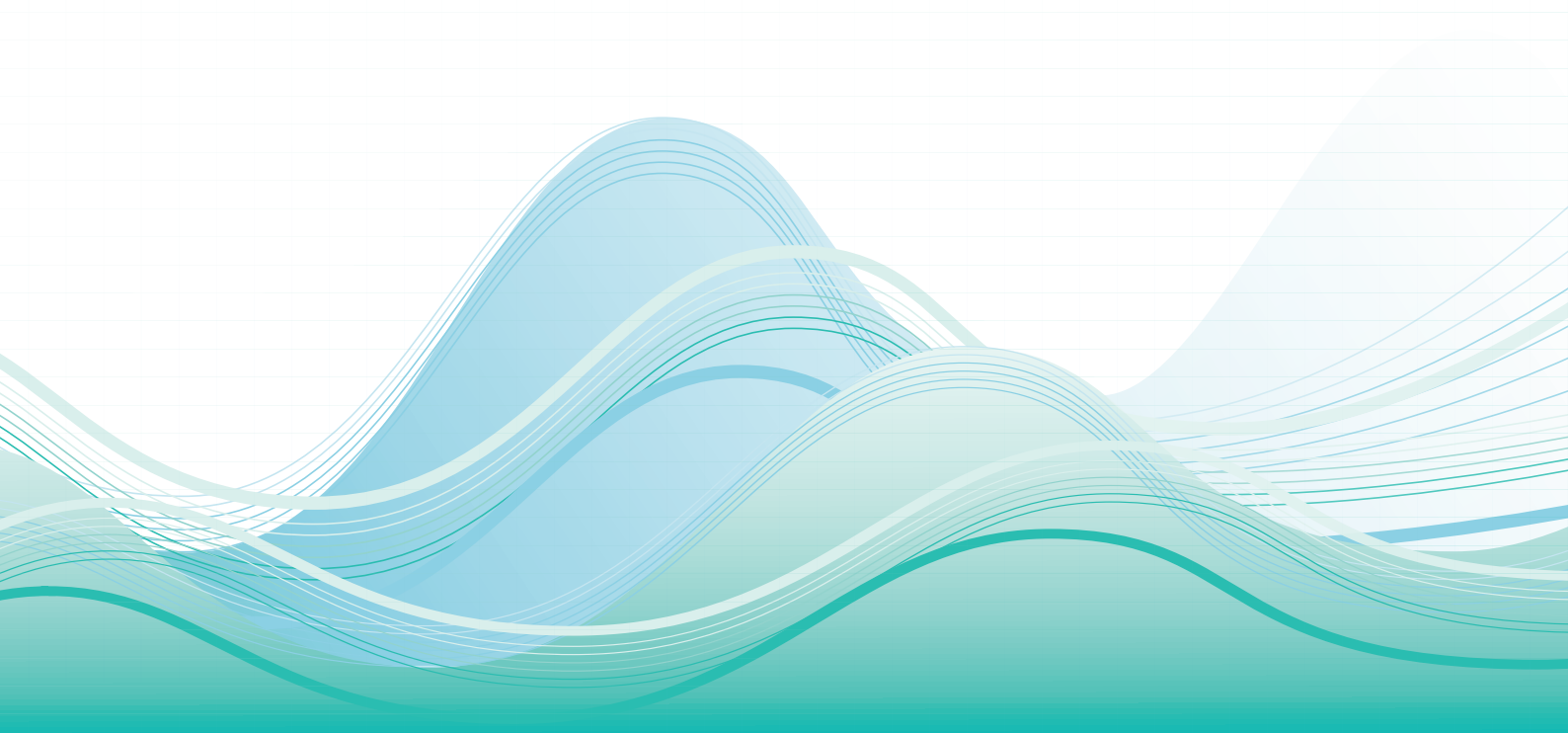


Hospital performance report:

Greater Southern Area Health Service

Hospital Quarterly: April to June 2010



Goulburn Base Hospital: Patients attending the emergency department

April to June 2010

All attendances:¹ 4,318 patients

Data for this quarter are not published because of the implementation of a new electronic information system in this emergency department.

