

## Bateman's Bay District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 3,713 patients  
 Emergency attendances:<sup>2</sup> 3,582 patients

Same period last year	Change since one year ago
3,584	4%
3,426	5%

## Bateman's Bay District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 326 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 95th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,069 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,772 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 95th percentile time to start treatment<sup>5</sup> 161 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 403 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 152 minutes

Same period last year	NSW (this period)
355	
8 minutes	8 minutes
25 minutes	35 minutes
1,103	
20 minutes	20 minutes
91 minutes	99 minutes
1,584	
30 minutes	26 minutes
166 minutes	137 minutes
377	
38 minutes	23 minutes
184 minutes	135 minutes

## Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,713 patients

Percentage of patients who left the ED within four hours 80%

Same period last year	Change since one year ago
3,583	4%
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.

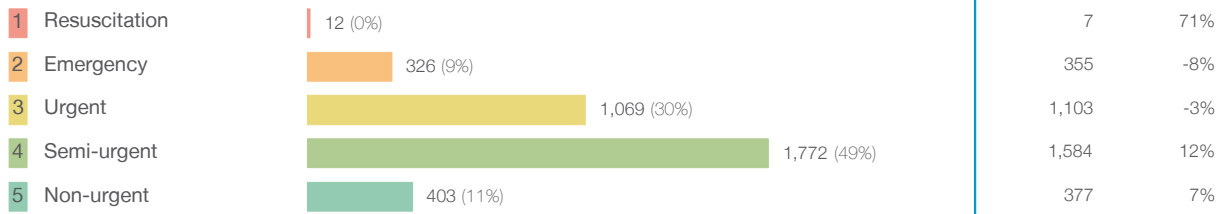
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Bateman's Bay District Hospital: Patients attending the emergency department

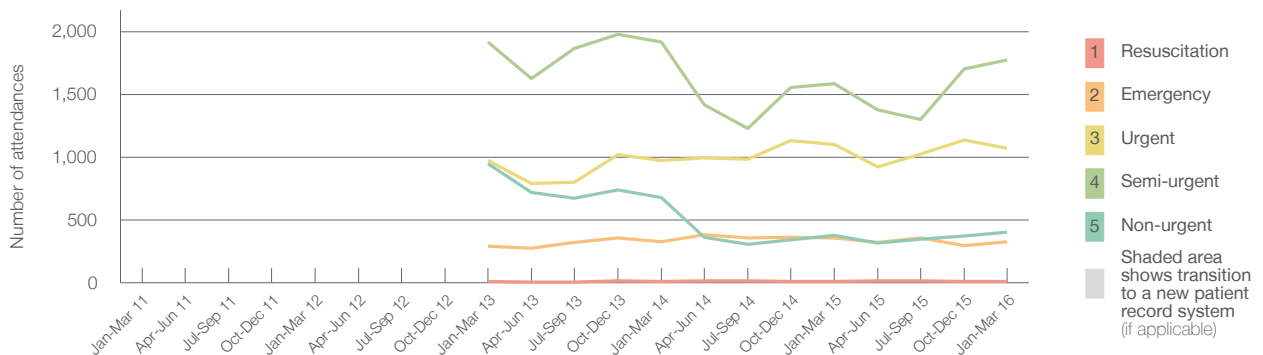
January to March 2016

All attendances:<sup>1</sup> 3,713 patients

Emergency attendances<sup>2</sup> by triage category: 3,582 patients



Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			12	12	7	12
Emergency			291	326	355	326
Urgent			973	973	1,103	1,069
Semi-urgent			1,919	1,919	1,584	1,772
Non-urgent			946	679	377	403
All emergency attendances			4,141	3,909	3,426	3,582

## Bateman's Bay District Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 464 patients

ED Transfer of care time<sup>§</sup>



(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Bateman's Bay 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: 326

