

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

January to March 2018

All presentations:¹ 4,590 patients

Emergency presentations:² 4,420 patients

Same period last year	Change since one year ago
4,367	5%
4,106	8%

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

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 555 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,729 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,801 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 323 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
19 minutes	23 minutes
1,570	
19 minutes	20 minutes
59 minutes	65 minutes
1,780	
24 minutes	25 minutes
98 minutes	98 minutes
275	
23 minutes	22 minutes
106 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,589 patients

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

Same period last year	Change since one year ago
4,367	5%
81%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

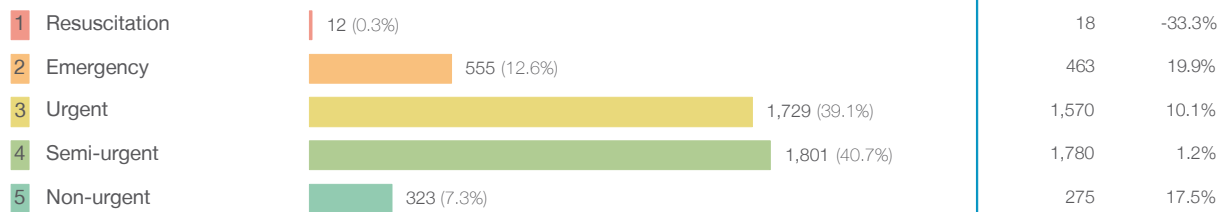
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

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

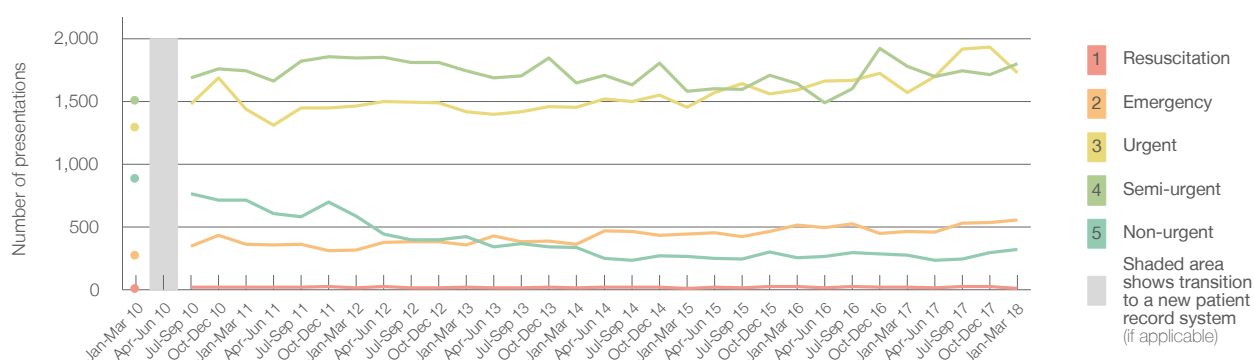
January to March 2018

All presentations:¹ 4,590 patients

Emergency presentations² by triage category: 4,420 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	12	20	16	19	16	9	24	18	12
Emergency	275	362	314	356	360	443	515	463	555
Urgent	1,294	1,436	1,461	1,416	1,452	1,452	1,590	1,570	1,729
Semi-urgent	1,508	1,746	1,844	1,743	1,648	1,582	1,641	1,780	1,801
Non-urgent	889	712	588	423	338	264	255	275	323
All emergency presentations	3,978	4,276	4,223	3,957	3,814	3,750	4,025	4,106	4,420