Goulburn Base Hospital: Waiting times in the emergency department

April to June 2010

Attendances arriving by ambulance: 740 patients

Transfer time (off stretcher)⁴

Target: 90% transferred in 30 min.

83%

Same period last year

89%

Hospital peer group (this period)

78%

Data for this quarter are not published because of the implementation of a new electronic information system in this emergency department.

Goulburn Base Hospital: Treatment to departure time in the emergency department

April to June 2010

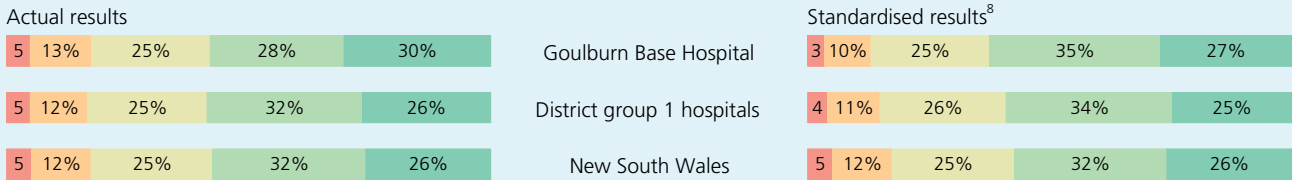
Data for this quarter are not published because of the implementation of a new electronic information system in this emergency department.

Goulburn Base Hospital: Patient experiences in the emergency department

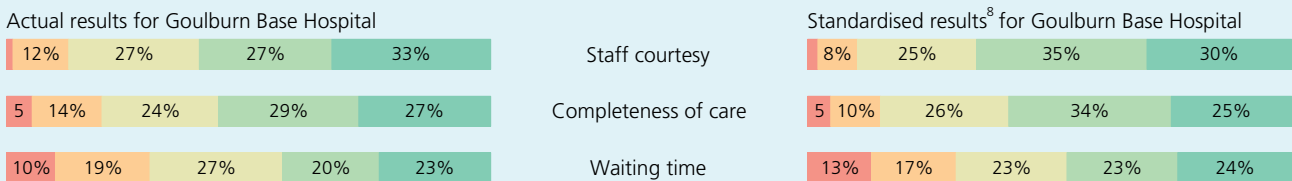
NSW Health Patient Survey, February 2009

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

Overall patient ratings of emergency department care



Patient ratings of care experiences that matter most⁹



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

1. All attendances at the emergency department (ED) including emergency and non-emergency.
2. All emergency attendances with a recorded triage category.
3. All emergency attendances with a recorded triage category, excluding attendances with a mode of separation of transferred prior to treatment or died in ED.
4. Transfer time refers to the time between arrival and transfer to the care of the ED.
5. All emergency attendances excluding those without a recorded triage category, triage time, or treatment time.
6. Targets for triage levels are recommended by the Australasian College for Emergency Medicine.
7. All emergency attendances excluding those without a recorded triage category, treatment time, or departure time.
8. To account for differences between hospitals in the types of patients served, values are standardised for age, gender, health status, education, language, socioeconomic status, days in bed for illness or injury in February 2009, times in hospital overnight in past six months and severity of pain (if any).
9. Care experiences that matter most are based on analysis of all emergency department respondents to the NSW Health Patient Survey 2009.

Note: Percentages may not add to 100 per cent due to rounding. All percentages rounded to whole numbers.

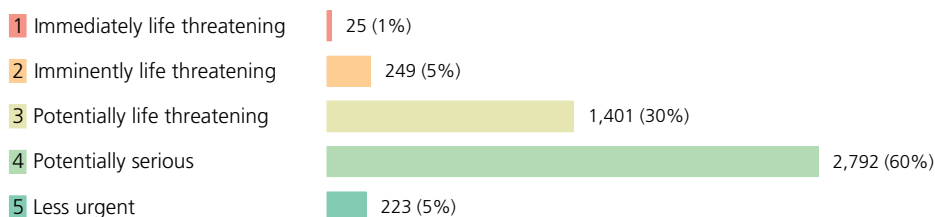
Sources: Attendance, waiting and treatment time data from Health Information Exchange (extracted 16 July 2010); ambulance data from Ambulance Service, NSW (provided 23 July 2010); patient experiences data from the emergency department module of the NSW Health Patient Survey 2009.

