

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,776 patients
 Emergency presentations:² 6,690 patients

Same period last year	Change since one year ago
6,384	6.1%
6,324	5.8%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 702 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,236 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,142 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 576 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
644	
6 minutes	8 minutes
9 minutes	23 minutes
1,949	
16 minutes	20 minutes
52 minutes	65 minutes
3,265	
19 minutes	26 minutes
87 minutes	99 minutes
444	
16 minutes	23 minutes
84 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,774 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
6,384	6.1%
74.1%	

* 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, July to September 2016*.
- 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.
- 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.
- All presentations that have a departure time.

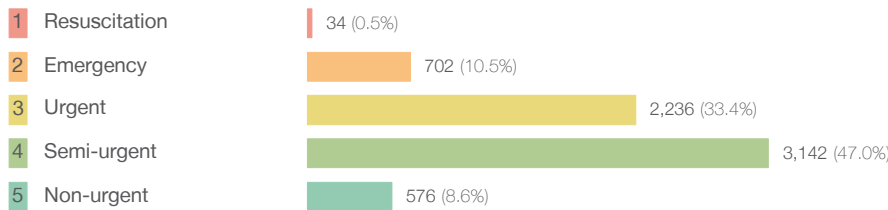
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Bathurst Base Hospital: Patients presenting to the emergency department October to December 2017

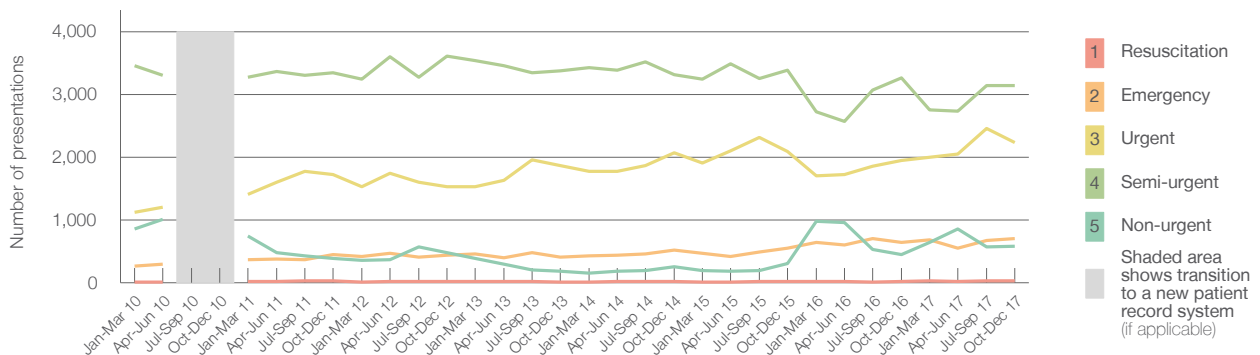
All presentations:¹ 6,776 patients

Emergency presentations² by triage category: 6,690 patients



	Same period last year	Change since one year ago
All presentations	6,384	6.1%
Emergency presentations	6,324	5.8%
1 Resuscitation	22	54.5%
2 Emergency	644	9.0%
3 Urgent	1,949	14.7%
4 Semi-urgent	3,265	-3.8%
5 Non-urgent	444	29.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		27	16	13	14	14	22	34
Emergency		447	436	402	521	547	644	702
Urgent		1,724	1,529	1,861	2,070	2,090	1,949	2,236
Semi-urgent		3,344	3,610	3,380	3,316	3,382	3,265	3,142
Non-urgent		384	474	182	251	303	444	576
All emergency presentations		5,926	6,065	5,838	6,172	6,336	6,324	6,690

Bathurst Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 988 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	934	
ED Transfer of care time		
Median time	13 minutes	-4 minutes
90th percentile time	34 minutes	-7 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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 702