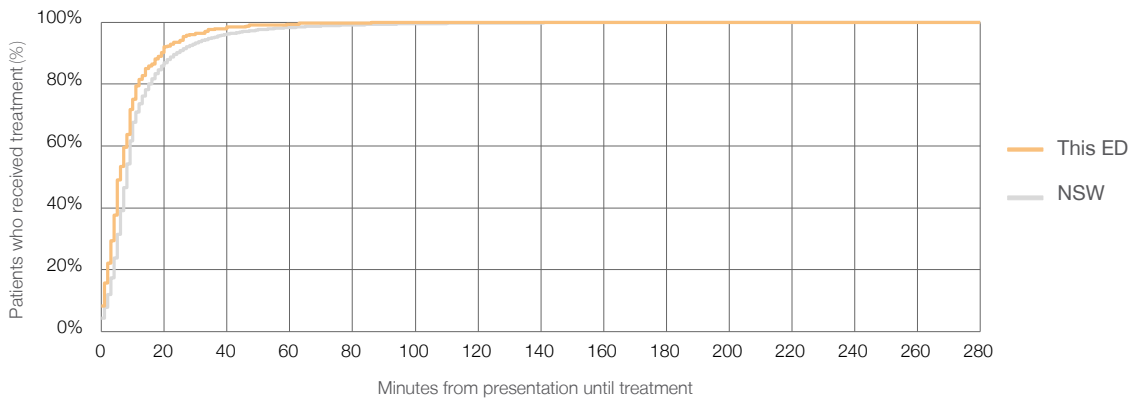
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 326

Median time to start treatment<sup>4</sup> 6 minutes

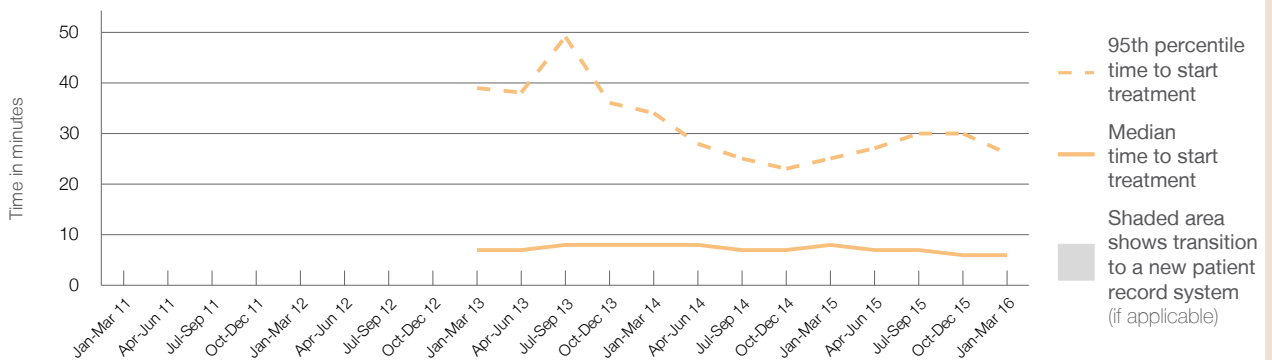
95th percentile time to start treatment<sup>5</sup> 26 minutes

Same period last year	NSW (this period)
355	
350	
8 minutes	8 minutes
25 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<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			7	8	8	6
95th percentile time to start treatment <sup>5</sup> (minutes)			39	34	25	26

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Bateman's Bay 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: 1,069

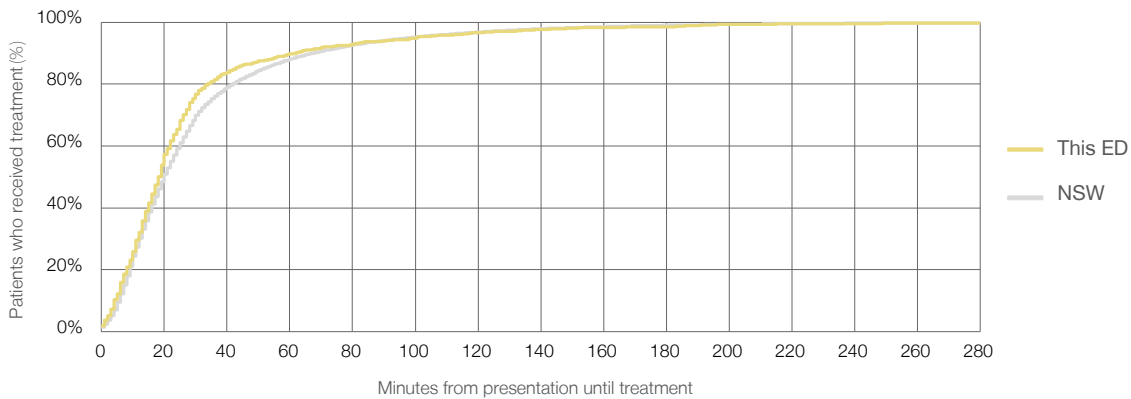
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,041