Griffith Base Hospital: Patients attending the emergency department

April to June 2010

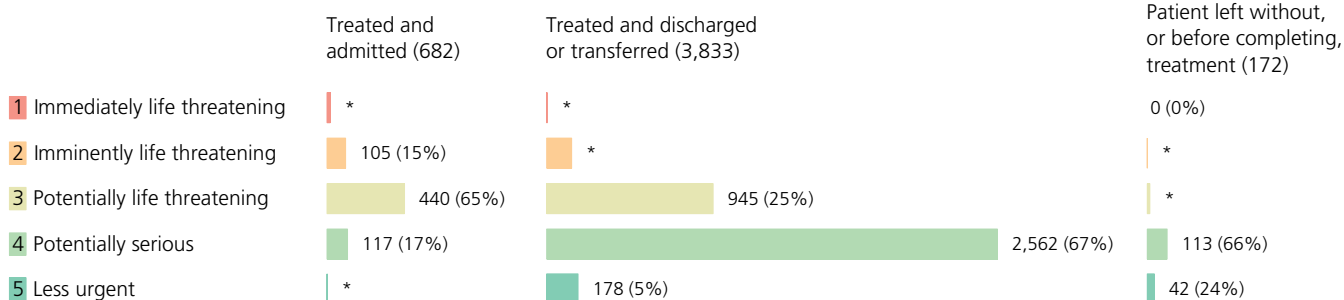
All attendances:¹ 4,945 patients

Emergency attendances² by triage category: 4,690 patients



Same period last year	Change since one year ago
22	14%
306	-19%
1,467	-4%
2,706	3%
337	-34%

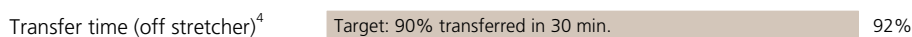
Emergency attendances by triage category and mode of separation:³ 4,687 patients



Griffith Base Hospital: Waiting times in the emergency department

April to June 2010

Attendances arriving by ambulance: 659 patients



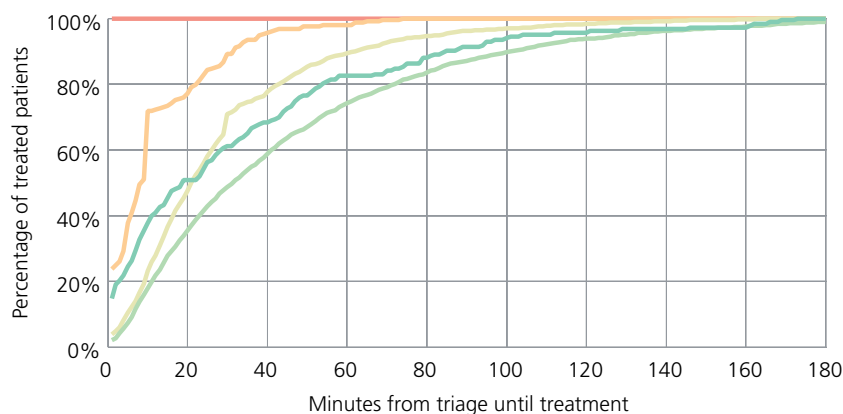
Same period last year	Hospital peer group (this period)
94%	78%

Percentage of patients who received treatment⁵ by target⁶ time, by triage category



Same period last year	Hospital peer group (this period)
100%	99% [†]
78%	84%
75%	79%
82%	77%
97%	92%

