

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,384 patients
 Emergency presentations:² 6,327 patients

Same period last year	Change since one year ago
6,430	-0.7%
6,336	-0.1%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,948 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,264 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
547	
7 minutes	8 minutes
9 minutes	26 minutes
2,090	
17 minutes	20 minutes
54 minutes	67 minutes
3,382	
24 minutes	25 minutes
110 minutes	97 minutes
303	
12 minutes	24 minutes
91 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,384 patients

Percentage of patients who spent four hours or less in the ED 74.1%

Same period last year	Change since one year ago
6,430	-0.7%
72.4%	

* 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 waited equal to or longer than this time.
- 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.
- 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.

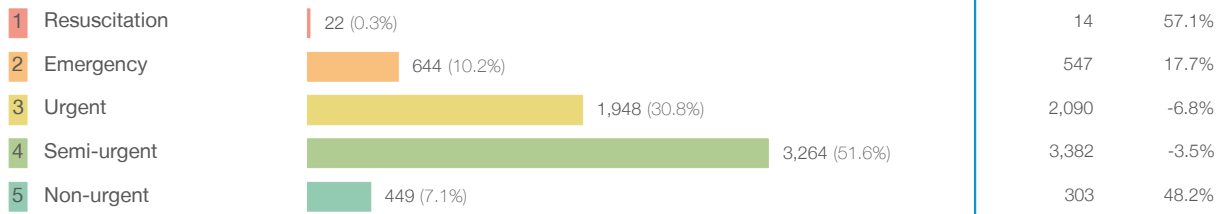
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

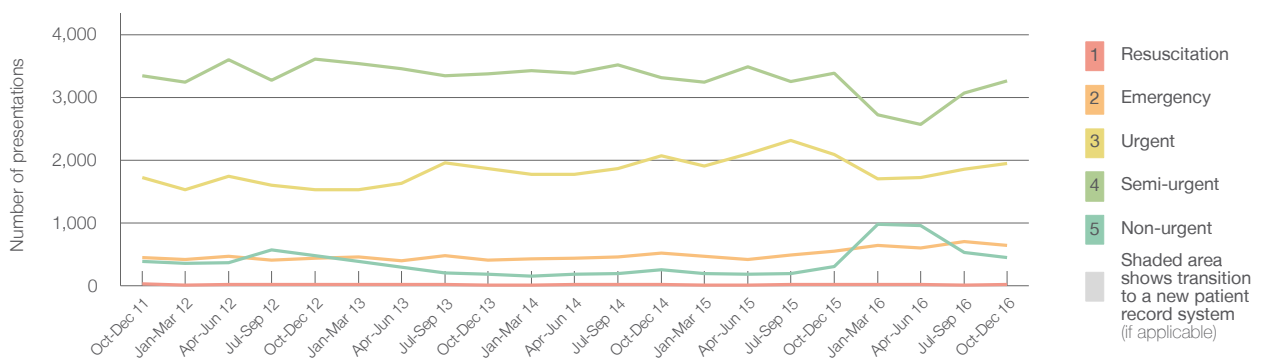
Bathurst Base Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 6,384 patients

Emergency presentations² by triage category: 6,327 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	27	16	13	14	14	22
Emergency	447	436	402	521	547	644
Urgent	1,724	1,529	1,861	2,070	2,090	1,948
Semi-urgent	3,344	3,610	3,380	3,316	3,382	3,264
Non-urgent	384	474	182	251	303	449
All emergency presentations	5,926	6,065	5,838	6,172	6,336	6,327

Bathurst Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 934 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 644

