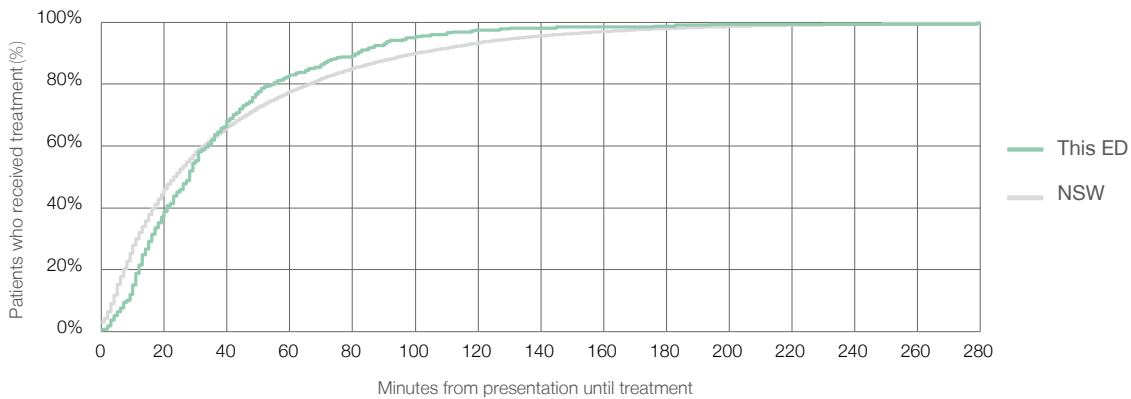
Number of triage 5 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 28 minutes

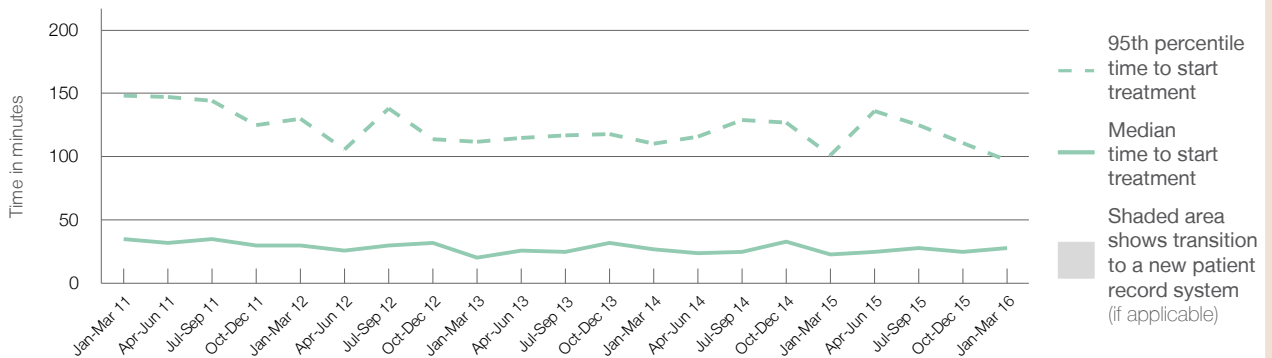
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
336	312
23 minutes	23 minutes
101 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	30	20	27	23	28
95th percentile time to start treatment ⁵ (minutes)	148	130	112	111	101	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.

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

January to March 2016

All attendances:¹ 4,293 patients

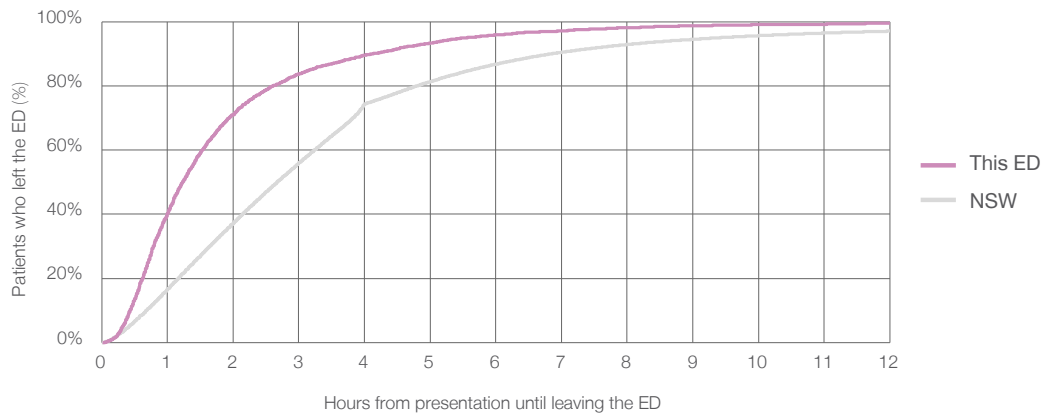
Attendances used to calculate time to leaving the ED:⁶ 4,293 patients

Median time to leaving the ED⁸ 1 hours and 14 minutes

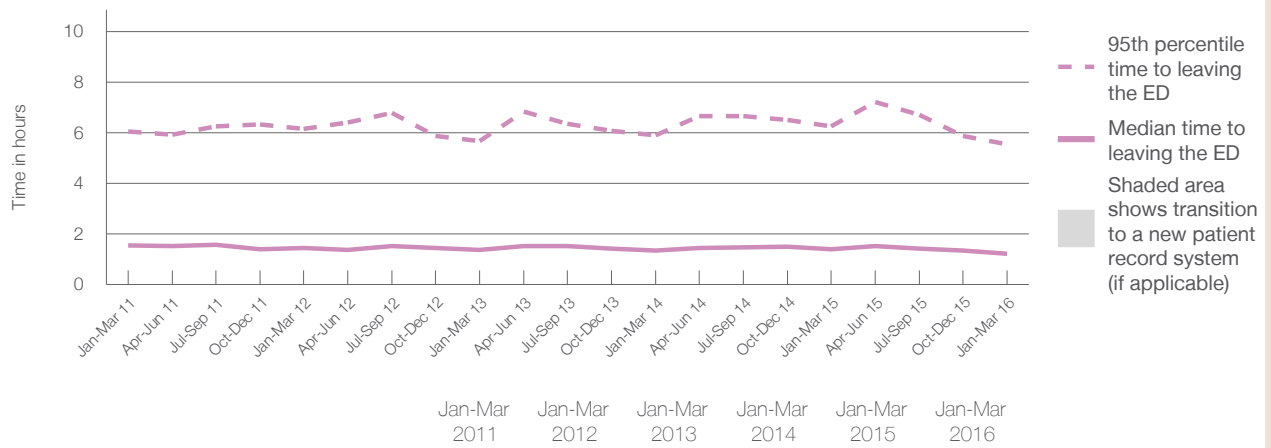
95th percentile time to leaving the ED⁹ 5 hours and 33 minutes

Same period last year	NSW (this period)
4,055	4,055
1 hours and 24 minutes	2 hours and 40 minutes
6 hours and 15 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 33m	1h 27m	1h 23m	1h 21m	1h 24m	1h 14m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 4m	6h 10m	5h 40m	5h 54m	6h 15m	5h 33m

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

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

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

By mode of separation

January to March 2016

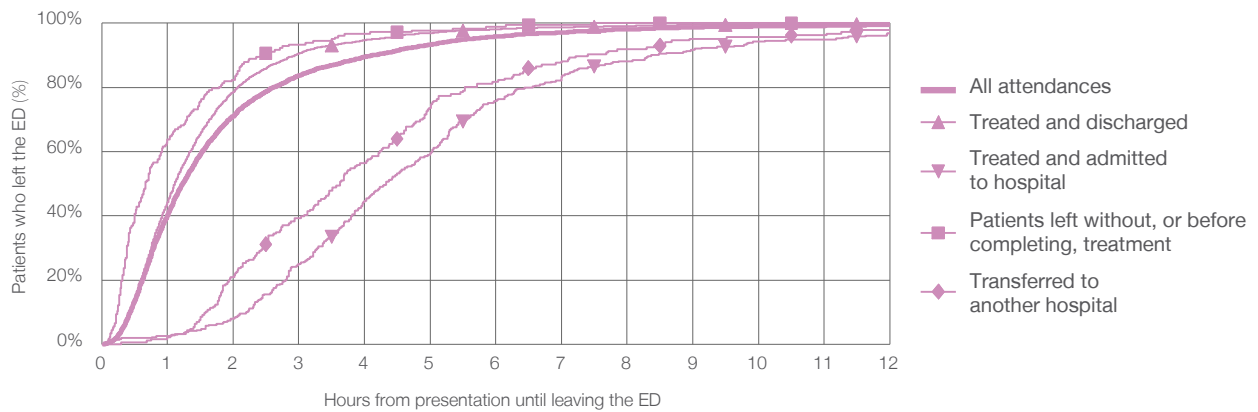
All attendances:¹ 4,293 patients

Attendances used to calculate time to leaving the ED:⁶ 4,293 patients

Treated and discharged	3,607 (84%)
Treated and admitted to hospital	314 (7%)
Patient left without, or before completing, treatment	182 (4%)
Transferred to another hospital	186 (4%)
Other	4 (0%)

Same period last year	Change since one year ago
4,055	6%
3,404	6%
327	-4%
170	7%
149	25%
5	-20%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	44%	79%	91%	95%	98%	99%	100%	100%
Treated and admitted to hospital	3%	8%	25%	45%	76%	88%	94%	97%
Patient left without, or before completing, treatment	64%	82%	93%	97%	99%	100%	100%	100%
Transferred to another hospital	2%	21%	39%	56%	82%	92%	96%	98%
All attendances	40%	71%	84%	89%	96%	98%	99%	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.

