

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.

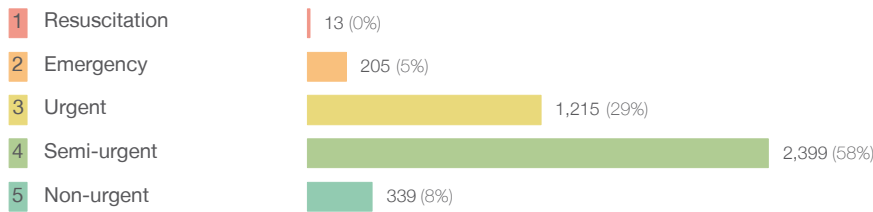
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

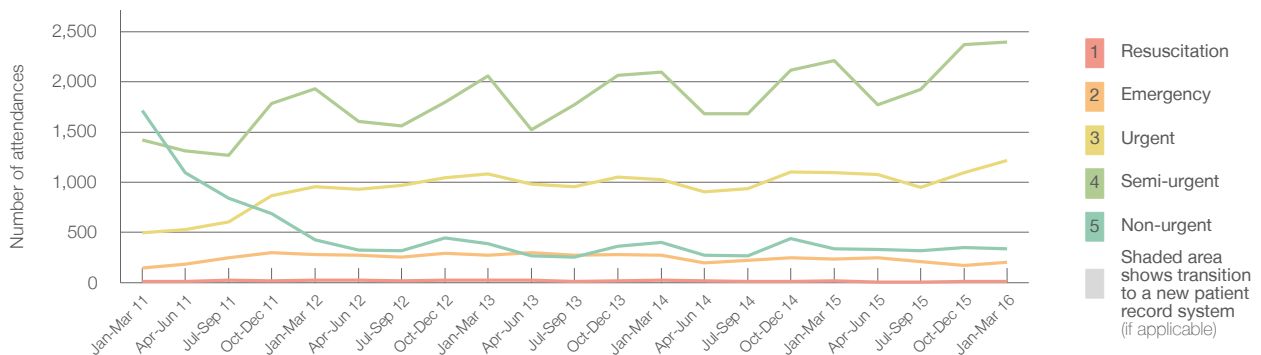
All attendances:¹ 4,293 patients

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

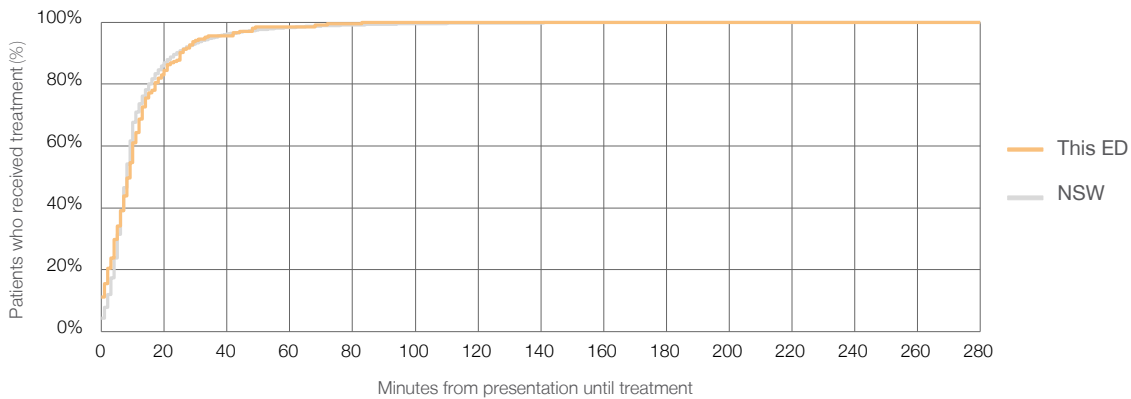
Number of triage 2 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 9 minutes

