

## Bulli District Hospital: Emergency department (ED) overview

January to March 2016


All attendances:<sup>1</sup> 1,693 patients  
 Emergency attendances:<sup>2</sup> 1,401 patients

Same period last year	Change since one year ago
1,522	11%
1,283	9%



## Bulli District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 26 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 122 patients

Median time to start treatment<sup>4</sup>  16 minutes  
 95th percentile time to start treatment<sup>5</sup>  48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 987 patients

Median time to start treatment<sup>4</sup>  18 minutes  
 95th percentile time to start treatment<sup>5</sup>  101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 266 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 95th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
22	
6 minutes	8 minutes
*	35 minutes
127	
17 minutes	20 minutes
59 minutes	99 minutes
911	
16 minutes	26 minutes
81 minutes	137 minutes
223	
14 minutes	23 minutes
83 minutes	135 minutes

## Bulli 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> 1,693 patients

Percentage of patients who left the ED within four hours  99%

Same period last year	Change since one year ago
1,522	11%
99%	99%

\* 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.

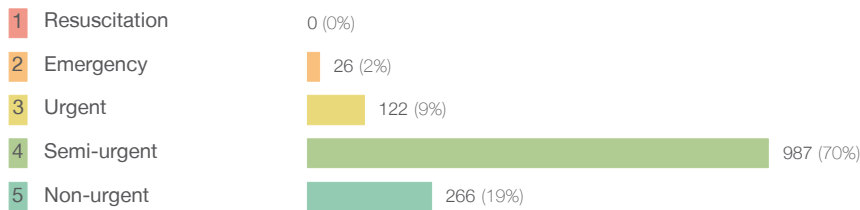
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

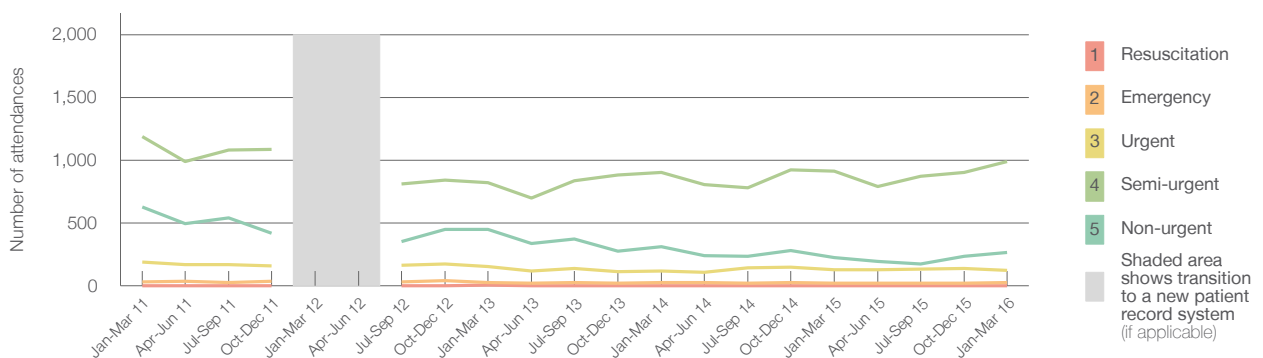
All attendances:<sup>1</sup> 1,693 patients

Emergency attendances<sup>2</sup> by triage category: 1,401 patients



Same period last year	Change since one year ago
1,522	11%
1,283	9%
0	B
22	18%
127	-4%
911	8%
223	19%

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	0		< 5	0	0	0
Emergency	32		29	24	22	26
Urgent	186		153	115	127	122
Semi-urgent	1,189		823	901	911	987
Non-urgent	629		450	308	223	266
All emergency attendances	2,036		1,455	1,348	1,283	1,401

## Bulli District Hospital: Patients arriving by ambulance January to March 2016

ED Transfer of care time is not currently available for this hospital.<sup>7</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.