Milton and Ulladulla Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 4,293 patients

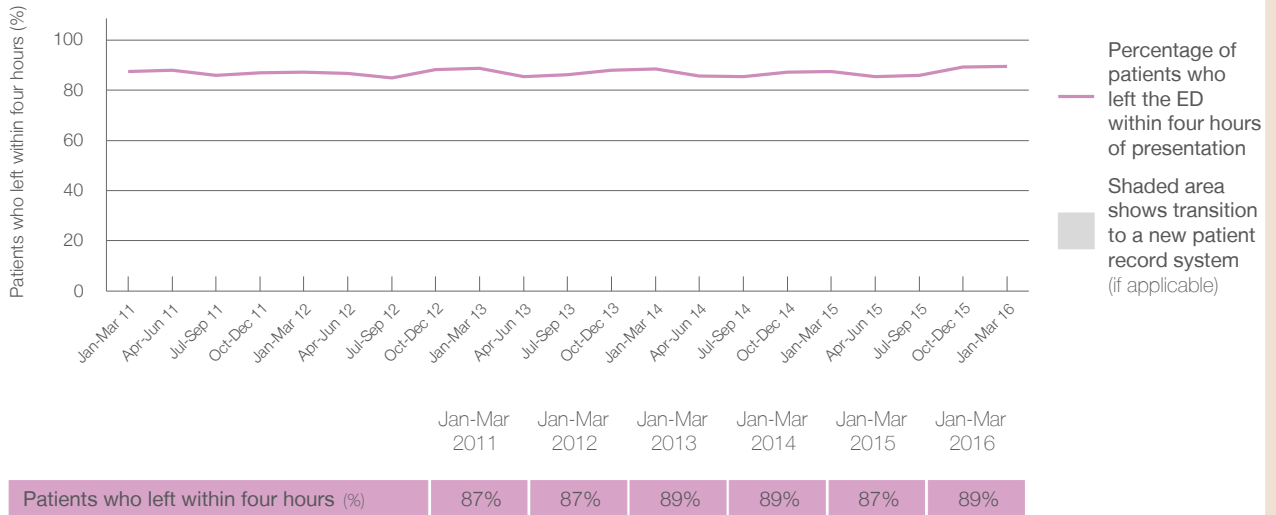
Attendances used to calculate time to leaving the ED: ⁶ 4,293 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,055	6%
4,055	6%
87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	87%	87%	89%	89%	87%	89%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Shellharbour Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,110 patients
Emergency attendances:² 7,733 patients

Same period last year	Change since one year ago
7,573	7%
7,131	8%

Shellharbour Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 826 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,623 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 124 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,998 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 172 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 257 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
654	
9 minutes	8 minutes
29 minutes	35 minutes
2,446	
22 minutes	20 minutes
107 minutes	99 minutes
3,775	
25 minutes	26 minutes
152 minutes	137 minutes
242	
24 minutes	23 minutes
128 minutes	135 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Percentage of patients who left the ED within four hours 68%

Same period last year	Change since one year ago
7,573	7%
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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

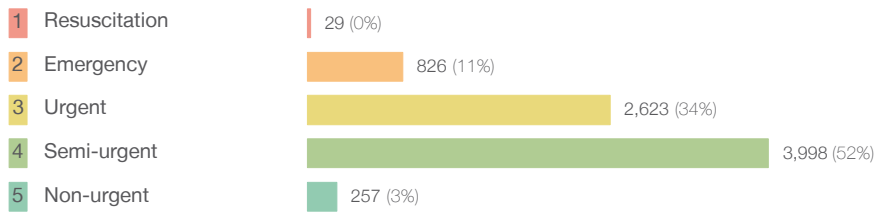
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Shellharbour Hospital: Patients attending the emergency department January to March 2016

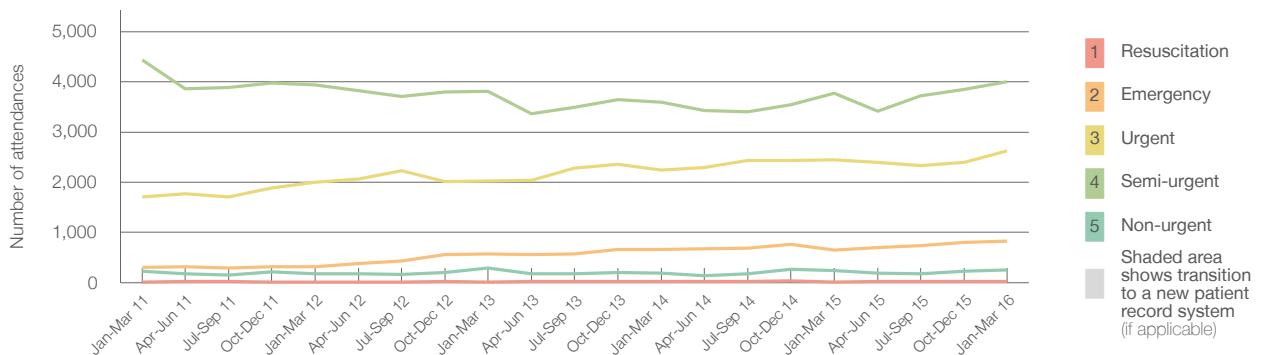
All attendances:¹ 8,110 patients

Emergency attendances² by triage category: 7,733 patients



Same period last year	Change since one year ago
7,573	7%
7,131	8%
14	107%
654	26%
2,446	7%
3,775	6%
242	6%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	10	12	16	30	14	29
Emergency	303	319	569	662	654	826
Urgent	1,710	1,998	2,029	2,248	2,446	2,623
Semi-urgent	4,441	3,933	3,808	3,597	3,775	3,998
Non-urgent	226	172	287	186	242	257
All emergency attendances	6,690	6,434	6,709	6,723	7,131	7,733

Shellharbour Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,600 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,436	
11 minutes	0 minutes
41 minutes	-6 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Shellharbour Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 826

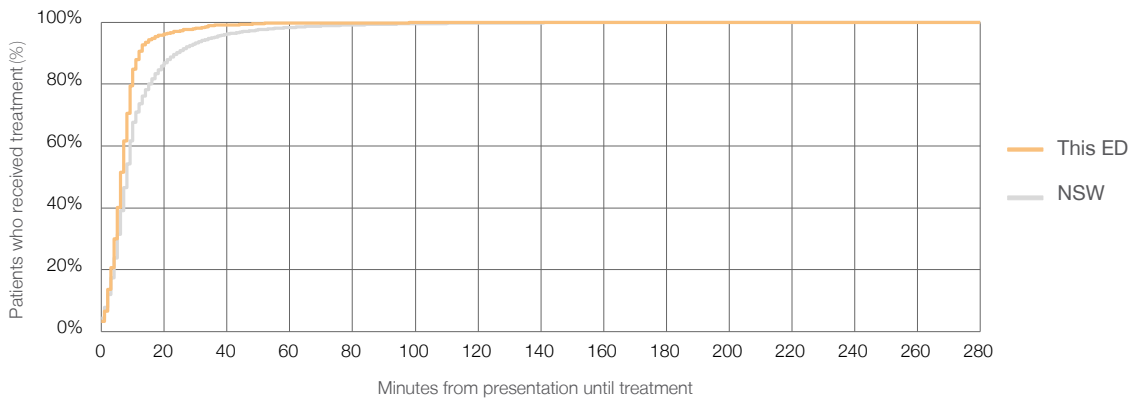
Number of triage 2 patients used to calculate waiting time:³ 824

Median time to start treatment⁴ 6 minutes

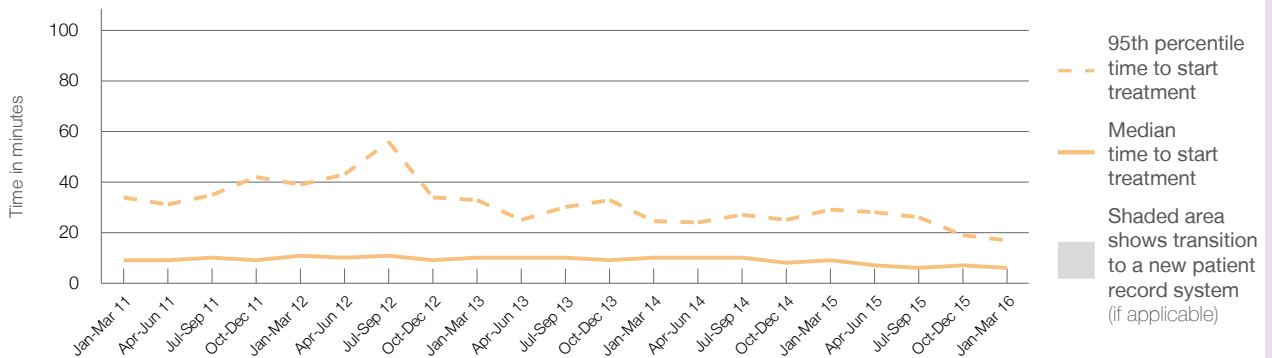
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
654	
653	
9 minutes	8 minutes
29 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	11	10	10	9	6
95th percentile time to start treatment ⁵ (minutes)	34	39	33	25	29	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.

Shellharbour Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 2,623

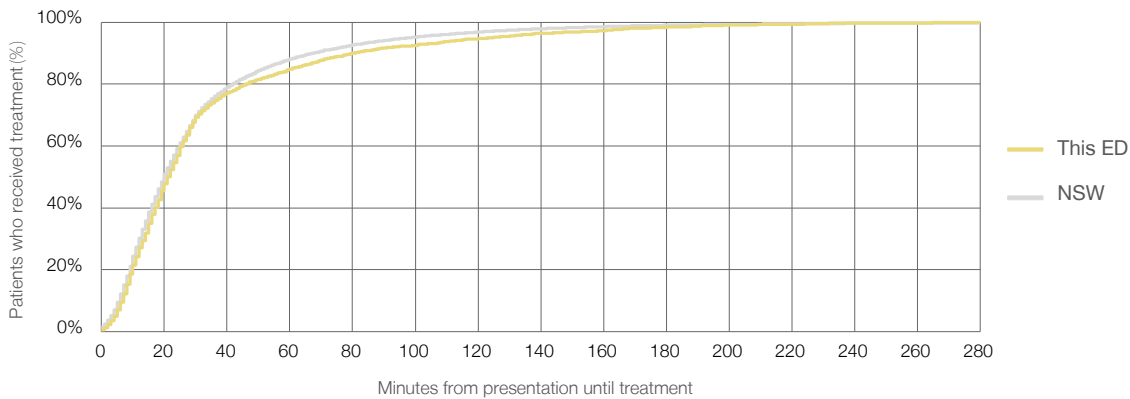
Number of triage 3 patients used to calculate waiting time:³ 2,571

Median time to start treatment⁴ 21 minutes

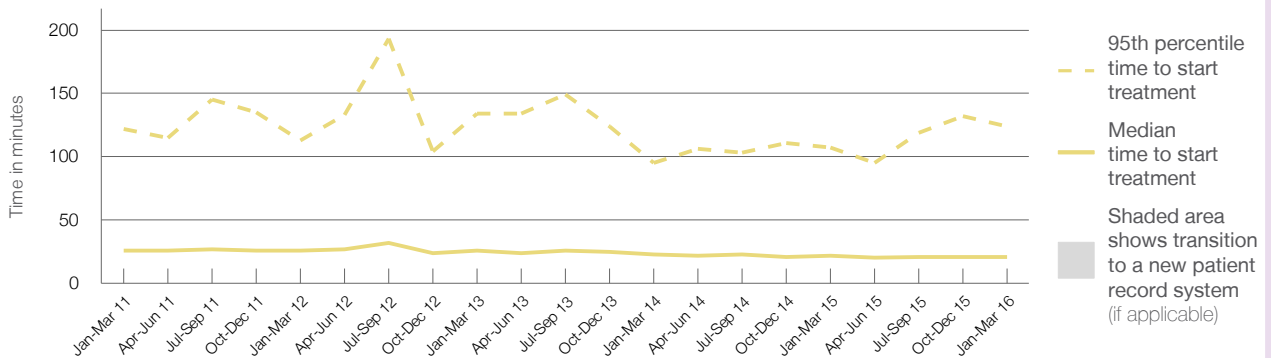
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
2,446	
2,416	
22 minutes	20 minutes
107 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	26	26	23	22	21
95th percentile time to start treatment ⁵ (minutes)	122	113	134	95	107	124

(†) 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 from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,998