Percentage of patients who received treatment⁵ by time and triage category

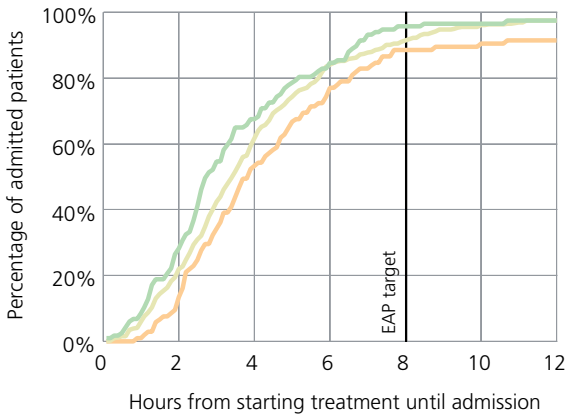


[†] Emergency department records for this peer group (C1) recorded less than 100 per cent triage 1 performance (i.e. started to receive treatment within two minutes of being triaged). NSW Health organised an independent clinical review which concluded that these records contained data entry errors and all patients received treatment within two minutes of being triaged. The Bureau has reported the percentage for this peer group currently available on the HIE.

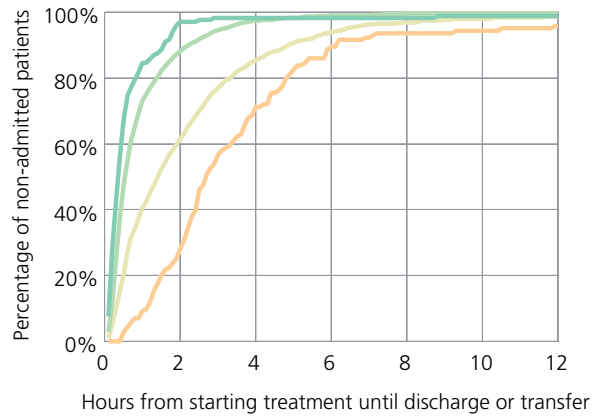
Griffith Base Hospital: Treatment to departure time in the emergency department

April to June 2010

Percentage of patients who were treated and admitted by time and triage category⁷



Percentage of patients who were treated and discharged or transferred by time and triage category⁷



Emergency admission performance (EAP) Target: 80% admitted in 8 hours

91% of admitted patients were transferred from the emergency department to a ward or operating suite within 8 hours of starting treatment.

Griffith Base Hospital: Patient experiences in the emergency department

NSW Health Patient Survey, February 2009

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

Overall patient ratings of emergency department care

Actual results			Standardised results ⁸	
7	29%	Griffith Base Hospital	4	10%
			10%	25%
			35%	26%
5	12%	District group 1 hospitals	4	11%
			11%	26%
			34%	25%
5	12%	New South Wales	5	12%
			12%	25%
			32%	26%

Patient ratings of care experiences that matter most⁹

Actual results for Griffith Base Hospital			Standardised results ⁸ for Griffith Base Hospital	
7	22%	Staff courtesy	8	24%
			24%	35%
			35%	31%
4	6%	Completeness of care	4	10%
			10%	25%
			34%	26%
10%	25%	Waiting time	15%	19%
			19%	23%
			22%	21%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

- All attendances at the emergency department (ED) including emergency and non-emergency.
- All emergency attendances with a recorded triage category.
- All emergency attendances with a recorded triage category, excluding attendances with a mode of separation of transferred prior to treatment or died in ED.
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- Targets for triage levels are recommended by the Australasian College for Emergency Medicine.
- All emergency attendances excluding those without a recorded triage category, treatment time, or departure time.
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- Care experiences that matter most are based on analysis of all emergency department respondents to the NSW Health Patient Survey 2009.

Note: Percentages may not add to 100 per cent due to rounding. All percentages rounded to whole numbers.

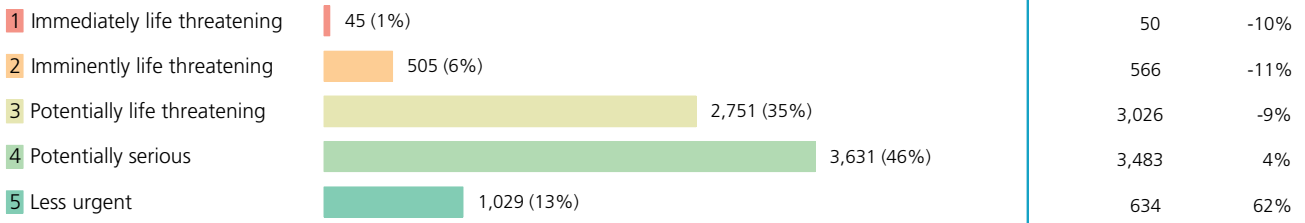
Sources: Attendance, waiting and treatment time data from Health Information Exchange (extracted 16 July 2010); ambulance data from Ambulance Service, NSW (provided 23 July 2010); patient experiences data from the emergency department module of the NSW Health Patient Survey 2009.