Goulburn Base Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 869 patients

ED Transfer of care time



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

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

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 555

Number of triage 2 patients used to calculate waiting time:³ 552

Median time to start treatment⁴

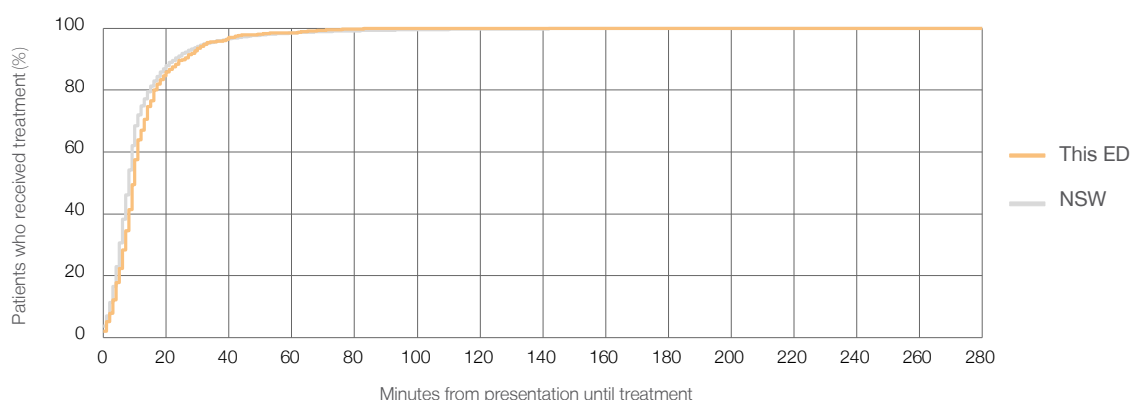
10 minutes

90th percentile time to start treatment⁵

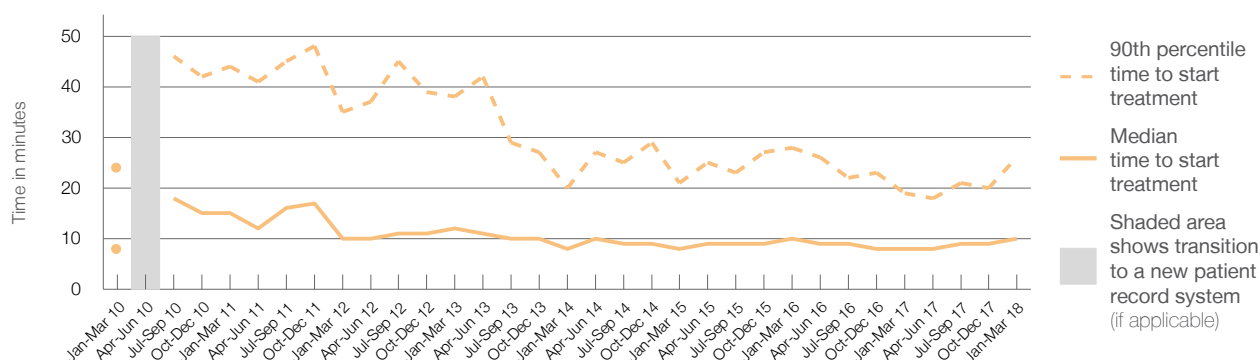
26 minutes

Same period last year	NSW (this period)
463	
463	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	15	10	12	8	8	10	8	10
90th percentile time to start treatment ⁵ (minutes)	24	44	35	38	20	21	28	19	26

