

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.

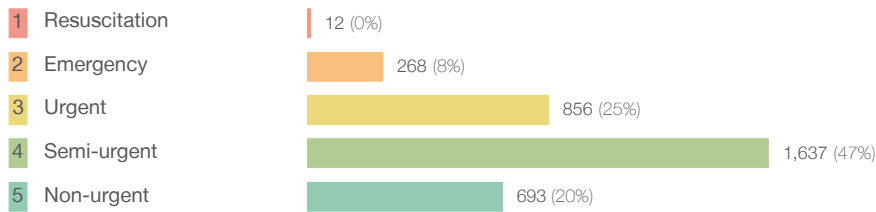
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

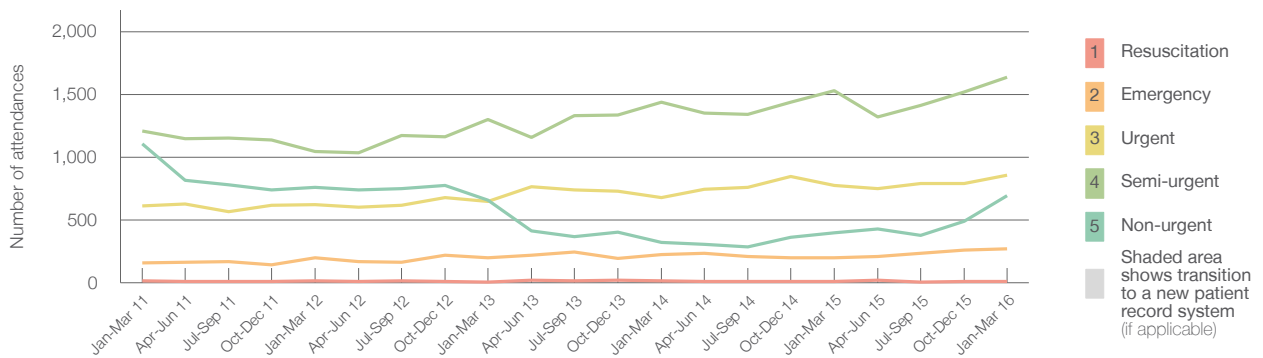
All attendances:¹ 3,717 patients

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

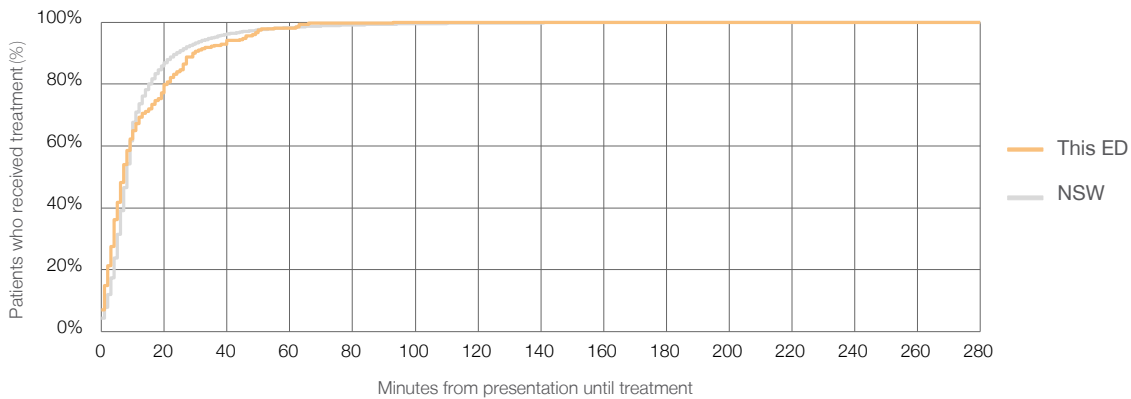
Number of triage 2 patients used to calculate waiting time:³ 268

