

## Shoalhaven and District Memorial Hospital: Emergency department (ED) overview

January to March 2016

	Same period last year	Change since one year ago
All attendances: <sup>1</sup> 10,155 patients	9,166	11%
Emergency attendances: <sup>2</sup> 10,022 patients	9,045	11%

## Shoalhaven and District Memorial Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 763 patients	485	
Median time to start treatment <sup>4</sup> 11 minutes	10 minutes	8 minutes
95th percentile time to start treatment <sup>5</sup> 53 minutes	47 minutes	35 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,019 patients	2,360	
Median time to start treatment <sup>4</sup> 30 minutes	30 minutes	20 minutes
95th percentile time to start treatment <sup>5</sup> 155 minutes	161 minutes	99 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 4,898 patients	4,233	
Median time to start treatment <sup>4</sup> 38 minutes	43 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup> 191 minutes	216 minutes	137 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 1,302 patients	1,933	
Median time to start treatment <sup>4</sup> 28 minutes	36 minutes	23 minutes
95th percentile time to start treatment <sup>5</sup> 145 minutes	188 minutes	135 minutes

## Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,152 patients	9,166	11%
Percentage of patients who left the ED within four hours 67%	64%	

\* 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.

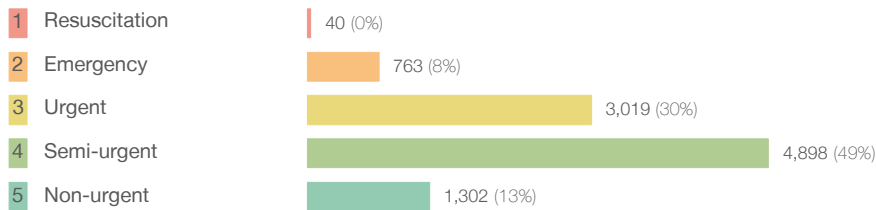
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Shoalhaven and District Memorial Hospital: Patients attending the emergency department January to March 2016

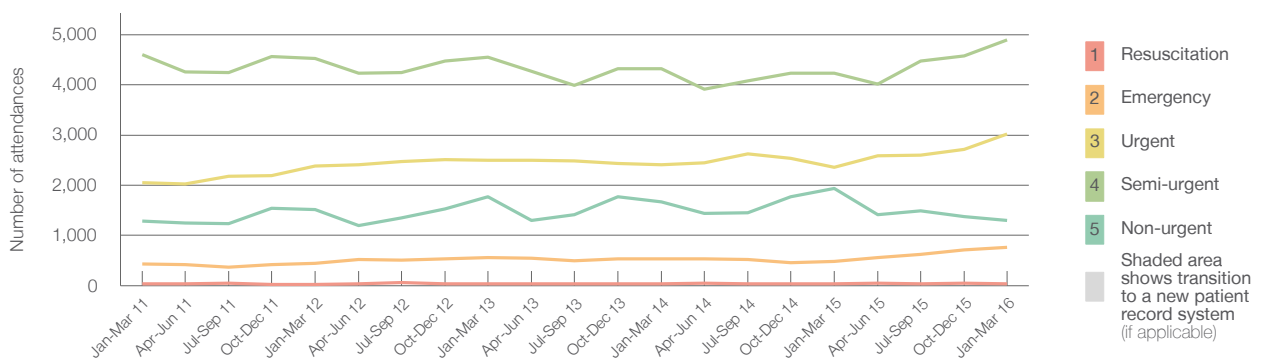
All attendances:<sup>1</sup> 10,155 patients

Emergency attendances<sup>2</sup> by triage category: 10,022 patients



	Same period last year	Change since one year ago
All attendances	9,166	11%
Emergency attendances	9,045	11%
Resuscitation	34	18%
Emergency	485	57%
Urgent	2,360	28%
Semi-urgent	4,233	16%
Non-urgent	1,933	-33%

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	41	27	31	33	34	40
Emergency	434	443	558	528	485	763
Urgent	2,056	2,377	2,495	2,406	2,360	3,019
Semi-urgent	4,605	4,526	4,549	4,323	4,233	4,898
Non-urgent	1,282	1,519	1,769	1,673	1,933	1,302
All emergency attendances	8,418	8,892	9,402	8,963	9,045	10,022

## Shoalhaven and District Memorial Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,407 patients

ED Transfer of care time<sup>§</sup>



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,253	
Median time	14 minutes	3 minutes
95th percentile time	77 minutes	14 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.