Median time to start treatment<sup>4</sup> 18 minutes

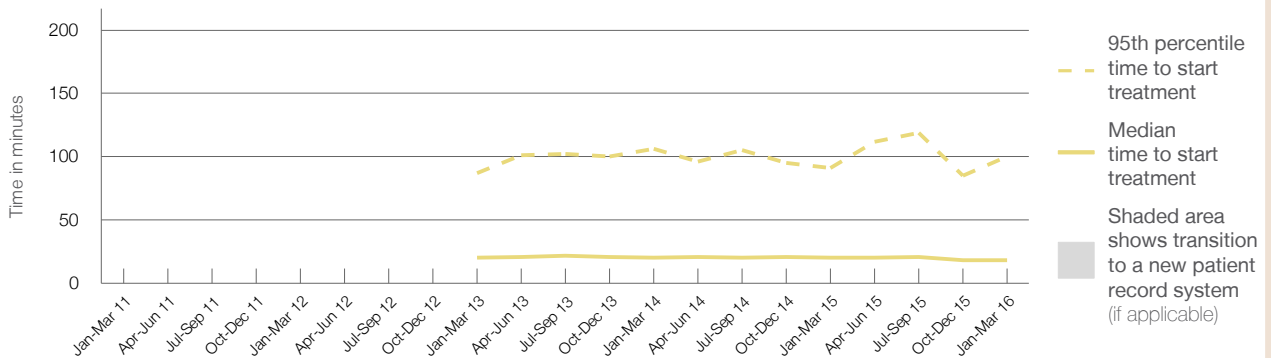
95th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,103	1,072
20 minutes	20 minutes
91 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<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			20	20	20	18
95th percentile time to start treatment <sup>5</sup> (minutes)			87	106	91	100

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## Bateman's Bay 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: 1,772

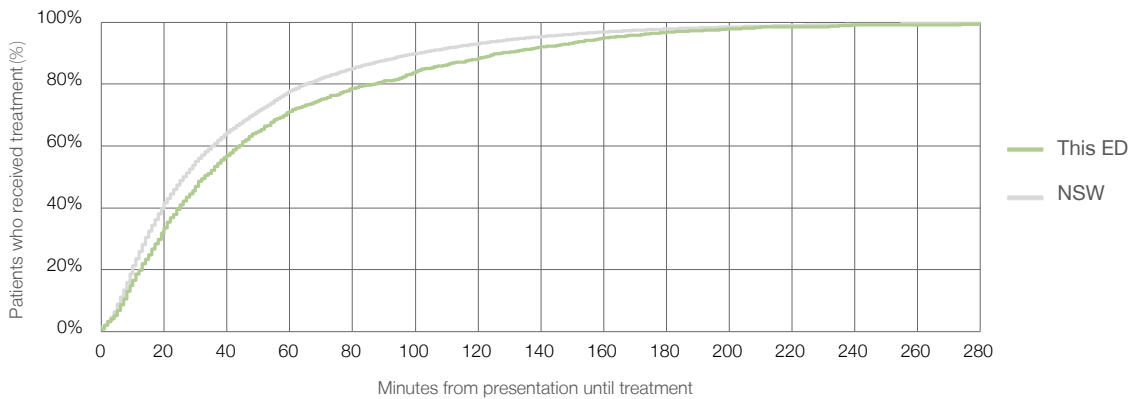
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,600