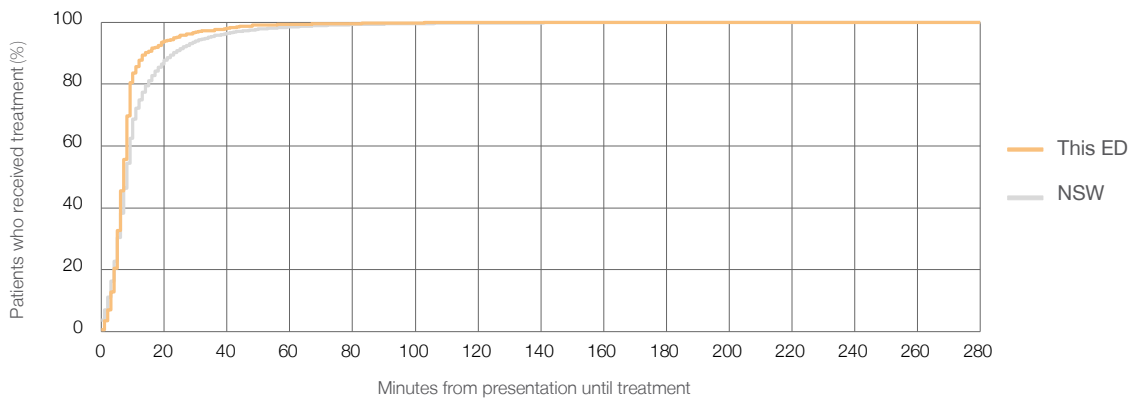
Number of triage 2 patients used to calculate waiting time:³ 699

Median time to start treatment⁴ 7 minutes

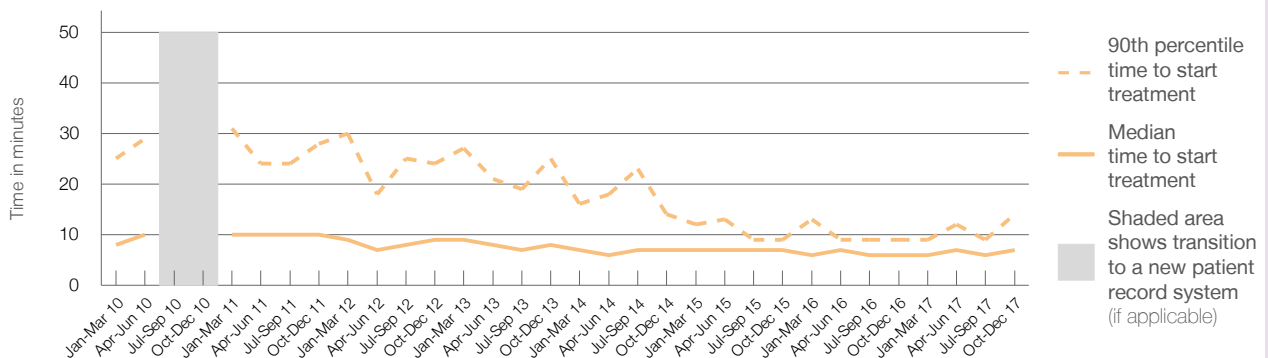
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
644	
641	
6 minutes	8 minutes
9 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		10	9	8	7	7	6	7
90th percentile time to start treatment ⁵ (minutes)		28	24	25	14	9	9	14

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Bathurst Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,236

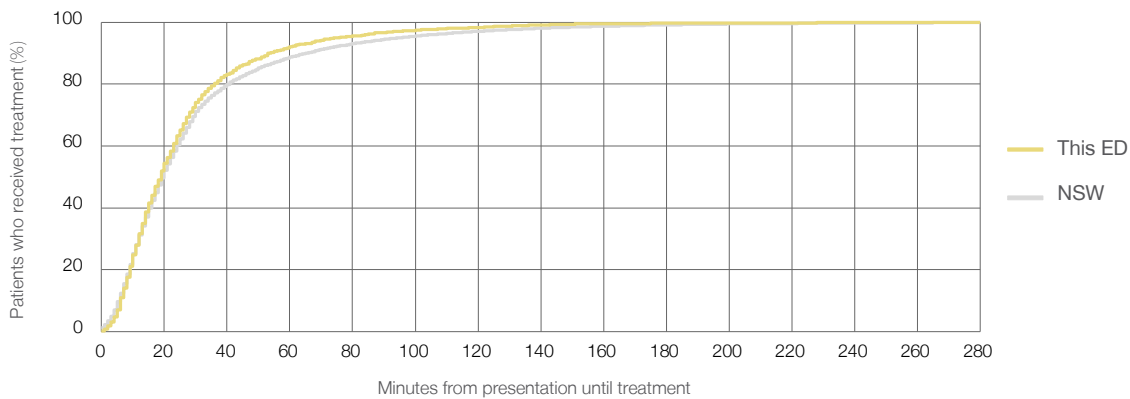
Number of triage 3 patients used to calculate waiting time:³ 2,216

