

Hospital Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

January to March 2016

Armidale and New England Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,266 patients
Emergency attendances:² 4,050 patients

Same period last year	Change since one year ago
4,026	6%
3,871	5%

Armidale and New England Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,232 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,201 patients

Median time to start treatment⁴ 36 minutes
95th percentile time to start treatment⁵ 185 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
223	
8 minutes	8 minutes
47 minutes	35 minutes
972	
21 minutes	20 minutes
78 minutes	99 minutes
2,321	
29 minutes	26 minutes
131 minutes	137 minutes
348	
19 minutes	23 minutes
111 minutes	135 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
4,026	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).

Armidale and New England Hospital: Patients attending the emergency department January to March 2016

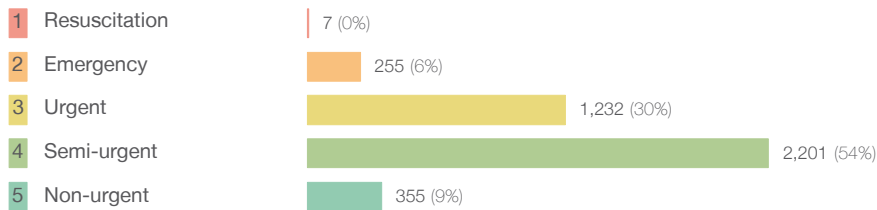
All attendances:¹ 4,266 patients

Same period last year
Change since one year ago

4,026 6%

Emergency attendances² by triage category: 4,050 patients

3,871 5%



7 0%

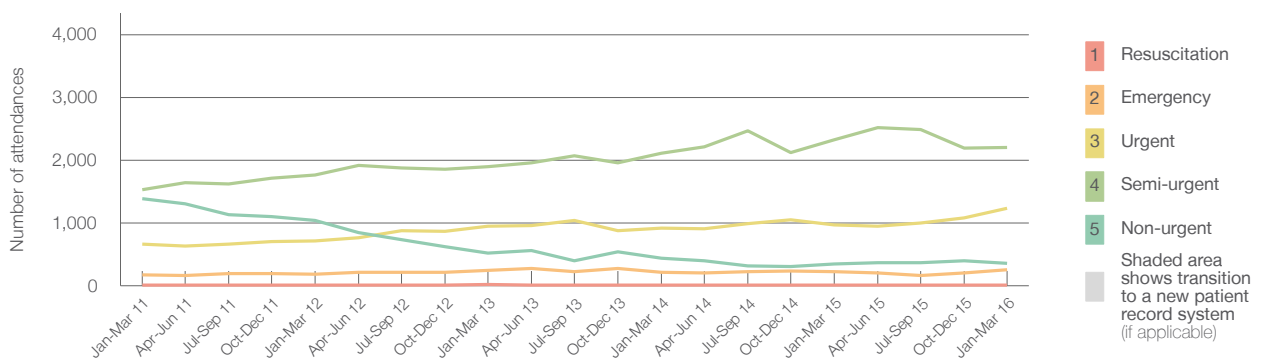
223 14%

972 27%

2,321 -5%

348 2%

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	5	< 5	17	5	7	7
Emergency	171	189	241	208	223	255
Urgent	658	712	946	914	972	1,232
Semi-urgent	1,533	1,762	1,899	2,106	2,321	2,201
Non-urgent	1,382	1,035	523	440	348	355
All emergency attendances	3,749	3,698	3,626	3,673	3,871	4,050

Armidale and New England Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 392 patients^{**}

Same period last year
Change since one year ago

366^{**}

ED Transfer of care time[§]

Median time 6 minutes

7 minutes -1 minute

95th percentile time 69 minutes

43 minutes 26 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.

Armidale and New England 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: 255

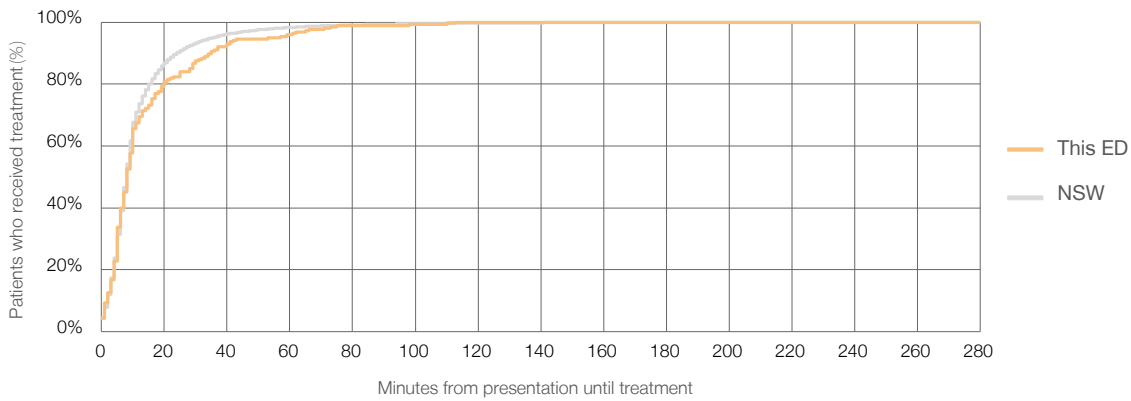
Number of triage 2 patients used to calculate waiting time:³ 255

Median time to start treatment⁴ 8 minutes

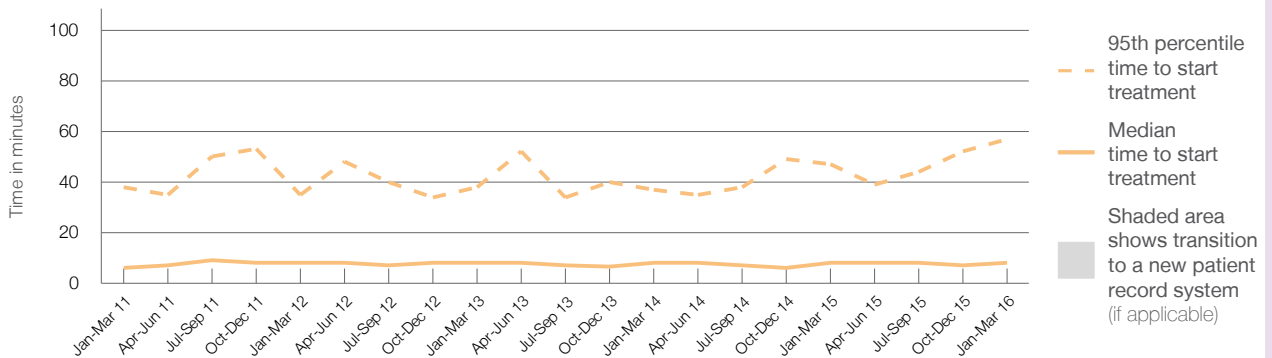
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
223	
219	
8 minutes	8 minutes
47 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)	6	8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	38	35	38	37	47	57

(†) 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.

Armidale and New England 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: 1,232

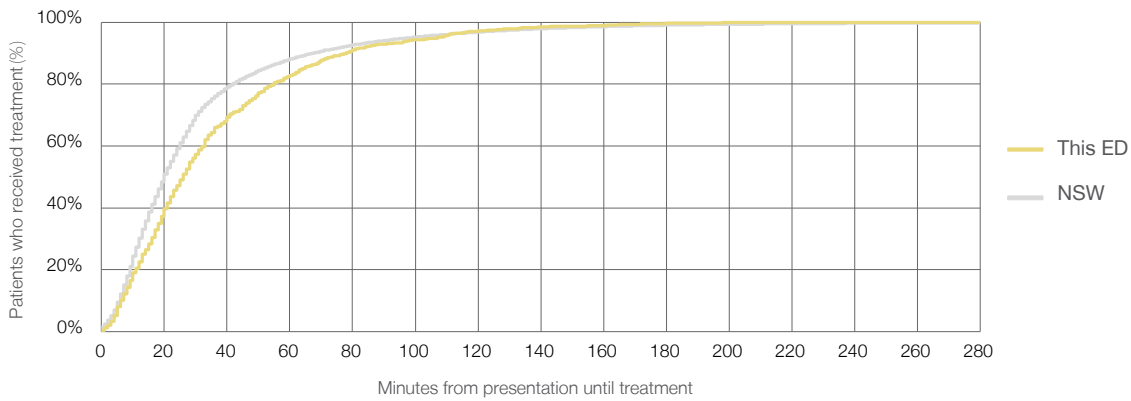
Number of triage 3 patients used to calculate waiting time:³ 1,195

Median time to start treatment⁴ 26 minutes

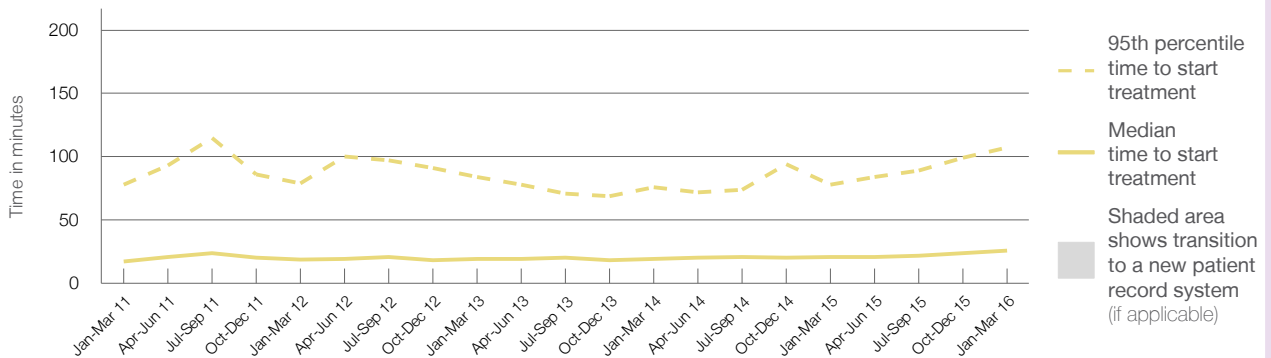
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
972	937
21 minutes	20 minutes
78 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)	17	19	19	19	21	26
95th percentile time to start treatment ⁵ (minutes)	78	79	84	76	78	107

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

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Armidale and New England 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: 2,201

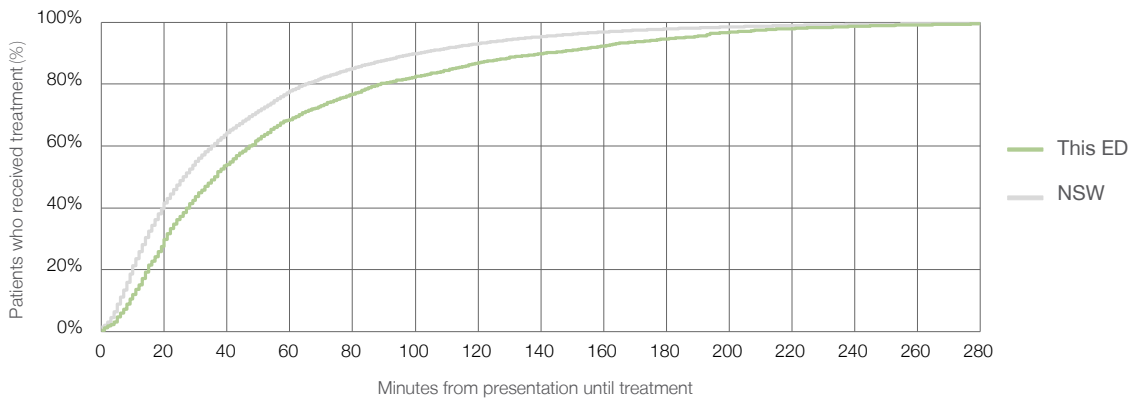
Number of triage 4 patients used to calculate waiting time:³ 2,004

Median time to start treatment⁴ 36 minutes

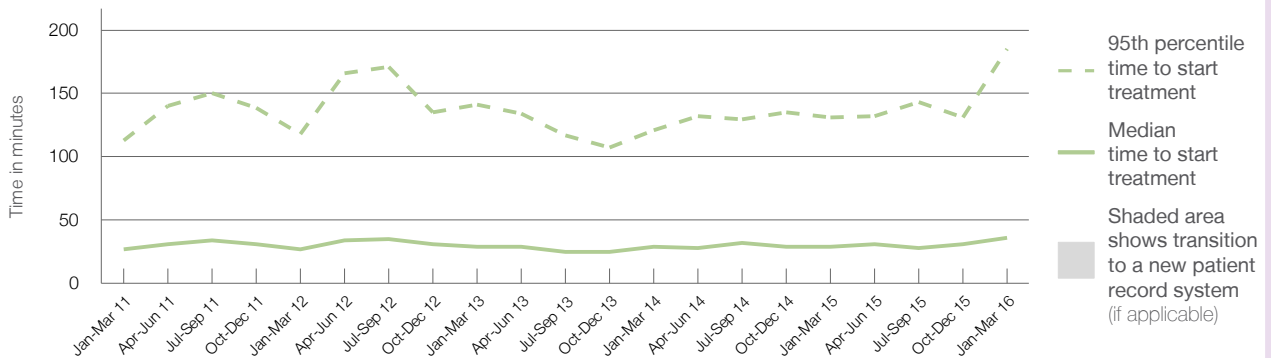
95th percentile time to start treatment⁵ 185 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,321	2,163
Median time to start treatment ⁴	29 minutes	26 minutes
95th percentile time to start treatment ⁵	131 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)	27	27	29	29	29	36
95th percentile time to start treatment ⁵ (minutes)	113	118	141	121	131	185

(†) 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.

Armidale and New England 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: 355

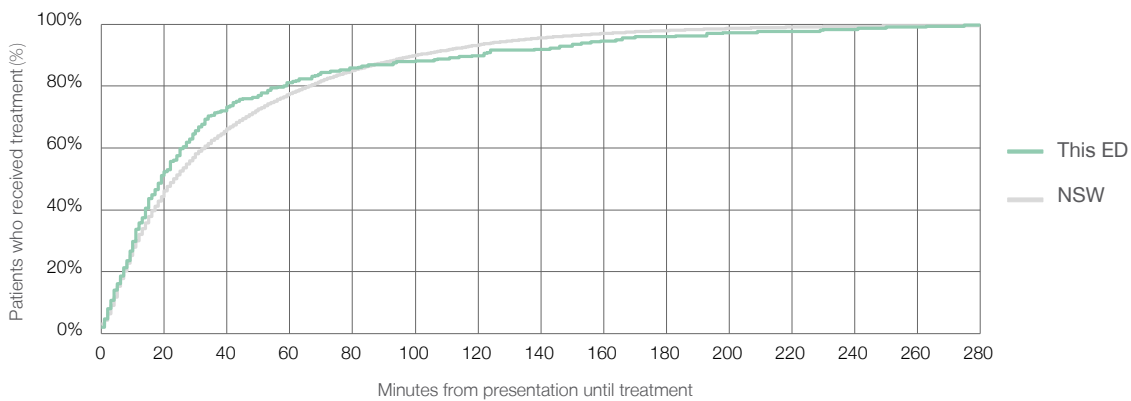
Number of triage 5 patients used to calculate waiting time:³ 296

Median time to start treatment⁴ 19 minutes

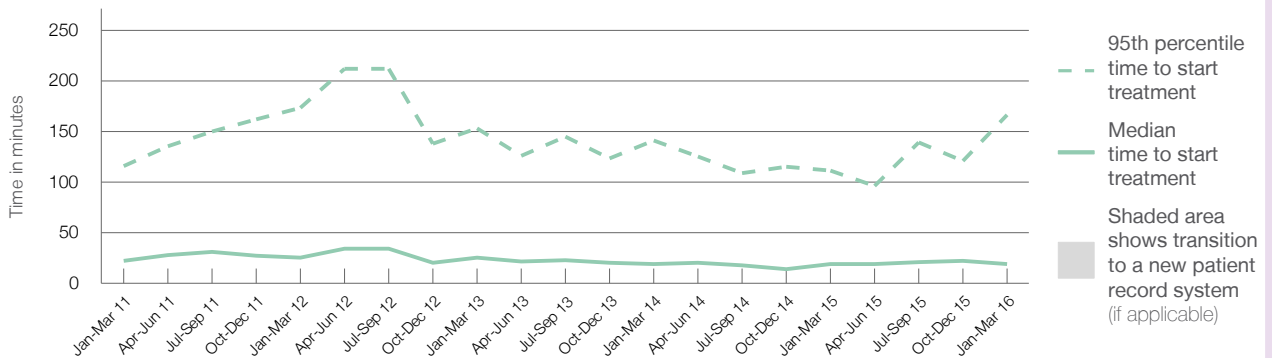
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
348	291
19 minutes	23 minutes
111 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)	22	25	25	19	19	19
95th percentile time to start treatment ⁵ (minutes)	116	173	153	141	111	166

(†) 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.

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,266 patients

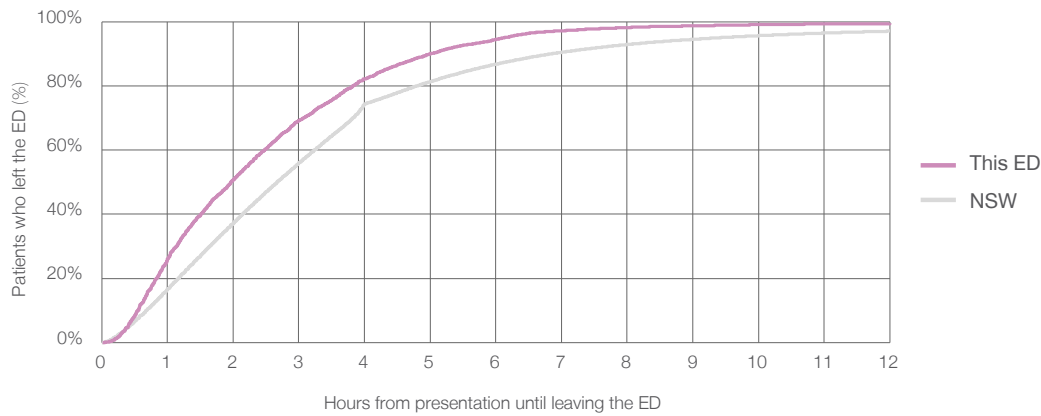
Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Median time to leaving the ED⁸ 1 hours and 58 minutes

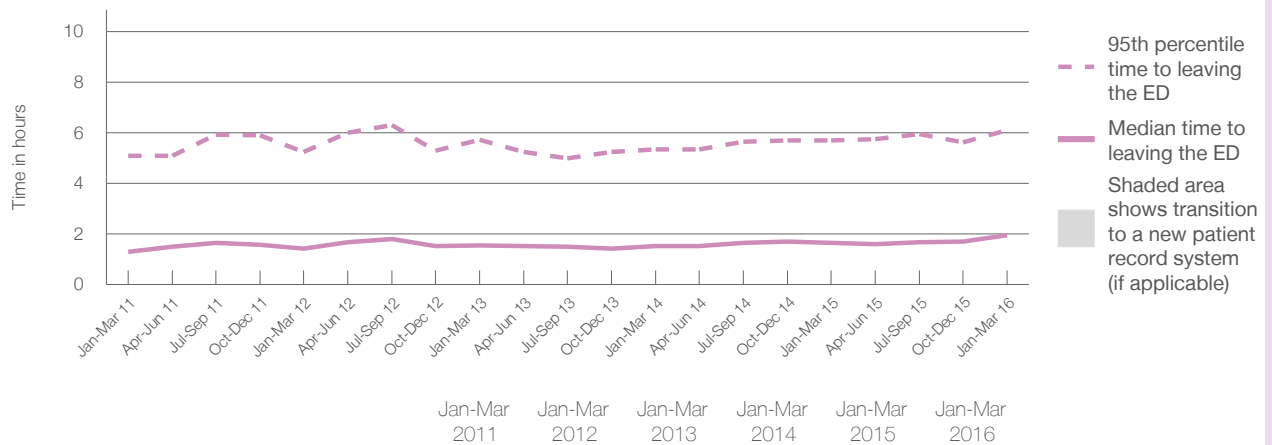
95th percentile time to leaving the ED⁹ 6 hours and 7 minutes

Same period last year	NSW (this period)
4,026	4,026
1 hours and 39 minutes	2 hours and 40 minutes
5 hours and 42 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 18m	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 5m	5h 15m	5h 43m	5h 21m	5h 42m	6h 7m

(†) 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.

Armidale and New England Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

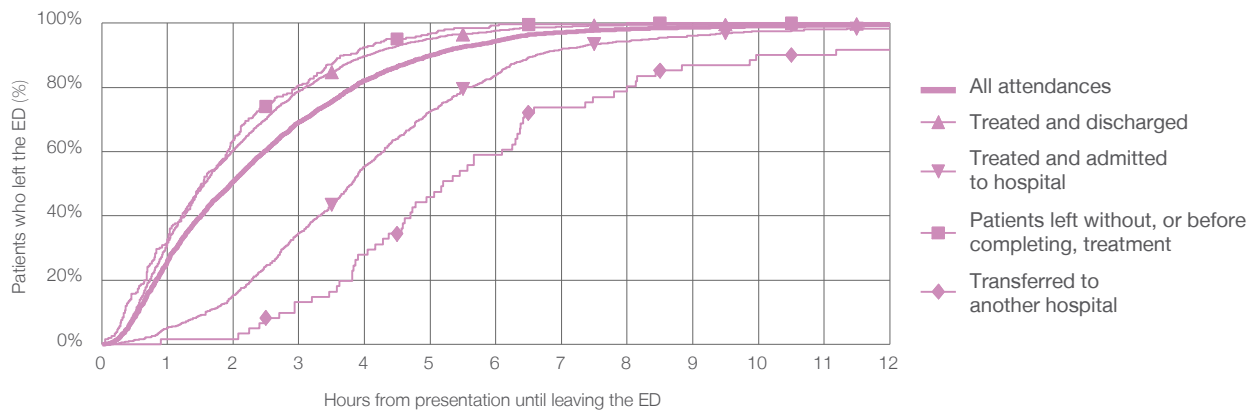
All attendances:¹ 4,266 patients

Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Treated and discharged	3,069 (72%)
Treated and admitted to hospital	855 (20%)
Patient left without, or before completing, treatment	266 (6%)
Transferred to another hospital	61 (1%)
Other	15 (0%)

Same period last year	Change since one year ago
4,026	6%
3,023	2%
751	14%
180	48%
52	17%
20	-25%

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	32%	60%	79%	90%	98%	99%	100%	100%
Treated and admitted to hospital	5%	15%	35%	55%	84%	94%	97%	98%
Patient left without, or before completing, treatment	33%	64%	81%	92%	99%	100%	100%	100%
Transferred to another hospital	2%	2%	13%	28%	59%	80%	90%	92%
All attendances	26%	51%	69%	82%	94%	98%	99%	99%

(†) 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.

Armidale and New England 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 4,266 patients

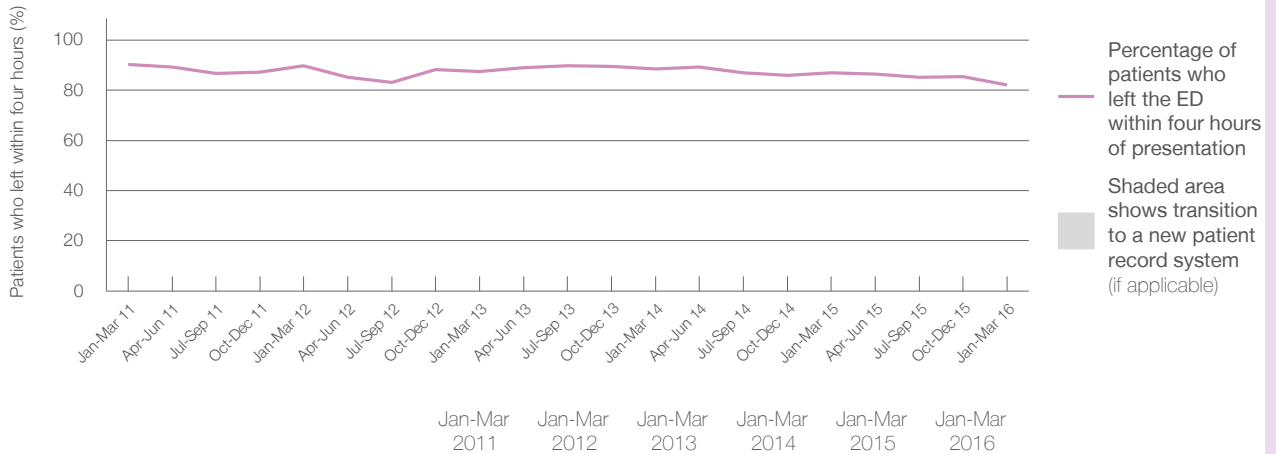
Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: ¹ 4,266 patients	4,026	6%
Attendances used to calculate time to leaving the ED: ⁶ 4,266 patients	4,026	6%
Percentage of patients who left the ED within four hours	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 (%)	90%	90%	87%	89%	87%	82%
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 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*.

- 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.
- 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).

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,128 patients
Emergency attendances:² 6,057 patients

Same period last year	Change since one year ago
5,931	3%
5,832	4%

Bathurst Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 645 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,700 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,717 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 978 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
470	
7 minutes	8 minutes
26 minutes	35 minutes
1,910	
13 minutes	20 minutes
62 minutes	99 minutes
3,242	
14 minutes	26 minutes
115 minutes	137 minutes
197	
9 minutes	23 minutes
66 minutes	135 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Percentage of patients who left the ED within four hours 76%

Same period last year	Change since one year ago
5,931	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 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.

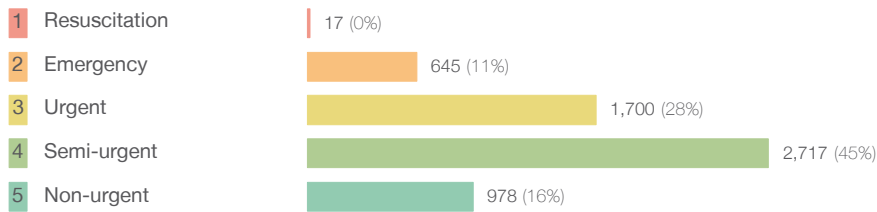
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bathurst Base Hospital: Patients attending the emergency department January to March 2016

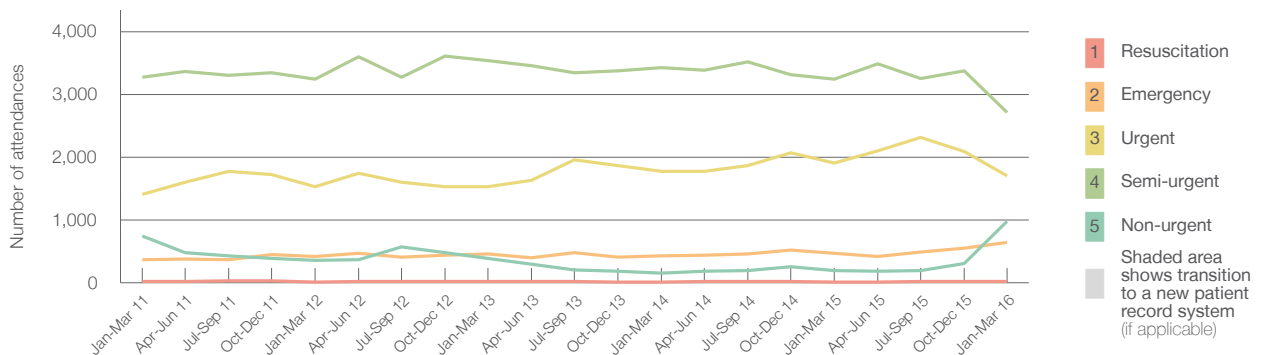
All attendances:¹ 6,128 patients

Emergency attendances² by triage category: 6,057 patients



Same period last year	Change since one year ago
5,931	3%
5,832	4%
13	31%
470	37%
1,910	-11%
3,242	-16%
197	396%

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	17	10	22	13	13	17
Emergency	362	419	455	428	470	645
Urgent	1,409	1,524	1,525	1,774	1,910	1,700
Semi-urgent	3,272	3,239	3,538	3,427	3,242	2,717
Non-urgent	748	353	388	151	197	978
All emergency attendances	5,808	5,545	5,928	5,793	5,832	6,057

Bathurst Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 901 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
643	
16 minutes	-1 minute
57 minutes	4 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.

Bathurst Base 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: 645

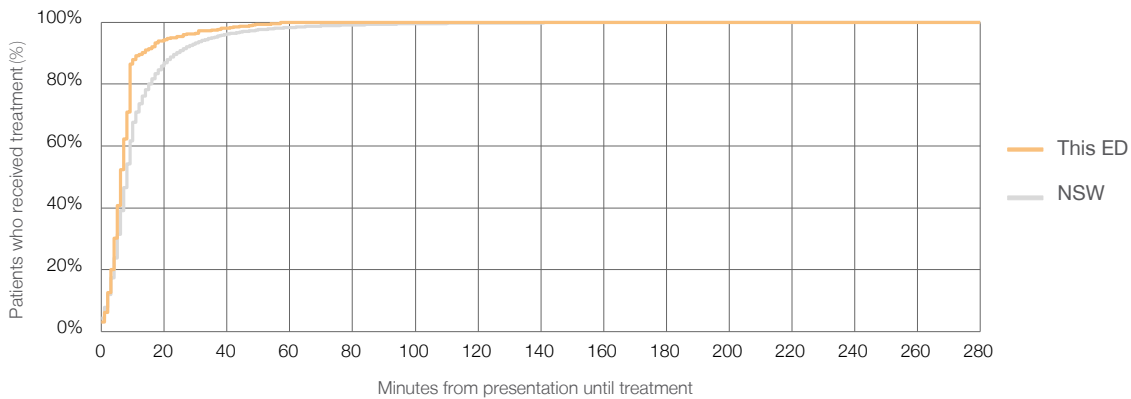
Number of triage 2 patients used to calculate waiting time:³ 643

Median time to start treatment⁴ 6 minutes

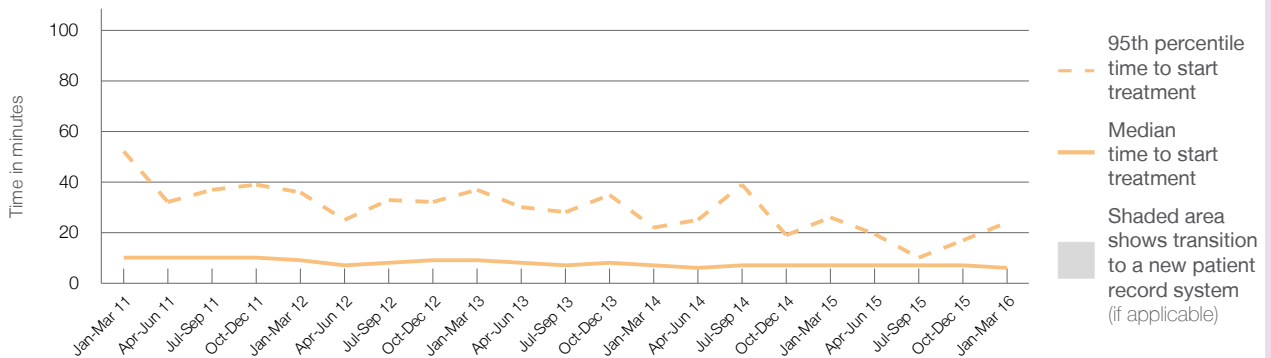
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
470	
469	
7 minutes	8 minutes
26 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)	10	9	9	7	7	6
95th percentile time to start treatment ⁵ (minutes)	52	36	37	22	26	24

(†) 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 from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,700

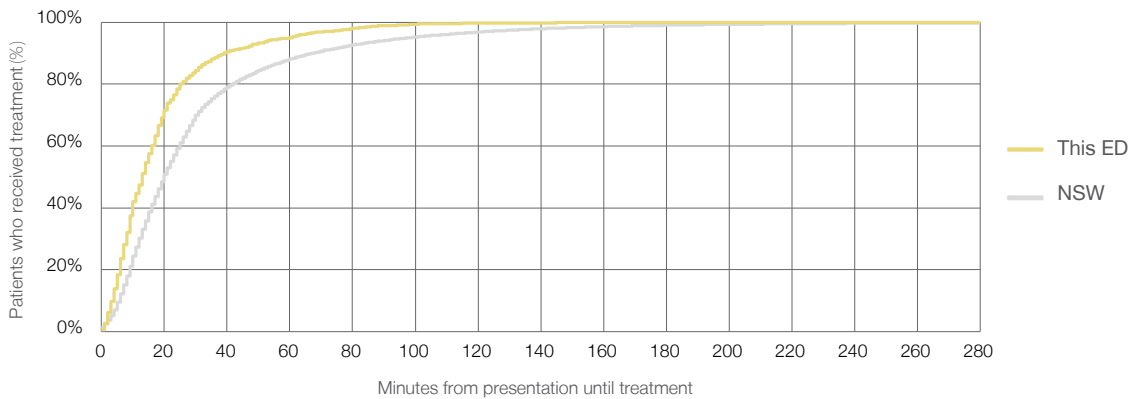
Number of triage 3 patients used to calculate waiting time:³ 1,682

Median time to start treatment⁴ 13 minutes

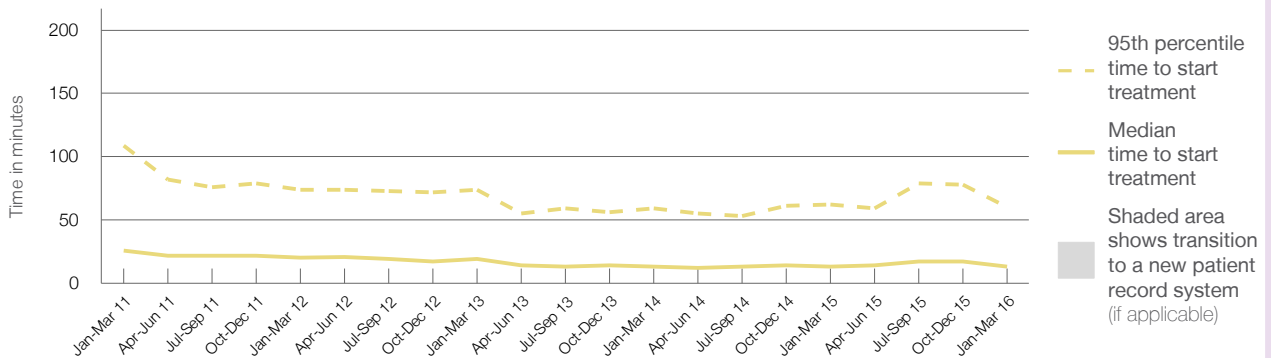
95th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,910	1,899
13 minutes	20 minutes
62 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	20	19	13	13	13
95th percentile time to start treatment ⁵ (minutes)	109	74	74	59	62	60

(†) 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 from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,717

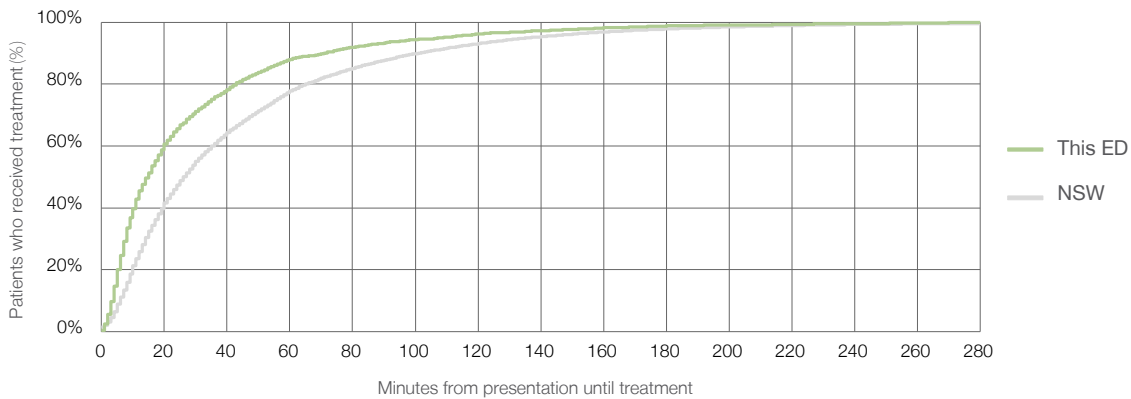
Number of triage 4 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴ 15 minutes

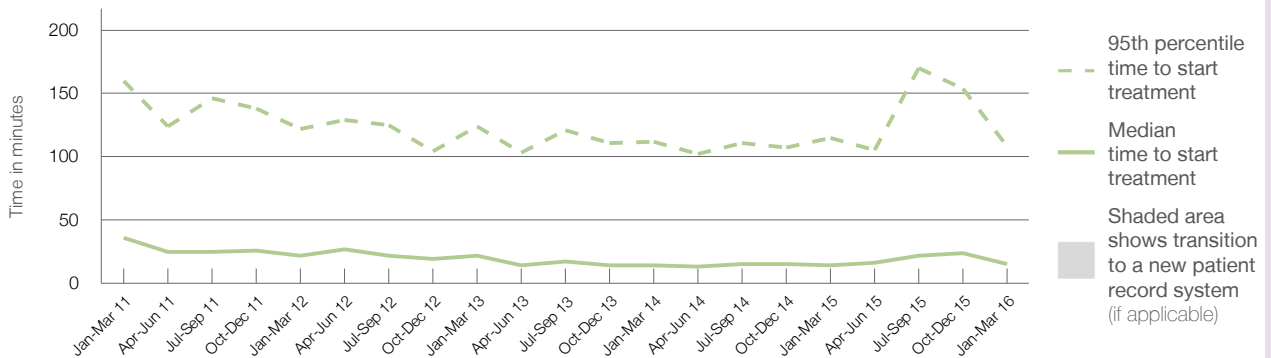
95th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
3,242	
3,146	
14 minutes	26 minutes
115 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)	36	22	22	14	14	15
95th percentile time to start treatment ⁵ (minutes)	160	122	124	112	115	108

(†) 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 from presentation to treatment, triage 5 January to March 2016

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

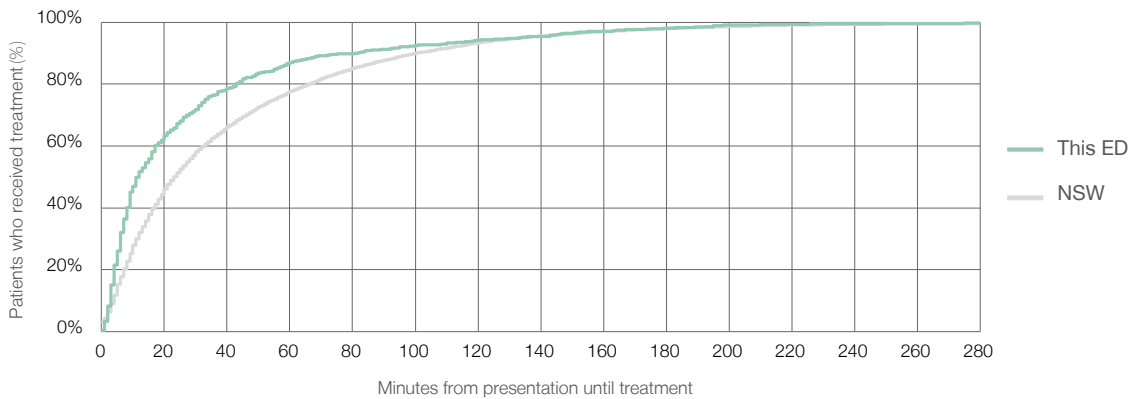
Number of triage 5 patients: 978

Number of triage 5 patients used to calculate waiting time:³ 903

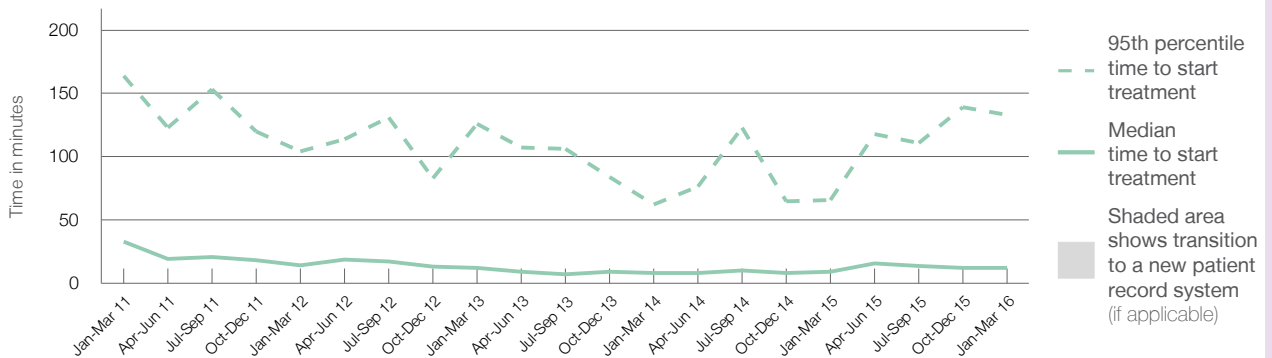
Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
197	
178	
9 minutes	23 minutes
66 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)	33	14	12	8	9	12
95th percentile time to start treatment ⁵ (minutes)	164	104	126	62	66	133

