



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Illawarra Shoalhaven Local Health District

October to December 2017

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

October to December 2017

All presentations:<sup>1</sup> 3,531 patients

Emergency presentations:<sup>2</sup> 3,418 patients

Same period last year	Change since one year ago
4,143	-14.8%
3,984	-14.2%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 292 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,228 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,618 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
283	
7 minutes	8 minutes
26 minutes	23 minutes
1,292	
20 minutes	20 minutes
57 minutes	65 minutes
2,043	
30 minutes	26 minutes
81 minutes	99 minutes
353	
27 minutes	23 minutes
89 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,530 patients

Percentage of patients who spent four hours or less in the ED 86.9%

Same period last year	Change since one year ago
4,143	-14.8%
88.3%	

\* 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, July to September 2016*.
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.

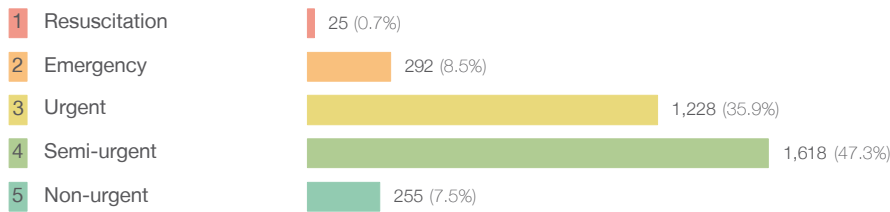
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Milton and Ulladulla Hospital: Patients presenting to the emergency department October to December 2017

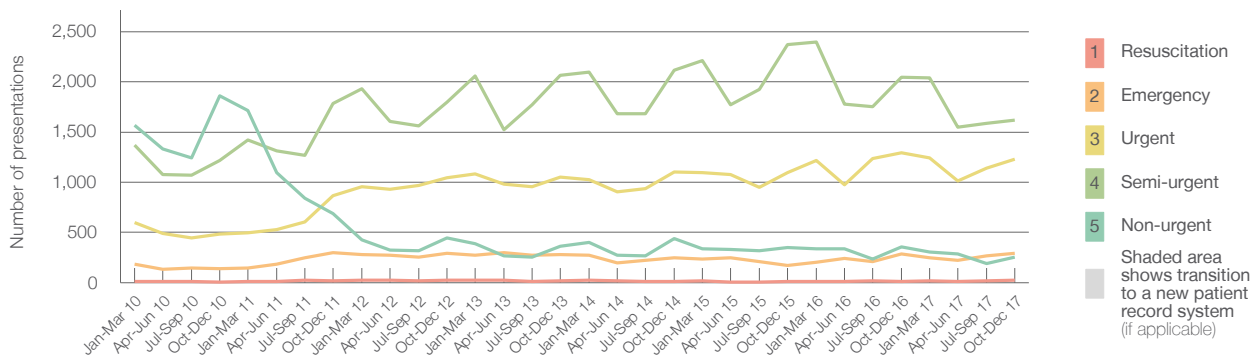
All presentations:<sup>1</sup> 3,531 patients

Emergency presentations<sup>2</sup> by triage category: 3,418 patients



Category	Same period last year	Change since one year ago
All presentations	4,143	-14.8%
Emergency presentations	3,984	-14.2%
Resuscitation	13	92.3%
Emergency	283	3.2%
Urgent	1,292	-5.0%
Semi-urgent	2,043	-20.8%
Non-urgent	353	-27.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	6	17	23	21	14	14	13	25
Emergency	141	297	291	278	247	174	283	292
Urgent	483	869	1,042	1,053	1,105	1,093	1,292	1,228
Semi-urgent	1,219	1,785	1,800	2,064	2,113	2,372	2,043	1,618
Non-urgent	1,863	685	448	364	438	348	353	255
All emergency presentations	3,712	3,653	3,604	3,780	3,917	4,001	3,984	3,418

## Milton and Ulladulla Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 347 patients

ED Transfer of care time



Category	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	377	
ED Transfer of care time		
Median time	14 minutes	0 minutes
90th percentile time	31 minutes	0 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 292

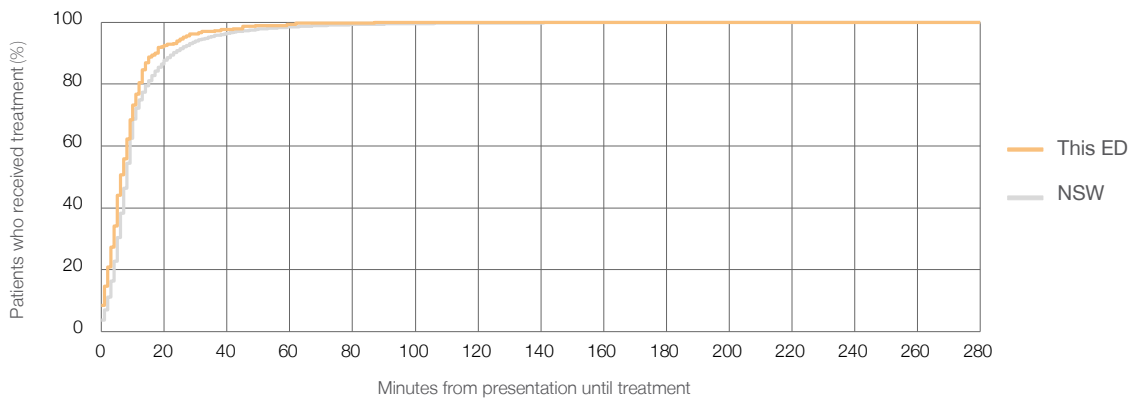
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 292

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

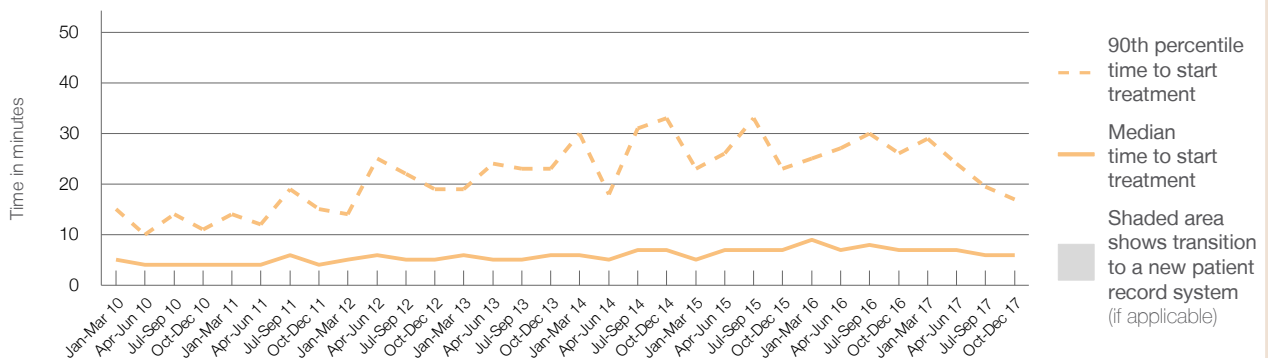
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
283	283
7 minutes	8 minutes
26 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	4	4	5	6	7	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	11	15	19	23	33	23	26	17

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

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## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,228

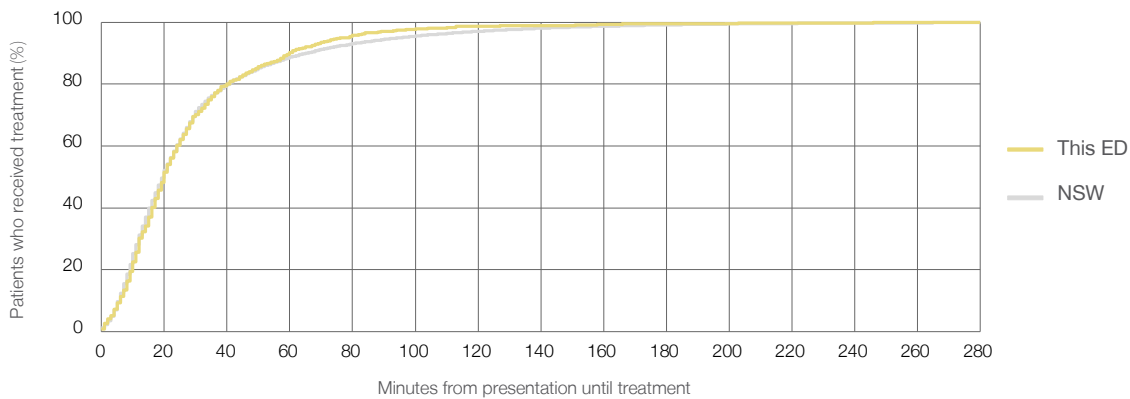
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,209

Median time to start treatment<sup>4</sup>  20 minutes

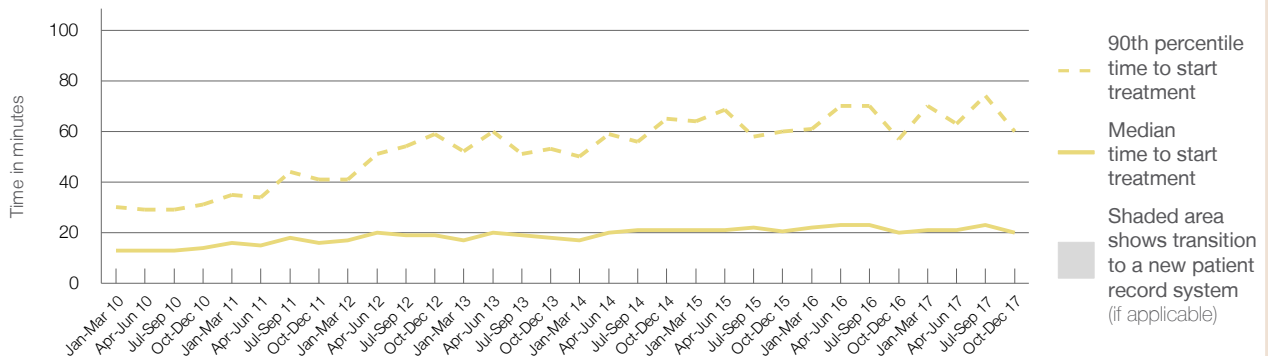
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
1,292	1,290
20 minutes	20 minutes
57 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	14	16	19	18	21	21	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	31	41	59	53	65	60	57	60

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## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,618

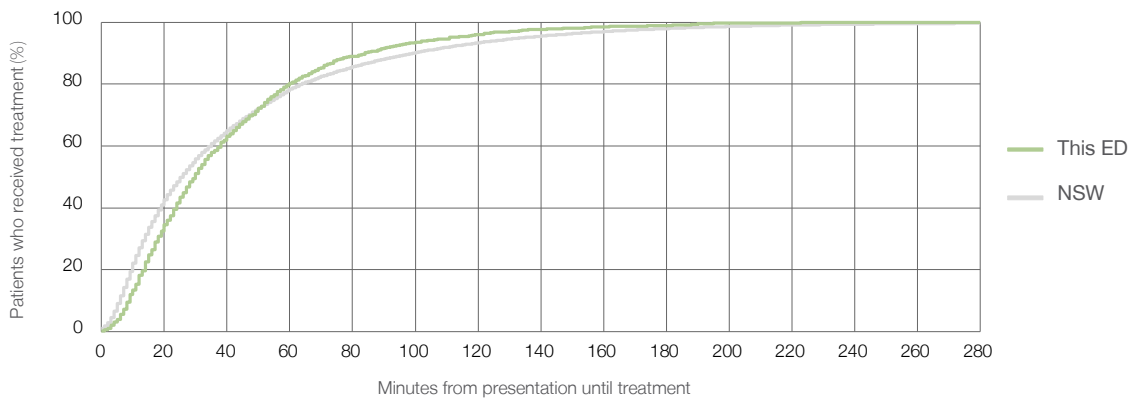
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,558

