

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

## Bowral and District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 5,133 patients  
Emergency presentations:<sup>2</sup> 4,970 patients

Same period last year	Change since one year ago
4,732	8.5%
4,578	8.6%

## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,522 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,348 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 770 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
324	
8 minutes	8 minutes
20 minutes	26 minutes
1,462	
19 minutes	20 minutes
57 minutes	67 minutes
2,150	
21 minutes	25 minutes
98 minutes	97 minutes
623	
21 minutes	24 minutes
93 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,133 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,732	8.5%
87.0%	

\* 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.

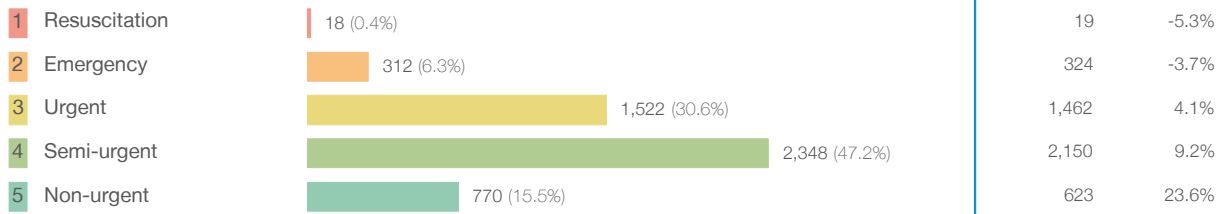
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## Bowral and District Hospital: Patients presenting to the emergency department October to December 2016

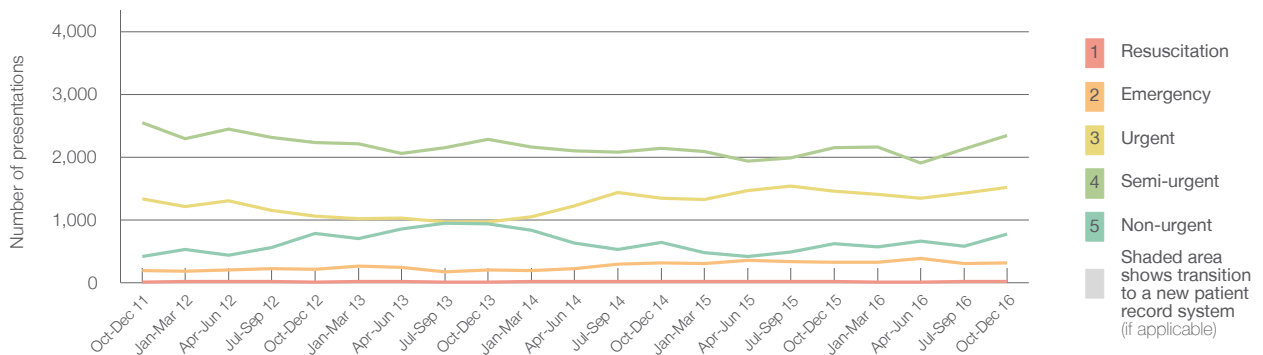
All presentations:<sup>1</sup> 5,133 patients

Emergency presentations<sup>2</sup> by triage category: 4,970 patients



	Same period last year	Change since one year ago
All presentations	4,732	8.5%
Emergency presentations	4,578	8.6%
Resuscitation	19	-5.3%
Emergency	324	-3.7%
Urgent	1,462	4.1%
Semi-urgent	2,150	9.2%
Non-urgent	623	23.6%

Emergency presentations<sup>2</sup> 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	10	11	12	14	19	18
Emergency	197	214	202	319	324	312
Urgent	1,331	1,062	969	1,346	1,462	1,522
Semi-urgent	2,544	2,233	2,283	2,142	2,150	2,348
Non-urgent	412	787	939	642	623	770
All emergency presentations	4,494	4,307	4,405	4,463	4,578	4,970

## Bowral and District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 792 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	795	
ED Transfer of care time	12 minutes	-1 minute
90th percentile time	22 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## Bowral and District 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: 312