## Shoalhaven and District Memorial 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: 763

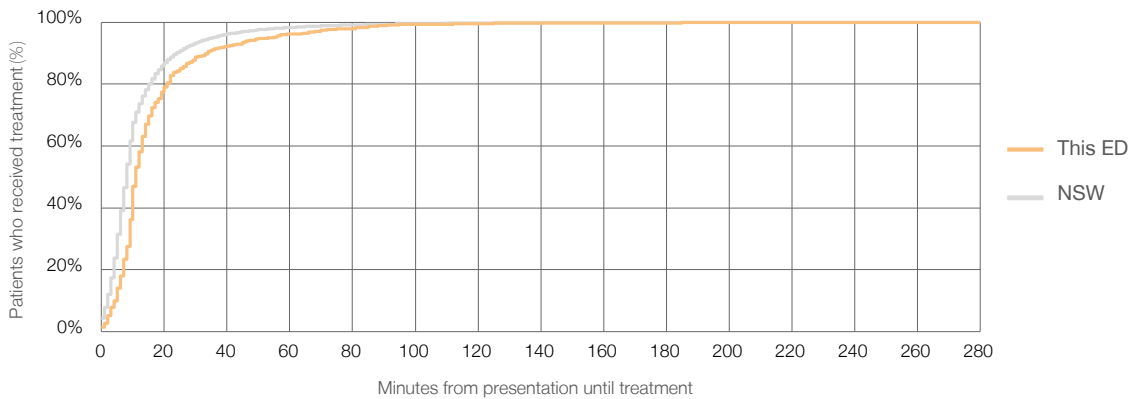
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 763

Median time to start treatment<sup>4</sup>  11 minutes

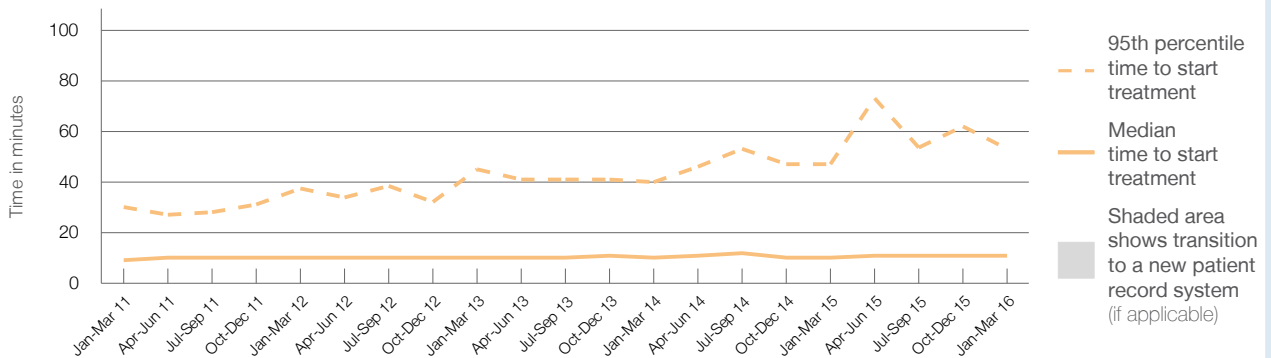
95th percentile time to start treatment<sup>5</sup>  53 minutes

Same period last year	NSW (this period)
485	
482	
10 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<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)	9	10	10	10	10	11
95th percentile time to start treatment <sup>5</sup> (minutes)	30	38	45	40	47	53

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## Shoalhaven and District Memorial 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: 3,019

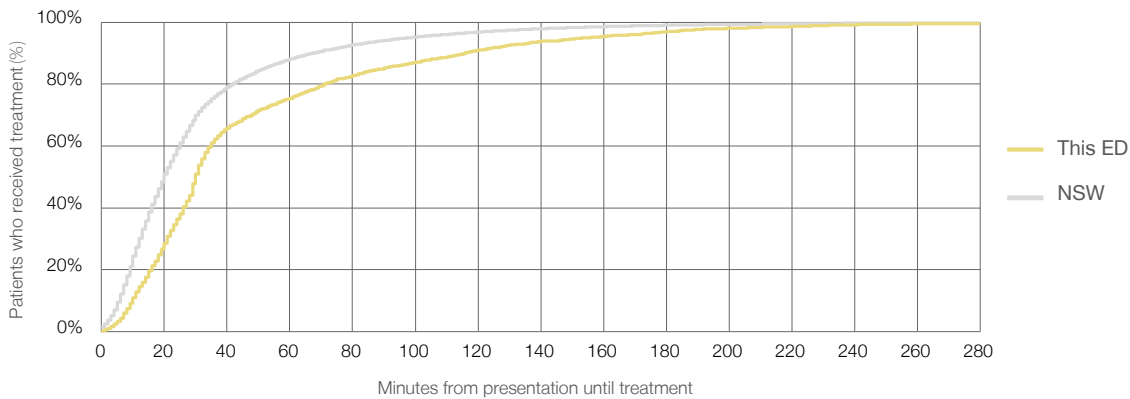
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,955