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,128 patients

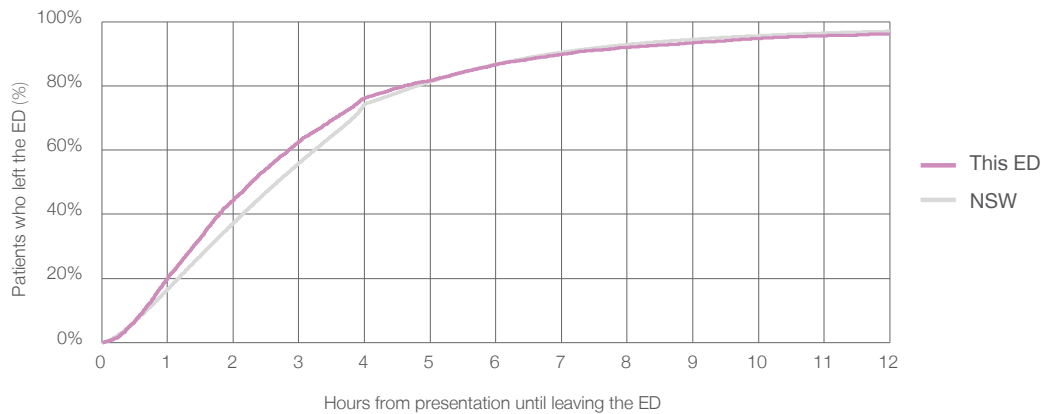
Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Median time to leaving the ED⁸ 2 hours and 17 minutes

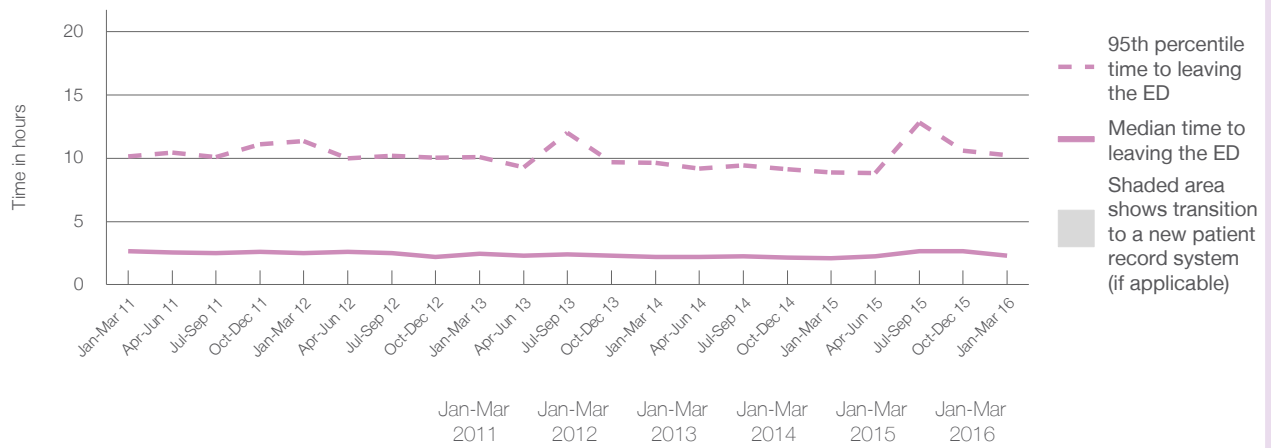
95th percentile time to leaving the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
5,931	5,931
2 hours and 5 minutes	2 hours and 40 minutes
8 hours and 51 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)	2h 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 7m	11h 20m	10h 4m	9h 37m	8h 51m	10h 13m

(†) 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 from presentation until leaving the ED

By mode of separation

January to March 2016

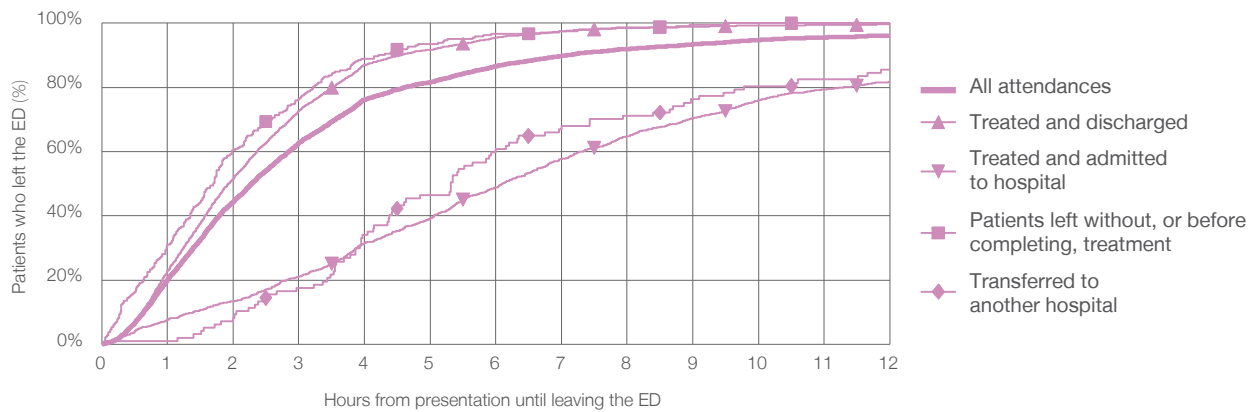
All attendances:¹ 6,128 patients

Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Treated and discharged	4,670 (76%)
Treated and admitted to hospital	1,095 (18%)
Patient left without, or before completing, treatment	245 (4%)
Transferred to another hospital	97 (2%)
Other	21 (0%)

Same period last year	Change since one year ago
5,931	3%
4,873	-4%
818	34%
156	57%
83	17%
1	2,000%

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	23%	52%	73%	87%	95%	99%	99%	100%
Treated and admitted to hospital	8%	13%	21%	31%	49%	65%	76%	82%
Patient left without, or before completing, treatment	31%	60%	76%	89%	97%	99%	100%	100%
Transferred to another hospital	1%	8%	18%	34%	61%	71%	80%	86%
All attendances	20%	44%	63%	76%	87%	92%	95%	96%

(†) 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 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 6,128 patients

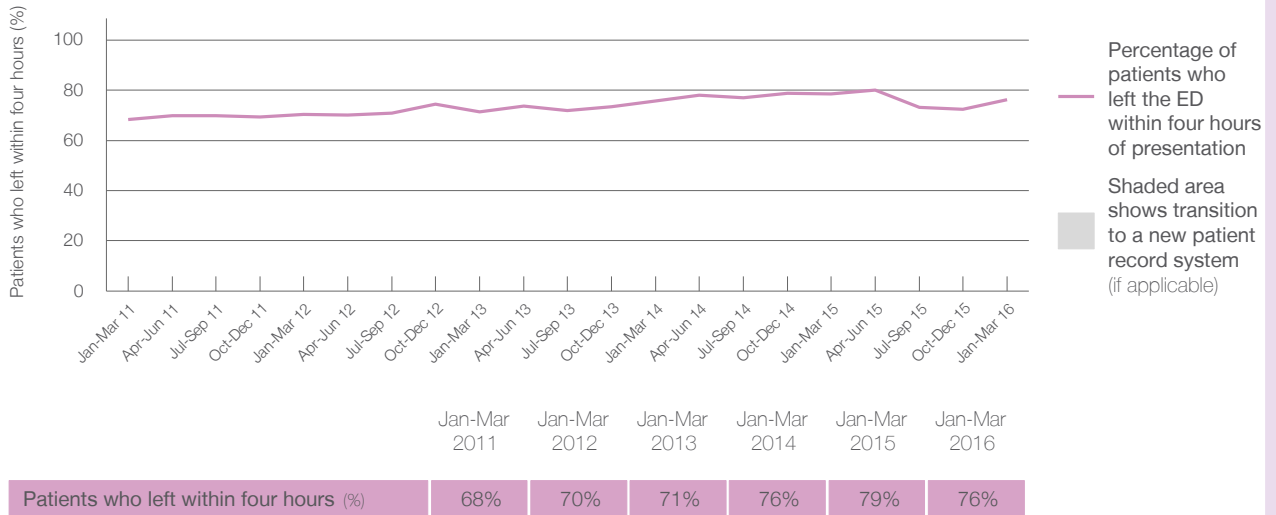
Attendances used to calculate time to leaving the ED: ⁶ 6,128 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,931	3%
Attendances used to calculate time to leaving the ED	5,931	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, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	68%	70%	71%	76%	79%	76%
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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.
 ‡ 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 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).

Bega District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,717 patients
Emergency attendances:² 3,466 patients

Same period last year	Change since one year ago
3,222	15%
2,911	19%

Bega District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 268 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 856 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,637 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 693 patients

Median time to start treatment⁴ 43 minutes
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
200	
7 minutes	8 minutes
24 minutes	35 minutes
774	
17 minutes	20 minutes
74 minutes	99 minutes
1,527	
32 minutes	26 minutes
131 minutes	137 minutes
399	
33 minutes	23 minutes
152 minutes	135 minutes

Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Percentage of patients who left the ED within four hours 81%

Same period last year	Change since one year ago
3,222	15%
84%	

* 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.

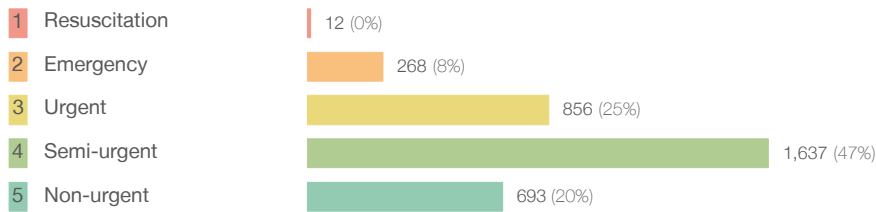
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bega District Hospital: Patients attending the emergency department January to March 2016

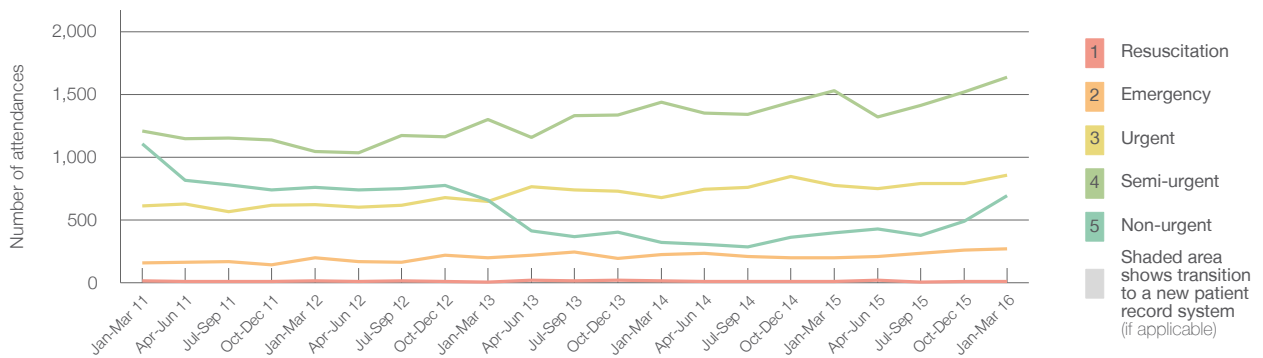
All attendances:¹ 3,717 patients

Emergency attendances² by triage category: 3,466 patients



Same period last year	Change since one year ago
3,222	15%
2,911	19%
11	9%
200	34%
774	11%
1,527	7%
399	74%

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	14	14	5	15	11	12
Emergency	159	198	197	226	200	268
Urgent	609	622	646	676	774	856
Semi-urgent	1,207	1,046	1,302	1,436	1,527	1,637
Non-urgent	1,107	758	658	320	399	693
All emergency attendances	3,096	2,638	2,808	2,673	2,911	3,466

Bega District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 638 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
565	
12 minutes	0 minutes
39 minutes	-1 minute

(†) 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.

Bega District 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: 268

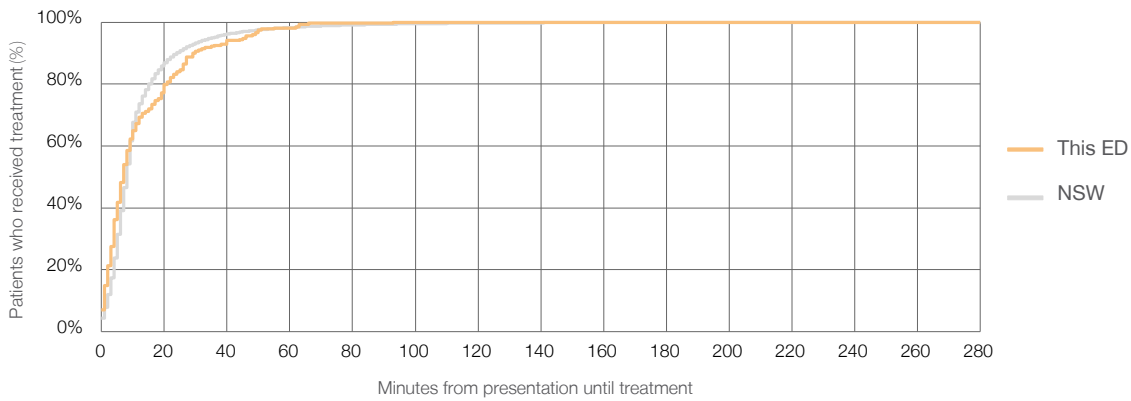
Number of triage 2 patients used to calculate waiting time:³ 268

Median time to start treatment⁴ 7 minutes

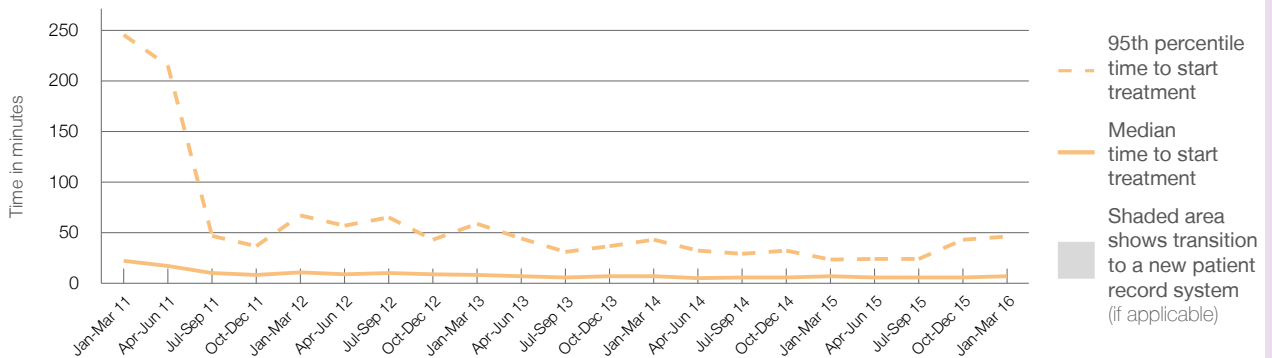
95th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
200	200
7 minutes	8 minutes
24 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)	22	11	8	7	7	7
95th percentile time to start treatment ⁵ (minutes)	245	67	59	43	24	46

(†) 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.

Bega District 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: 856

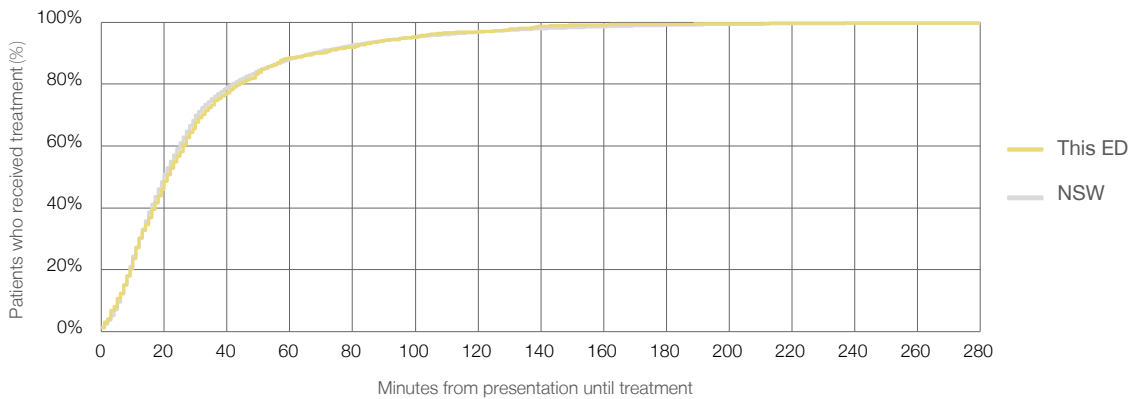
Number of triage 3 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 21 minutes

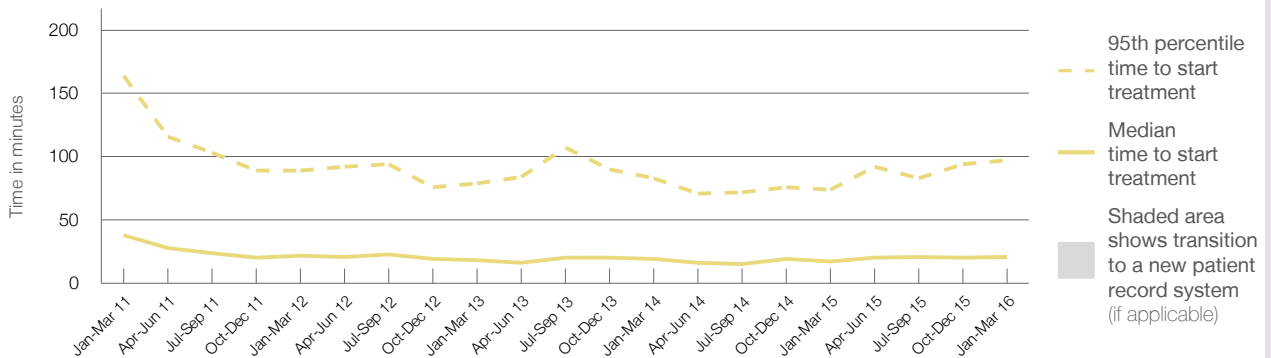
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
774	
766	
17 minutes	20 minutes
74 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)	38	22	18	19	17	21
95th percentile time to start treatment ⁵ (minutes)	164	89	79	83	74	97

(†) 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.

Bega District 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: 1,637

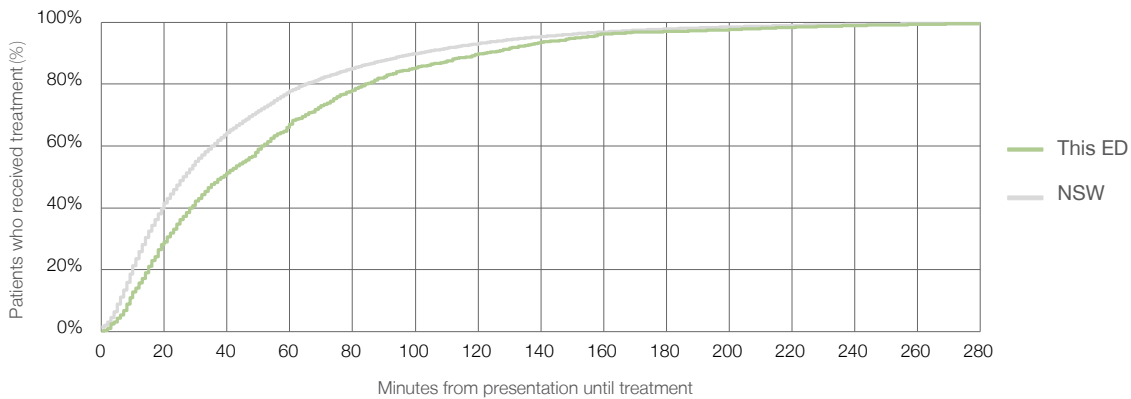
Number of triage 4 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 39 minutes

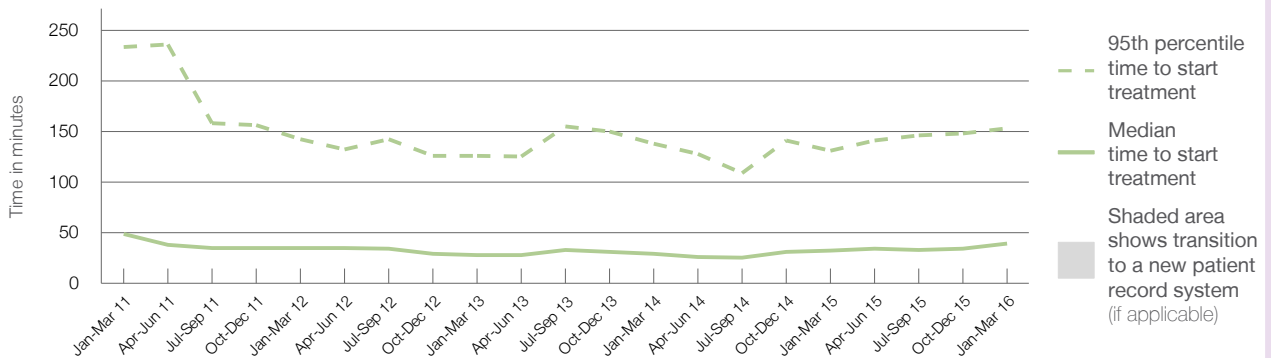
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,527	
Number of triage 4 patients used to calculate waiting time: ³	1,461	
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵	131 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)	49	35	28	29	32	39
95th percentile time to start treatment ⁵ (minutes)	233	142	126	138	131	153

(†) 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.

Bega District 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: 693

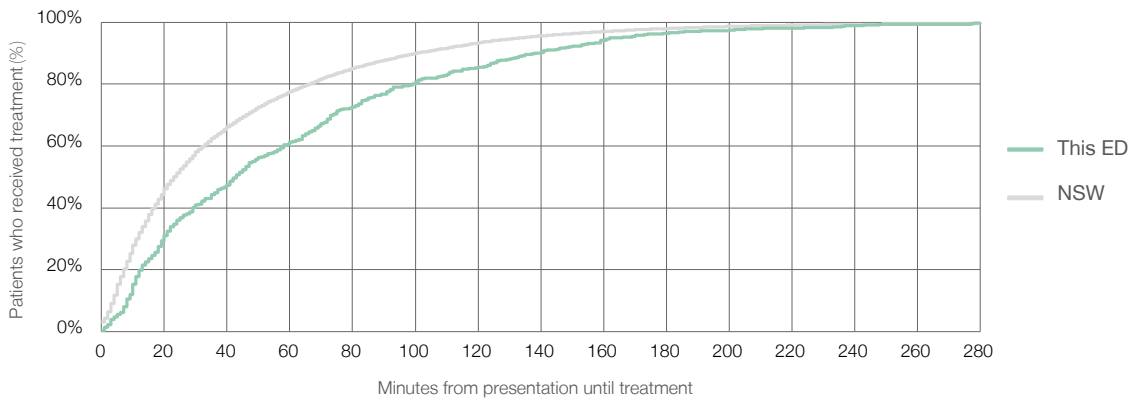
Number of triage 5 patients used to calculate waiting time:³ 591

Median time to start treatment⁴ 43 minutes

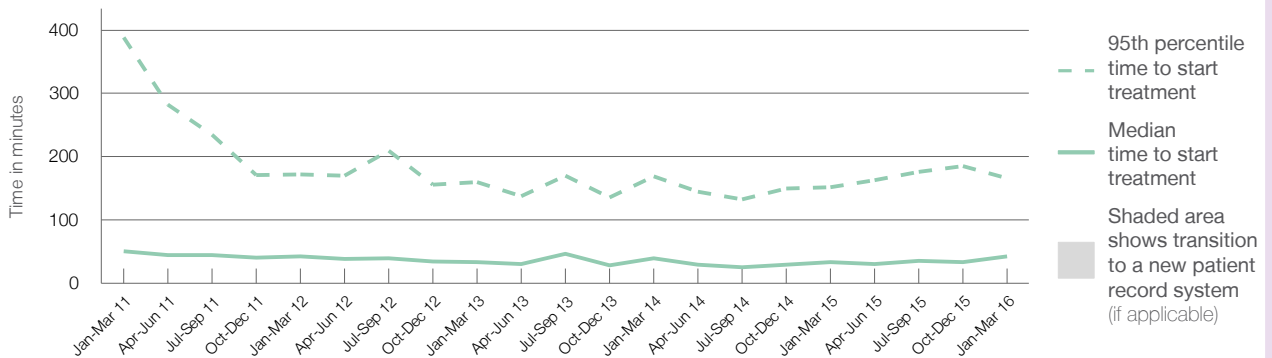
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
399	
359	
33 minutes	23 minutes
152 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)	51	43	33	39	33	43
95th percentile time to start treatment ⁵ (minutes)	388	172	160	169	152	166

(†) 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.

Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,717 patients

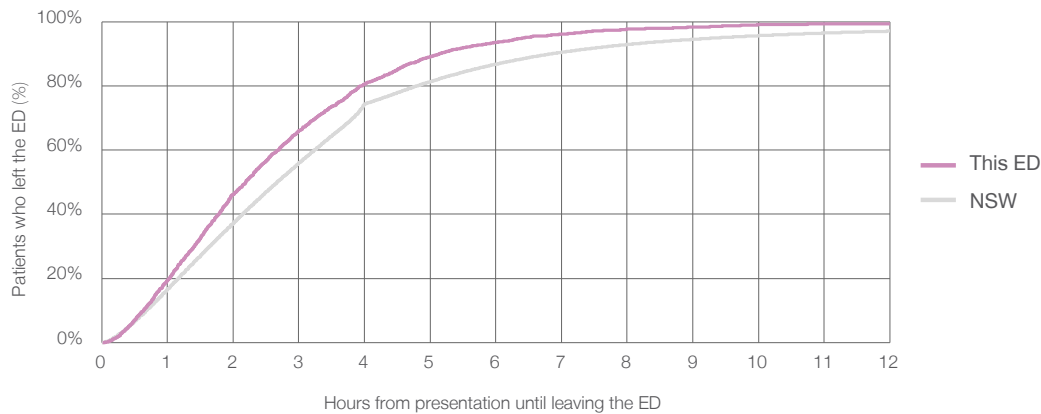
Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Median time to leaving the ED⁸ 2 hours and 12 minutes

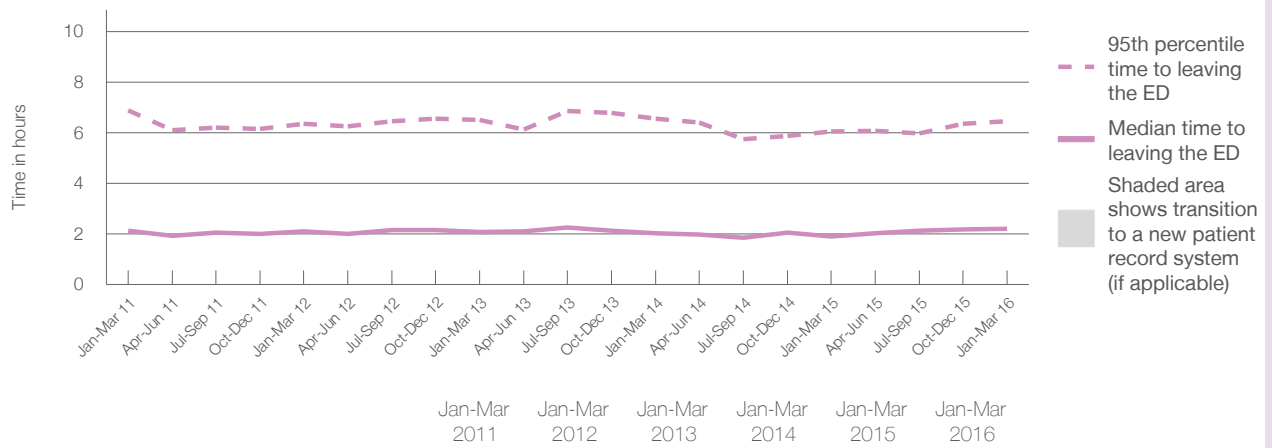
95th percentile time to leaving the ED⁹ 6 hours and 27 minutes

Same period last year	NSW (this period)
3,222	3,222
1 hours and 55 minutes	2 hours and 40 minutes
6 hours and 3 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)	2h 8m	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 53m	6h 21m	6h 30m	6h 34m	6h 3m	6h 27m

(†) 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.

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

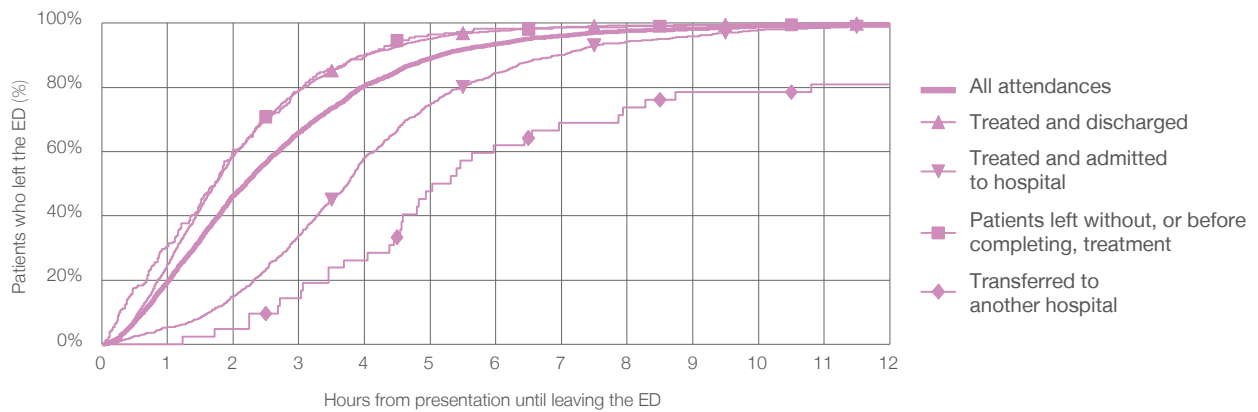
All attendances:¹ 3,717 patients

Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Treated and discharged	2,427 (65%)
Treated and admitted to hospital	1,021 (27%)
Patient left without, or before completing, treatment	223 (6%)
Transferred to another hospital	42 (1%)
Other	4 (0%)

Same period last year	Change since one year ago
3,222	15%
2,056	18%
1,001	2%
115	94%
40	5%
10	-60%

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

Treated and discharged	25%	59%	79%	90%	97%	99%	100%	100%
Treated and admitted to hospital	5%	15%	34%	58%	85%	94%	98%	99%
Patient left without, or before completing, treatment	30%	61%	79%	90%	98%	99%	100%	100%
Transferred to another hospital	0%	5%	14%	26%	62%	74%	79%	81%
All attendances	20%	46%	66%	81%	94%	98%	99%	99%

(†) 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.

Bega District 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 3,717 patients

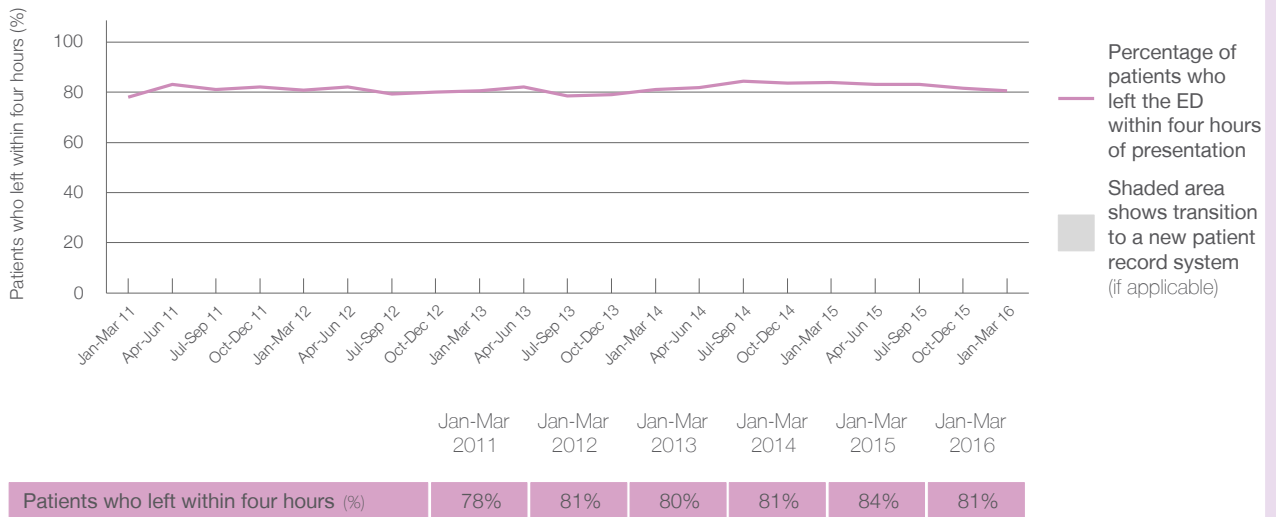
Attendances used to calculate time to leaving the ED: ⁶ 3,717 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,222	15%
Attendances used to calculate time to leaving the ED	3,222	15%
Percentage of patients who left the ED within four hours	84%	

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*.

- All emergency and non-emergency attendances at the emergency department (ED).
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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).

Belmont Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,091 patients
 Emergency attendances:² 6,007 patients

Same period last year	Change since one year ago
6,078	0%
6,006	0%



Belmont Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 489 patients

Median time to start treatment⁴  7 minutes
 95th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴  15 minutes
 95th percentile time to start treatment⁵  47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴  19 minutes
 95th percentile time to start treatment⁵  95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,264 patients

Median time to start treatment⁴  19 minutes
 95th percentile time to start treatment⁵  113 minutes

Same period last year	NSW (this period)
384	
7 minutes	8 minutes
24 minutes	35 minutes
1,402	
17 minutes	20 minutes
67 minutes	99 minutes
3,213	
22 minutes	26 minutes
119 minutes	137 minutes
998	
21 minutes	23 minutes
121 minutes	135 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Percentage of patients who left the ED within four hours  76%

Same period last year	Change since one year ago
6,078	0%
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.

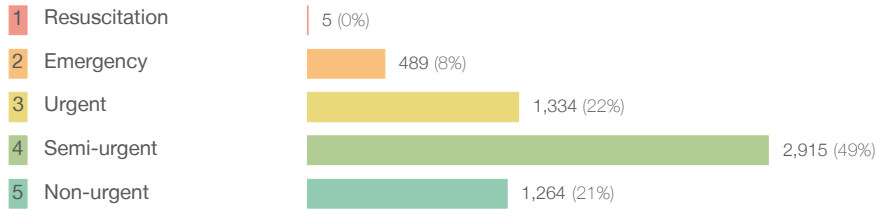
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

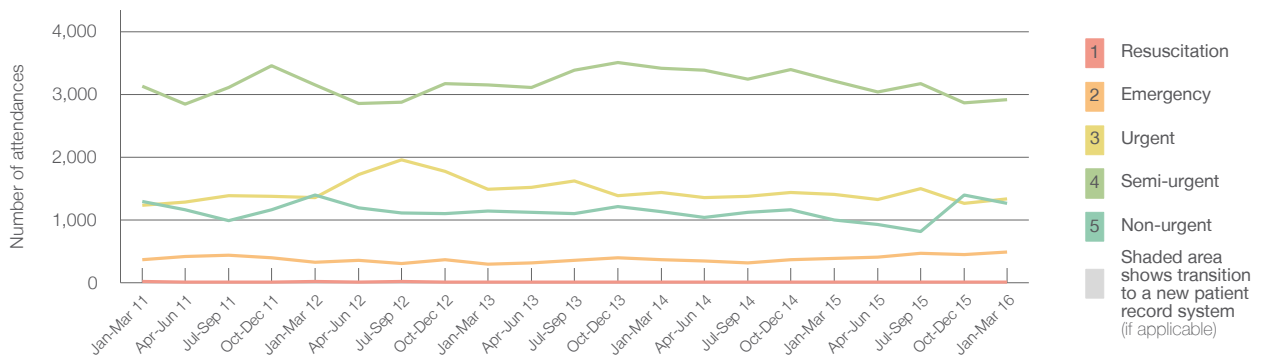
All attendances:¹ 6,091 patients

Emergency attendances² by triage category: 6,007 patients



Same period last year	Change since one year ago
6,078	0%
6,006	0%
9	-44%
384	27%
1,402	-5%
3,213	-9%
998	27%

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	17	21	13	6	9	5
Emergency	366	324	294	370	384	489
Urgent	1,231	1,352	1,484	1,432	1,402	1,334
Semi-urgent	3,127	3,149	3,152	3,421	3,213	2,915
Non-urgent	1,293	1,401	1,142	1,126	998	1,264
All emergency attendances	6,034	6,247	6,085	6,355	6,006	6,007

Belmont Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,259 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,325	
11 minutes	-1 minute
47 minutes	-22 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.

Belmont 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: 489

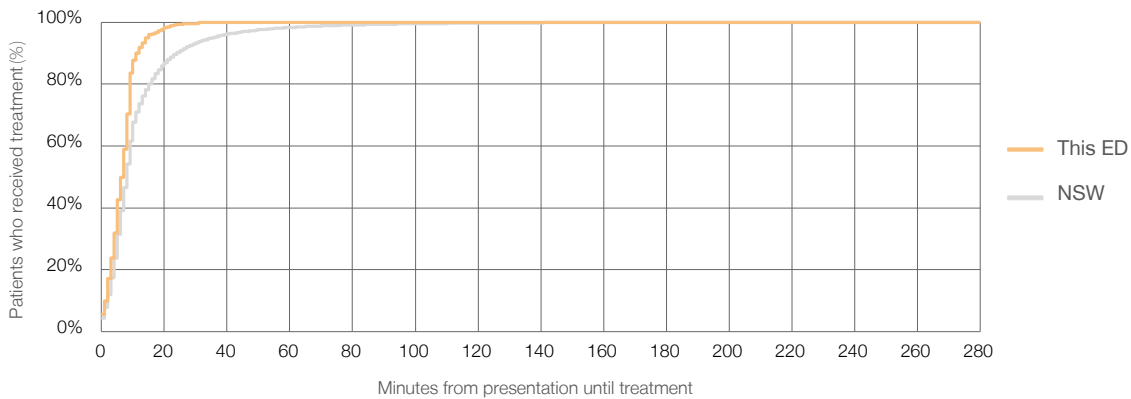
Number of triage 2 patients used to calculate waiting time:³ 486

Median time to start treatment⁴ ■ 7 minutes

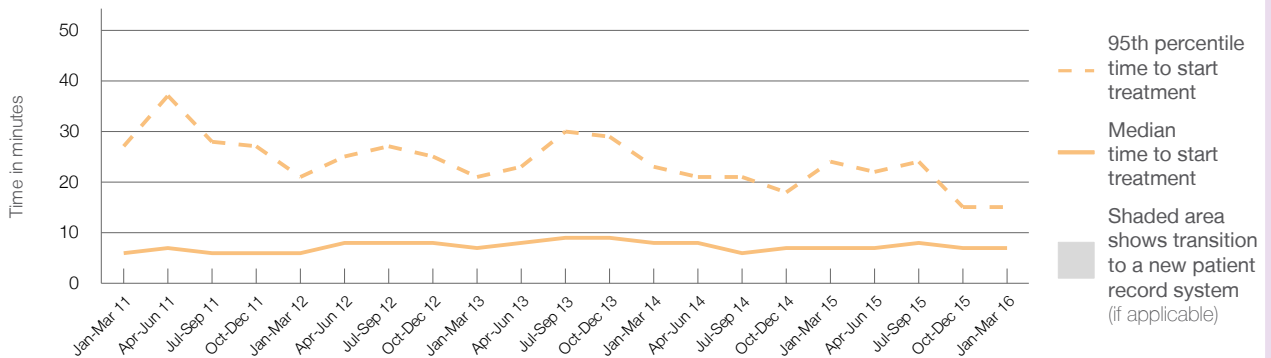
95th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
384	383
7 minutes	8 minutes
24 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)	6	6	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	27	21	21	23	24	15

(†) 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.

