

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2015

All attendances:¹ 6,427 patients
 Emergency attendances:² 6,333 patients

Same period last year	Change since one year ago
6,264	3%
6,172	3%

Bathurst Base Hospital: Time from presentation to treatment³

October to December 2015

Triage 2 Emergency (e.g. chest pain, severe burns): 547 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,089 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,380 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 303 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
521	
7 minutes	8 minutes
19 minutes	36 minutes
2,070	
14 minutes	20 minutes
61 minutes	100 minutes
3,316	
15 minutes	27 minutes
107 minutes	141 minutes
251	
8 minutes	24 minutes
65 minutes	139 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2015

Attendances used to calculate time to leaving the ED:⁶ 6,427 patients

Percentage of patients who left the ED within four hours 72%

Same period last year	Change since one year ago
6,264	3%
79%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
- 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.

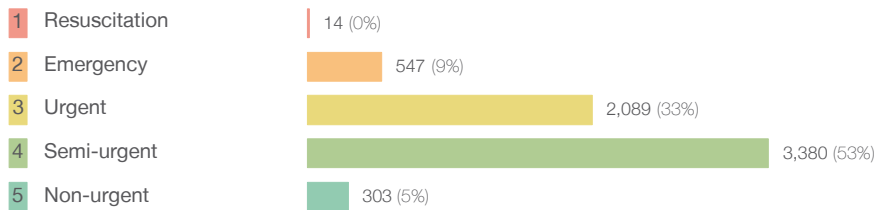
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 3 February 2016).

Bathurst Base Hospital: Patients attending the emergency department October to December 2015

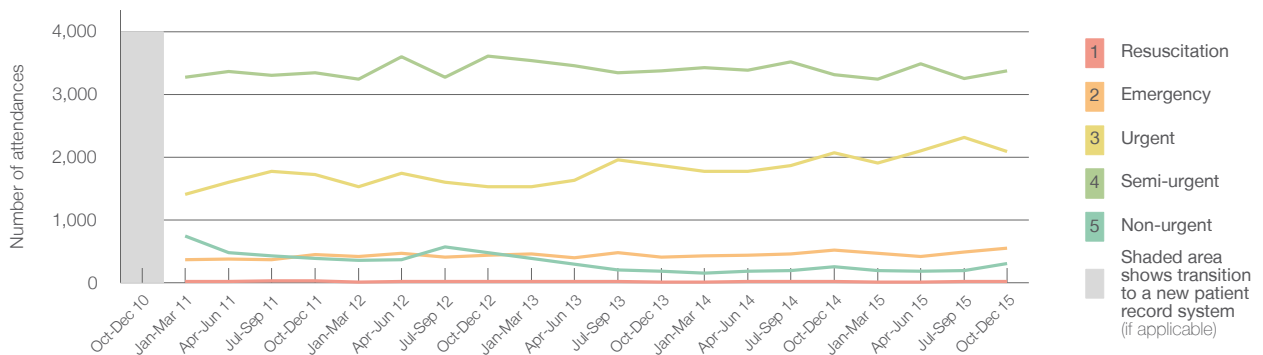
All attendances:¹ 6,427 patients

Emergency attendances² by triage category: 6,333 patients



Same period last year	Change since one year ago
6,264	3%
6,172	3%
14	0%
521	5%
2,070	1%
3,316	2%
251	21%

Emergency attendances² by quarter, October 2010 to December 2015 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Resuscitation		27	16	13	14	14
Emergency		447	436	402	521	547
Urgent		1,724	1,529	1,861	2,070	2,089
Semi-urgent		3,344	3,610	3,380	3,316	3,380
Non-urgent		384	474	182	251	303
All emergency attendances		5,926	6,065	5,838	6,172	6,333

Bathurst Base Hospital: Patients arriving by ambulance October to December 2015

Arrivals used to calculate transfer of care time:⁷ 437 patients **

ED Transfer of care time[§]



Same period last year	Change since one year ago
646 **	
15 minutes	3 minutes
55 minutes	30 minutes

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

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

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

(§) 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.