Median time to start treatment<sup>4</sup> 30 minutes

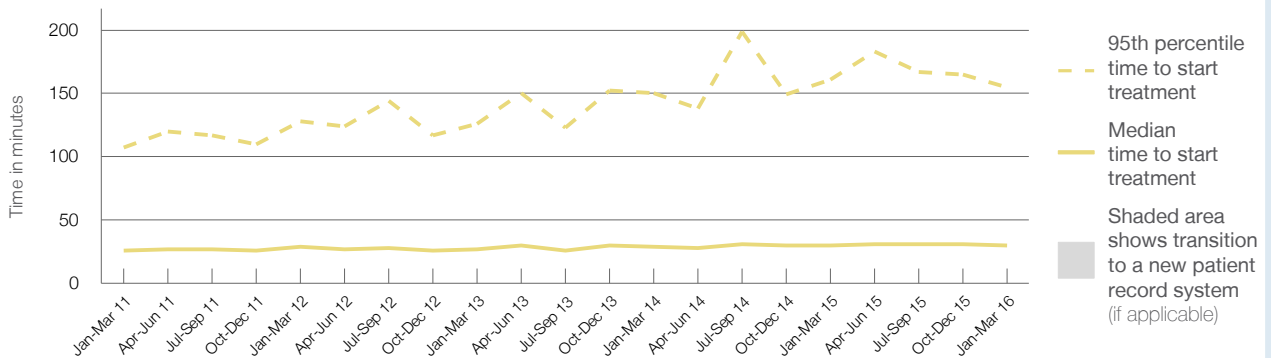
95th percentile time to start treatment<sup>5</sup> 155 minutes

Same period last year	NSW (this period)
2,360	2,296
30 minutes	20 minutes
161 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)	26	29	27	29	30	30
95th percentile time to start treatment <sup>5</sup> (minutes)	107	128	126	150	161	155

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## Shoalhaven and District Memorial 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: 4,898

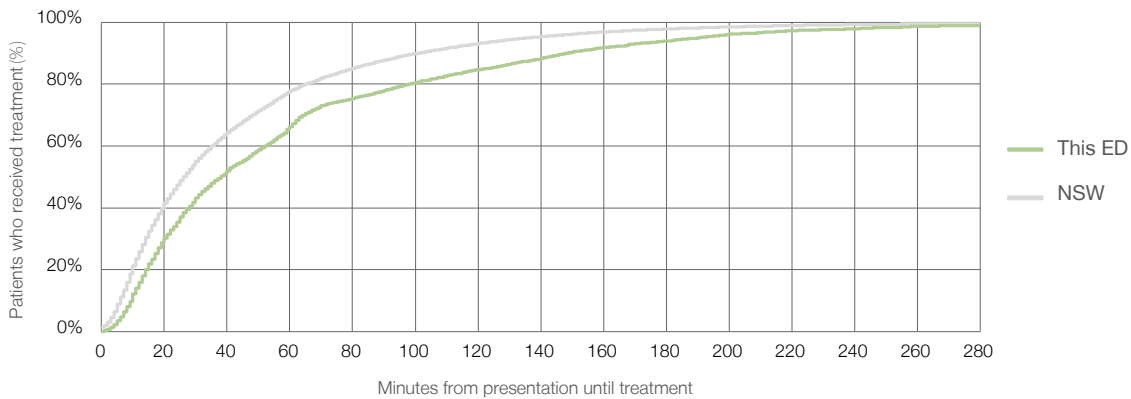
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,517