Median time to start treatment<sup>4</sup>  30 minutes

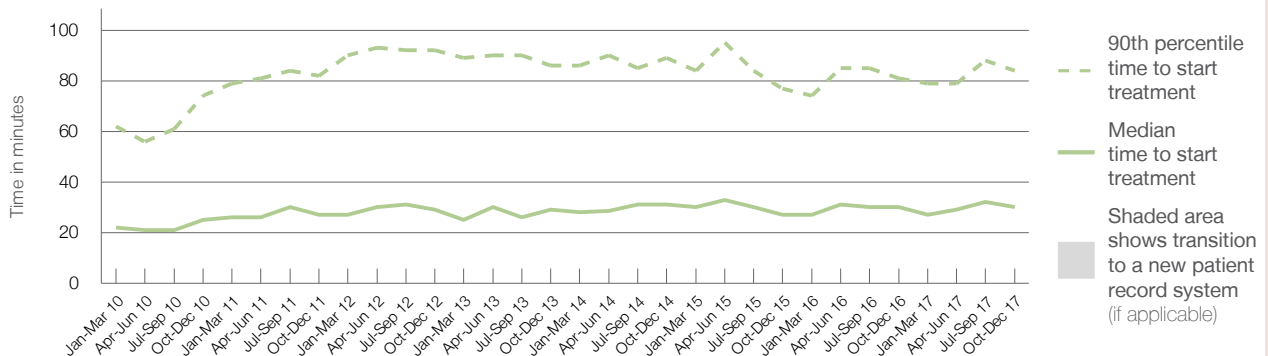
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
2,043	1,993
30 minutes	26 minutes
81 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	25	27	29	29	31	27	30	30
90th percentile time to start treatment <sup>5</sup> (minutes)	74	82	92	86	89	77	81	84

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## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 255

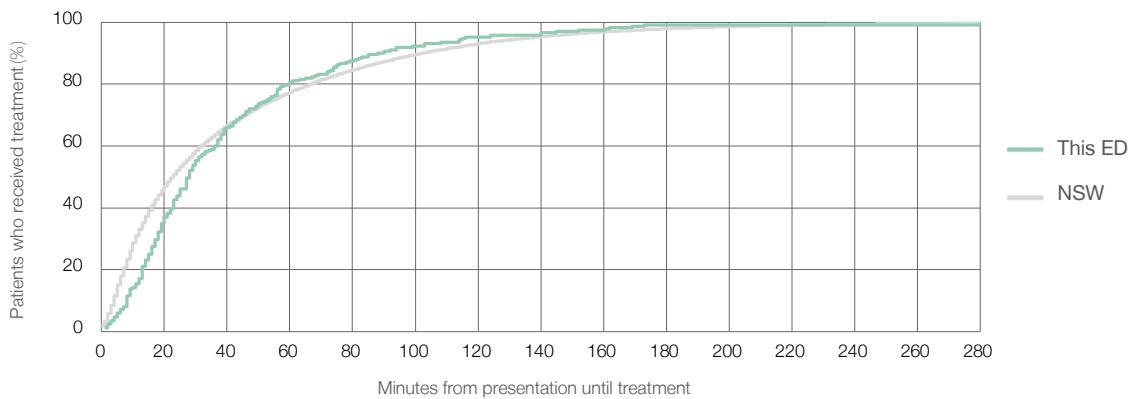
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 232

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

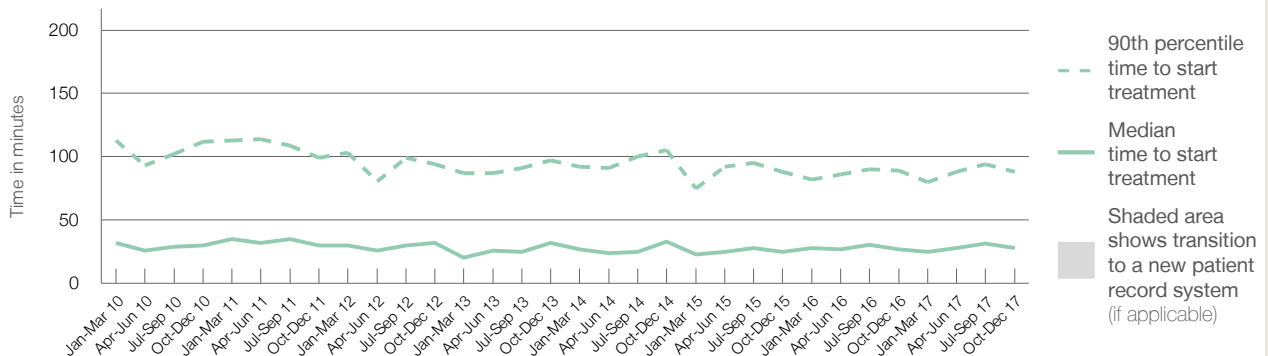
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
353	
329	
27 minutes	23 minutes
89 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	30	30	32	32	33	25	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	112	99	94	97	105	88	89	88

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

October to December 2017

All presentations:<sup>1</sup> 3,531 patients

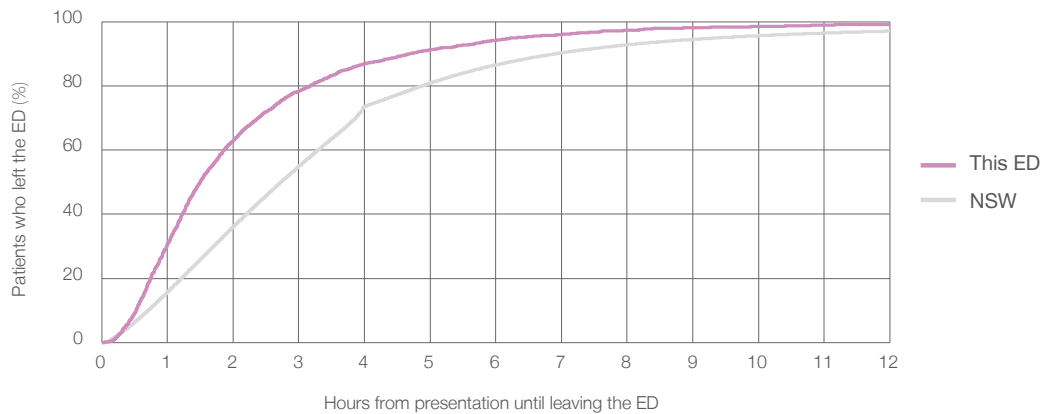
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,530 patients

Median time spent in the ED<sup>8</sup>  1 hours and 30 minutes

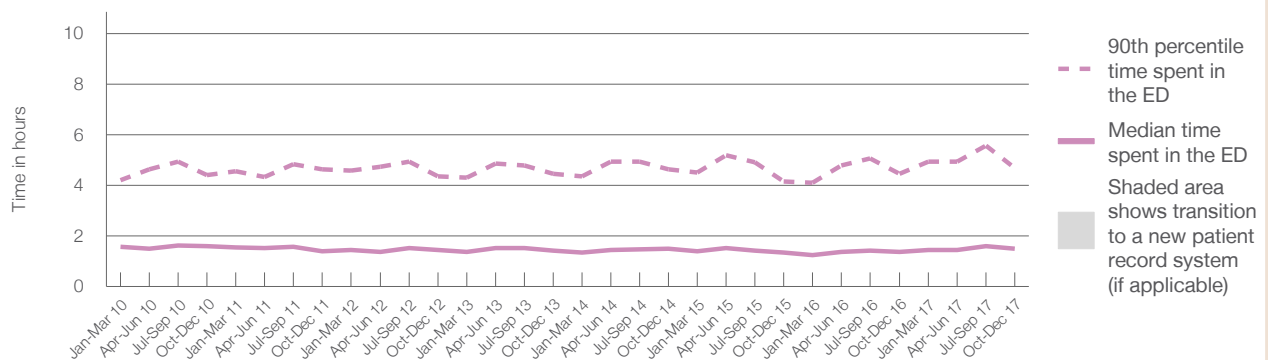
90th percentile time spent in the ED<sup>9</sup>  4 hours and 42 minutes

Same period last year	NSW (this period)
4,143	4,143
1 hours and 22 minutes	2 hours and 44 minutes
4 hours and 27 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 36m	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m	1h 30m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 24m	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m	4h 42m

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**Milton and Ulladulla Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

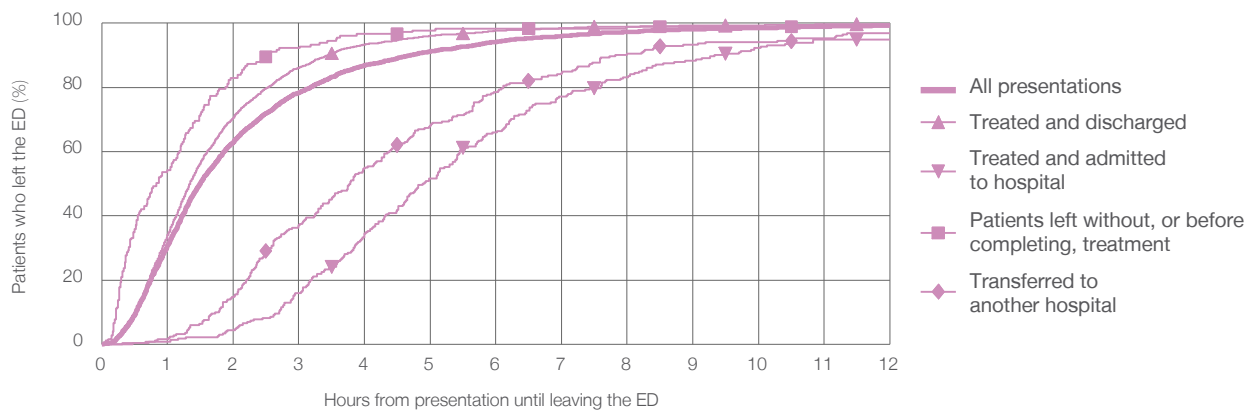
All presentations:<sup>1</sup> 3,531 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,530 patients

Treated and discharged	2,853 (80.8%)
Treated and admitted to hospital	232 (6.6%)
Patient left without, or before completing, treatment	181 (5.1%)
Transferred to another hospital	251 (7.1%)
Other	14 (0.4%)

Same period last year	Change since one year ago
4,143	-14.8%
3,433	-16.9%
294	-21.1%
180	0.6%
228	10.1%
8	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	34.1%	70.7%	86.1%	93.3%	97.6%	98.9%	99.3%	99.8%
Treated and admitted to hospital	0.9%	4.3%	15.9%	34.5%	65.9%	83.2%	92.2%	94.8%
Patient left without, or before completing, treatment	54.1%	82.9%	92.3%	96.7%	98.3%	98.9%	98.9%	98.9%
Transferred to another hospital	1.6%	14.7%	37.1%	55.0%	78.5%	90.4%	94.0%	96.8%
All presentations	30.8%	63.0%	78.3%	86.9%	94.2%	97.3%	98.5%	99.2%

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**Milton and Ulladulla Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,531 patients

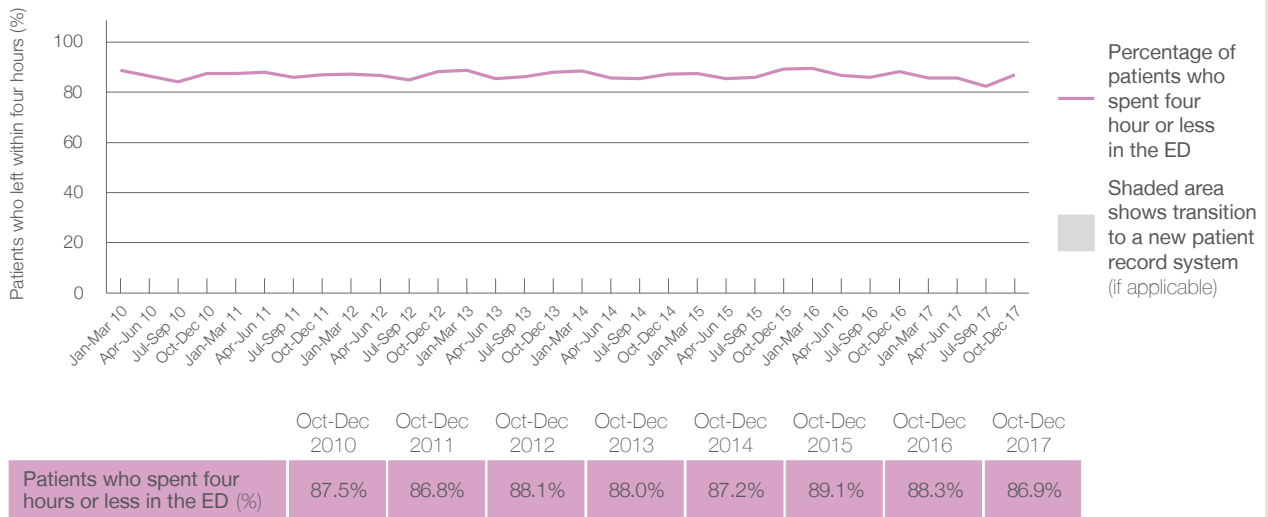
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,530 patients

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



Same period last year	Change since one year ago
4,143	-14.8%
4,143	-14.8%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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 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, July to September 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Shellharbour Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 8,089 patients  
Emergency presentations:<sup>2</sup> 7,839 patients

Same period last year	Change since one year ago
7,658	5.6%
7,420	5.6%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 796 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,850 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 270 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
798	
7 minutes	8 minutes
13 minutes	23 minutes
2,614	
20 minutes	20 minutes
70 minutes	65 minutes
3,775	
21 minutes	26 minutes
110 minutes	99 minutes
211	
19 minutes	23 minutes
85 minutes	103 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Percentage of patients who spent four hours or less in the ED 68.1%

Same period last year	Change since one year ago
7,657	5.6%
67.6%	

\* 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, July to September 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.