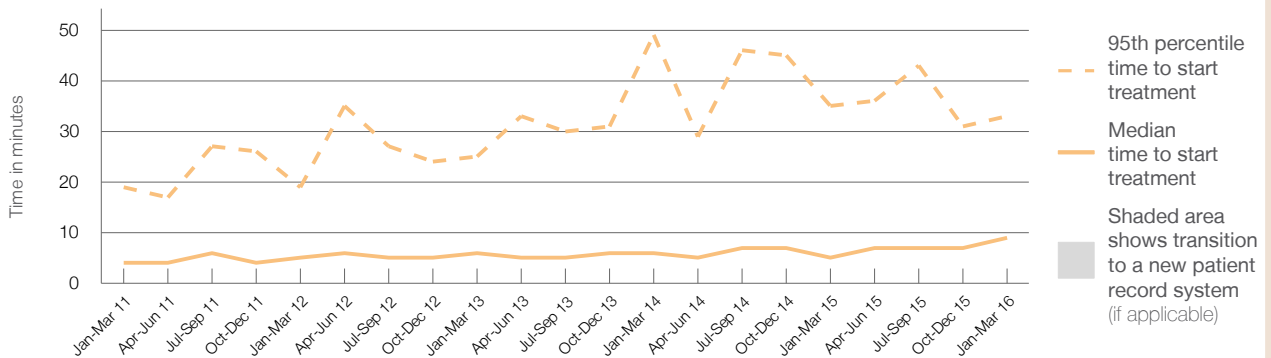
95th percentile time to start treatment⁵ 33 minutes

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

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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

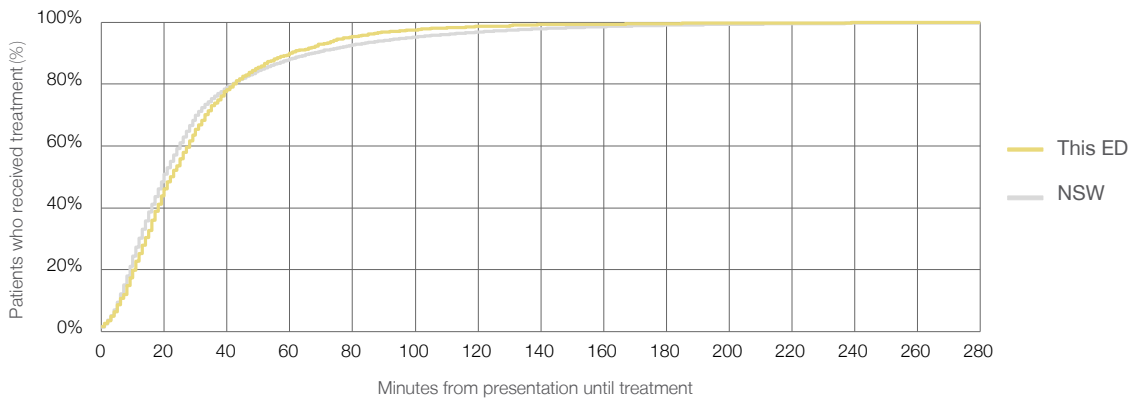
Number of triage 3 patients used to calculate waiting time:³ 1,208

Median time to start treatment⁴ 22 minutes

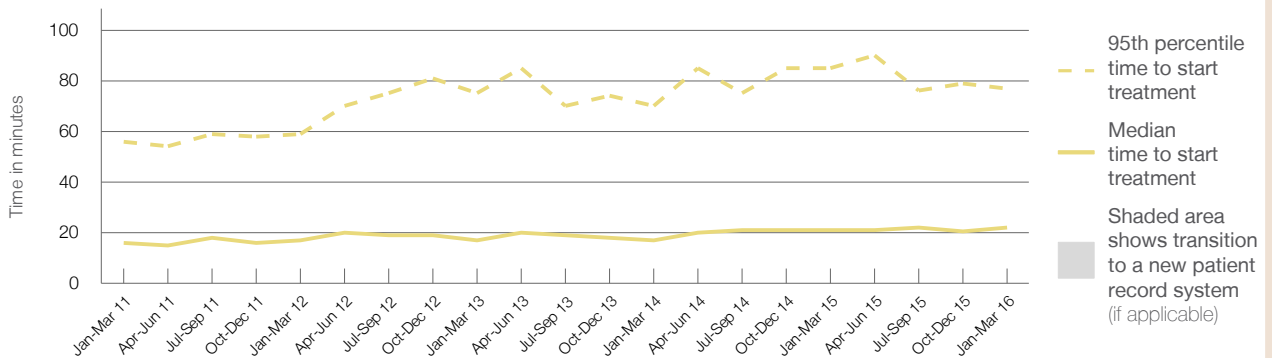
95th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,094	
1,087	
21 minutes	20 minutes
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

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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