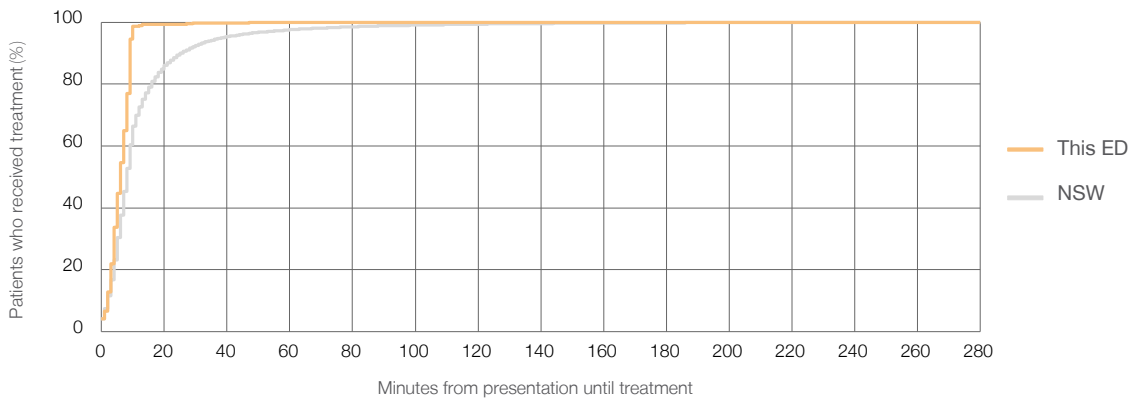
Number of triage 2 patients used to calculate waiting time:³ 641

Median time to start treatment⁴ 6 minutes

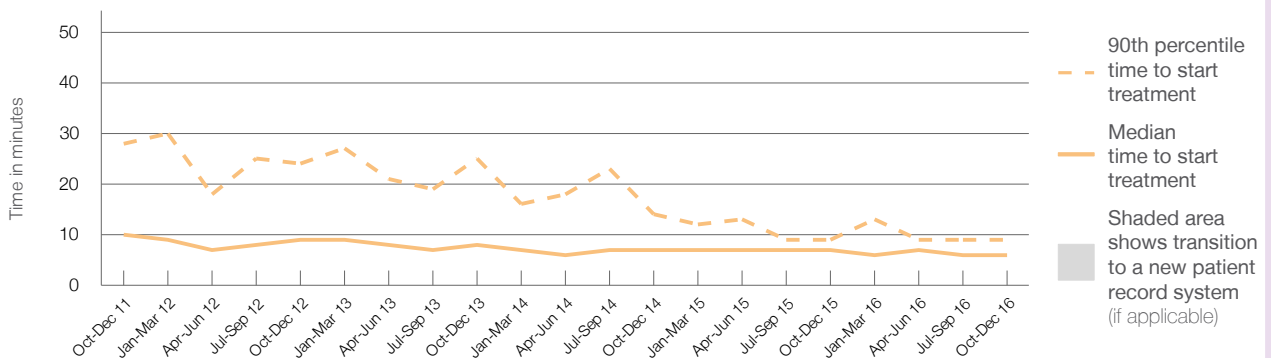
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
547	
545	
7 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	8	7	7	6
90th percentile time to start treatment ⁵ (minutes)	28	24	25	14	9	9

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,948

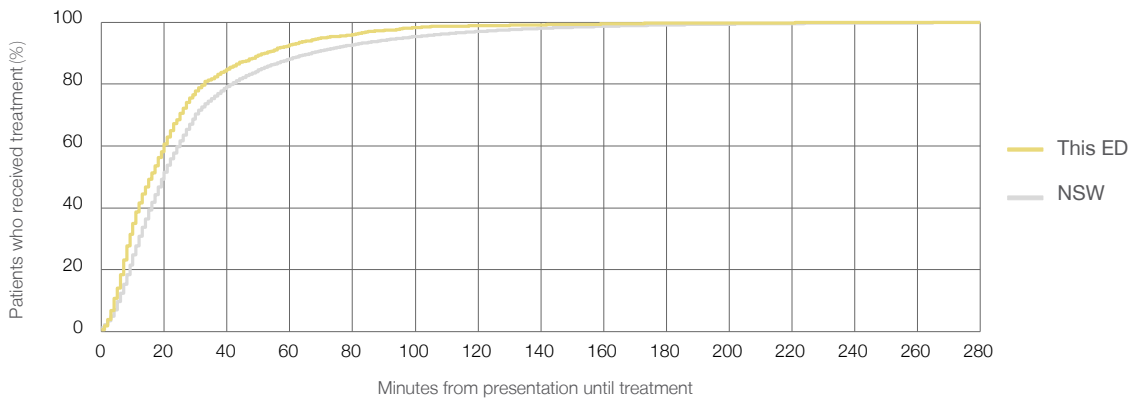
Number of triage 3 patients used to calculate waiting time:³ 1,925

