

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

Milton and Ulladulla Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,143 patients
Emergency presentations:² 3,984 patients

Same period last year	Change since one year ago
4,138	0.1%
4,001	-0.4%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,293 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,042 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
23 minutes	26 minutes
1,093	
21 minutes	20 minutes
60 minutes	67 minutes
2,372	
27 minutes	25 minutes
77 minutes	97 minutes
348	
25 minutes	24 minutes
88 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,143 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,138	0.1%
89.1%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

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

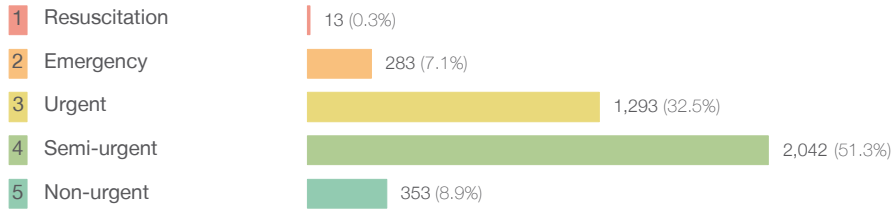
Milton and Ulladulla Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 4,143 patients

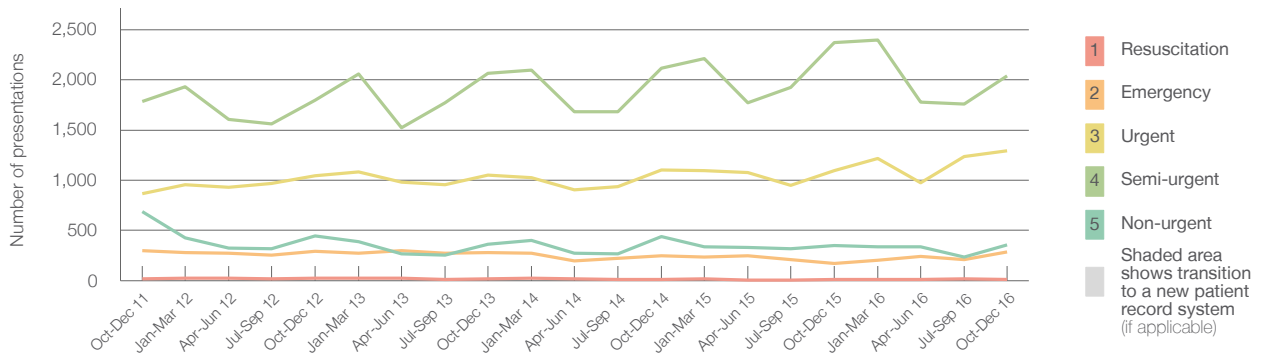
Same period last year	Change since one year ago
4,138	0.1%

Emergency presentations² by triage category: 3,984 patients

4,001	-0.4%
14	-7.1%
174	62.6%
1,093	18.3%
2,372	-13.9%
348	1.4%



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	17	23	21	14	14	13
Emergency	297	291	278	247	174	283
Urgent	869	1,042	1,053	1,105	1,093	1,293
Semi-urgent	1,785	1,800	2,064	2,113	2,372	2,042
Non-urgent	685	448	364	438	348	353
All emergency presentations	3,653	3,604	3,780	3,917	4,001	3,984

Milton and Ulladulla Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 377 patients

323	
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ED Transfer of care time

Median time 14 minutes

15 minutes	-1 minute
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90th percentile time 31 minutes

30 minutes	1 minute
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(†) 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.