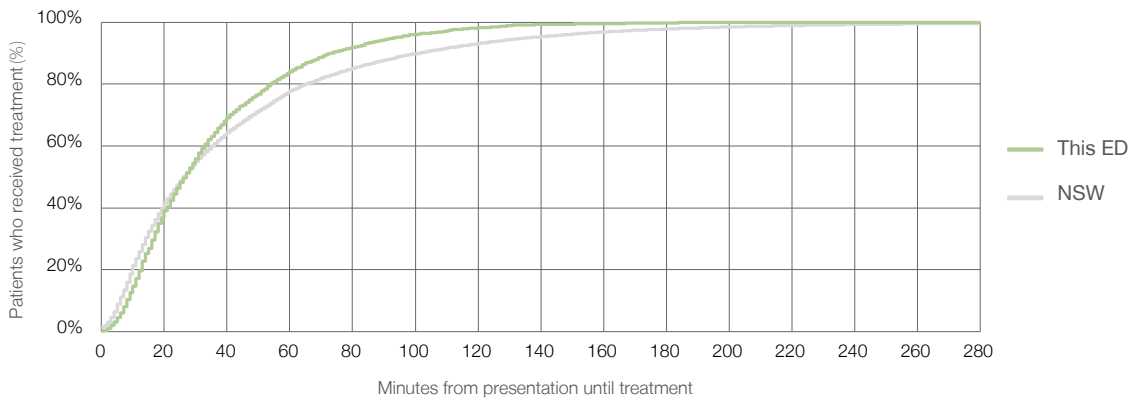
Number of triage 4 patients used to calculate waiting time:³ 2,362

Median time to start treatment⁴ 27 minutes

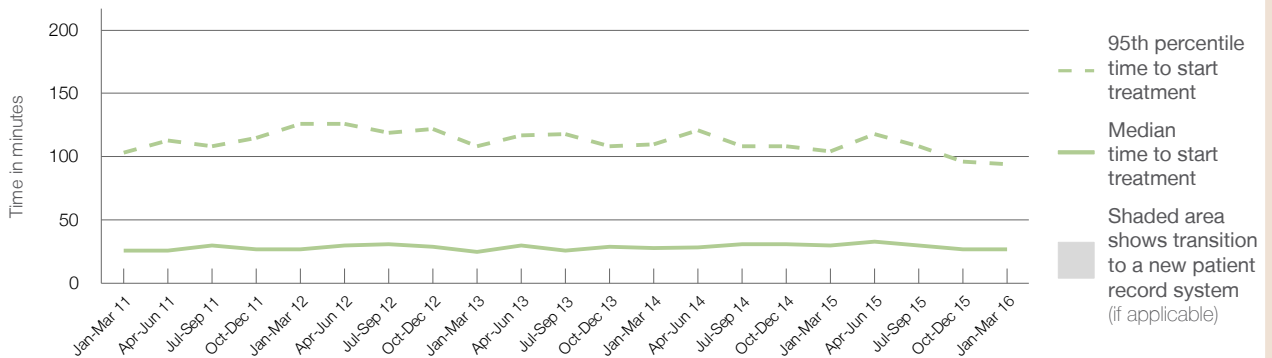
95th percentile time to start treatment⁵ 94 minutes

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

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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

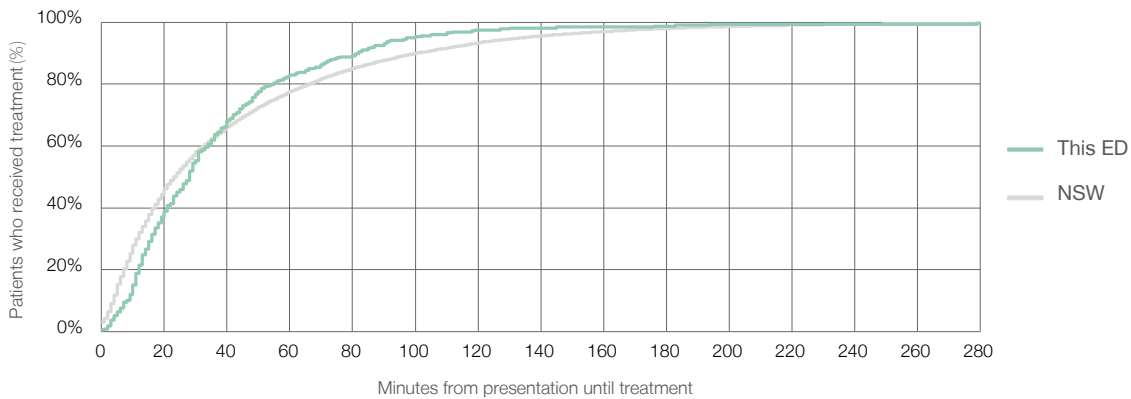
Number of triage 5 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 28 minutes