Belmont 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: 1,334

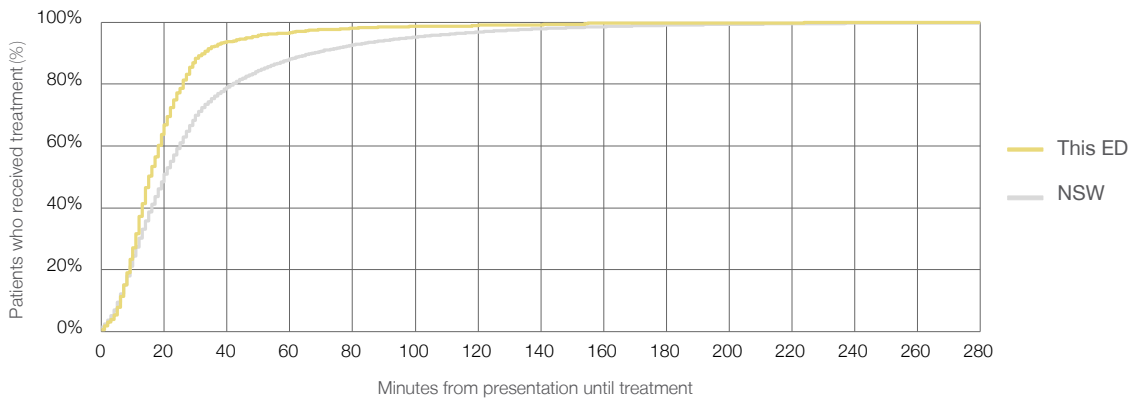
Number of triage 3 patients used to calculate waiting time:³ 1,309

Median time to start treatment⁴ 15 minutes

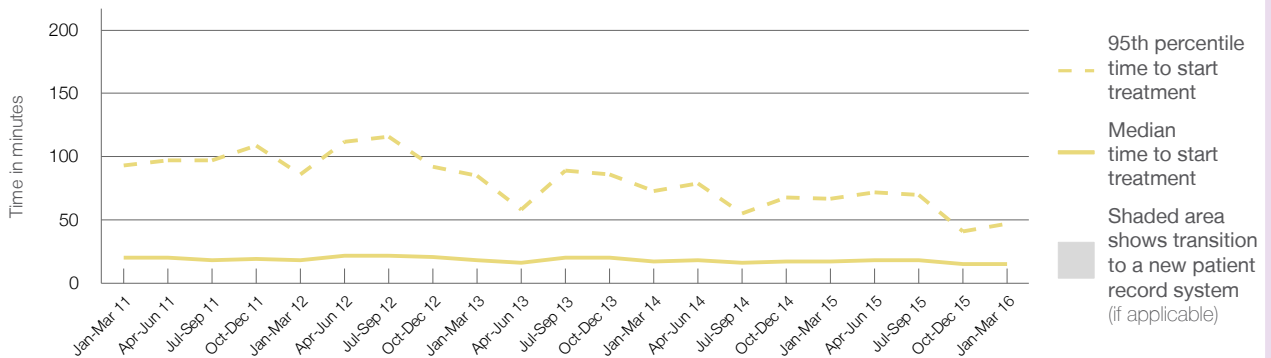
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,402	
1,363	
17 minutes	20 minutes
67 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)	20	18	18	17	17	15
95th percentile time to start treatment ⁵ (minutes)	93	86	85	73	67	47

(†) 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.

Belmont 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: 2,915

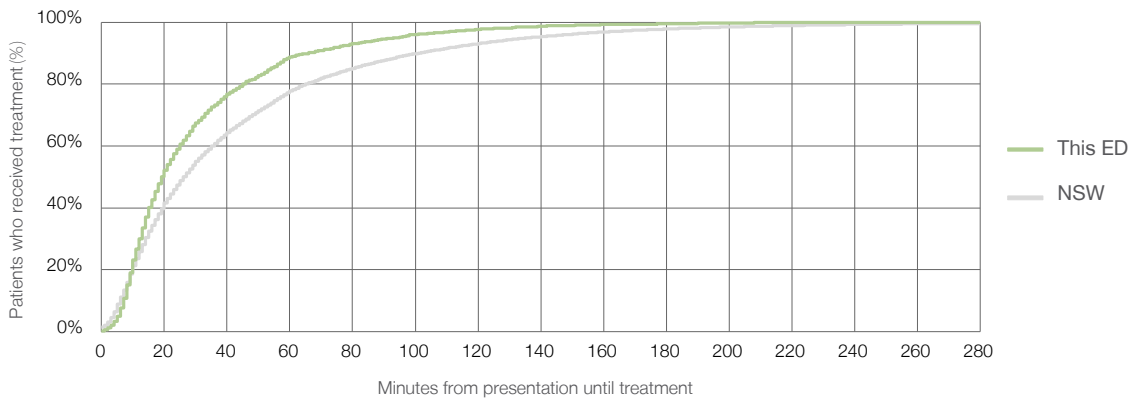
Number of triage 4 patients used to calculate waiting time:³ 2,516

Median time to start treatment⁴ 19 minutes

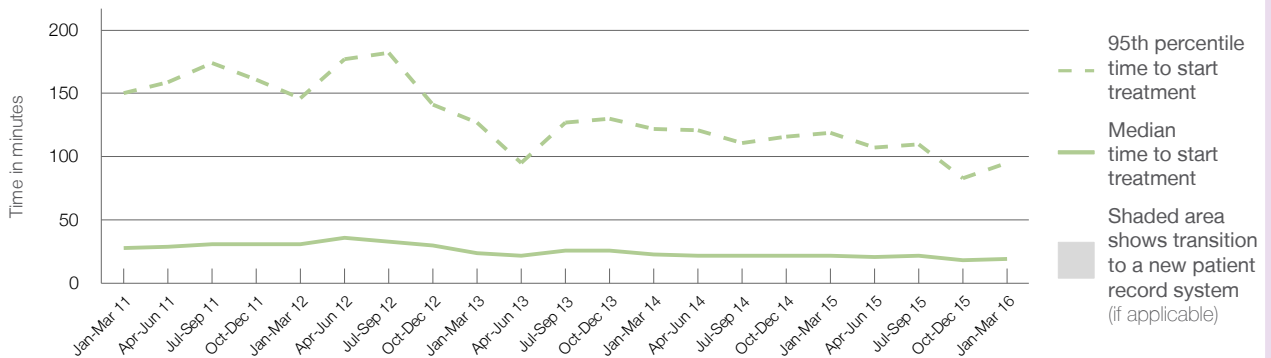
95th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
3,213	
2,752	
22 minutes	26 minutes
119 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)	28	31	24	23	22	19
95th percentile time to start treatment ⁵ (minutes)	150	146	127	122	119	95

(†) 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.

Belmont 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: 1,264

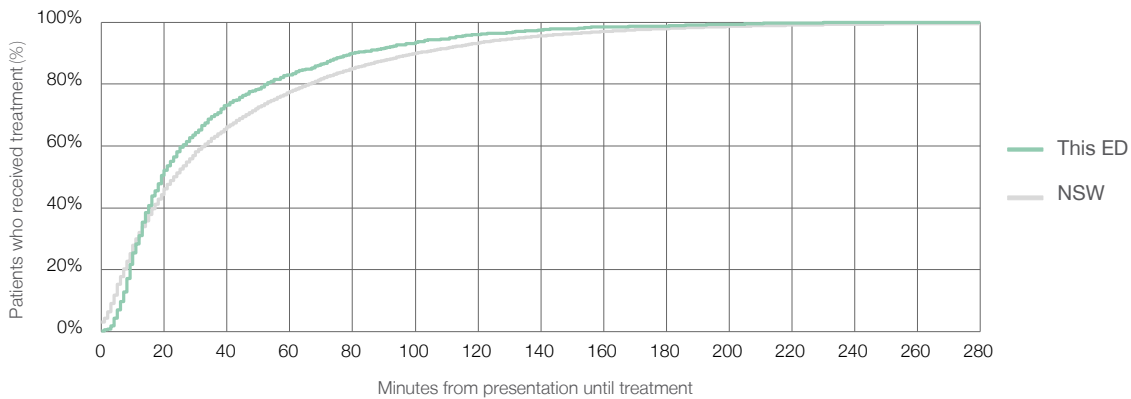
Number of triage 5 patients used to calculate waiting time:³ 976

Median time to start treatment⁴ 19 minutes

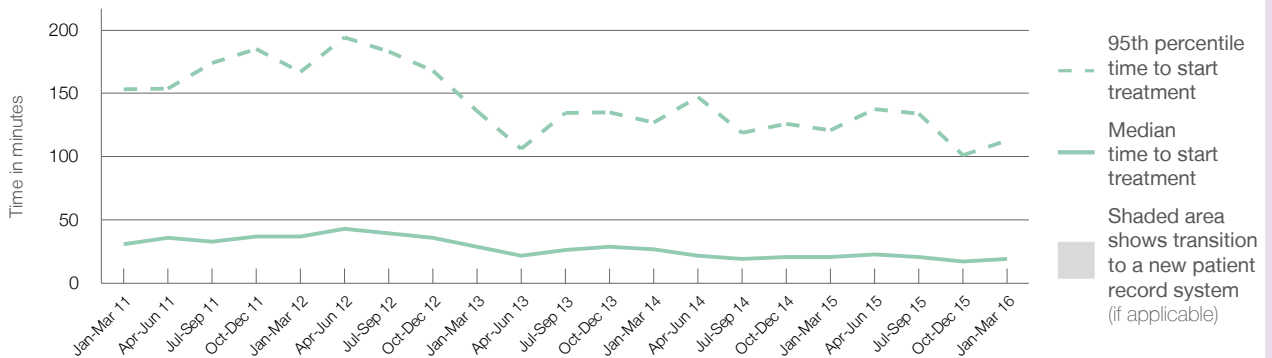
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
998	722
21 minutes	23 minutes
121 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)	31	37	29	27	21	19
95th percentile time to start treatment ⁵ (minutes)	153	167	136	127	121	113

(†) 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.

Belmont Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,091 patients

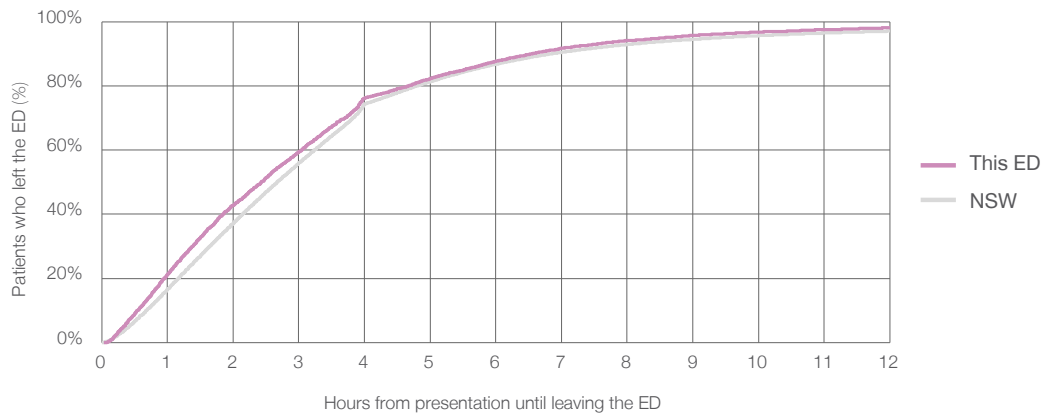
Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Median time to leaving the ED⁸ 2 hours and 26 minutes

95th percentile time to leaving the ED⁹ 8 hours and 34 minutes

Same period last year	NSW (this period)
6,078	6,078
2 hours and 34 minutes	2 hours and 40 minutes
9 hours and 53 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)	2h 48m	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	9h 37m	8h 55m	9h 14m	9h 53m	8h 34m

(†) 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.

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

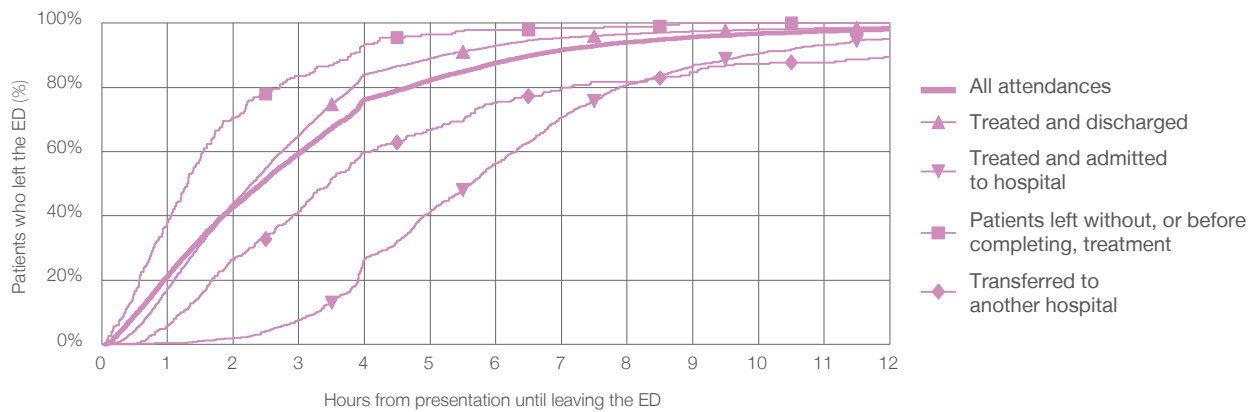
All attendances:¹ 6,091 patients

Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Treated and discharged	4,133 (68%)
Treated and admitted to hospital	919 (15%)
Patient left without, or before completing, treatment	200 (3%)
Transferred to another hospital	229 (4%)
Other	610 (10%)

Same period last year	Change since one year ago
6,078	0%
4,103	1%
844	9%
244	-18%
247	-7%
640	-5%

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	17%	44%	65%	84%	93%	97%	98%	99%
Treated and admitted to hospital	0%	2%	8%	27%	56%	81%	90%	95%
Patient left without, or before completing, treatment	38%	71%	84%	94%	98%	99%	100%	100%
Transferred to another hospital	6%	26%	41%	60%	75%	82%	87%	90%
All attendances	21%	43%	59%	76%	88%	94%	97%	98%

(†) 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.

Belmont 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 6,091 patients

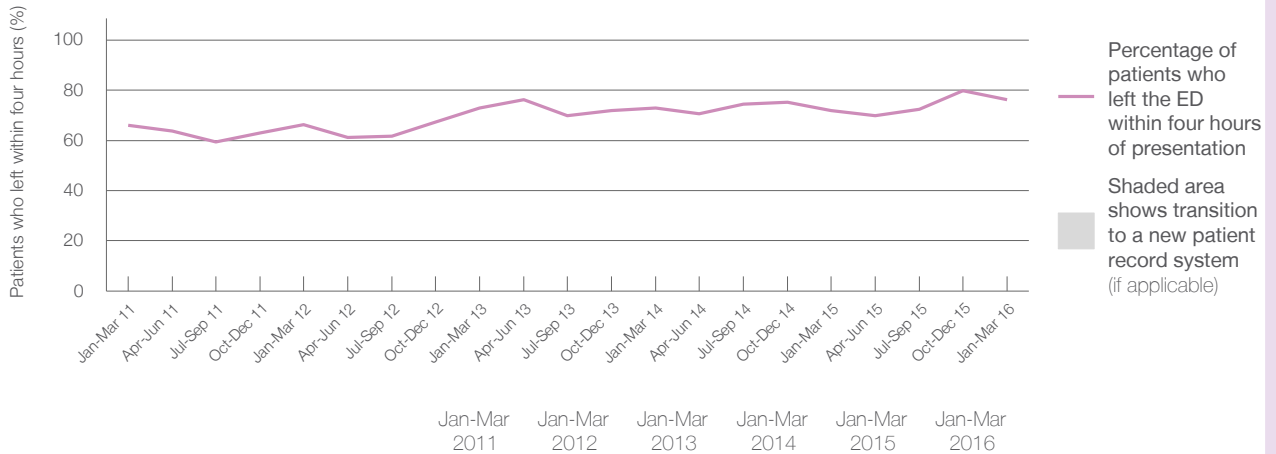
Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,078	0%
Attendances used to calculate time to leaving the ED	6,078	0%
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^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	66%	66%	73%	73%	72%	76%

* 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 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).

Bowral and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,624 patients
Emergency attendances:² 4,465 patients

Same period last year	Change since one year ago
4,335	7%
4,207	6%

Bowral and District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 322 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,402 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,161 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 570 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
306	
10 minutes	8 minutes
32 minutes	35 minutes
1,320	
23 minutes	20 minutes
103 minutes	99 minutes
2,087	
26 minutes	26 minutes
142 minutes	137 minutes
475	
25 minutes	23 minutes
127 minutes	135 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
4,335	7%
83%	

* 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.

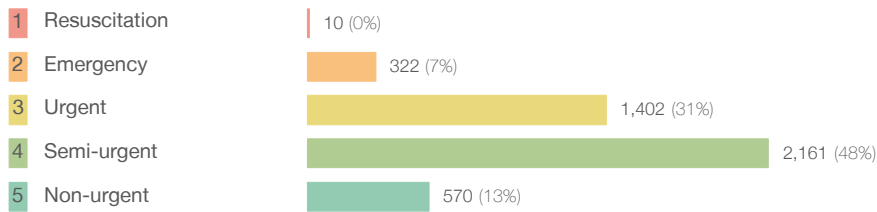
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bowral and District Hospital: Patients attending the emergency department January to March 2016

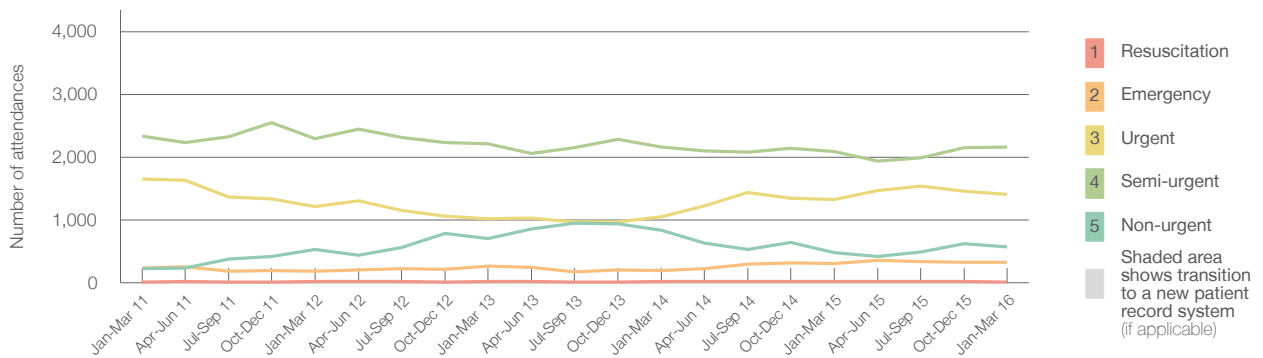
All attendances:¹ 4,624 patients

Emergency attendances² by triage category: 4,465 patients



Same period last year	Change since one year ago
4,335	7%
4,207	6%
19	-47%
306	5%
1,320	6%
2,087	4%
475	20%

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	12	20	16	14	19	10
Emergency	236	180	259	191	306	322
Urgent	1,648	1,216	1,022	1,050	1,320	1,402
Semi-urgent	2,335	2,299	2,209	2,158	2,087	2,161
Non-urgent	221	534	698	837	475	570
All emergency attendances	4,452	4,249	4,204	4,250	4,207	4,465

Bowral and District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 700 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
834	
14 minutes	-3 minutes
40 minutes	-15 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.

Bowral and District 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: 322

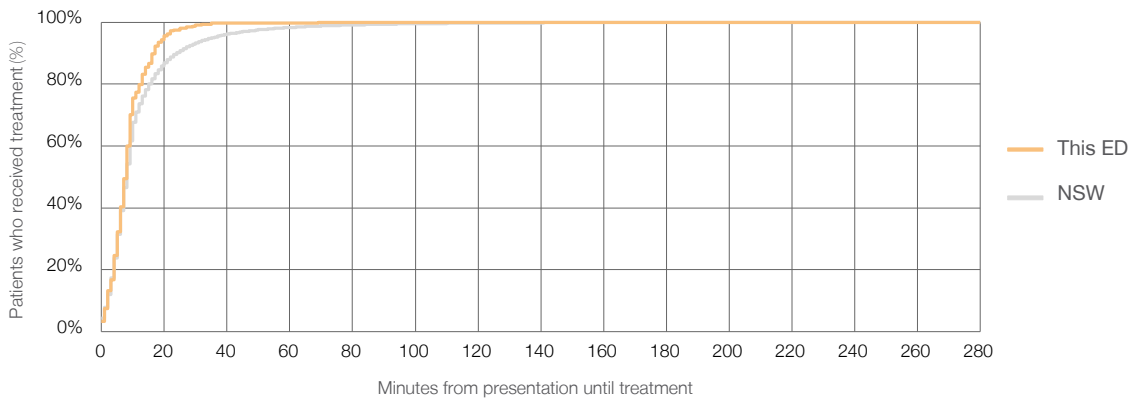
Number of triage 2 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 8 minutes

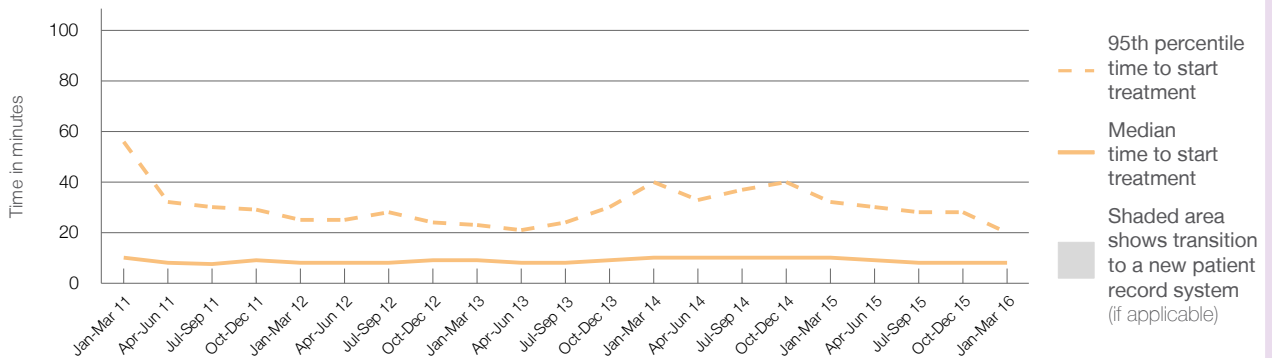
95th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
306	306
10 minutes	8 minutes
32 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)	10	8	9	10	10	8
95th percentile time to start treatment ⁵ (minutes)	56	25	23	40	32	20

(†) 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.

Bowral and District 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: 1,402

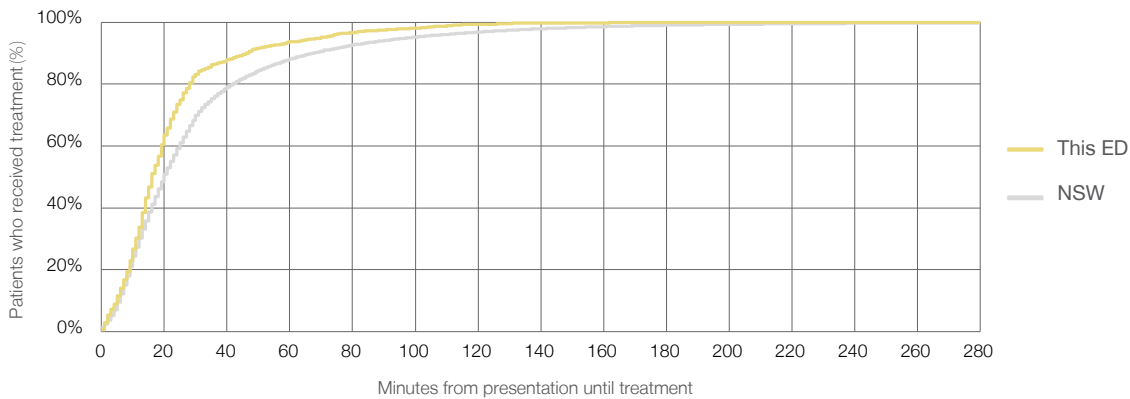
Number of triage 3 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴ 16 minutes

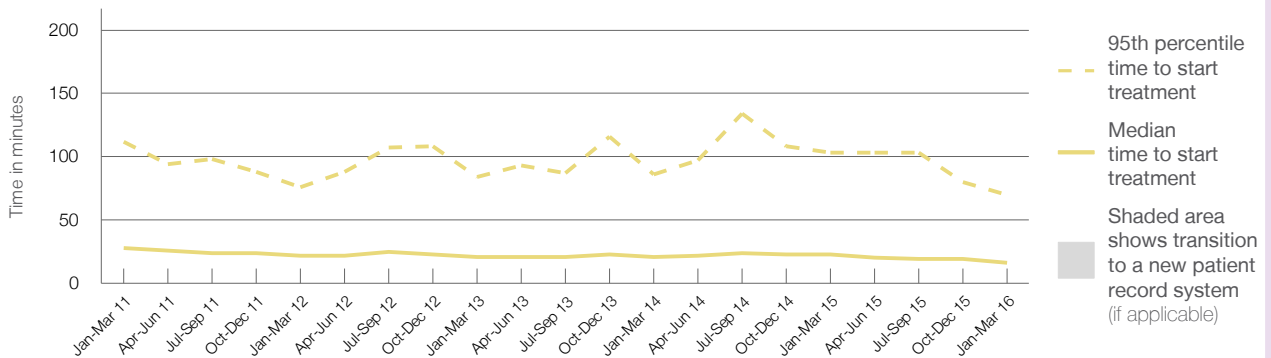
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,320	1,293
23 minutes	20 minutes
103 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)	28	22	21	21	23	16
95th percentile time to start treatment ⁵ (minutes)	112	76	84	86	103	70

(†) 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.

Bowral and District 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: 2,161

Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴

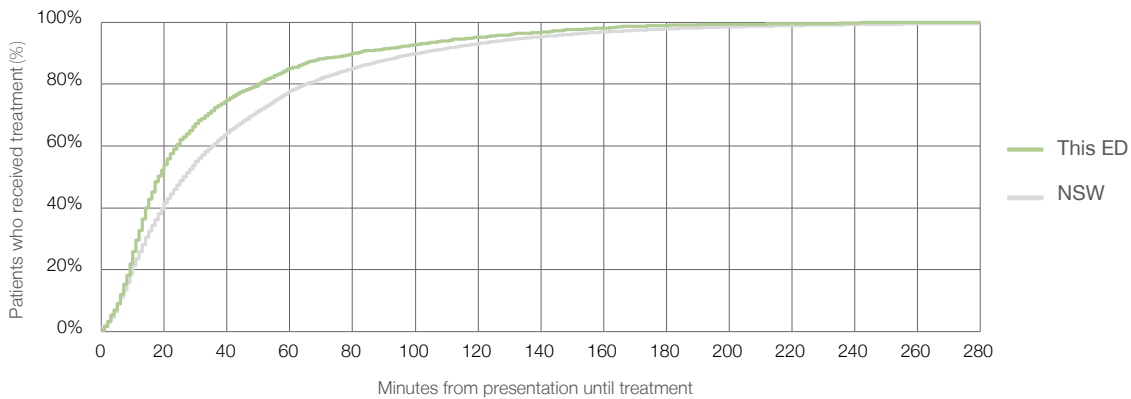
18 minutes

95th percentile time to start treatment⁵

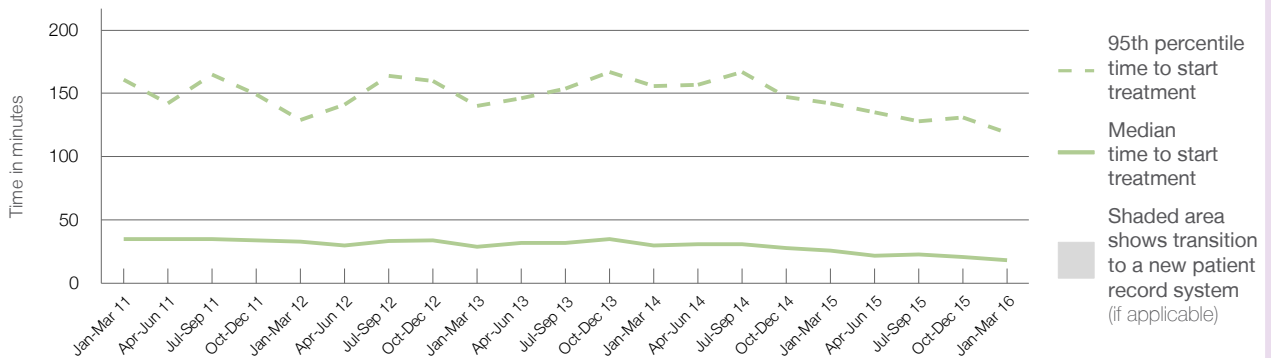
119 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,087	1,948
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 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	33	29	30	26	18
95th percentile time to start treatment ⁵ (minutes)	161	129	140	156	142	119

(†) 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.

Bowral and District 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: 570

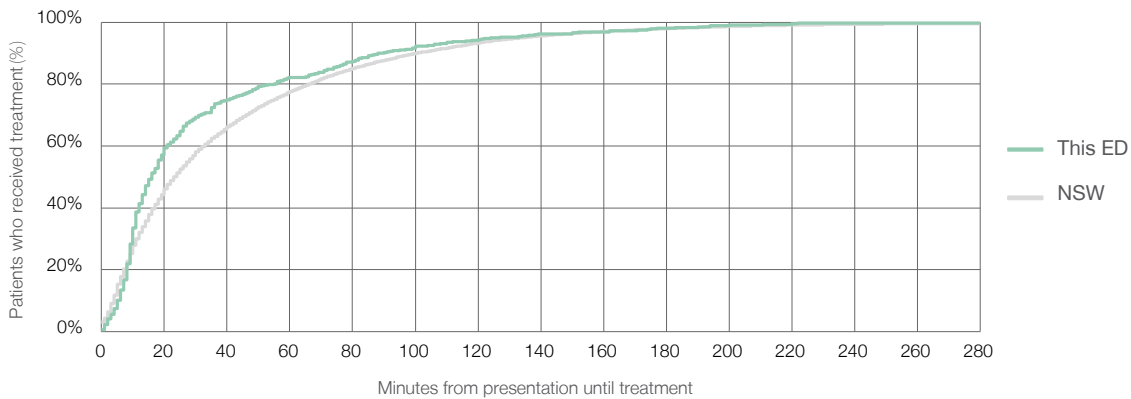
Number of triage 5 patients used to calculate waiting time:³ 523

Median time to start treatment⁴ 16 minutes

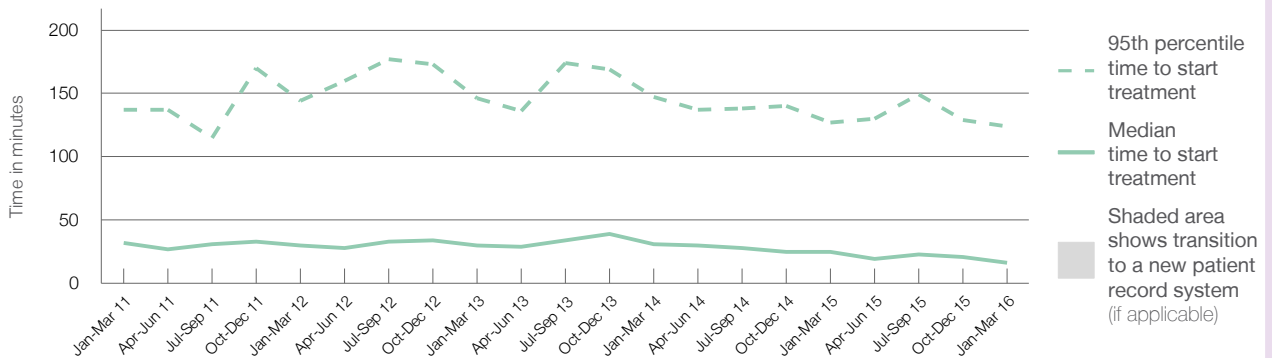
95th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
	475	415
	25 minutes	23 minutes
	127 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)	32	30	30	31	25	16
95th percentile time to start treatment ⁵ (minutes)	137	144	146	147	127	124

(†) 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.

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,624 patients

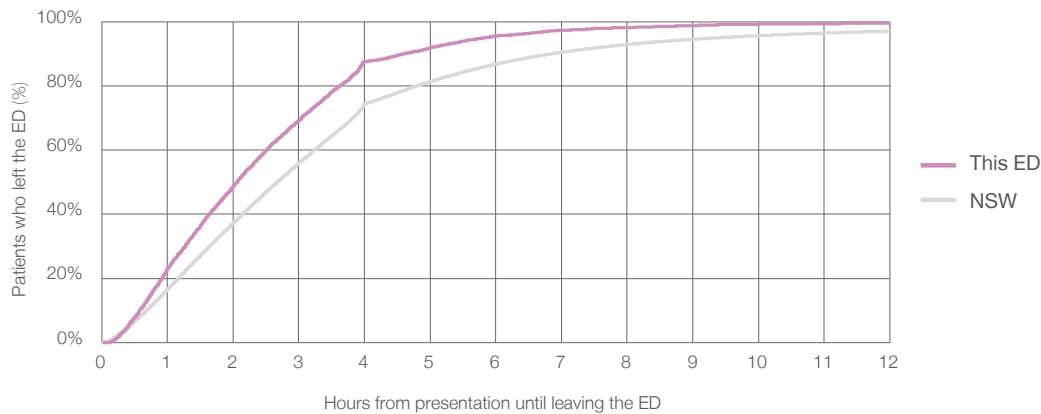
Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Median time to leaving the ED⁸ 2 hours and 4 minutes

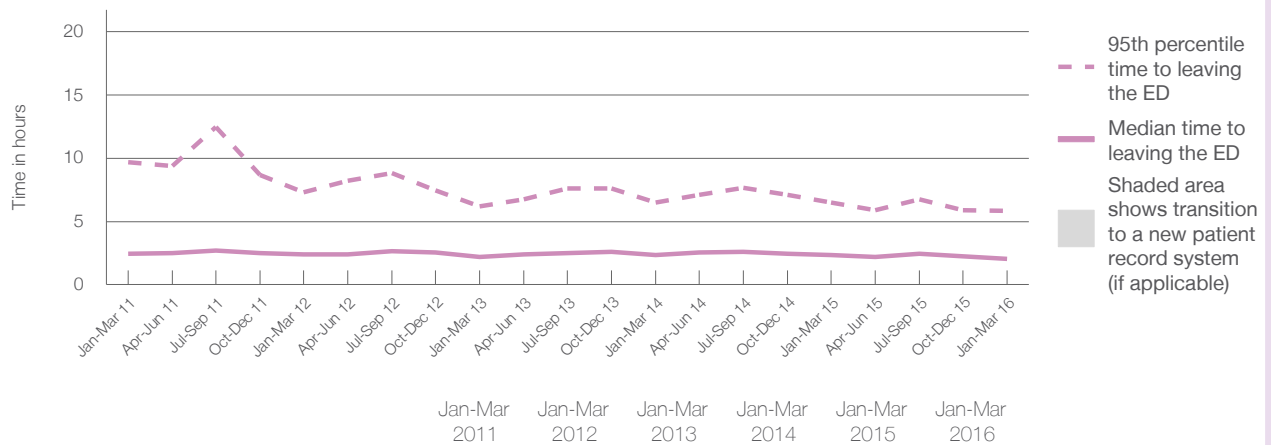
95th percentile time to leaving the ED⁹ 5 hours and 51 minutes

Same period last year	NSW (this period)
4,335	4,335
2 hours and 22 minutes	2 hours and 40 minutes
6 hours and 31 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^{††}



Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 42m	7h 19m	6h 11m	6h 31m	6h 31m	5h 51m

(†) 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.

Bowral and District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

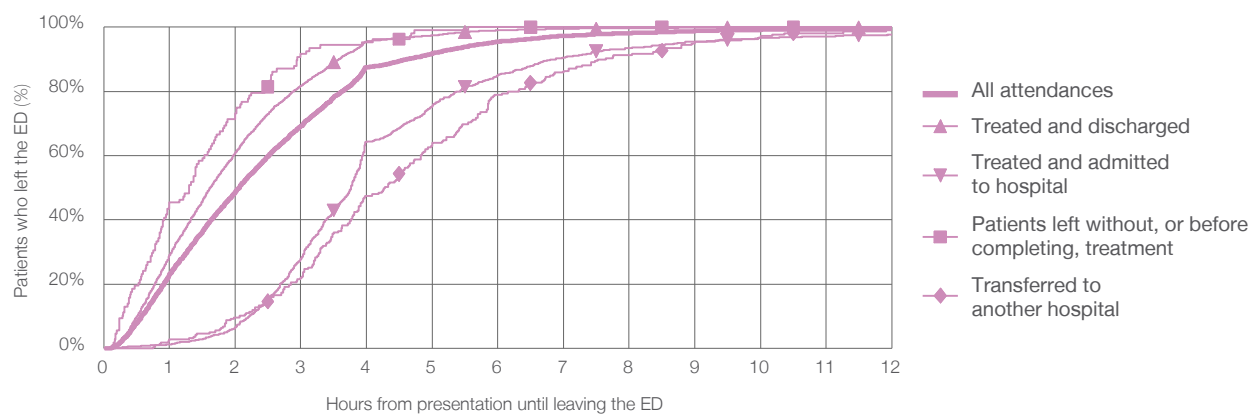
All attendances:¹ 4,624 patients

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Treated and discharged	3,439 (74%)
Treated and admitted to hospital	852 (18%)
Patient left without, or before completing, treatment	108 (2%)
Transferred to another hospital	219 (5%)
Other	6 (0%)

Same period last year	Change since one year ago
4,335	7%
3,172	8%
748	14%
180	-40%
227	-4%
8	-25%

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	29%	61%	82%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	28%	64%	85%	93%	97%	98%
Patient left without, or before completing, treatment	45%	73%	92%	95%	100%	100%	100%	100%
Transferred to another hospital	3%	10%	22%	47%	79%	91%	97%	99%
All attendances	23%	49%	69%	88%	96%	98%	99%	100%

(†) 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.

Bowral and District 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 4,624 patients

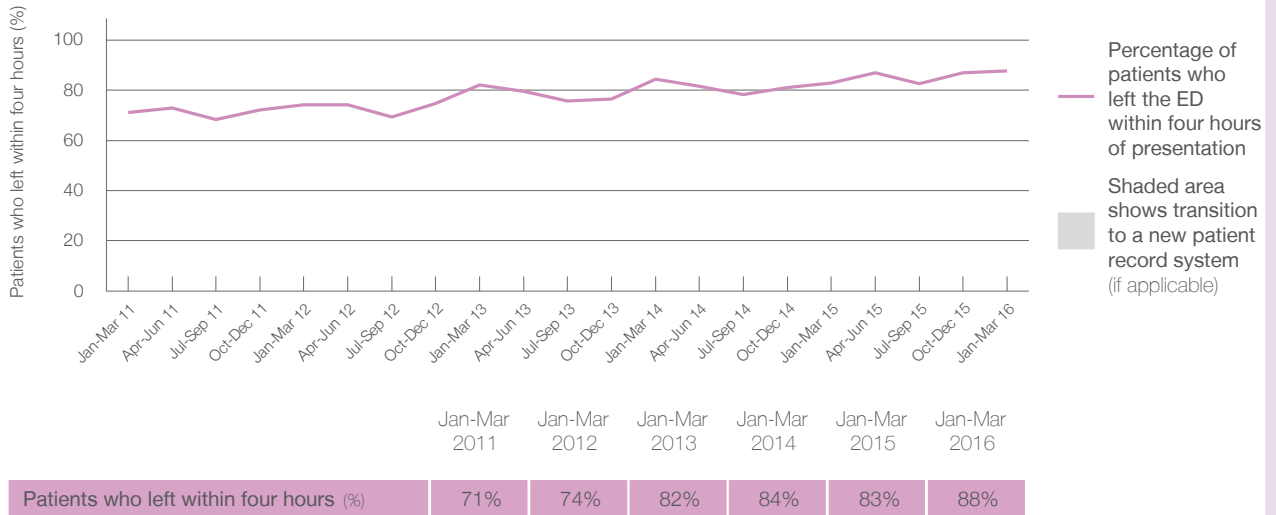
Attendances used to calculate time to leaving the ED: ⁶ 4,624 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,335	7%
Attendances used to calculate time to leaving the ED	4,335	7%
Percentage of patients who left the ED within four hours	83%	

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 (%)	71%	74%	82%	84%	83%	88%
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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.
 ‡ 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 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).

Broken Hill Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,980 patients
 Emergency attendances:² 4,359 patients

Same period last year	Change since one year ago
5,114	-3%
4,265	2%

Broken Hill Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,074 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,597 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,330 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
333	
9 minutes	8 minutes
33 minutes	35 minutes
935	
21 minutes	20 minutes
80 minutes	99 minutes
1,584	
32 minutes	26 minutes
133 minutes	137 minutes
1,401	
36 minutes	23 minutes
154 minutes	135 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,980 patients

Percentage of patients who left the ED within four hours 90%

Same period last year	Change since one year ago
5,114	-3%
85%	

* 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.

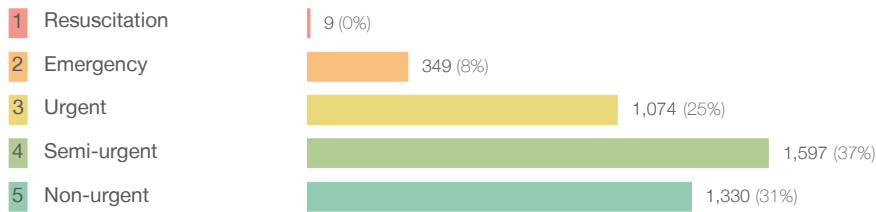
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Broken Hill Base Hospital: Patients attending the emergency department January to March 2016

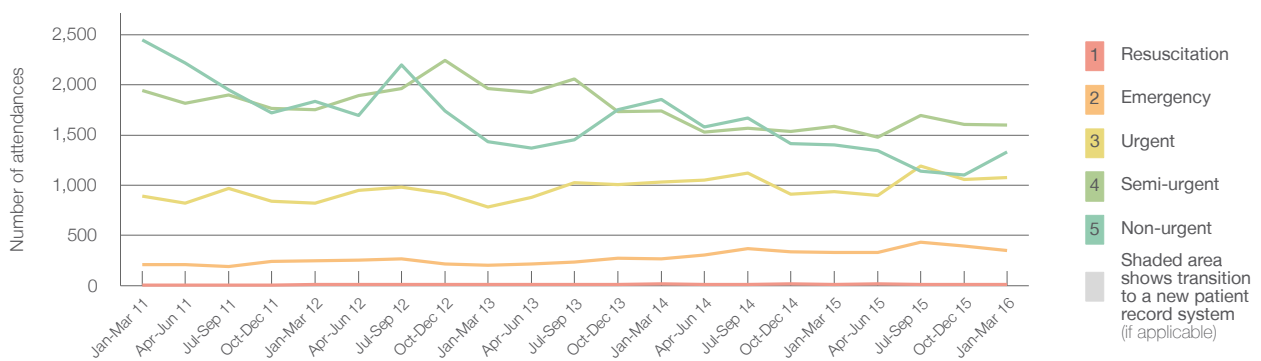
All attendances:¹ 4,980 patients

Emergency attendances² by triage category: 4,359 patients



Same period last year	Change since one year ago
5,114	-3%
4,265	2%
12	-25%
333	5%
935	15%
1,584	1%
1,401	-5%

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	< 5	14	11	16	12	9
Emergency	211	249	200	266	333	349
Urgent	892	822	783	1,035	935	1,074
Semi-urgent	1,946	1,750	1,963	1,739	1,584	1,597
Non-urgent	2,446	1,834	1,431	1,856	1,401	1,330
All emergency attendances	5,495	4,669	4,388	4,912	4,265	4,359

Broken Hill Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 603 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
633	
14 minutes	-3 minutes
53 minutes	-21 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.