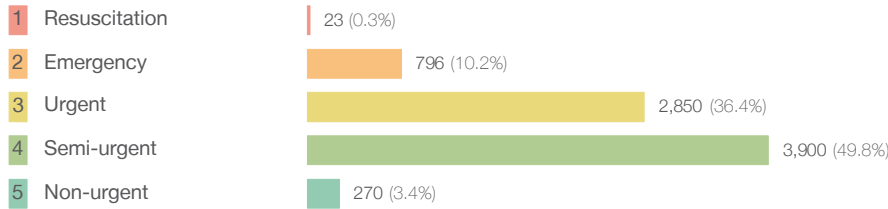
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Shellharbour Hospital: Patients presenting to the emergency department October to December 2017

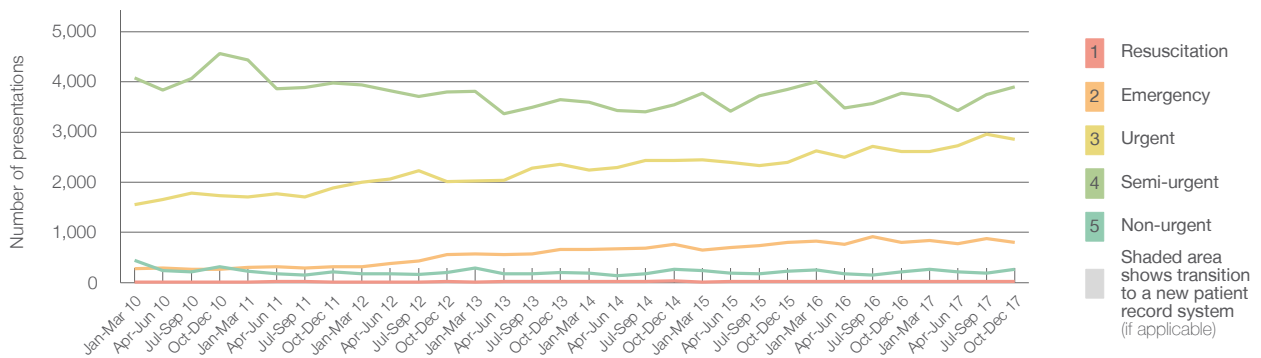
All presentations:<sup>1</sup> 8,089 patients

Emergency presentations<sup>2</sup> by triage category: 7,839 patients



	Same period last year	Change since one year ago
All presentations	7,658	5.6%
Emergency presentations	7,420	5.6%
1 Resuscitation	22	4.5%
2 Emergency	798	-0.3%
3 Urgent	2,614	9.0%
4 Semi-urgent	3,775	3.3%
5 Non-urgent	211	28.0%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	10	13	23	24	34	30	22	23
Emergency	272	311	555	665	767	796	798	796
Urgent	1,736	1,885	2,011	2,363	2,433	2,400	2,614	2,850
Semi-urgent	4,568	3,974	3,798	3,648	3,539	3,852	3,775	3,900
Non-urgent	323	214	206	202	267	230	211	270
All emergency presentations	6,909	6,397	6,593	6,902	7,040	7,308	7,420	7,839

## Shellharbour Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,669 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,606	
ED Transfer of care time		
Median time	10 minutes	1 minute
90th percentile time	22 minutes	3 minutes

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## Shellharbour Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 796

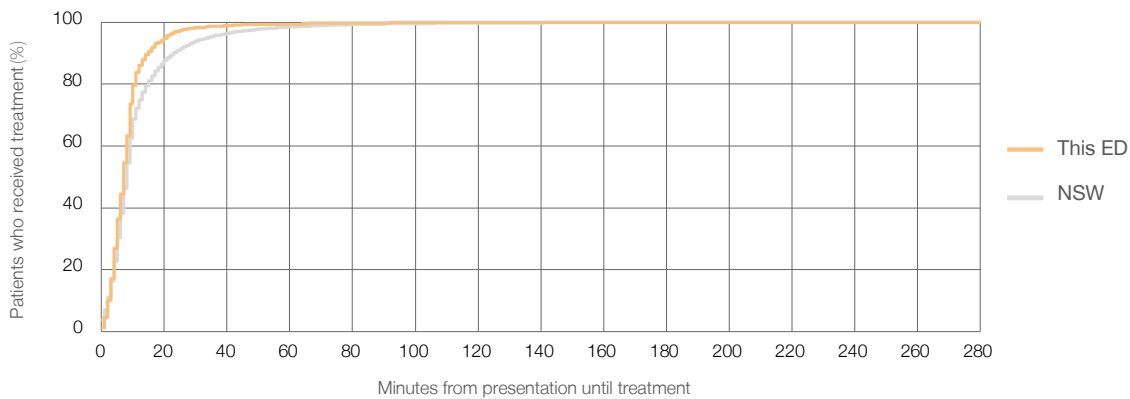
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 794

Median time to start treatment<sup>4</sup>  7 minutes

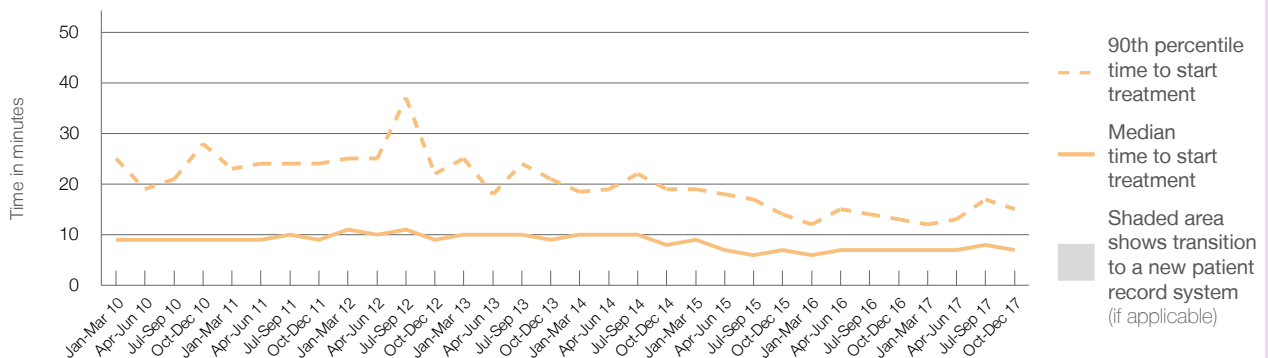
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
798	796
7 minutes	8 minutes
13 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	9	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	24	22	21	19	14	13	15

(†) 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,850

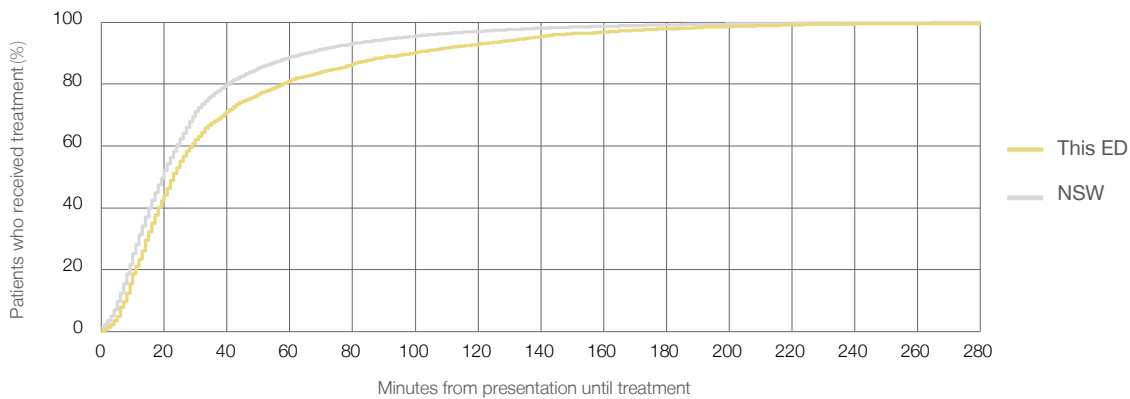
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,799

Median time to start treatment<sup>4</sup> 23 minutes

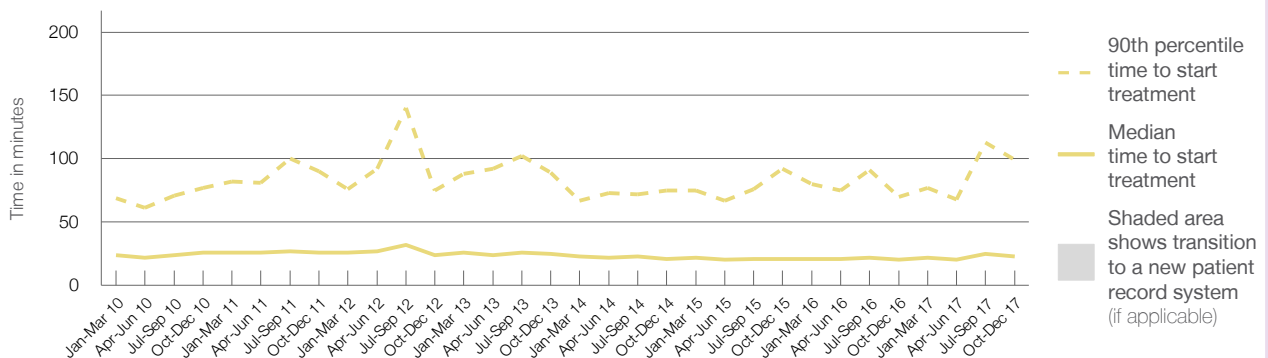
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
2,614	
2,568	
20 minutes	20 minutes
70 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	26	26	24	25	21	21	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)	77	90	75	89	75	92	70	99

(†) 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,900

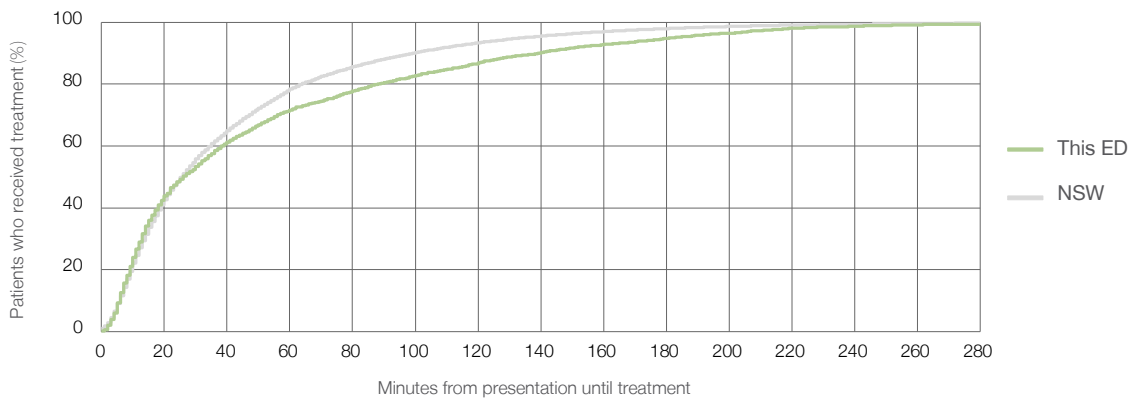
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,581

Median time to start treatment<sup>4</sup>  26 minutes

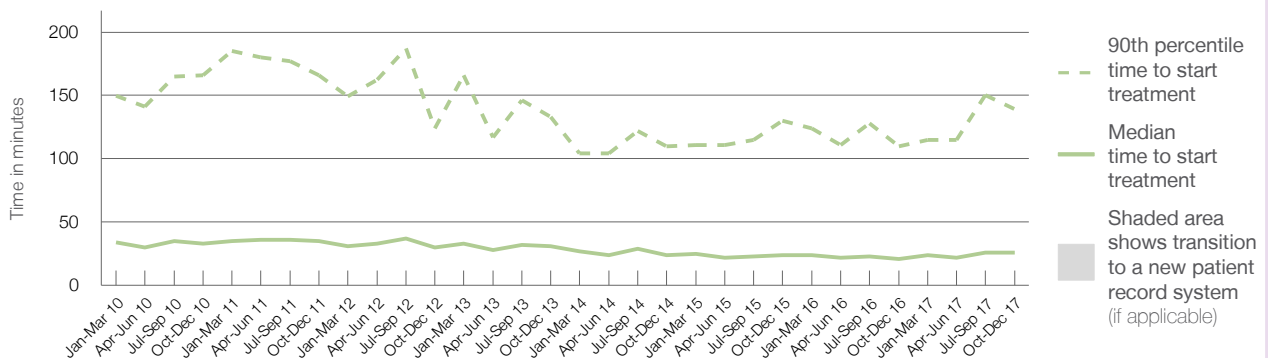
90th percentile time to start treatment<sup>5</sup>  139 minutes