## Bulli 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: 26

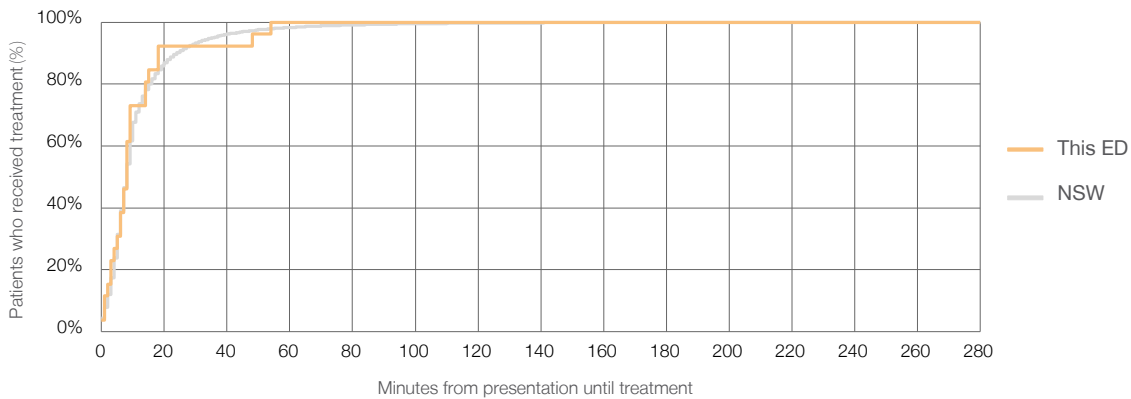
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 26

Median time to start treatment<sup>4</sup> 8 minutes

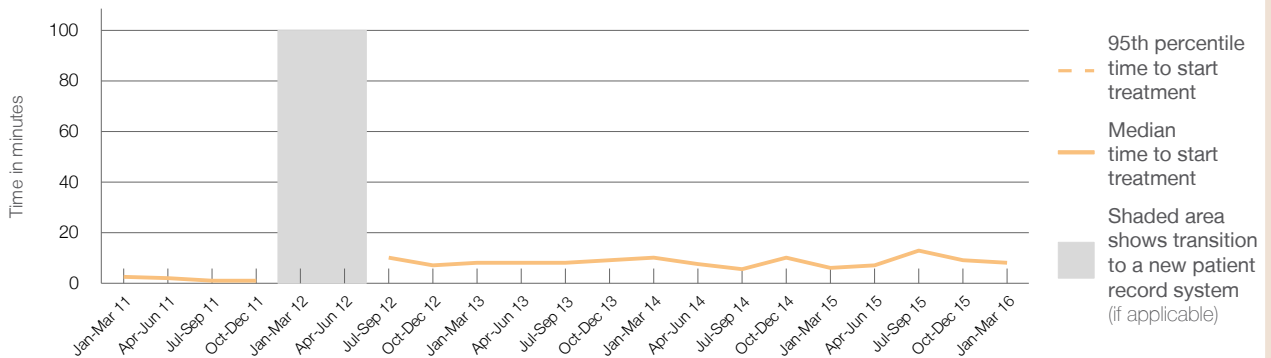
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
22	22
6 minutes	8 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)	3		8	10	6	8
95th percentile time to start treatment <sup>5</sup> (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.

## Bulli 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: 122

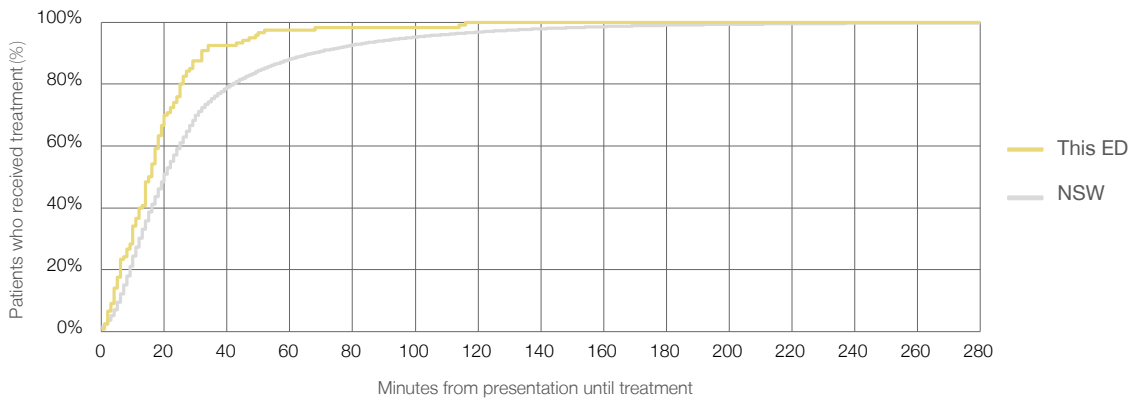
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 120