Median time to start treatment<sup>4</sup> 38 minutes

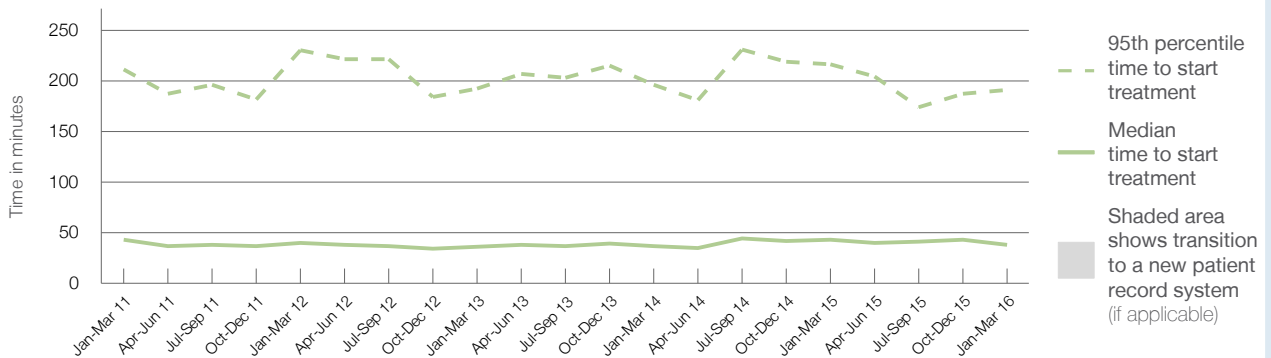
95th percentile time to start treatment<sup>5</sup> 191 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,233	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	3,809	
Median time to start treatment <sup>4</sup>	43 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	216 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)	43	40	36	37	43	38
95th percentile time to start treatment <sup>5</sup> (minutes)	211	230	192	196	216	191

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## Shoalhaven and District Memorial 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: 1,302

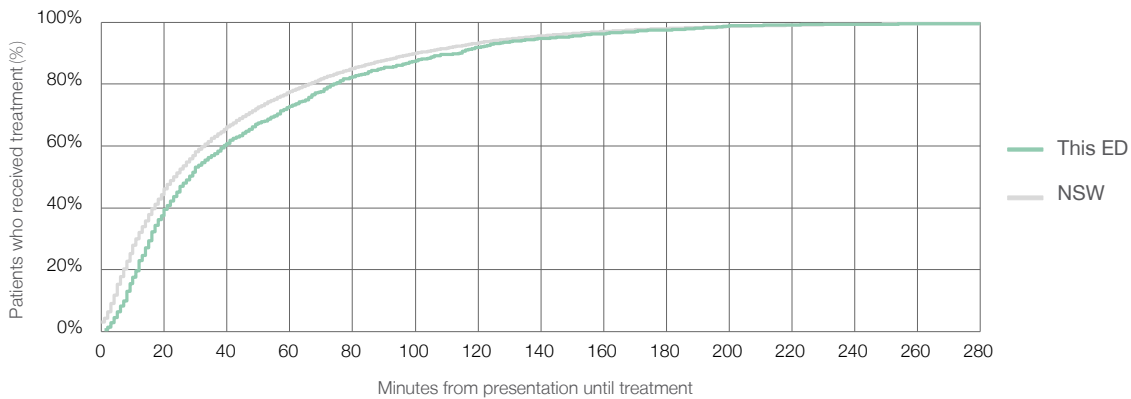
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,153

Median time to start treatment<sup>4</sup> 28 minutes

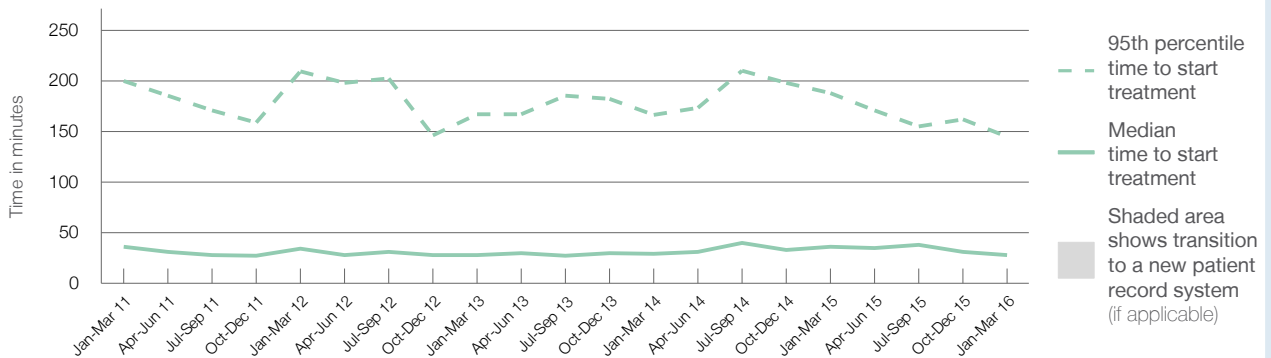
95th percentile time to start treatment<sup>5</sup> 145 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,933	1,614
Median time to start treatment <sup>4</sup>	36 minutes	23 minutes
95th percentile time to start treatment <sup>5</sup>	188 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)	36	34	28	29	36	28
95th percentile time to start treatment <sup>5</sup> (minutes)	200	209	167	166	188	145