Same period last year	NSW (this period)
3,775	3,533
21 minutes	26 minutes
110 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	33	35	30	31	24	24	21	26
90th percentile time to start treatment <sup>5</sup> (minutes)	166	166	124	133	110	130	110	139

(†) 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 270

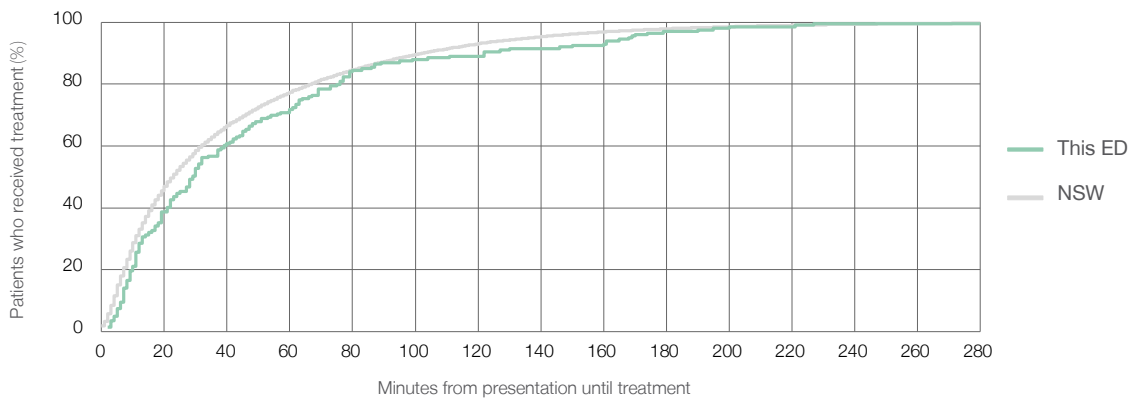
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 199

Median time to start treatment<sup>4</sup> 29 minutes

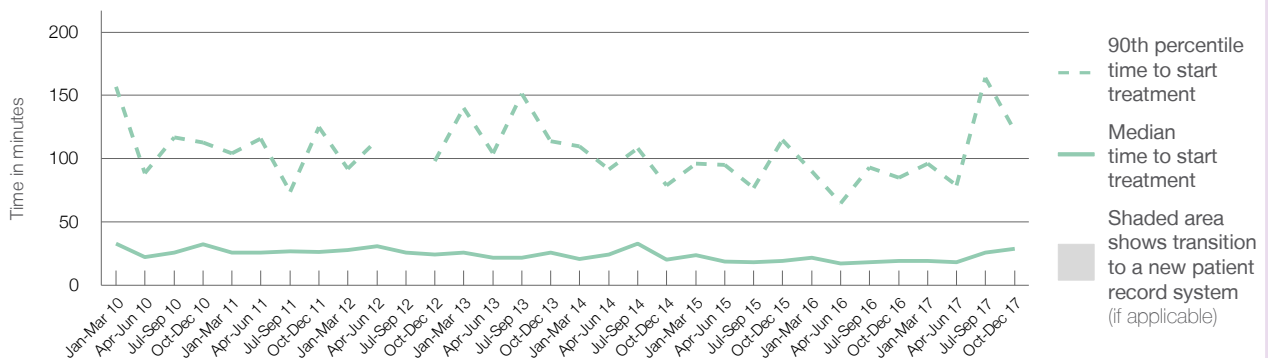
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
211	
173	
19 minutes	23 minutes
85 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	33	27	25	26	20	19	19	29
90th percentile time to start treatment <sup>5</sup> (minutes)	113	125	98	114	79	115	85	122

(†) 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.



## Shellharbour Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 8,089 patients

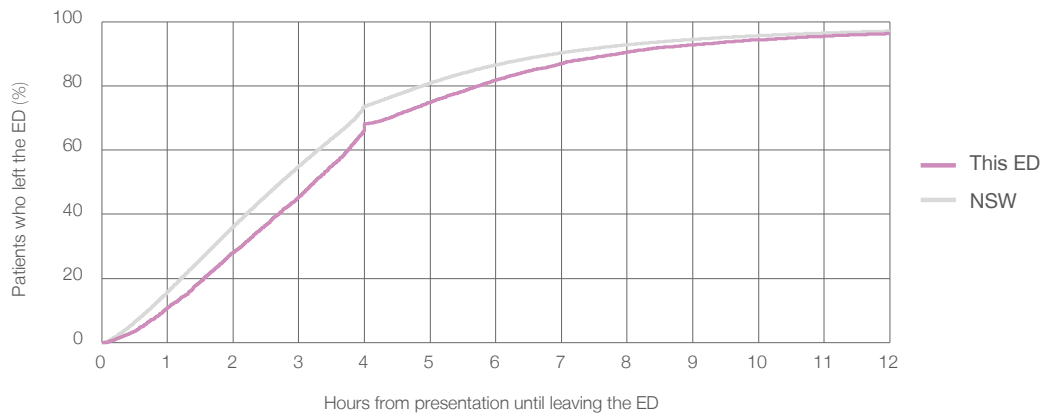
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

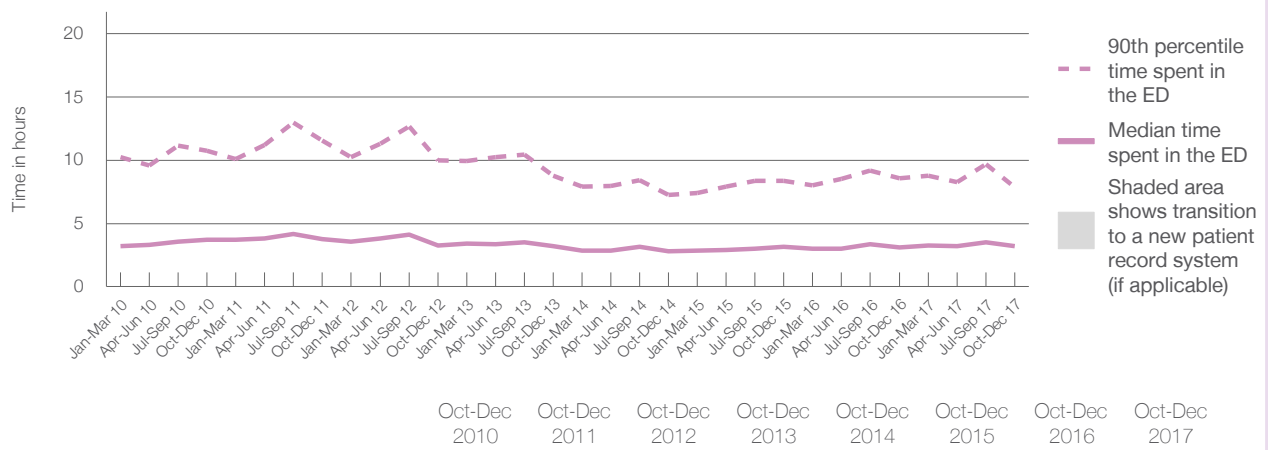
90th percentile time spent in the ED<sup>9</sup> 7 hours and 52 minutes

Same period last year	NSW (this period)
7,658	
7,657	
3 hours and 7 minutes	2 hours and 44 minutes
8 hours and 33 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m

(†) 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.

## Shellharbour Hospital: Time patients spent in the ED

### By mode of separation

October to December 2017

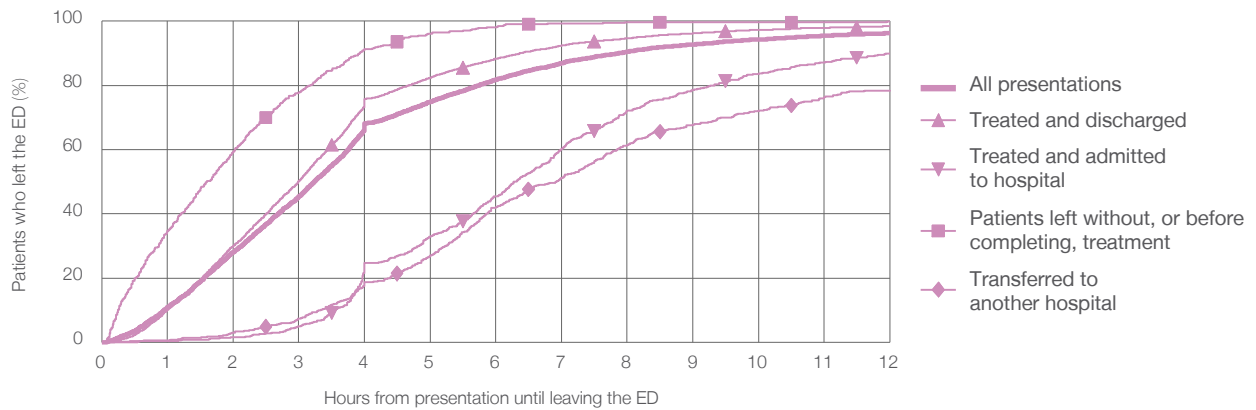
All presentations:<sup>1</sup> 8,089 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Treated and discharged	5,971 (73.8%)
Treated and admitted to hospital	731 (9.0%)
Patient left without, or before completing, treatment	755 (9.3%)
Transferred to another hospital	625 (7.7%)
Other	7 (0.1%)

Same period last year	Change since one year ago
7,657	5.6%
5,732	4.2%
753	-2.9%
609	24.0%
554	12.8%
10	-30.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	10.2%	30.1%	50.2%	75.7%	88.4%	94.7%	97.3%	98.6%
Treated and admitted to hospital	0.4%	1.5%	4.9%	24.6%	45.4%	72.1%	83.7%	89.9%
Patient left without, or before completing, treatment	34.7%	59.3%	77.7%	91.3%	98.1%	99.6%	99.7%	99.9%
Transferred to another hospital	0.6%	3.0%	7.4%	18.7%	42.1%	61.4%	72.2%	78.6%
All presentations	11.0%	28.2%	45.4%	68.1%	81.8%	90.5%	94.4%	96.4%

(†) 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 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.

**Shellharbour Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 8,089 patients

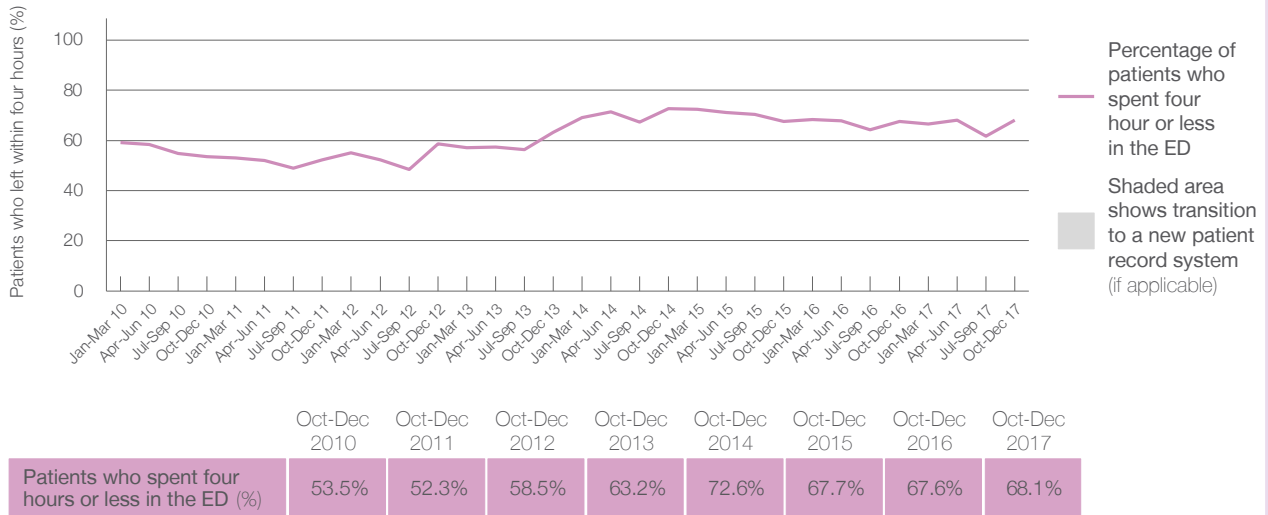
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,089 patients

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: <sup>1</sup> 8,089 patients	7,658	5.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,089 patients	7,657	5.6%
Percentage of patients who spent four hours or less in the ED	67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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 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, July to September 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 10,161 patients

Emergency presentations:<sup>2</sup> 10,051 patients

Same period last year	Change since one year ago
10,050	1.1%
9,932	1.2%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,042 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,157 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,657 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,137 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
895	
11 minutes	8 minutes
43 minutes	23 minutes
3,343	
30 minutes	20 minutes
114 minutes	65 minutes
4,602	
34 minutes	26 minutes
118 minutes	99 minutes
1,041	
24 minutes	23 minutes
94 minutes	103 minutes

## Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,160 patients

Percentage of patients who spent four hours or less in the ED 68.3%

Same period last year	Change since one year ago
10,050	1.1%
67.9%	

\* 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, July to September 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.