Median time to start treatment<sup>4</sup> 16 minutes

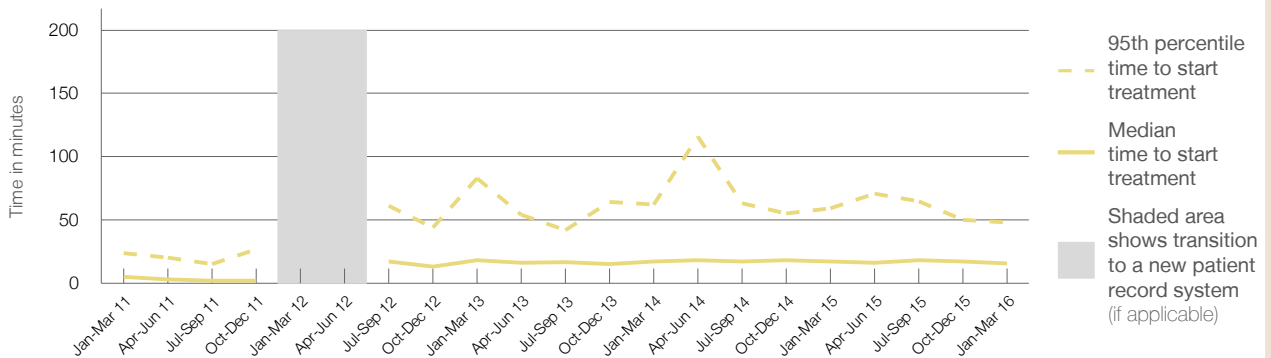
95th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
127	
122	
17 minutes	20 minutes
59 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)	5		18	17	17	16
95th percentile time to start treatment <sup>5</sup> (minutes)	24		83	62	59	48

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## Bulli 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: 987

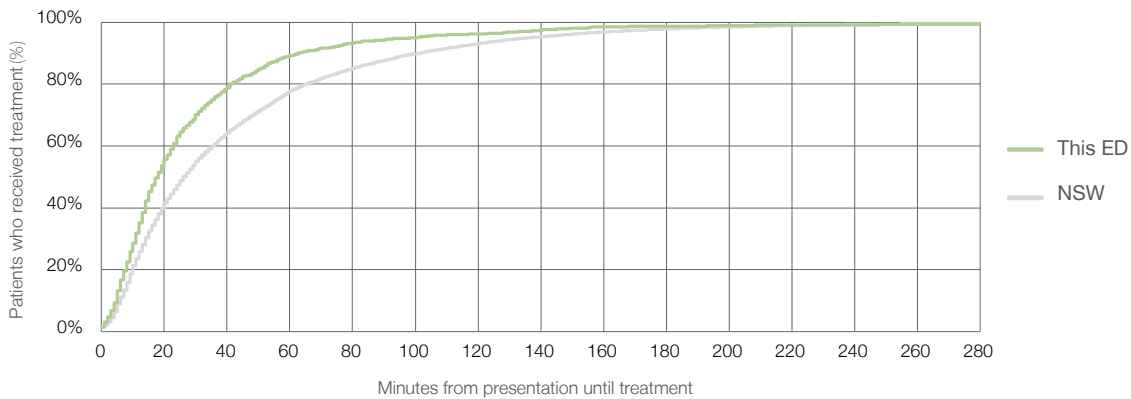
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 972

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

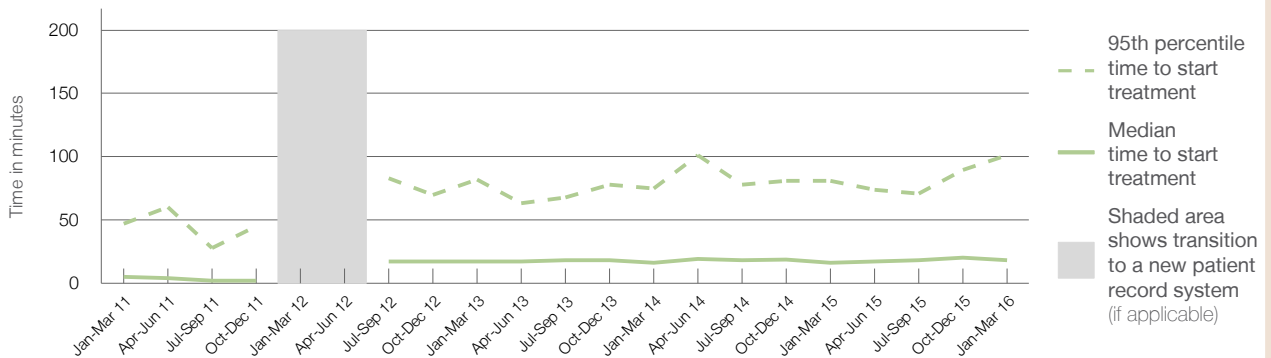
95th percentile time to start treatment<sup>5</sup>  101 minutes