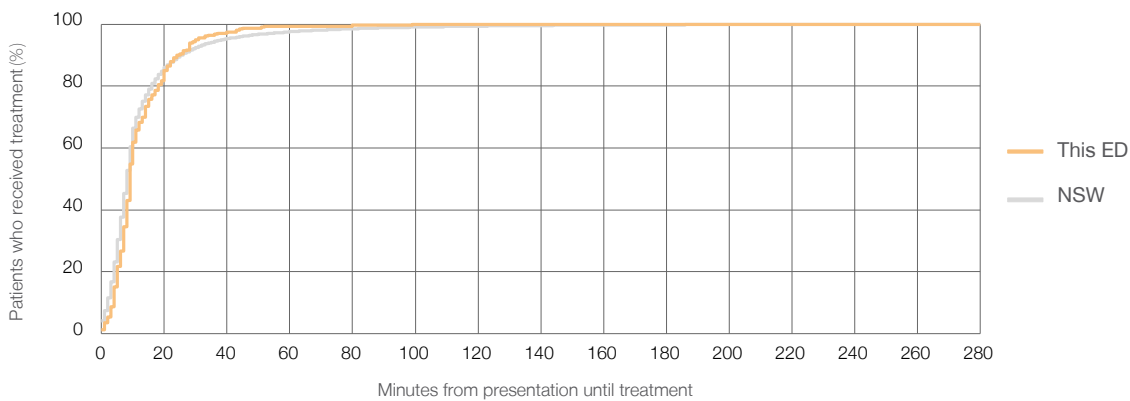
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 312

Median time to start treatment<sup>4</sup> 9 minutes

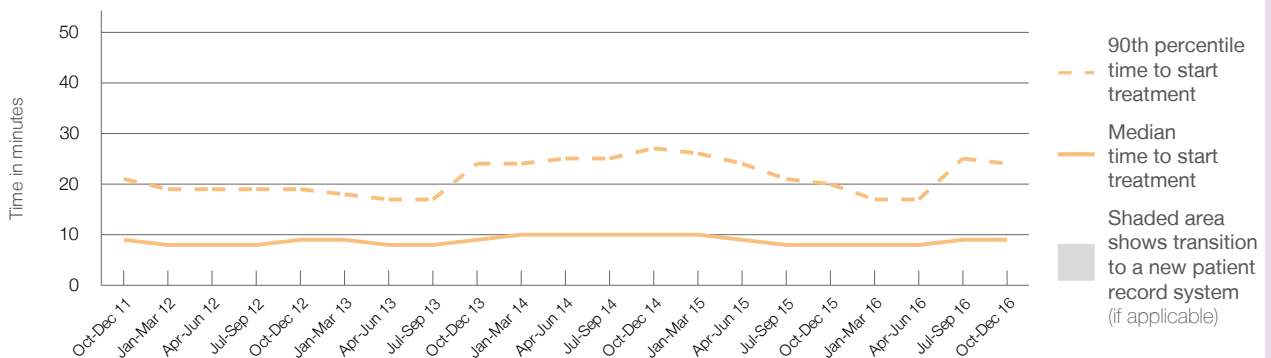
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
324	
322	
8 minutes	8 minutes
20 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	10	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	21	19	24	27	20	24

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

## Bowral and District 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: 1,522

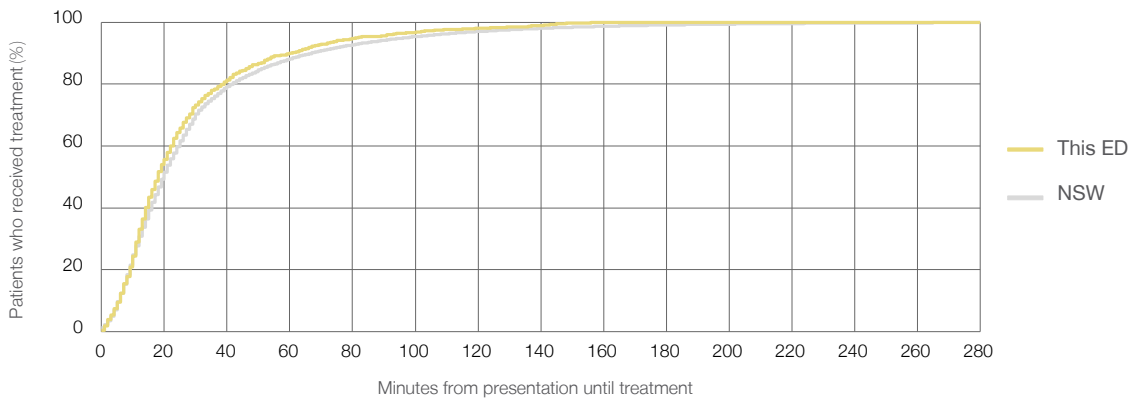
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,507

