

## Bathurst Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,128 patients  
Emergency attendances:<sup>2</sup> 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 treatment<sup>3</sup>

January to March 2016

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

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 24 minutes

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

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 60 minutes

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

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 108 minutes

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

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

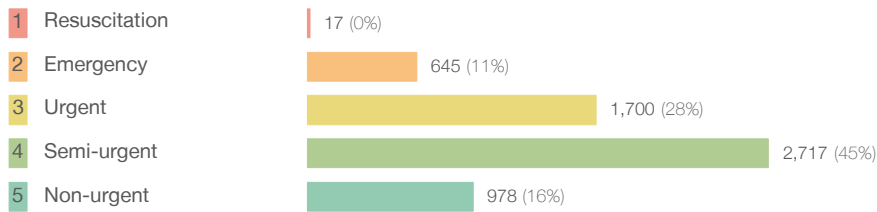
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

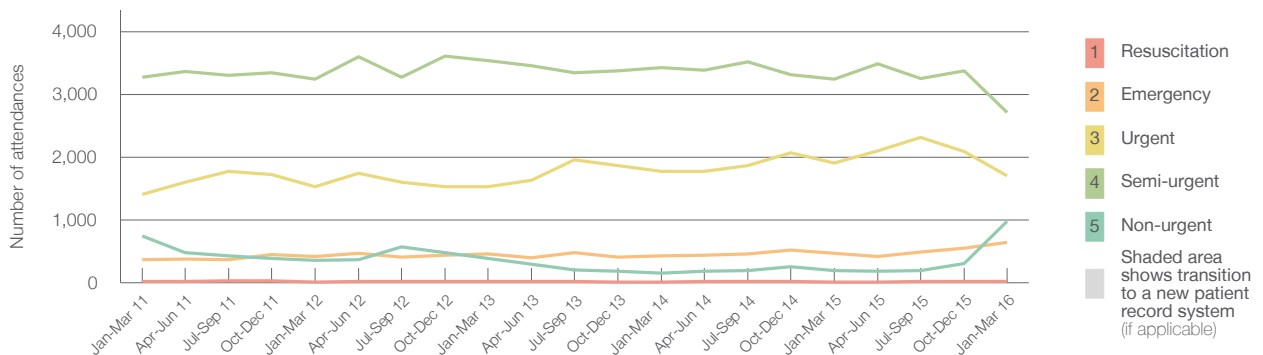
All attendances:<sup>1</sup> 6,128 patients

Emergency attendances<sup>2</sup> 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 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	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:<sup>7</sup> 901 patients

ED Transfer of care time<sup>§</sup>



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

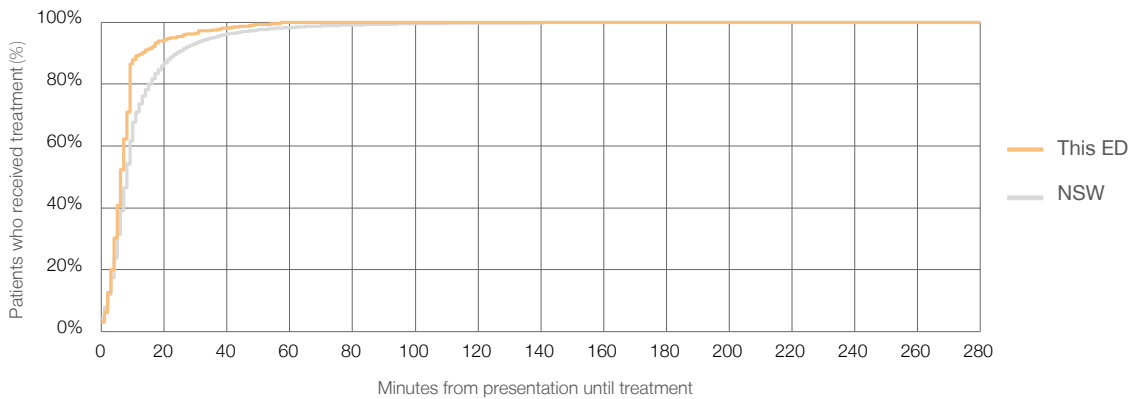
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 643