Median time to start treatment⁴ 16 minutes

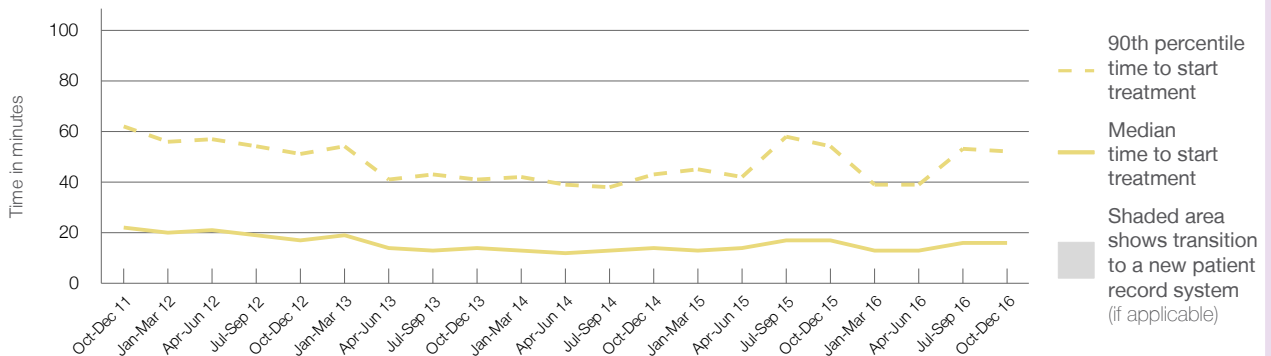
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,090	
2,066	
17 minutes	20 minutes
54 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	17	14	14	17	16
90th percentile time to start treatment ⁵ (minutes)	62	51	41	43	54	52

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,264

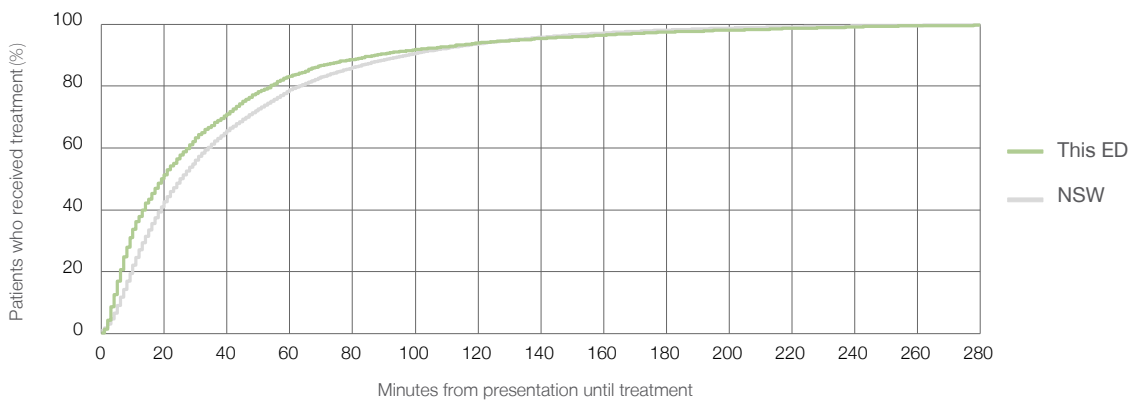
Number of triage 4 patients used to calculate waiting time:³ 3,048