Median time to start treatment<sup>4</sup> 18 minutes

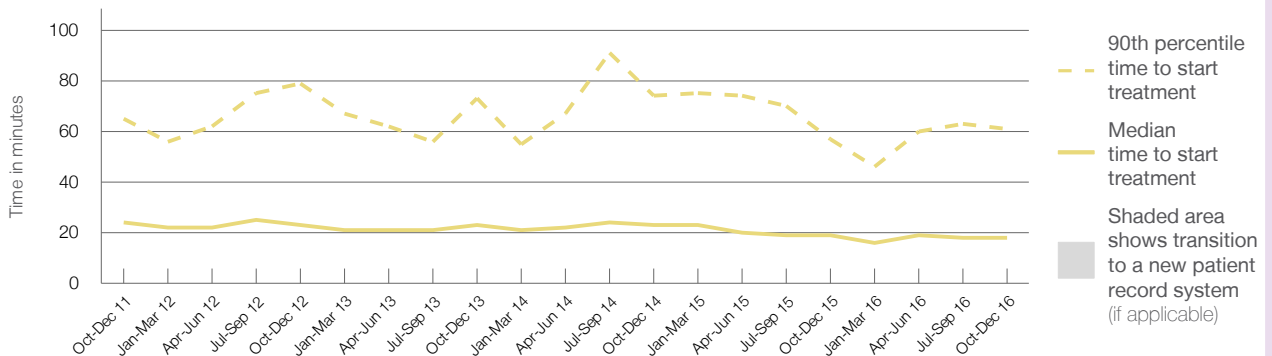
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
1,462	1,439
19 minutes	20 minutes
57 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	24	23	23	23	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	65	79	73	74	57	61

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## Bowral and District 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: 2,348