Broken Hill Base 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: 349

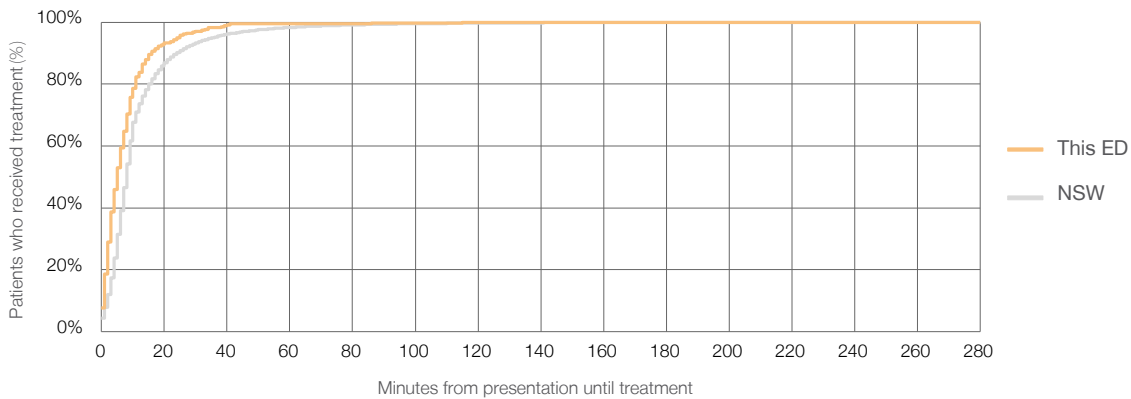
Number of triage 2 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 5 minutes

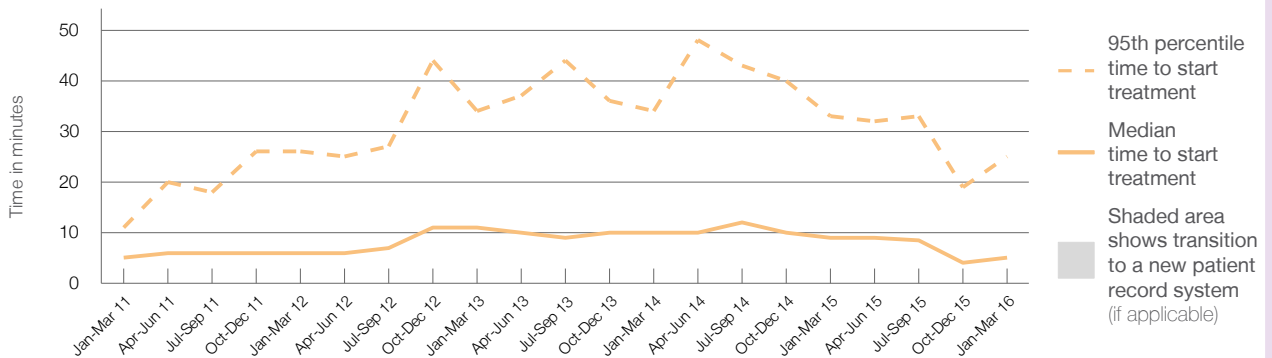
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
333	
328	
9 minutes	8 minutes
33 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)	5	6	11	10	9	5
95th percentile time to start treatment ⁵ (minutes)	11	26	34	34	33	25

(†) 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.

Broken Hill Base 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: 1,074

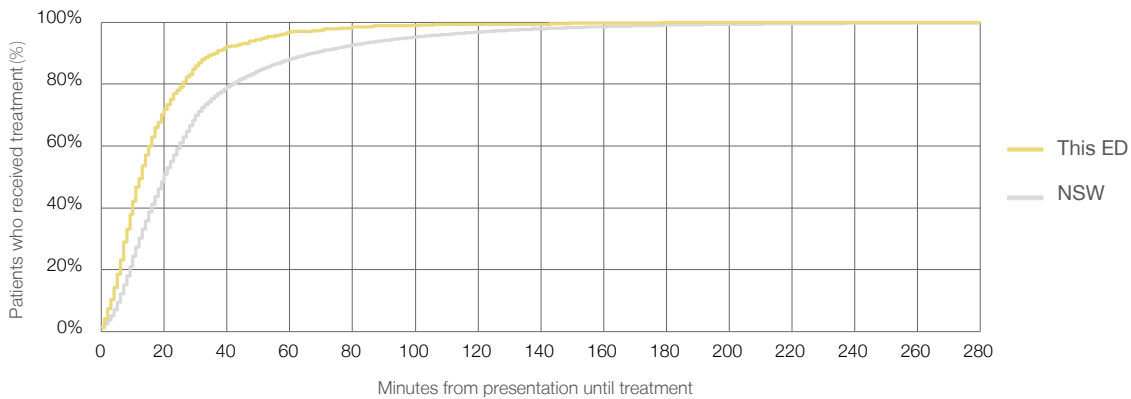
Number of triage 3 patients used to calculate waiting time:³ 955

Median time to start treatment⁴ 13 minutes

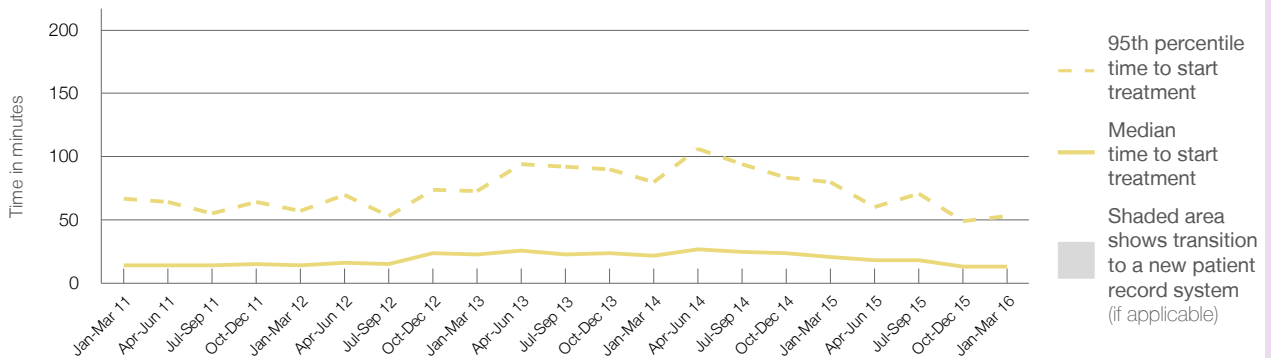
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
935	861
21 minutes	20 minutes
80 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)	14	14	23	22	21	13
95th percentile time to start treatment ⁵ (minutes)	67	57	73	80	80	53

(†) 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.

Broken Hill Base 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: 1,597

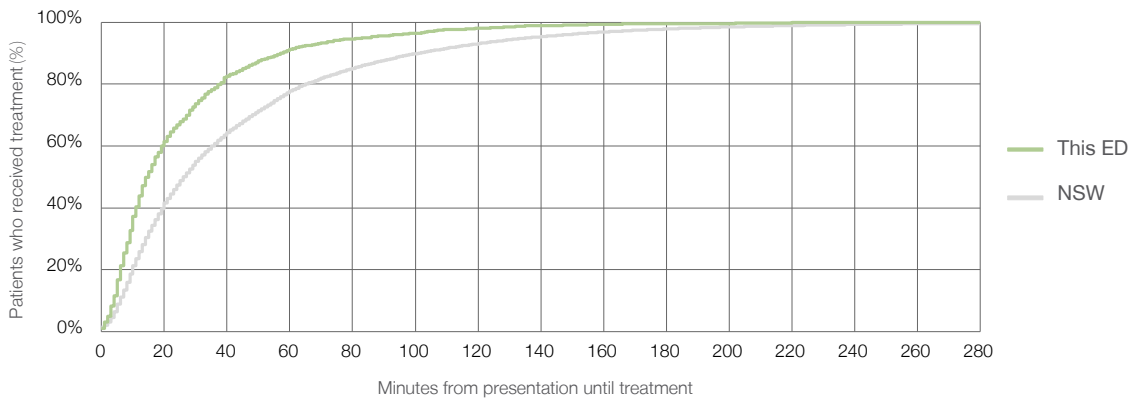
Number of triage 4 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 15 minutes

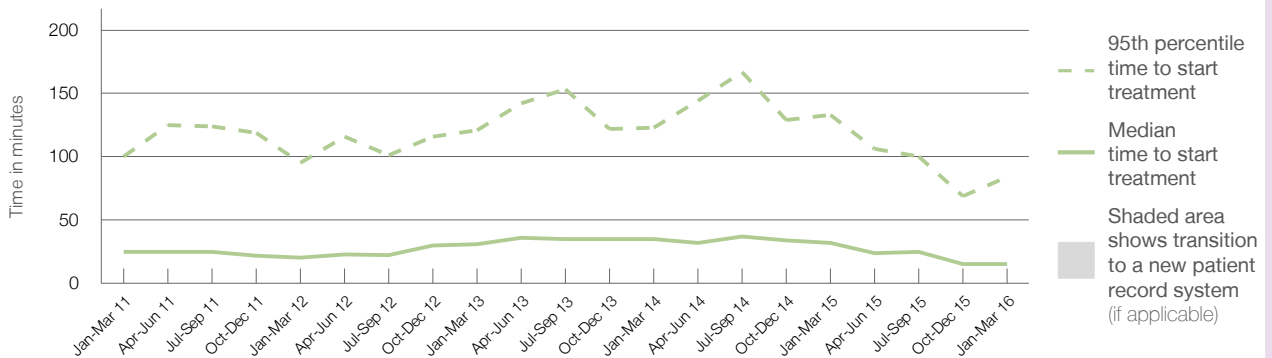
95th percentile time to start treatment⁵ 84 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,584	1,173
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵	133 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)	25	20	31	35	32	15
95th percentile time to start treatment ⁵ (minutes)	100	95	121	123	133	84

(†) 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.

Broken Hill Base 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: 1,330

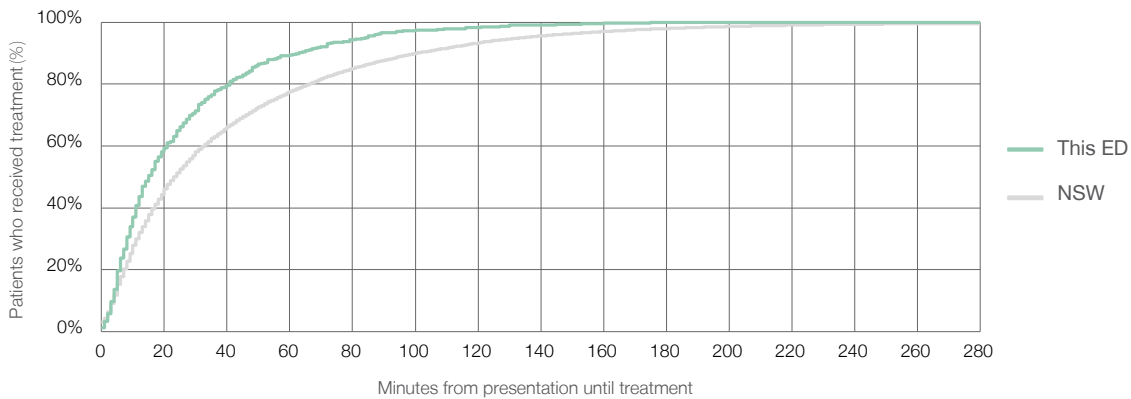
Number of triage 5 patients used to calculate waiting time:³ 501

Median time to start treatment⁴ 15 minutes

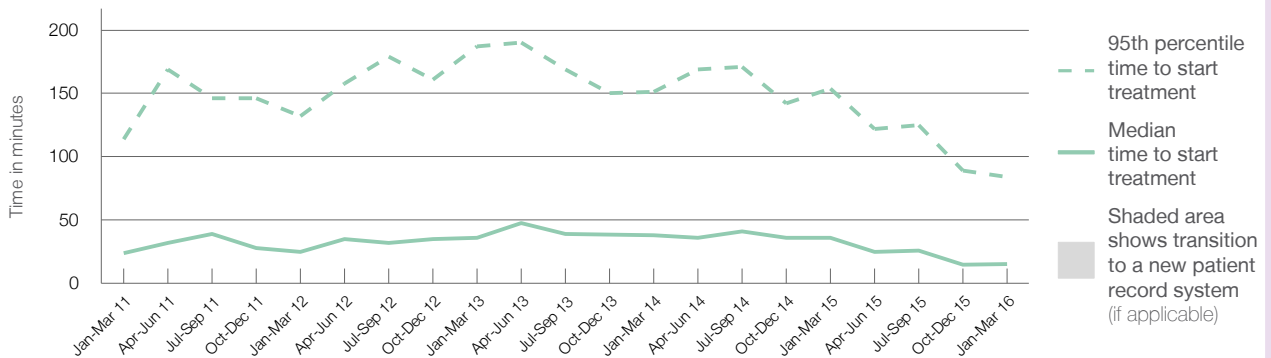
95th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,401	
740	
36 minutes	23 minutes
154 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)	24	25	36	38	36	15
95th percentile time to start treatment ⁵ (minutes)	114	132	187	151	154	84

(†) 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.

Broken Hill Base Hospital: Time from presentation until leaving the ED January to March 2016

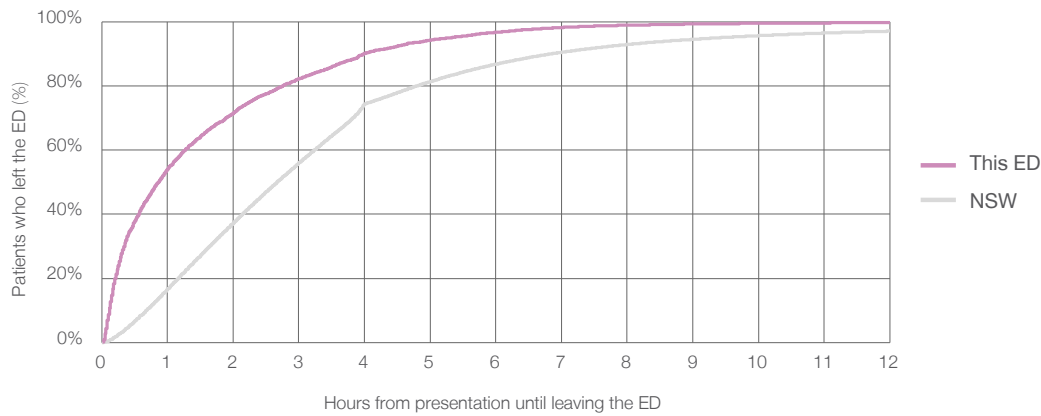
All attendances:¹ 4,980 patients

Attendances used to calculate time to leaving the ED:⁶ 4,980 patients

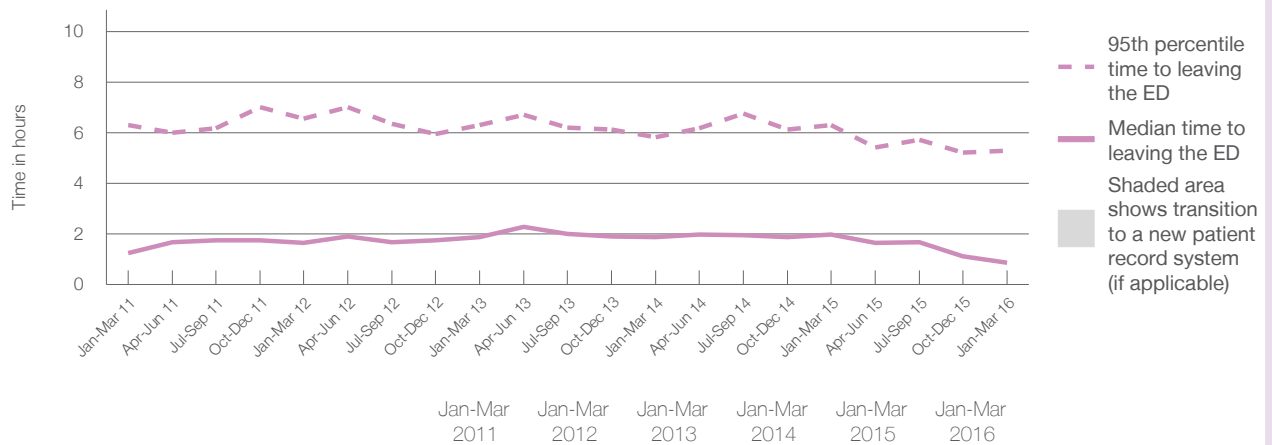
Median time to leaving the ED⁸ 0 hours and 52 minutes
95th percentile time to leaving the ED⁹ 5 hours and 19 minutes

Same period last year	NSW (this period)
5,114	5,114
1 hours and 60 minutes	2 hours and 40 minutes
6 hours and 19 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 19m	6h 33m	6h 18m	5h 50m	6h 19m	5h 19m

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

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

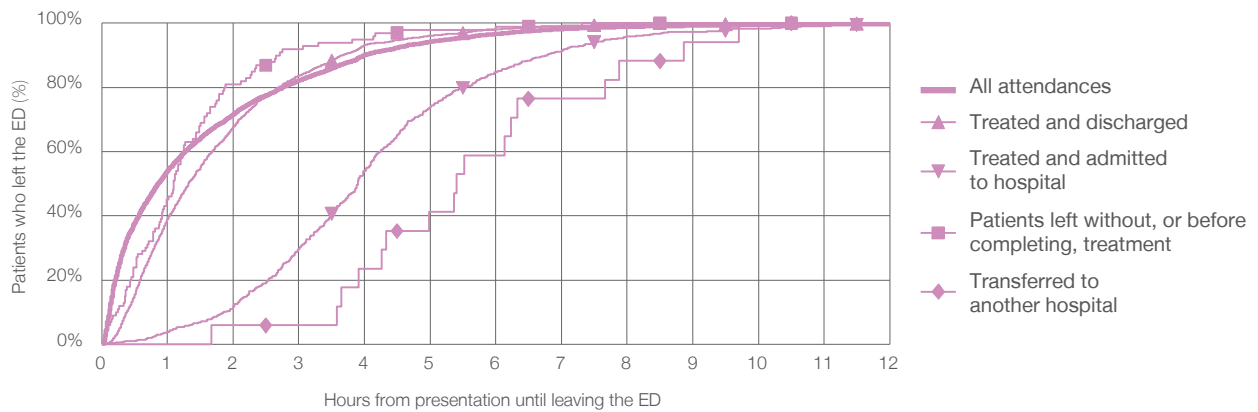
All attendances:¹ 4,980 patients

Attendances used to calculate time to leaving the ED:⁶ 4,980 patients

Treated and discharged	2,419 (49%)
Treated and admitted to hospital	626 (13%)
Patient left without, or before completing, treatment	100 (2%)
Transferred to another hospital	17 (0%)
Other	1,818 (37%)

Same period last year	Change since one year ago
5,114	-3%
2,840	-15%
614	2%
281	-64%
17	0%
1,362	33%

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

Treated and discharged	39%	68%	84%	93%	98%	100%	100%	100%
Treated and admitted to hospital	4%	12%	30%	54%	85%	96%	98%	100%
Patient left without, or before completing, treatment	45%	81%	92%	95%	99%	100%	100%	100%
Transferred to another hospital	0%	6%	6%	24%	59%	88%	100%	100%
All attendances	54%	72%	82%	90%	97%	99%	99%	100%

(†) 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.

Broken Hill Base 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 4,980 patients

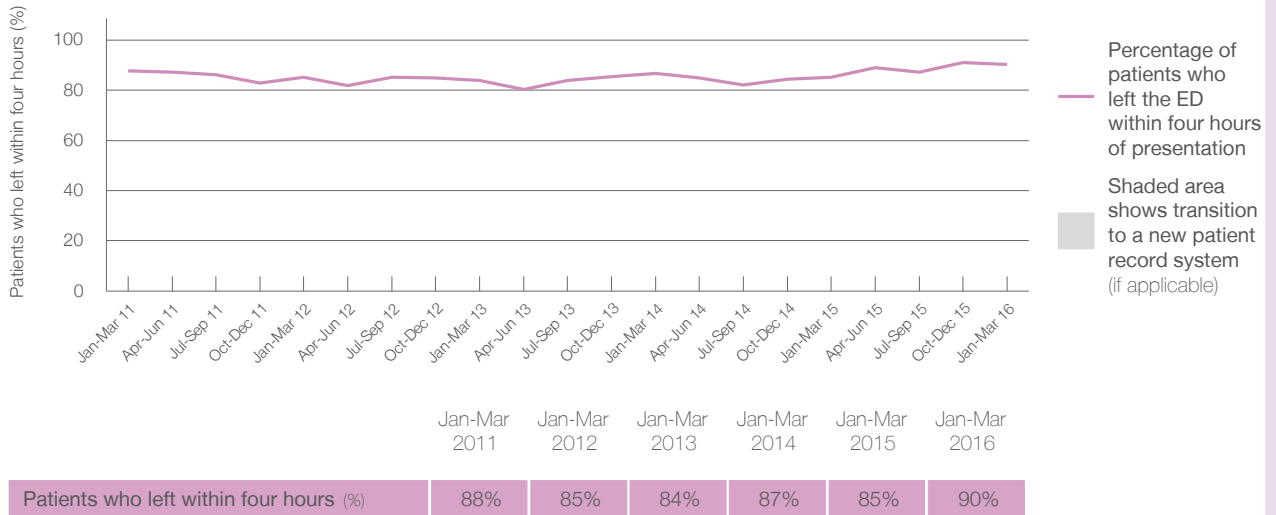
Attendances used to calculate time to leaving the ED:⁶ 4,980 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,114	-3%
Attendances used to calculate time to leaving the ED	5,114	-3%
Percentage of patients who left the ED within four hours	85%	

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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- 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).

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,277 patients
 Emergency attendances:² 4,023 patients

Same period last year	Change since one year ago
4,110	4%
3,751	7%

Goulburn Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 515 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,589 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,640 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
443	
8 minutes	8 minutes
32 minutes	35 minutes
1,452	
21 minutes	20 minutes
106 minutes	99 minutes
1,582	
26 minutes	26 minutes
142 minutes	137 minutes
264	
16 minutes	23 minutes
102 minutes	135 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours 78%

Same period last year	Change since one year ago
4,110	4%
82%	

* 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.

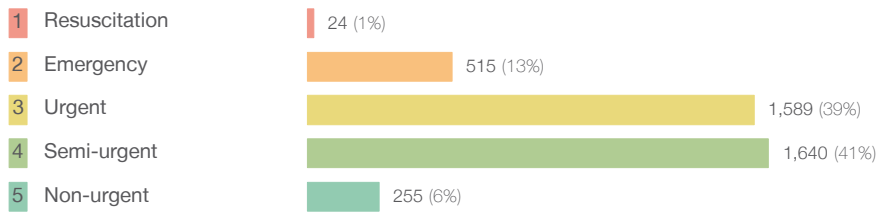
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Goulburn Base Hospital: Patients attending the emergency department January to March 2016

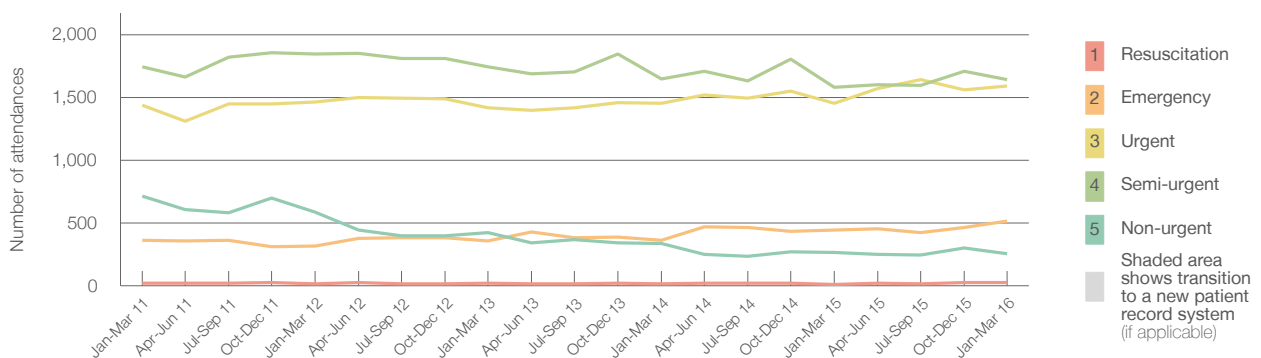
All attendances:¹ 4,277 patients

Emergency attendances² by triage category: 4,023 patients



Same period last year	Change since one year ago
4,110	4%
3,751	7%
10	140%
443	16%
1,452	9%
1,582	4%
264	-3%

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	20	16	19	16	10	24
Emergency	362	314	356	360	443	515
Urgent	1,436	1,461	1,416	1,452	1,452	1,589
Semi-urgent	1,746	1,844	1,743	1,648	1,582	1,640
Non-urgent	712	588	423	338	264	255
All emergency attendances	4,276	4,223	3,957	3,814	3,751	4,023

Goulburn Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 780 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
732	
11 minutes	2 minutes
35 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.

Goulburn Base 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: 515

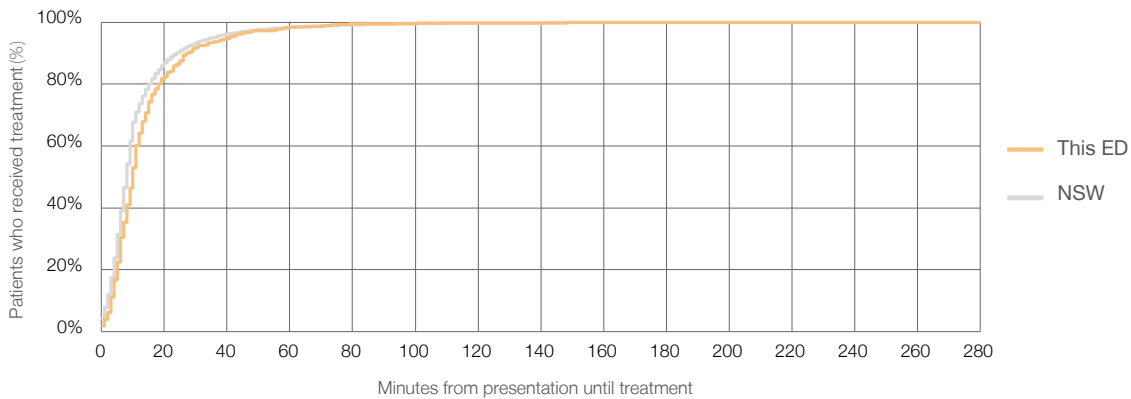
Number of triage 2 patients used to calculate waiting time:³ 515

Median time to start treatment⁴ 10 minutes

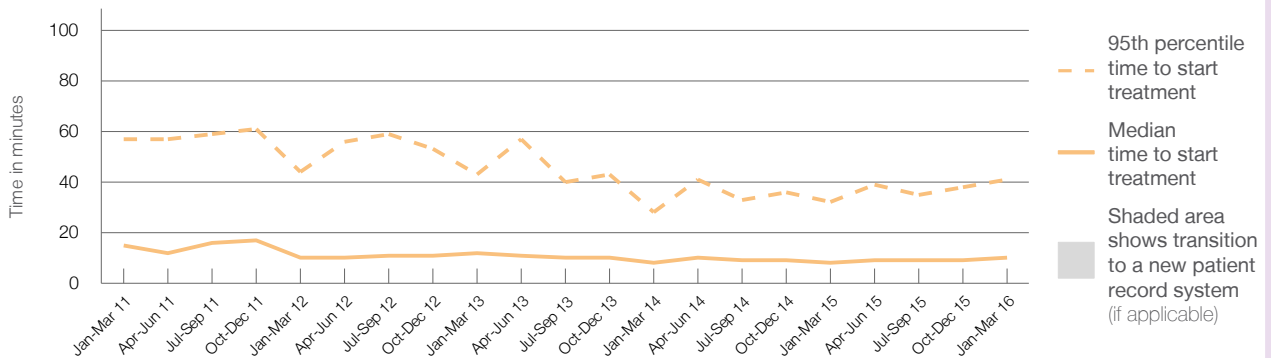
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
443	
439	
8 minutes	8 minutes
32 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)	15	10	12	8	8	10
95th percentile time to start treatment ⁵ (minutes)	57	44	43	28	32	41

(†) 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: 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: 1,589

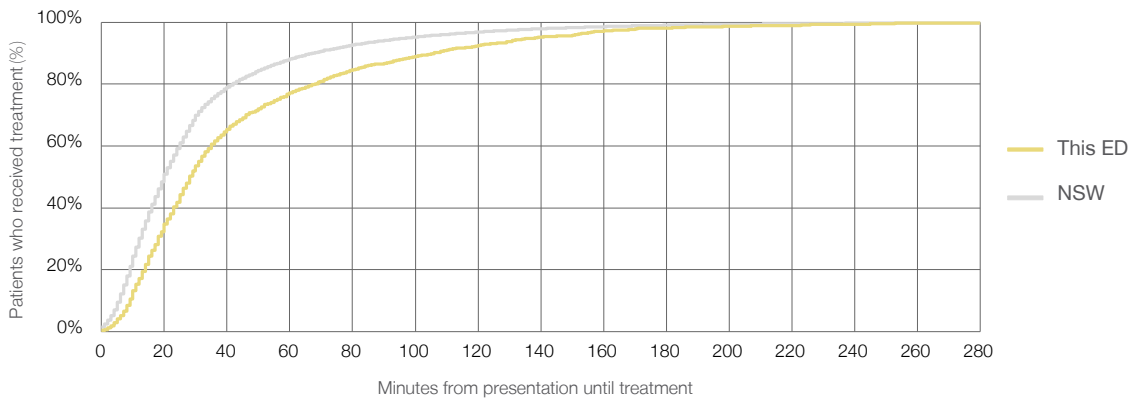
Number of triage 3 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 28 minutes

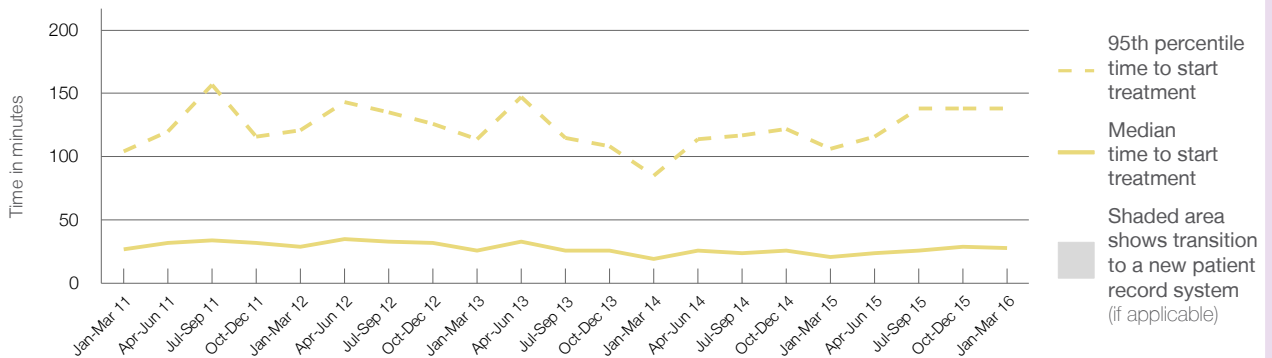
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,452	1,422
21 minutes	20 minutes
106 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)	27	29	26	19	21	28
95th percentile time to start treatment ⁵ (minutes)	104	121	114	85	106	138

(†) 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: 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: 1,640

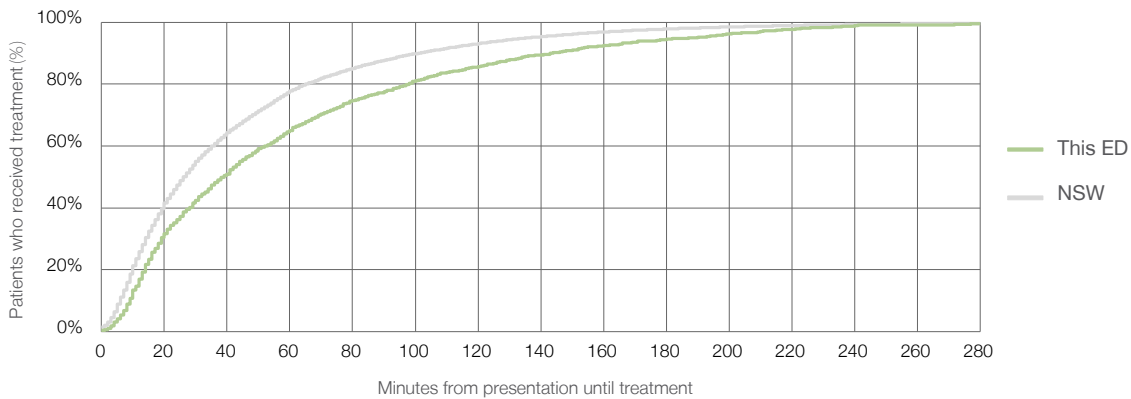
Number of triage 4 patients used to calculate waiting time:³ 1,482

Median time to start treatment⁴ 39 minutes

95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,582	1,489
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 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)	34	38	34	23	26	39
95th percentile time to start treatment ⁵ (minutes)	141	181	167	123	142	189

(†) 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: 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: 255

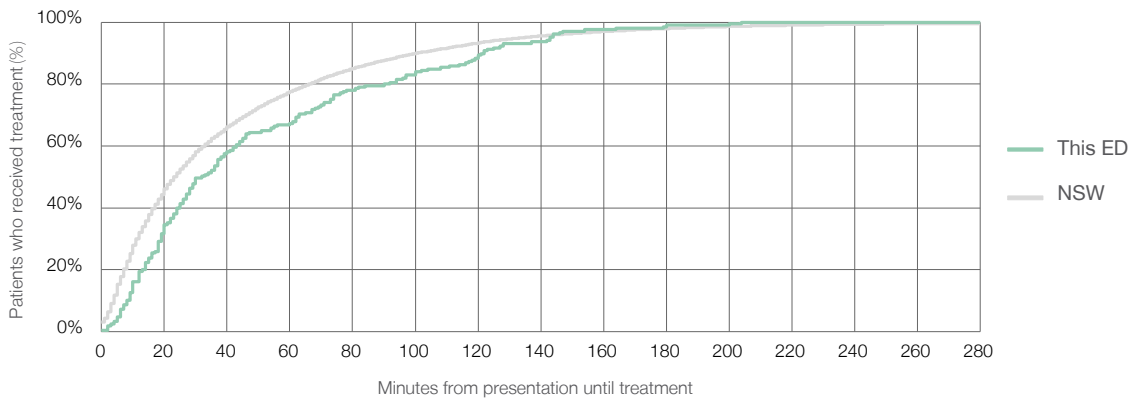
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 32 minutes

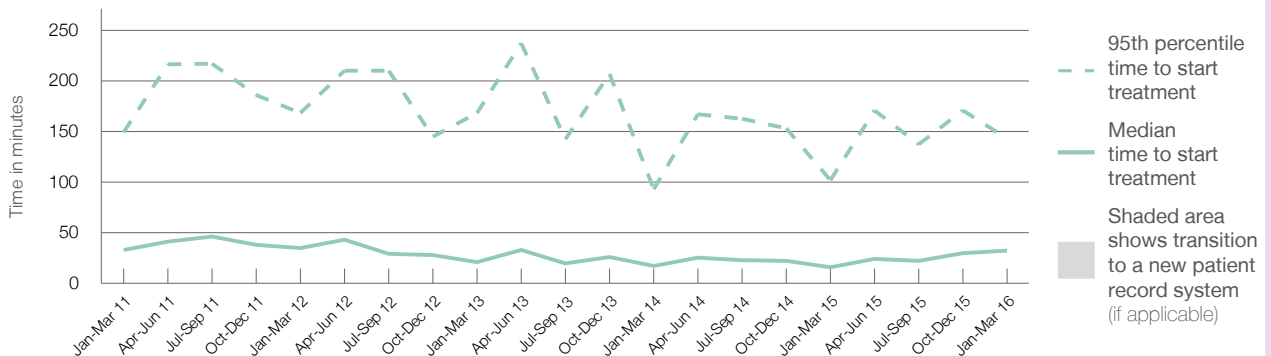
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
264	
227	
16 minutes	23 minutes
102 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)	33	35	21	17	16	32
95th percentile time to start treatment ⁵ (minutes)	149	168	168	93	102	143

(†) 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: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,277 patients

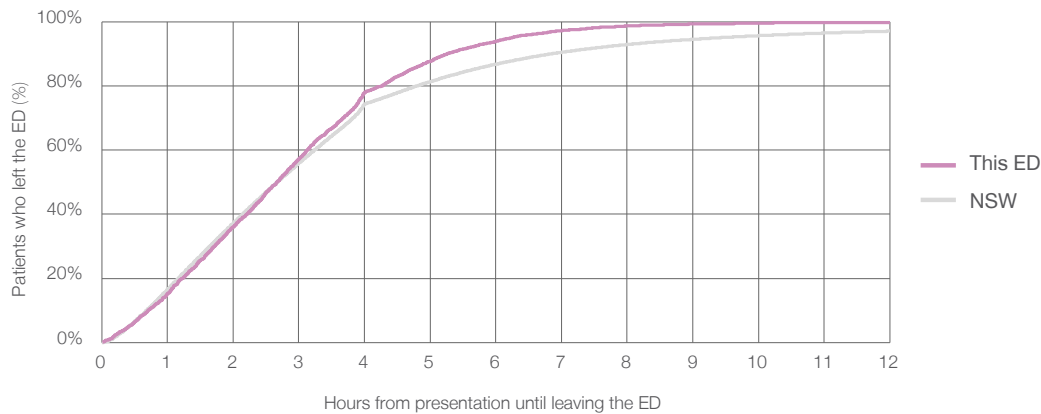
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Median time to leaving the ED⁸ 2 hours and 40 minutes

95th percentile time to leaving the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
4,110	4,110
2 hours and 17 minutes	2 hours and 40 minutes
6 hours and 9 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 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 16m	8h 41m	7h 58m	6h 8m	6h 9m	6h 15m

(†) 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: Time from presentation until leaving the ED
By mode of separation
January to March 2016

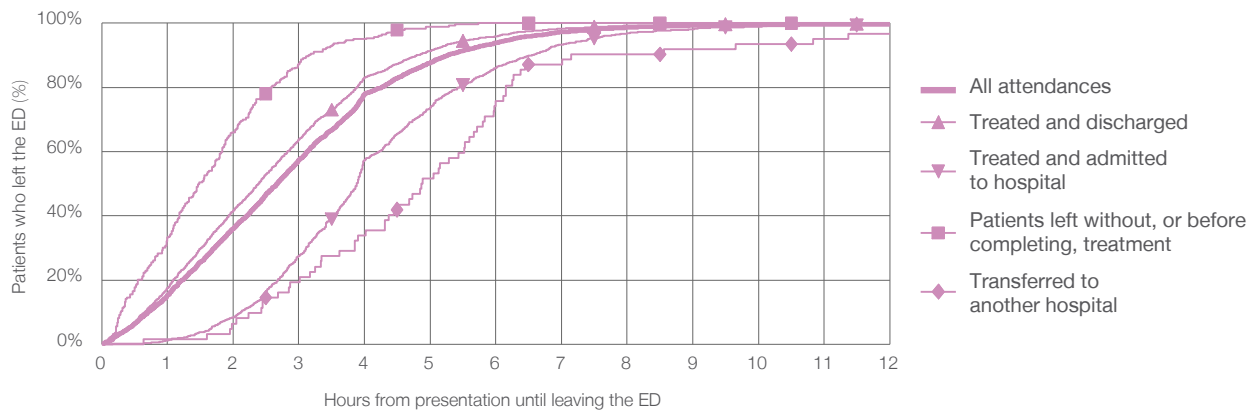
All attendances:¹ 4,277 patients

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Treated and discharged	3,027 (71%)
Treated and admitted to hospital	885 (21%)
Patient left without, or before completing, treatment	283 (7%)
Transferred to another hospital	62 (1%)
Other	20 (0%)

Same period last year	Change since one year ago
4,110	4%
3,006	1%
822	8%
212	33%
47	32%
23	-13%

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

Treated and discharged	18%	42%	64%	83%	96%	99%	100%	100%
Treated and admitted to hospital	1%	8%	27%	57%	86%	97%	99%	99%
Patient left without, or before completing, treatment	33%	66%	87%	95%	100%	100%	100%	100%
Transferred to another hospital	2%	6%	19%	34%	76%	90%	94%	97%
All attendances	15%	36%	57%	78%	94%	99%	100%	100%

(†) 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: 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 4,277 patients

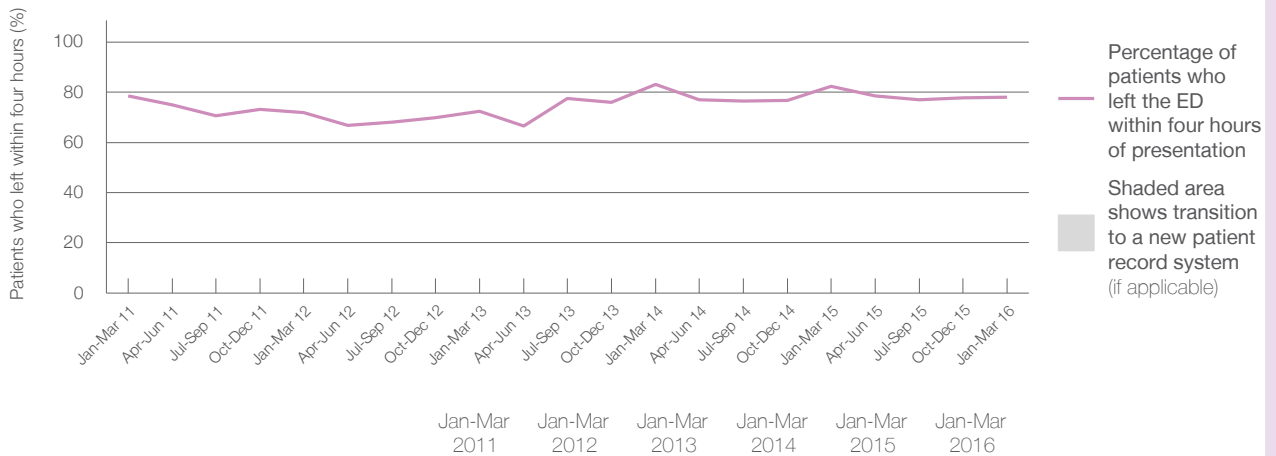
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,110	4%
4,110	4%
82%	

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 (%)	78%	72%	72%	83%	82%	78%
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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.