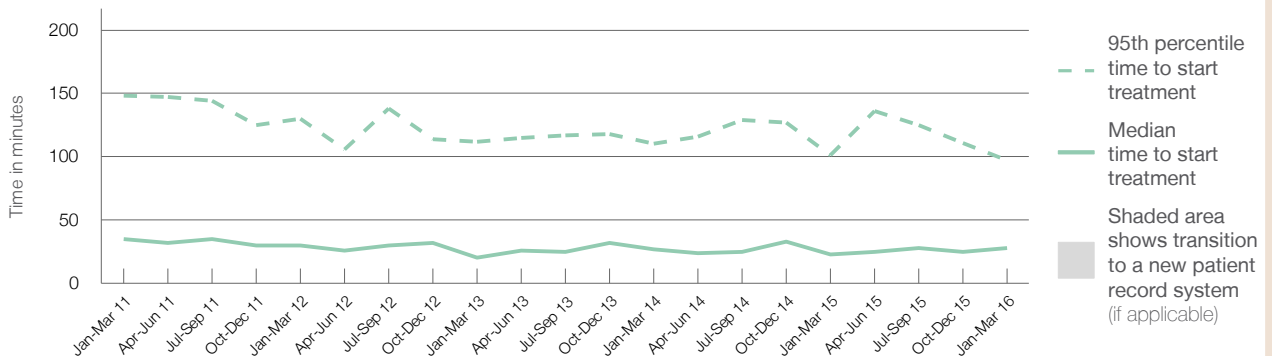
95th percentile time to start treatment⁵ 97 minutes

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

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

January to March 2016

All attendances:¹ 4,293 patients

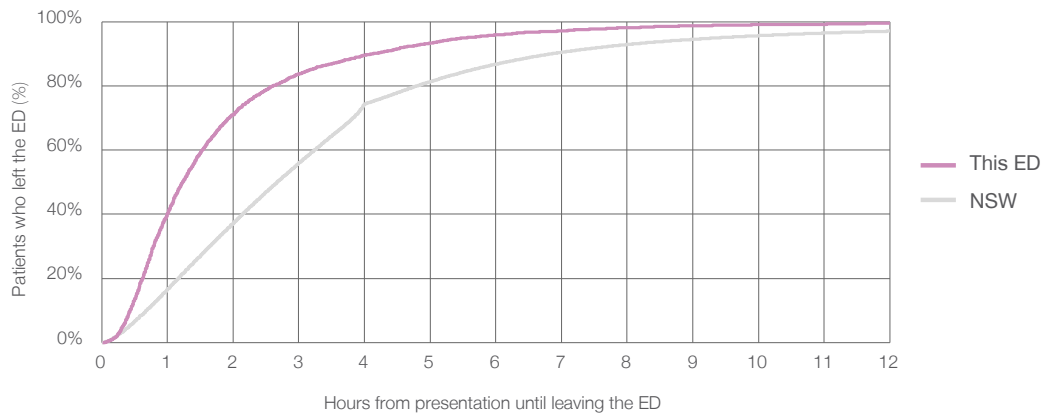
Attendances used to calculate time to leaving the ED:⁶ 4,293 patients

Median time to leaving the ED⁸ 1 hours and 14 minutes

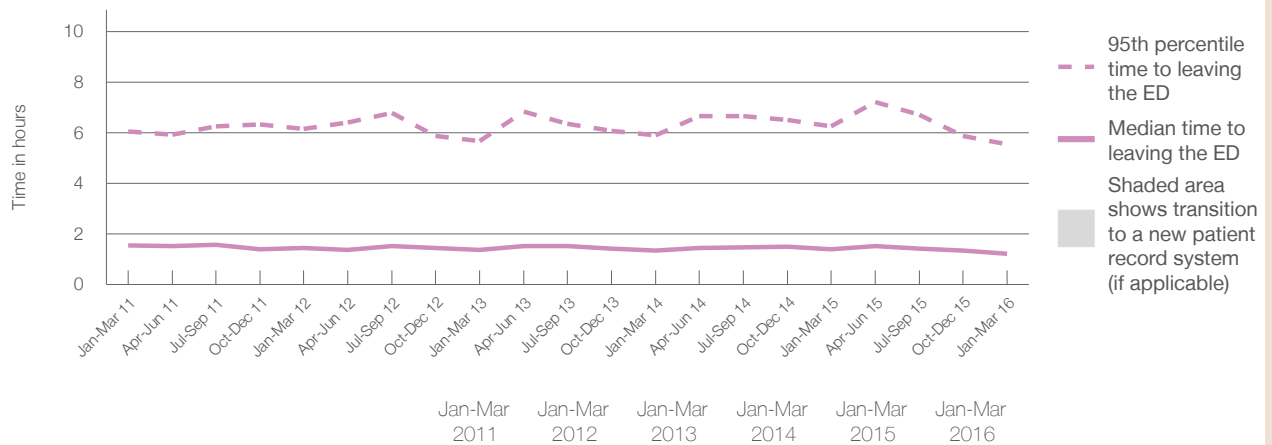
95th percentile time to leaving the ED⁹ 5 hours and 33 minutes