Median time to start treatment⁴ 7 minutes

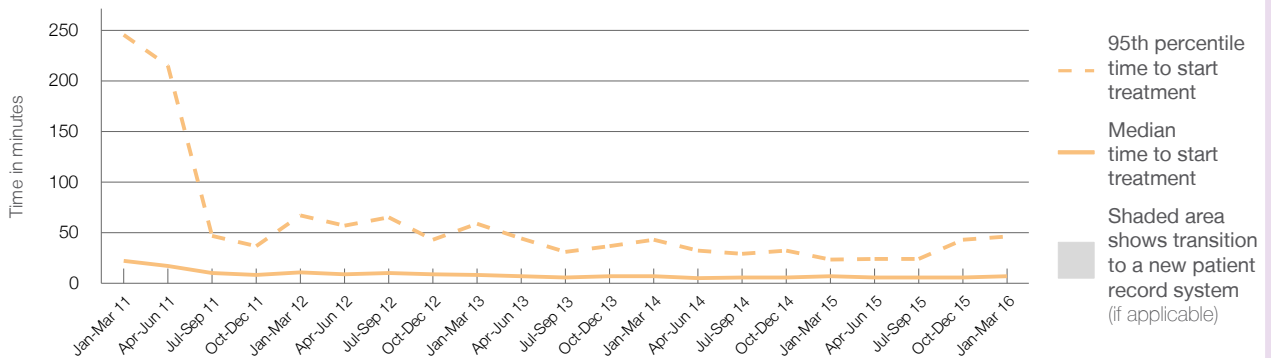
95th percentile time to start treatment⁵ 46 minutes

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

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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

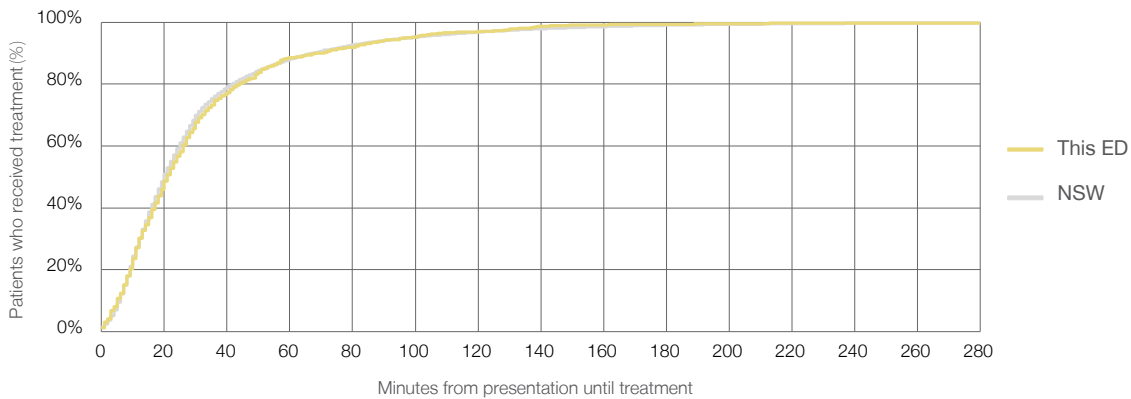
Number of triage 3 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 21 minutes

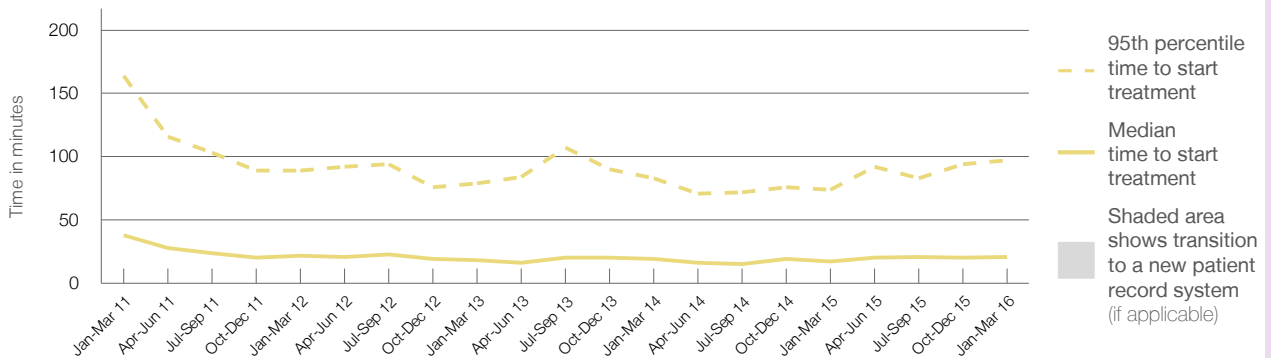
95th percentile time to start treatment⁵ 97 minutes

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

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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