‡ 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 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).

Grafton Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,017 patients
Emergency attendances:² 5,498 patients

Same period last year	Change since one year ago
5,847	3%
5,399	2%

Grafton Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 496 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,832 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,513 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
474	
9 minutes	8 minutes
52 minutes	35 minutes
1,796	
26 minutes	20 minutes
101 minutes	99 minutes
2,366	
37 minutes	26 minutes
153 minutes	137 minutes
749	
40 minutes	23 minutes
152 minutes	135 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
5,847	3%
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.

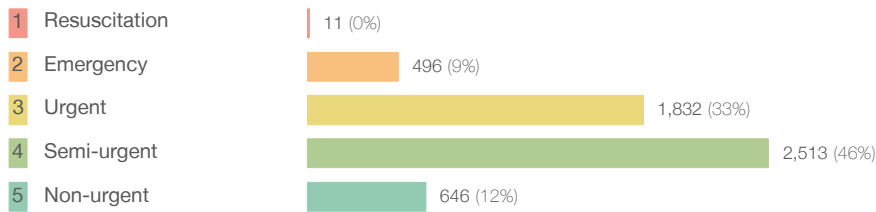
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Grafton Base Hospital: Patients attending the emergency department January to March 2016

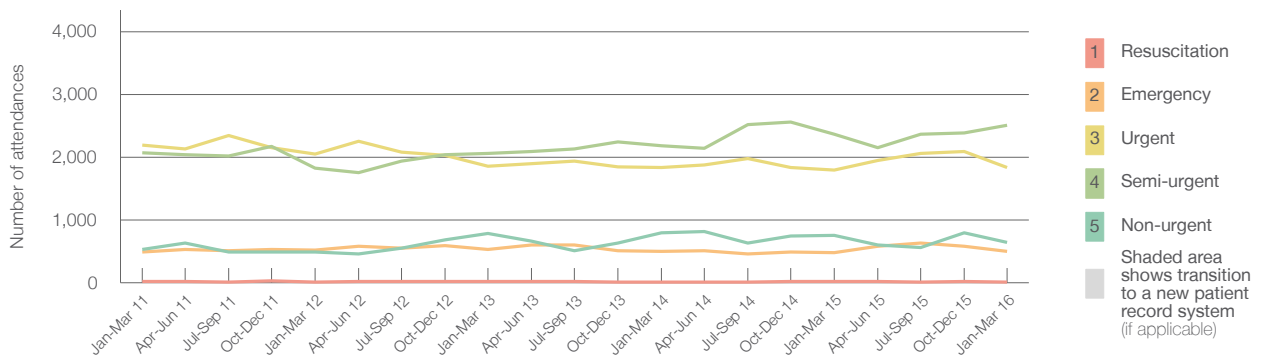
All attendances:¹ 6,017 patients

Emergency attendances² by triage category: 5,498 patients



Same period last year	Change since one year ago
5,847	3%
5,399	2%
14	-21%
474	5%
1,796	2%
2,366	6%
749	-14%

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	20	10	15	13	14	11
Emergency	493	523	530	498	474	496
Urgent	2,197	2,048	1,859	1,833	1,796	1,832
Semi-urgent	2,065	1,829	2,061	2,181	2,366	2,513
Non-urgent	528	490	779	790	749	646
All emergency attendances	5,303	4,900	5,244	5,315	5,399	5,498

Grafton Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 531 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
513 ^{**}	
16 minutes	-1 minute
50 minutes	-13 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.

Grafton Base 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: 496

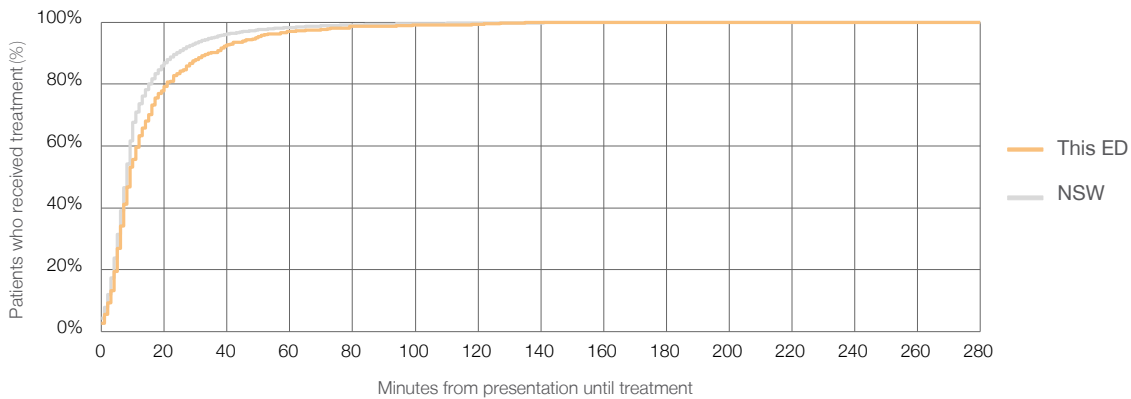
Number of triage 2 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 9 minutes

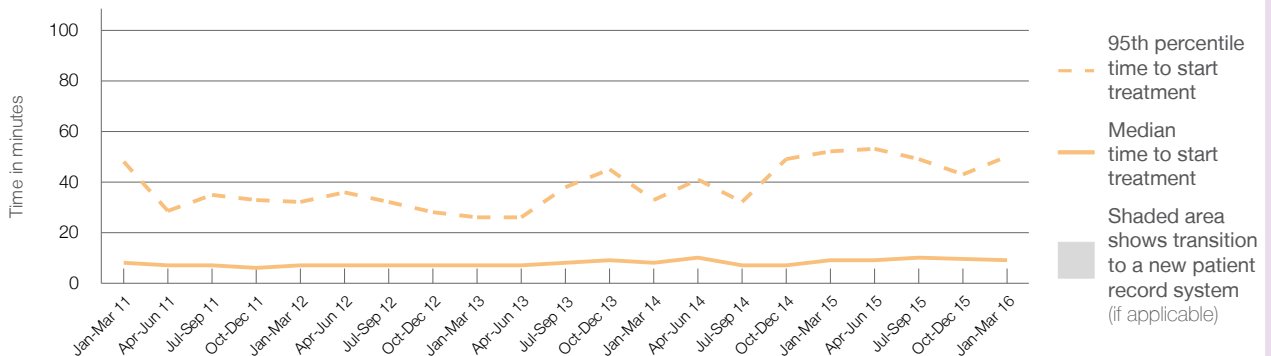
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
474	474
9 minutes	8 minutes
52 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)	8	7	7	8	9	9
95th percentile time to start treatment ⁵ (minutes)	48	32	26	33	52	50

(†) 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.

Grafton Base 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: 1,832

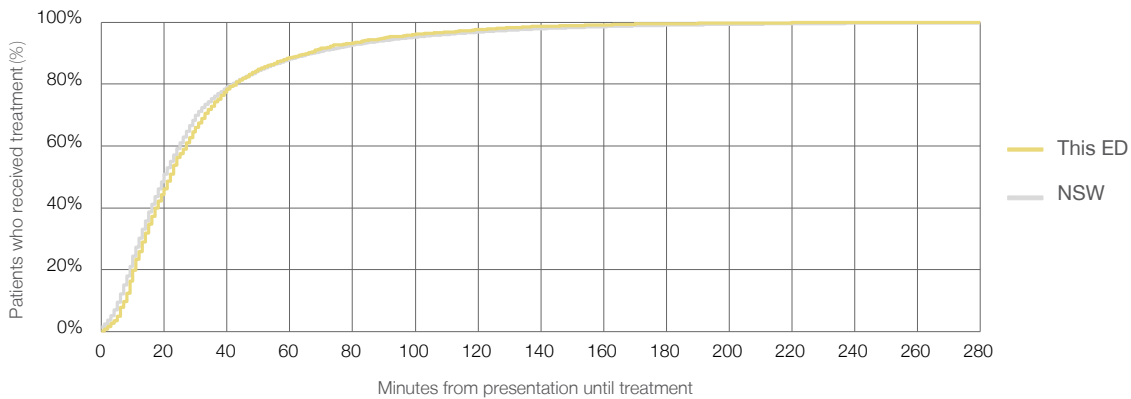
Number of triage 3 patients used to calculate waiting time:³ 1,808

Median time to start treatment⁴ 22 minutes

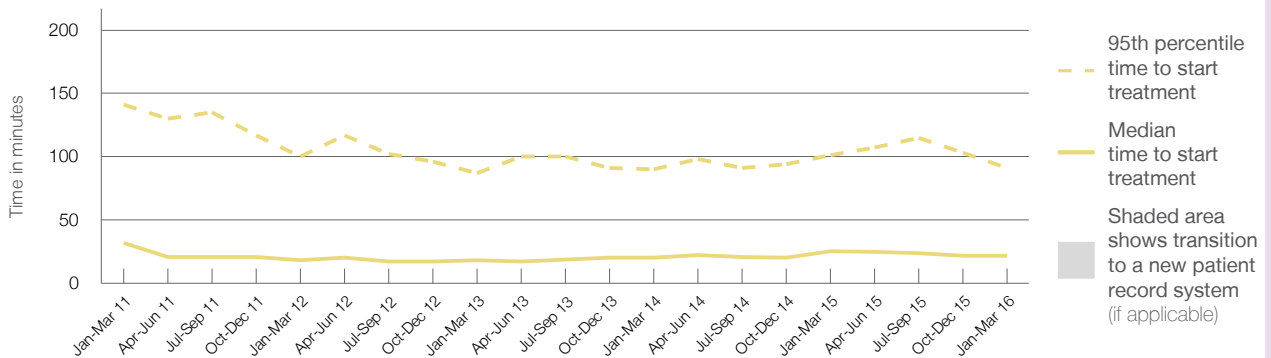
95th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,796	
1,760	
26 minutes	20 minutes
101 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)	32	18	18	20	26	22
95th percentile time to start treatment ⁵ (minutes)	141	100	87	90	101	91

(†) 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.

Grafton Base 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: 2,513

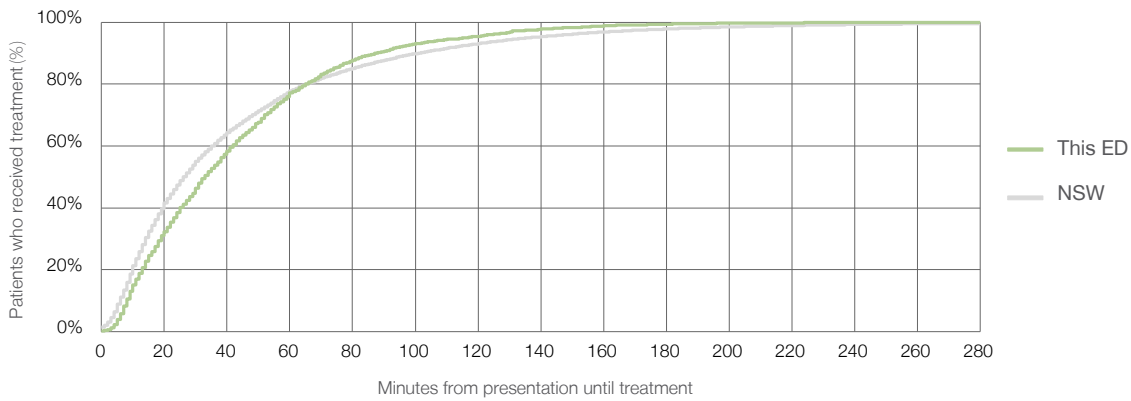
Number of triage 4 patients used to calculate waiting time:³ 2,395

Median time to start treatment⁴ 33 minutes

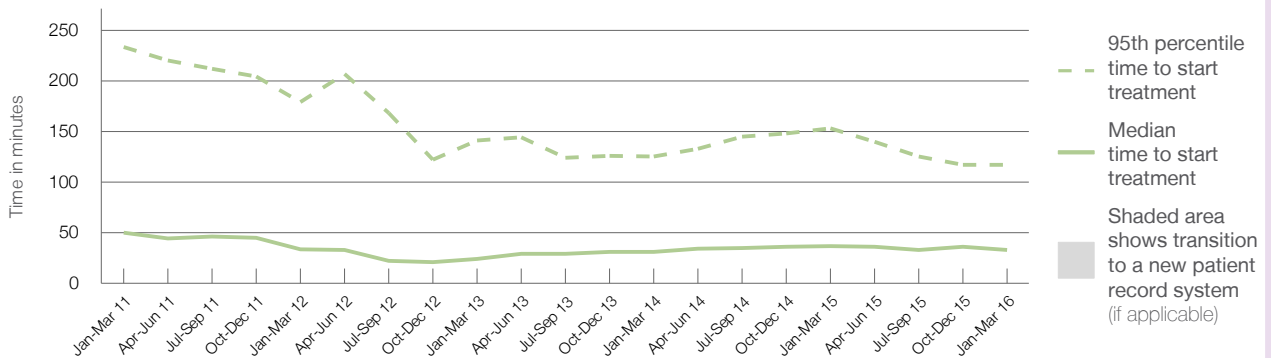
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,366	
2,202	
37 minutes	26 minutes
153 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)	50	34	24	31	37	33
95th percentile time to start treatment ⁵ (minutes)	233	179	141	125	153	117

(†) 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.

Grafton Base 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: 646

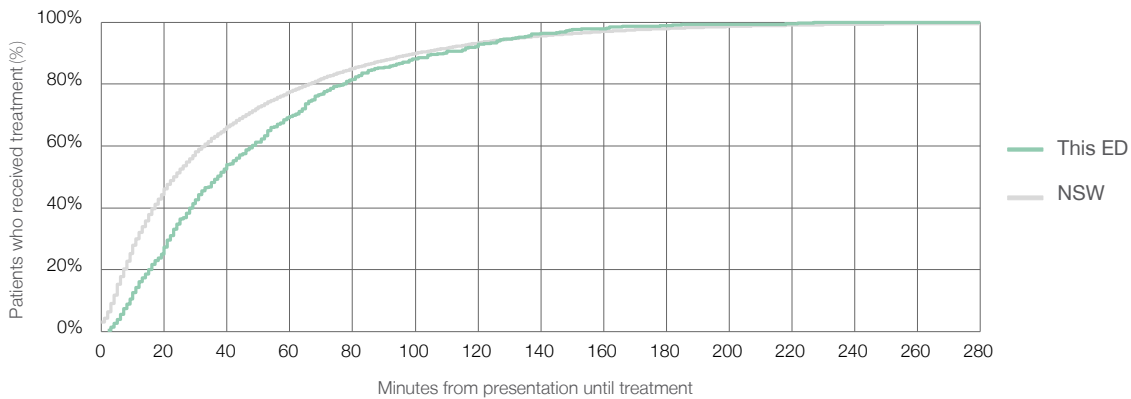
Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 37 minutes

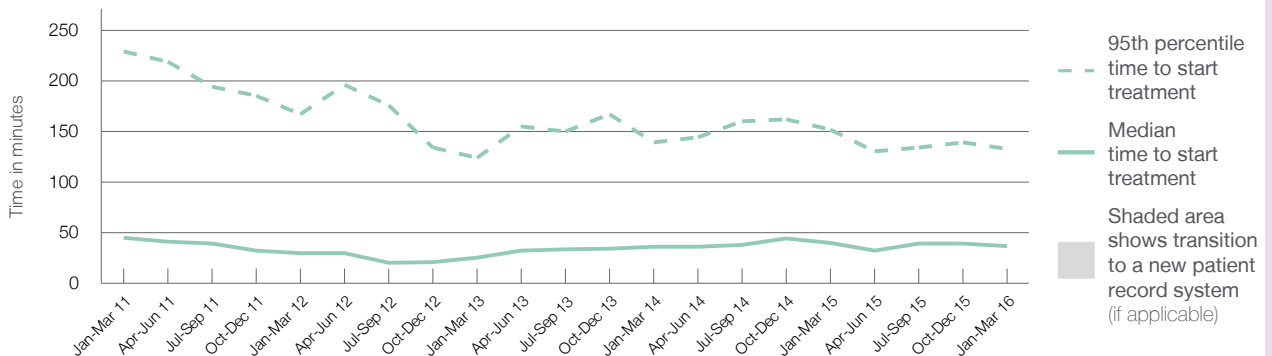
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
749	
623	
40 minutes	23 minutes
152 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)	45	30	25	36	40	37
95th percentile time to start treatment ⁵ (minutes)	229	167	124	139	152	133

(†) 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.

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,017 patients

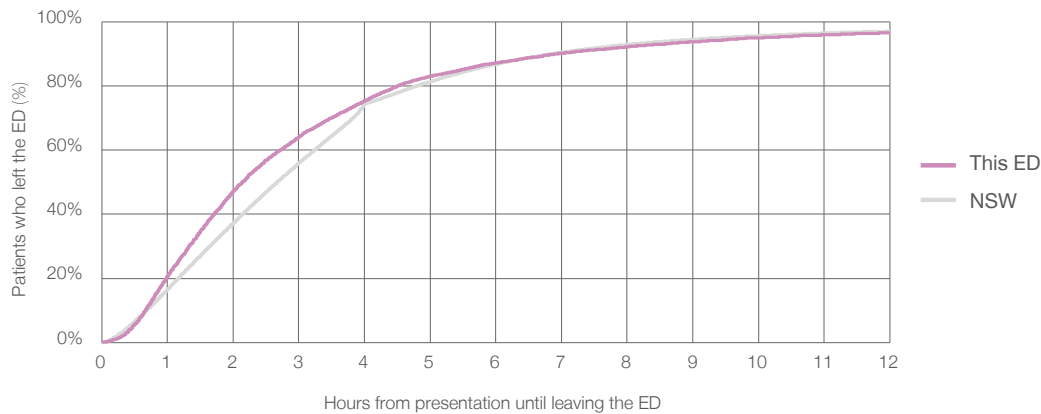
Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Median time to leaving the ED⁸ 2 hours and 9 minutes

95th percentile time to leaving the ED⁹ 10 hours and 1 minutes

Same period last year	NSW (this period)
5,847	5,847
2 hours and 22 minutes	2 hours and 40 minutes
10 hours and 3 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)	2h 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	9h 16m	10h 23m	9h 6m	10h 3m	10h 1m

(†) 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.

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

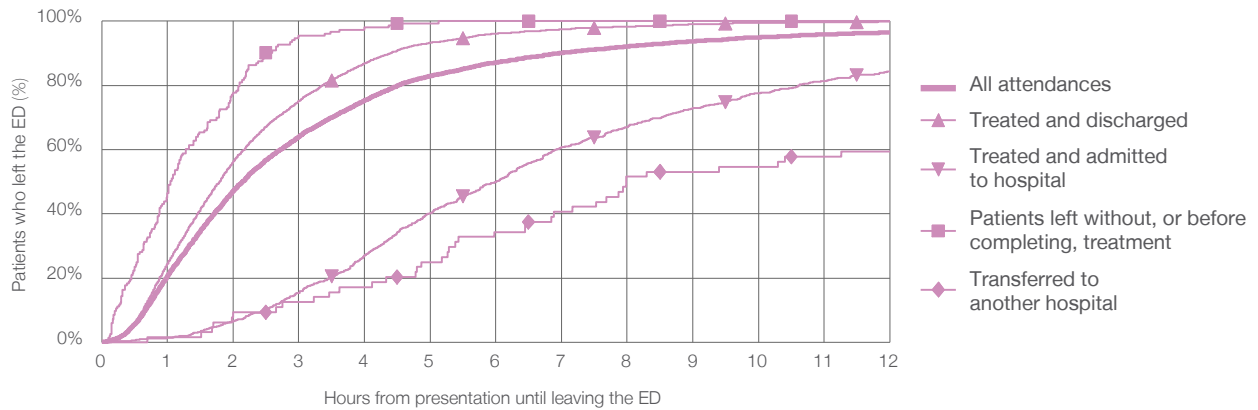
All attendances:¹ 6,017 patients

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Treated and discharged	4,675 (78%)
Treated and admitted to hospital	1,106 (18%)
Patient left without, or before completing, treatment	153 (3%)
Transferred to another hospital	64 (1%)
Other	19 (0%)

Same period last year	Change since one year ago
5,847	3%
4,284	9%
1,300	-15%
221	-31%
34	88%
8	138%

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	25%	56%	75%	87%	96%	98%	99%	100%
Treated and admitted to hospital	1%	7%	15%	27%	50%	67%	78%	84%
Patient left without, or before completing, treatment	46%	78%	95%	98%	100%	100%	100%	100%
Transferred to another hospital	2%	9%	13%	17%	34%	52%	55%	59%
All attendances	21%	47%	64%	75%	87%	92%	95%	97%

(†) 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.

Grafton Base 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 6,017 patients

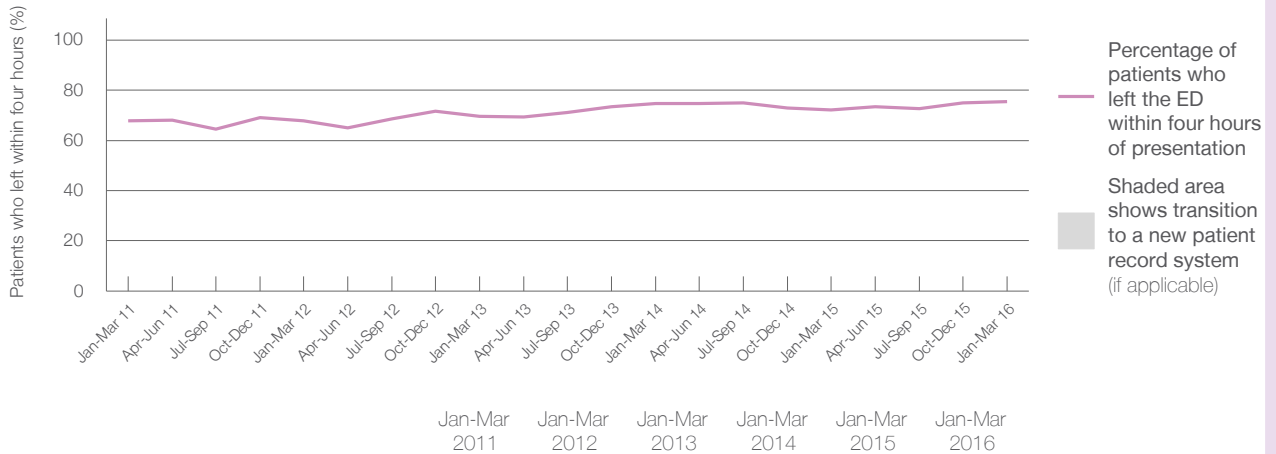
Attendances used to calculate time to leaving the ED: ⁶ 6,013 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
5,847	3%
5,847	3%
72%	

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 (%)	68%	68%	70%	75%	72%	75%
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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.
 ‡ 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 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).

Griffith Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 5,033 patients
Emergency attendances:² 4,889 patients

Same period last year	Change since one year ago
4,432	14%
4,272	14%

Griffith Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 351 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,726 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,411 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
315	
6 minutes	8 minutes
29 minutes	35 minutes
1,622	
17 minutes	20 minutes
69 minutes	99 minutes
1,987	
22 minutes	26 minutes
116 minutes	137 minutes
330	
24 minutes	23 minutes
106 minutes	135 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 5,033 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
4,432	14%
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.

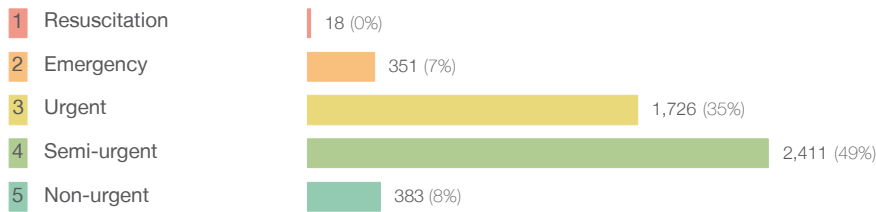
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Griffith Base Hospital: Patients attending the emergency department January to March 2016

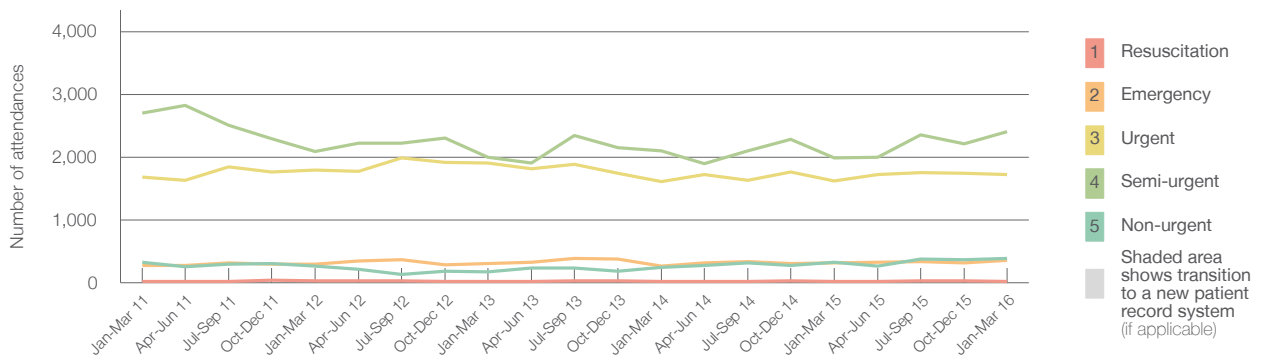
All attendances:¹ 5,033 patients

Emergency attendances² by triage category: 4,889 patients



Same period last year	Change since one year ago
4,432	14%
4,272	14%
18	0%
315	11%
1,622	6%
1,987	21%
330	16%

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	19	26	16	18	18	18
Emergency	273	293	308	263	315	351
Urgent	1,678	1,794	1,903	1,609	1,622	1,726
Semi-urgent	2,705	2,086	2,001	2,101	1,987	2,411
Non-urgent	320	261	177	245	330	383
All emergency attendances	4,995	4,460	4,405	4,236	4,272	4,889

Griffith Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 757 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
754	
11 minutes	-1 minute
29 minutes	-3 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.

Griffith Base 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: 351

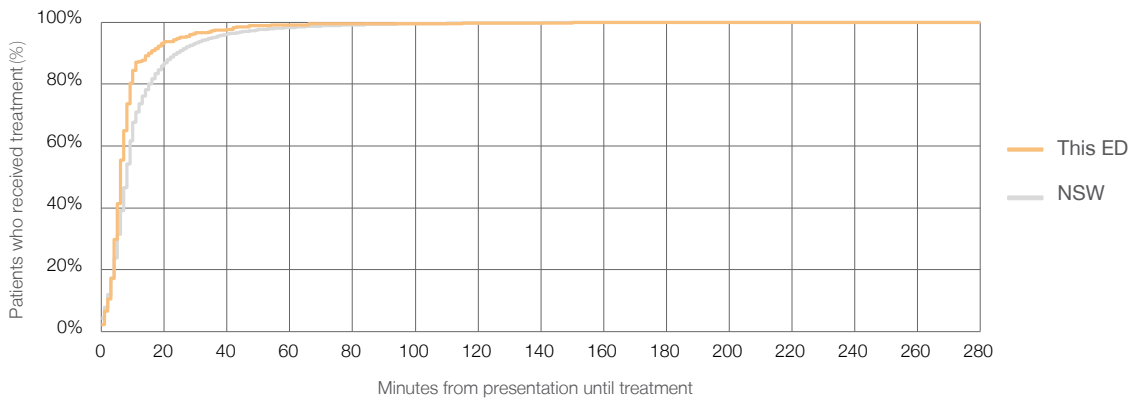
Number of triage 2 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 6 minutes

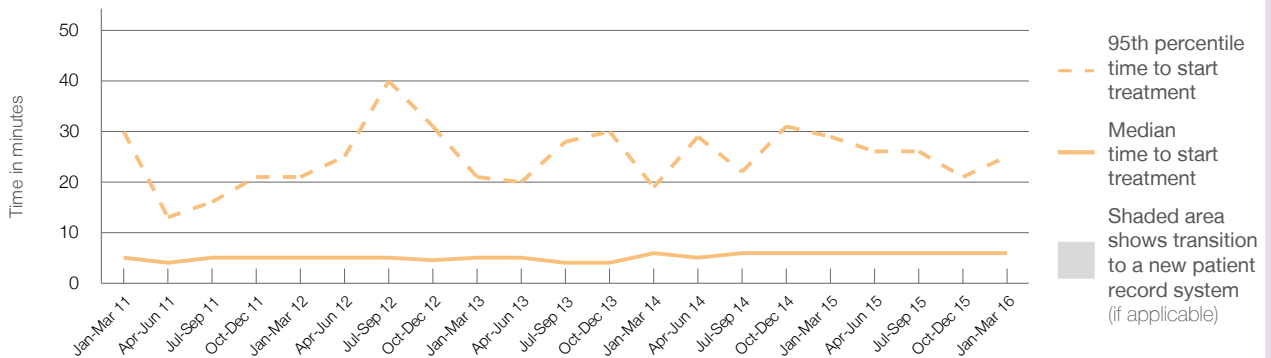
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
315	
314	
6 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)	5	5	5	6	6	6
95th percentile time to start treatment ⁵ (minutes)	30	21	21	19	29	25

(†) 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.

Griffith Base 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: 1,726

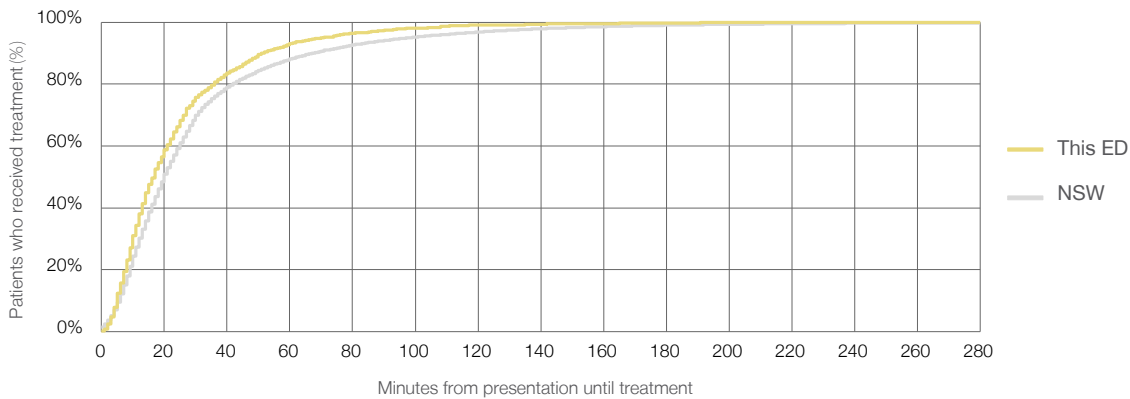
Number of triage 3 patients used to calculate waiting time:³ 1,703

Median time to start treatment⁴ 17 minutes

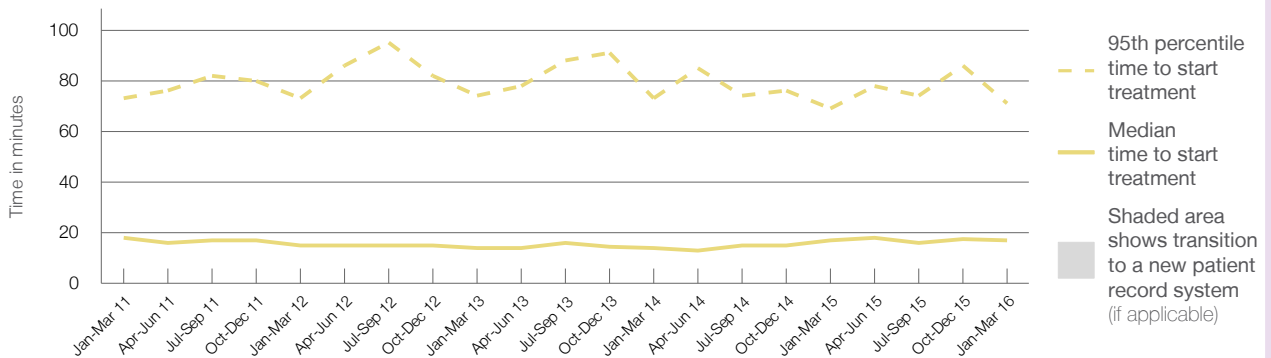
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,622	1,609
17 minutes	20 minutes
69 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)	18	15	14	14	17	17
95th percentile time to start treatment ⁵ (minutes)	73	73	74	73	69	71

(†) 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.

Griffith Base 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: 2,411

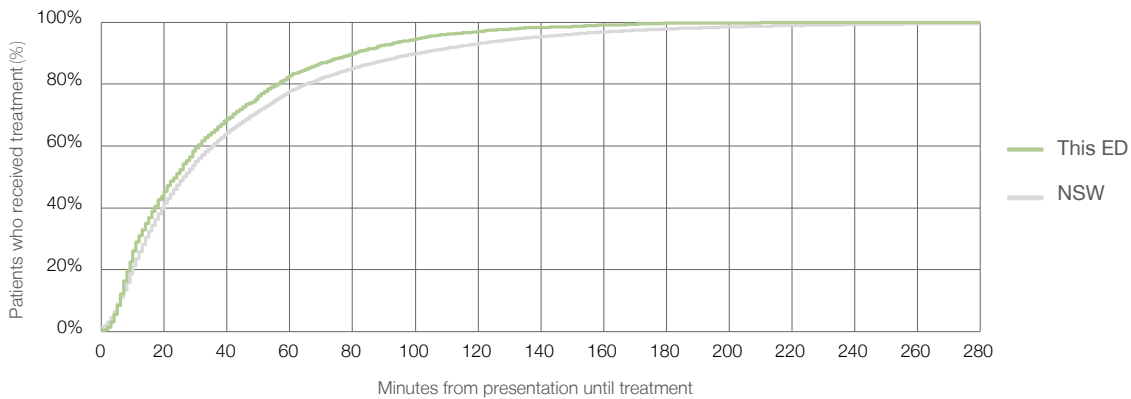
Number of triage 4 patients used to calculate waiting time:³ 2,313

Median time to start treatment⁴ 24 minutes

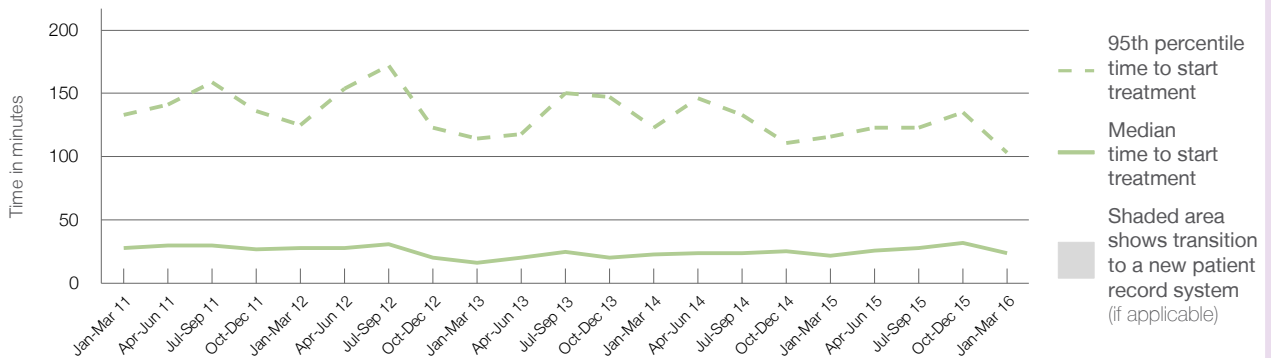
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,987	1,903
22 minutes	26 minutes
116 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)	28	28	16	23	22	24
95th percentile time to start treatment ⁵ (minutes)	133	125	115	123	116	103

(†) 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.

Griffith Base 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: 383

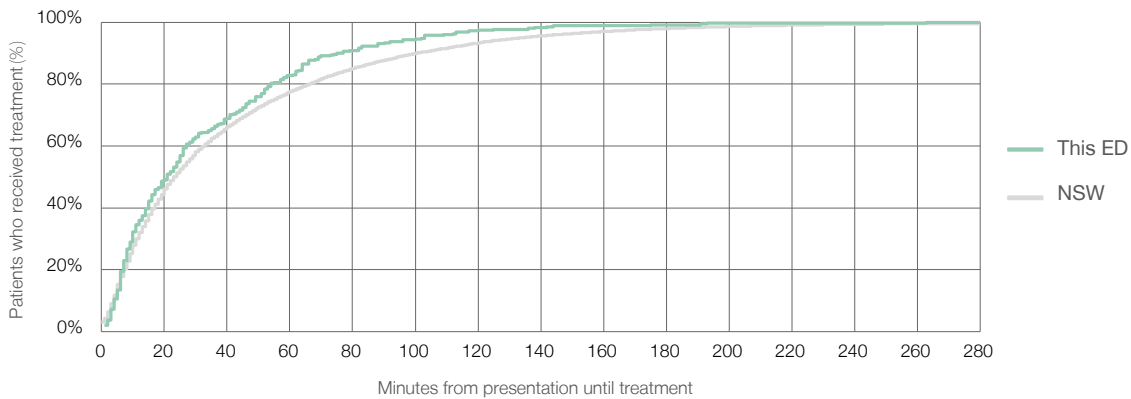
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 21 minutes

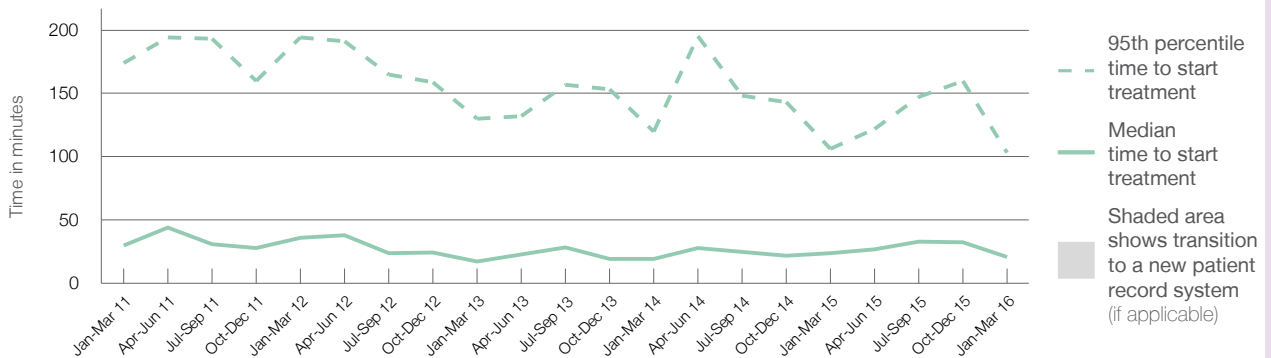
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
330	
303	
24 minutes	23 minutes
106 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)	30	36	17	19	24	21
95th percentile time to start treatment ⁵ (minutes)	174	194	130	120	106	103

(†) 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.

Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 5,033 patients

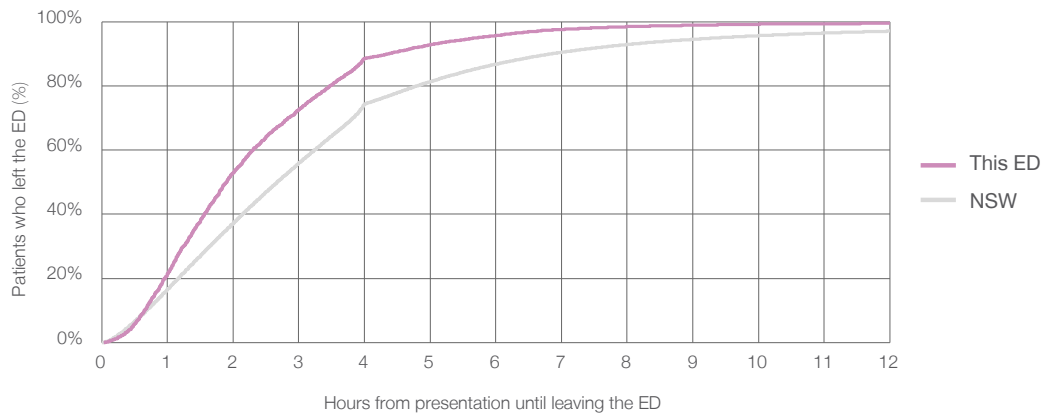
Attendances used to calculate time to leaving the ED:⁶ 5,033 patients

Median time to leaving the ED⁸ 1 hours and 54 minutes

95th percentile time to leaving the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
4,432	4,432
1 hours and 59 minutes	2 hours and 40 minutes
5 hours and 37 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 46m	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 44m	5h 44m	5h 40m	6h 8m	5h 37m	5h 43m

(†) 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.

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

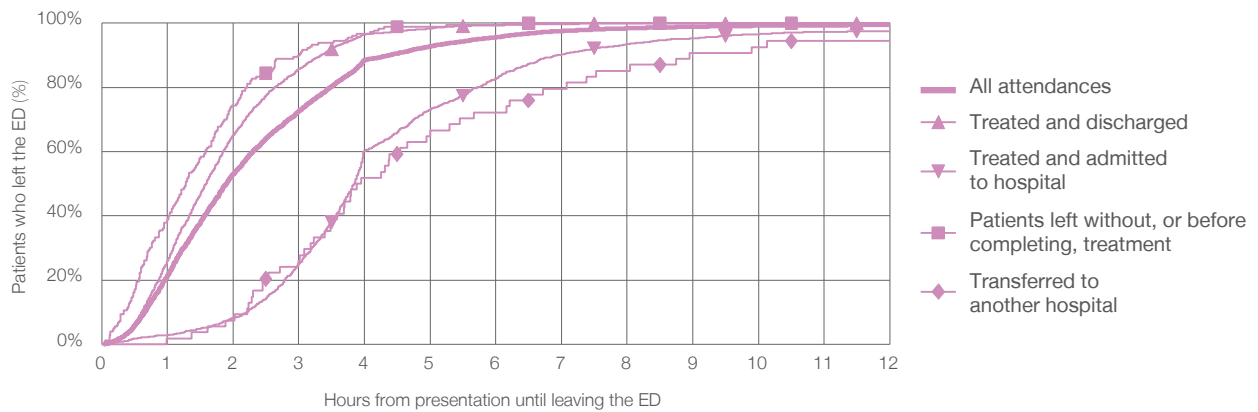
All attendances:¹ 5,033 patients

Attendances used to calculate time to leaving the ED:⁶ 5,033 patients

Treated and discharged	3,755 (75%)
Treated and admitted to hospital	1,043 (21%)
Patient left without, or before completing, treatment	180 (4%)
Transferred to another hospital	54 (1%)
Other	1 (0%)

Same period last year	Change since one year ago
4,432	14%
2,893	30%
1,347	-23%
132	36%
46	17%
14	-93%

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

Treated and discharged	26%	65%	86%	97%	99%	100%	100%	100%
Treated and admitted to hospital	3%	8%	25%	60%	83%	93%	97%	98%
Patient left without, or before completing, treatment	39%	74%	90%	97%	99%	100%	100%	100%
Transferred to another hospital	2%	7%	26%	52%	72%	85%	93%	94%
All attendances	21%	53%	73%	88%	96%	98%	99%	99%

(†) 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.

Griffith Base 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 5,033 patients

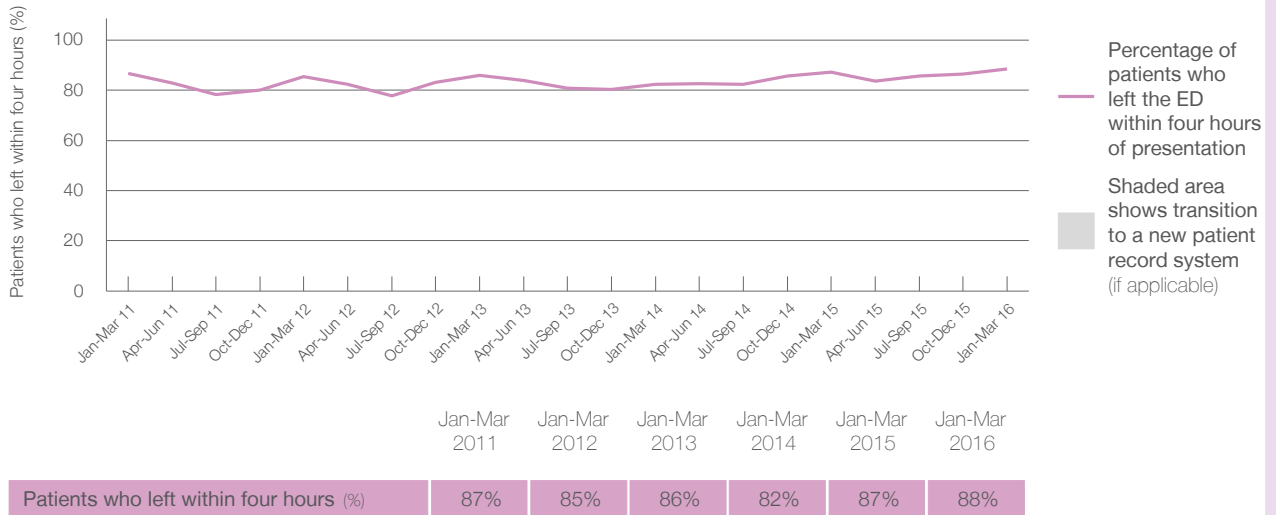
Attendances used to calculate time to leaving the ED: ⁶ 5,033 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,432	14%
Attendances used to calculate time to leaving the ED	4,432	14%
Percentage of patients who left the ED within four hours	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%	85%	86%	82%	87%	88%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency attendances at the emergency department (ED).
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- 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).

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2016


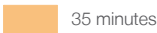
All attendances:¹ 6,138 patients
Emergency attendances:² 5,705 patients

Same period last year	Change since one year ago
5,680	8%
5,483	4%



Hawkesbury District Health Services: Time from presentation to treatment³

January to March 2016



Triage 2 Emergency (e.g. chest pain, severe burns): 554 patients

Median time to start treatment⁴  12 minutes
95th percentile time to start treatment⁵  35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,514 patients

Median time to start treatment⁴  20 minutes
95th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,011 patients

Median time to start treatment⁴  21 minutes
95th percentile time to start treatment⁵  77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 618 patients

Median time to start treatment⁴  20 minutes
95th percentile time to start treatment⁵  103 minutes

Same period last year	NSW (this period)
545	
12 minutes	8 minutes
37 minutes	35 minutes
1,355	
18 minutes	20 minutes
48 minutes	99 minutes
2,846	
20 minutes	26 minutes
77 minutes	137 minutes
720	
22 minutes	23 minutes
126 minutes	135 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,138 patients

Percentage of patients who left the ED within four hours  82%

Same period last year	Change since one year ago
5,680	8%
83%	

* 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.

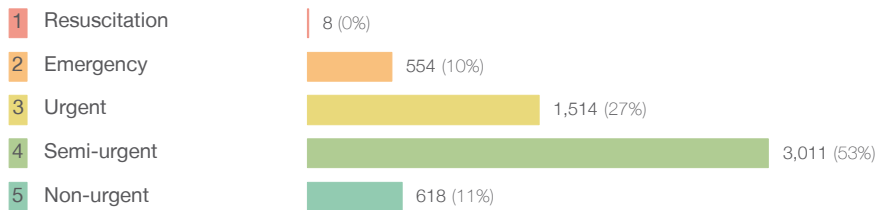
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients attending the emergency department January to March 2016

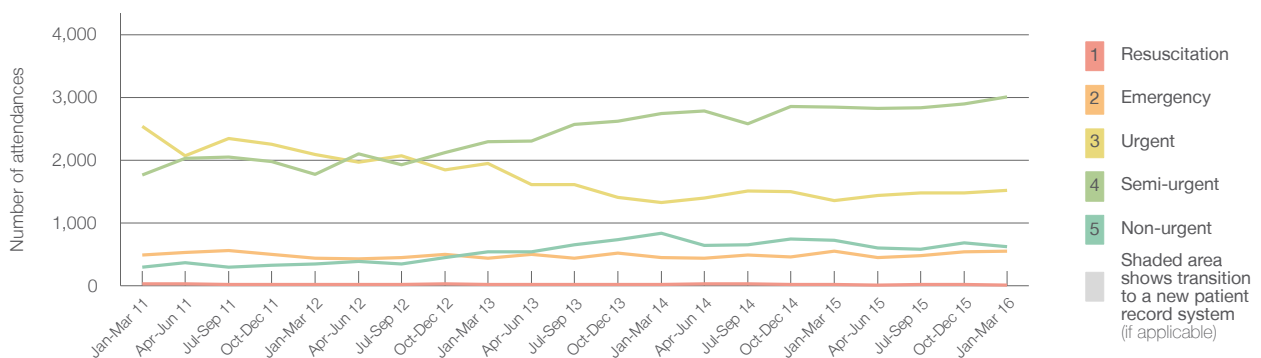
All attendances:¹ 6,138 patients

Emergency attendances² by triage category: 5,705 patients



Same period last year	Change since one year ago
5,680	8%
5,483	4%
17	-53%
545	2%
1,355	12%
2,846	6%
720	-14%

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	25	21	17	20	17	8
Emergency	493	436	434	447	545	554
Urgent	2,541	2,087	1,949	1,322	1,355	1,514
Semi-urgent	1,766	1,775	2,290	2,745	2,846	3,011
Non-urgent	291	343	540	838	720	618
All emergency attendances	5,116	4,662	5,230	5,372	5,483	5,705

Hawkesbury District Health Services: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,008 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,042	
16 minutes	1 minute
36 minutes	1 minute

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. 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.

Hawkesbury District Health Services: 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: 554

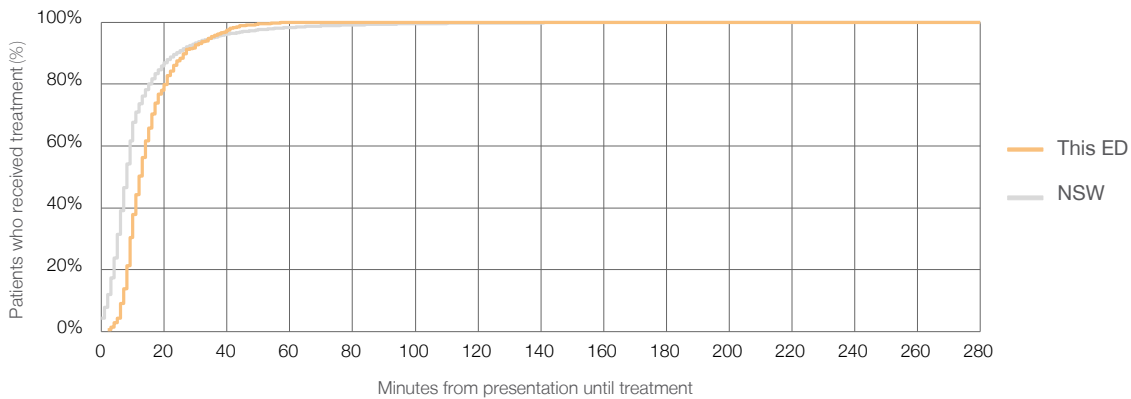
Number of triage 2 patients used to calculate waiting time:³ 554

Median time to start treatment⁴ 12 minutes

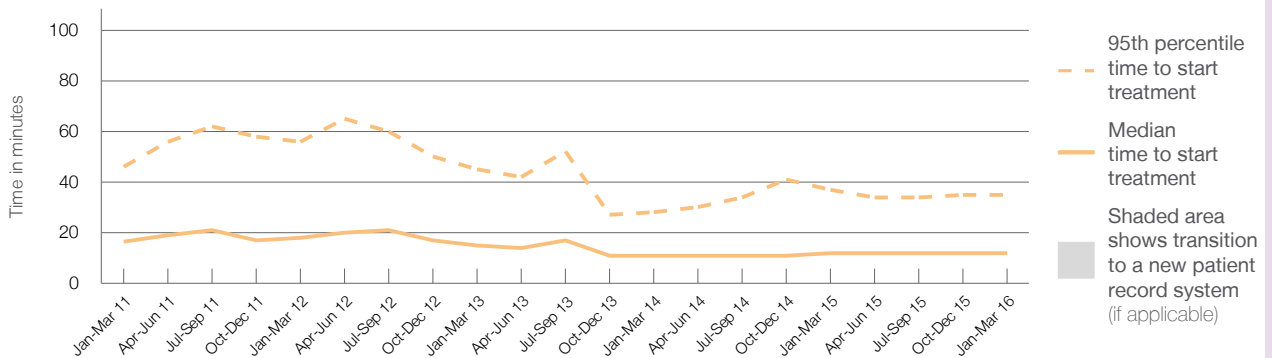
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
545	545
12 minutes	8 minutes
37 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)	17	18	15	11	12	12
95th percentile time to start treatment ⁵ (minutes)	46	56	45	28	37	35

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 1,514

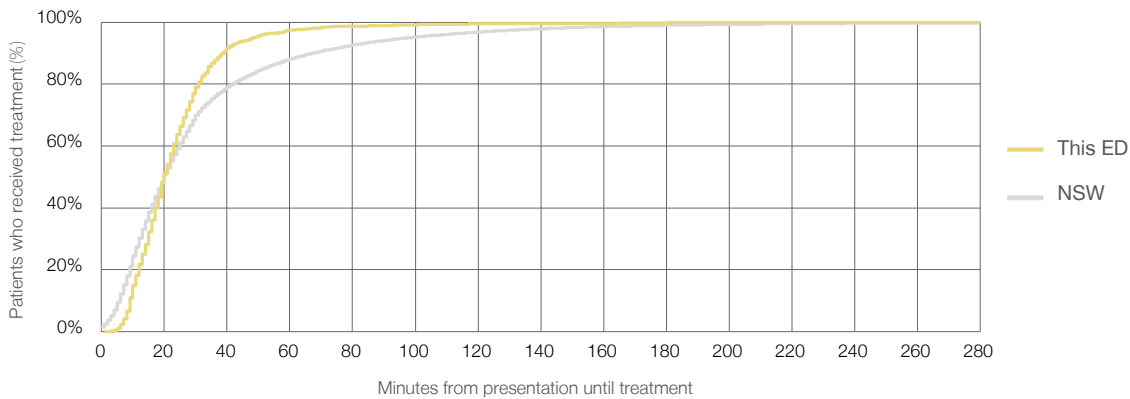
Number of triage 3 patients used to calculate waiting time:³ 1,513

Median time to start treatment⁴ 20 minutes

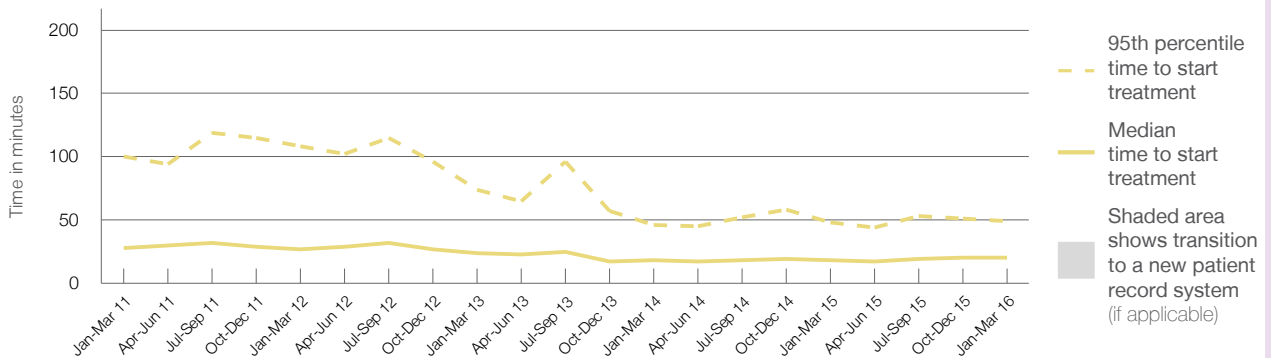
95th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,355	1,353
18 minutes	20 minutes
48 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)	28	27	24	18	18	20
95th percentile time to start treatment ⁵ (minutes)	100	108	74	46	48	49

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 3,011

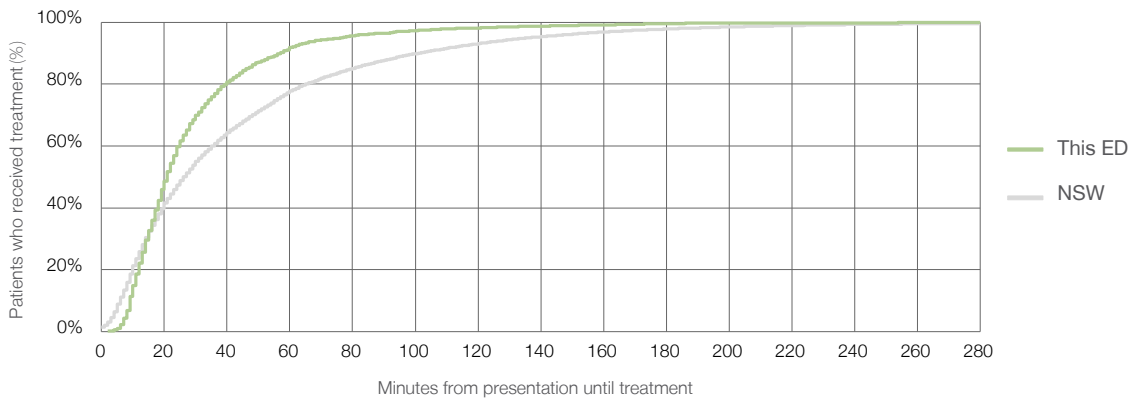
Number of triage 4 patients used to calculate waiting time:³ 2,995

Median time to start treatment⁴ 21 minutes

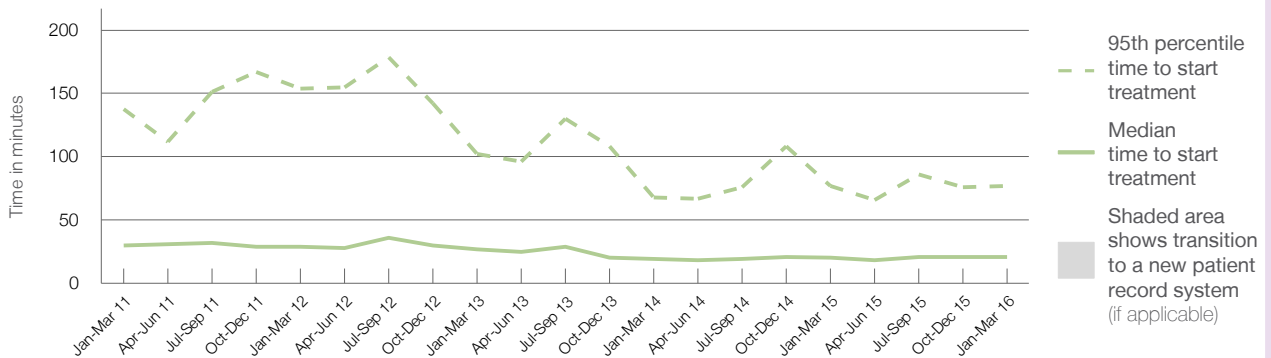
95th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,846	2,827
20 minutes	26 minutes
77 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)	30	29	27	19	20	21
95th percentile time to start treatment ⁵ (minutes)	138	154	102	68	77	77

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 618

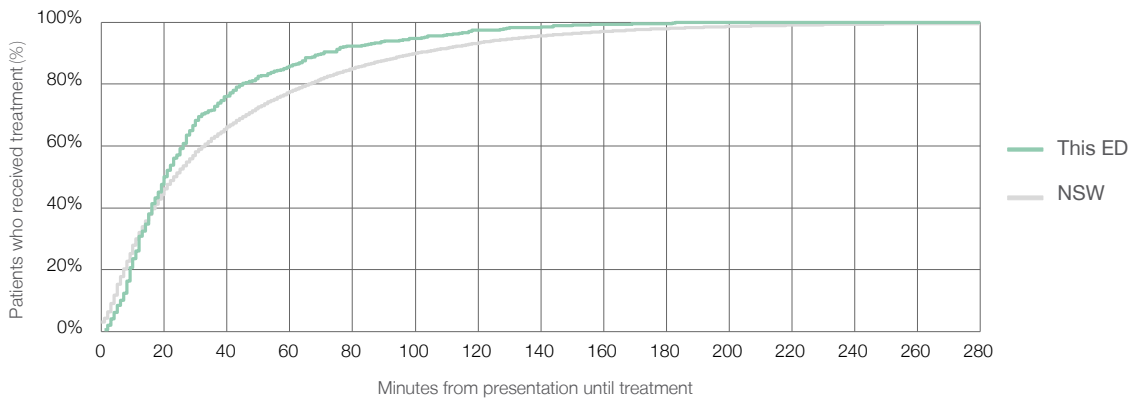
Number of triage 5 patients used to calculate waiting time:³ 600

Median time to start treatment⁴ 20 minutes

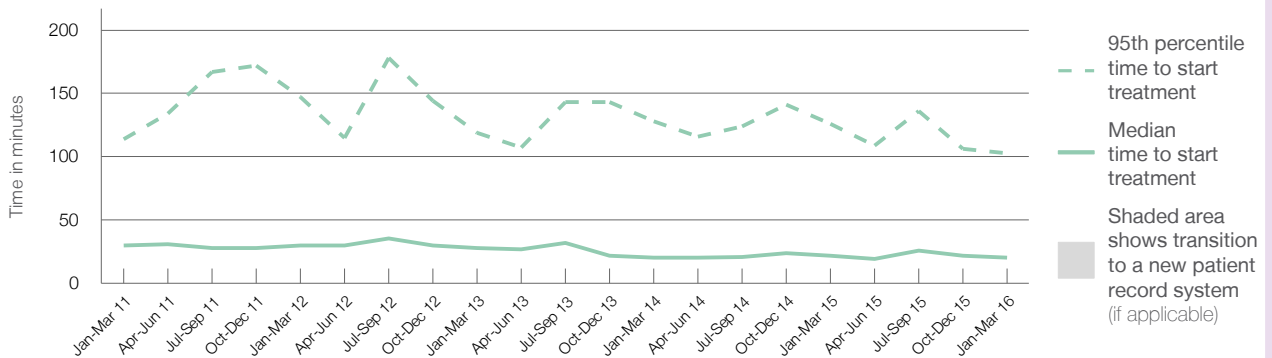
95th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
	720	691
	22 minutes	23 minutes
	126 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)	30	30	28	20	22	20
95th percentile time to start treatment ⁵ (minutes)	114	147	119	128	126	103

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,138 patients

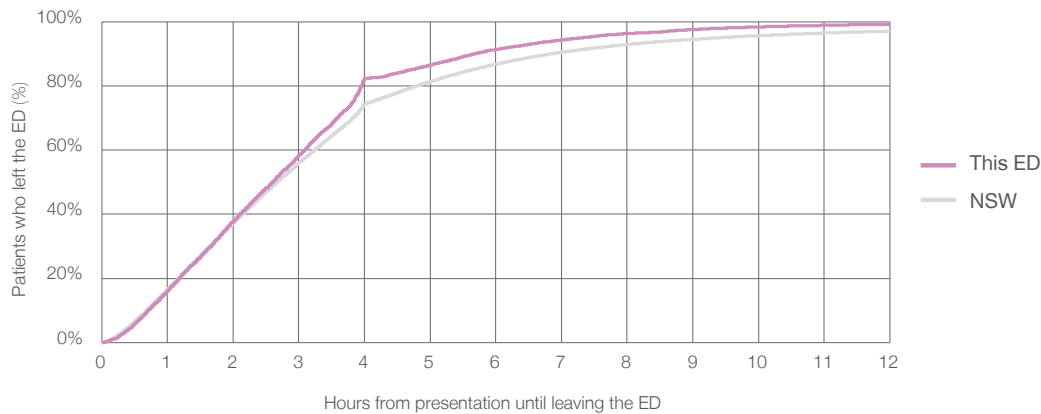
Attendances used to calculate time to leaving the ED:⁶ 6,138 patients

Median time to leaving the ED⁸ 2 hours and 36 minutes

95th percentile time to leaving the ED⁹ 7 hours and 20 minutes

Same period last year	NSW (this period)
5,680	5,680
2 hours and 37 minutes	2 hours and 40 minutes
7 hours and 30 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 52m	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 37m	12h 30m	10h 21m	7h 2m	7h 30m	7h 20m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

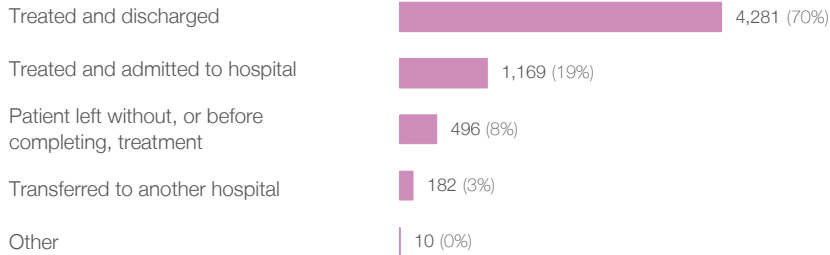
Hawkesbury District Health Services: Time from presentation until leaving the ED

By mode of separation

January to March 2016

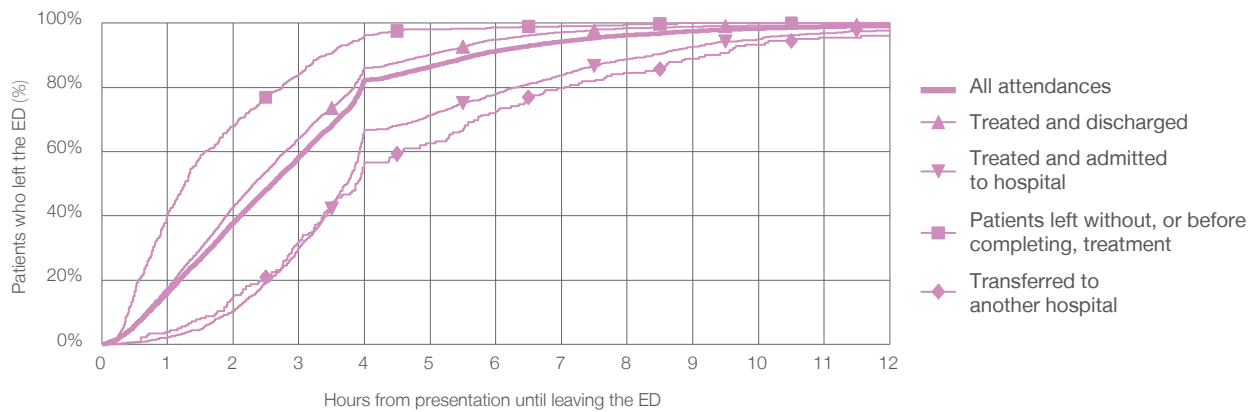
All attendances:¹ 6,138 patients

Attendances used to calculate time to leaving the ED:⁶ 6,138 patients



	Same period last year	Change since one year ago
All attendances	5,680	8%
Treated and discharged	3,719	15%
Treated and admitted to hospital	1,086	8%
Patient left without, or before completing, treatment	714	-31%
Transferred to another hospital	155	17%
Other	6	67%

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	18%	43%	64%	86%	95%	98%	99%	100%
Treated and admitted to hospital	2%	10%	30%	67%	78%	89%	95%	98%
Patient left without, or before completing, treatment	41%	68%	84%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	15%	32%	57%	73%	85%	93%	96%
All attendances	16%	38%	58%	82%	91%	96%	98%	99%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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 6,138 patients

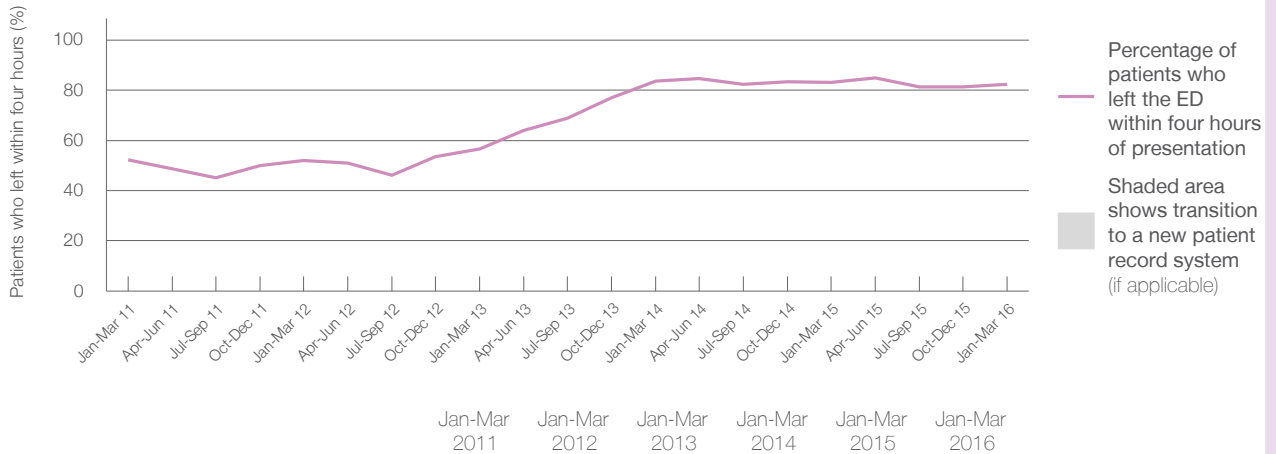
Attendances used to calculate time to leaving the ED: ⁶ 6,138 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,680	8%
Attendances used to calculate time to leaving the ED	5,680	8%
Percentage of patients who left the ED within four hours	83%	

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 (%)	52%	52%	57%	84%	83%	82%
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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.

‡ 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 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).

Mount Druitt Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,223 patients
Emergency attendances:² 8,170 patients

Same period last year	Change since one year ago
7,921	4%
7,824	4%

Mount Druitt Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,176 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,282 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,698 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,218	
9 minutes	8 minutes
27 minutes	35 minutes
2,897	
29 minutes	20 minutes
120 minutes	99 minutes
2,656	
42 minutes	26 minutes
146 minutes	137 minutes
1,027	
43 minutes	23 minutes
145 minutes	135 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,223 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
7,921	4%
67%	

* 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.

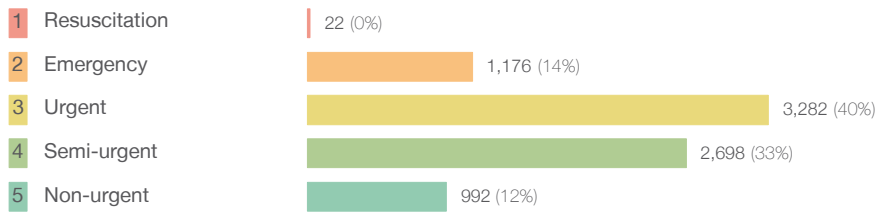
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mount Druiitt Hospital: Patients attending the emergency department January to March 2016

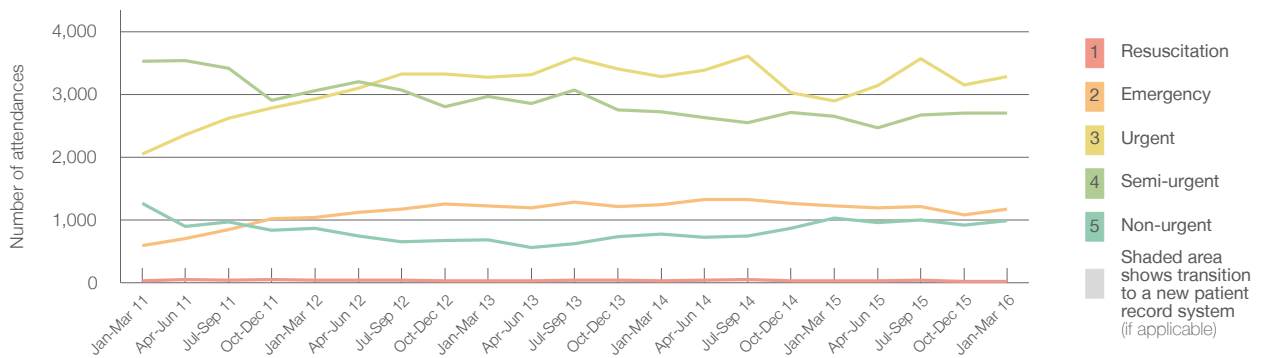
All attendances:¹ 8,223 patients

Emergency attendances² by triage category: 8,170 patients



Same period last year	Change since one year ago
7,921	4%
7,824	4%
26	-15%
1,218	-3%
2,897	13%
2,656	2%
1,027	-3%

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	34	38	27	34	26	22
Emergency	591	1,044	1,218	1,244	1,218	1,176
Urgent	2,051	2,923	3,273	3,281	2,897	3,282
Semi-urgent	3,533	3,063	2,971	2,724	2,656	2,698
Non-urgent	1,259	868	685	771	1,027	992
All emergency attendances	7,468	7,936	8,174	8,054	7,824	8,170

Mount Druiitt Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 911 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,197	
15 minutes	-2 minutes
44 minutes	-12 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.

Mount Druiitt 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: 1,176

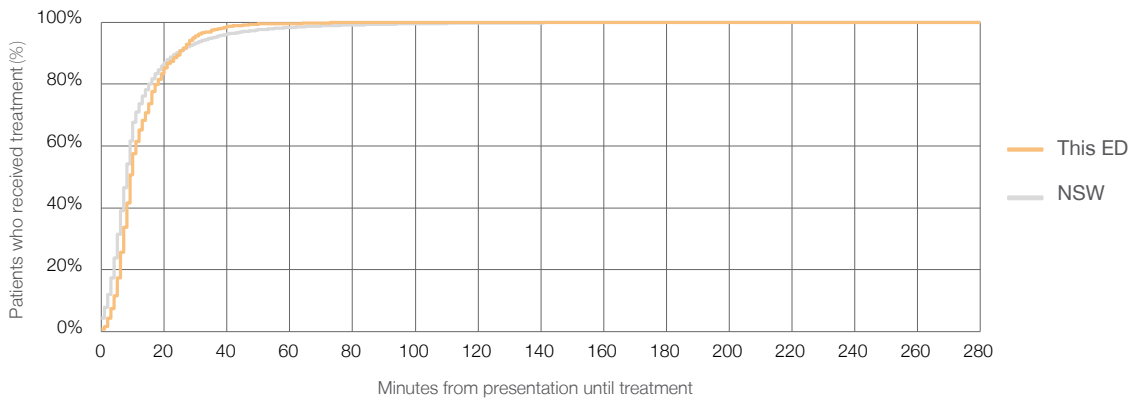
Number of triage 2 patients used to calculate waiting time:³ 1,165

Median time to start treatment⁴ 9 minutes

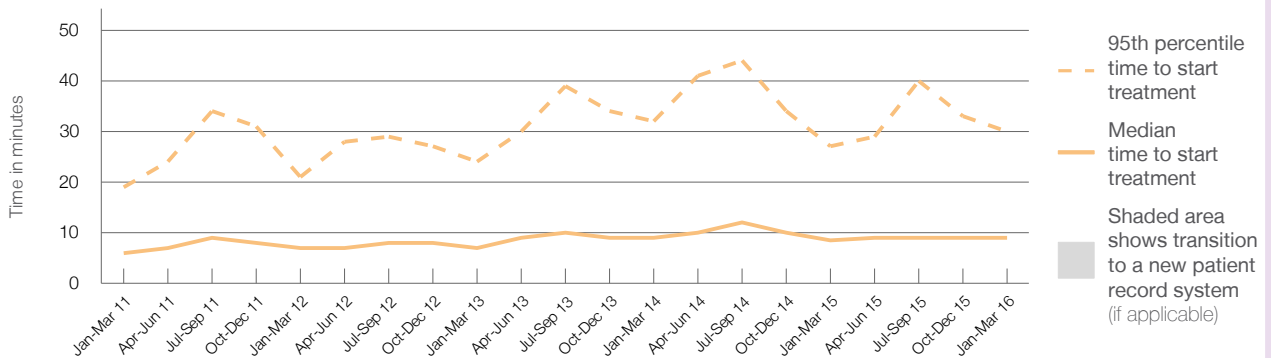
95th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,218	1,206
9 minutes	8 minutes
27 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)	6	7	7	9	9	9
95th percentile time to start treatment ⁵ (minutes)	19	21	24	32	27	30

(†) 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.

Mount Druiitt 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: 3,282

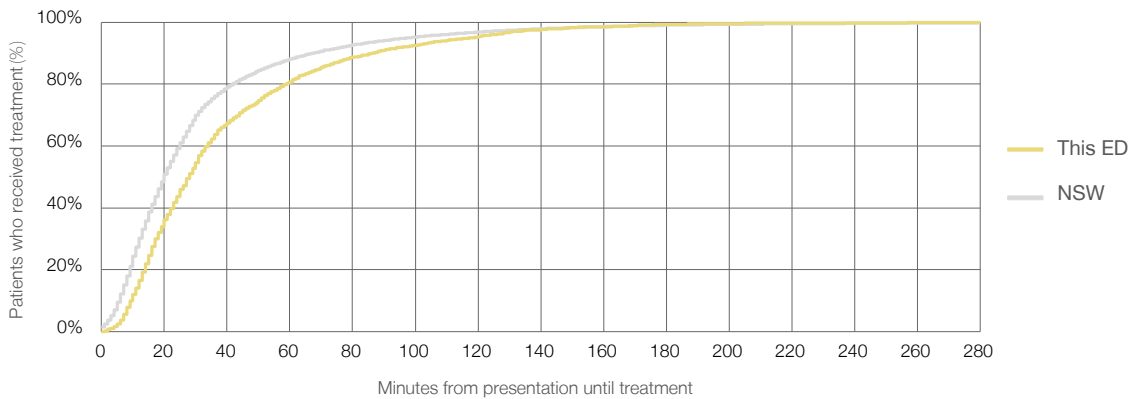
Number of triage 3 patients used to calculate waiting time:³ 3,120

Median time to start treatment⁴ 28 minutes

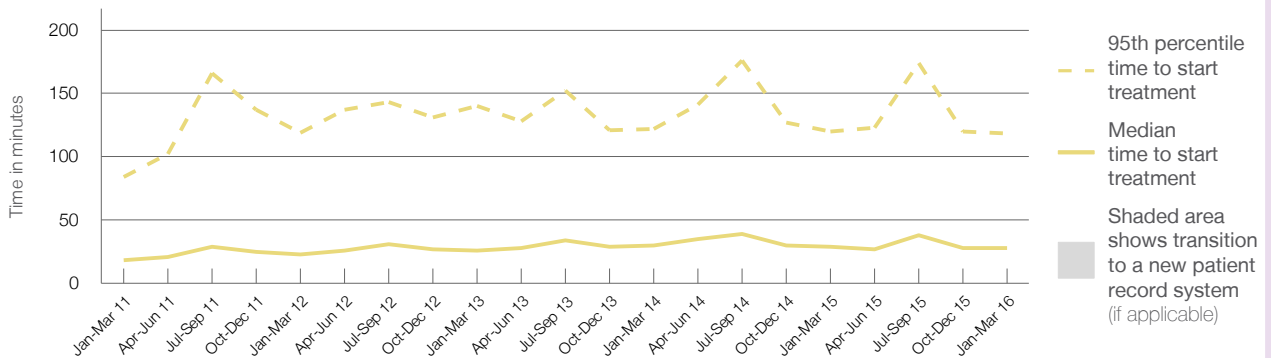
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,897	
2,724	
29 minutes	20 minutes
120 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)	18	23	26	30	29	28
95th percentile time to start treatment ⁵ (minutes)	84	119	140	122	120	119

(†) 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.

