

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.

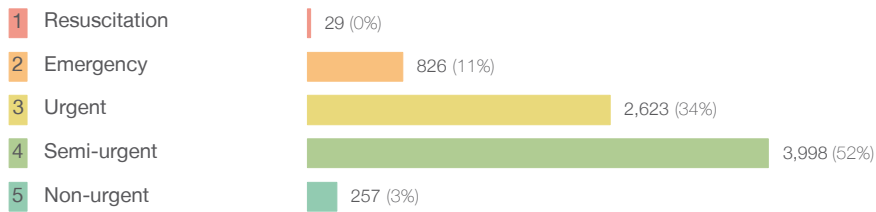
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

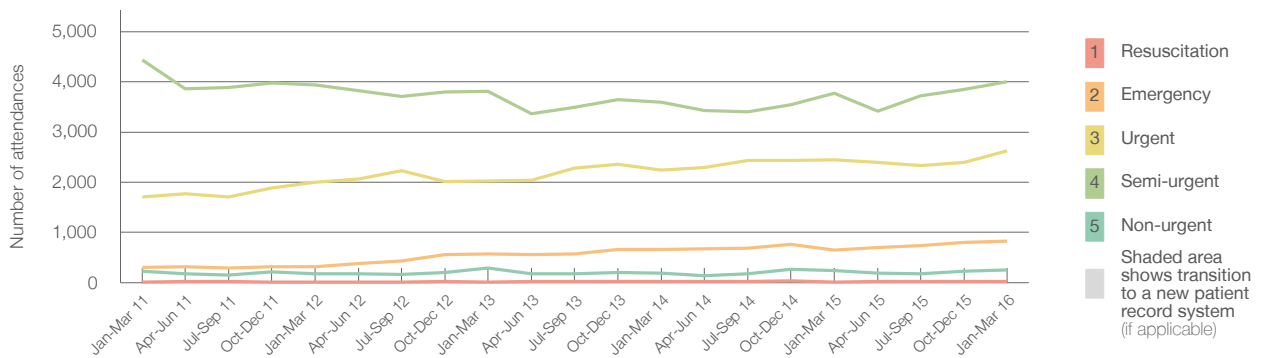
All attendances:¹ 8,110 patients

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

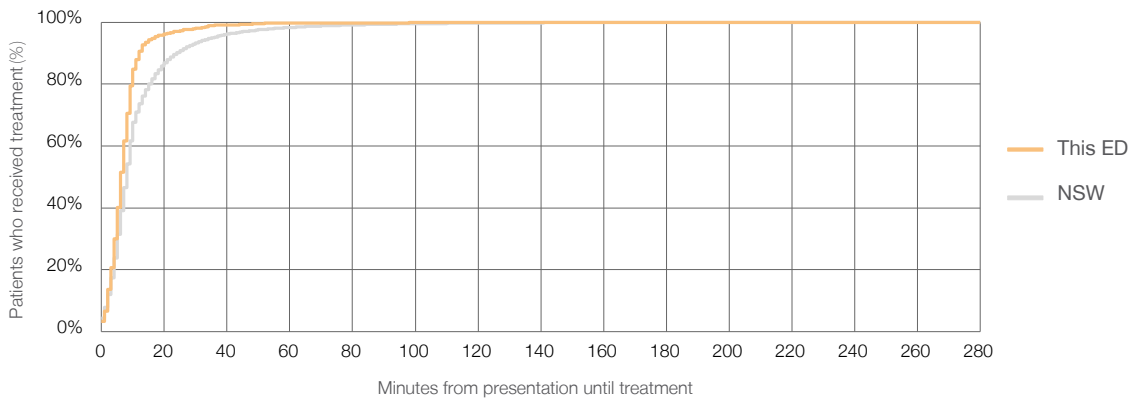
Number of triage 2 patients used to calculate waiting time:³ 824