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,276

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

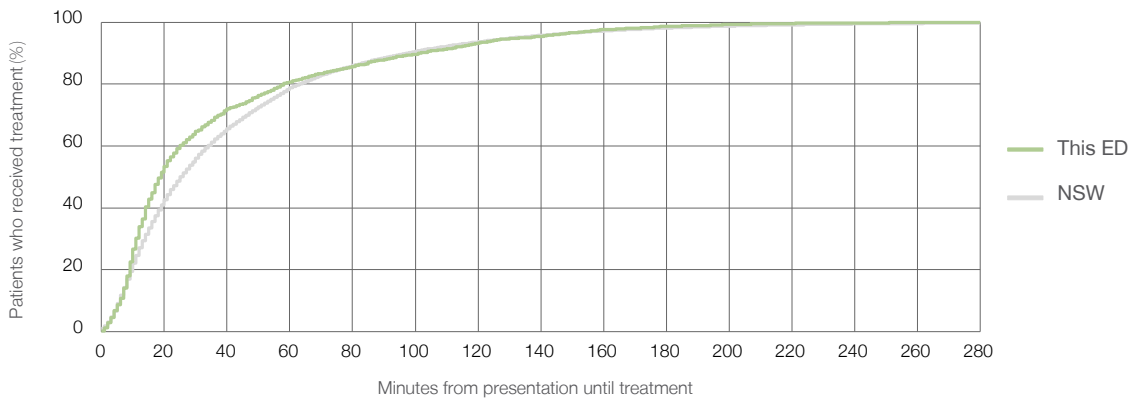
19 minutes

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

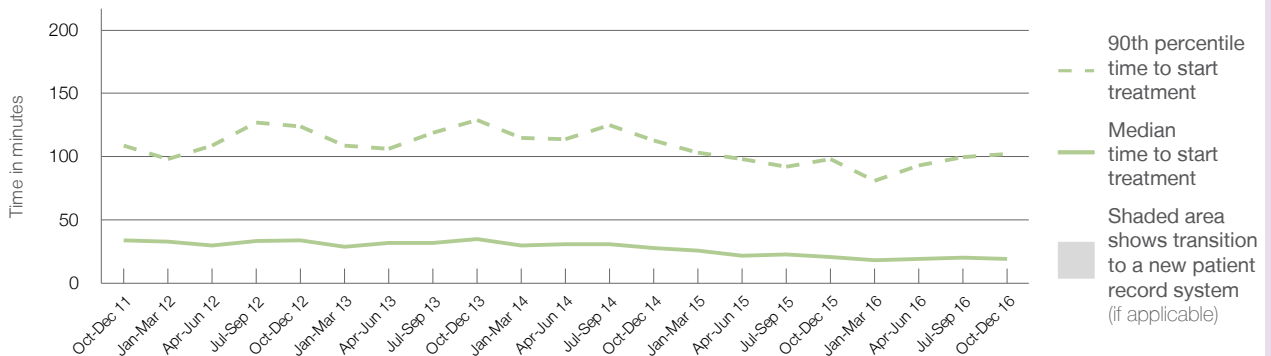
102 minutes

Same period last year	NSW (this period)
2,150	2,033
21 minutes	25 minutes
98 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	34	34	35	28	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	109	124	129	113	98	102

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## Bowral and District 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: 770

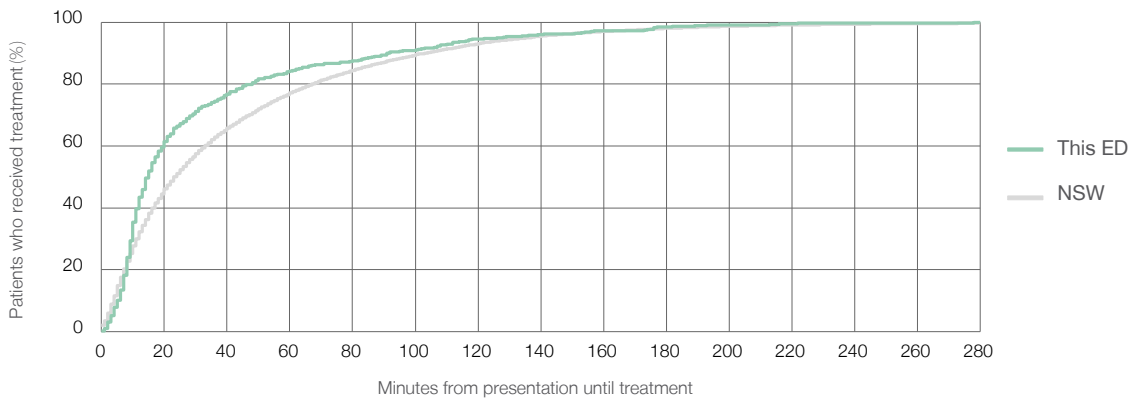
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 702

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

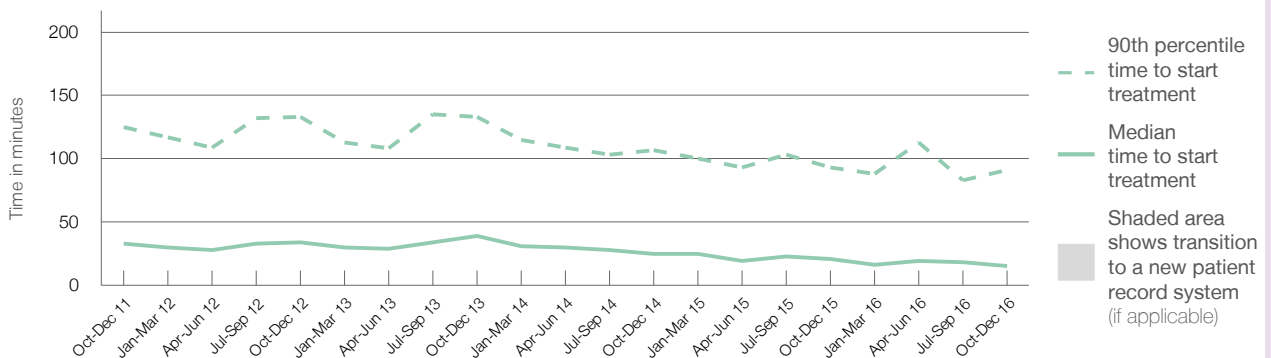
90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
623	543
21 minutes	24 minutes
93 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	33	34	39	25	21	15
90th percentile time to start treatment <sup>5</sup> (minutes)	125	133	133	107	93	91

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## Bowral and District Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 5,133 patients