Median time to start treatment⁴ 19 minutes

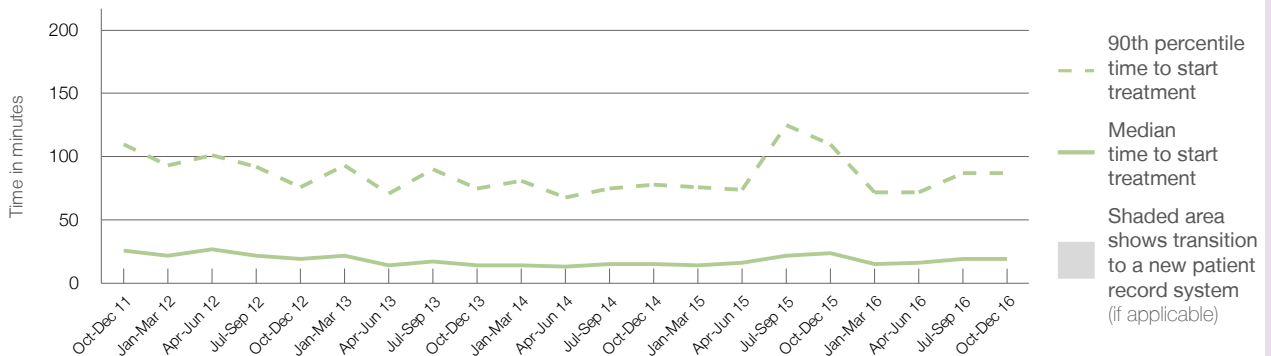
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,382	
3,126	
24 minutes	25 minutes
110 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	14	15	24	19
90th percentile time to start treatment ⁵ (minutes)	110	76	75	78	110	87

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 449

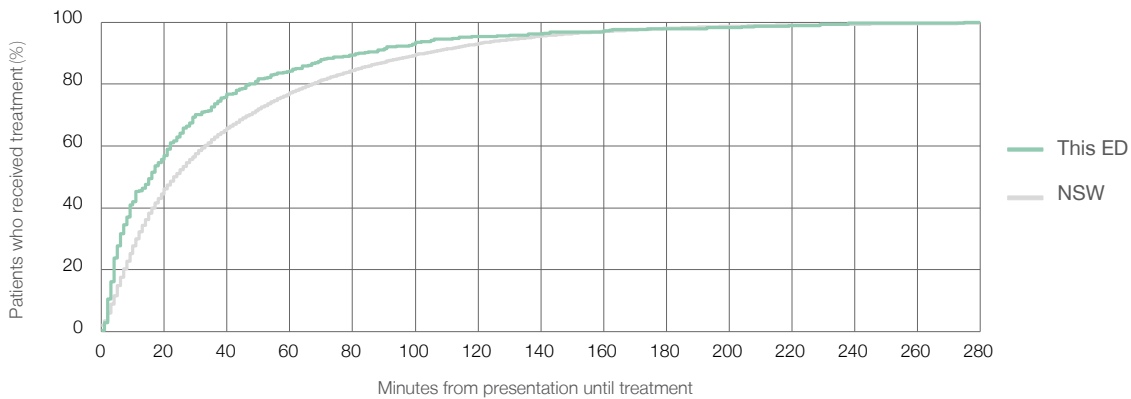
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 16 minutes

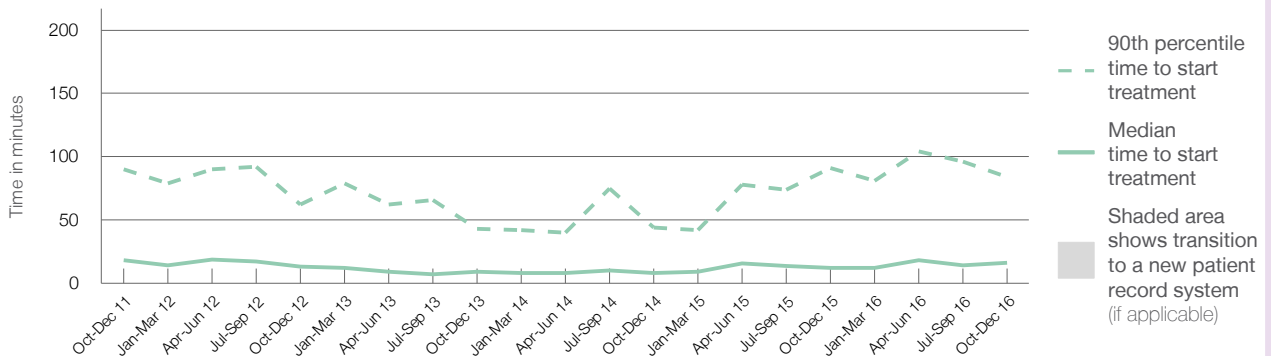
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
303	
272	
12 minutes	24 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	13	9	8	12	16
90th percentile time to start treatment ⁵ (minutes)	90	62	43	44	91	84

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Bathurst Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,384 patients