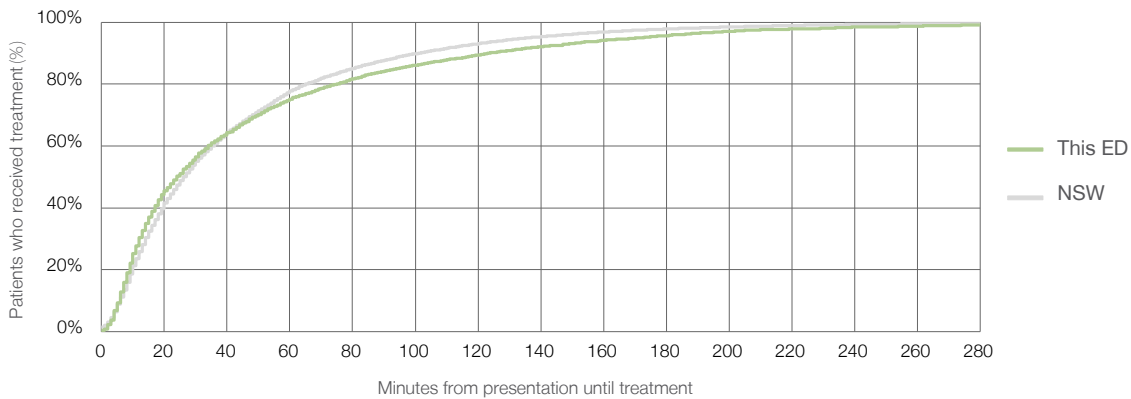
Number of triage 4 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴ 24 minutes

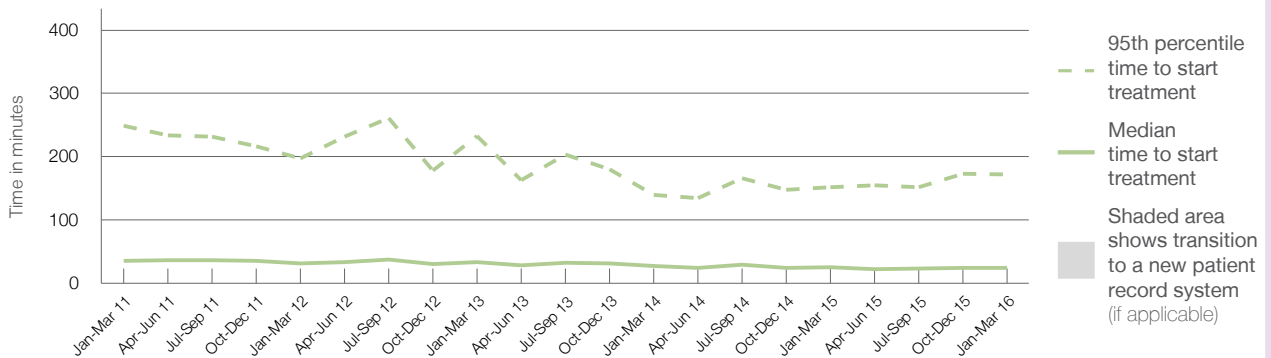
95th percentile time to start treatment⁵ 172 minutes

Same period last year	NSW (this period)
3,775	3,509
25 minutes	26 minutes
152 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	31	33	27	25	24
95th percentile time to start treatment ⁵ (minutes)	249	197	233	140	152	172

(†) 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 from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 257

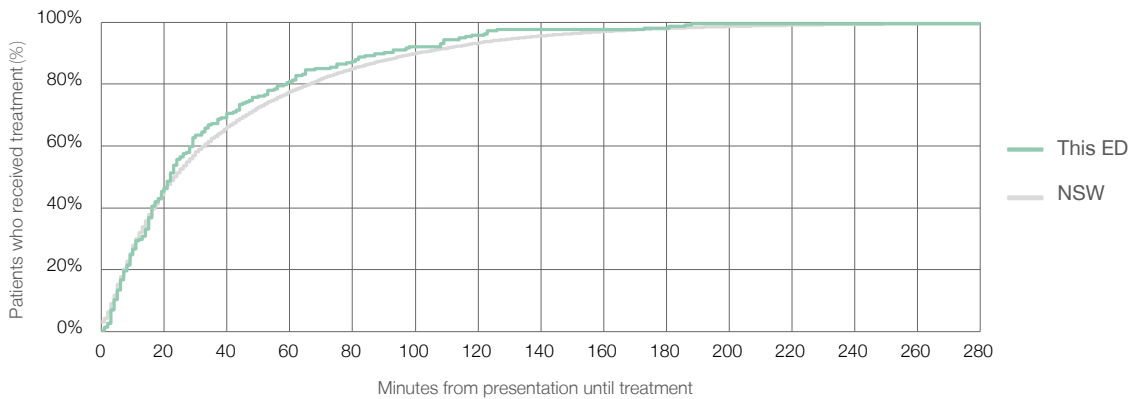
Number of triage 5 patients used to calculate waiting time:³ 214

Median time to start treatment⁴ 22 minutes

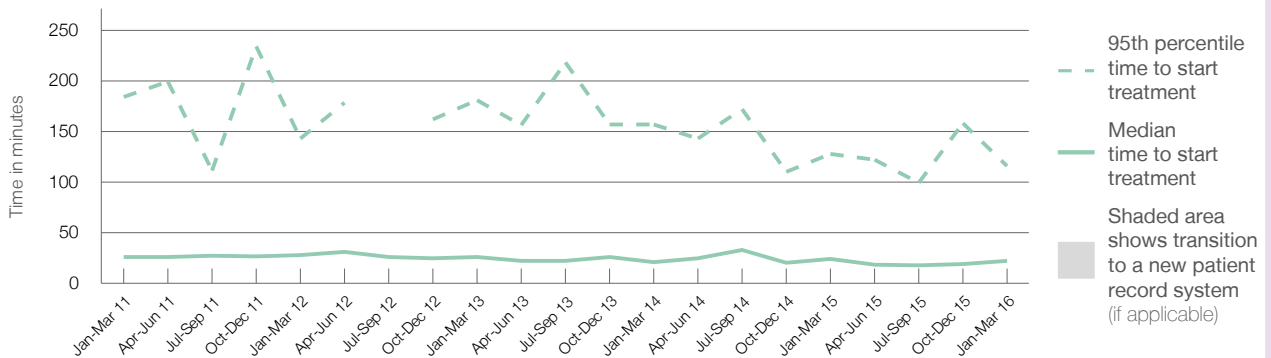
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
242	185
24 minutes	23 minutes
128 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	28	26	21	24	22
95th percentile time to start treatment ⁵ (minutes)	184	143	181	157	128	116

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

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Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,110 patients

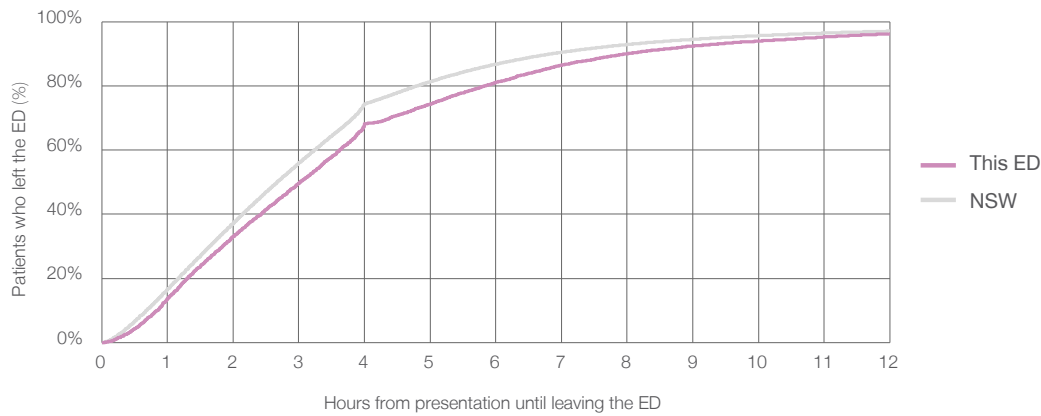
Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Median time to leaving the ED⁸ 3 hours and 1 minutes

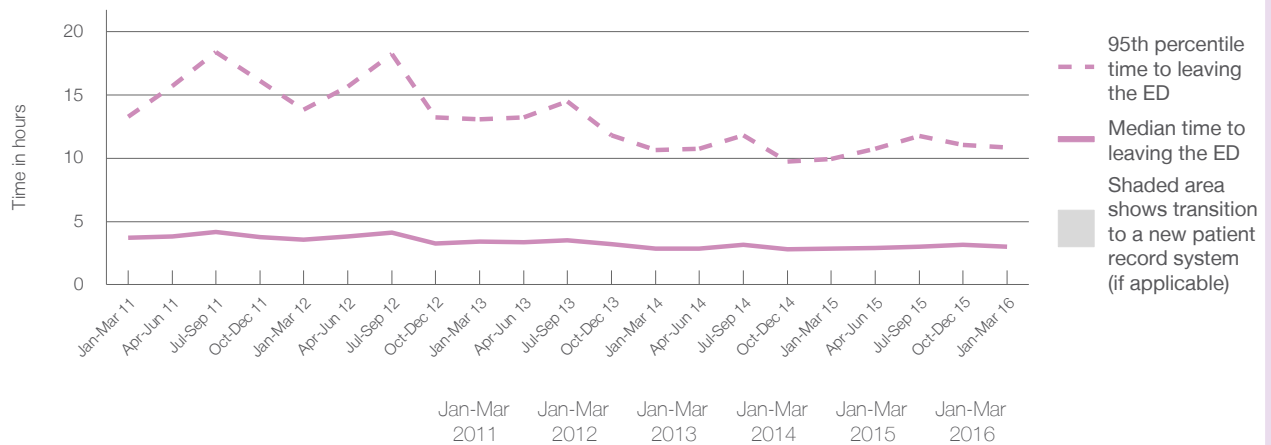
95th percentile time to leaving the ED⁹ 10 hours and 51 minutes

Same period last year	NSW (this period)
7,573	7,573
2 hours and 50 minutes	2 hours and 40 minutes
9 hours and 56 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 44m	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 17m	13h 51m	13h 5m	10h 39m	9h 56m	10h 51m

(†) 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 from presentation until leaving the ED
 By mode of separation
 January to March 2016