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

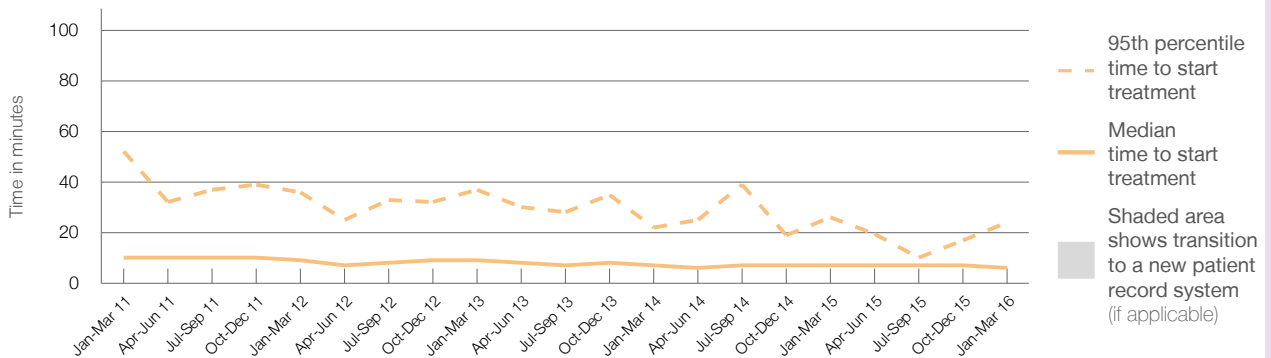
95th percentile time to start treatment<sup>5</sup> 24 minutes

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<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)	10	9	9	7	7	6
95th percentile time to start treatment <sup>5</sup> (minutes)	52	36	37	22	26	24

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## 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

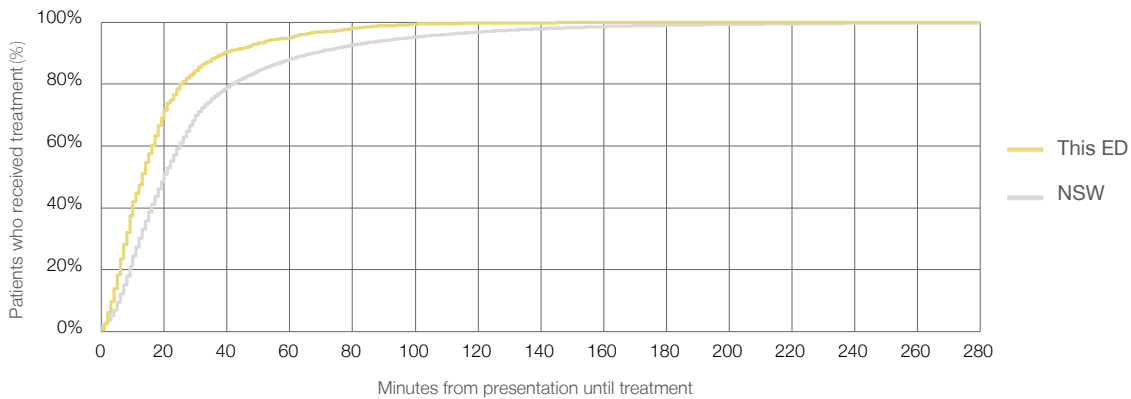
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,682

Median time to start treatment<sup>4</sup>  13 minutes

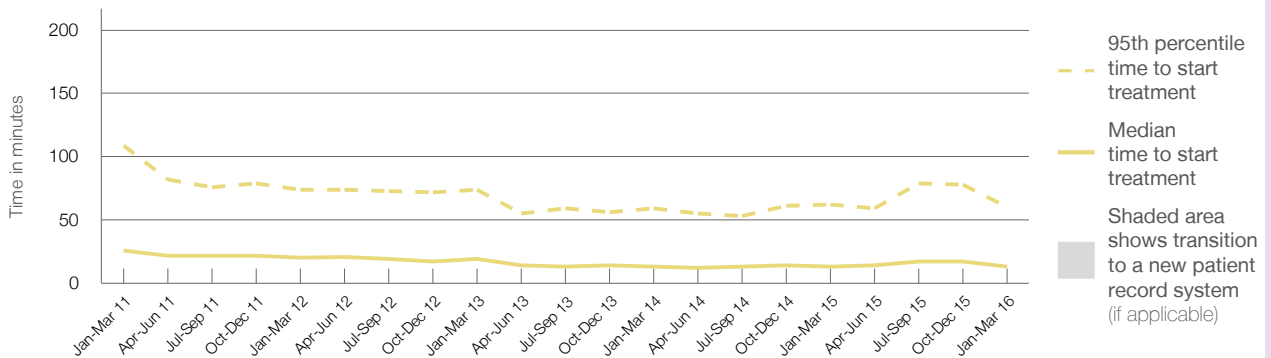
95th percentile time to start treatment<sup>5</sup>  60 minutes