Median time to start treatment⁴ 6 minutes

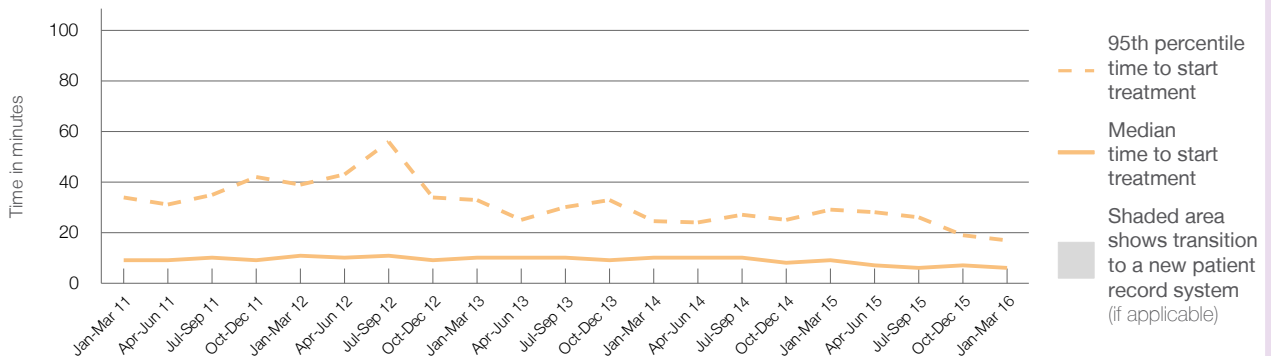
95th percentile time to start treatment⁵ 17 minutes

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

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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

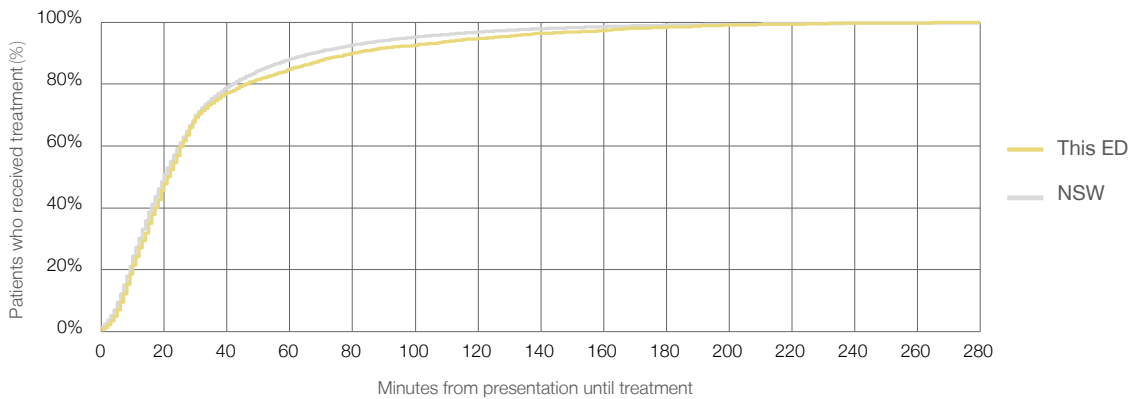
Number of triage 3 patients used to calculate waiting time:³ 2,571

Median time to start treatment⁴ 21 minutes

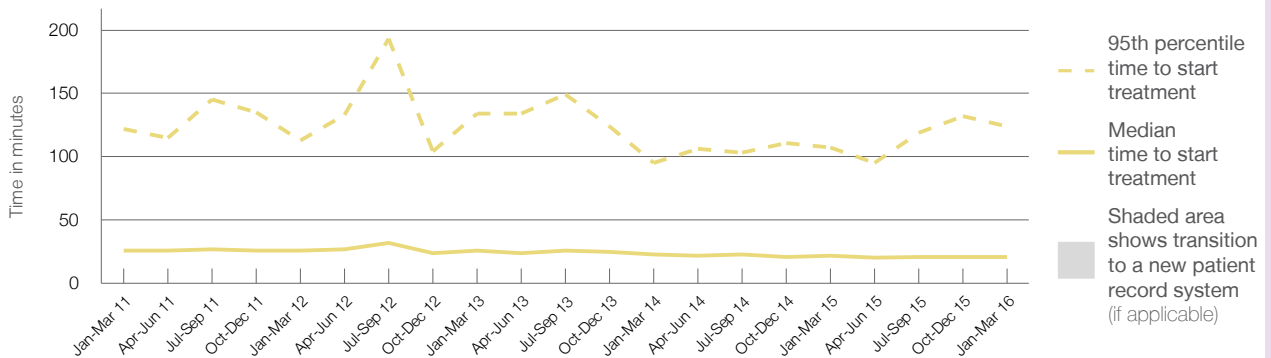
95th percentile time to start treatment⁵ 124 minutes

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

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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