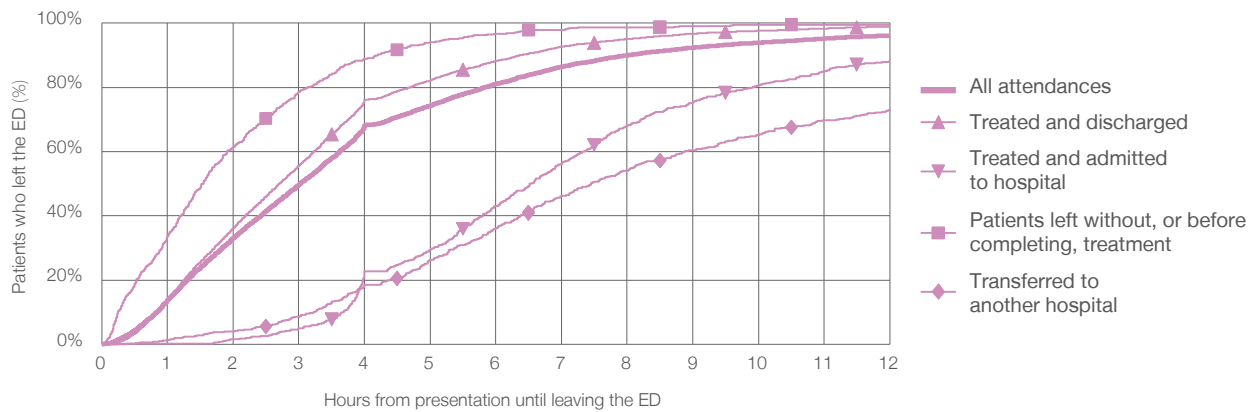
All attendances:¹ 8,110 patients

Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Treated and discharged	6,008 (74%)
Treated and admitted to hospital	781 (10%)
Patient left without, or before completing, treatment	749 (9%)
Transferred to another hospital	561 (7%)
Other	11 (0%)

Same period last year	Change since one year ago
7,573	7%
5,539	8%
815	-4%
674	11%
539	4%
6	83%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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%	36%	56%	76%	88%	95%	98%	99%
Treated and admitted to hospital	0%	2%	5%	23%	43%	68%	81%	88%
Patient left without, or before completing, treatment	34%	61%	79%	89%	97%	99%	99%	100%
Transferred to another hospital	1%	4%	9%	19%	36%	54%	65%	73%
All attendances	14%	33%	50%	68%	81%	90%	94%	96%

(†) 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 from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 8,110 patients

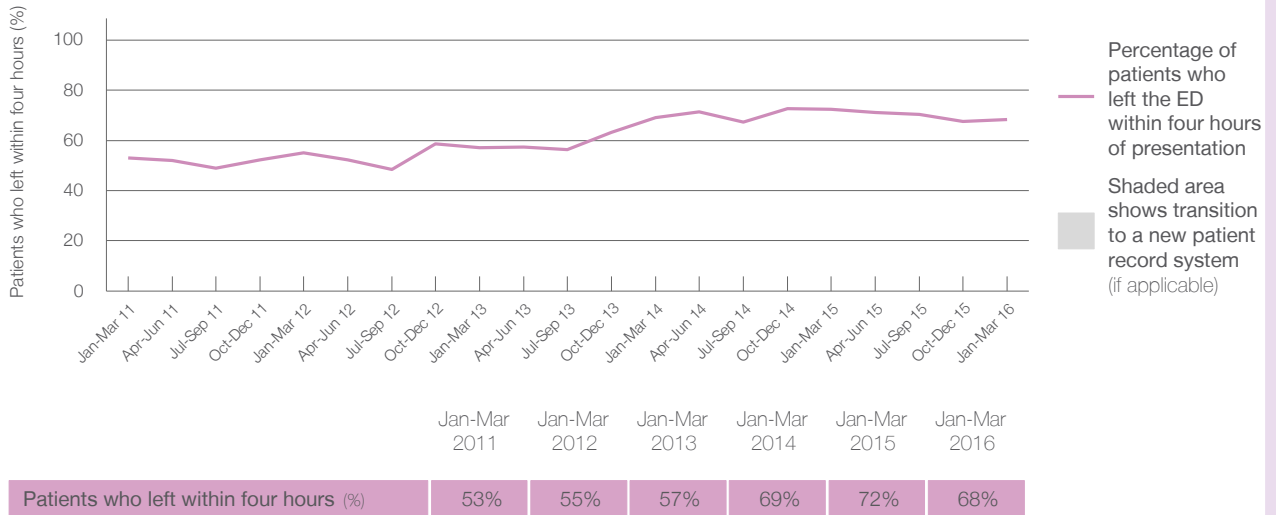
Attendances used to calculate time to leaving the ED: ⁶ 8,110 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,573	7%
Attendances used to calculate time to leaving the ED	7,573	7%
Percentage of patients who left the ED within four hours	72%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 attendances at the emergency department (ED).
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

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

January to March 2016

All attendances:¹ 10,155 patients
Emergency attendances:² 10,022 patients

	Same period last year	Change since one year ago
All attendances	9,166	11%
Emergency attendances	9,045	11%

Shoalhaven and District Memorial Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 763 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,019 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 155 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,898 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 191 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,302 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
Triage 2	485	
Triage 2 Median	10 minutes	8 minutes
Triage 2 95th	47 minutes	35 minutes
Triage 3	2,360	
Triage 3 Median	30 minutes	20 minutes
Triage 3 95th	161 minutes	99 minutes
Triage 4	4,233	
Triage 4 Median	43 minutes	26 minutes
Triage 4 95th	216 minutes	137 minutes
Triage 5	1,933	
Triage 5 Median	36 minutes	23 minutes
Triage 5 95th	188 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 10,152 patients

Percentage of patients who left the ED within four hours 67%

	Same period last year	Change since one year ago
Attendances used	9,166	11%
Percentage within 4 hours	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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

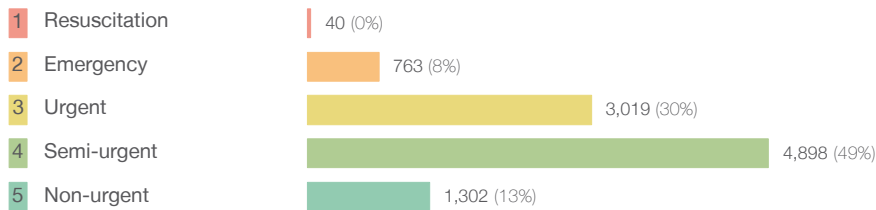
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Shoalhaven and District Memorial Hospital: Patients attending the emergency department January to March 2016

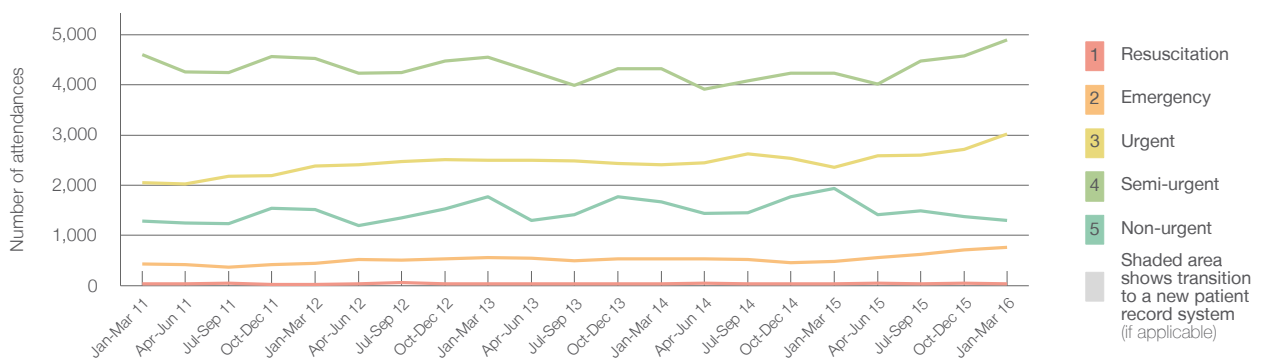
All attendances:¹ 10,155 patients

Emergency attendances² by triage category: 10,022 patients



	Same period last year	Change since one year ago
All attendances	9,166	11%
Emergency attendances	9,045	11%
Resuscitation	34	18%
Emergency	485	57%
Urgent	2,360	28%
Semi-urgent	4,233	16%
Non-urgent	1,933	-33%

Emergency attendances² by quarter, January 2011 to March 2016[†]

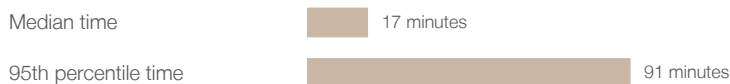


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	41	27	31	33	34	40
Emergency	434	443	558	528	485	763
Urgent	2,056	2,377	2,495	2,406	2,360	3,019
Semi-urgent	4,605	4,526	4,549	4,323	4,233	4,898
Non-urgent	1,282	1,519	1,769	1,673	1,933	1,302
All emergency attendances	8,418	8,892	9,402	8,963	9,045	10,022

Shoalhaven and District Memorial Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 2,407 patients

ED Transfer of care time[§]



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,253	
Median time	14 minutes	3 minutes
95th percentile time	77 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.
 (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 763

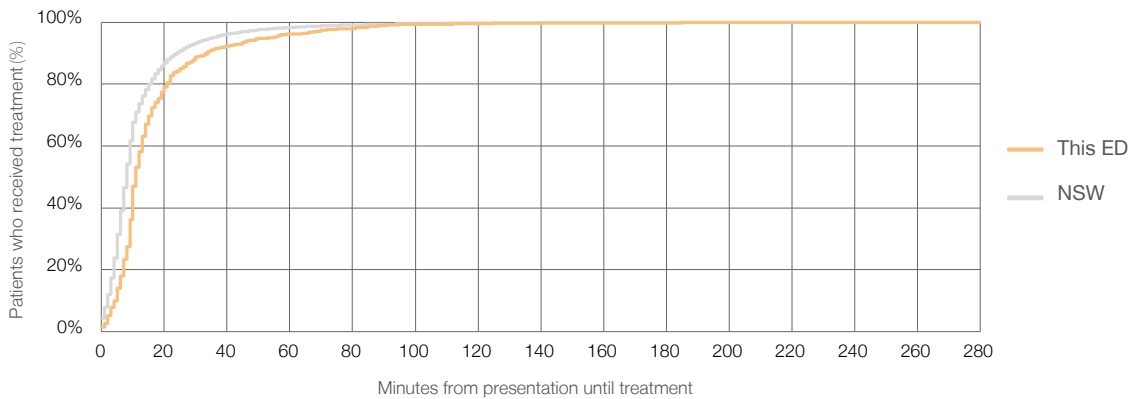
Number of triage 2 patients used to calculate waiting time:³ 763

Median time to start treatment⁴ 11 minutes

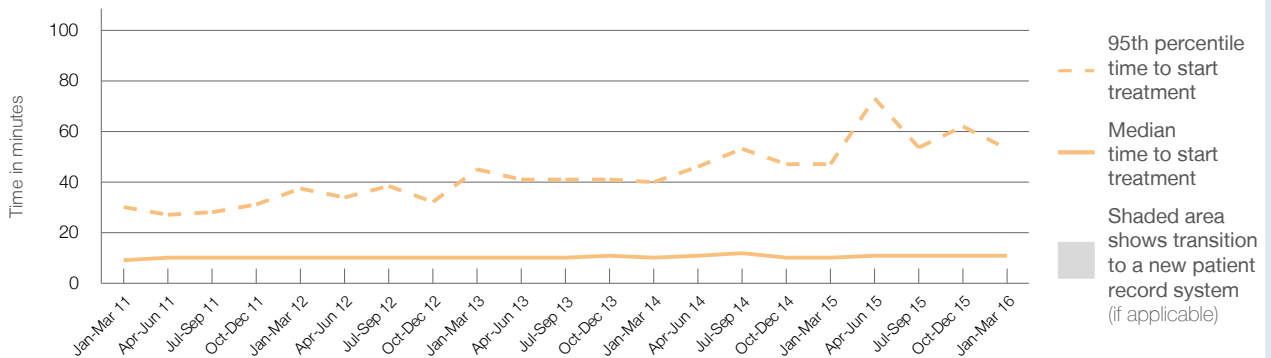
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
485	
482	
10 minutes	8 minutes
47 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	10	10	10	10	11
95th percentile time to start treatment ⁵ (minutes)	30	38	45	40	47	53