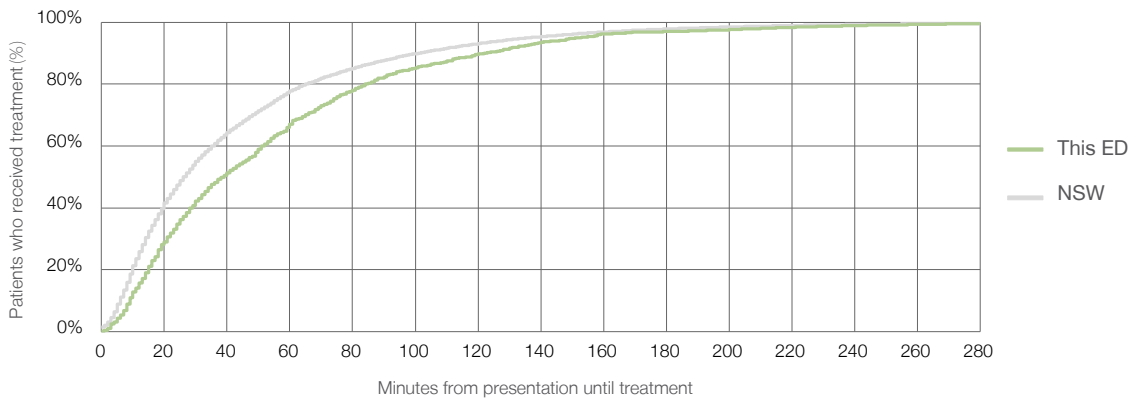
Number of triage 4 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 39 minutes

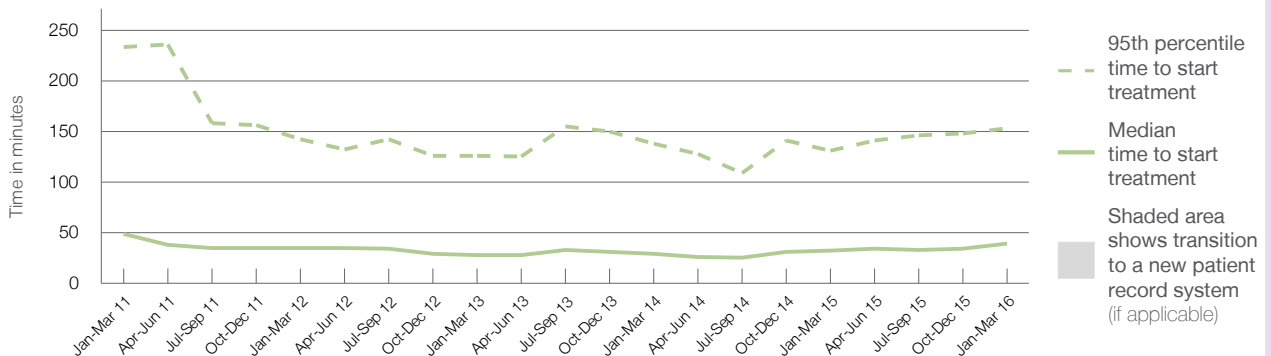
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,527	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

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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

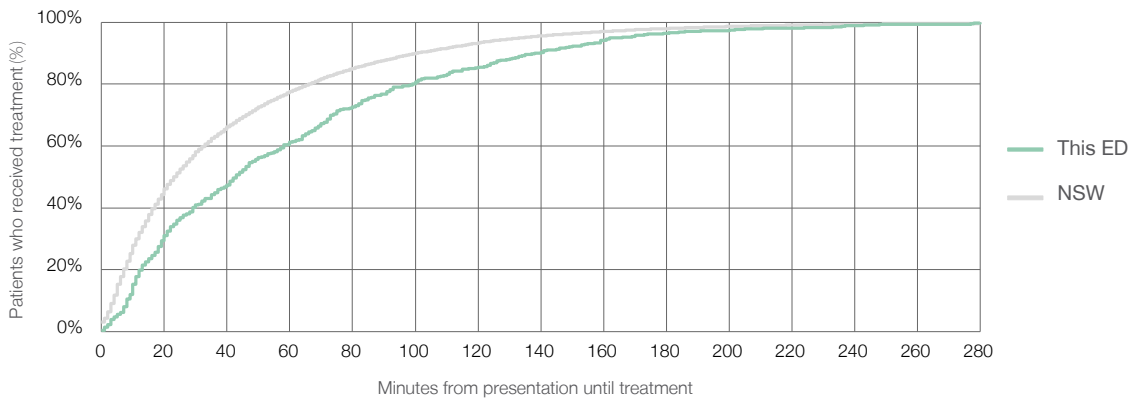
Number of triage 5 patients used to calculate waiting time:³ 591