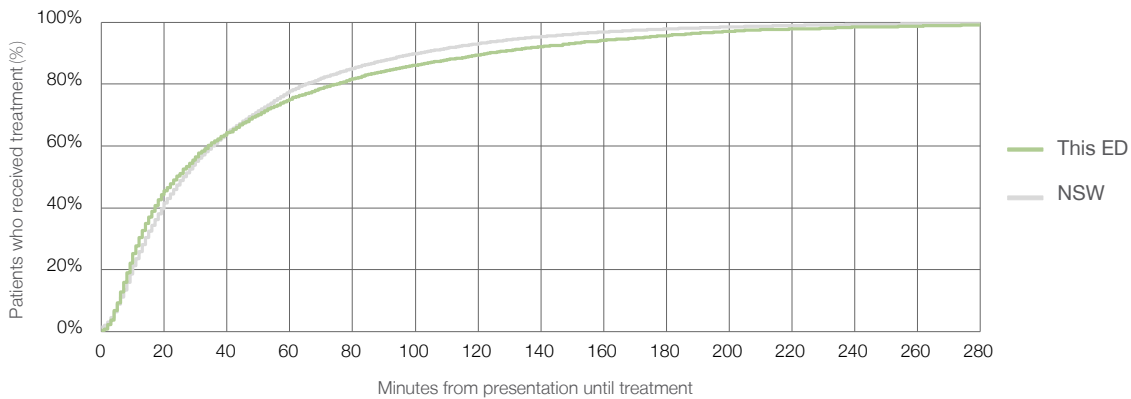
Number of triage 4 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴ 24 minutes

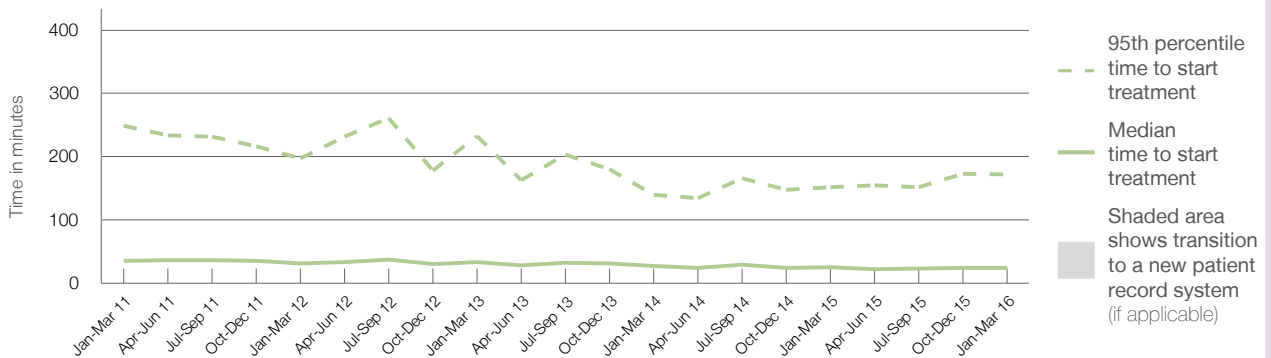
95th percentile time to start treatment⁵ 172 minutes

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

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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

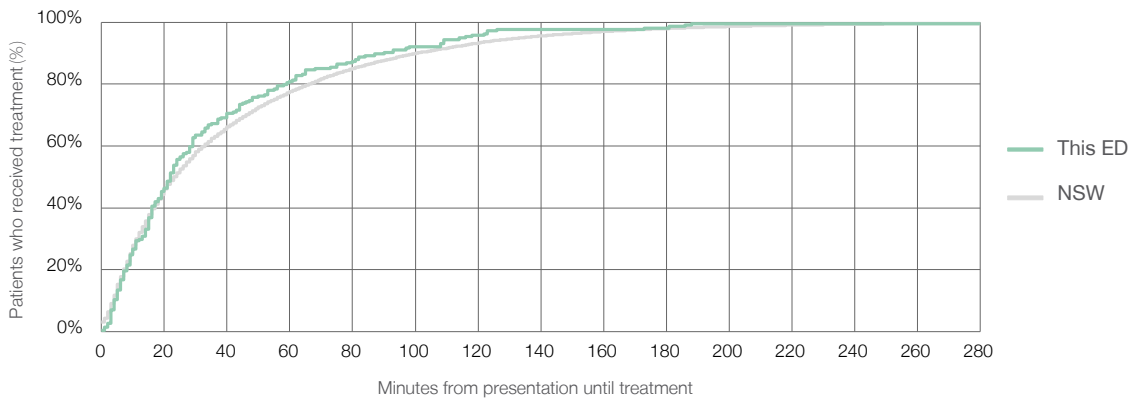
Number of triage 5 patients used to calculate waiting time:³ 214