Mount Druiitt 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: 2,698

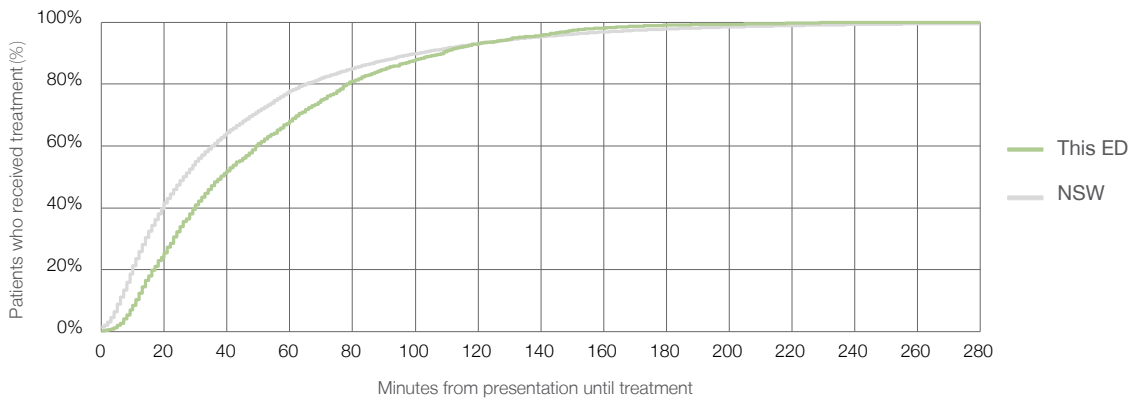
Number of triage 4 patients used to calculate waiting time:³ 2,485

Median time to start treatment⁴ 38 minutes

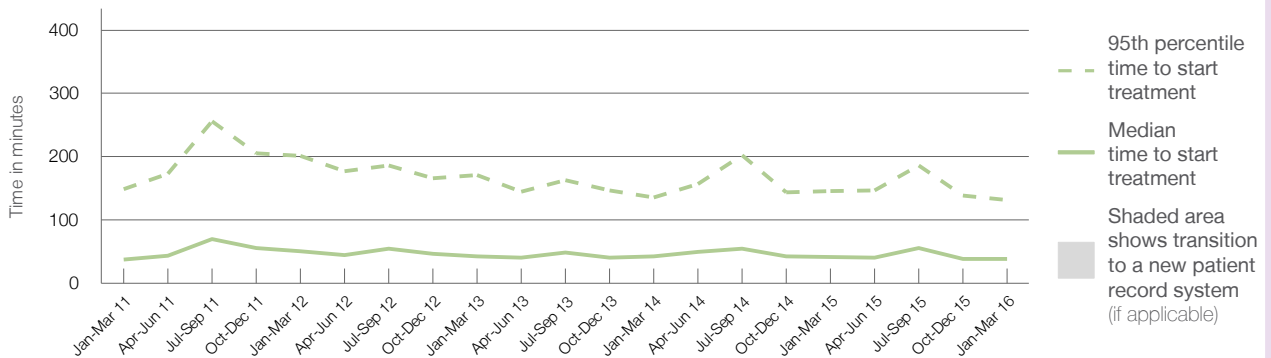
95th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,656	2,386
42 minutes	26 minutes
146 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)	37	51	43	43	42	38
95th percentile time to start treatment ⁵ (minutes)	149	201	171	136	146	132

(†) 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.

Mount Druiitt 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: 992

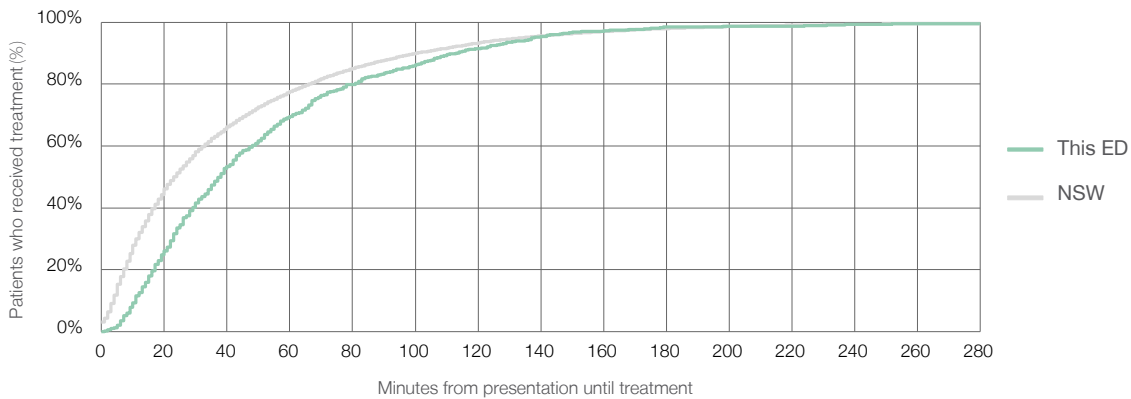
Number of triage 5 patients used to calculate waiting time:³ 860

Median time to start treatment⁴ 38 minutes

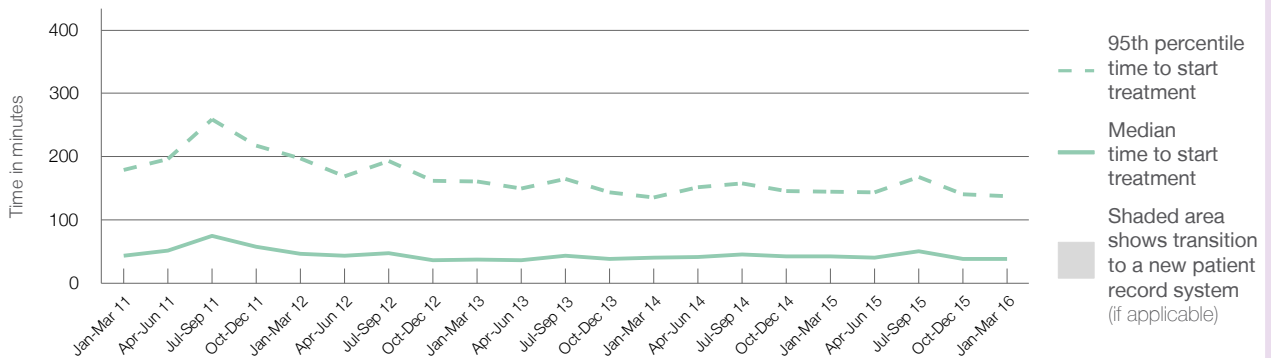
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,027	850
43 minutes	23 minutes
145 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)	44	47	37	41	43	38
95th percentile time to start treatment ⁵ (minutes)	179	197	161	136	145	138

(†) 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.

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,223 patients

Attendances used to calculate time to leaving the ED:⁶ 8,223 patients

Median time to leaving the ED⁸

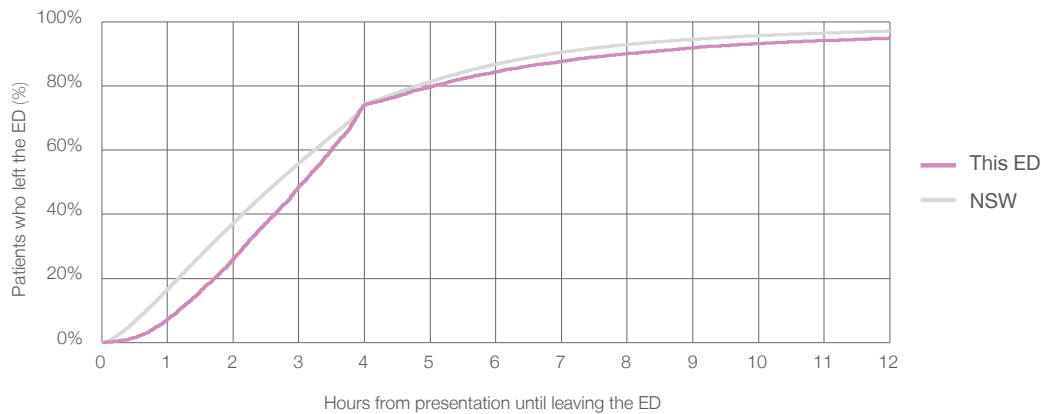
3 hours and 4 minutes

95th percentile time to leaving the ED⁹

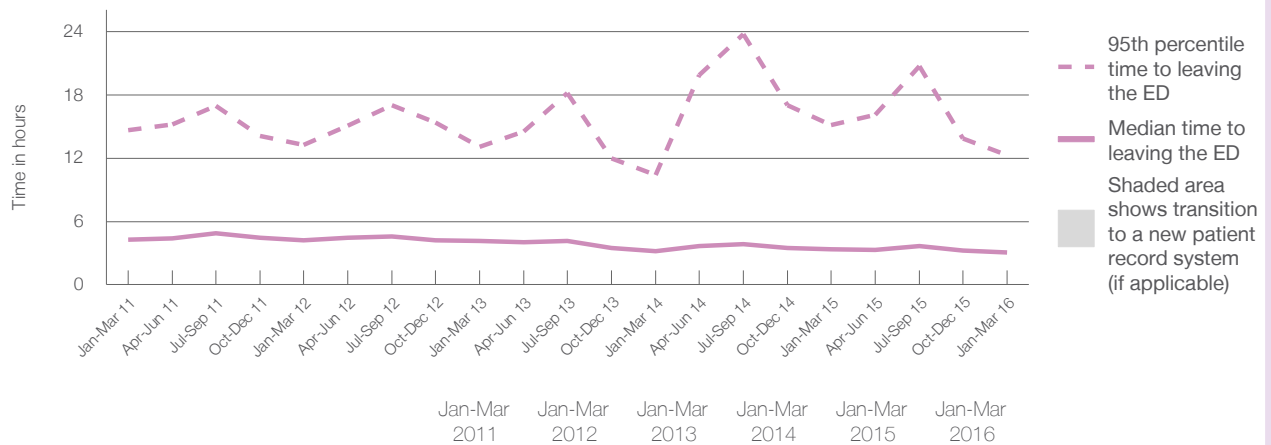
12 hours and 17 minutes

Same period last year	NSW (this period)
7,921	7,921
3 hours and 23 minutes	2 hours and 40 minutes
15 hours and 7 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)	4h 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 40m	13h 15m	13h 6m	10h 26m	15h 7m	12h 17m

(†) 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.

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

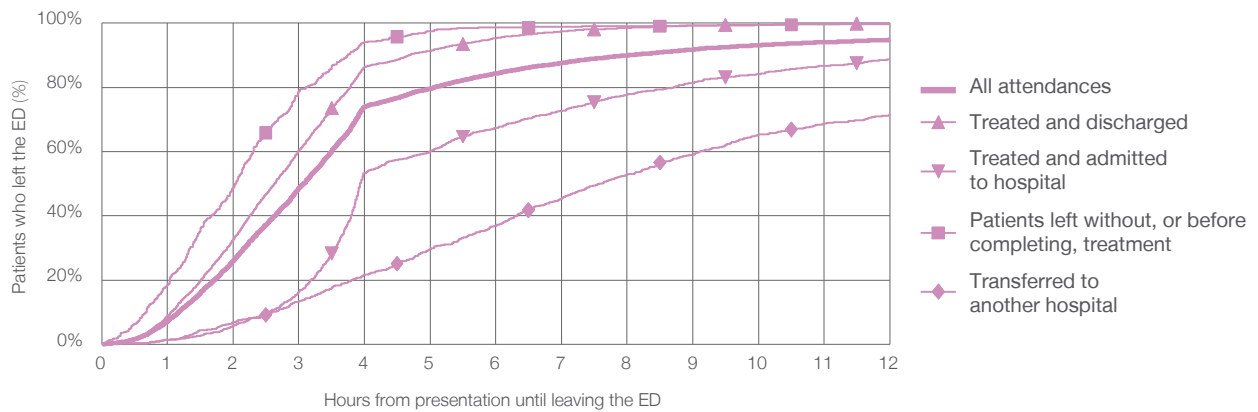
All attendances:¹ 8,223 patients

Attendances used to calculate time to leaving the ED:⁶ 8,223 patients

Treated and discharged	5,441 (66%)
Treated and admitted to hospital	1,437 (17%)
Patient left without, or before completing, treatment	458 (6%)
Transferred to another hospital	885 (11%)
Other	2 (0%)

Same period last year	Change since one year ago
7,921	4%
5,010	9%
1,404	2%
503	-9%
1,001	-12%
3	-33%

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

Treated and discharged	9%	33%	60%	86%	95%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	53%	67%	78%	84%	89%
Patient left without, or before completing, treatment	19%	49%	79%	94%	99%	99%	100%	100%
Transferred to another hospital	1%	7%	13%	22%	37%	53%	65%	72%
All attendances	7%	26%	49%	74%	84%	90%	93%	95%

(†) 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.

Mount Druiitt 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 8,223 patients

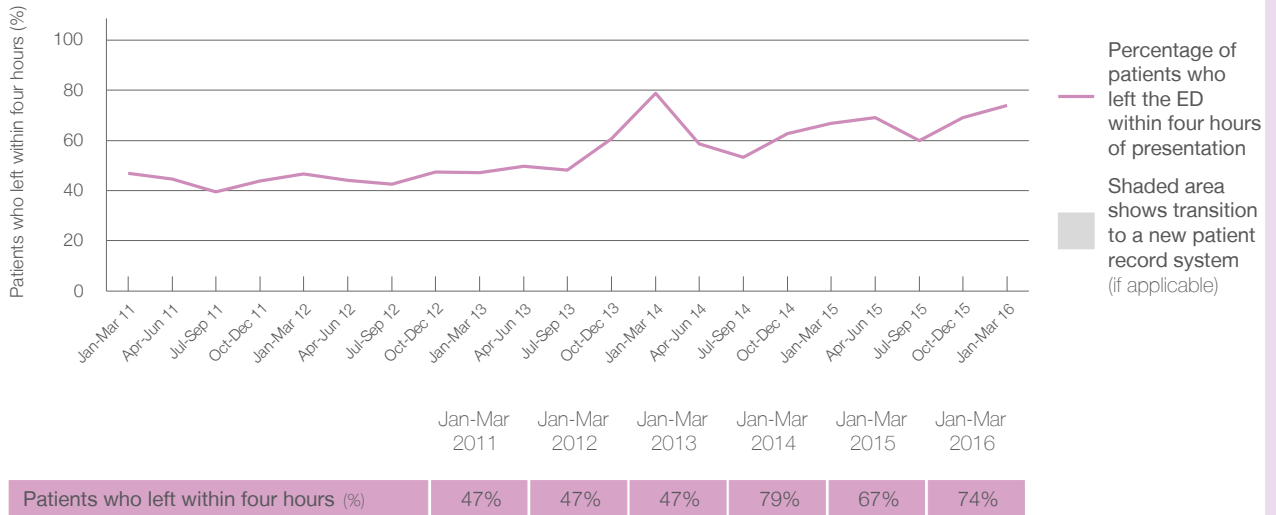
Attendances used to calculate time to leaving the ED: ⁶ 8,223 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,921	4%
Attendances used to calculate time to leaving the ED	7,921	4%
Percentage of patients who left the ED within four hours	67%	

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*.

- 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.
- 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).

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,506 patients
Emergency attendances:² 4,015 patients

Same period last year	Change since one year ago
4,192	7%
3,824	5%

Murwillumbah District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,200 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,167 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 367 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
265	
6 minutes	8 minutes
15 minutes	35 minutes
1,142	
12 minutes	20 minutes
49 minutes	99 minutes
2,085	
15 minutes	26 minutes
82 minutes	137 minutes
326	
17 minutes	23 minutes
106 minutes	135 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,187	7%
91%	

* 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.

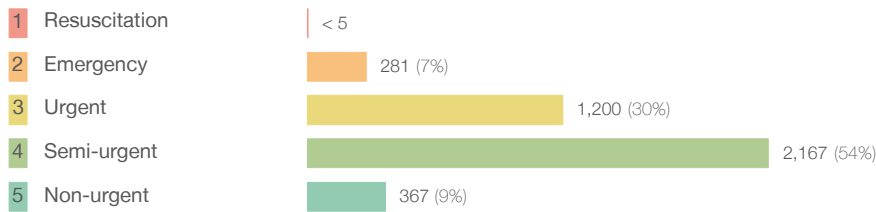
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Murwillumbah District Hospital: Patients attending the emergency department January to March 2016

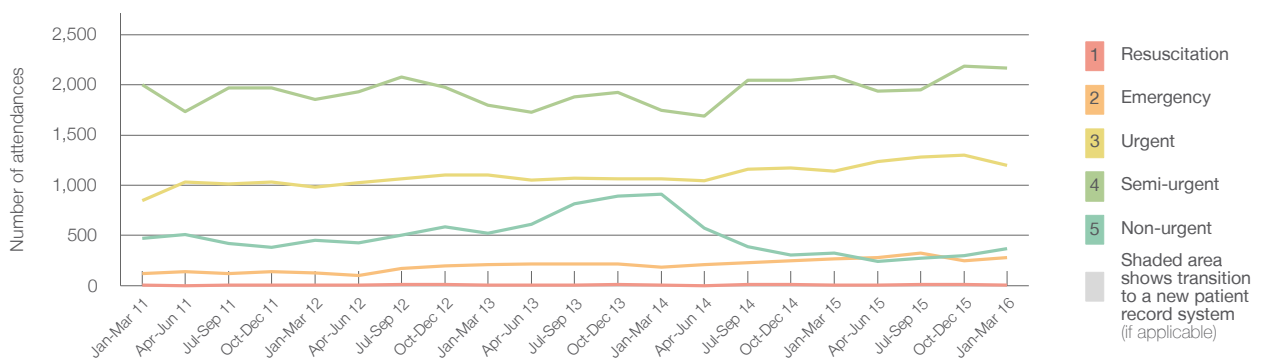
All attendances:¹ 4,506 patients

Emergency attendances² by triage category: 4,015 patients



Same period last year	Change since one year ago
4,192	7%
3,824	5%
6	*
265	5%
1,142	5%
2,085	4%
326	13%

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	< 5	5	< 5	5	6	< 5
Emergency	126	129	216	183	265	281
Urgent	850	982	1,104	1,061	1,142	1,200
Semi-urgent	2,003	1,854	1,798	1,745	2,085	2,167
Non-urgent	470	454	519	913	326	367
All emergency attendances	3,449	3,424	3,637	3,907	3,824	4,015

Murwillumbah District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 182 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
256	
12 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.

(**) 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.

Murwillumbah District 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: 281

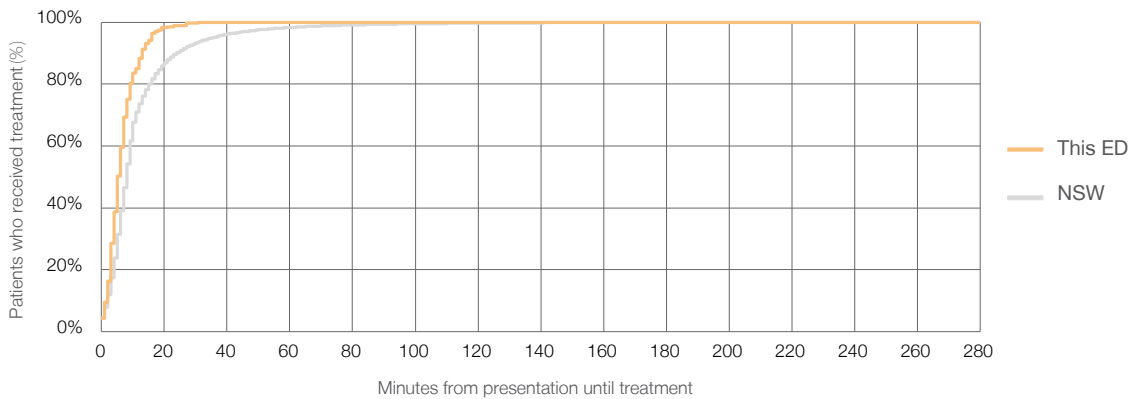
Number of triage 2 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 5 minutes

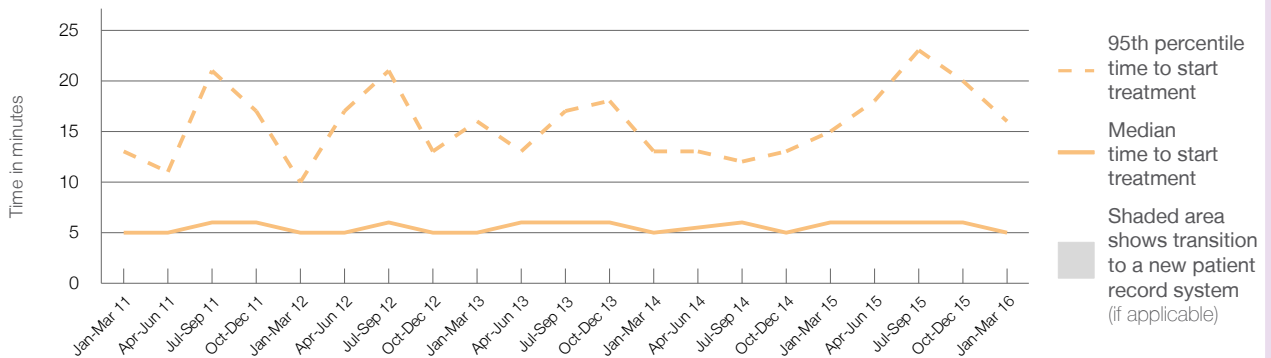
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
265	
264	
6 minutes	8 minutes
15 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)	5	5	5	5	6	5
95th percentile time to start treatment ⁵ (minutes)	13	10	16	13	15	16

(†) 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.

Murwillumbah District 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: 1,200

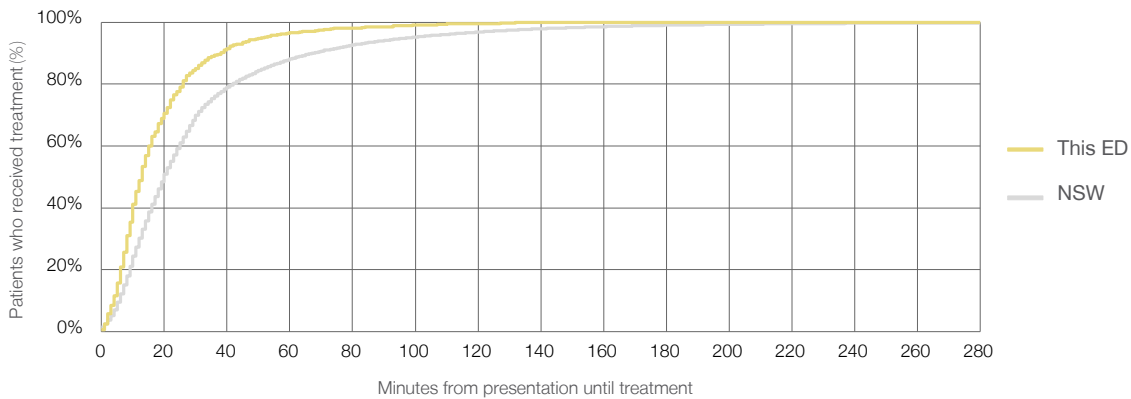
Number of triage 3 patients used to calculate waiting time:³ 1,182

Median time to start treatment⁴ 13 minutes

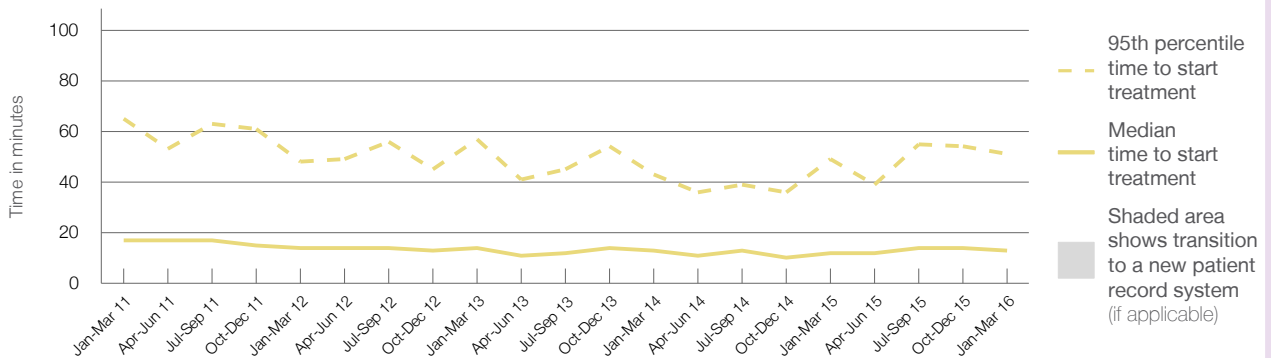
95th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,142	
1,133	
12 minutes	20 minutes
49 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)	17	14	14	13	12	13
95th percentile time to start treatment ⁵ (minutes)	65	48	57	43	49	51

(†) 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.

Murwillumbah District 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: 2,167

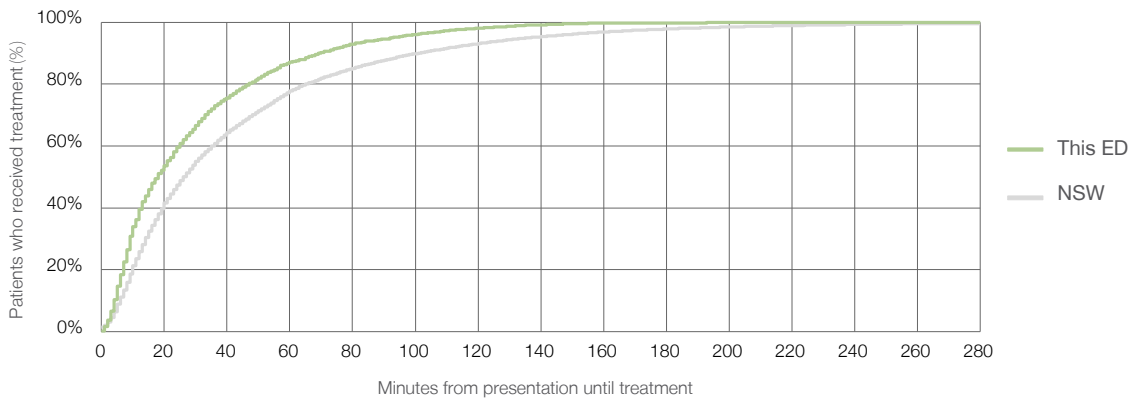
Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴ 18 minutes

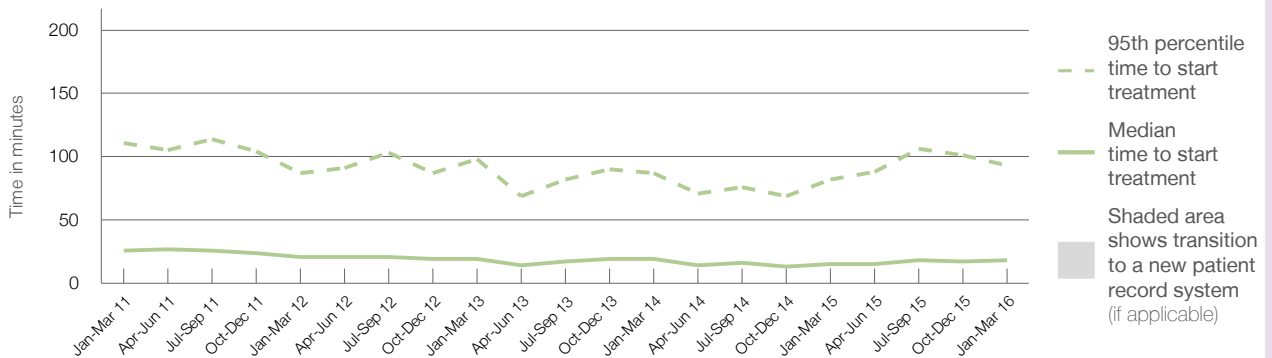
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,085	2,030
15 minutes	26 minutes
82 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	21	19	19	15	18
95th percentile time to start treatment ⁵ (minutes)	111	87	98	87	82	93

(†) 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.

Murwillumbah District 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: 367

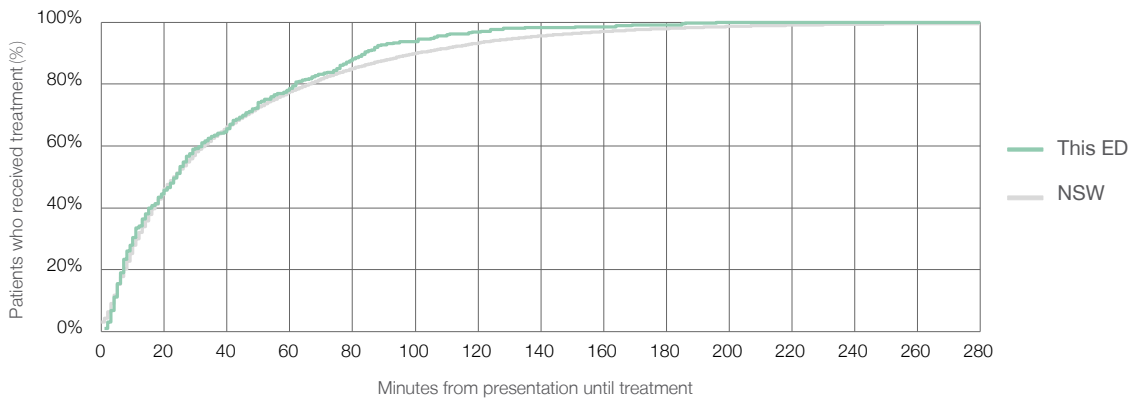
Number of triage 5 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 24 minutes

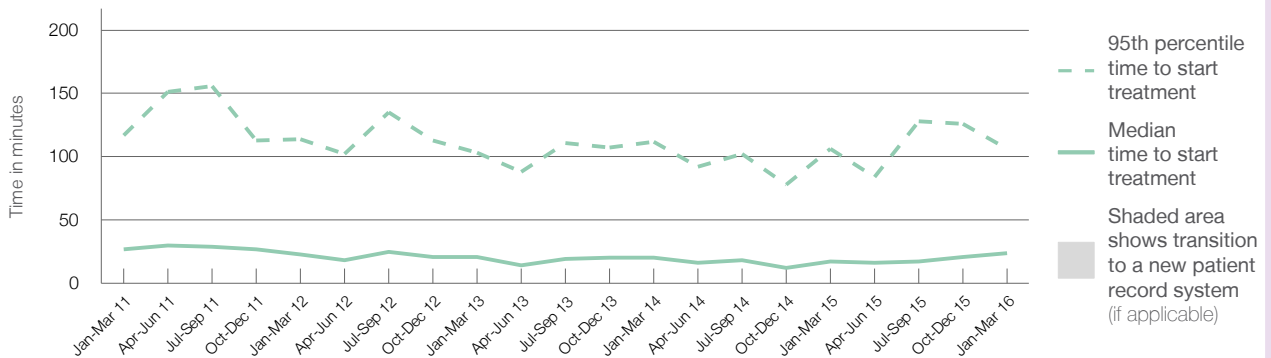
95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
326	303
17 minutes	23 minutes
106 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)	27	23	21	20	17	24
95th percentile time to start treatment ⁵ (minutes)	117	114	103	112	106	106

(†) 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.

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,506 patients

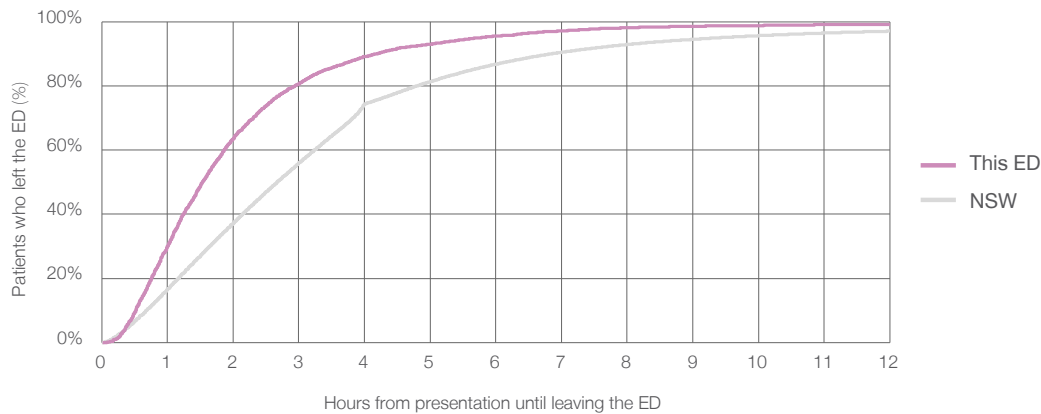
Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Median time to leaving the ED⁸ 1 hours and 32 minutes

95th percentile time to leaving the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,192	4,187
1 hours and 18 minutes	2 hours and 40 minutes
5 hours and 11 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 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 3m	4h 30m	4h 28m	5h 13m	5h 11m	5h 45m

(†) 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.

Murwillumbah District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

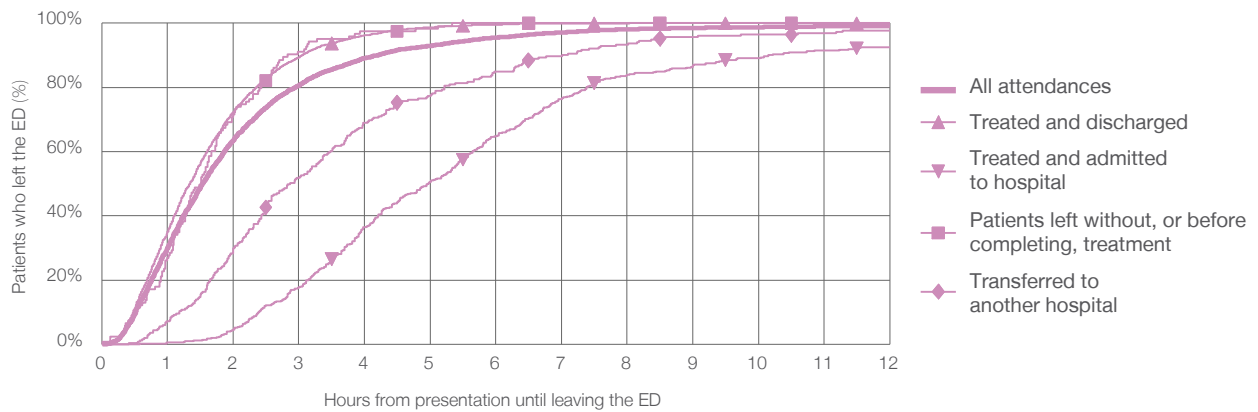
All attendances:¹ 4,506 patients

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Treated and discharged	3,697 (82%)
Treated and admitted to hospital	412 (9%)
Patient left without, or before completing, treatment	123 (3%)
Transferred to another hospital	251 (6%)
Other	23 (1%)

Same period last year	Change since one year ago
4,187	7%
3,454	7%
394	5%
92	34%
244	3%
8	188%

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

Treated and discharged	35%	72%	89%	96%	100%	100%	100%	100%
Treated and admitted to hospital	0%	5%	18%	36%	65%	84%	89%	92%
Patient left without, or before completing, treatment	27%	72%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	7%	30%	52%	69%	85%	93%	96%	98%
All attendances	30%	64%	81%	89%	96%	98%	99%	99%

(†) 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.

Murwillumbah District 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 4,506 patients

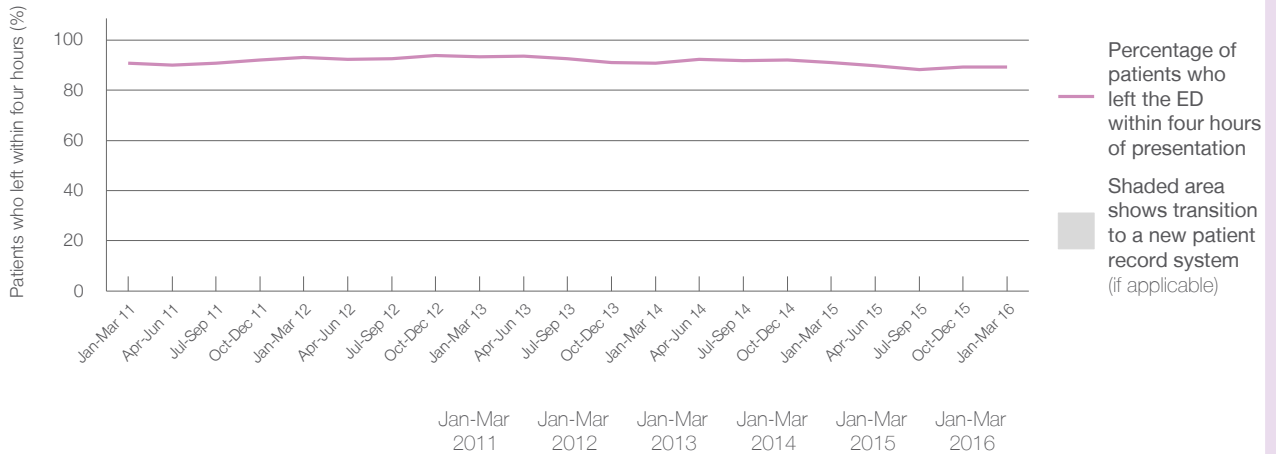
Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,192	7%
4,187	7%
91%	

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 (%)	91%	93%	93%	91%	91%	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.
 ‡ 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 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).

Ryde Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,931 patients
 Emergency attendances:² 6,814 patients

Same period last year	Change since one year ago
6,811	2%
6,756	1%

Ryde Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 877 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,688 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,964 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 260 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
804	
7 minutes	8 minutes
16 minutes	35 minutes
2,740	
13 minutes	20 minutes
52 minutes	99 minutes
2,910	
15 minutes	26 minutes
102 minutes	137 minutes
262	
17 minutes	23 minutes
121 minutes	135 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours 81%

Same period last year	Change since one year ago
6,810	2%
81%	

* 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.

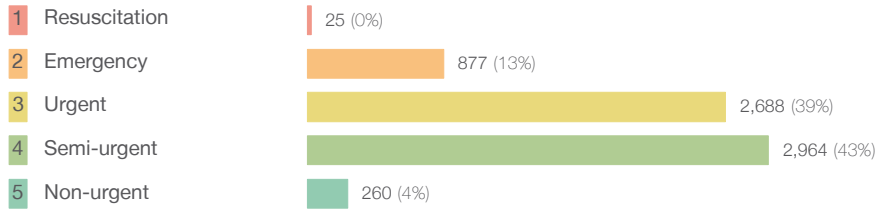
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

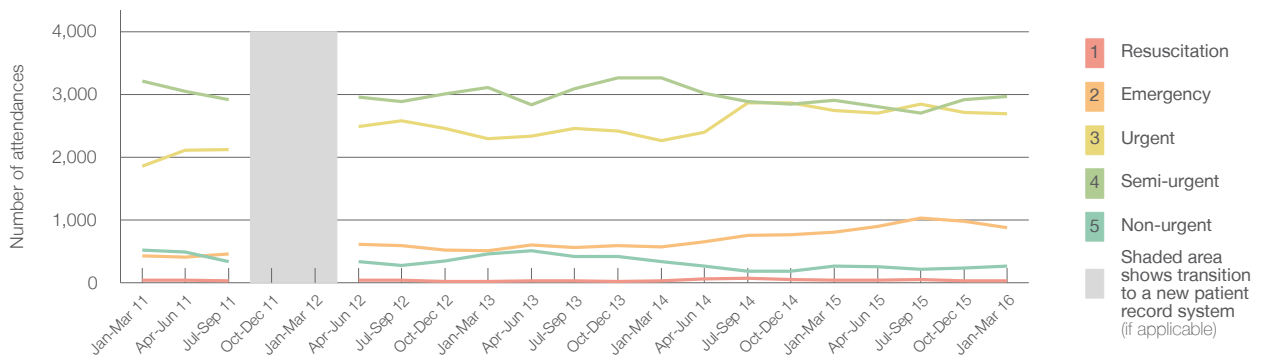
All attendances:¹ 6,931 patients

Emergency attendances² by triage category: 6,814 patients



Same period last year	Change since one year ago
6,811	2%
6,756	1%
40	-38%
804	9%
2,740	-2%
2,910	2%
262	-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	38		19	28	40	25
Emergency	429		507	565	804	877
Urgent	1,851		2,297	2,260	2,740	2,688
Semi-urgent	3,213		3,106	3,258	2,910	2,964
Non-urgent	519		454	337	262	260
All emergency attendances	6,050		6,383	6,448	6,756	6,814

Ryde Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,536 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,604	
10 minutes	0 minutes
22 minutes	1 minute

(†) 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.

Ryde 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: 877

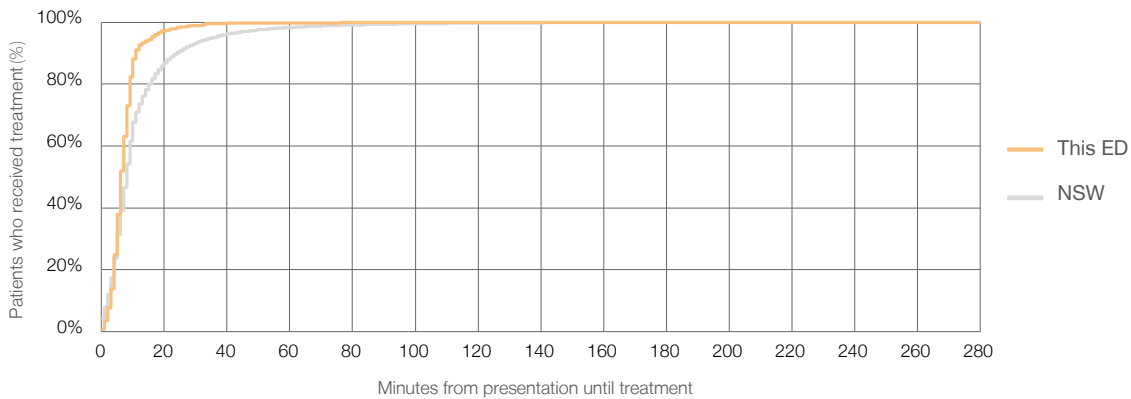
Number of triage 2 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 6 minutes

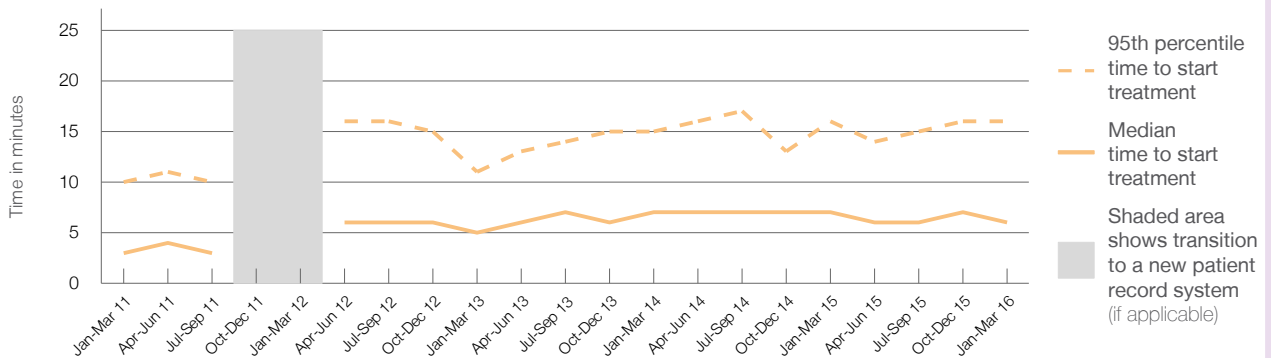
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
804	
802	
7 minutes	8 minutes
16 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)	3		5	7	7	6
95th percentile time to start treatment ⁵ (minutes)	10		11	15	16	16

(†) 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.