Wagga Wagga Base Hospital: Patients attending the emergency department

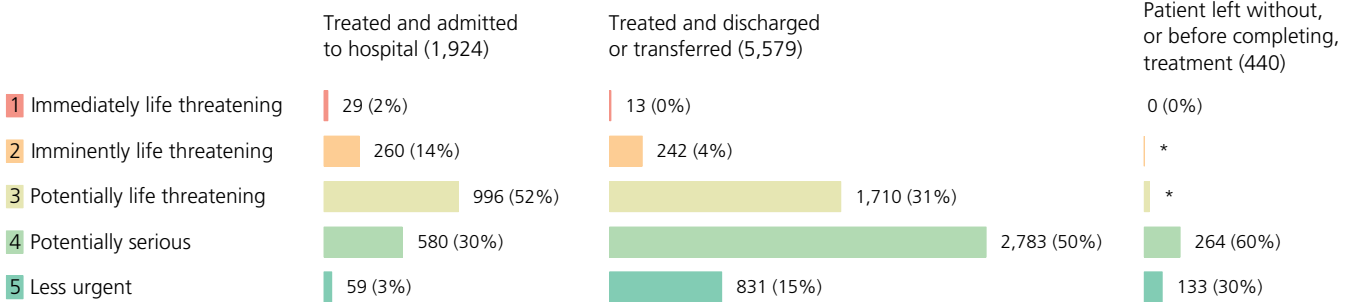
April to June 2010

All attendances:¹ 8,251 patients

Emergency attendances² by triage category: 7,961 patients



Emergency attendances by triage category and mode of separation:³ 7,943 patients



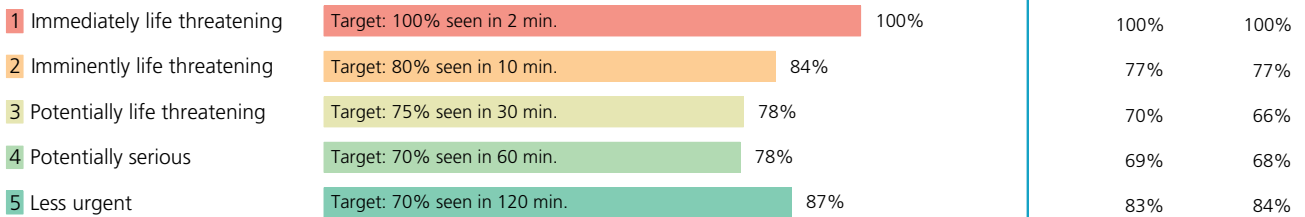
Wagga Wagga Base Hospital: Waiting times in the emergency department