Median time to start treatment⁴ 19 minutes

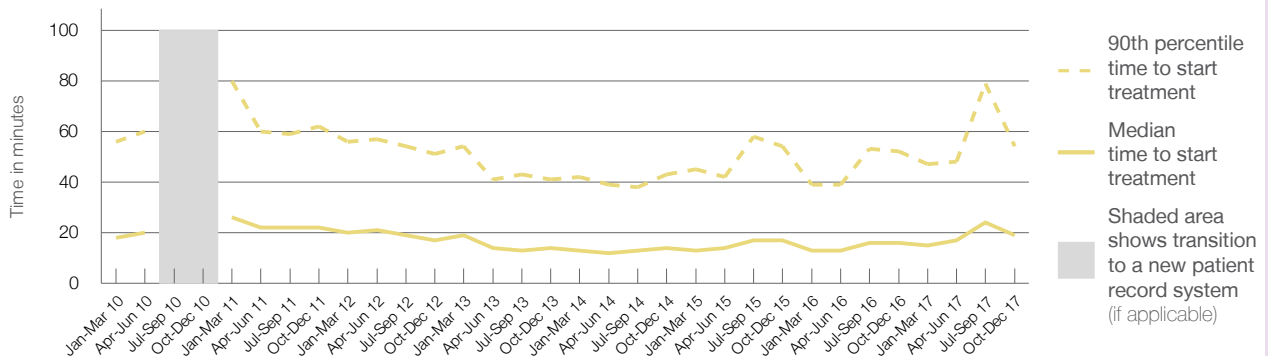
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,949	1,926
16 minutes	20 minutes
52 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		22	17	14	14	17	16	19
90th percentile time to start treatment ⁵ (minutes)		62	51	41	43	54	52	54

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Bathurst Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,142

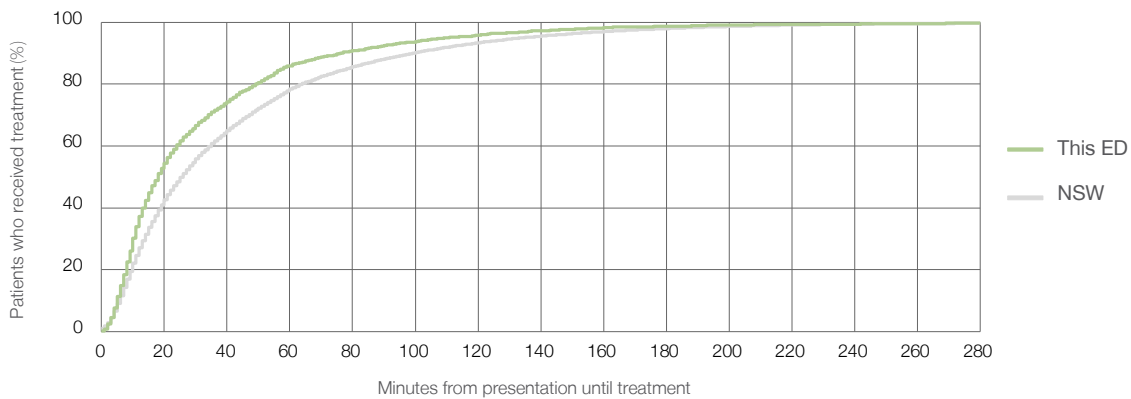
Number of triage 4 patients used to calculate waiting time:³ 3,062

Median time to start treatment⁴ 18 minutes

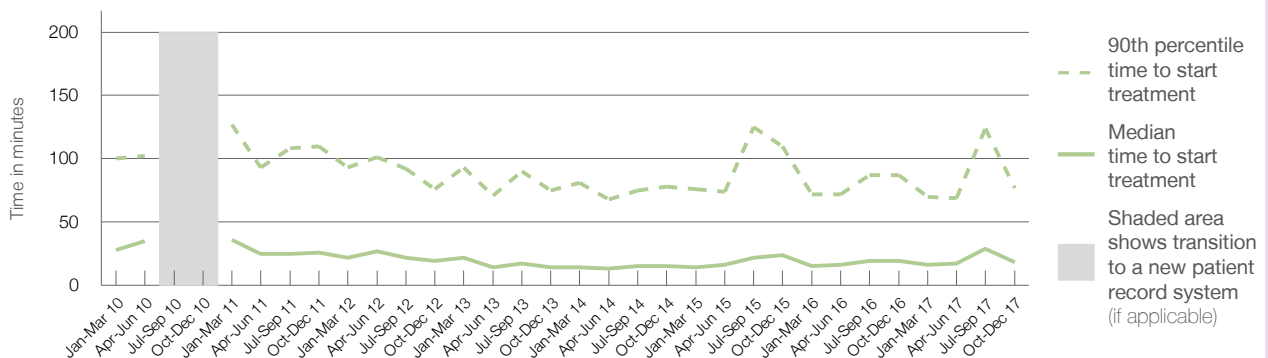
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
3,265	3,052
19 minutes	26 minutes
87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		26	19	14	15	24	19	18
90th percentile time to start treatment ⁵ (minutes)		110	76	75	78	110	87	77