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## Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 10,155 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,152 patients

Median time to leaving the ED<sup>8</sup>

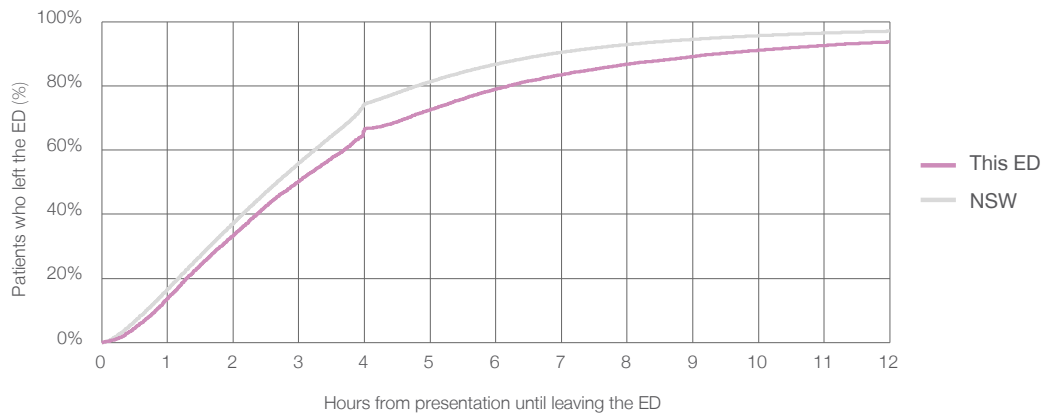
3 hours and 0 minutes

95th percentile time to leaving the ED<sup>9</sup>

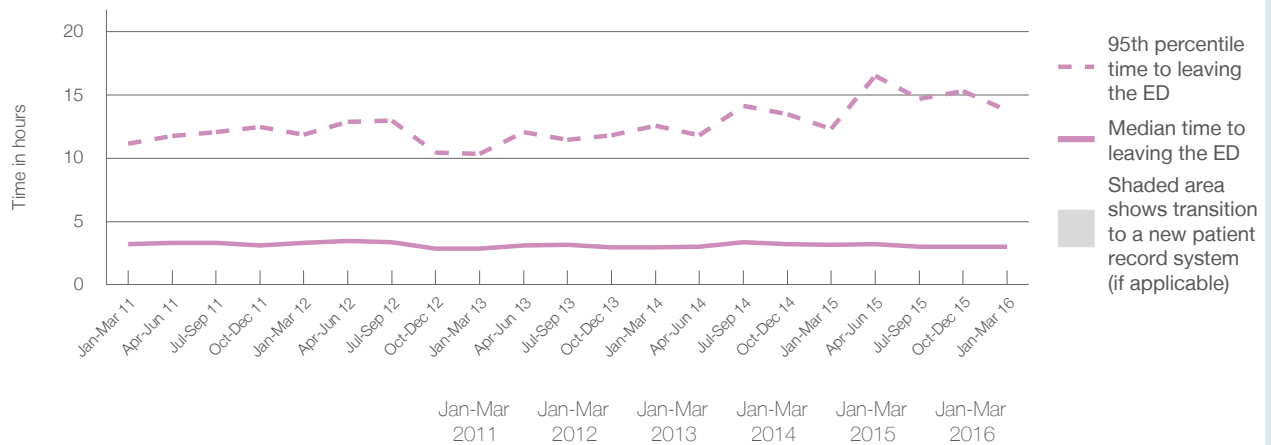
13 hours and 46 minutes

Same period last year	NSW (this period)
9,166	9,166
3 hours and 8 minutes	2 hours and 40 minutes
12 hours and 18 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)	3h 12m	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 8m	11h 52m	10h 19m	12h 35m	12h 18m	13h 46m