April to June 2010

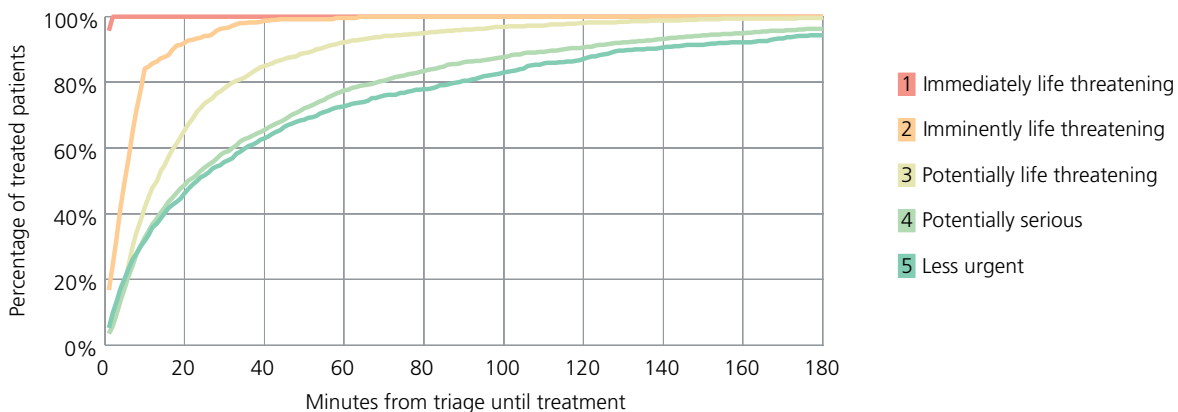
Attendances arriving by ambulance: 2,022 patients



Percentage of patients who received treatment⁵ by target⁶ time, by triage category



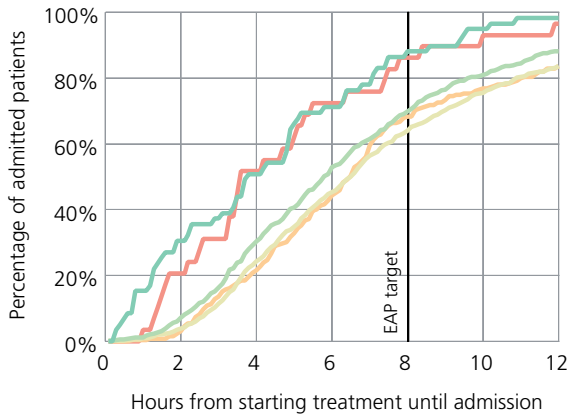
Percentage of patients who received treatment⁵ by time and triage category



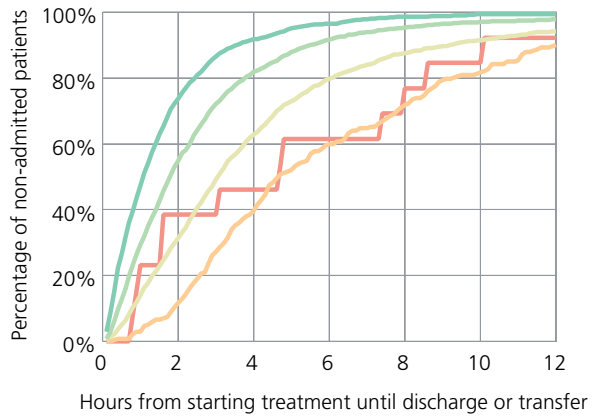
Wagga Wagga Base Hospital: Treatment to departure time in the emergency department

April to June 2010

Percentage of patients who were treated and admitted by time and triage category⁷



Percentage of patients who were treated and discharged or transferred by time and triage category⁷



Emergency admission performance (EAP) Target: 80% admitted in 8 hours

67% of admitted patients were transferred from the emergency department to a ward or operating suite within 8 hours of starting treatment.

Wagga Wagga Base Hospital: Patient experiences in the emergency department

NSW Health Patient Survey, February 2009

Key to patient ratings: Poor Fair Good Very good Excellent

Overall patient ratings of emergency department care

Actual results					Standardised results ⁸					
7	16%	24%	29%	24%	Wagga Wagga Base Hospital	5	13%	29%	33%	20%
5	12%	26%	31%	25%	Major non-metropolitan hospitals	4	12%	27%	34%	23%
5	12%	25%	32%	26%	New South Wales	5	12%	25%	32%	26%

Patient ratings of care experiences that matter most⁹

Actual results for Wagga Wagga Base Hospital					Standardised results ⁸ for Wagga Wagga Base Hospital					
3	13%	24%	30%	30%	Staff courtesy	10%	28%	34%	25%	
8	13%	25%	28%	26%	Completeness of care	6	12%	28%	32%	22%
	28%	19%	22%	15%	Waiting time	25%	24%	22%	16%	12%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

- All attendances at the emergency department (ED) including emergency and non-emergency.
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