Milton and Ulladulla 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: 283

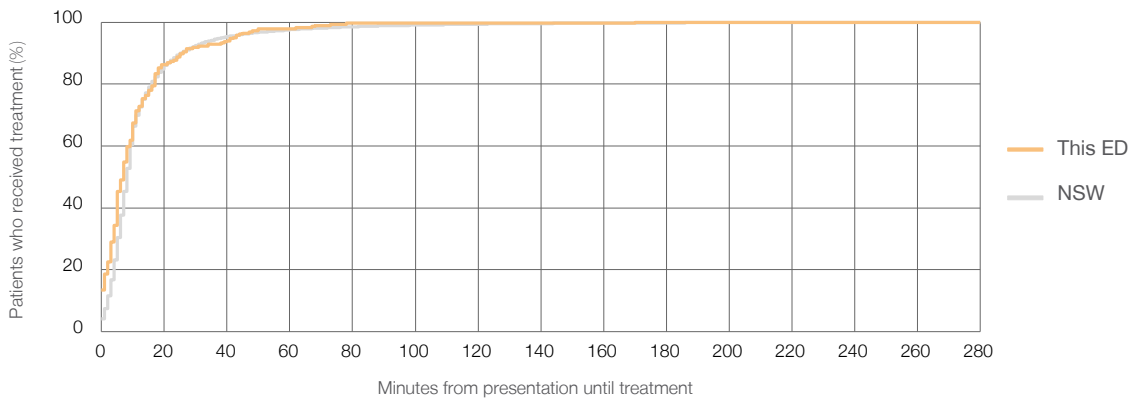
Number of triage 2 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 7 minutes

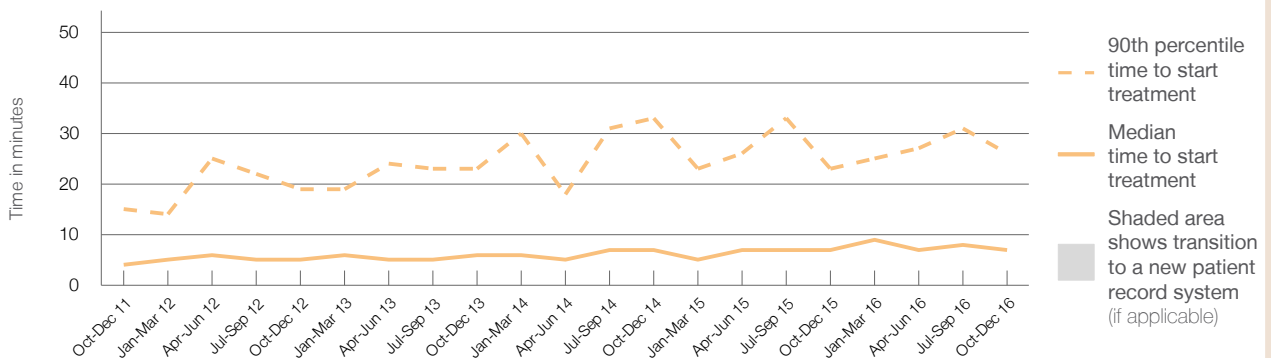
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
174	174
7 minutes	8 minutes
23 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	5	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	15	19	23	33	23	26

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

Milton and Ulladulla 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: 1,293

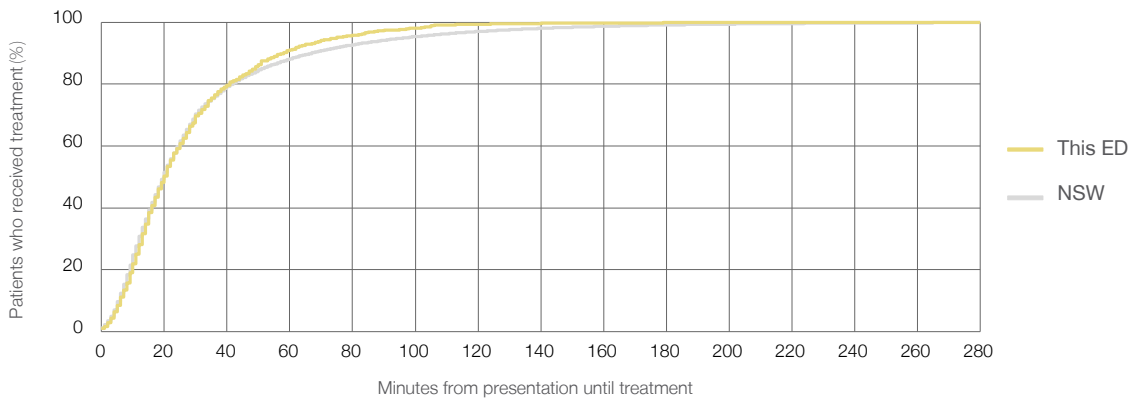
Number of triage 3 patients used to calculate waiting time:³ 1,291

