

## Milton Ulladulla Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Emergency presentations:<sup>2</sup> 3,481 patients

Same period last year	Change since one year ago
3,978	-10%
3,854	-10%

## Milton Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,177 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,614 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 310 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
246	
7 minutes	8 minutes
29 minutes	23 minutes
1,245	
21 minutes	20 minutes
70 minutes	65 minutes
2,040	
27 minutes	25 minutes
79 minutes	98 minutes
306	
25 minutes	22 minutes
80 minutes	97 minutes

## Milton Ulladulla Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,593 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,978	-10%
86%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations 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.

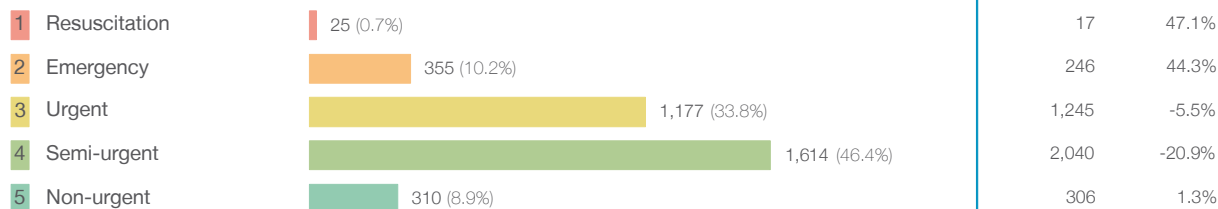
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Milton Ulladulla Hospital: Patients presenting to the emergency department

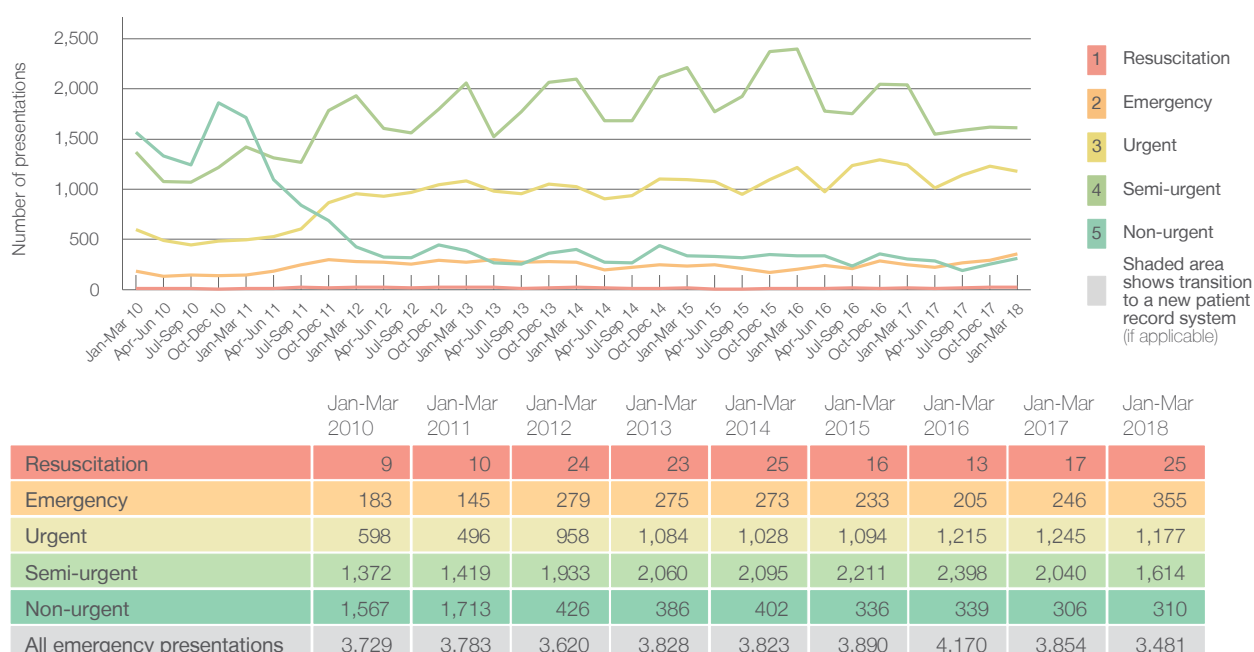
January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Emergency presentations<sup>2</sup> by triage category: 3,481 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Milton Ulladulla Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 376 patients

ED Transfer of care time



(†) 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.

## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 355

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 350

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

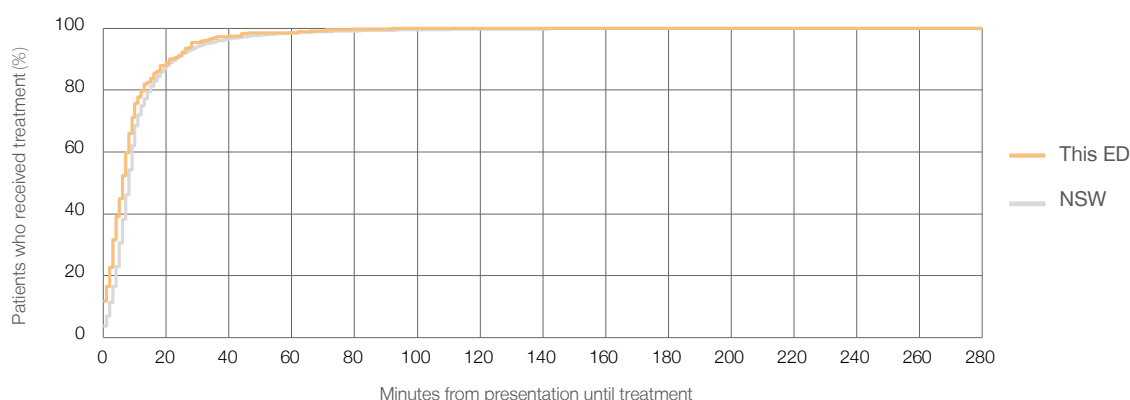
6 minutes

90th percentile time to start treatment<sup>5</sup>

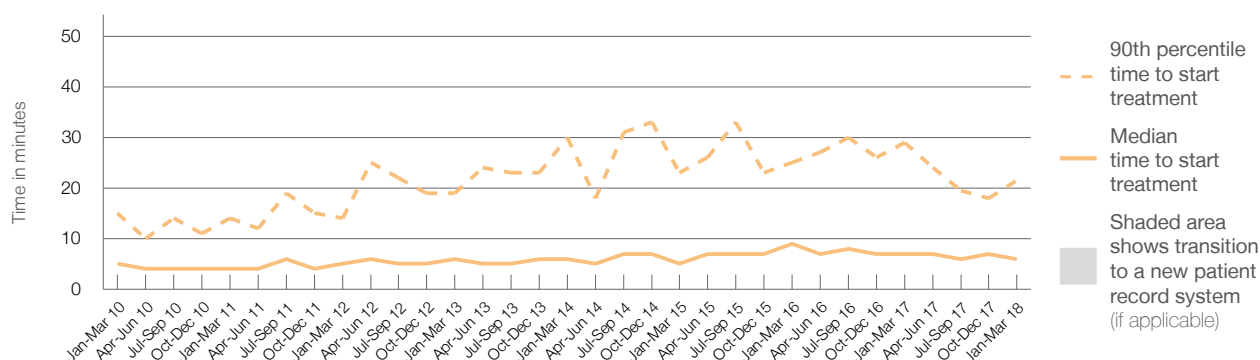
22 minutes

Same period last year	NSW (this period)
246	
246	
7 minutes	8 minutes
29 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	5	6	6	5	9	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	15	14	14	19	30	23	25	29	22

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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.

## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,177

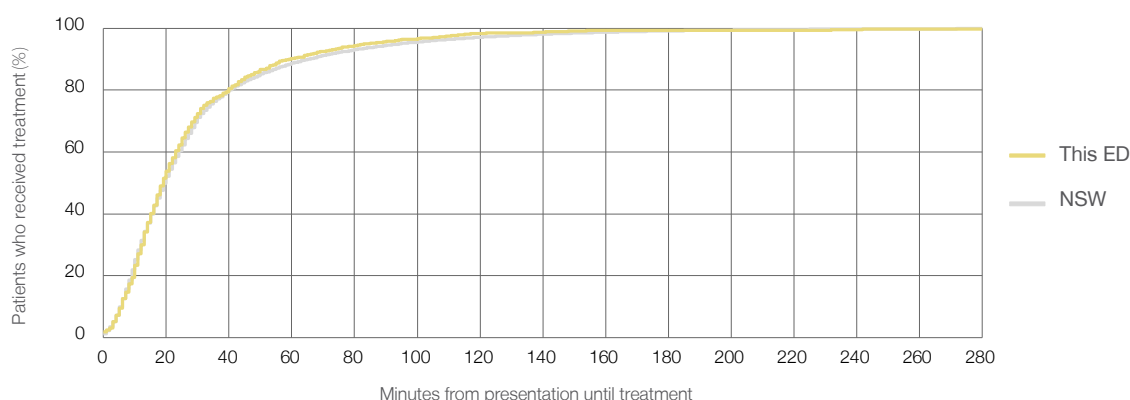
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,163