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

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

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 3,019

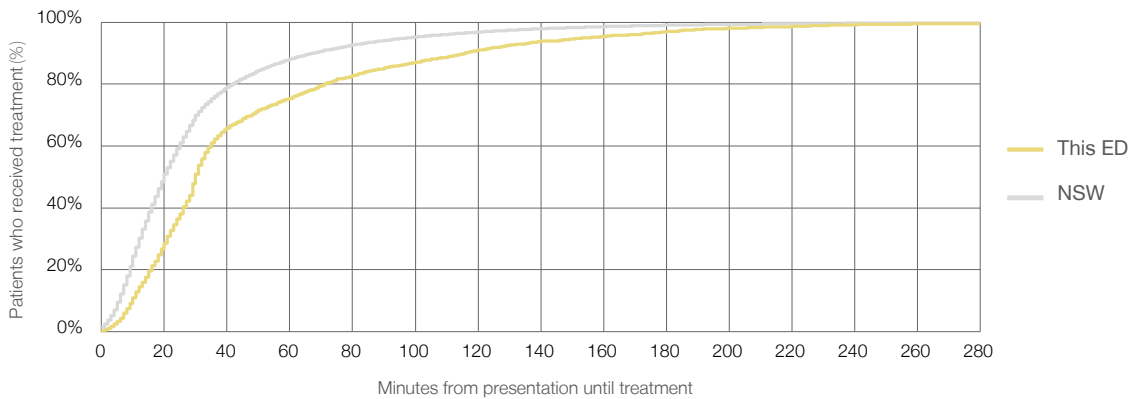
Number of triage 3 patients used to calculate waiting time:³ 2,955

Median time to start treatment⁴ 30 minutes

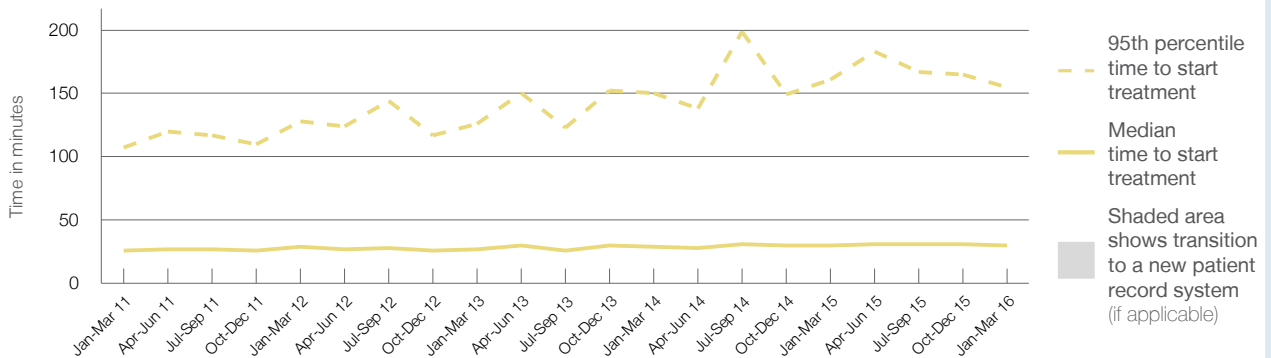
95th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
2,360	
2,296	
30 minutes	20 minutes
161 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	29	27	29	30	30
95th percentile time to start treatment ⁵ (minutes)	107	128	126	150	161	155

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

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

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,898

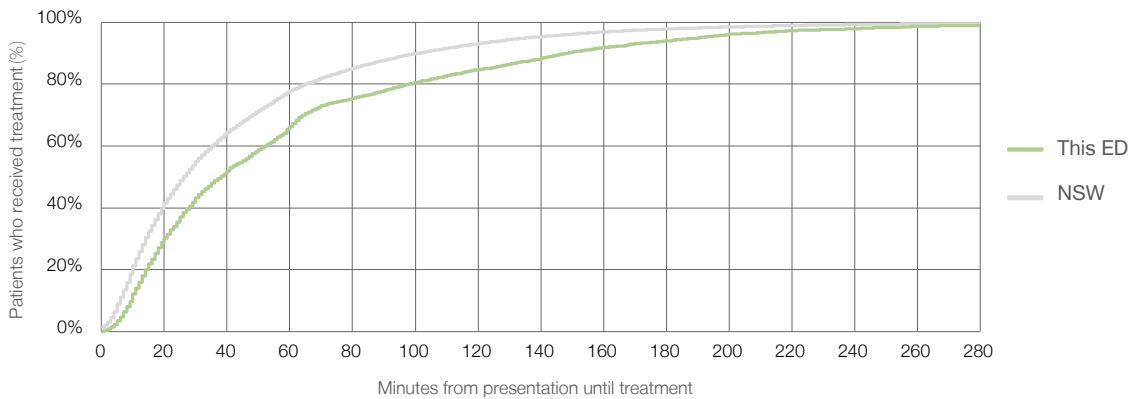
Number of triage 4 patients used to calculate waiting time:³ 4,517

Median time to start treatment⁴ 38 minutes

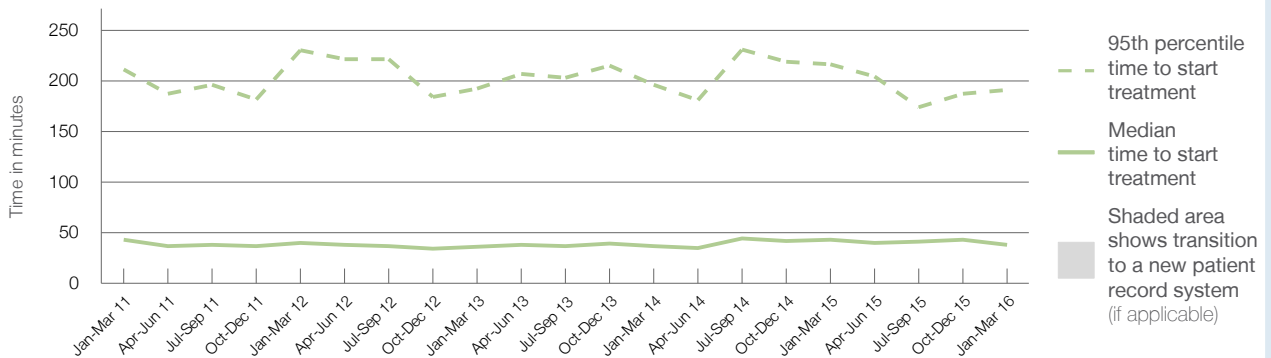
95th percentile time to start treatment⁵ 191 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,233	
Number of triage 4 patients used to calculate waiting time ³	3,809	
Median time to start treatment ⁴	43 minutes	26 minutes
95th percentile time to start treatment ⁵	216 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	43	40	36	37	43	38
95th percentile time to start treatment ⁵ (minutes)	211	230	192	196	216	191

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

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

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 1,302

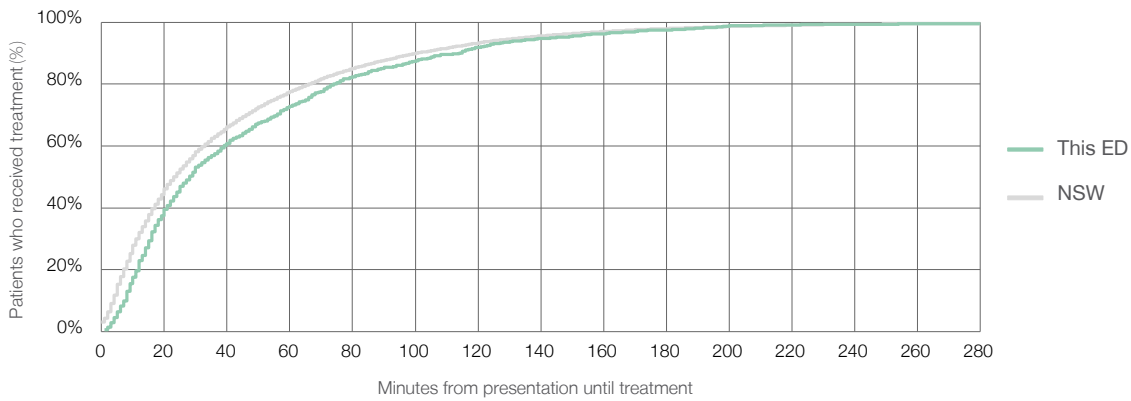
Number of triage 5 patients used to calculate waiting time:³ 1,153

Median time to start treatment⁴ 28 minutes

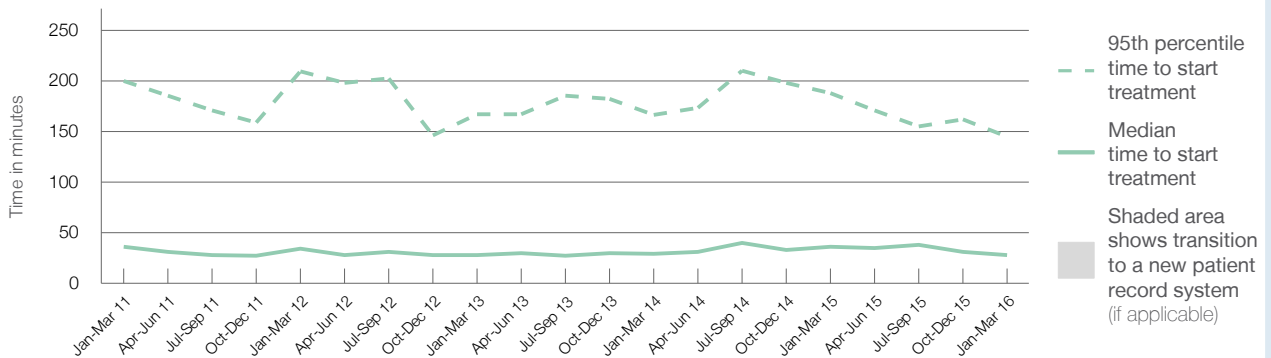
95th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,933	
Number of triage 5 patients used to calculate waiting time ³	1,614	
Median time to start treatment ⁴	36 minutes	23 minutes
95th percentile time to start treatment ⁵	188 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	36	34	28	29	36	28
95th percentile time to start treatment ⁵ (minutes)	200	209	167	166	188	145