Median time to start treatment⁴ 20 minutes

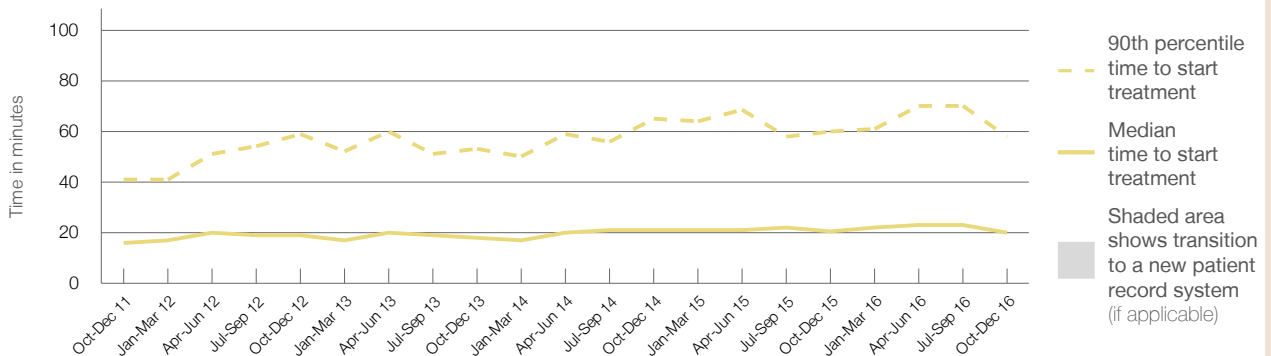
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,093	
1,090	
21 minutes	20 minutes
60 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	19	18	21	21	20
90th percentile time to start treatment ⁵ (minutes)	41	59	53	65	60	58

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

Milton and Ulladulla 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: 2,042

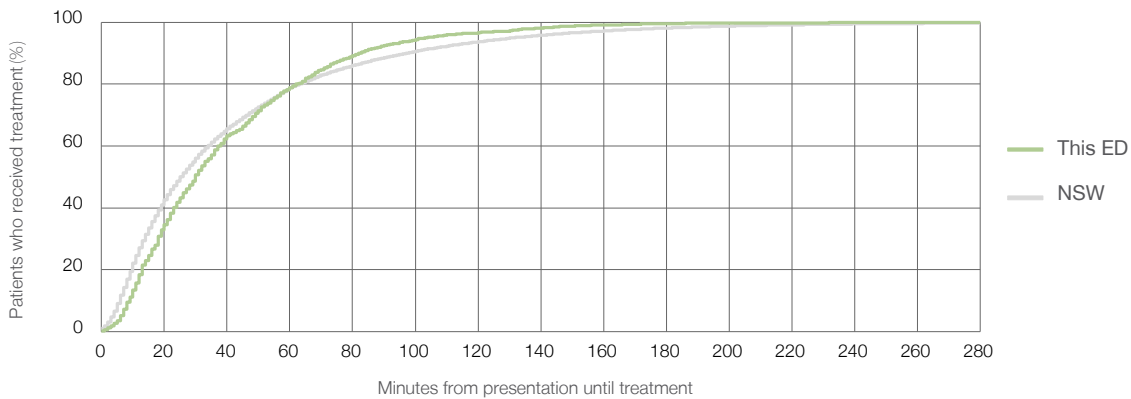
Number of triage 4 patients used to calculate waiting time:³ 1,992