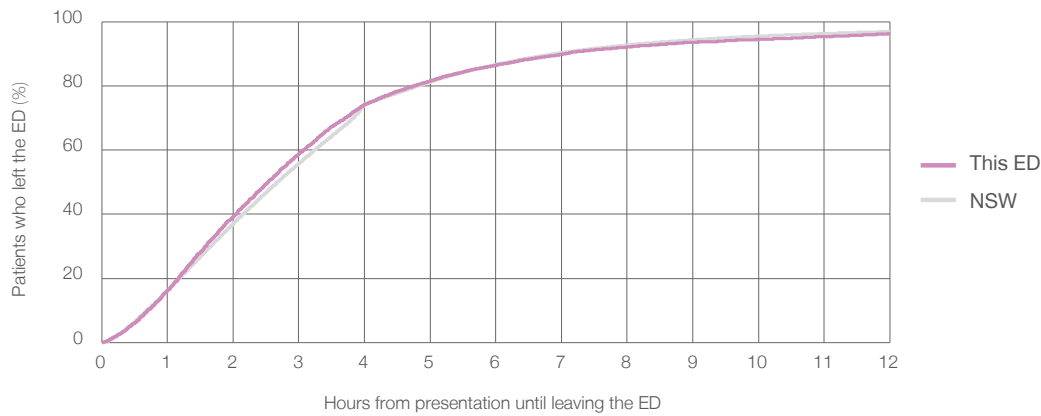
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

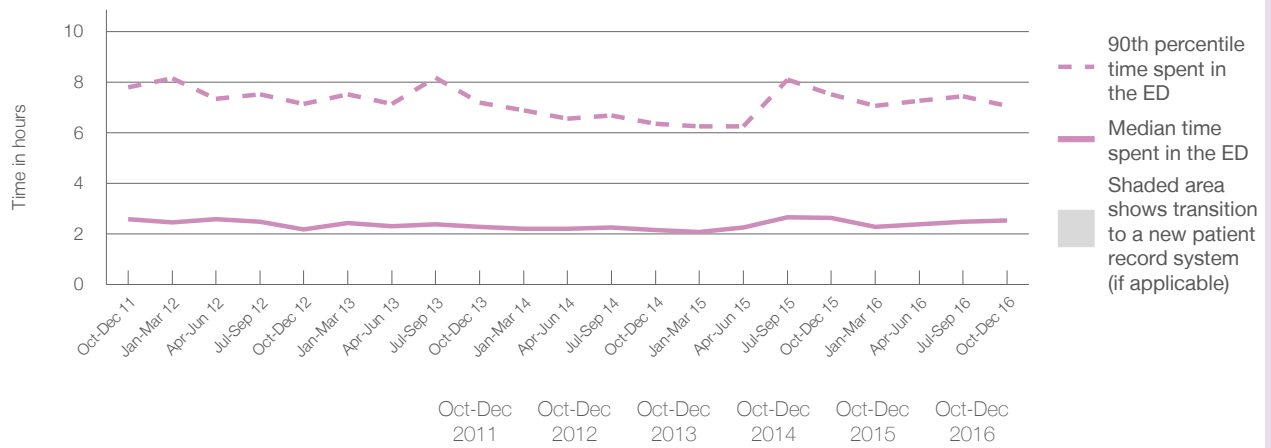
90th percentile time spent in the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
6,430	6,430
2 hours and 38 minutes	2 hours and 41 minutes
7 hours and 32 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m

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Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