Bathurst Base Hospital: Time from presentation to treatment, triage 2 October to December 2015

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

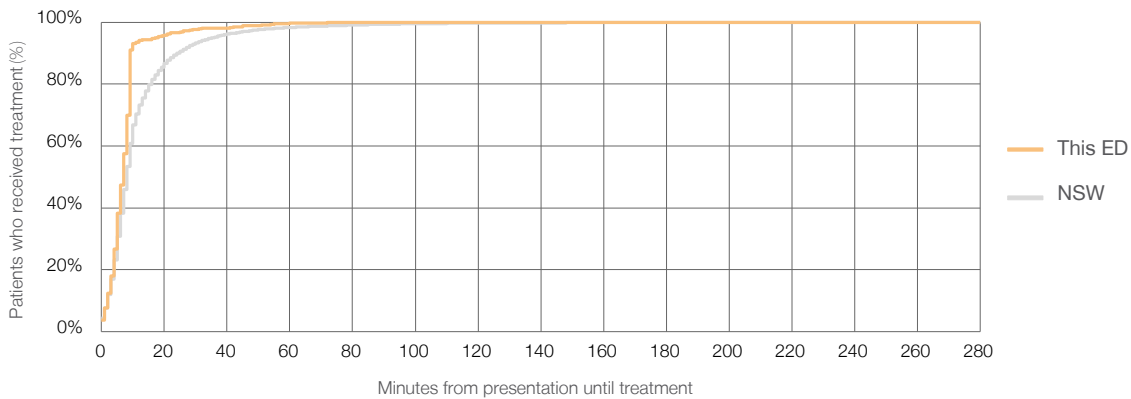
Number of triage 2 patients: 547

Number of triage 2 patients used to calculate waiting time:³ 545

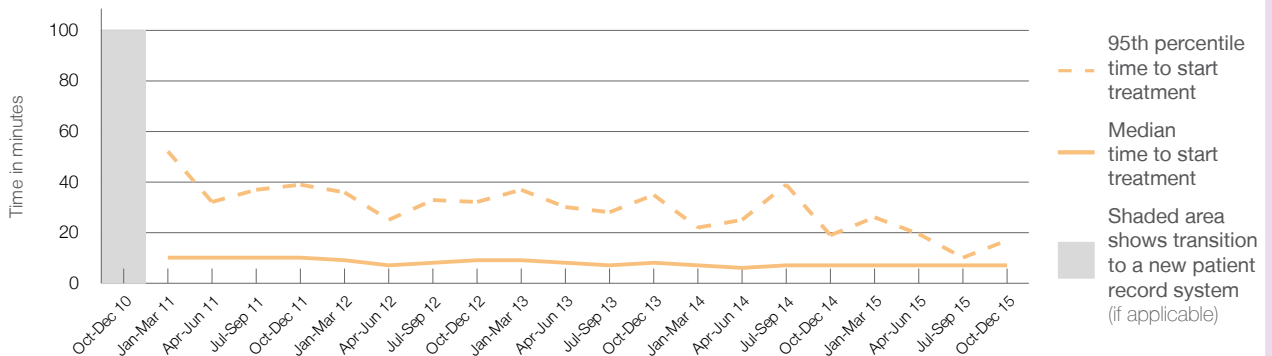
Median time to start treatment⁴ ■ 7 minutes
95th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
521	
516	
7 minutes	8 minutes
19 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2015



Time from presentation until treatment (minutes) for triage 2 patients, October 2010 to December 2015^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Median time to start treatment ⁴ (minutes)		10	9	8	7	7
95th percentile time to start treatment ⁵ (minutes)		39	32	35	19	17

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Bathurst Base Hospital: Time from presentation to treatment, triage 3 October to December 2015

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

Number of triage 3 patients: 2,089

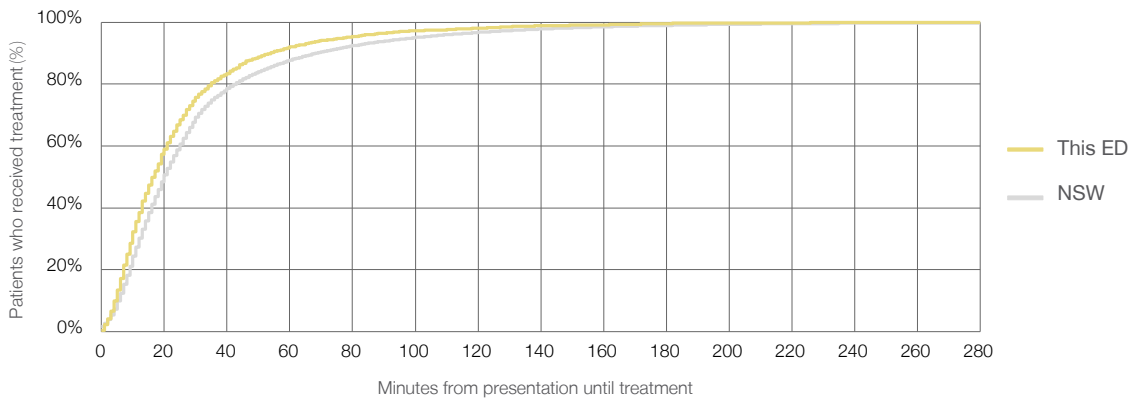
Number of triage 3 patients used to calculate waiting time:³ 2,065