Median time to start treatment⁴ 22 minutes

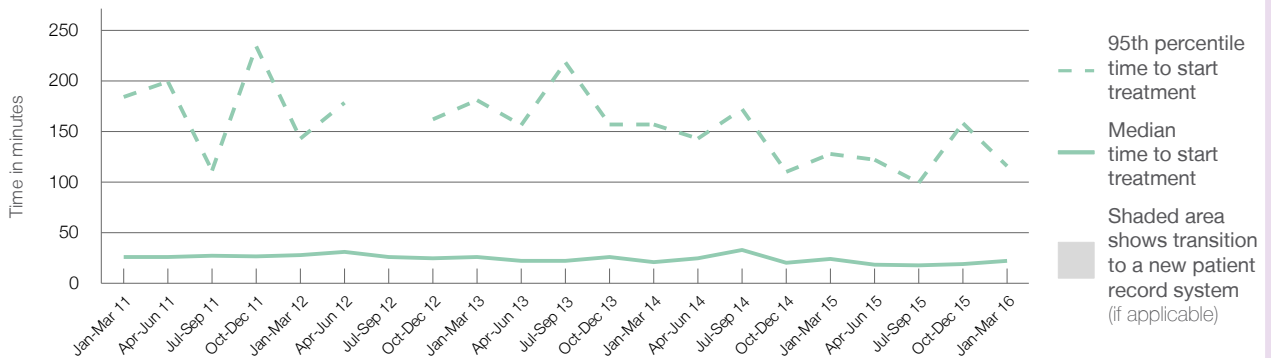
95th percentile time to start treatment⁵ 116 minutes

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

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Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,110 patients

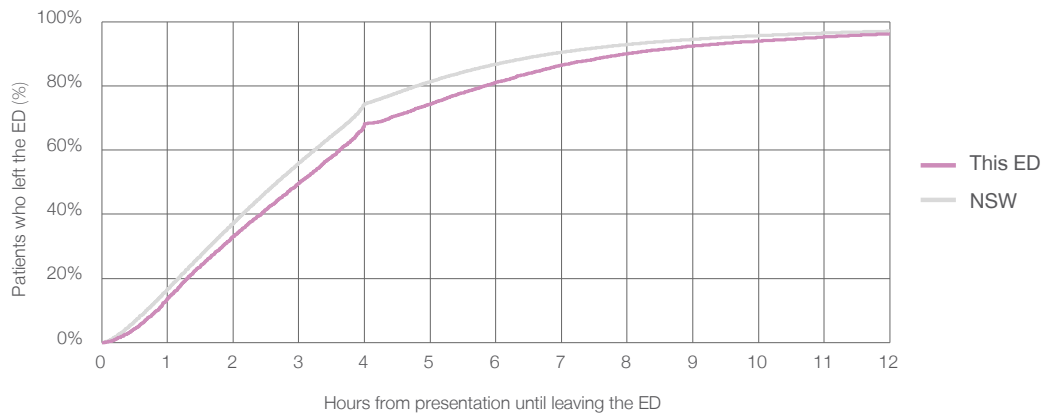
Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Median time to leaving the ED⁸ 3 hours and 1 minutes

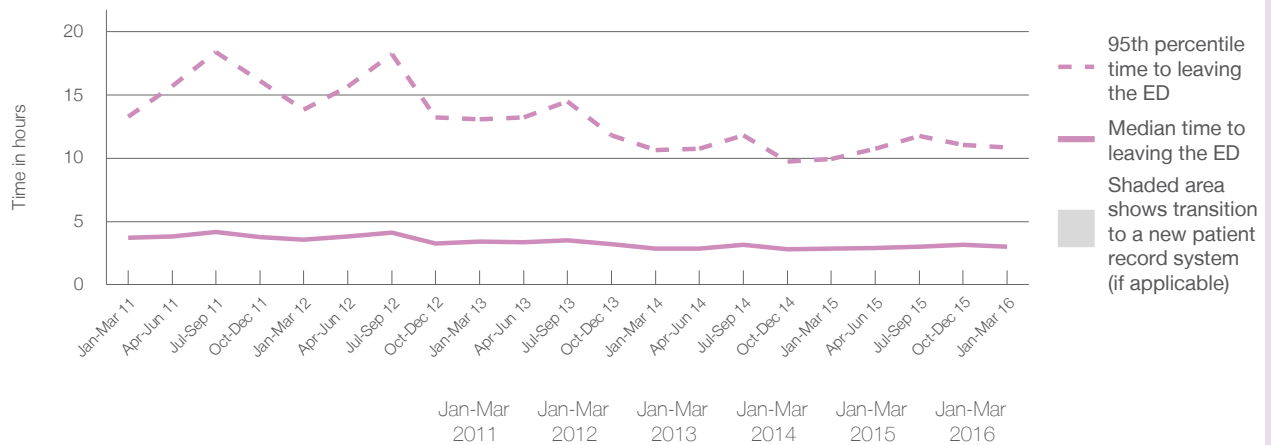
95th percentile time to leaving the ED⁹ 10 hours and 51 minutes