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

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

By mode of separation

January to March 2016

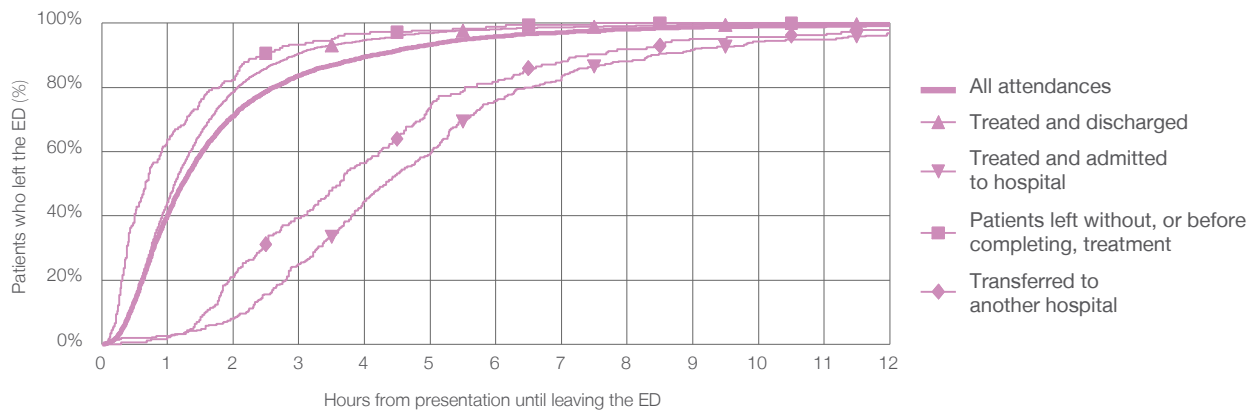
All attendances:¹ 4,293 patients

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%

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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

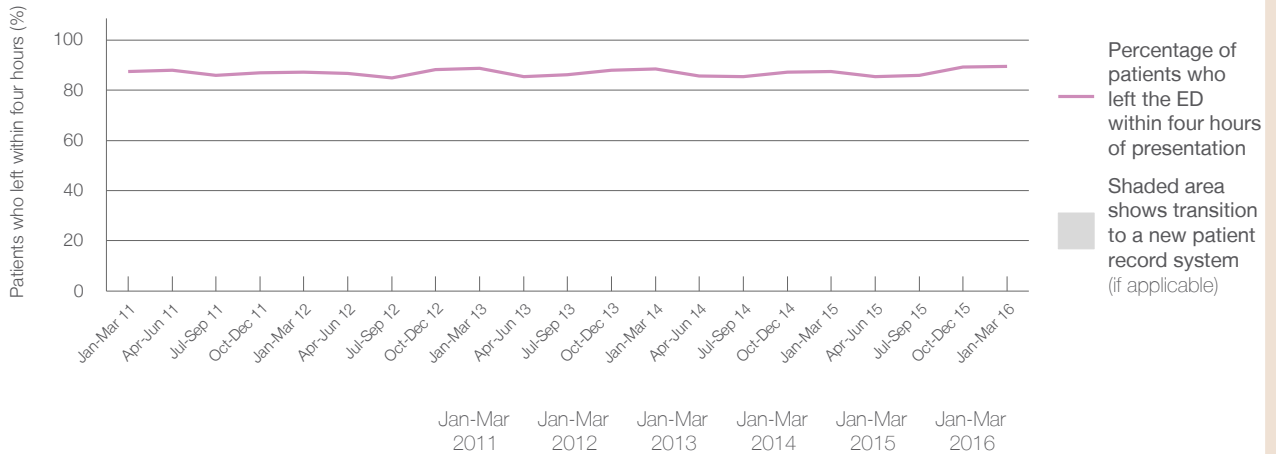
Attendances used to calculate time to leaving the ED: ⁶ 4,293 patients

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.

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- 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).