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<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	20	19	13	13	13
95th percentile time to start treatment <sup>5</sup> (minutes)	109	74	74	59	62	60

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## 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

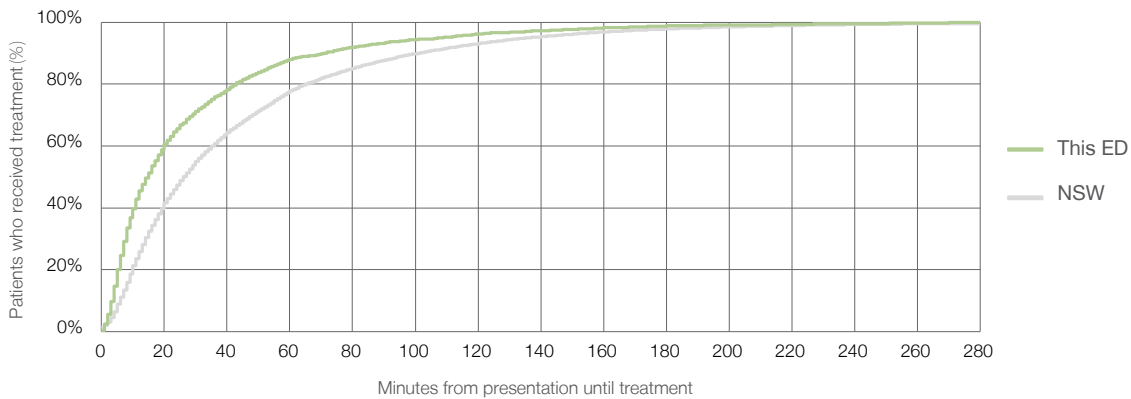
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,606

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

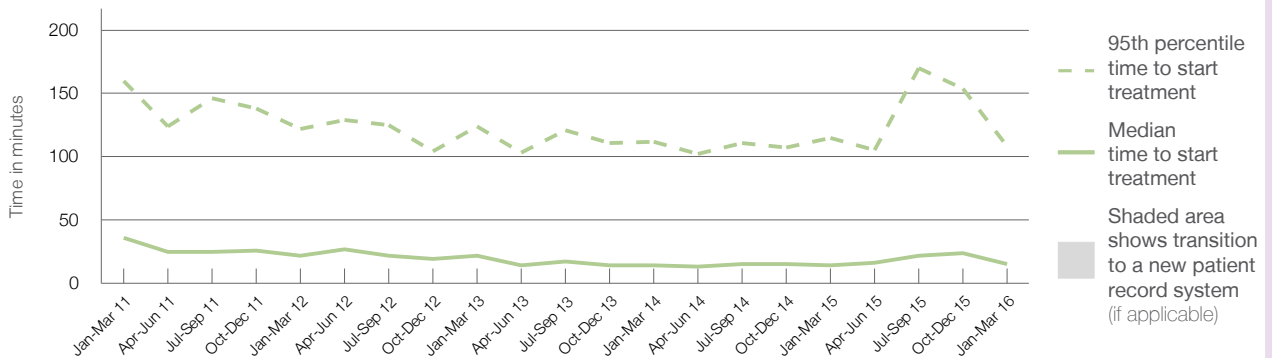
95th percentile time to start treatment<sup>5</sup> 108 minutes

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<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	22	22	14	14	15
95th percentile time to start treatment <sup>5</sup> (minutes)	160	122	124	112	115	108

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## 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