Median time to start treatment⁴ 43 minutes

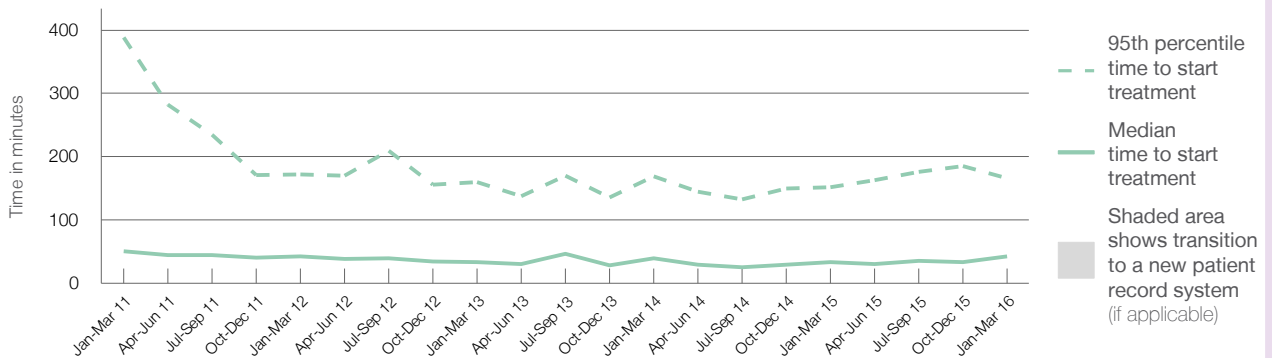
95th percentile time to start treatment⁵ 166 minutes

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

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Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,717 patients

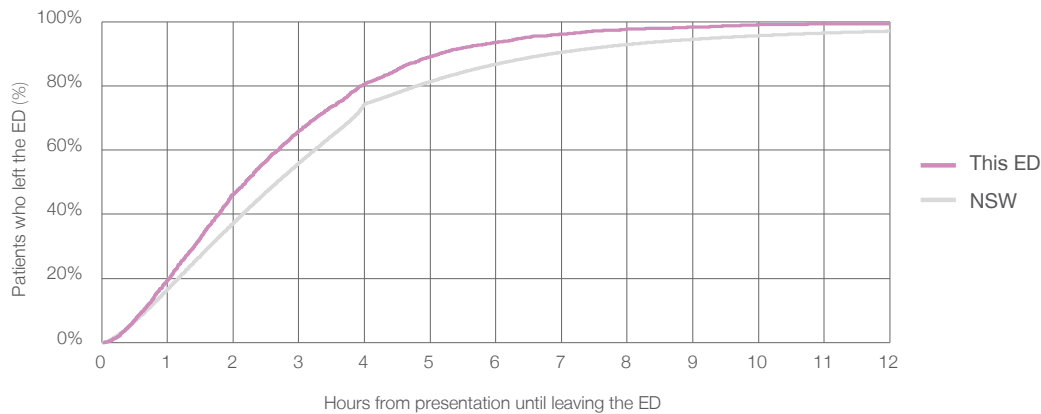
Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Median time to leaving the ED⁸ 2 hours and 12 minutes

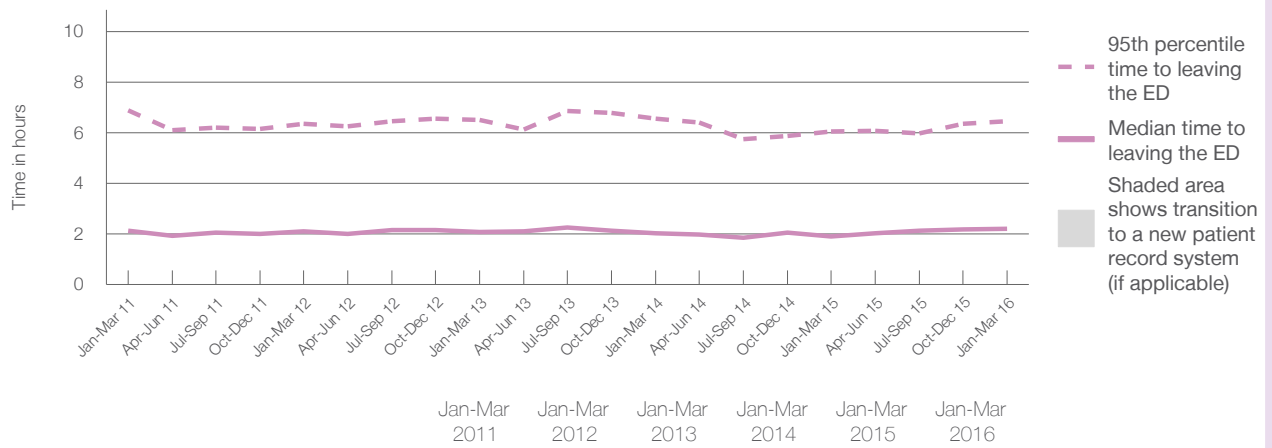
95th percentile time to leaving the ED⁹ 6 hours and 27 minutes