Median time to start treatment<sup>4</sup> 19 minutes

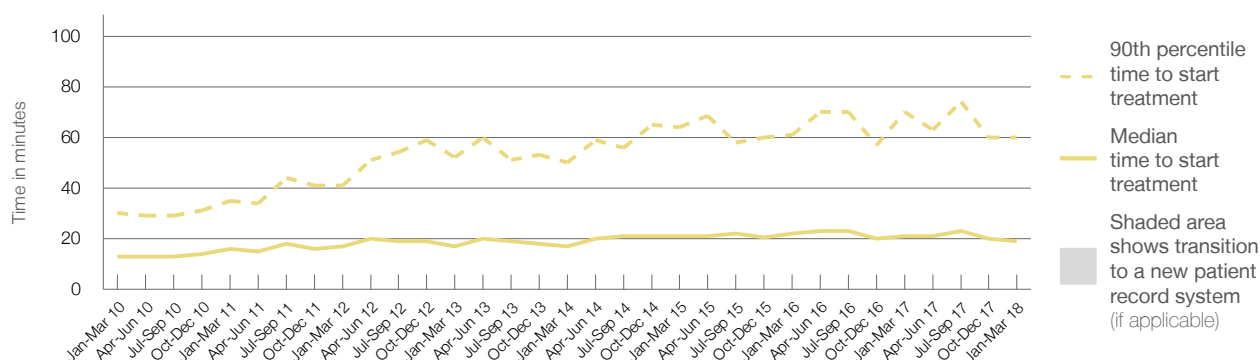
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
1,245	
1,235	
21 minutes	20 minutes
70 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	16	17	17	17	21	22	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	30	35	41	52	50	64	61	70	60

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## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,614

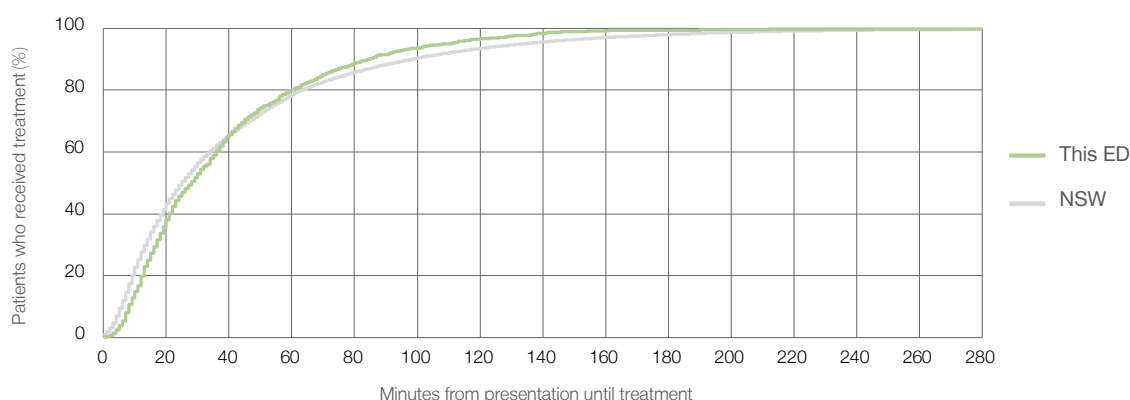
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 1,547