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

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

Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 10,155 patients

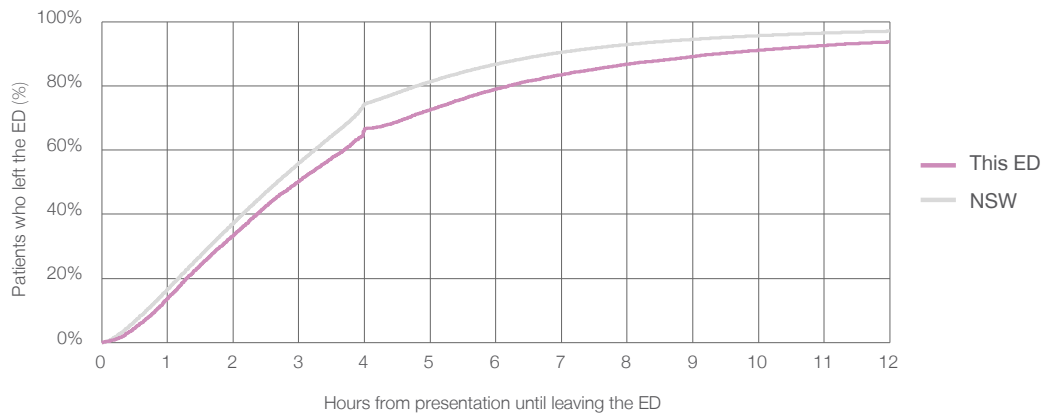
Attendances used to calculate time to leaving the ED:⁶ 10,152 patients

Median time to leaving the ED⁸ 3 hours and 0 minutes

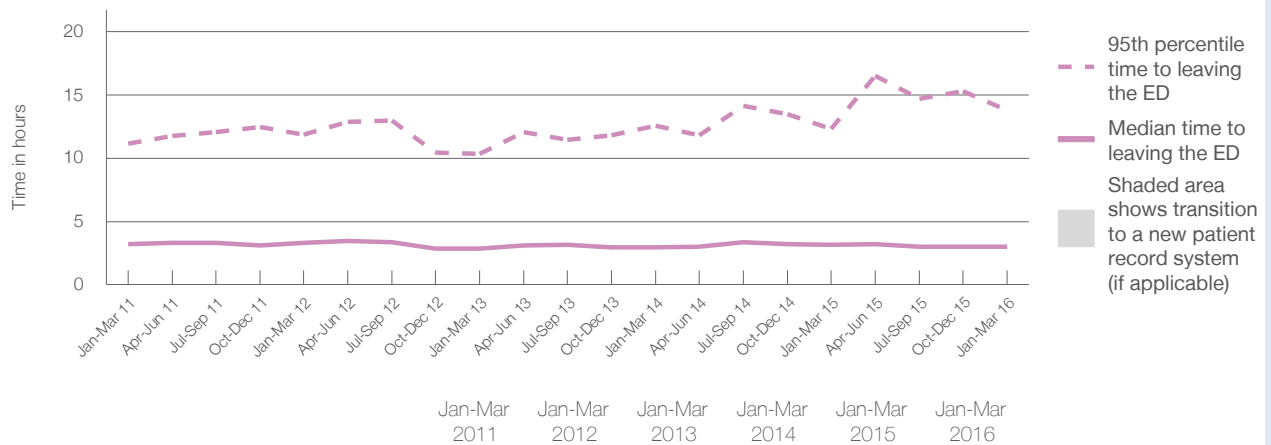
95th percentile time to leaving the ED⁹ 13 hours and 46 minutes

Same period last year	NSW (this period)
9,166	9,166
3 hours and 8 minutes	2 hours and 40 minutes
12 hours and 18 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 12m	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 8m	11h 52m	10h 19m	12h 35m	12h 18m	13h 46m

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

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

Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

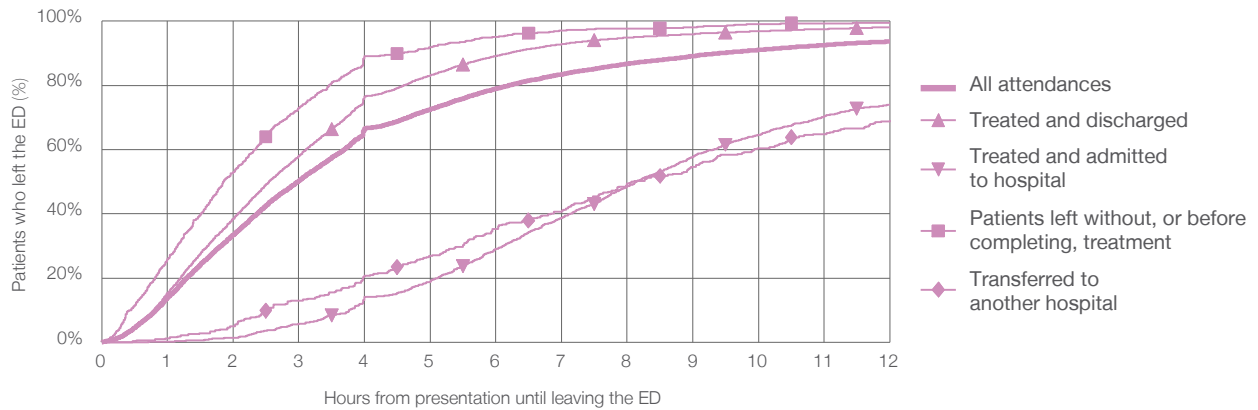
All attendances:¹ 10,155 patients

Attendances used to calculate time to leaving the ED:⁶ 10,152 patients

Treated and discharged	7,295 (72%)
Treated and admitted to hospital	1,532 (15%)
Patient left without, or before completing, treatment	963 (9%)
Transferred to another hospital	324 (3%)
Other	41 (0%)

Same period last year	Change since one year ago
9,166	11%
6,214	17%
1,458	5%
1,157	-17%
297	9%
40	3%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	15%	39%	58%	77%	89%	95%	97%	98%
Treated and admitted to hospital	0%	1%	6%	14%	29%	49%	65%	74%
Patient left without, or before completing, treatment	26%	53%	73%	89%	95%	98%	99%	99%
Transferred to another hospital	1%	5%	13%	21%	35%	49%	60%	69%
All attendances	14%	33%	50%	67%	79%	87%	91%	94%

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

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

Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 10,155 patients

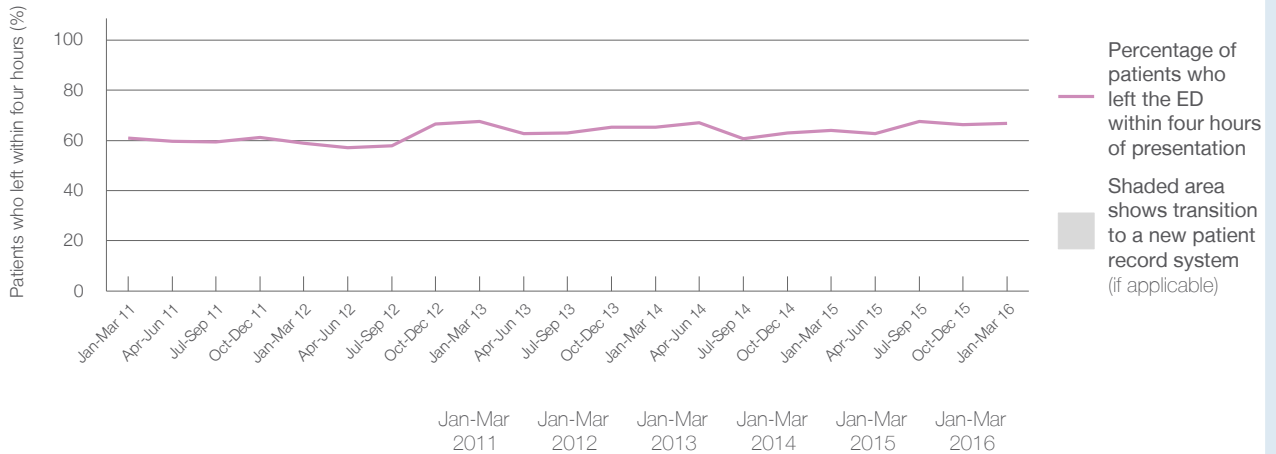
Attendances used to calculate time to leaving the ED:⁶ 10,152 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,166	11%
Attendances used to calculate time to leaving the ED	9,166	11%
Percentage of patients who left the ED within four hours	64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	61%	59%	68%	65%	64%	67%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Wollongong Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 15,983 patients
 Emergency attendances:² 15,617 patients

Same period last year	Change since one year ago
15,661	2%
15,131	3%

Wollongong Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,845 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,483 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 118 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,585 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,809	
10 minutes	8 minutes
34 minutes	35 minutes
6,012	
28 minutes	20 minutes
126 minutes	99 minutes
6,684	
37 minutes	26 minutes
180 minutes	137 minutes
507	
33 minutes	23 minutes
165 minutes	135 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
15,661	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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

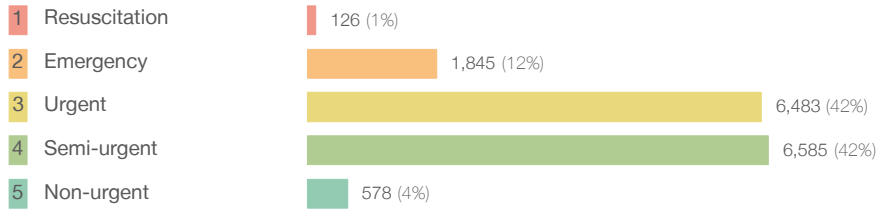
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Wollongong Hospital: Patients attending the emergency department January to March 2016

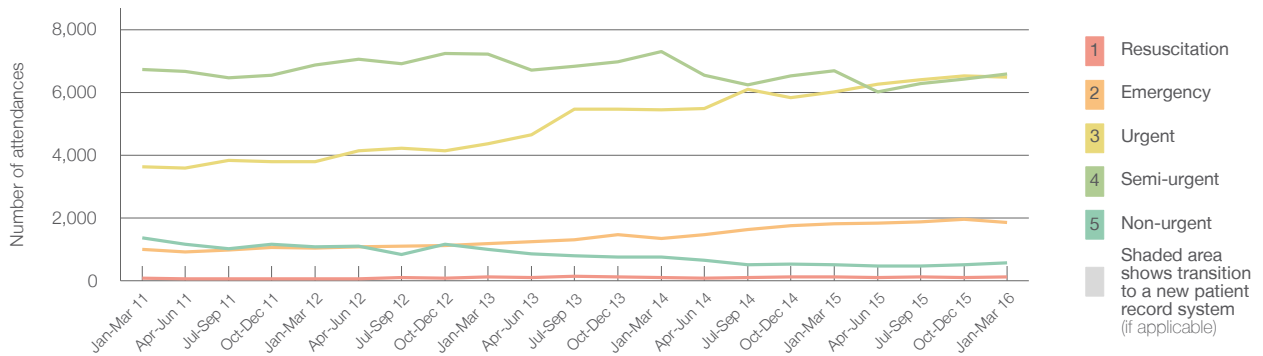
All attendances:¹ 15,983 patients

Emergency attendances² by triage category: 15,617 patients



Same period last year	Change since one year ago
15,661	2%
15,131	3%
119	6%
1,809	2%
6,012	8%
6,684	-1%
507	14%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	70	51	113	109	119	126
Emergency	1,000	1,035	1,173	1,350	1,809	1,845
Urgent	3,632	3,783	4,357	5,446	6,012	6,483
Semi-urgent	6,730	6,878	7,211	7,301	6,684	6,585
Non-urgent	1,356	1,070	1,004	754	507	578
All emergency attendances	12,788	12,817	13,858	14,960	15,131	15,617