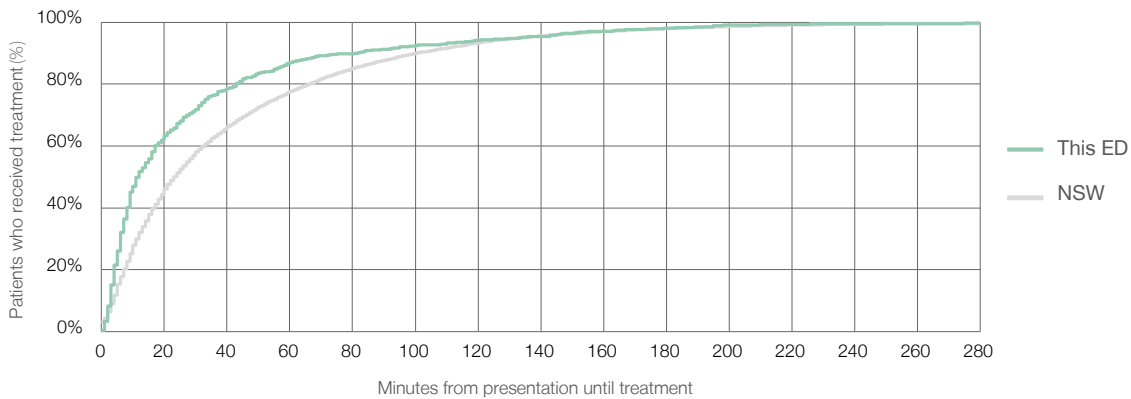
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 903

Median time to start treatment<sup>4</sup>  12 minutes

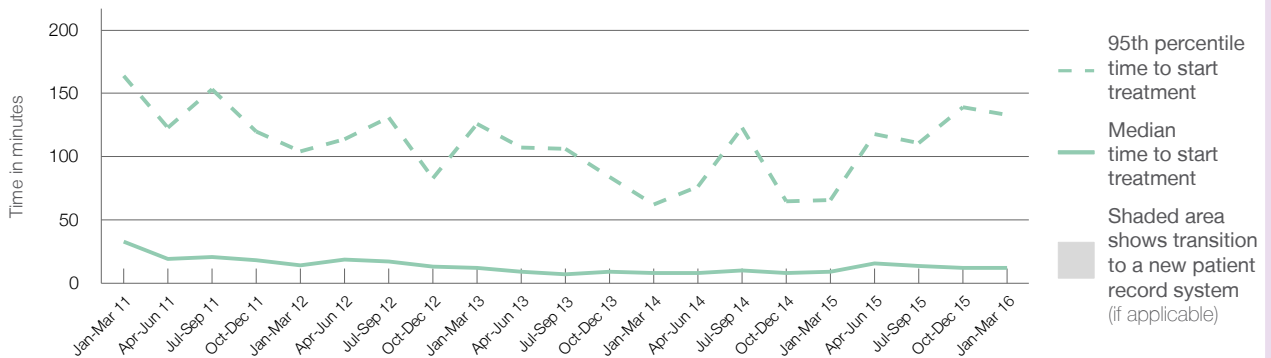
95th percentile time to start treatment<sup>5</sup>  133 minutes

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<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)	33	14	12	8	9	12
95th percentile time to start treatment <sup>5</sup> (minutes)	164	104	126	62	66	133

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## Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 6,128 patients

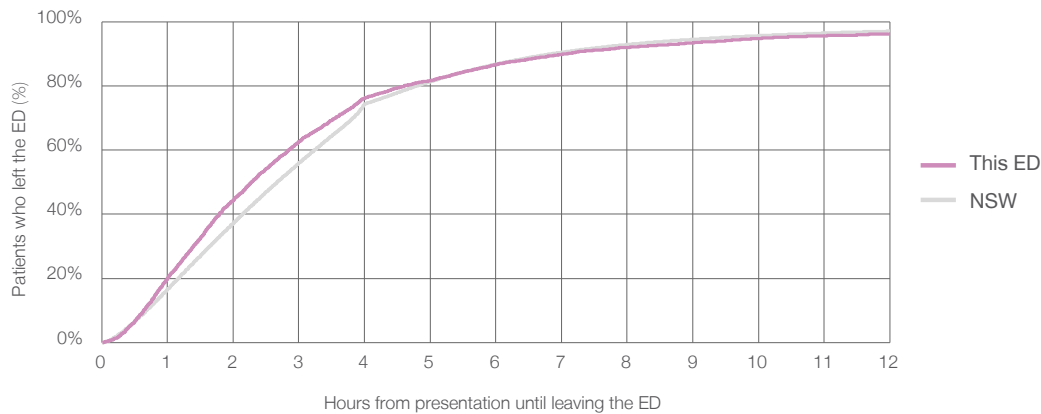
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,128 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 17 minutes