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,729

Number of triage 3 patients used to calculate waiting time:³ 1,680

Median time to start treatment⁴

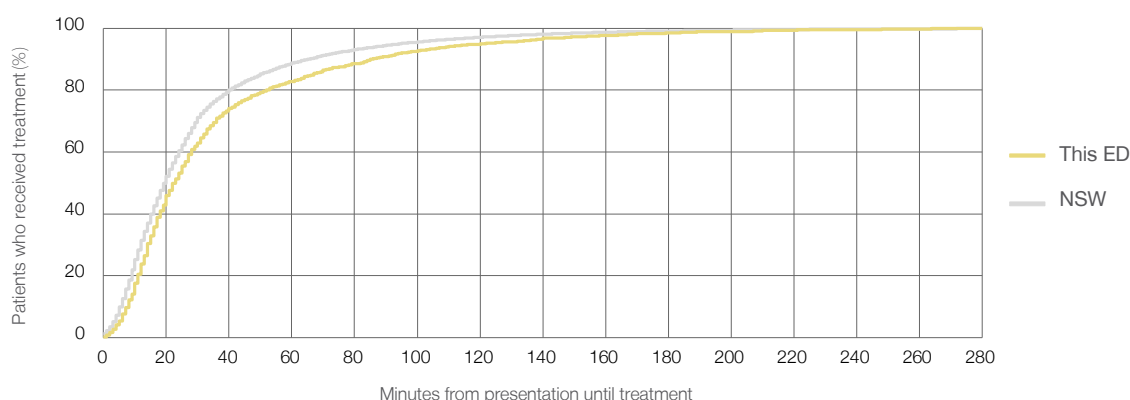
23 minutes

90th percentile time to start treatment⁵

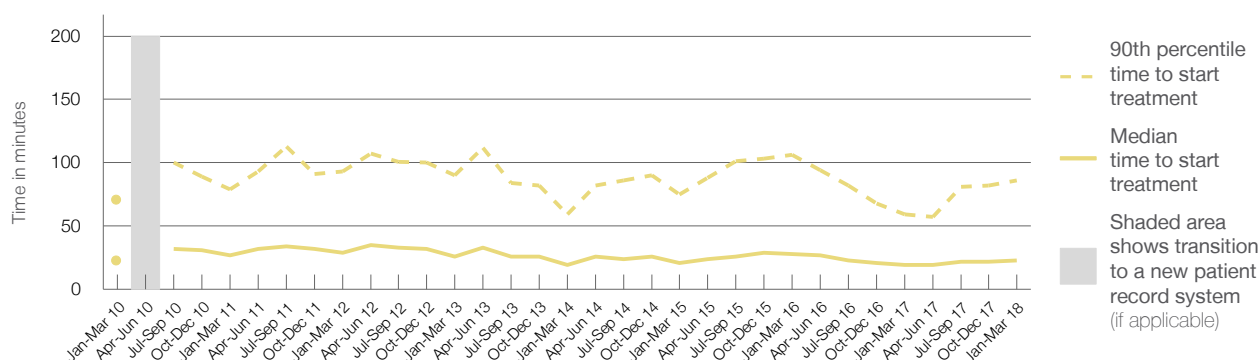
86 minutes

Same period last year	NSW (this period)
1,570	
1,554	
19 minutes	20 minutes
59 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	27	29	26	19	21	28	19	23
90th percentile time to start treatment ⁵ (minutes)	71	79	93	90	59	75	106	59	86