Median time to start treatment⁴ 30 minutes

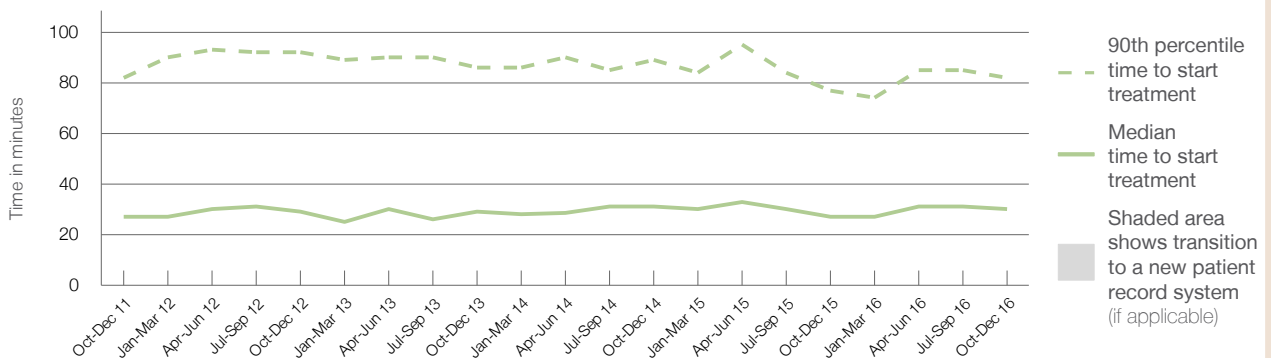
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,372	2,322
27 minutes	25 minutes
77 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	29	29	31	27	30
90th percentile time to start treatment ⁵ (minutes)	82	92	86	89	77	82

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

Milton and Ulladulla 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: 353

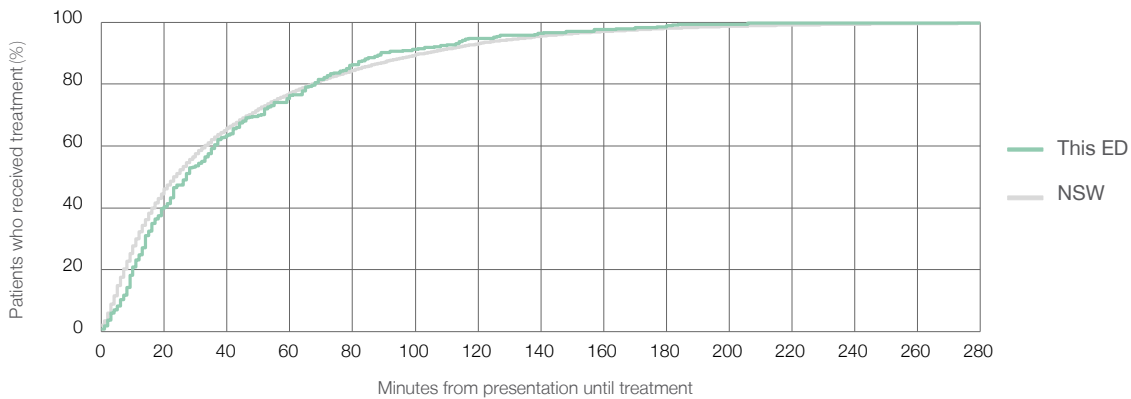
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 27 minutes

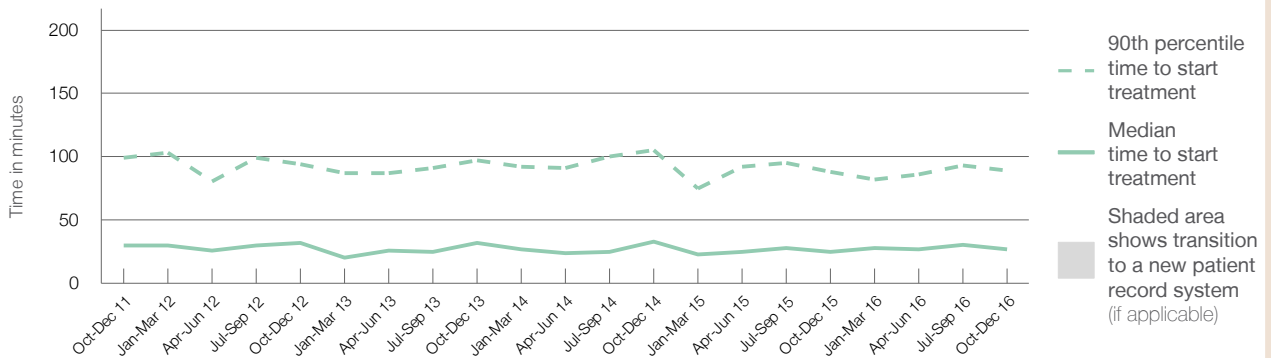
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
348	335
25 minutes	24 minutes
88 minutes	103 minutes