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Bathurst Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 576

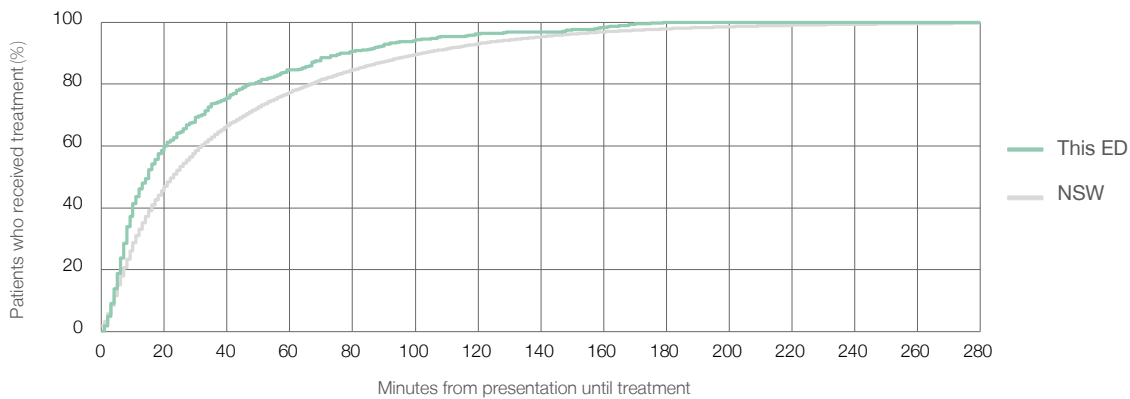
Number of triage 5 patients used to calculate waiting time:³ 549

Median time to start treatment⁴ 15 minutes

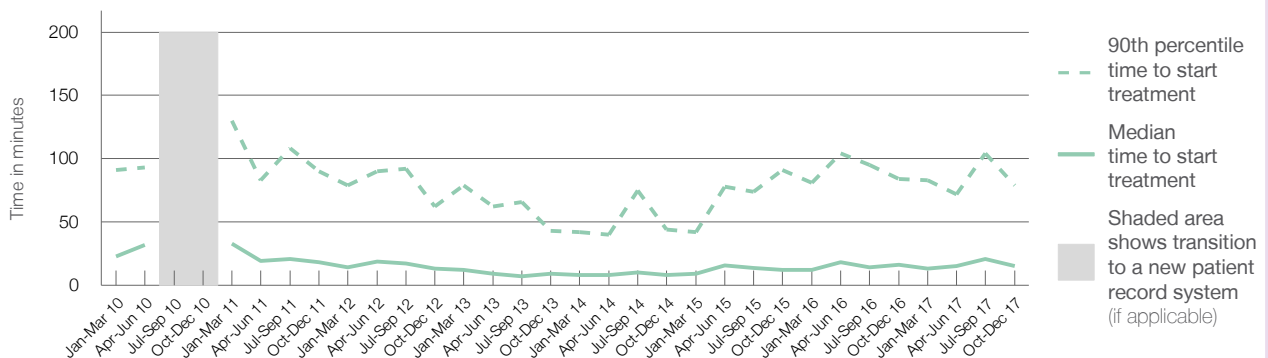
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
444	
388	
16 minutes	23 minutes
84 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		18	13	9	8	12	16	15
90th percentile time to start treatment ⁵ (minutes)		90	62	43	44	91	84	79

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Bathurst Base Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 6,776 patients