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,801

Number of triage 4 patients used to calculate waiting time:³ 1,620

Median time to start treatment⁴

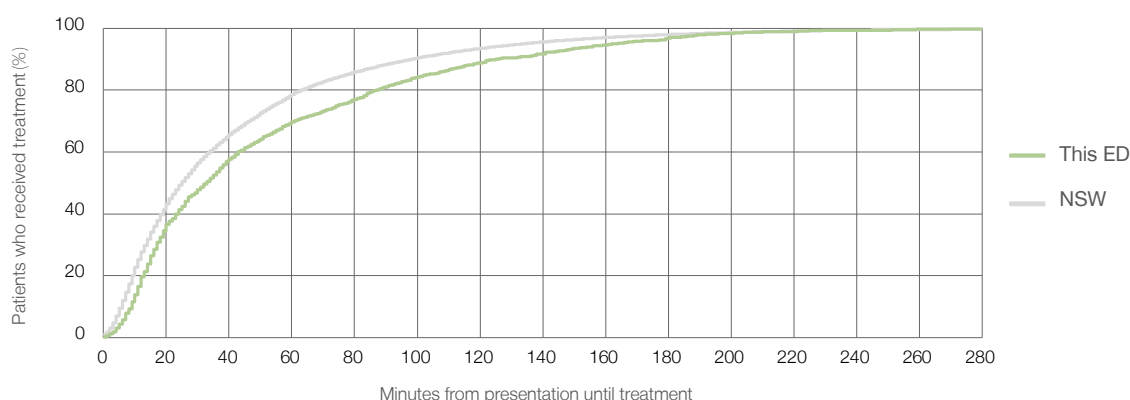
33 minutes

90th percentile time to start treatment⁵

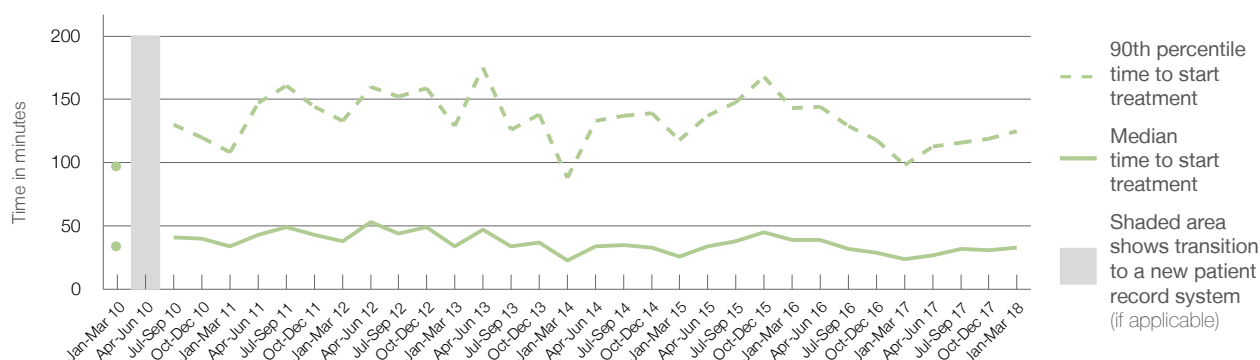
125 minutes

Same period last year	NSW (this period)
1,780	
1,686	
24 minutes	25 minutes
98 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	34	34	38	34	23	26	39	24	33
90th percentile time to start treatment ⁵ (minutes)	97	108	133	129	88	118	143	98	125

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 323

Number of triage 5 patients used to calculate waiting time:³ 267

Median time to start treatment⁴

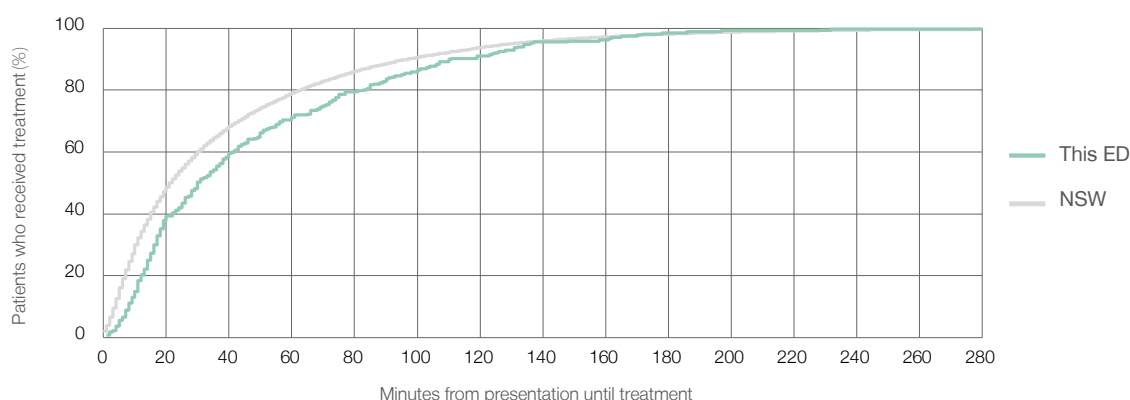
30 minutes

90th percentile time to start treatment⁵

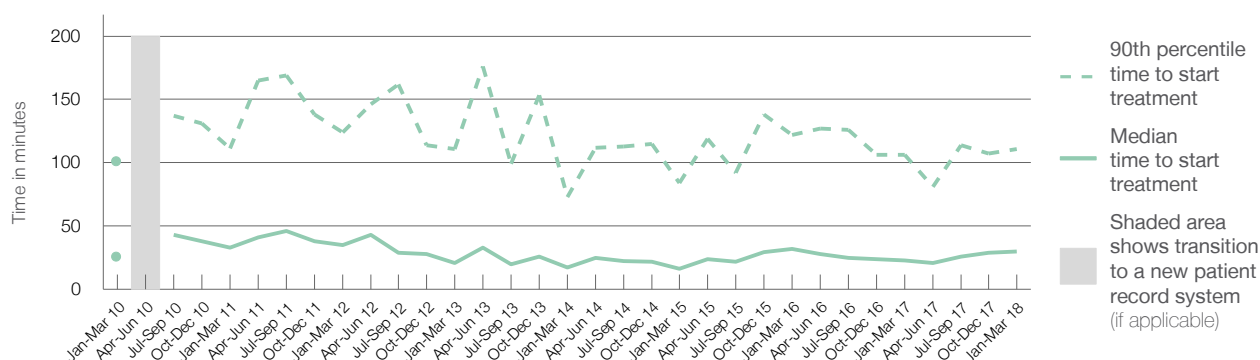
111 minutes

Same period last year	NSW (this period)
275	
241	
23 minutes	22 minutes
106 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	33	35	21	17	16	32	23	30
90th percentile time to start treatment ⁵ (minutes)	101	112	124	111	73	84	122	106	111