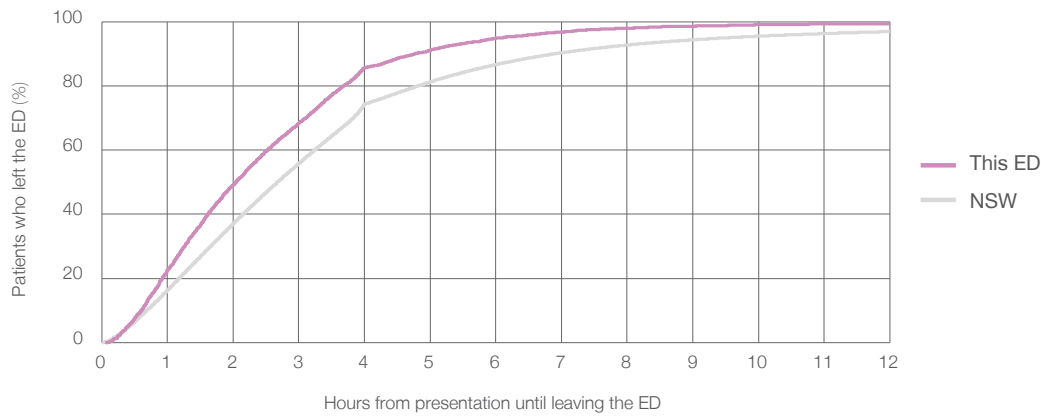
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,133 patients

Median time spent in the ED<sup>8</sup> 2 hours and 3 minutes

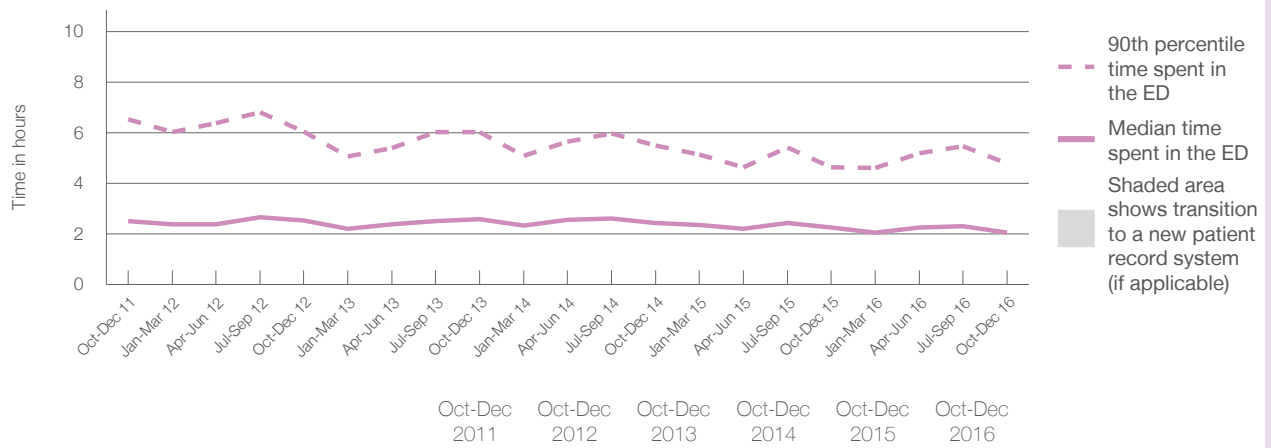
90th percentile time spent in the ED<sup>9</sup> 4 hours and 47 minutes

Same period last year	NSW (this period)
4,732	4,732
2 hours and 15 minutes	2 hours and 41 minutes
4 hours and 38 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m

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## Bowral and District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