Median time to start treatment⁴ 17 minutes

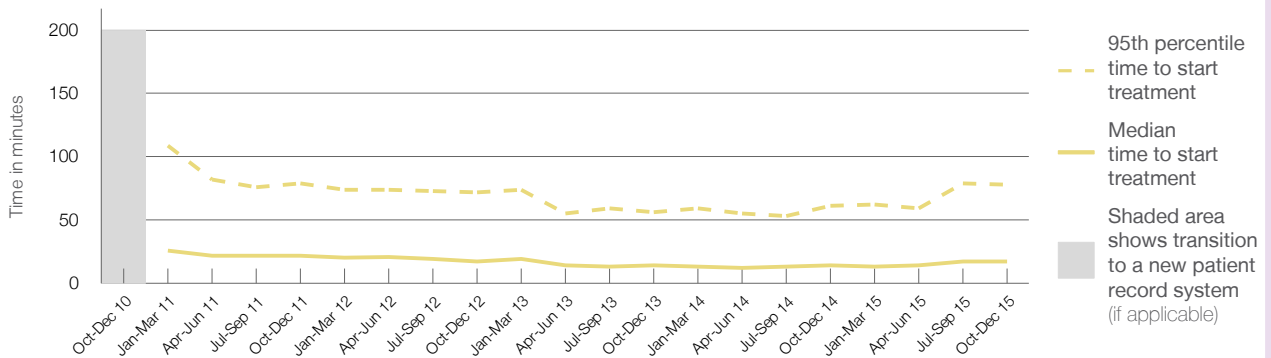
95th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
2,070	
2,040	
14 minutes	20 minutes
61 minutes	100 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2015



Time from presentation until treatment (minutes) for triage 3 patients, October 2010 to December 2015^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Median time to start treatment ⁴ (minutes)		22	17	14	14	17
95th percentile time to start treatment ⁵ (minutes)		79	72	56	61	78

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Bathurst Base Hospital: Time from presentation to treatment, triage 4 October to December 2015

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

Number of triage 4 patients: 3,380

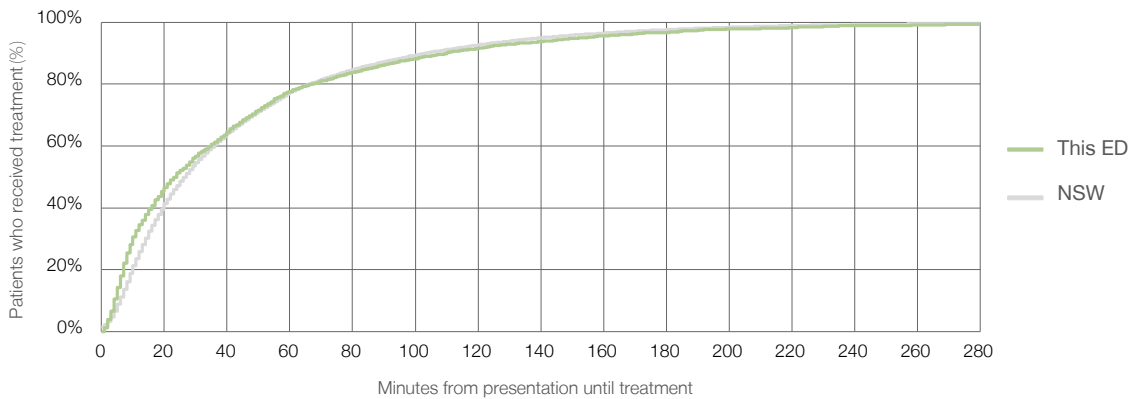
Number of triage 4 patients used to calculate waiting time:³ 3,124