Median time to start treatment<sup>4</sup> 33 minutes

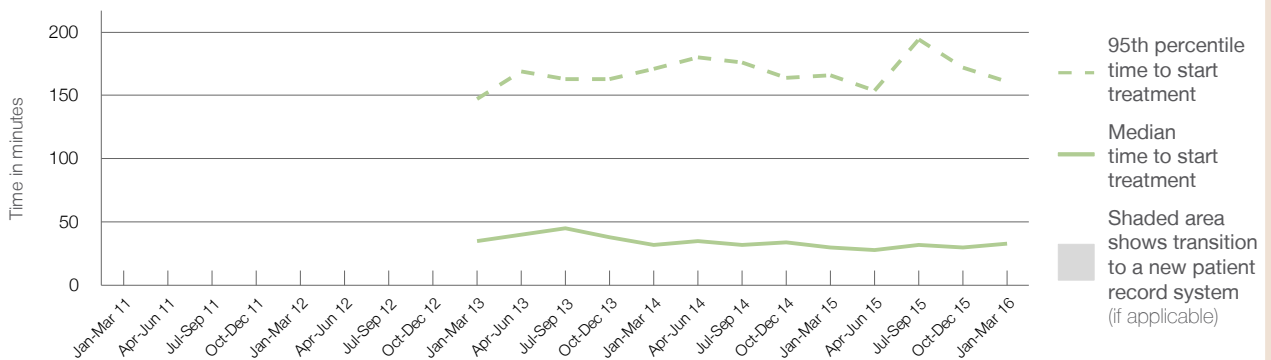
95th percentile time to start treatment<sup>5</sup> 161 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,584	1,772
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	1,450	1,600
Median time to start treatment <sup>4</sup>	30 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	166 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<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			35	32	30	33
95th percentile time to start treatment <sup>5</sup> (minutes)			147	171	166	161

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## Bateman's Bay 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: 403

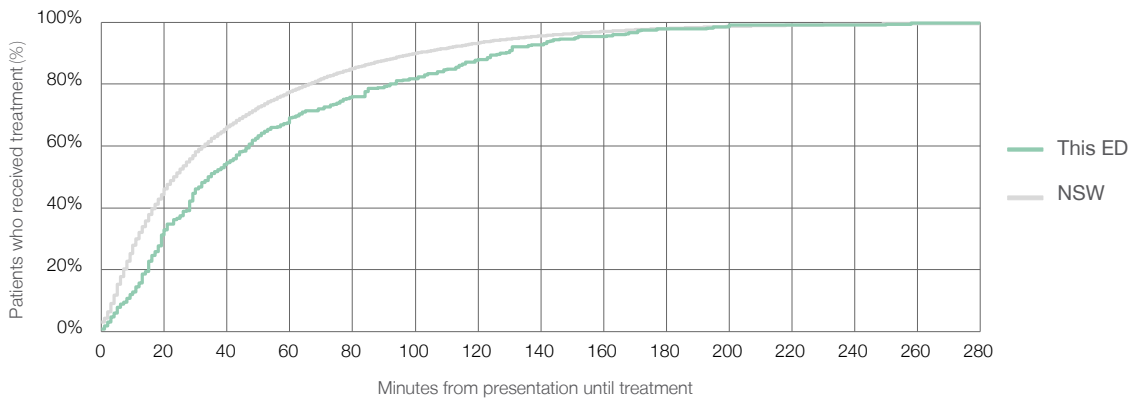
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 317

Median time to start treatment<sup>4</sup> 34 minutes

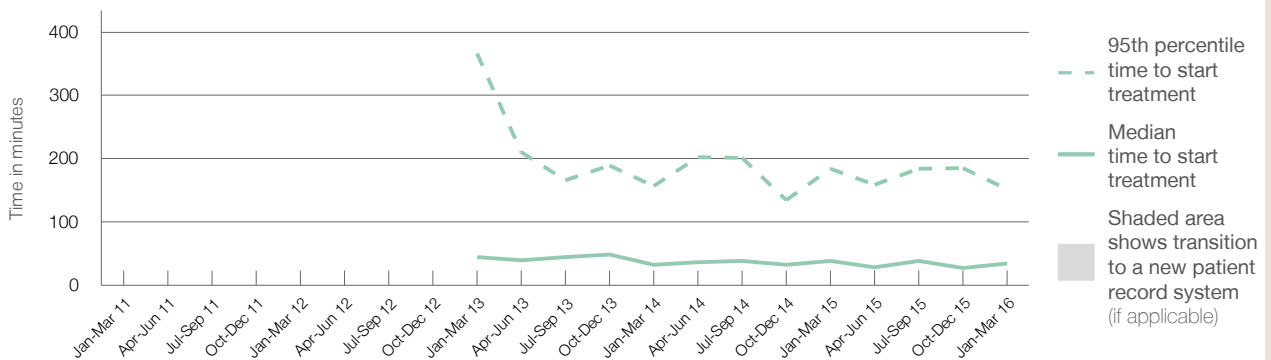
95th percentile time to start treatment<sup>5</sup> 152 minutes