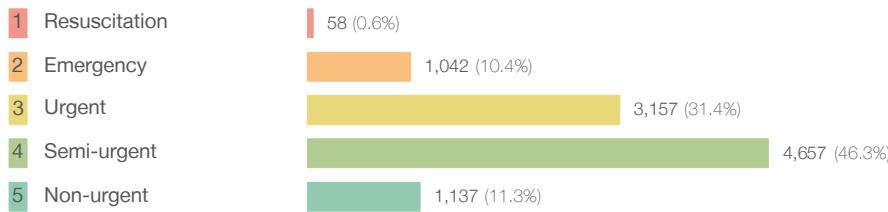
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2017

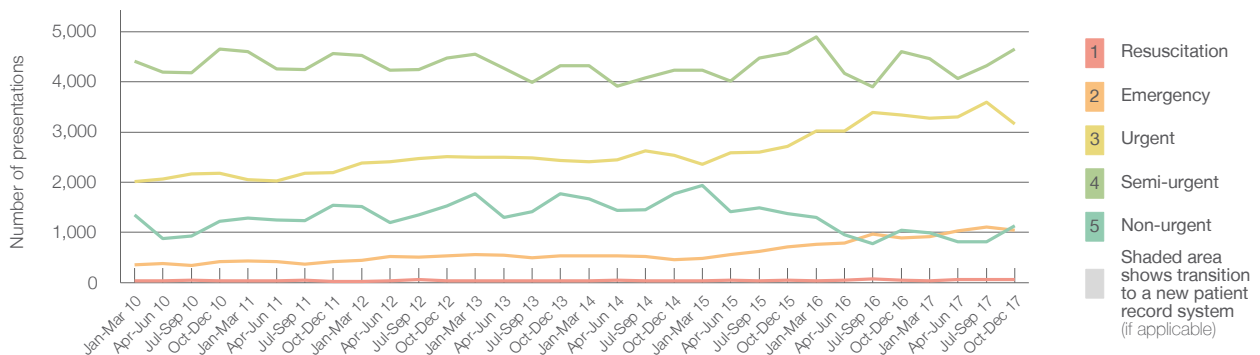
All presentations:<sup>1</sup> 10,161 patients

Emergency presentations<sup>2</sup> by triage category: 10,051 patients



	Same period last year	Change since one year ago
All presentations	10,050	1.1%
Emergency presentations	9,932	1.2%
1 Resuscitation	51	13.7%
2 Emergency	895	16.4%
3 Urgent	3,343	-5.6%
4 Semi-urgent	4,602	1.2%
5 Non-urgent	1,041	9.2%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	36	30	40	31	33	49	51	58
Emergency	415	421	536	535	461	718	895	1,042
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,602	4,657
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,137
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,932	10,051

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,301 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,311	
ED Transfer of care time		
Median time	16 minutes	-3 minutes
90th percentile time	55 minutes	-21 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

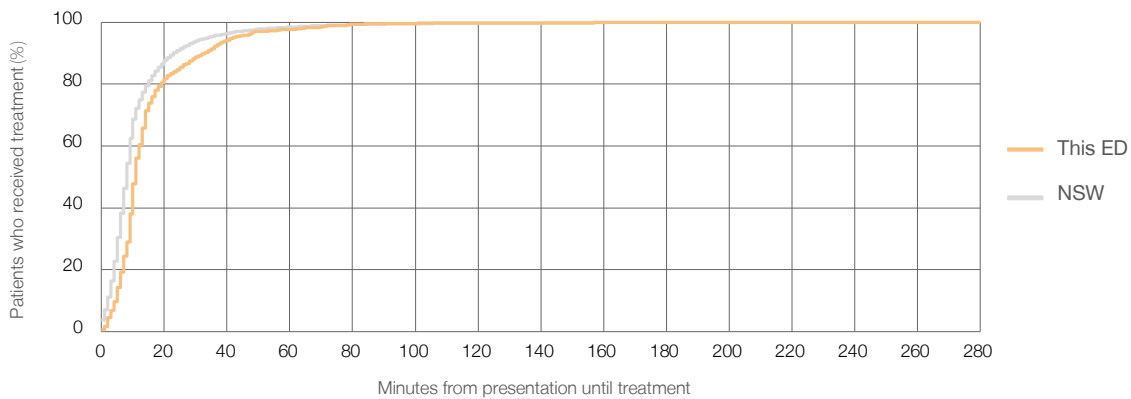
Number of triage 2 patients: 1,042

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,040

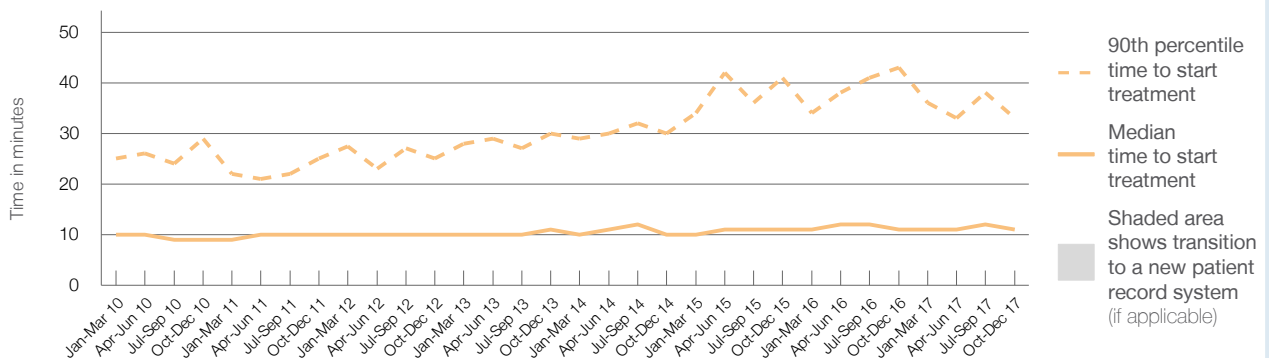
Median time to start treatment<sup>4</sup> ■ 11 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 33 minutes

Same period last year	NSW (this period)
895	893
11 minutes	8 minutes
43 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	9	10	10	11	10	11	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	29	25	25	30	30	41	43	33

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,157

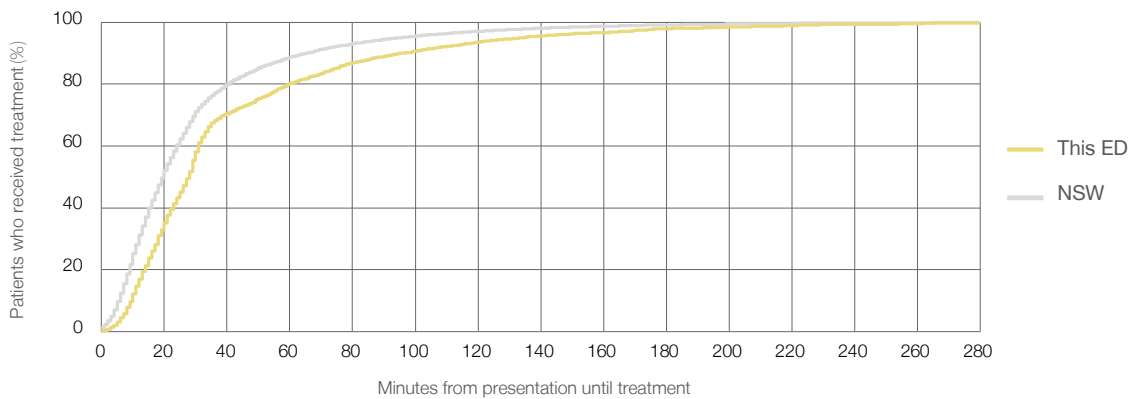
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,110

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

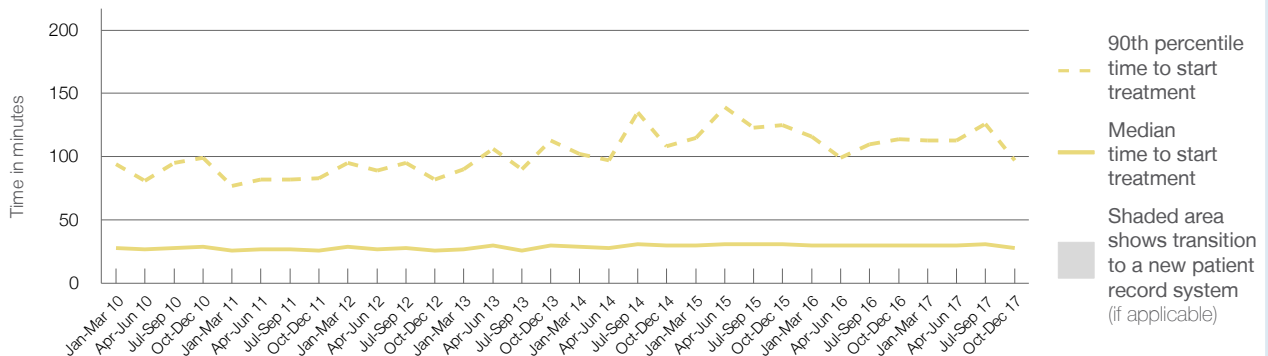
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
3,343	
3,282	
30 minutes	20 minutes
114 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	29	26	26	30	30	31	30	28
90th percentile time to start treatment <sup>5</sup> (minutes)	99	83	82	113	108	125	114	97

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,657

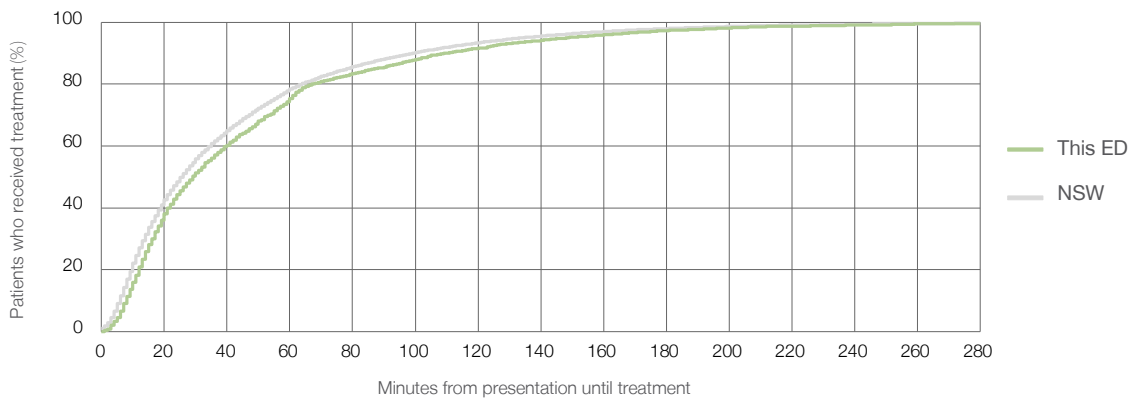
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,445

Median time to start treatment<sup>4</sup>  29 minutes

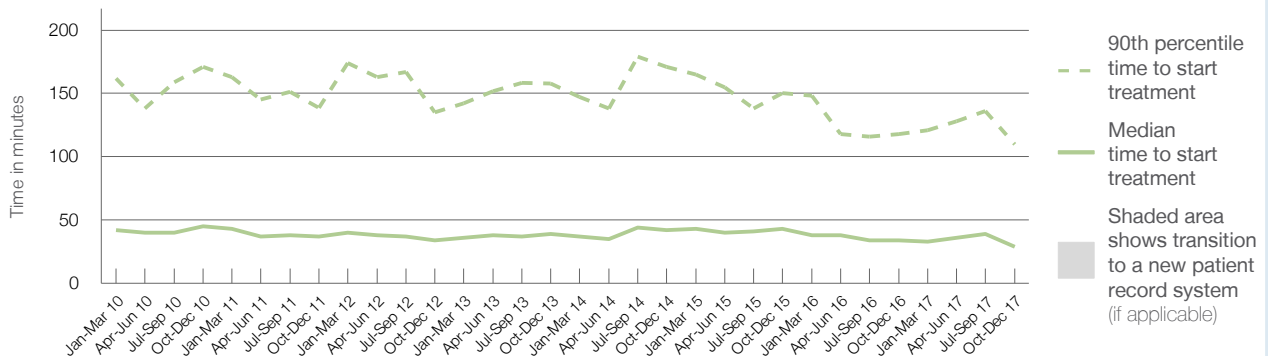
90th percentile time to start treatment<sup>5</sup>  110 minutes

Same period last year	NSW (this period)
4,602	4,342
34 minutes	26 minutes
118 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	45	37	34	39	42	43	34	29
90th percentile time to start treatment <sup>5</sup> (minutes)	171	139	135	158	171	150	118	110

(†) 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.



## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,137

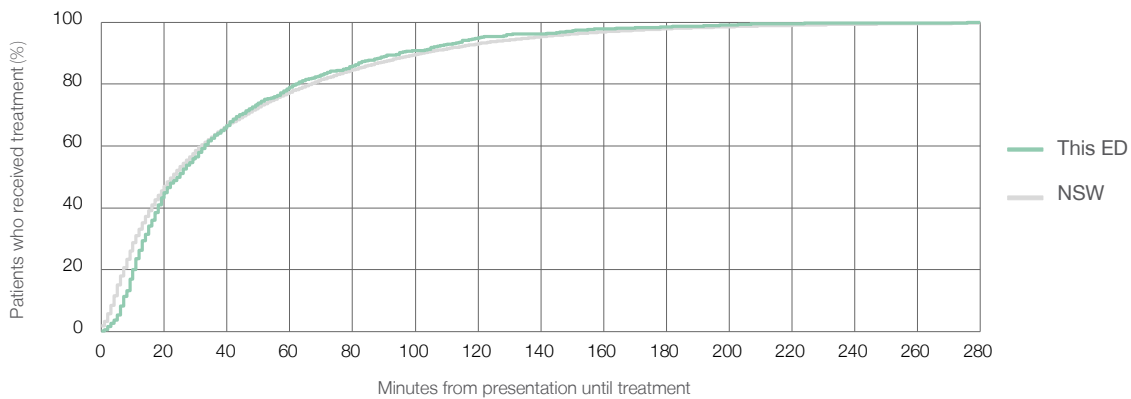
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,025

Median time to start treatment<sup>4</sup>  25 minutes

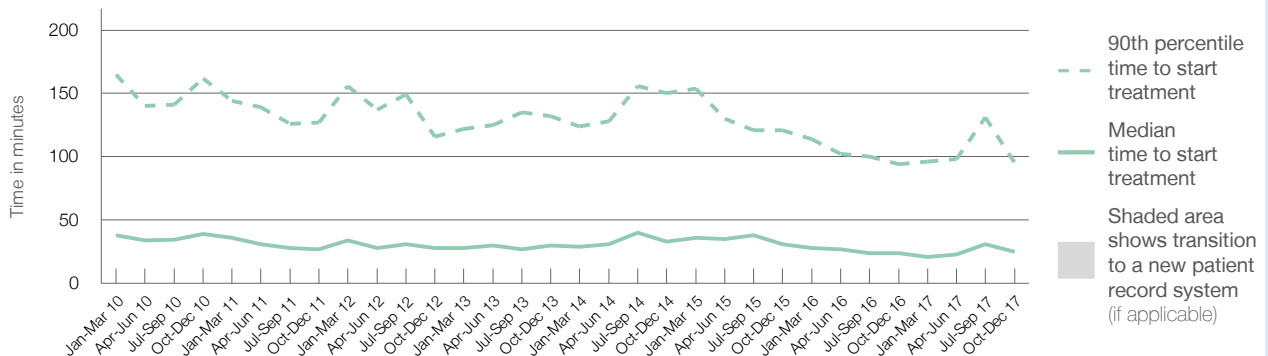
90th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
1,041	937
24 minutes	23 minutes
94 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	39	27	28	30	33	31	24	25
90th percentile time to start treatment <sup>5</sup> (minutes)	162	127	116	132	150	121	94	95

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients spent in the ED October to December 2017

All presentations:<sup>1</sup> 10,161 patients

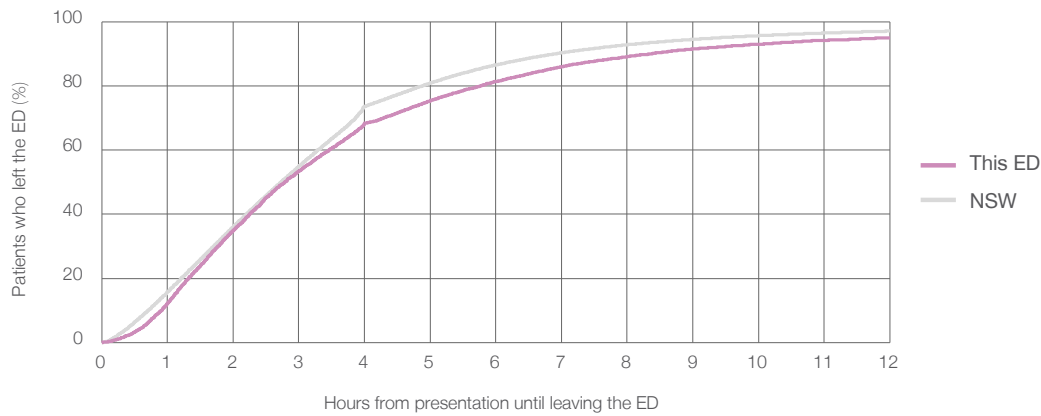
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,160 patients

Median time spent in the ED<sup>8</sup> 2 hours and 48 minutes

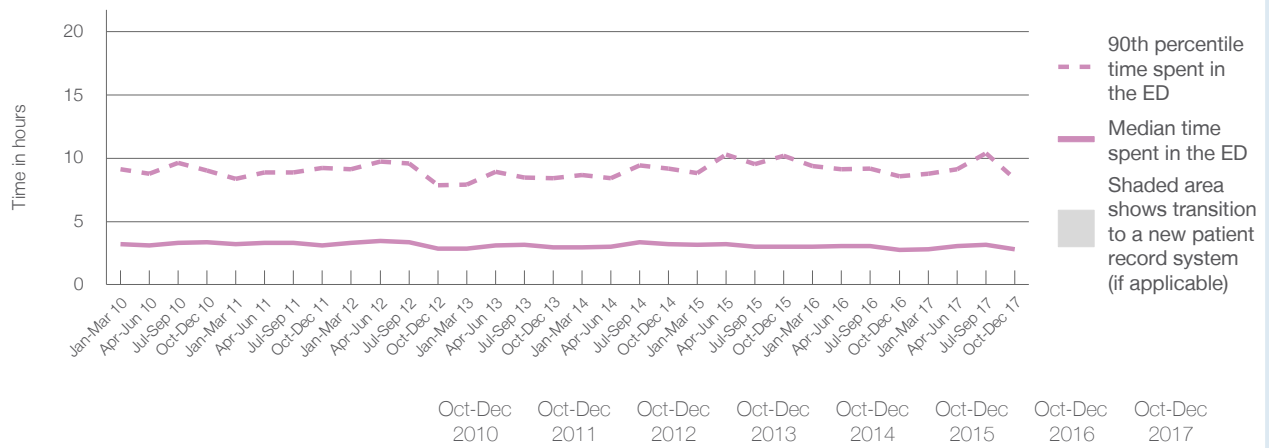
90th percentile time spent in the ED<sup>9</sup> 8 hours and 22 minutes

Same period last year	NSW (this period)
10,050	10,050
2 hours and 46 minutes	2 hours and 44 minutes
8 hours and 35 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 22m

(†) 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.

**Shoalhaven District Memorial Hospital: Time patients spent in the ED**  
 By mode of separation  
 October to December 2017

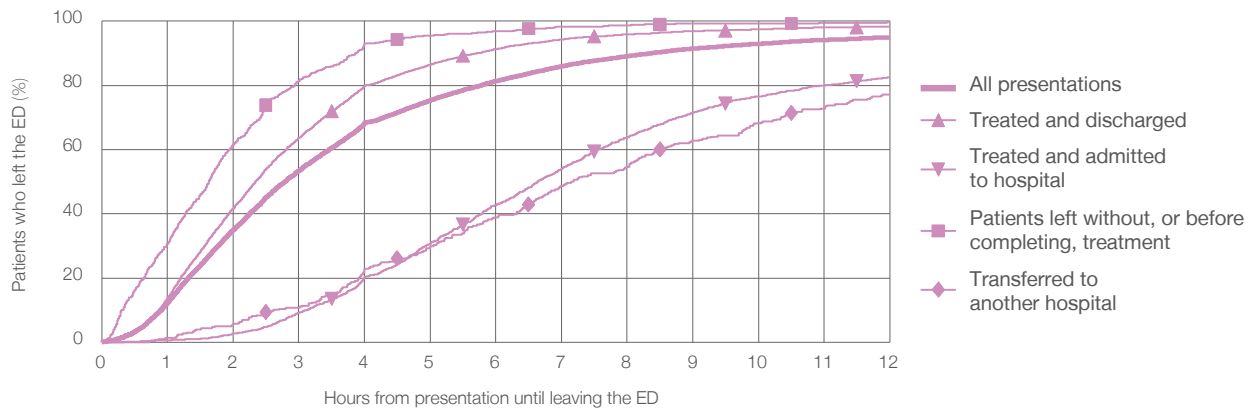
All presentations:<sup>1</sup> 10,161 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,160 patients

Treated and discharged	7,356 (72.4%)
Treated and admitted to hospital	1,832 (18.0%)
Patient left without, or before completing, treatment	628 (6.2%)
Transferred to another hospital	298 (2.9%)
Other	47 (0.5%)

Same period last year	Change since one year ago
10,050	1.1%
7,339	0.2%
1,686	8.7%
654	-4.0%
336	-11.3%
35	34.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	13.7%	41.8%	63.7%	79.9%	91.4%	95.9%	97.4%	98.4%
Treated and admitted to hospital	0.7%	2.7%	9.2%	20.4%	42.7%	63.9%	76.5%	82.6%
Patient left without, or before completing, treatment	30.7%	61.6%	81.4%	93.2%	96.8%	98.7%	99.4%	99.7%
Transferred to another hospital	1.3%	5.7%	10.7%	22.8%	38.9%	54.7%	68.1%	77.2%
All presentations	12.3%	35.0%	53.5%	68.3%	81.4%	89.1%	92.9%	95.0%

(†) 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.

## Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: <sup>1</sup> 10,161 patients

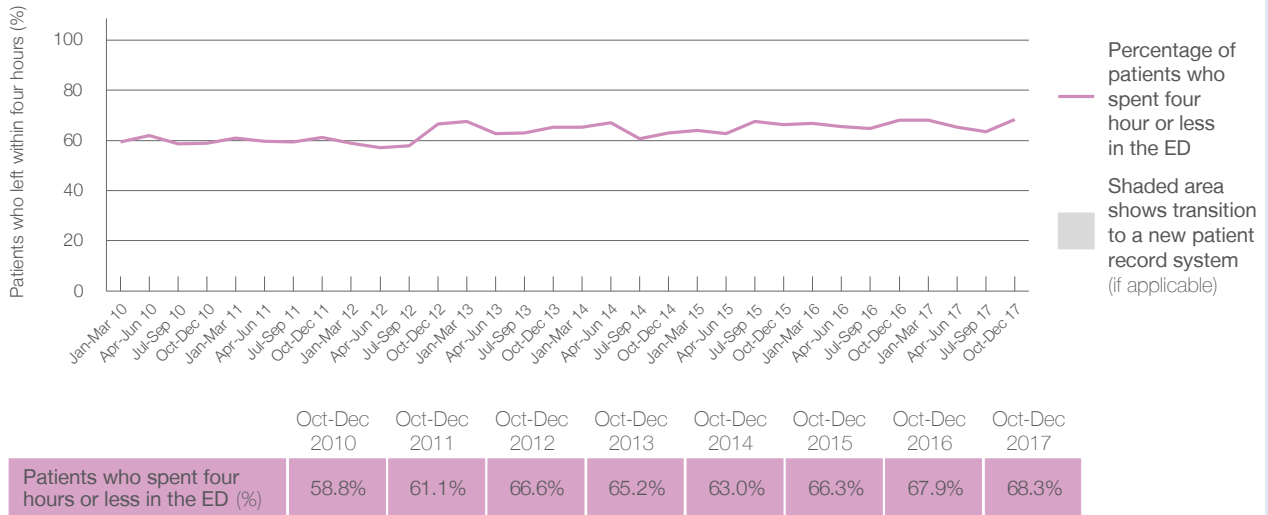
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,160 patients

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	10,050	1.1%
Presentations used to calculate time to leaving the ED	10,050	1.1%
Percentage of patients who spent four hours or less in the ED	67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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 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, July to September 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Wollongong Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 16,787 patients


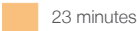
Emergency presentations:<sup>2</sup> 16,523 patients

Same period last year	Change since one year ago
15,861	5.8%
15,569	6.1%



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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,261 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,003 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,449 patients

Median time to start treatment<sup>4</sup>  24 minutes  
 90th percentile time to start treatment<sup>5</sup>  102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 658 patients

Median time to start treatment<sup>4</sup>  26 minutes  
 90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
1,981	
9 minutes	8 minutes
21 minutes	23 minutes
6,609	
23 minutes	20 minutes
68 minutes	65 minutes
6,189	
25 minutes	26 minutes
90 minutes	99 minutes
620	
23 minutes	23 minutes
86 minutes	103 minutes

## Wollongong Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,787 patients

Percentage of patients who spent four hours or less in the ED  66.4%

Same period last year	Change since one year ago
15,860	5.8%
66.9%	

\* 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, July to September 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.