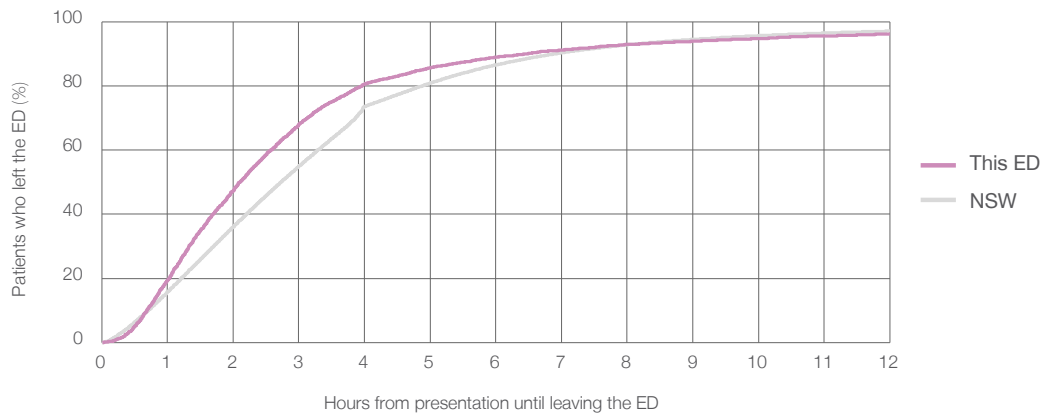
Presentations used to calculate time to leaving the ED:⁶ 6,774 patients

Median time spent in the ED⁸ 2 hours and 6 minutes

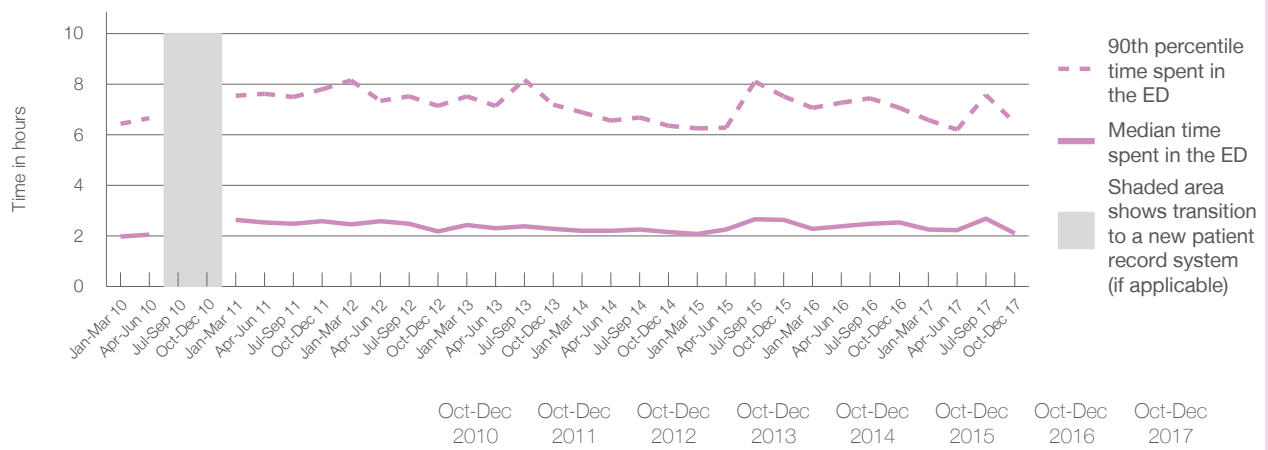
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
6,384	6,384
2 hours and 32 minutes	2 hours and 44 minutes
7 hours and 4 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m	2h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m	6h 29m

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Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