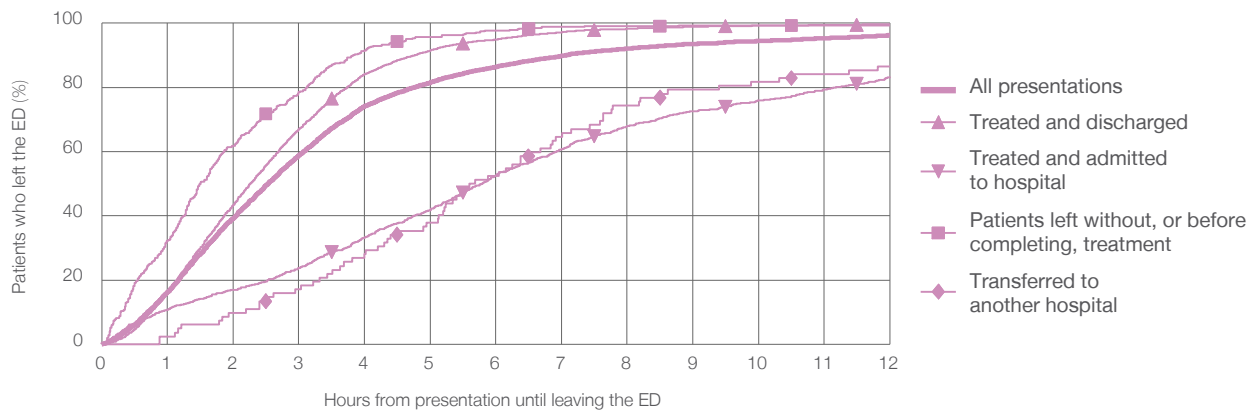
October to December 2016

All presentations:¹ 6,384 patients

Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

		Same period last year	Change since one year ago
Treated and discharged	4,611 (72.2%)	4,863	-5.2%
Treated and admitted to hospital	1,236 (19.4%)	1,066	15.9%
Patient left without, or before completing, treatment	425 (6.7%)	375	13.3%
Transferred to another hospital	82 (1.3%)	110	-25.5%
Other	30 (0.5%)	16	87.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	16.2%	43.5%	67.0%	84.1%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	10.8%	16.8%	23.8%	33.3%	52.7%	68.0%	76.0%	83.3%
Patient left without, or before completing, treatment	32.2%	61.9%	78.6%	91.5%	97.6%	99.1%	99.3%	99.3%
Transferred to another hospital	2.4%	9.8%	17.1%	28.0%	52.4%	74.4%	81.7%	86.6%
All presentations	16.3%	39.3%	58.9%	74.1%	86.4%	92.1%	94.5%	96.3%

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Bathurst Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,384 patients

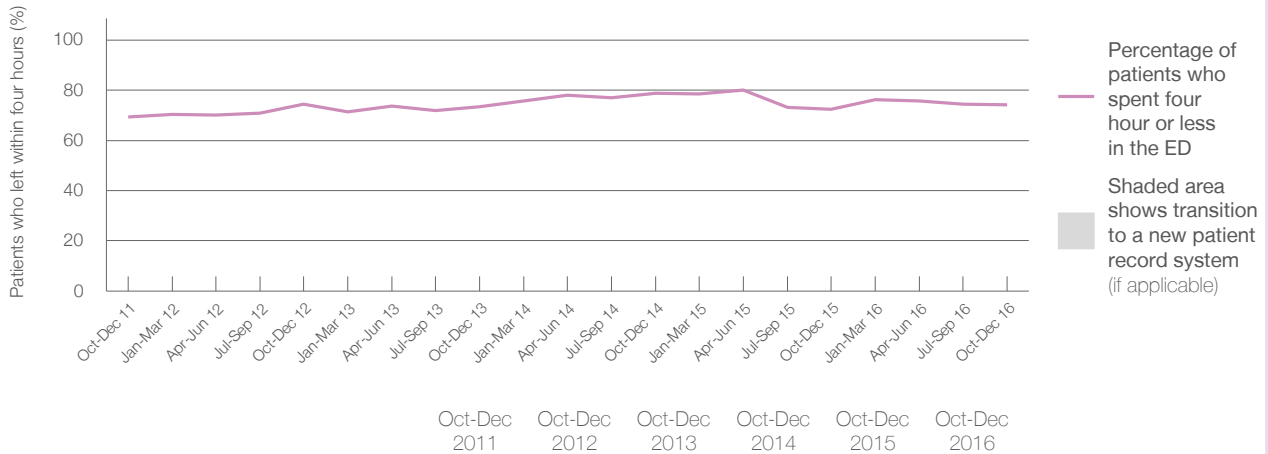
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,430	-0.7%
Presentations used to calculate time to leaving the ED	6,430	-0.7%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	69.3%	74.3%	73.4%	78.8%	72.4%	74.1%

* 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 presentations at the emergency department (ED).
- All presentations 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 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.
- All presentations 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 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 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).