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

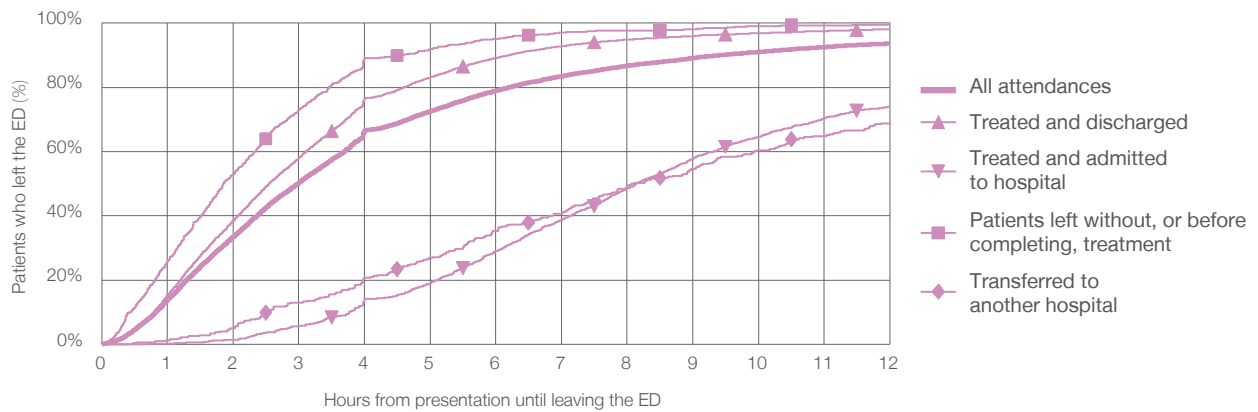
All attendances:<sup>1</sup> 10,155 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,152 patients

Treated and discharged	7,295 (72%)
Treated and admitted to hospital	1,532 (15%)
Patient left without, or before completing, treatment	963 (9%)
Transferred to another hospital	324 (3%)
Other	41 (0%)

Same period last year	Change since one year ago
9,166	11%
6,214	17%
1,458	5%
1,157	-17%
297	9%
40	3%

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	15%	39%	58%	77%	89%	95%	97%	98%
Treated and admitted to hospital	0%	1%	6%	14%	29%	49%	65%	74%
Patient left without, or before completing, treatment	26%	53%	73%	89%	95%	98%	99%	99%
Transferred to another hospital	1%	5%	13%	21%	35%	49%	60%	69%
All attendances	14%	33%	50%	67%	79%	87%	91%	94%

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## Shoalhaven and District Memorial 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> 10,155 patients

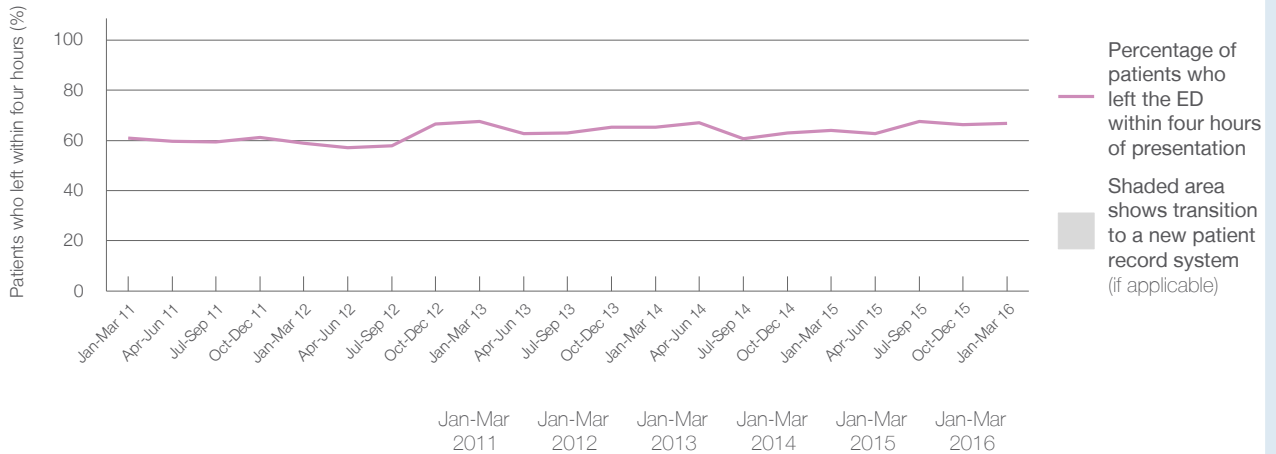
Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,152 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,166	11%
Attendances used to calculate time to leaving the ED	9,166	11%
Percentage of patients who left the ED within four hours	64%	

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 (%)	61%	59%	68%	65%	64%	67%
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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).
- 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).