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

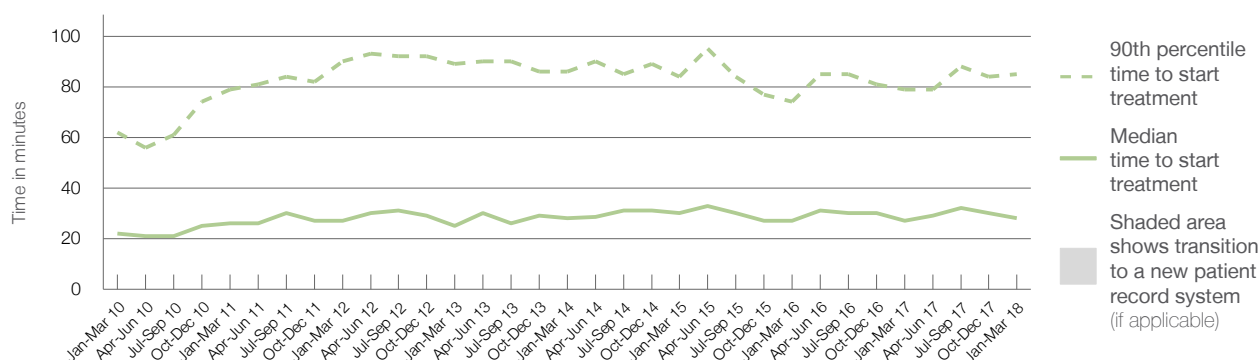
90th percentile time to start treatment <sup>5</sup> 85 minutes

Same period last year	NSW (this period)
2,040	
1,995	
27 minutes	25 minutes
79 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	27	25	28	30	27	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	62	79	90	89	86	84	74	79	85

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## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 310

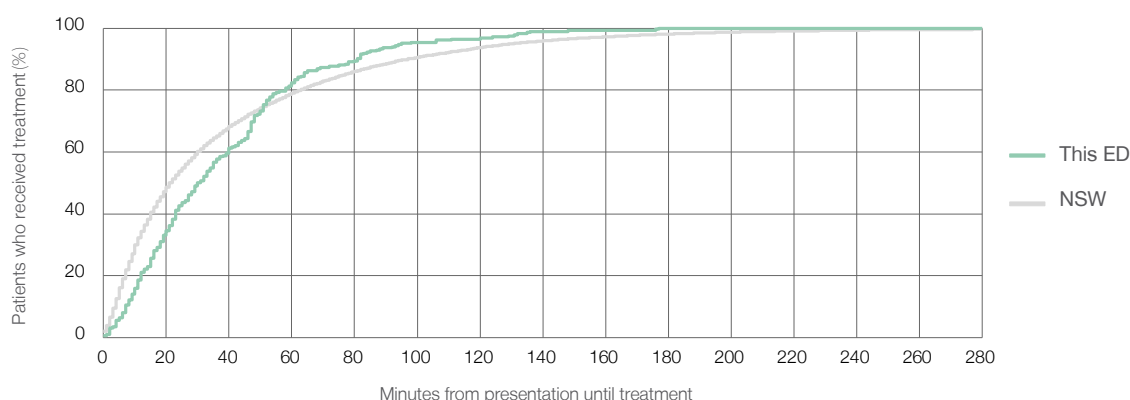
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 284

Median time to start treatment<sup>4</sup> 31 minutes

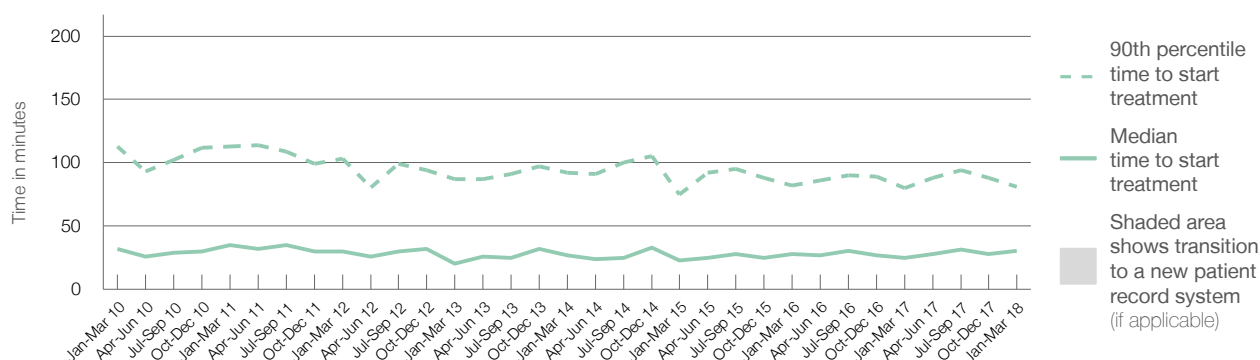
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
306	
289	
25 minutes	22 minutes
80 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	35	30	20	27	23	28	25	31
90th percentile time to start treatment <sup>5</sup> (minutes)	113	113	103	87	92	75	82	80	81