Same period last year	NSW (this period)
911	
895	
16 minutes	26 minutes
81 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)	5		17	16	16	18
95th percentile time to start treatment <sup>5</sup> (minutes)	47		82	75	81	101

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## Bulli 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: 266

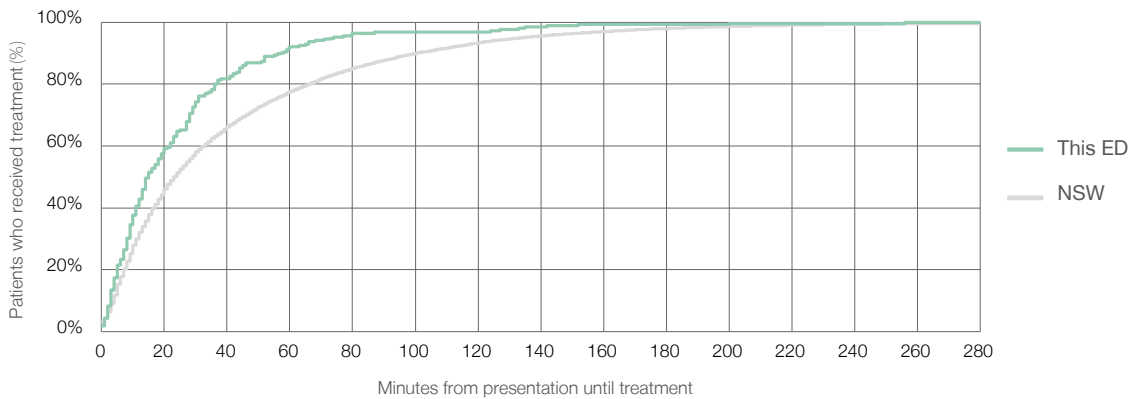
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 252

Median time to start treatment<sup>4</sup> 15 minutes

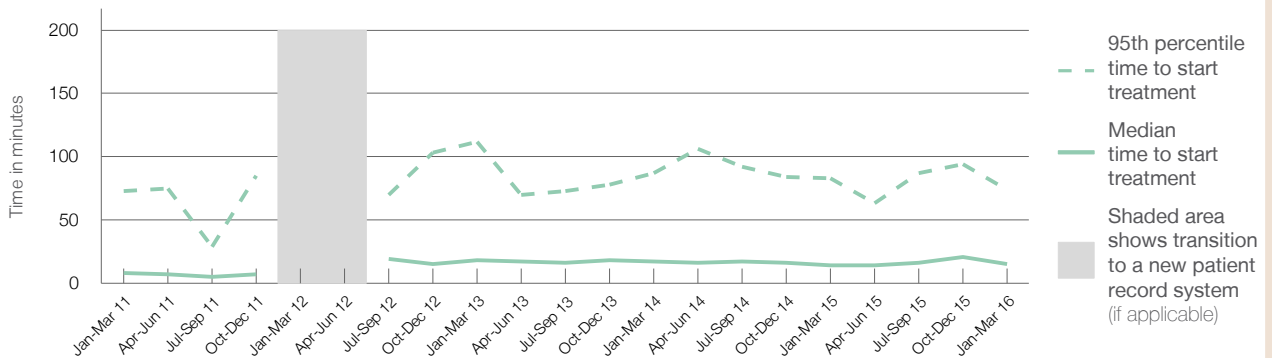
95th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
223	
219	
14 minutes	23 minutes
83 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)	8		18	17	14	15
95th percentile time to start treatment <sup>5</sup> (minutes)	73		112	87	83	74

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## Bulli District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 1,693 patients