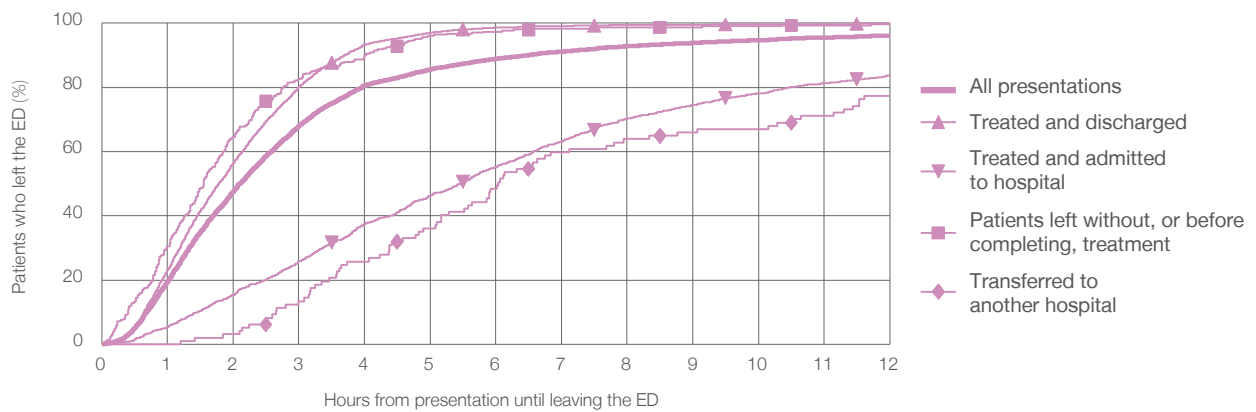
All presentations:¹ 6,776 patients

Presentations used to calculate time to leaving the ED:⁶ 6,774 patients

Treated and discharged	4,948 (73.0%)
Treated and admitted to hospital	1,395 (20.6%)
Patient left without, or before completing, treatment	308 (4.5%)
Transferred to another hospital	97 (1.4%)
Other	28 (0.4%)

Same period last year	Change since one year ago
6,384	6.1%
4,615	7.2%
1,236	12.9%
425	-27.5%
82	18.3%
26	7.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	23.2%	56.4%	80.1%	93.4%	98.7%	99.4%	99.7%	99.8%
Treated and admitted to hospital	5.3%	15.3%	25.8%	37.4%	55.2%	70.3%	78.1%	83.9%
Patient left without, or before completing, treatment	30.5%	64.6%	82.5%	89.9%	97.4%	98.7%	99.0%	99.7%
Transferred to another hospital	0%	3.1%	13.4%	25.8%	48.5%	63.9%	67.0%	77.3%
All presentations	19.6%	47.5%	68.0%	80.6%	88.9%	92.9%	94.7%	96.2%

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Bathurst Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 6,776 patients

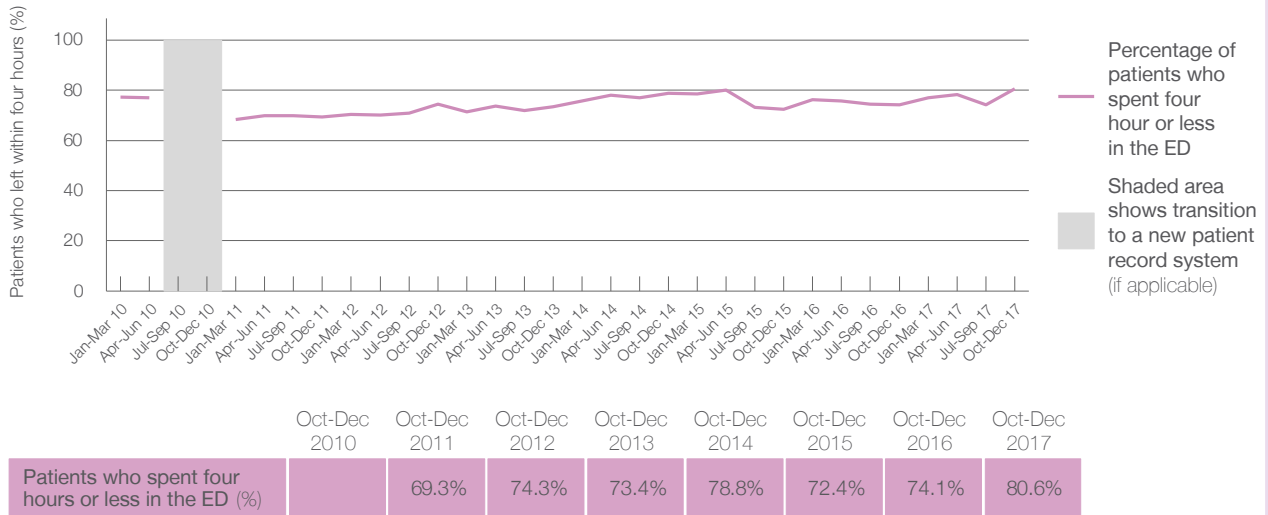
Presentations used to calculate time to leaving the ED: ⁶ 6,774 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,384	6.1%
Presentations used to calculate time to leaving the ED	6,384	6.1%
Percentage of patients who spent four hours or less in the ED	74.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations 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, July to September 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 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.
- All presentations 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).