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## Milton Ulladulla Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,593 patients

Median time spent in the ED<sup>8</sup>

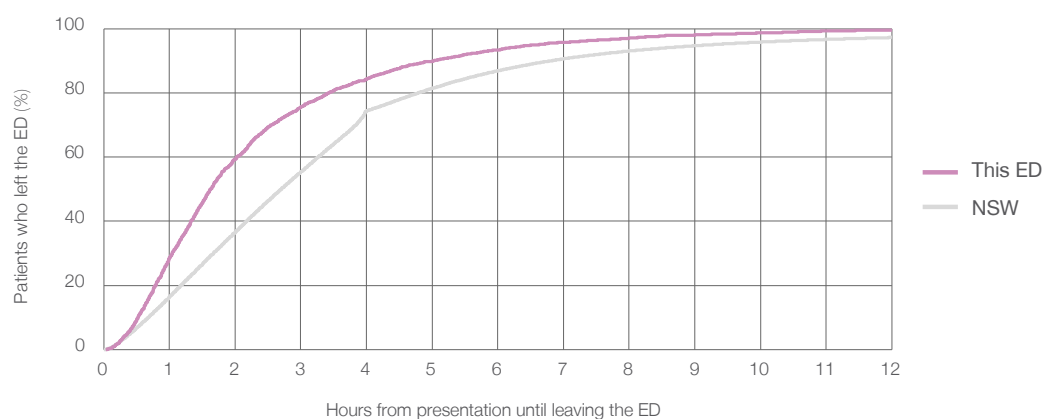
1 hours and 38 minutes

90th percentile time spent in the ED<sup>9</sup>

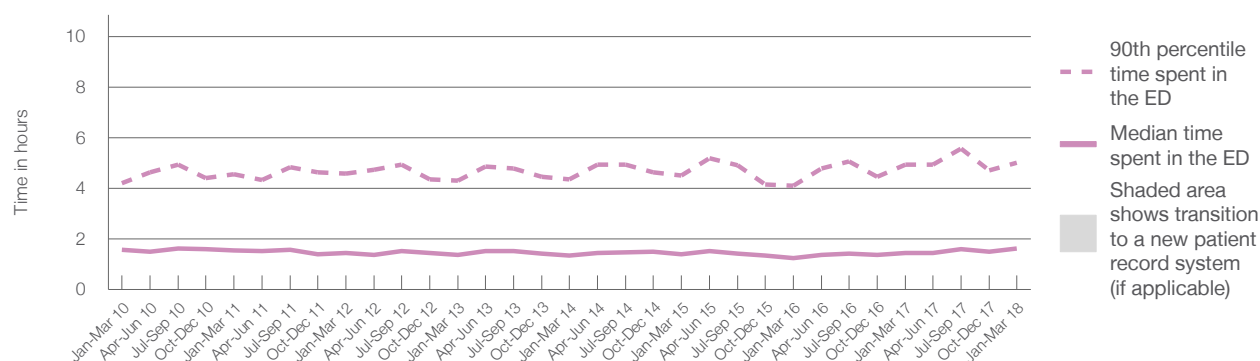
5 hours and 1 minutes

Same period last year	NSW (this period)
3,978	
3,978	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 34m	1h 33m	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m	1h 38m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 12m	4h 34m	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m	5h 1m

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## Milton Ulladulla Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