Wollongong Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 5,301 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,205	
12 minutes	0 minutes
37 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Wollongong Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,845

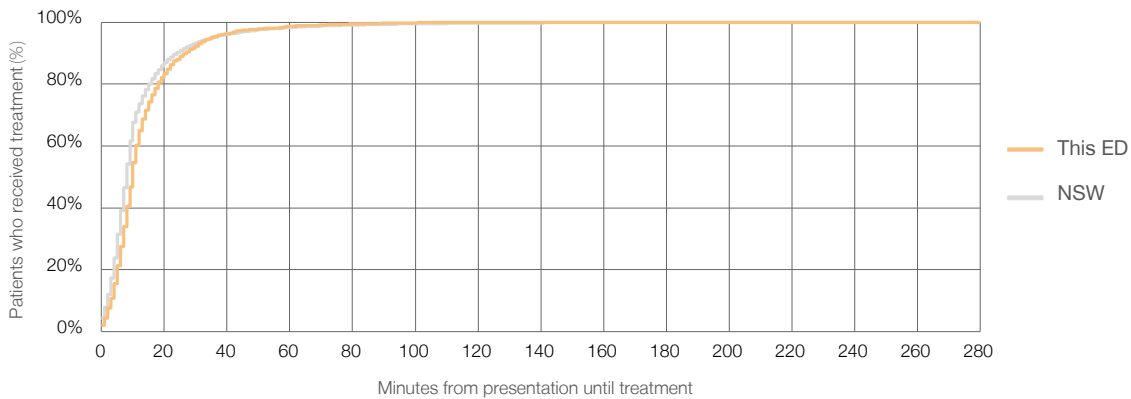
Number of triage 2 patients used to calculate waiting time:³ 1,845

Median time to start treatment⁴ 10 minutes

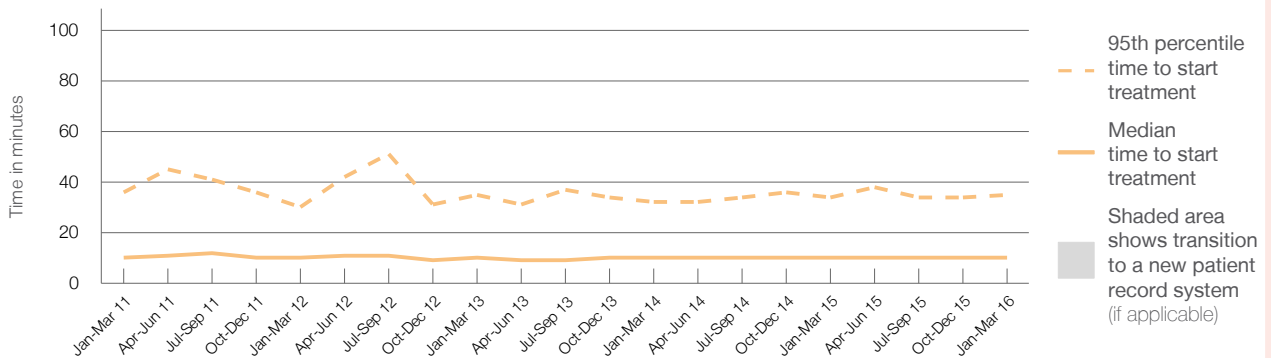
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,809	
1,806	
10 minutes	8 minutes
34 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	10	10	10	10	10
95th percentile time to start treatment ⁵ (minutes)	36	30	35	32	34	35

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

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

Wollongong Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 6,483

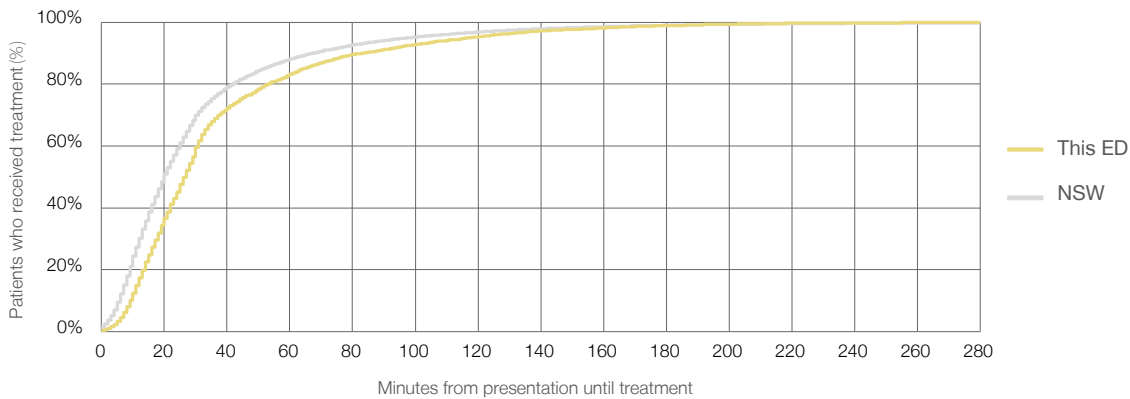
Number of triage 3 patients used to calculate waiting time:³ 6,361

Median time to start treatment⁴ 27 minutes

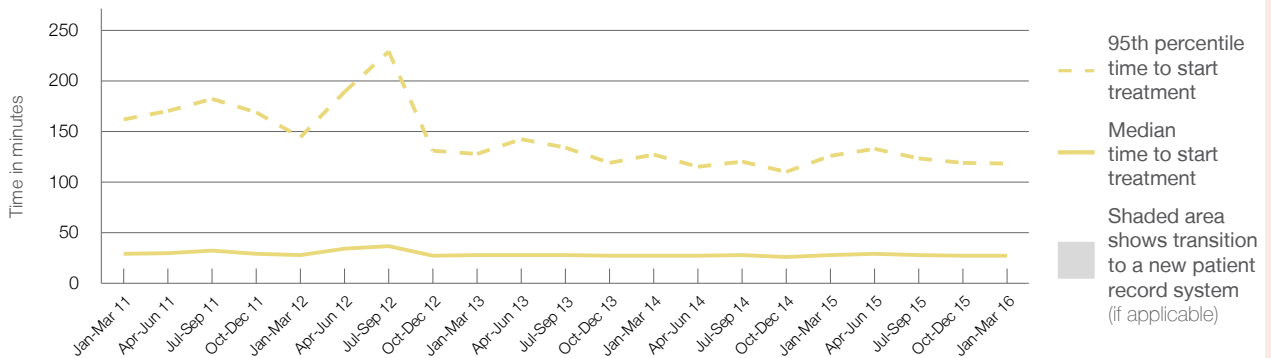
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
6,012	
5,858	
28 minutes	20 minutes
126 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	28	28	27	28	27
95th percentile time to start treatment ⁵ (minutes)	162	144	128	127	126	118

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

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

Wollongong Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 6,585

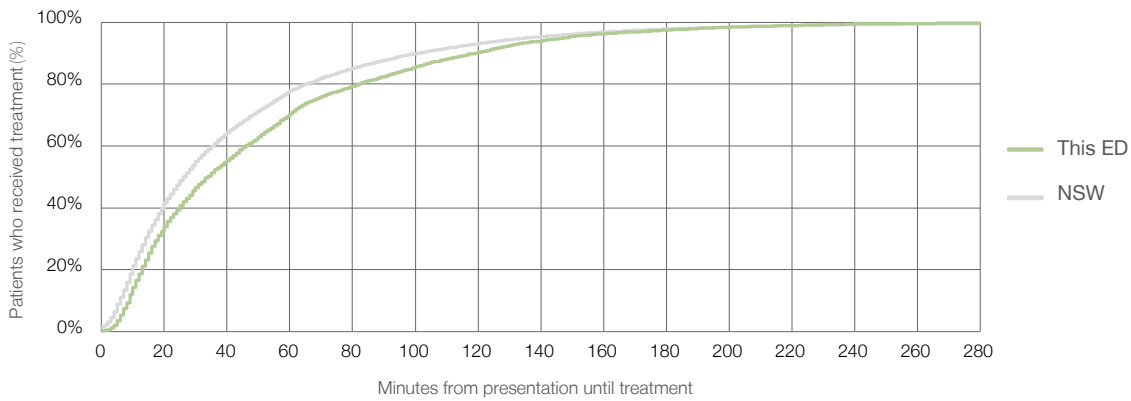
Number of triage 4 patients used to calculate waiting time:³ 6,203

Median time to start treatment⁴ 34 minutes

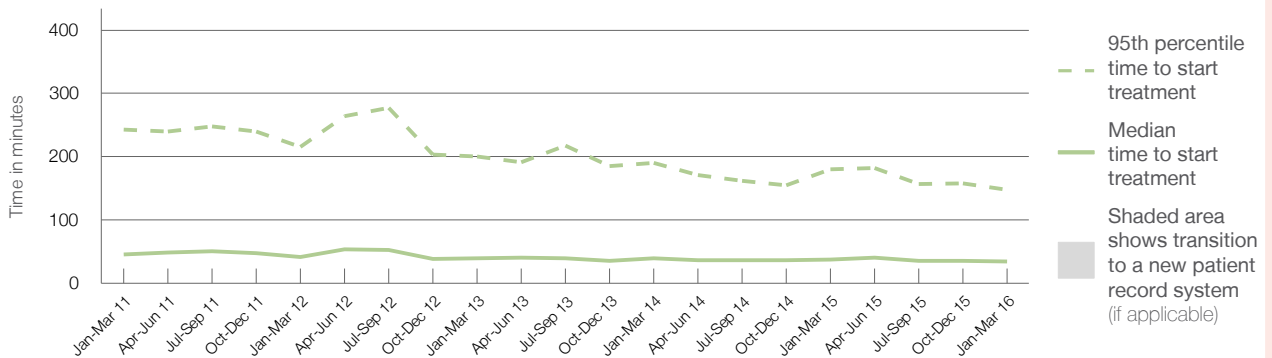
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
6,684	
6,192	
37 minutes	26 minutes
180 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	46	42	39	39	37	34
95th percentile time to start treatment ⁵ (minutes)	243	215	200	190	180	148