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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 7m	11h 20m	10h 4m	9h 37m	8h 51m	10h 13m

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## Bathurst Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

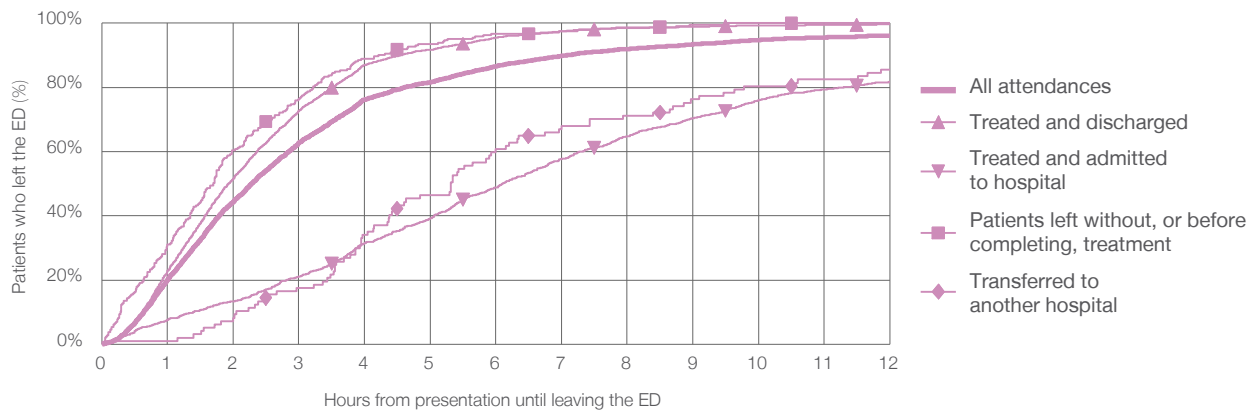
All attendances:<sup>1</sup> 6,128 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 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<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	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.

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**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: <sup>1</sup> 6,128 patients

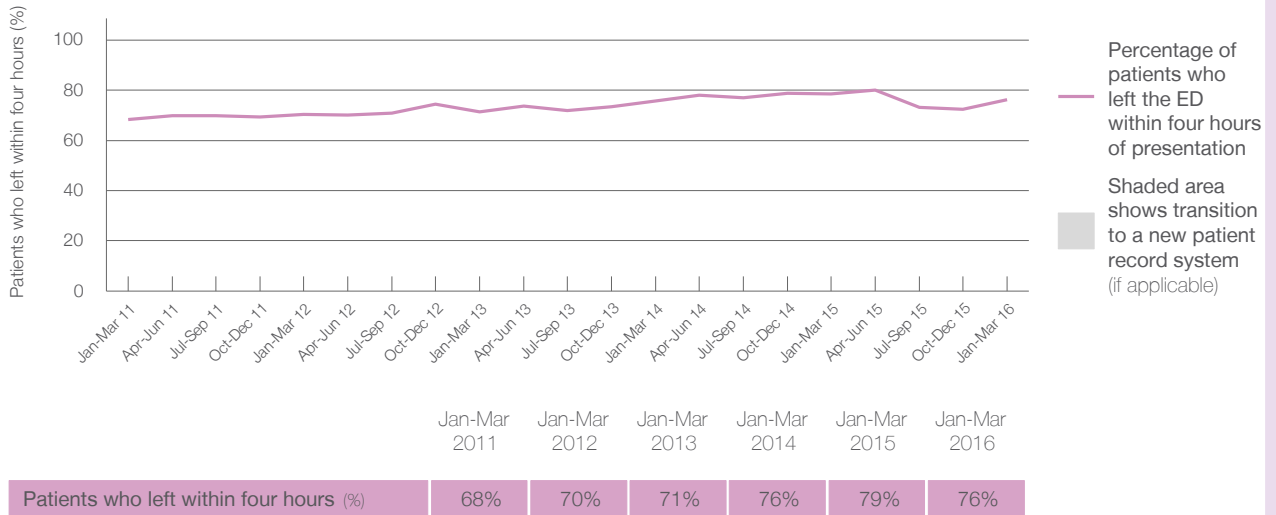
Attendances used to calculate time to leaving the ED: <sup>6</sup> 6,128 patients

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<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.

‡ 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).