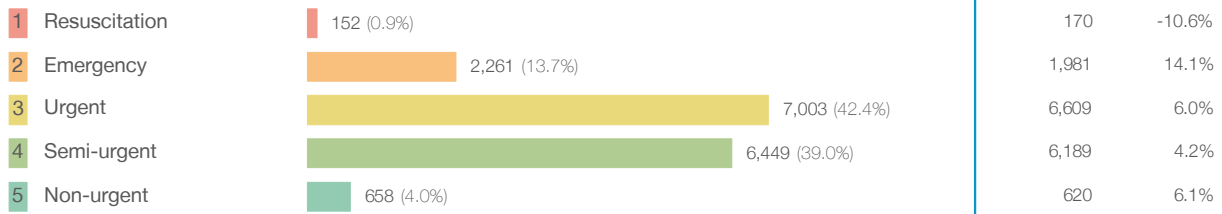
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

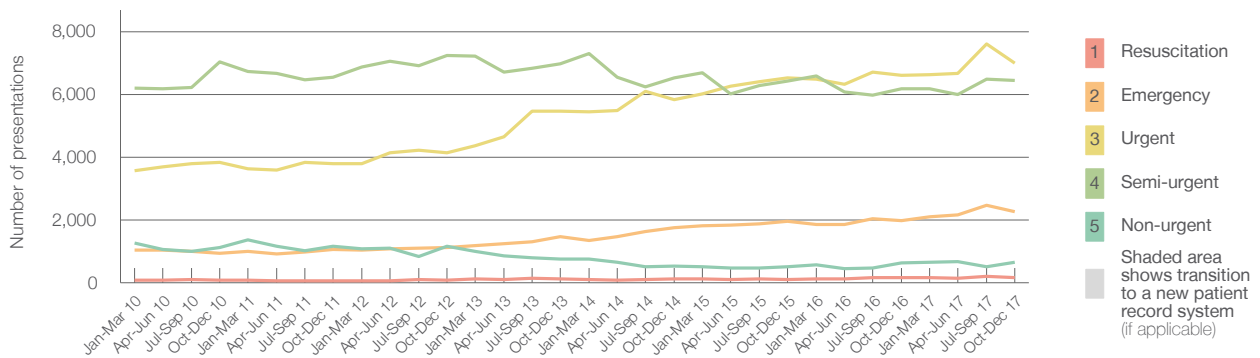
## Wollongong Hospital: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 16,787 patients

Emergency presentations<sup>2</sup> by triage category: 16,523 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	71	50	83	114	111	109	170	152
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,261
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,609	7,003
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,449
Non-urgent	1,126	1,153	1,160	755	533	501	620	658
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,569	16,523

## Wollongong Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,580 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,261

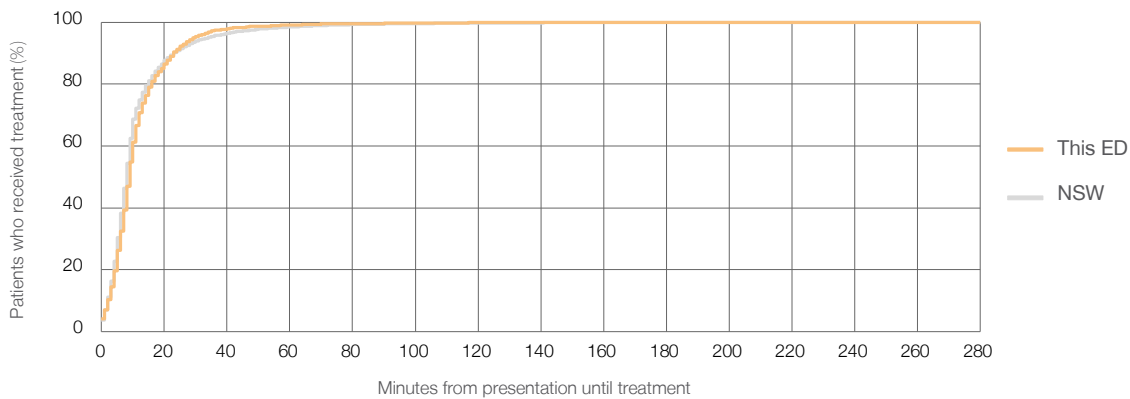
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,256

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

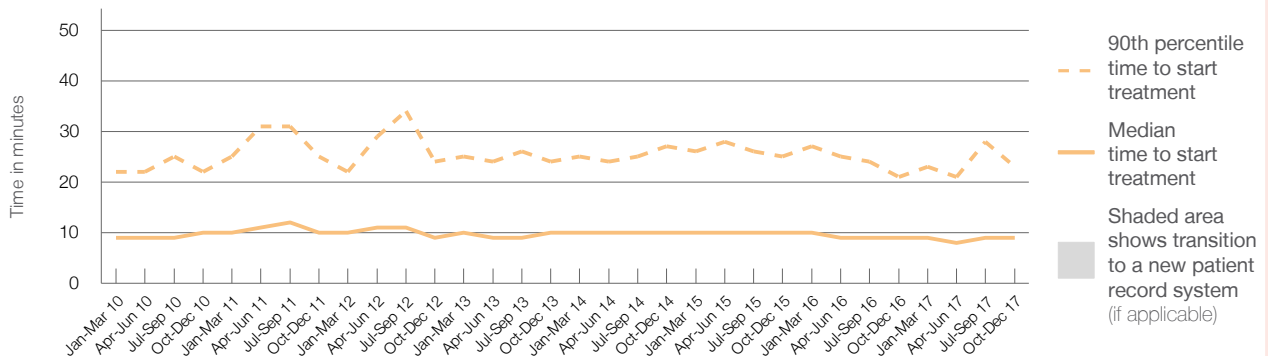
90th percentile time to start treatment<sup>5</sup>  23 minutes

Same period last year	NSW (this period)
1,981	1,980
9 minutes	8 minutes
21 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	10	10	9	10	10	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	25	24	24	27	25	21	23

(†) 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 7,003

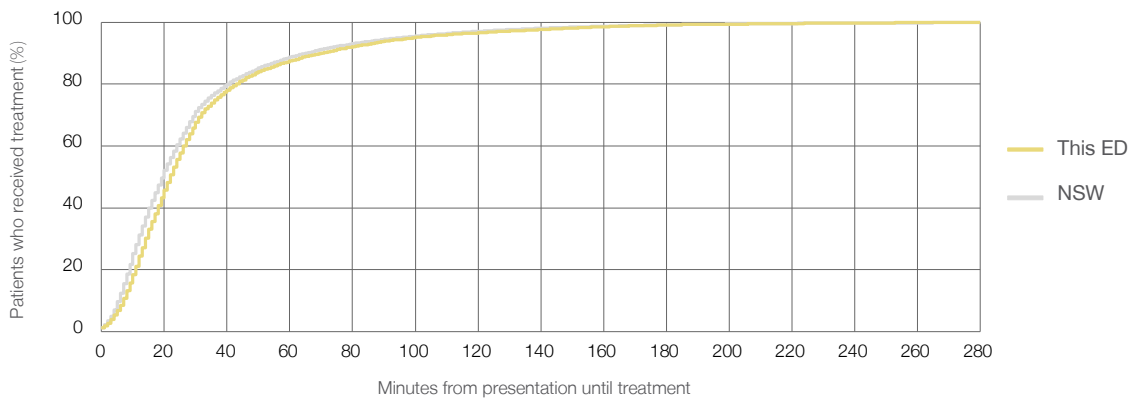
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,865

Median time to start treatment<sup>4</sup> 22 minutes

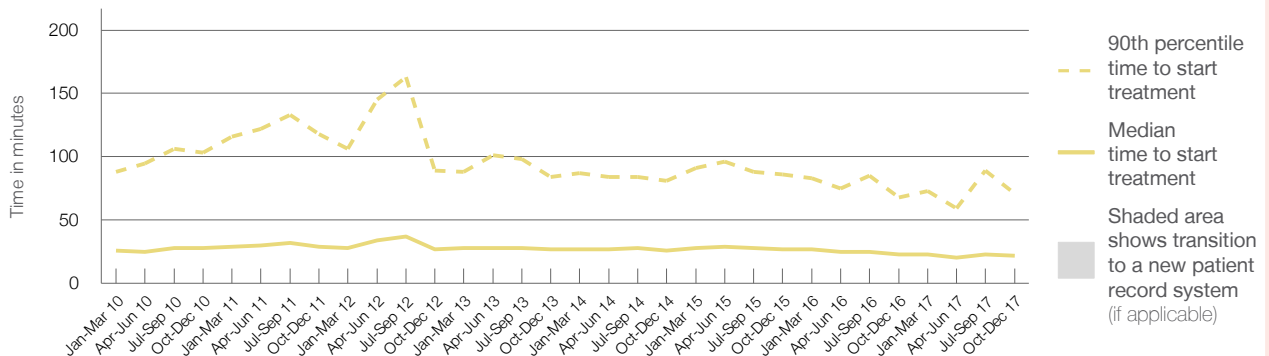
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
6,609	6,506
23 minutes	20 minutes
68 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	28	29	27	27	26	27	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	103	118	89	84	81	86	68	71

(†) 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.



## Wollongong Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,449

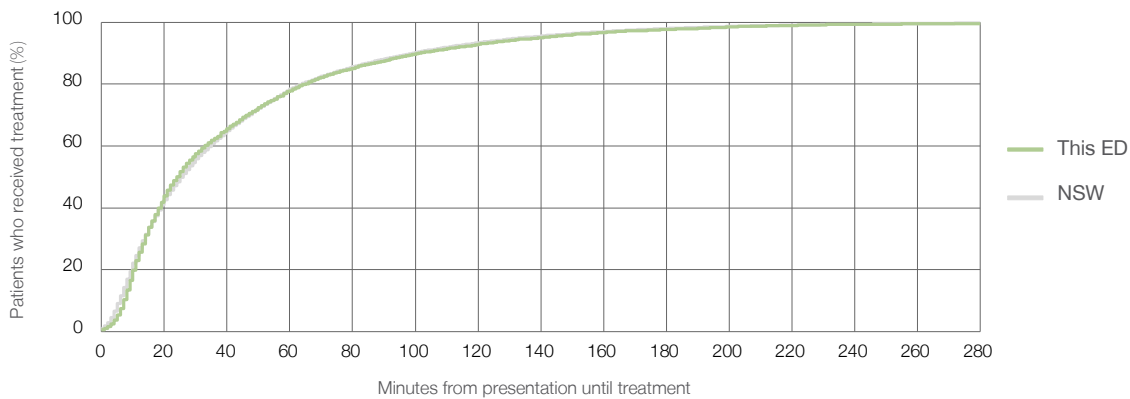
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,096

Median time to start treatment<sup>4</sup>  24 minutes

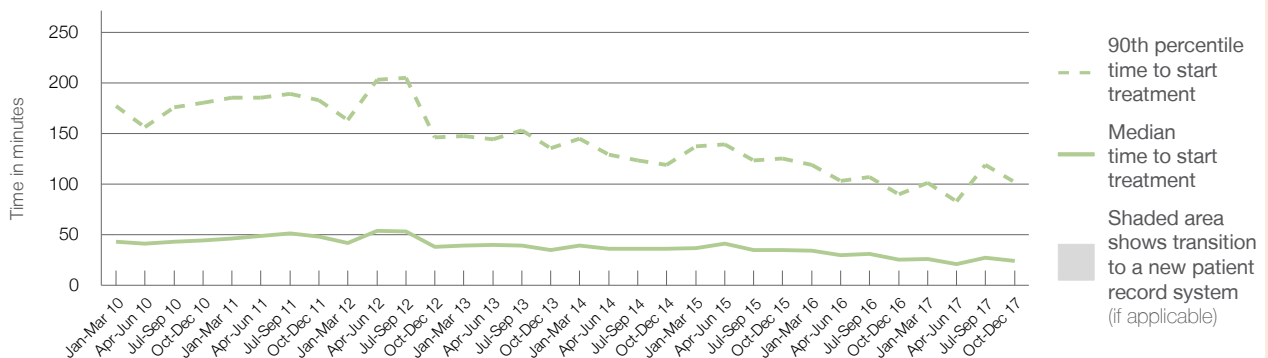
90th percentile time to start treatment<sup>5</sup>  102 minutes