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

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

Wollongong Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 578

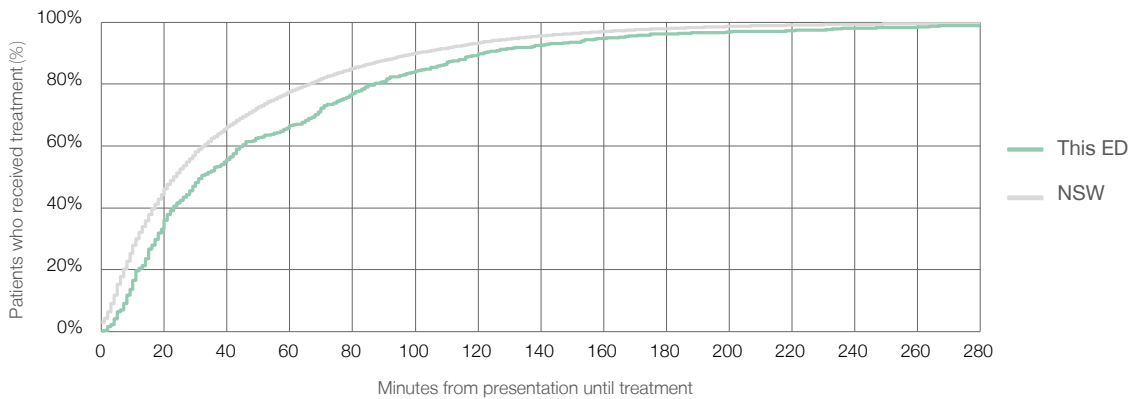
Number of triage 5 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 32 minutes

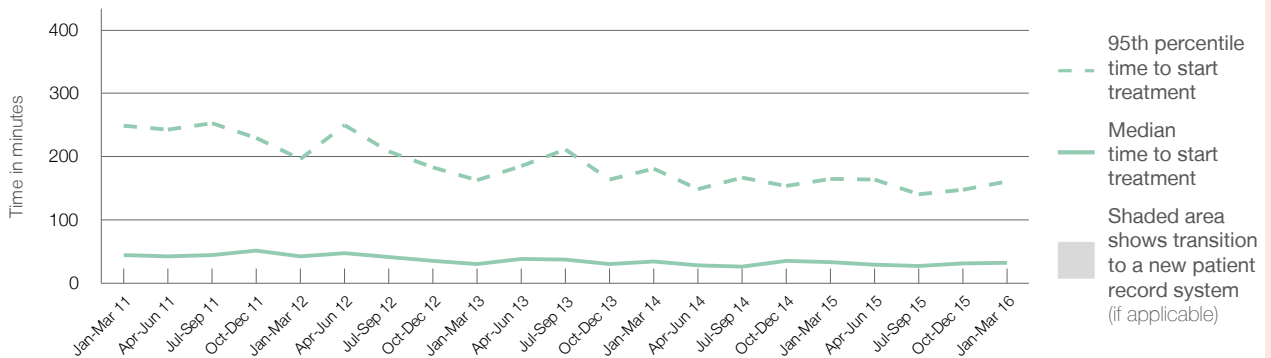
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
507	
418	
33 minutes	23 minutes
165 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	45	43	30	34	33	32
95th percentile time to start treatment ⁵ (minutes)	249	196	163	181	165	161

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

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

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 15,983 patients

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Median time to leaving the ED⁸

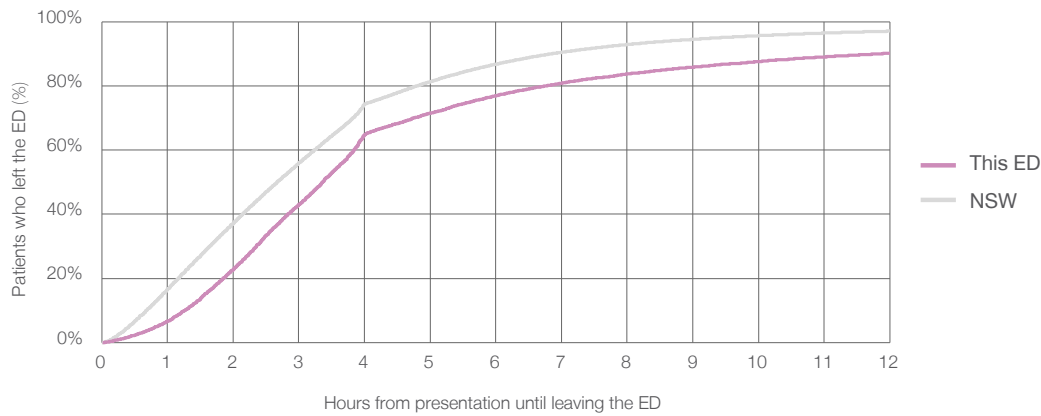
3 hours and 22 minutes

95th percentile time to leaving the ED⁹

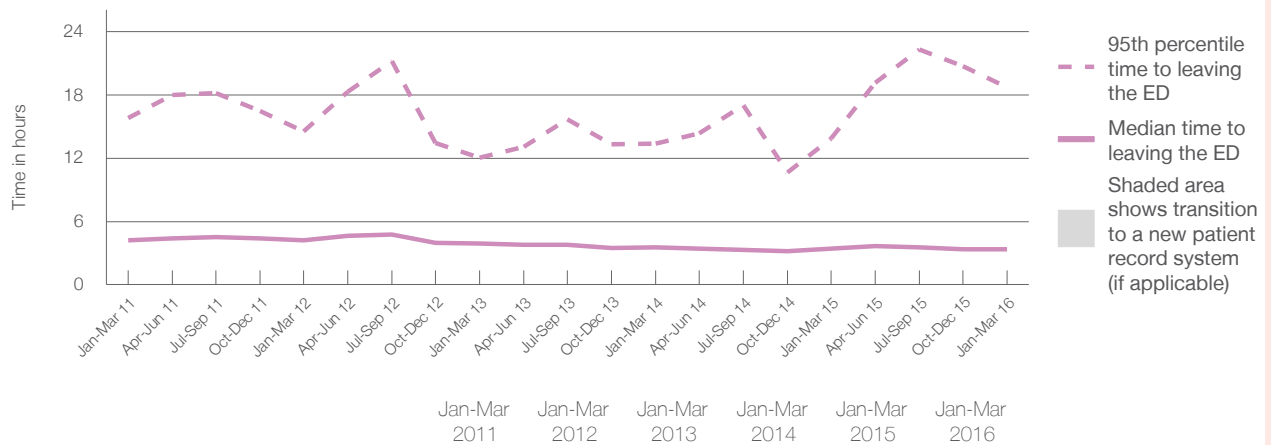
18 hours and 42 minutes

Same period last year	NSW (this period)
15,661	15,661
3 hours and 24 minutes	2 hours and 40 minutes
13 hours and 52 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 13m	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 50m	14h 32m	12h 2m	13h 23m	13h 52m	18h 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.

Wollongong Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

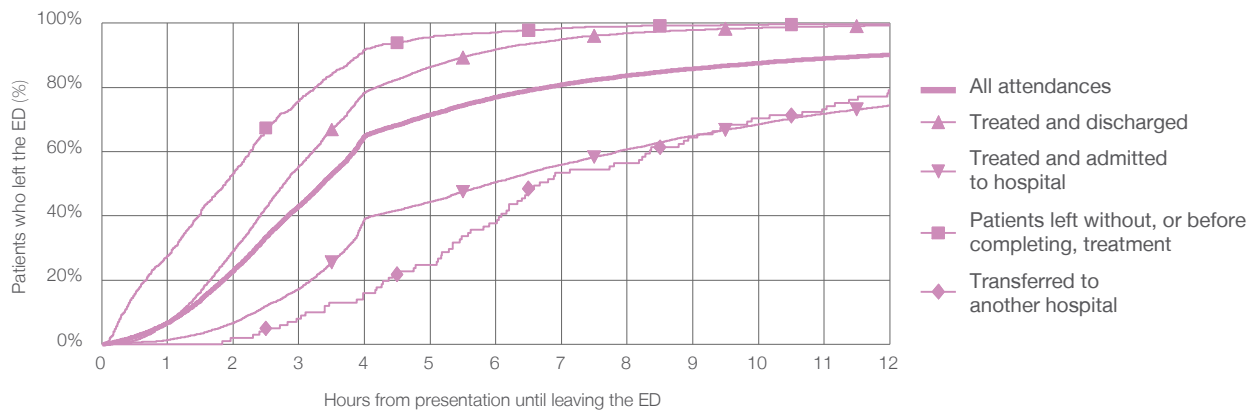
All attendances:¹ 15,983 patients

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Treated and discharged	8,845 (55%)
Treated and admitted to hospital	5,795 (36%)
Patient left without, or before completing, treatment	1,135 (7%)
Transferred to another hospital	101 (1%)
Other	107 (1%)

Same period last year	Change since one year ago
15,661	2%
7,983	11%
6,188	-6%
1,303	-13%
72	40%
115	-7%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7%	29%	55%	78%	92%	97%	99%	99%
Treated and admitted to hospital	1%	7%	17%	39%	51%	61%	68%	74%
Patient left without, or before completing, treatment	28%	53%	76%	92%	97%	99%	100%	100%
Transferred to another hospital	0%	2%	8%	16%	38%	56%	70%	79%
All attendances	7%	23%	43%	65%	77%	84%	88%	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.

Wollongong Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 15,983 patients

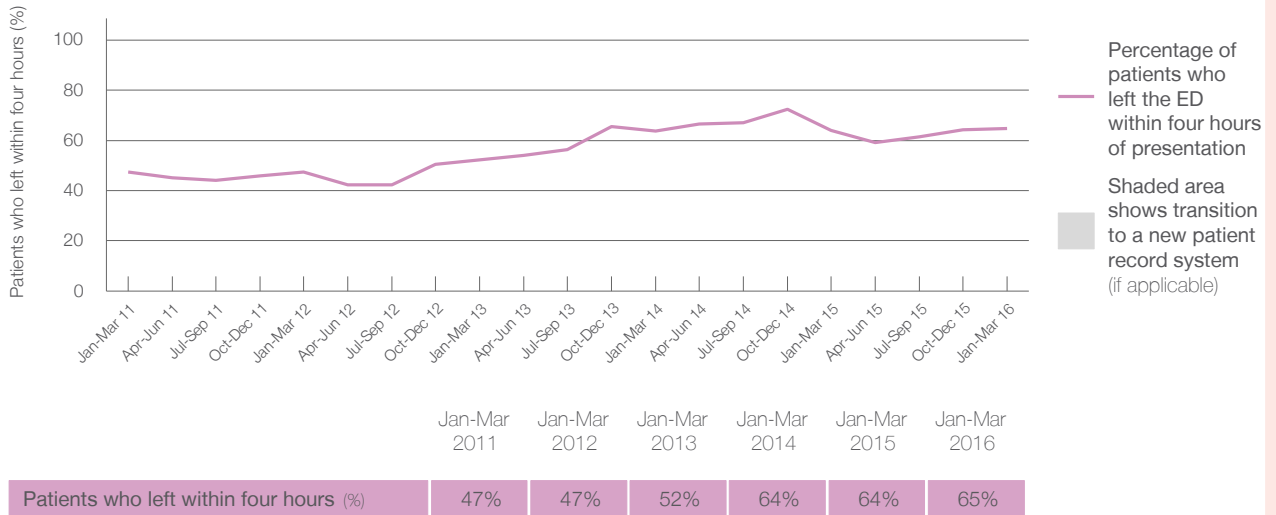
Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	15,661	2%
Attendances used to calculate time to leaving the ED	15,661	2%
Percentage of patients who left the ED within four hours	64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).