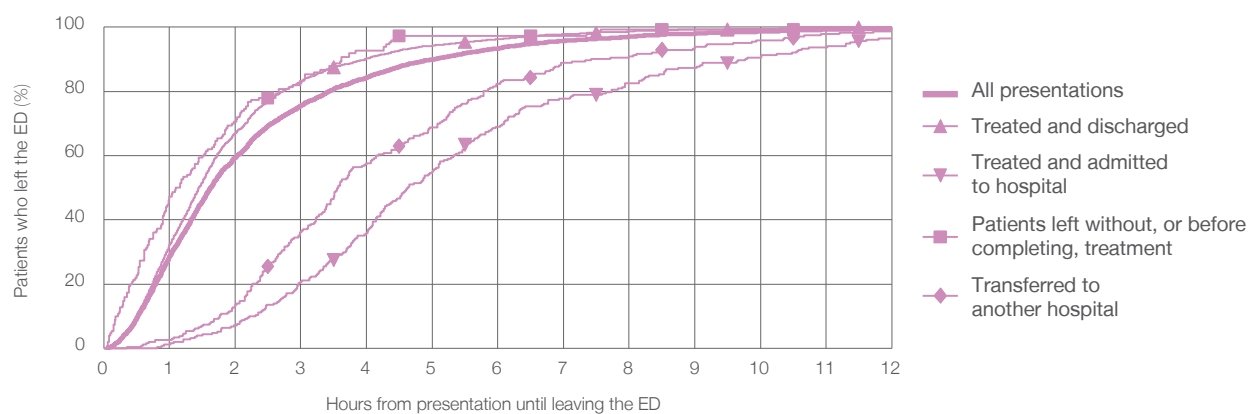
All presentations:<sup>†</sup> 3,593 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,593 patients

Treated and discharged	2,933 (81.6%)
Treated and admitted to hospital	251 (7.0%)
Patient left without, or before completing, treatment	150 (4.2%)
Transferred to another hospital	243 (6.8%)
Other	16 (0.4%)

Same period last year	Change since one year ago
3,978	-10%
3,275	-10.4%
297	-15.5%
176	-14.8%
221	10.0%
9	77.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	32.3%	67.0%	83.3%	90.3%	96.2%	98.7%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.2%	20.7%	35.9%	68.9%	82.5%	90.4%	96.4%
Patient left without, or before completing, treatment	47.3%	70.7%	82.7%	92.7%	97.3%	99.3%	99.3%	100%
Transferred to another hospital	2.5%	13.6%	36.2%	57.6%	82.3%	90.9%	95.9%	98.8%
All presentations	28.8%	59.4%	75.6%	84.4%	93.4%	97.1%	98.7%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Milton Ulladulla Hospital: Time spent in the ED

### Percentage of patients who spent four hours or less in the ED

January to March 2018

All presentations at the emergency department: <sup>1</sup> 3,593 patients

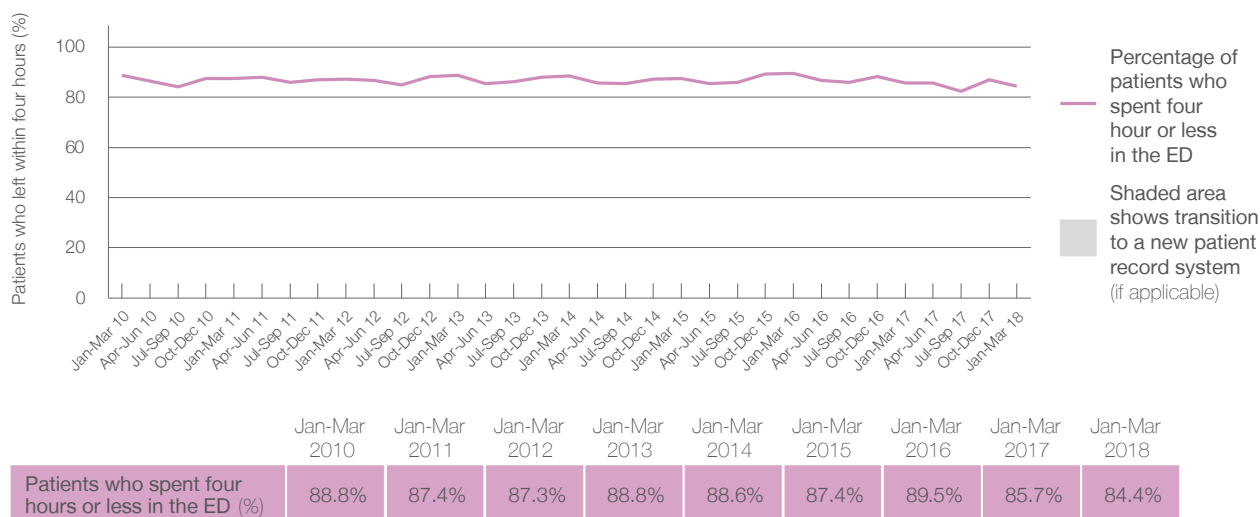
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,593 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,978	-10%
3,978	-10%
85.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).