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

January to March 2018

All presentations:¹ 4,590 patients

Presentations used to calculate time to leaving the ED:⁶ 4,589 patients

Median time spent in the ED⁸

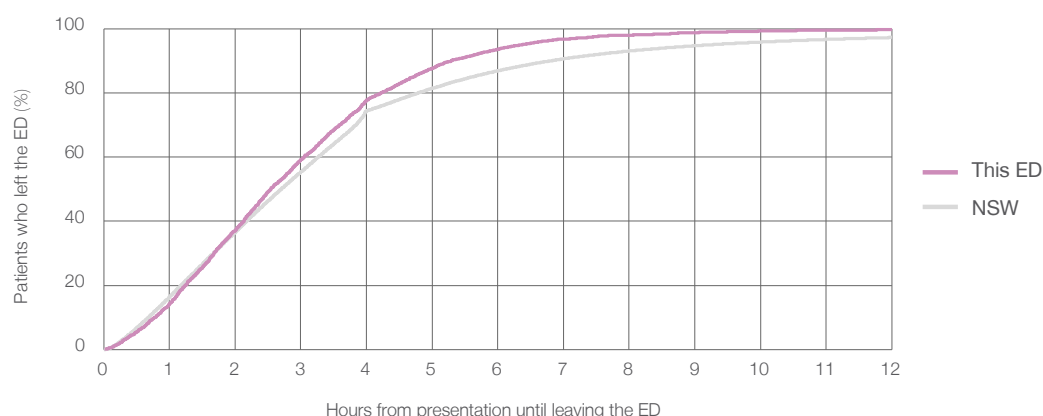
2 hours and 33 minutes

90th percentile time spent in the ED⁹

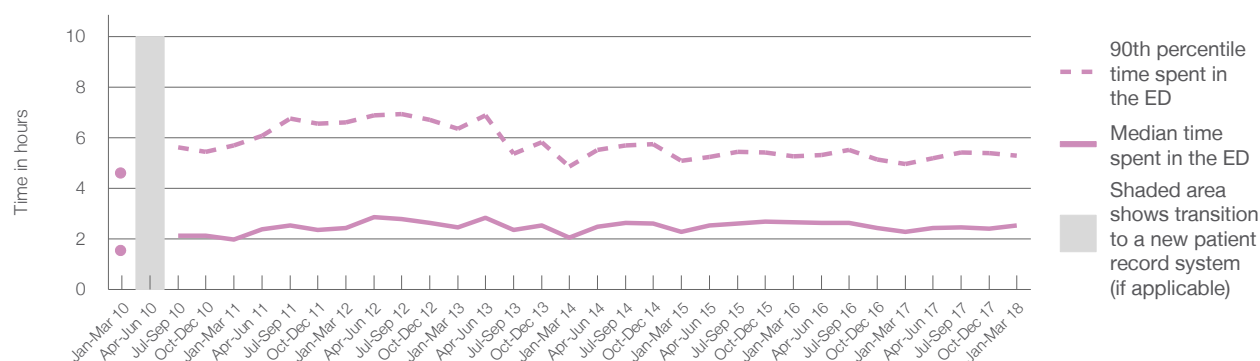
5 hours and 18 minutes

Same period last year	NSW (this period)
4,367	4,367
2 hours and 17 minutes	2 hours and 42 minutes
4 hours and 58 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 33m	1h 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m	2h 33m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 37m	5h 42m	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m	5h 18m