	Same period last year	NSW (this period)
	377	
	294	
	38 minutes	23 minutes
	184 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<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			45	32	38	34
95th percentile time to start treatment <sup>5</sup> (minutes)			366	157	184	152

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## Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 3,713 patients

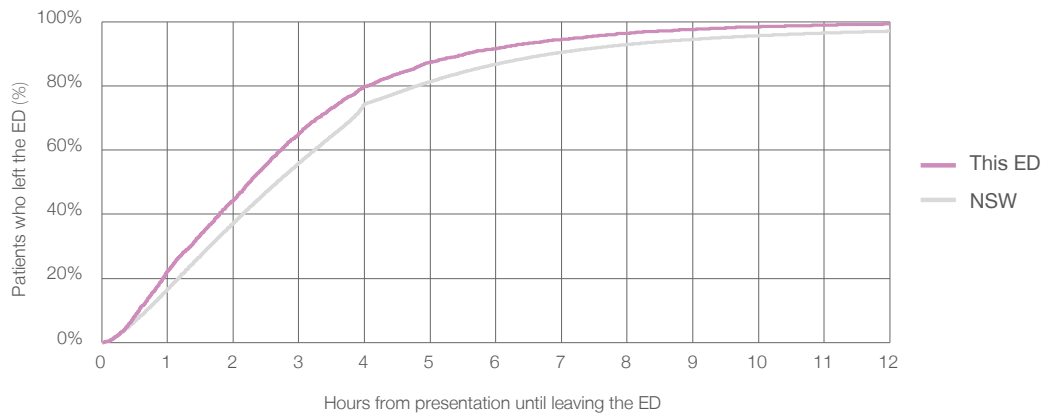
Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,713 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 15 minutes

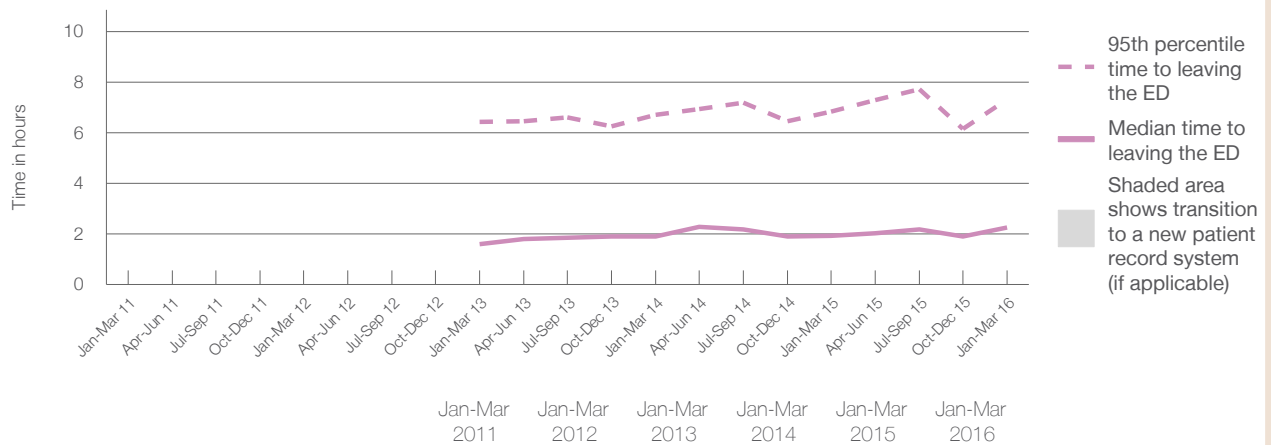
95th percentile time to leaving the ED<sup>9</sup> 7 hours and 19 minutes

Same period last year	NSW (this period)
3,584	
3,583	
1 hours and 56 minutes	2 hours and 40 minutes
6 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 37m	1h 54m	1h 56m	2h 15m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			6h 26m	6h 43m	6h 51m	7h 19m

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## Bateman's Bay District Hospital: Time from presentation until leaving the ED