Median time to start treatment⁴ 24 minutes

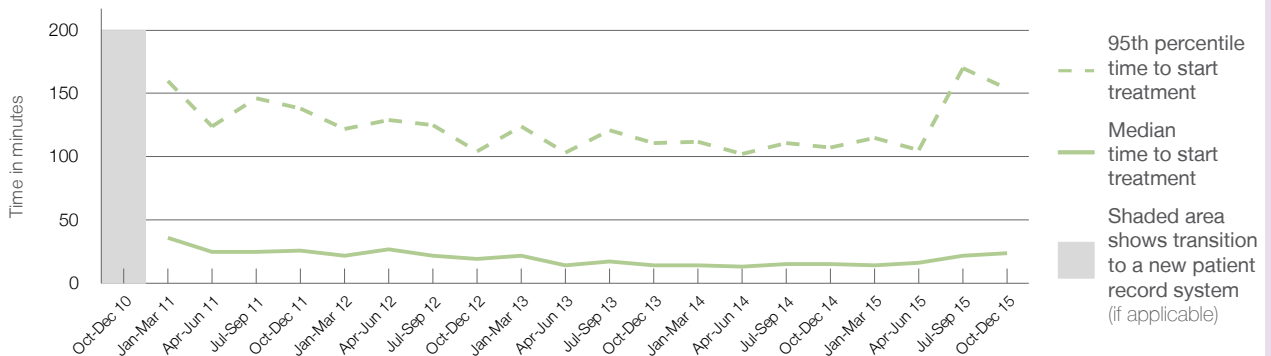
95th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
3,316	
3,186	
15 minutes	27 minutes
107 minutes	141 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2015



Time from presentation until treatment (minutes) for triage 4 patients, October 2010 to December 2015^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Median time to start treatment ⁴ (minutes)		26	19	14	15	24
95th percentile time to start treatment ⁵ (minutes)		138	104	111	107	154

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Bathurst Base Hospital: Time from presentation to treatment, triage 5 October to December 2015

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

Number of triage 5 patients: 303

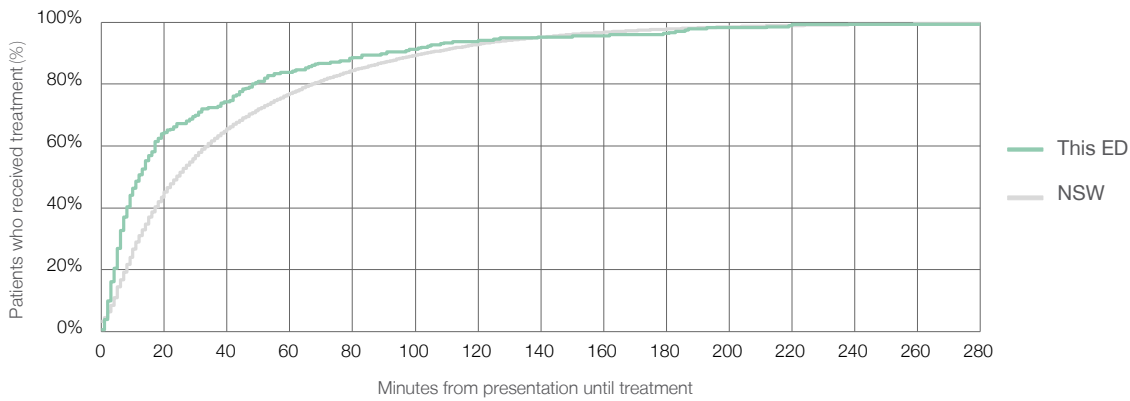
Number of triage 5 patients used to calculate waiting time:³ 272