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

By mode of separation

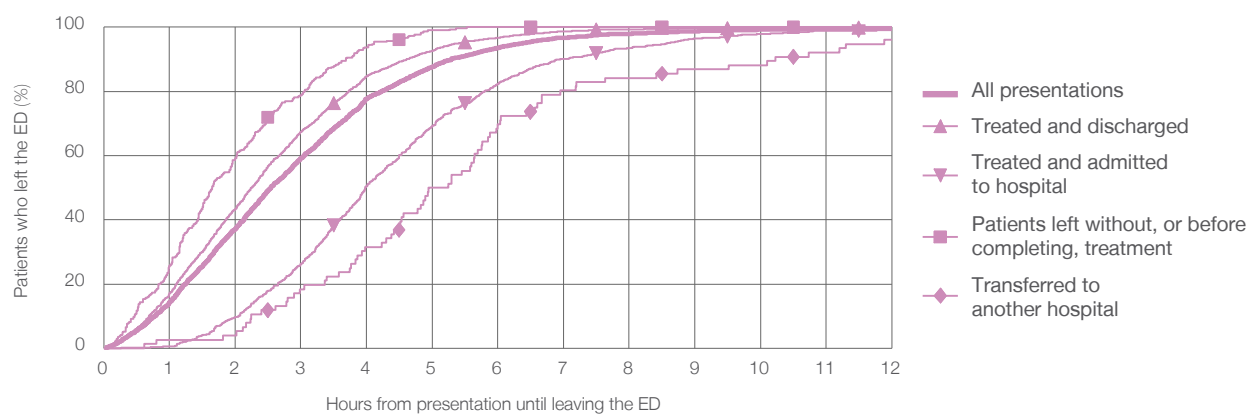
January to March 2018

All presentations:[†] 4,590 patients

Presentations used to calculate time to leaving the ED:[‡] 4,589 patients

		Same period last year	Change since one year ago
Treated and discharged	3,263 (71.1%)	4,367	5%
Treated and admitted to hospital	920 (20.0%)	3,208	1.7%
Patient left without, or before completing, treatment	307 (6.7%)	898	2.4%
Transferred to another hospital	76 (1.7%)	181	69.6%
Other	24 (0.5%)	59	28.8%
		21	14.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.1%	43.4%	67.5%	84.8%	96.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.7%	9.7%	26.3%	50.7%	82.3%	93.6%	97.9%	99.0%
Patient left without, or before completing, treatment	25.7%	59.3%	78.8%	93.8%	100%	100%	100%	100%
Transferred to another hospital	2.6%	3.9%	18.4%	31.6%	69.7%	84.2%	88.2%	96.1%
All presentations	14.4%	37.2%	59.2%	77.7%	93.6%	98.0%	99.2%	99.7%

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

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

January to March 2018

All presentations at the emergency department: ¹ 4,590 patients

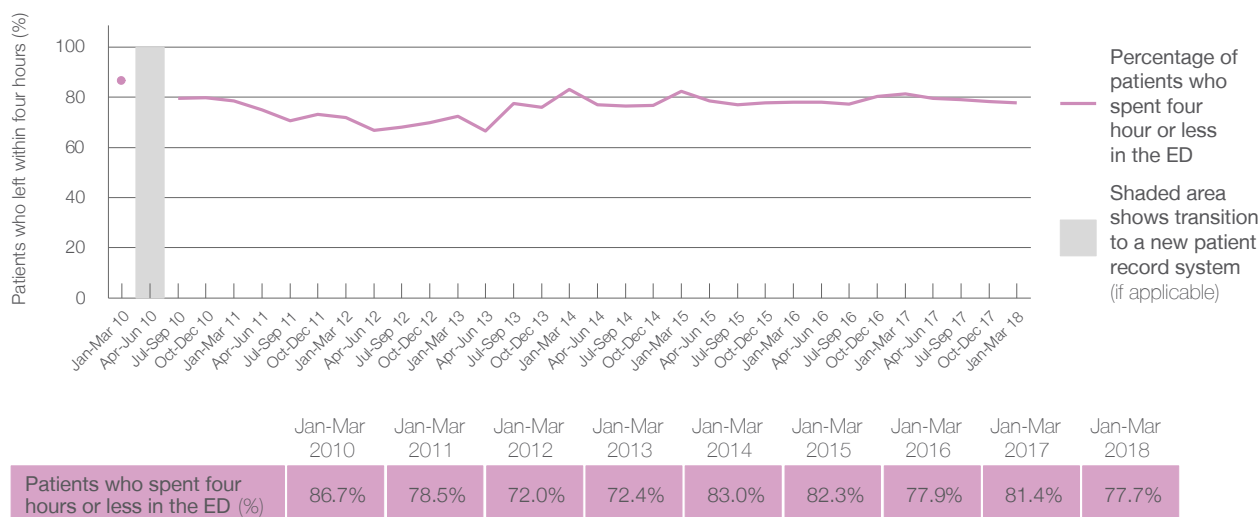
Presentations used to calculate time to leaving the ED: ⁶ 4,589 patients

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



Same period last year	Change since one year ago
4,367	5%
4,367	5%
81.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 4. 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.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).