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

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

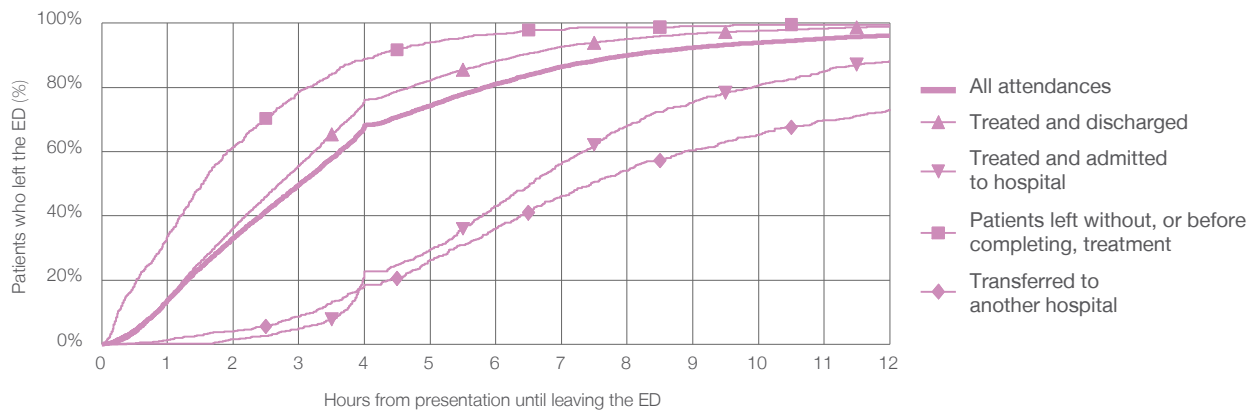
All attendances:¹ 8,110 patients

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%

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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

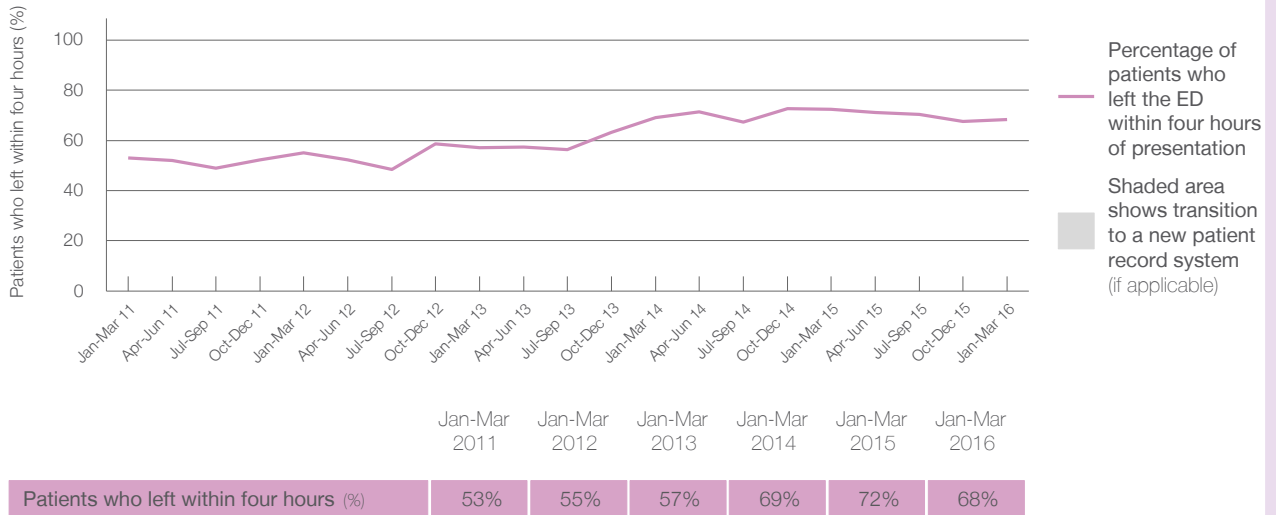
Attendances used to calculate time to leaving the ED: ⁶ 8,110 patients

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*.

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- 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).