Median time to start treatment⁴ 12 minutes

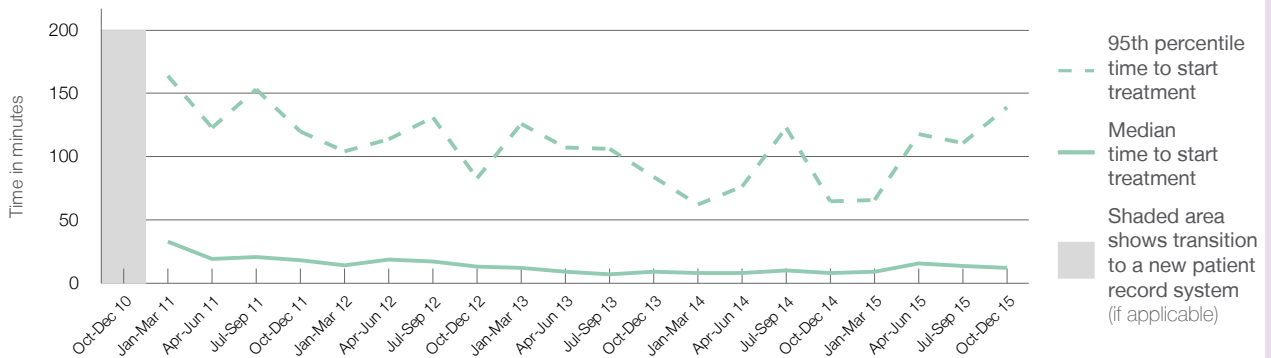
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
251	
220	
8 minutes	24 minutes
65 minutes	139 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2015



Time from presentation until treatment (minutes) for triage 5 patients, October 2010 to December 2015^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Median time to start treatment ⁴ (minutes)		18	13	9	8	12
95th percentile time to start treatment ⁵ (minutes)		120	83	84	65	139

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Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2015

All attendances:¹ 6,427 patients

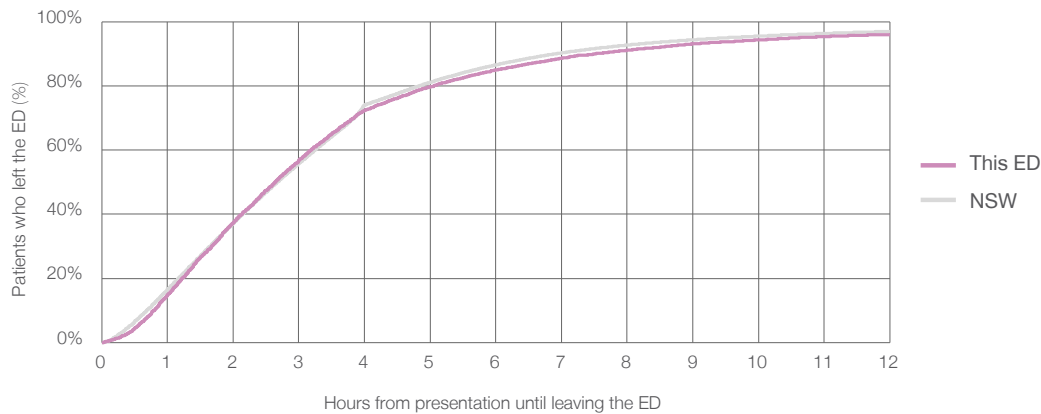
Attendances used to calculate time to leaving the ED:⁶ 6,427 patients

Median time to leaving the ED⁸ 2 hours and 38 minutes

95th percentile time to leaving the ED⁹ 10 hours and 37 minutes

Same period last year	NSW (this period)
6,264	6,264
2 hours and 10 minutes	2 hours and 41 minutes
9 hours and 9 minutes	9 hours and 32 minutes

Percentage of patients who left the ED by time, October to December 2015



Time from presentation until leaving the ED, by quarter, October 2010 to December 2015^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015
Median time to leaving the ED ⁸ (hours, minutes)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)		11h 6m	10h 1m	9h 42m	9h 9m	10h 37m

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Bathurst Base Hospital: Time from presentation until leaving the ED
By mode of separation
October to December 2015