Same period last year	NSW (this period)
6,189	5,914
25 minutes	26 minutes
90 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	44	48	38	35	36	35	25	24
90th percentile time to start treatment <sup>5</sup> (minutes)	180	183	146	135	119	125	90	102

(†) 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 658

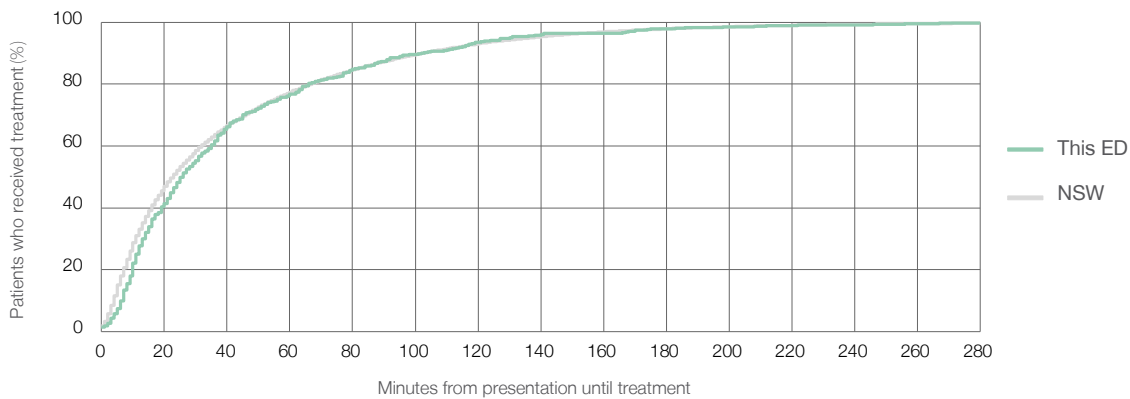
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 570

Median time to start treatment<sup>4</sup>  26 minutes

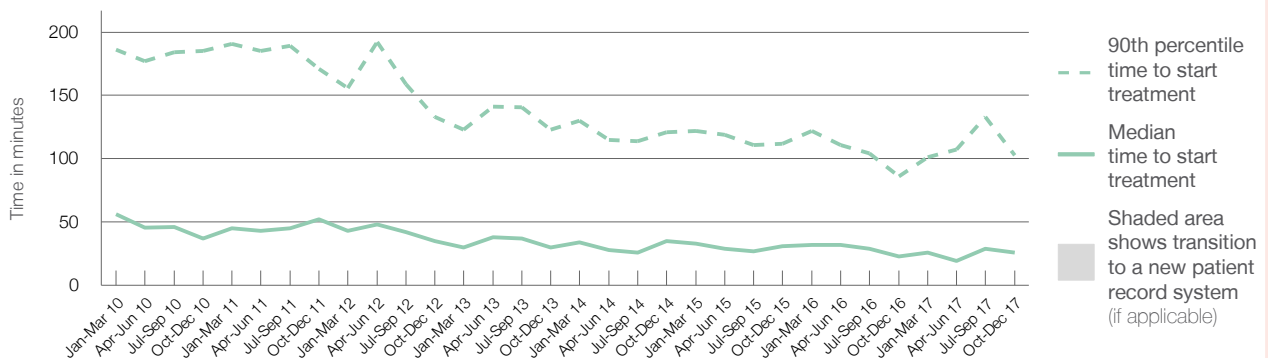
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
620	534
23 minutes	23 minutes
86 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	37	52	35	30	35	31	23	26
90th percentile time to start treatment <sup>5</sup> (minutes)	185	171	133	123	121	112	86	103

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## Wollongong Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 16,787 patients

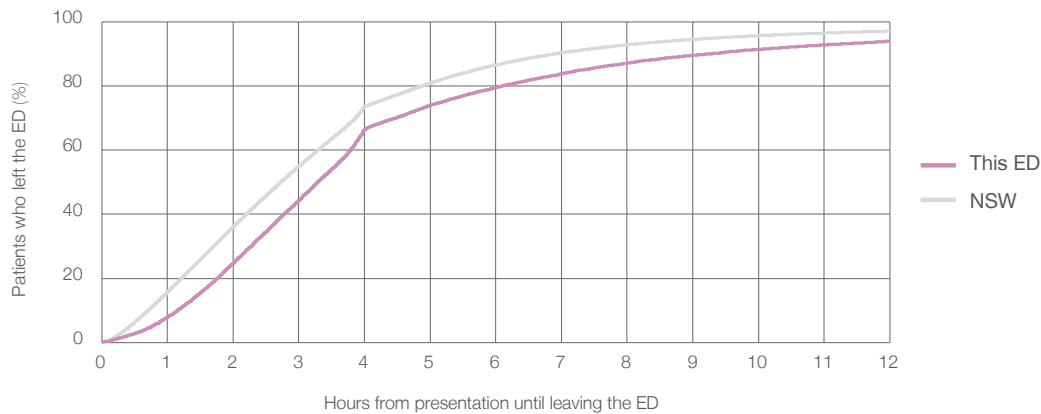
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,787 patients

Median time spent in the ED<sup>8</sup> 3 hours and 17 minutes

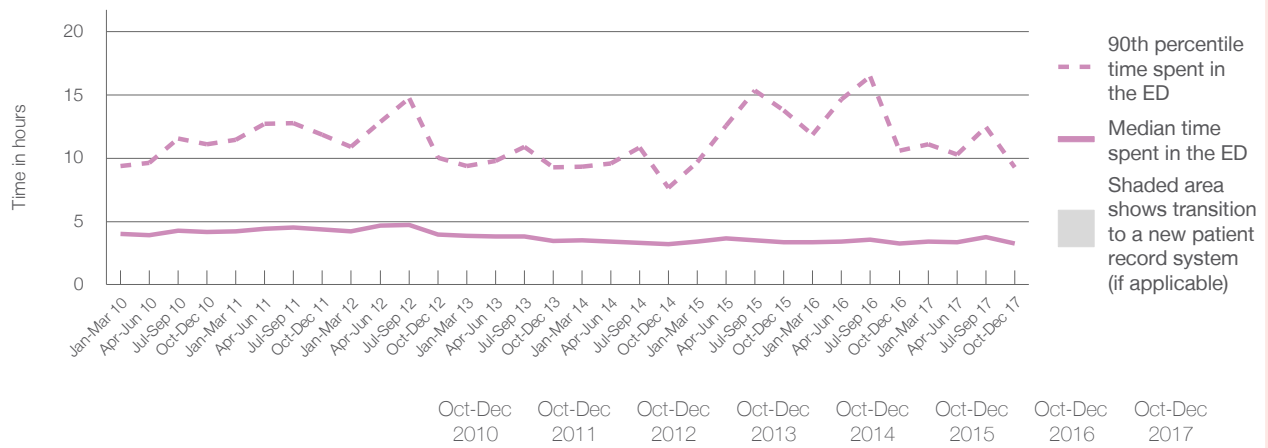
90th percentile time spent in the ED<sup>9</sup> 9 hours and 17 minutes

Same period last year	NSW (this period)
15,861	15,860
3 hours and 16 minutes	2 hours and 44 minutes
10 hours and 35 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m

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

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**Wollongong Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

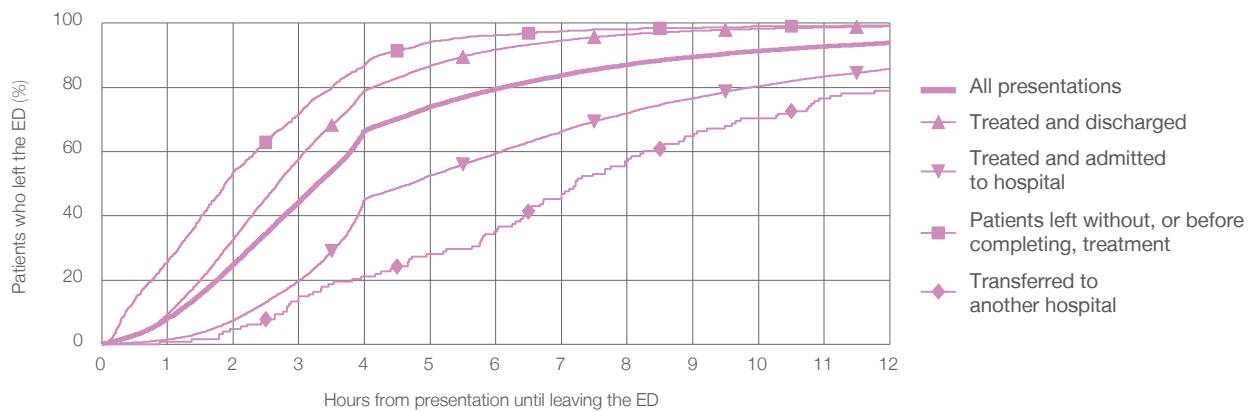
All presentations:<sup>1</sup> 16,787 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,787 patients

Treated and discharged	9,007 (53.7%)
Treated and admitted to hospital	6,354 (37.9%)
Patient left without, or before completing, treatment	1,194 (7.1%)
Transferred to another hospital	128 (0.8%)
Other	104 (0.6%)

Same period last year	Change since one year ago
15,860	5.8%
8,498	6.0%
5,984	6.2%
1,193	0.1%
93	37.6%
93	11.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	9.6%	32.7%	57.8%	79.0%	91.8%	96.5%	98.3%	99.1%
Treated and admitted to hospital	1.5%	7.4%	19.8%	45.1%	59.5%	72.0%	80.4%	85.9%
Patient left without, or before completing, treatment	25.6%	53.6%	71.6%	86.9%	96.2%	98.1%	99.1%	99.2%
Transferred to another hospital	0.8%	4.7%	14.8%	21.1%	35.2%	57.0%	70.3%	78.9%
All presentations	8.1%	24.8%	44.3%	66.4%	79.5%	87.1%	91.4%	93.9%

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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.

**Wollongong Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 16,787 patients

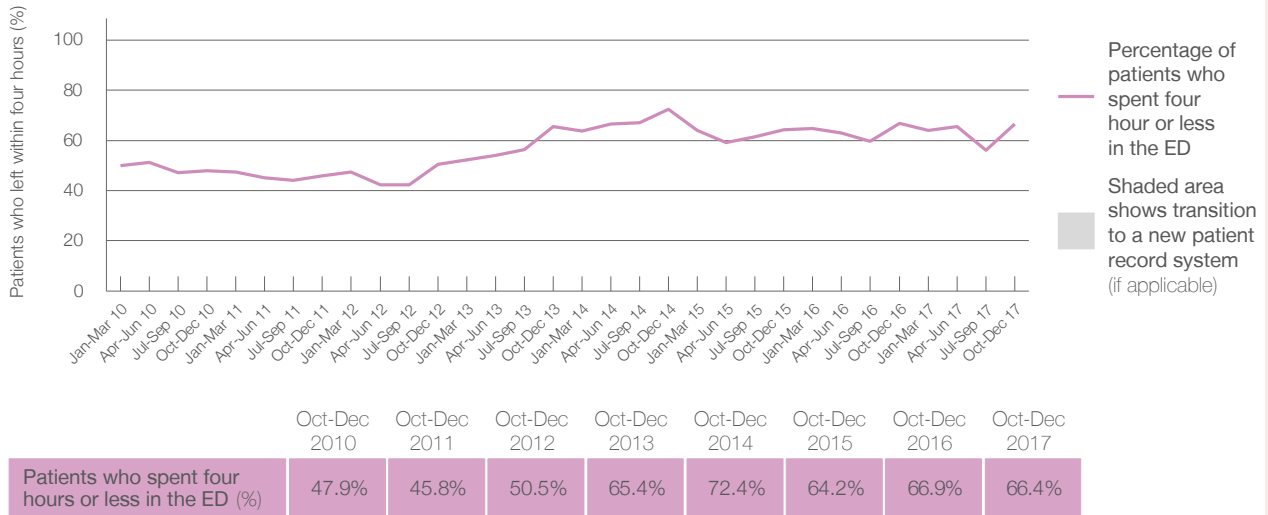
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,787 patients

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	15,861	5.8%
Presentations used to calculate time to leaving the ED	15,860	5.8%
Percentage of patients who spent four hours or less in the ED	66.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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.

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- 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).