Ryde 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: 2,688

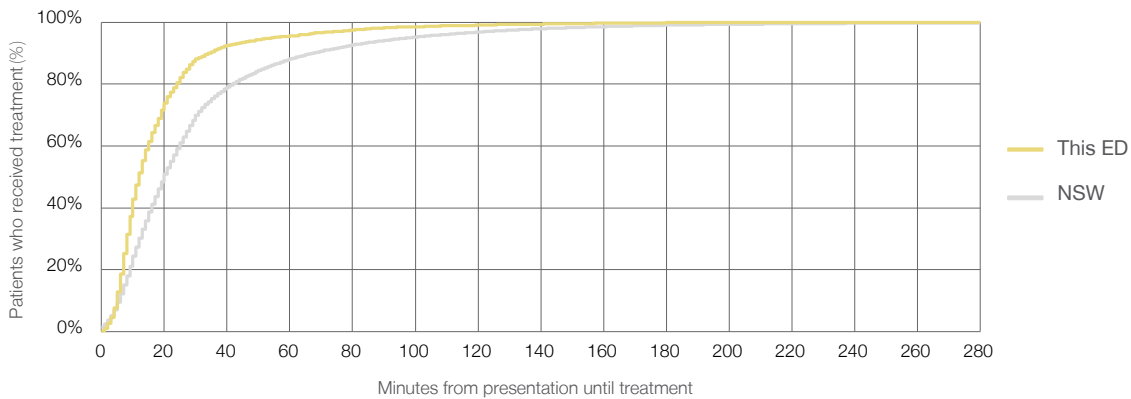
Number of triage 3 patients used to calculate waiting time:³ 2,656

Median time to start treatment⁴ 12 minutes

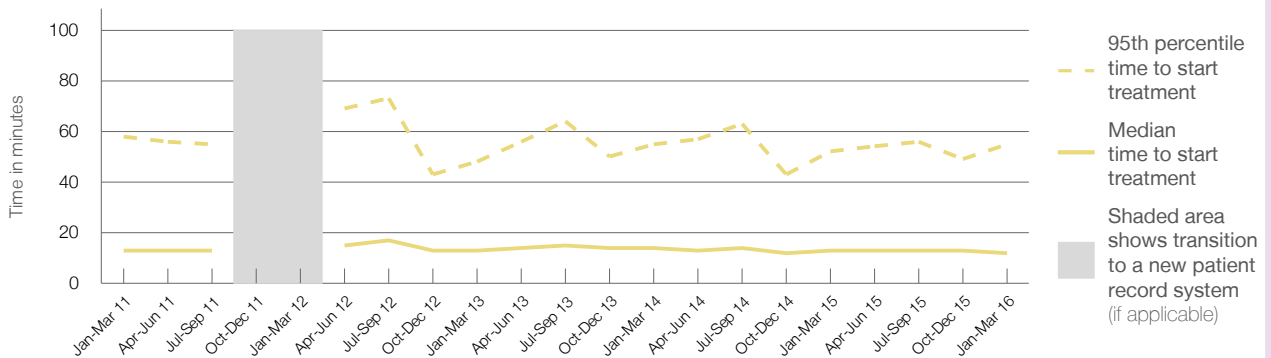
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,740	2,717
13 minutes	20 minutes
52 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)	13		13	14	13	12
95th percentile time to start treatment ⁵ (minutes)	58		48	55	52	55

(†) 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.

Ryde 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: 2,964

Number of triage 4 patients used to calculate waiting time:³ 2,850

Median time to start treatment⁴

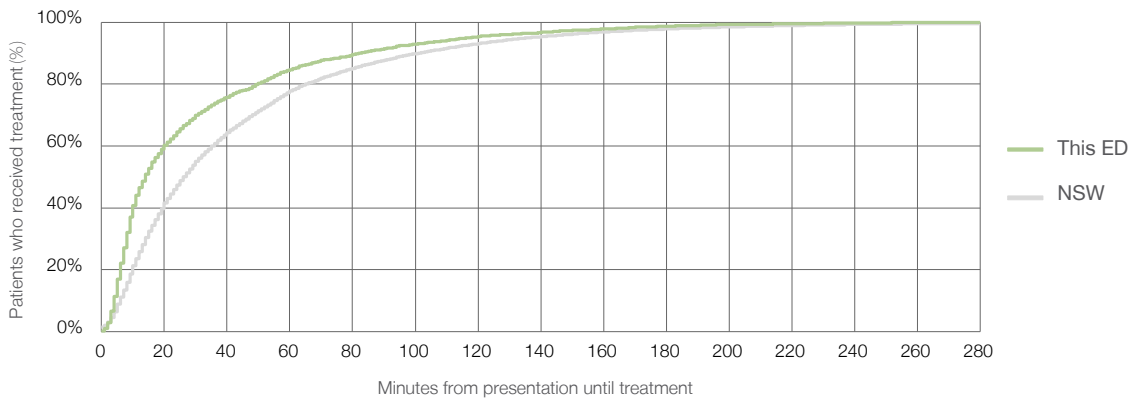
14 minutes

95th percentile time to start treatment⁵

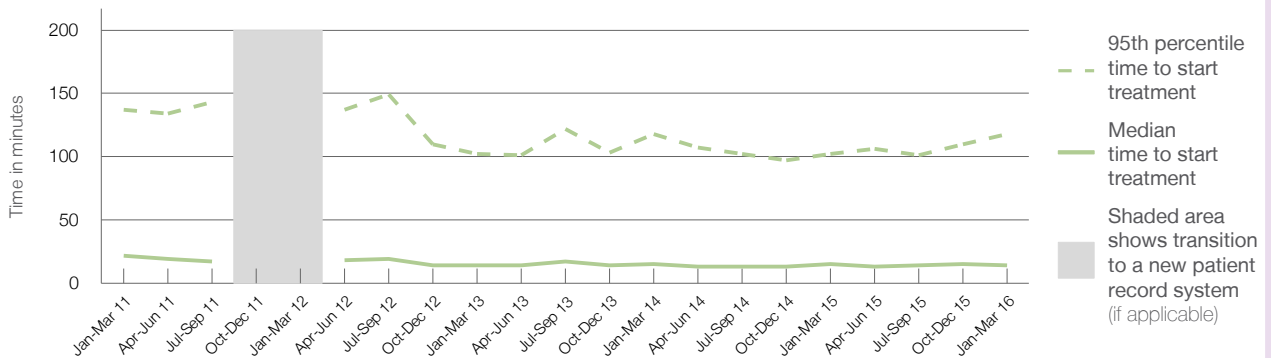
118 minutes

Same period last year	NSW (this period)
2,910	2,817
15 minutes	26 minutes
102 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)	22		14	15	15	14
95th percentile time to start treatment ⁵ (minutes)	137		102	118	102	118

(†) 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.

Ryde 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: 260

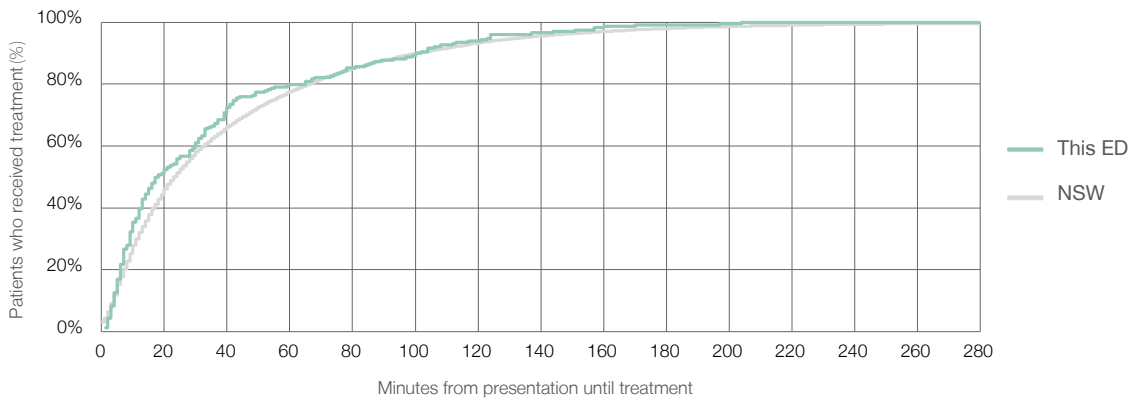
Number of triage 5 patients used to calculate waiting time:³ 229

Median time to start treatment⁴ 18 minutes

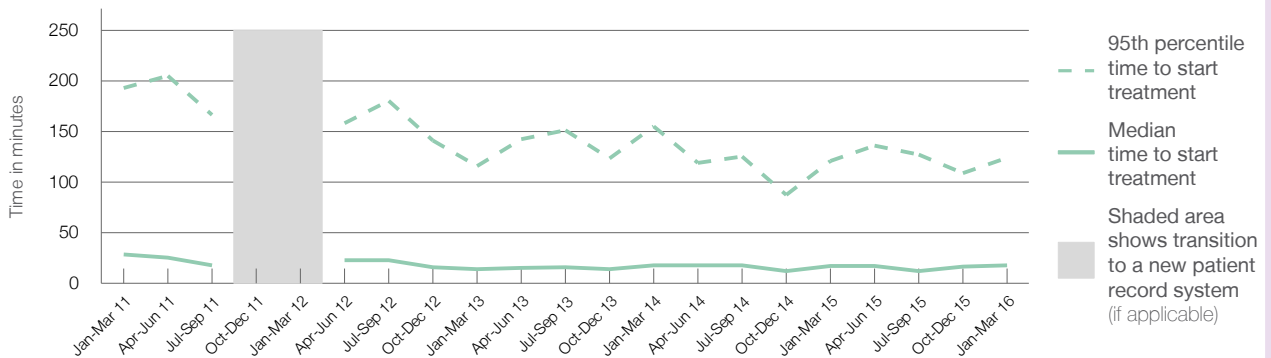
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
262	
234	
17 minutes	23 minutes
121 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)	29		14	18	17	18
95th percentile time to start treatment ⁵ (minutes)	193		116	155	121	124

(†) 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.

Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,931 patients

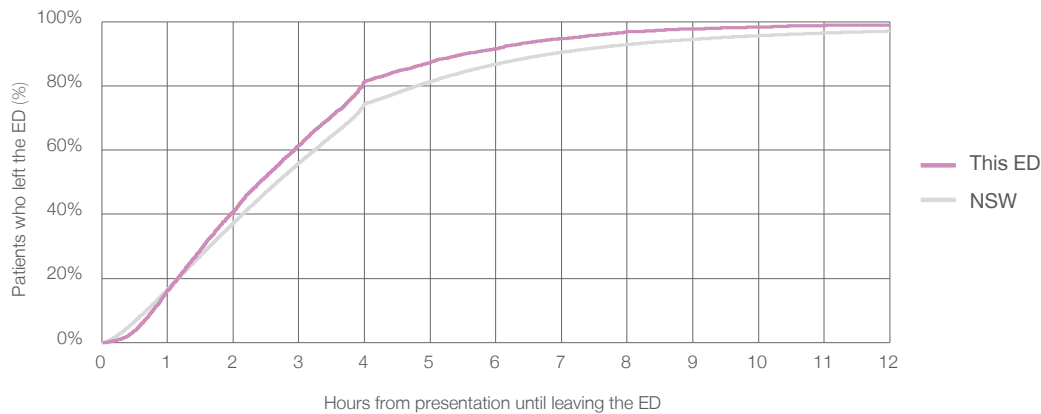
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Median time to leaving the ED⁸ 2 hours and 25 minutes

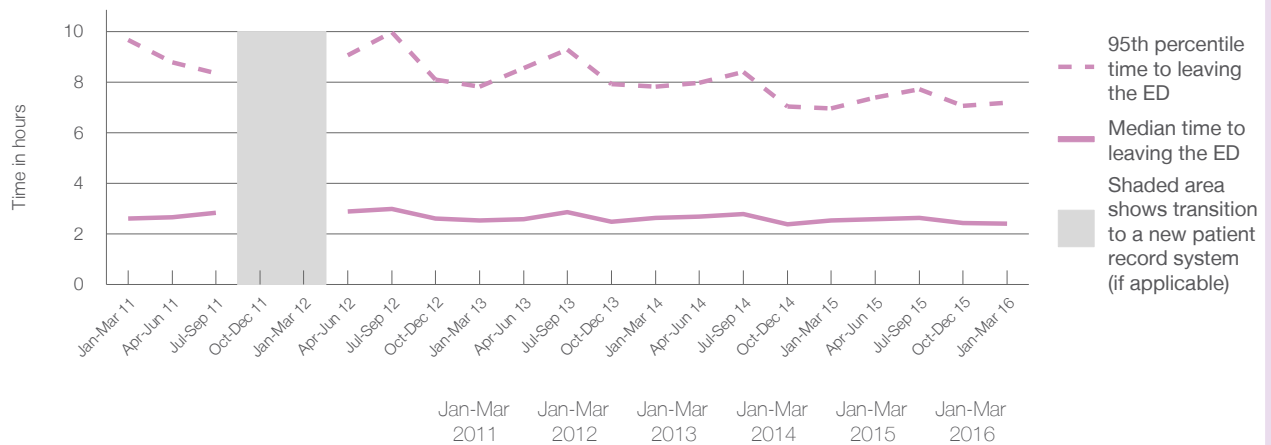
95th percentile time to leaving the ED⁹ 7 hours and 11 minutes

Same period last year	NSW (this period)
6,811	
6,810	
2 hours and 32 minutes	2 hours and 40 minutes
6 hours and 58 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)	2h 37m		2h 33m	2h 38m	2h 32m	2h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 40m		7h 50m	7h 50m	6h 58m	7h 11m

(†) 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.

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

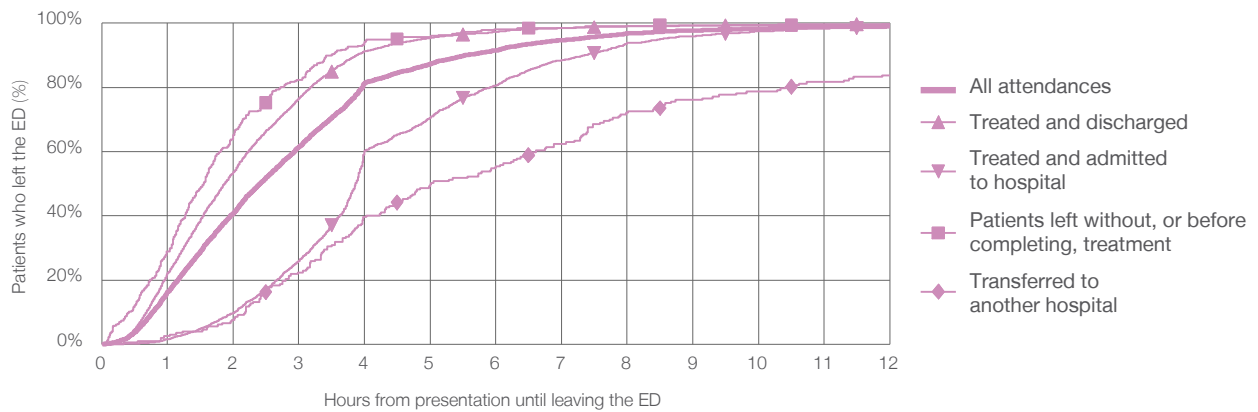
All attendances:¹ 6,931 patients

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Treated and discharged	4,495 (65%)
Treated and admitted to hospital	1,901 (27%)
Patient left without, or before completing, treatment	328 (5%)
Transferred to another hospital	197 (3%)
Other	10 (0%)

Same period last year	Change since one year ago
6,810	2%
4,490	0%
1,846	3%
277	18%
184	7%
14	-29%

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	22%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	2%	10%	26%	60%	81%	94%	97%	99%
Patient left without, or before completing, treatment	29%	65%	82%	94%	98%	99%	99%	100%
Transferred to another hospital	3%	8%	22%	40%	55%	72%	79%	84%
All attendances	16%	41%	61%	81%	92%	97%	98%	99%

(†) 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.

Ryde 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 6,931 patients

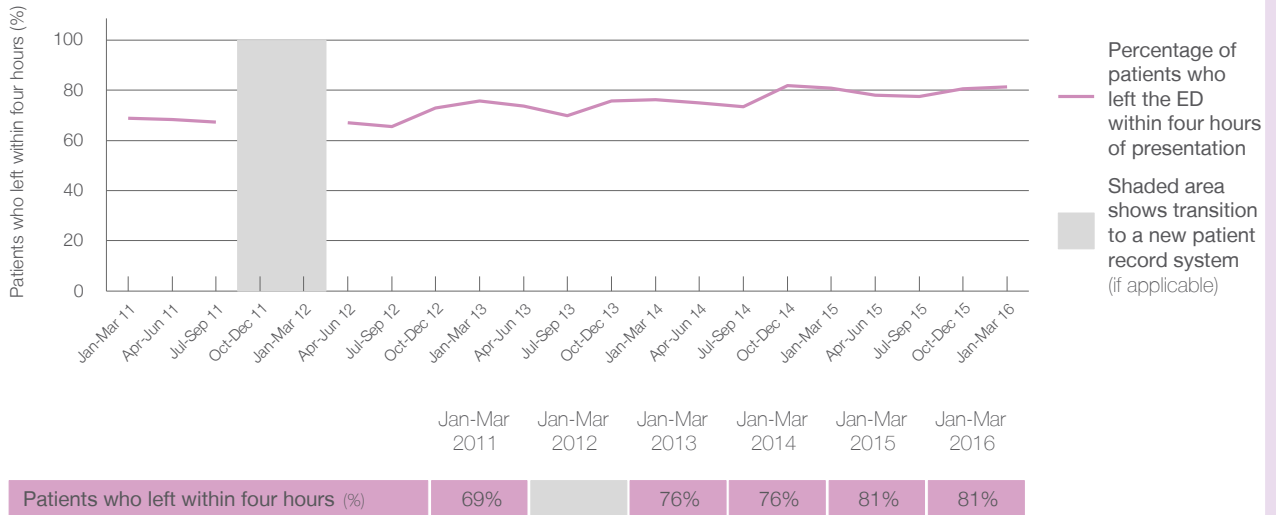
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,811	2%
Attendances used to calculate time to leaving the ED	6,810	2%
Percentage of patients who left the ED within four hours	81%	

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*.

- 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.
- 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).

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.

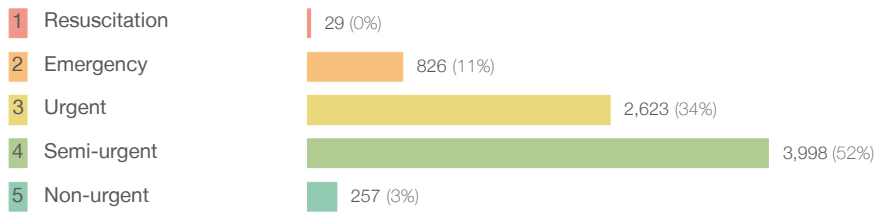
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

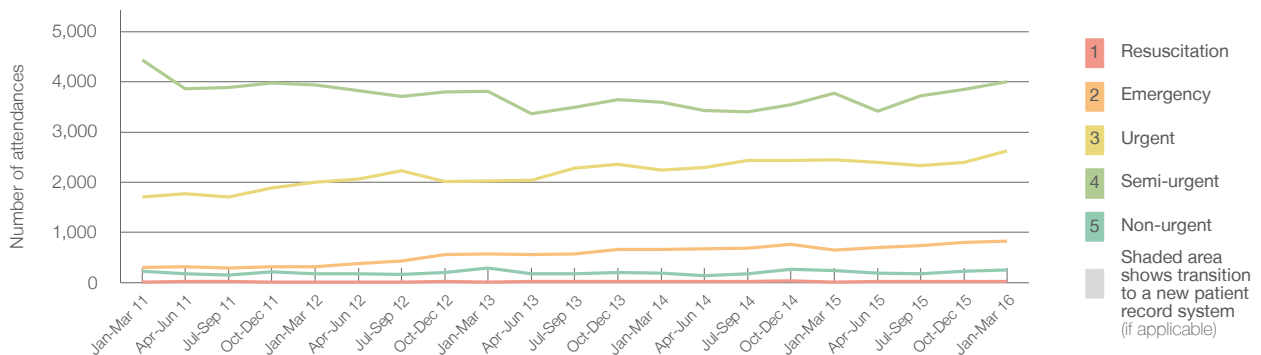
All attendances:¹ 8,110 patients

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

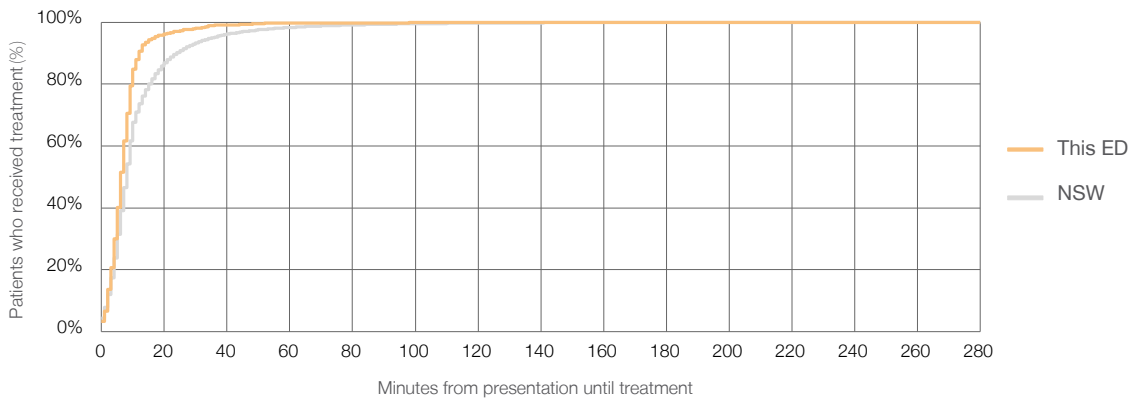
Number of triage 2 patients used to calculate waiting time:³ 824

Median time to start treatment⁴ 6 minutes

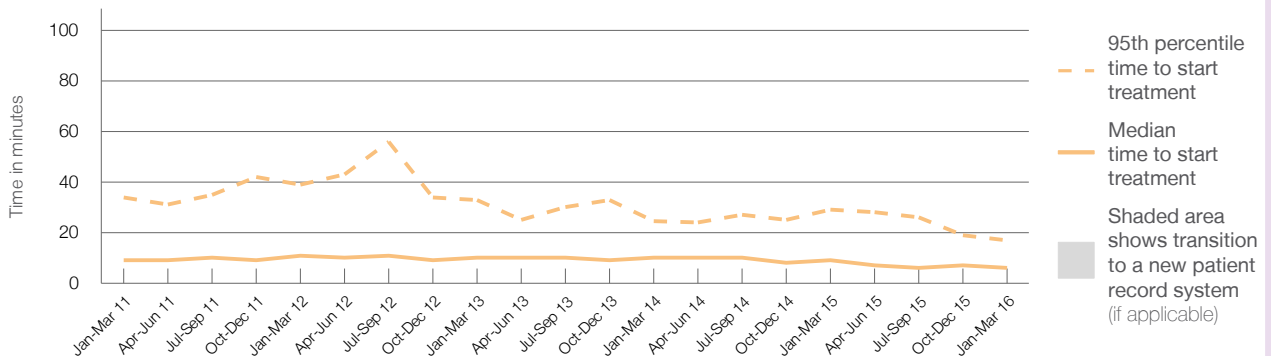
95th percentile time to start treatment⁵ 17 minutes

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

(†) 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.

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

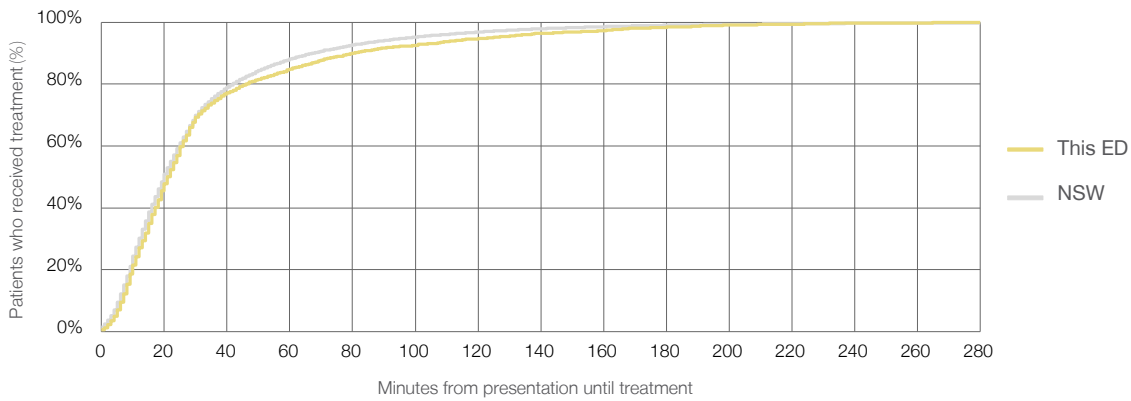
Number of triage 3 patients used to calculate waiting time:³ 2,571

Median time to start treatment⁴ 21 minutes

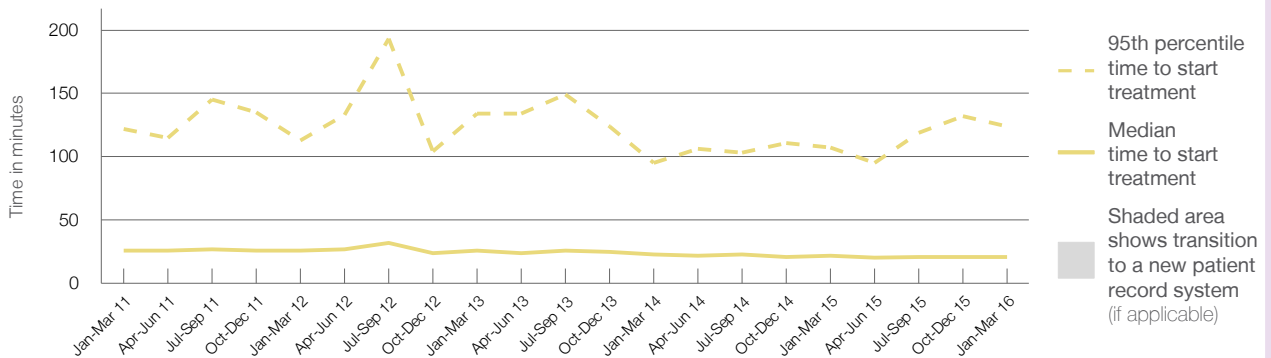
95th percentile time to start treatment⁵ 124 minutes

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

(†) 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.

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

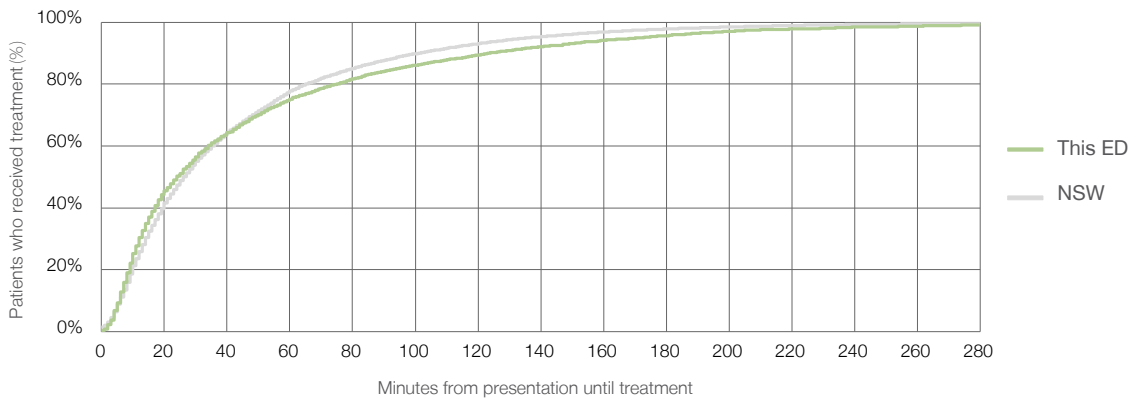
Number of triage 4 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴ 24 minutes

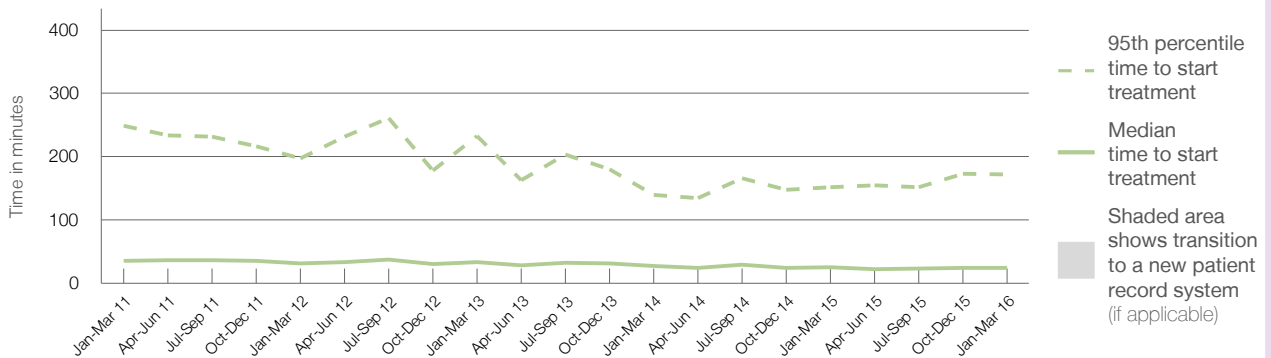
95th percentile time to start treatment⁵ 172 minutes

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

(†) 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.

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

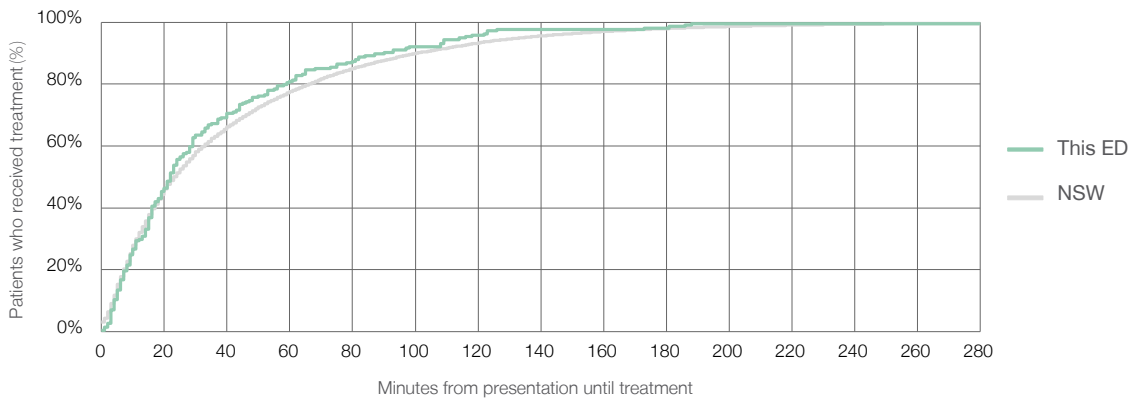
Number of triage 5 patients used to calculate waiting time:³ 214

Median time to start treatment⁴ 22 minutes

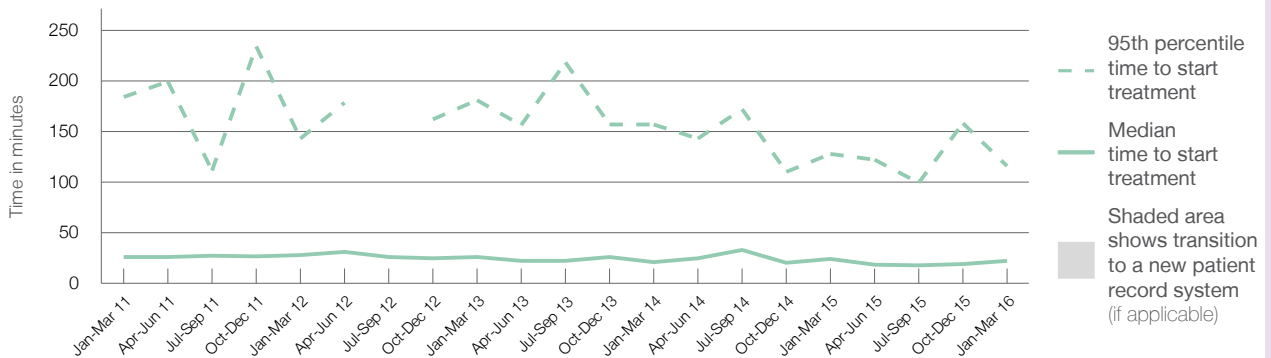
95th percentile time to start treatment⁵ 116 minutes

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

(†) 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.

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 8,110 patients

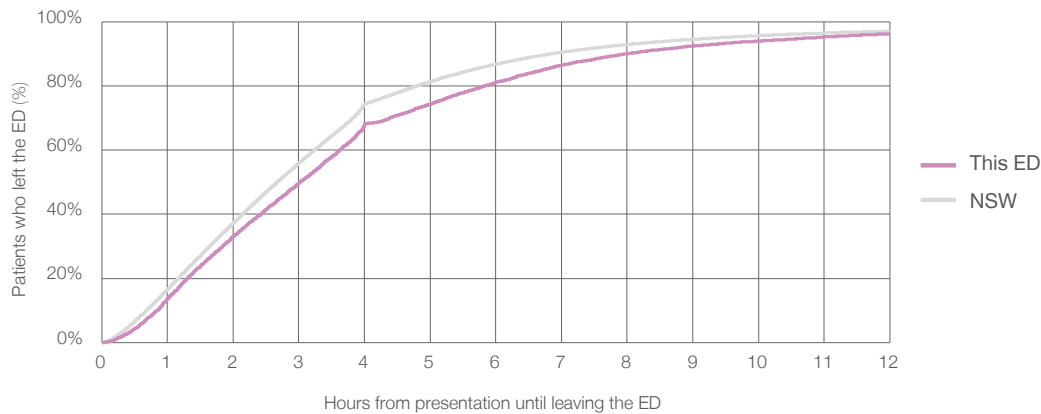
Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Median time to leaving the ED⁸ 3 hours and 1 minutes

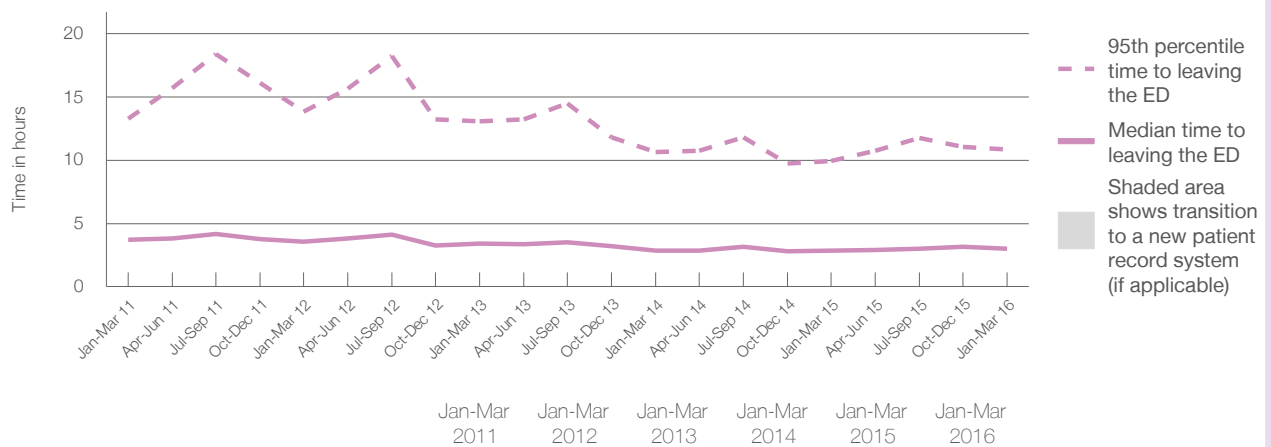
95th percentile time to leaving the ED⁹ 10 hours and 51 minutes

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

(†) 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.

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

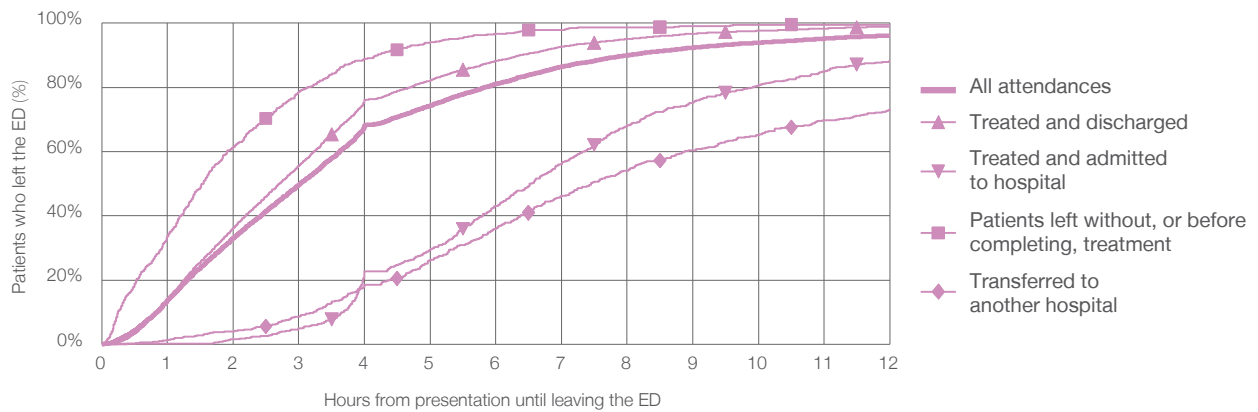
All attendances:¹ 8,110 patients

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%

(†) 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.

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

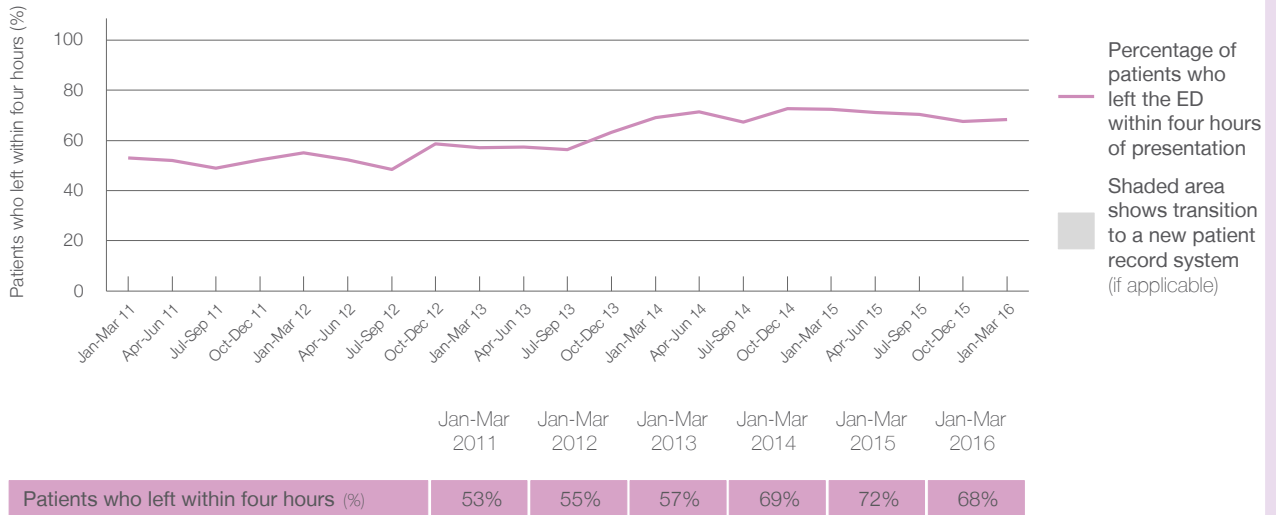
Attendances used to calculate time to leaving the ED: ⁶ 8,110 patients

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*.

- 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.
- 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).