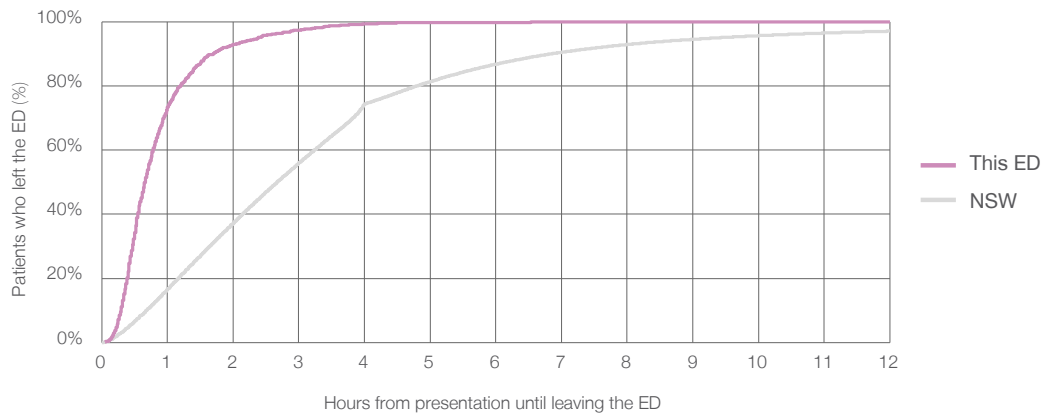
Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,693 patients

Median time to leaving the ED<sup>8</sup> 0 hours and 40 minutes

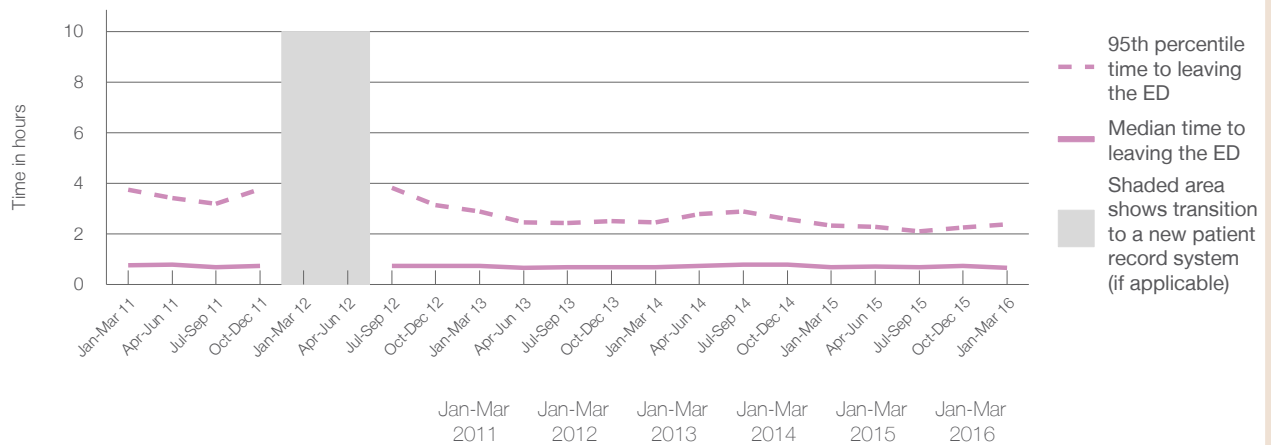
95th percentile time to leaving the ED<sup>9</sup> 2 hours and 23 minutes

Same period last year	NSW (this period)
1,522	
1,522	
0 hours and 42 minutes	2 hours and 40 minutes
2 hours and 20 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>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 46m		0h 44m	0h 41m	0h 42m	0h 40m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 45m		2h 54m	2h 28m	2h 20m	2h 23m