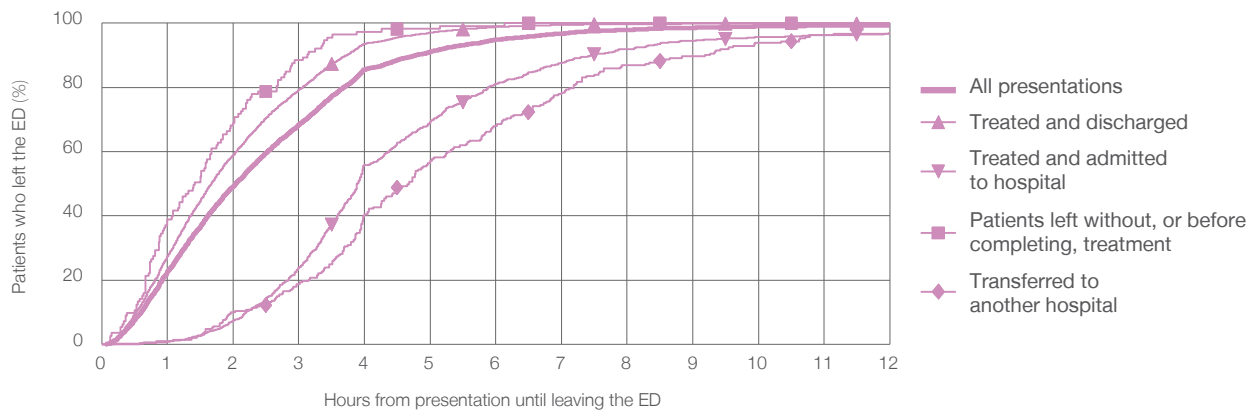
All presentations:<sup>1</sup> 5,133 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,133 patients

Treated and discharged	3,990 (77.7%)
Treated and admitted to hospital	795 (15.5%)
Patient left without, or before completing, treatment	113 (2.2%)
Transferred to another hospital	213 (4.1%)
Other	22 (0.4%)

Same period last year	Change since one year ago
4,732	8.5%
3,477	14.8%
833	-4.6%
159	-28.9%
245	-13.1%
18	22.2%

Percentage of patients who left the ED by time and mode of separation, October to December 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	27.5%	59.0%	79.3%	93.6%	98.9%	99.7%	99.9%	100%
Treated and admitted to hospital	0.8%	7.4%	23.9%	55.8%	81.1%	91.8%	95.7%	96.9%
Patient left without, or before completing, treatment	38.9%	69.0%	88.5%	97.3%	99.1%	100%	100%	100%
Transferred to another hospital	0.9%	9.9%	18.8%	40.4%	68.1%	86.9%	93.9%	96.7%
All presentations	22.6%	49.2%	68.5%	85.6%	94.9%	98.0%	99.0%	99.4%

(†) 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.

## Bowral and District 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:<sup>1</sup> 5,133 patients

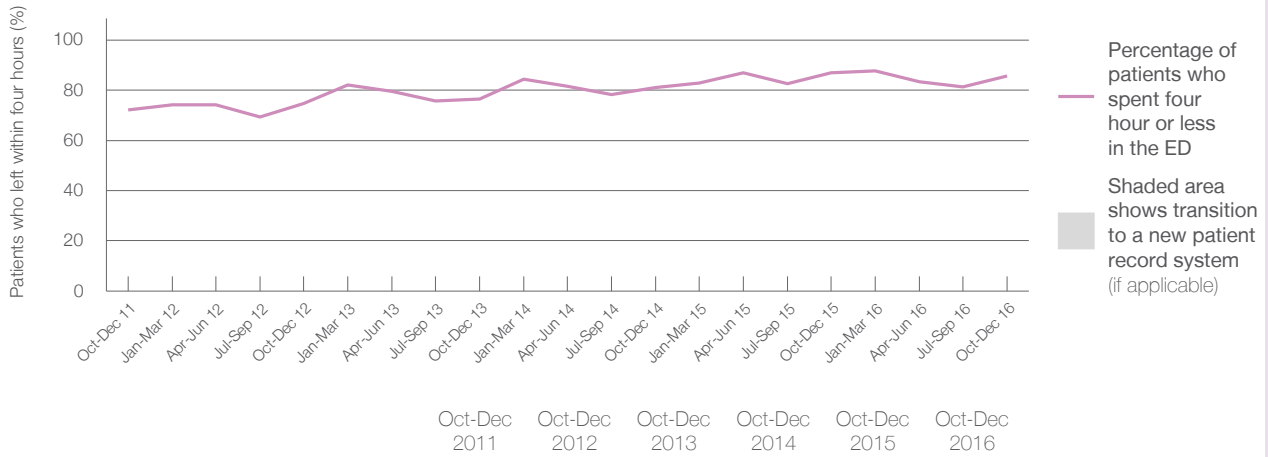
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,133 patients

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	4,732	8.5%
Presentations used to calculate time to leaving the ED	4,732	8.5%
Percentage of patients who spent four hours or less in the ED	87.0%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	72.2%	74.7%	76.5%	81.0%	87.0%	85.6%

\* 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).