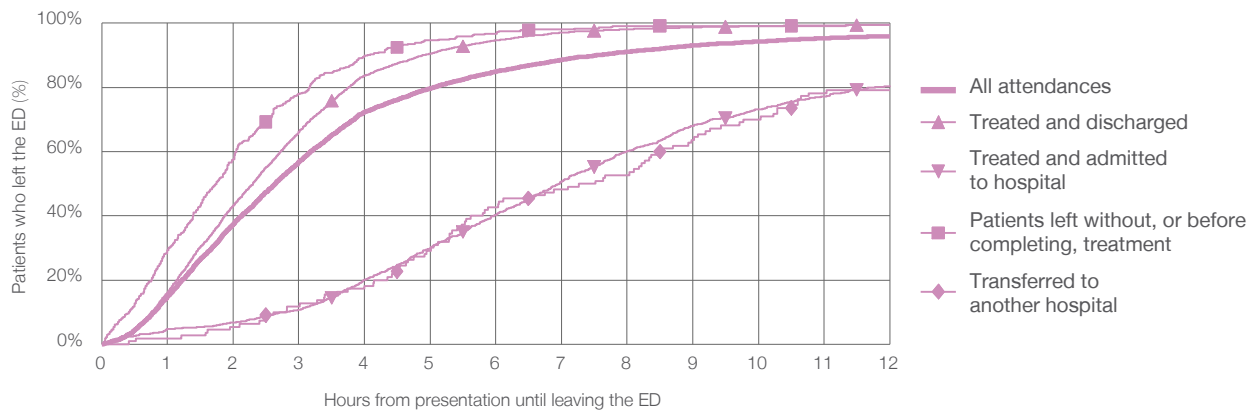
All attendances:¹ 6,427 patients

Attendances used to calculate time to leaving the ED:⁶ 6,427 patients

Treated and discharged	4,860 (76%)
Treated and admitted to hospital	1,066 (17%)
Patient left without, or before completing, treatment	375 (6%)
Transferred to another hospital	110 (2%)
Other	16 (0%)

Same period last year	Change since one year ago
6,264	3%
5,204	-7%
786	36%
174	116%
92	20%
8	100%

Percentage of patients who left the ED by time and mode of separation, October to December 2015^{†‡}



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	16%	43%	66%	84%	95%	98%	99%	99%
Treated and admitted to hospital	5%	7%	11%	20%	40%	60%	73%	81%
Patient left without, or before completing, treatment	29%	58%	78%	90%	97%	99%	99%	99%
Transferred to another hospital	2%	5%	12%	18%	43%	53%	70%	79%
All attendances	15%	37%	57%	72%	85%	91%	94%	96%

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Bathurst Base Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 October to December 2015

All attendances: ¹ 6,427 patients

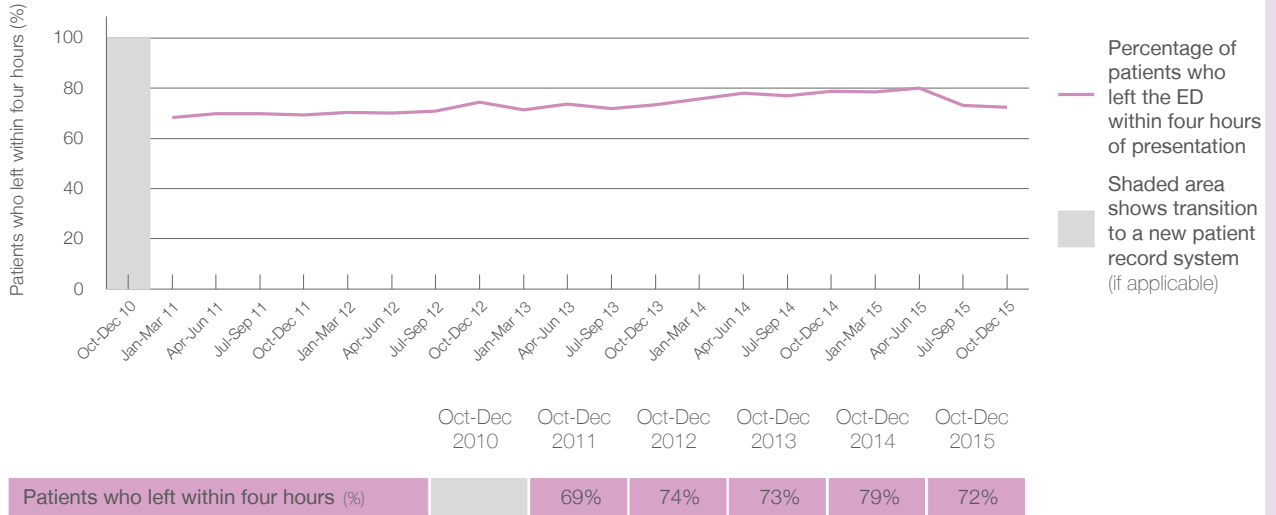
Attendances used to calculate time to leaving the ED: ⁶ 6,427 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,264	3%
Attendances used to calculate time to leaving the ED	6,264	3%
Percentage of patients who left the ED within four hours	79%	

Percentage of patients who left the ED within four hours of presentation, by quarter, October 2010 to December 2015 ^{††}



* 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 2015*.
- 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 3 February 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 5 February 2016).