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

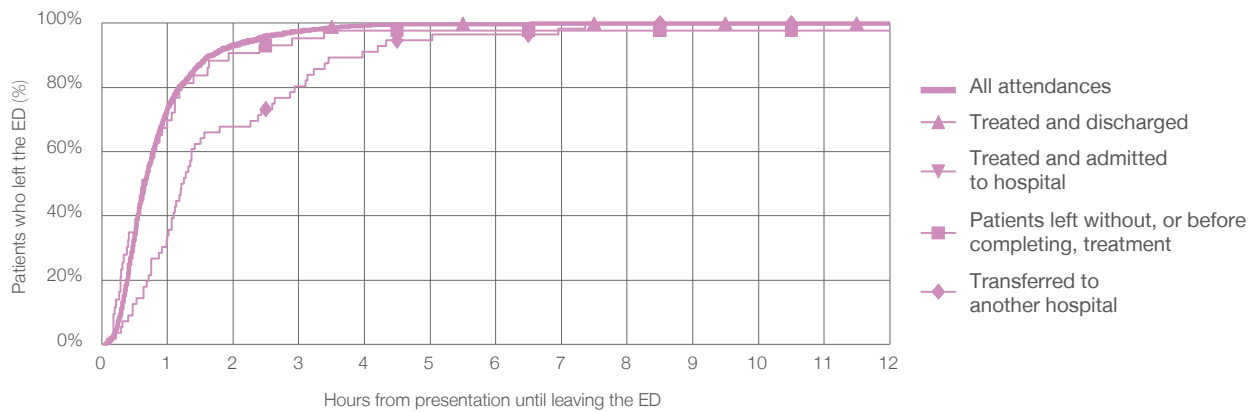
All attendances:<sup>1</sup> 1,693 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,693 patients

Treated and discharged	1,586 (94%)
Treated and admitted to hospital	0 (0%)
Patient left without, or before completing, treatment	43 (3%)
Transferred to another hospital	56 (3%)
Other	8 (0%)

Same period last year	Change since one year ago
1,522	11%
1,403	13%
0	B
52	-17%
58	-3%
9	-11%

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

Treated and discharged	75%	94%	98%	100%	100%	100%	100%	100%
Treated and admitted to hospital	*	*	*	*	*	*	*	*
Patient left without, or before completing, treatment	70%	91%	95%	98%	98%	98%	98%	98%
Transferred to another hospital	34%	68%	80%	91%	96%	100%	100%	100%
All attendances	73%	93%	97%	99%	100%	100%	100%	100%

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**Bulli 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

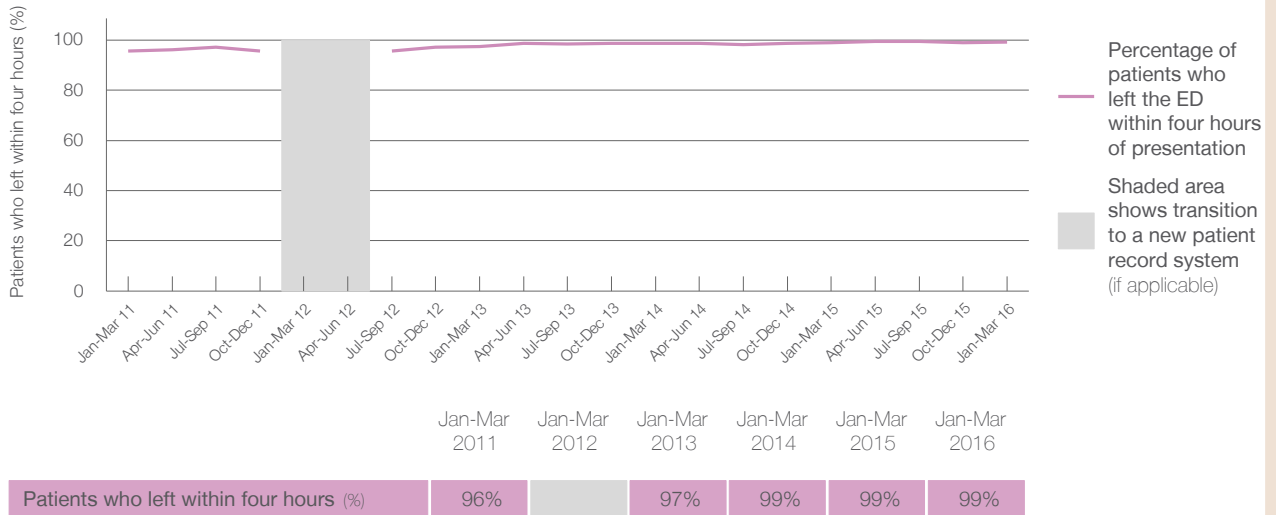
All attendances: <sup>1</sup> 1,693 patients

Attendances used to calculate time to leaving the ED: <sup>6</sup> 1,693 patients

Percentage of patients who left the ED within four hours

	Same period last year	Change since one year ago
All attendances: <sup>1</sup> 1,693 patients	1,522	11%
Attendances used to calculate time to leaving the ED: <sup>6</sup> 1,693 patients	1,522	11%
Percentage of patients who left the ED within four hours	99%	99%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



\* 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.

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- 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).