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

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Bega District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

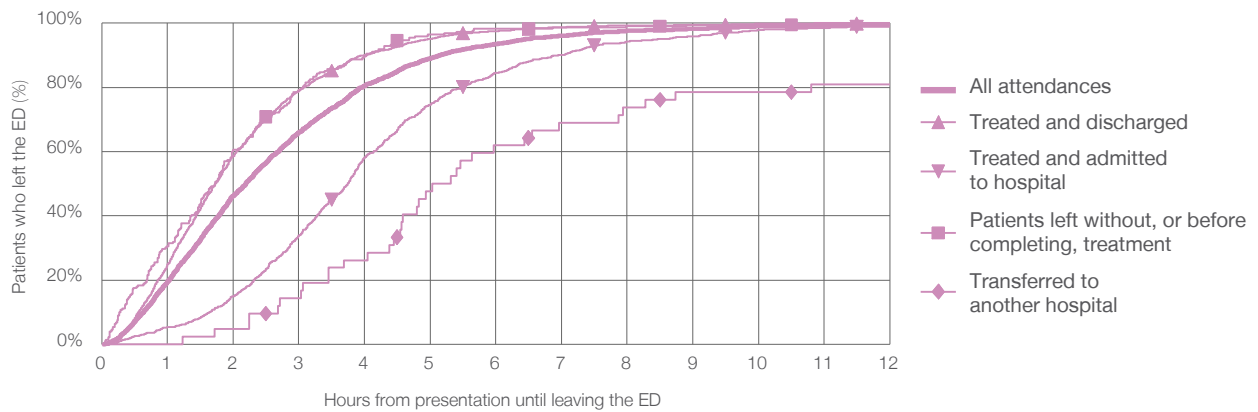
All attendances:¹ 3,717 patients

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

	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%

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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

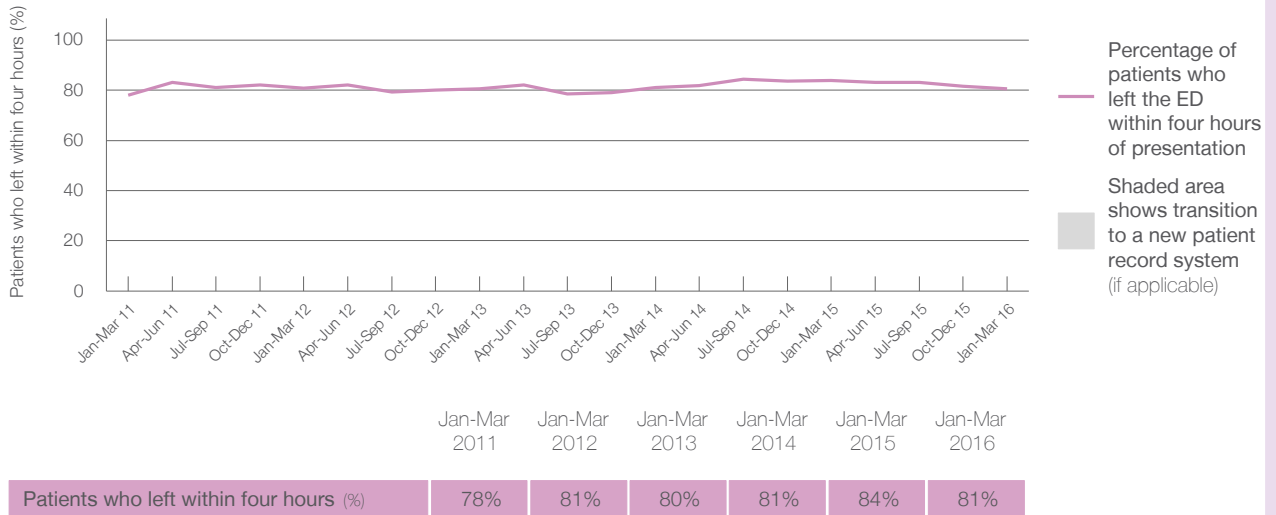
Attendances used to calculate time to leaving the ED: ⁶ 3,717 patients

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.

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- 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).