### By mode of separation

January to March 2016

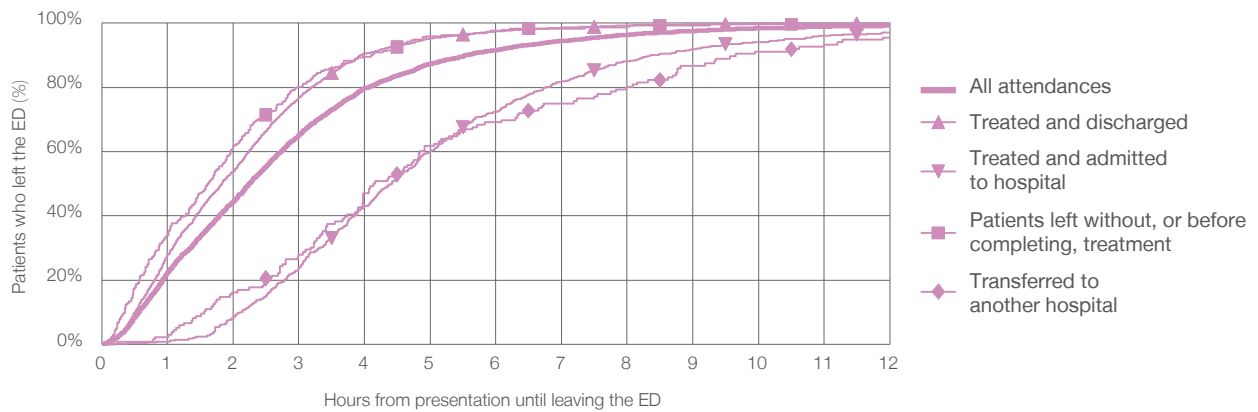
All attendances:<sup>1</sup> 3,713 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,713 patients

Treated and discharged	2,568 (69%)
Treated and admitted to hospital	703 (19%)
Patient left without, or before completing, treatment	298 (8%)
Transferred to another hospital	136 (4%)
Other	8 (0%)

Same period last year	Change since one year ago
3,583	4%
2,525	2%
689	2%
259	15%
103	32%
8	0%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††§</sup>



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	28%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	1%	8%	24%	43%	72%	88%	94%	97%
Patient left without, or before completing, treatment	34%	62%	80%	90%	98%	99%	100%	100%
Transferred to another hospital	2%	16%	28%	47%	69%	80%	91%	96%
All attendances	22%	44%	65%	80%	92%	96%	98%	99%

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**Bateman's Bay 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: <sup>1</sup> 3,713 patients

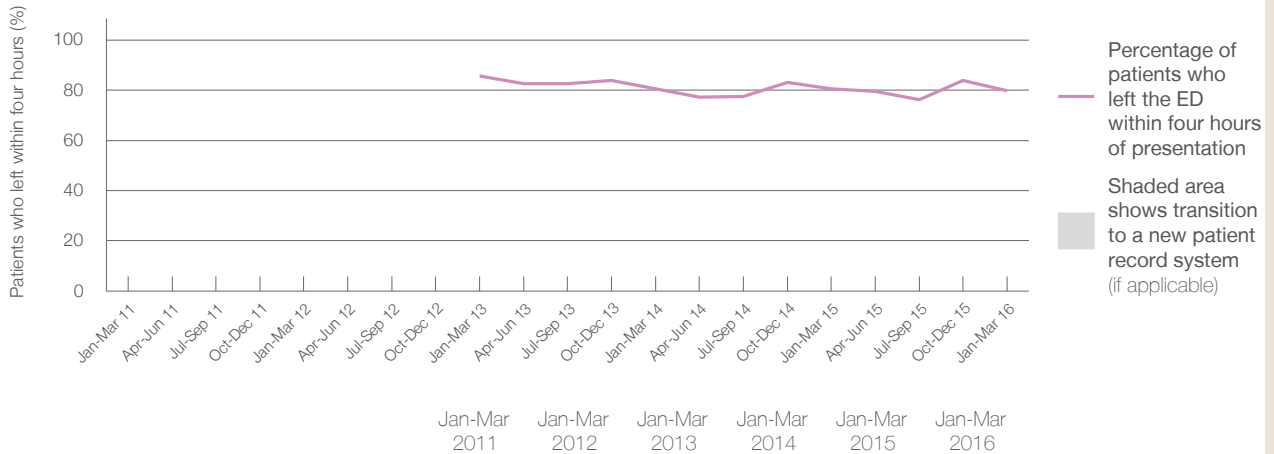
Attendances used to calculate time to leaving the ED: <sup>6</sup> 3,713 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,584	4%
Attendances used to calculate time to leaving the ED	3,583	4%
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 <sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	86%	86%	86%	80%	81%	80%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
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 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).