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



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



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

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

Milton and Ulladulla Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,143 patients

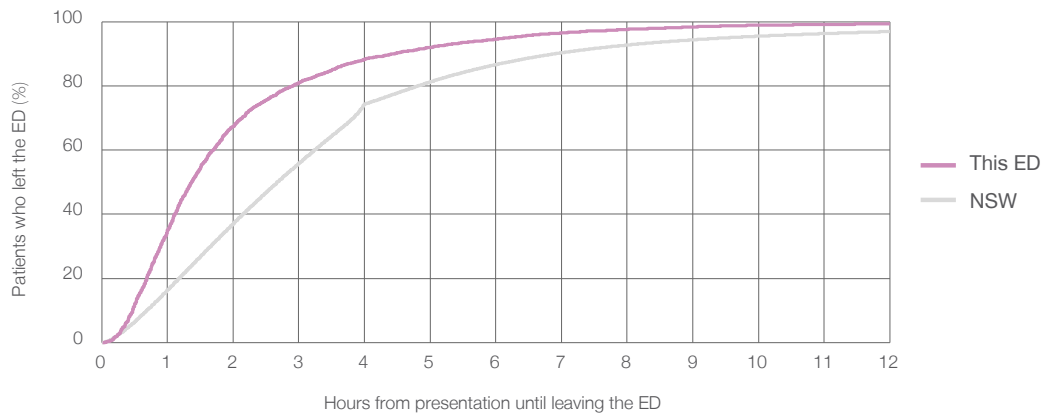
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

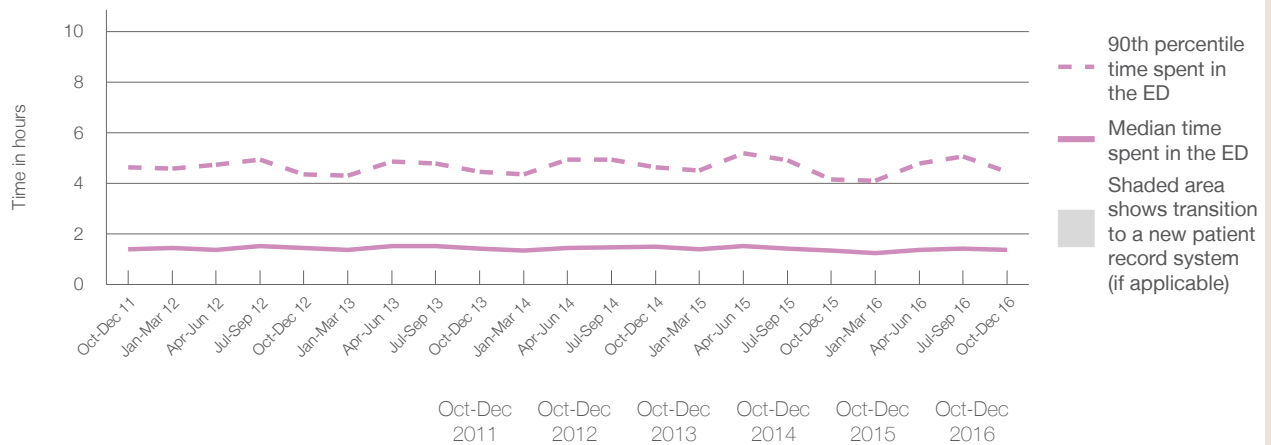
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
4,138	4,138
1 hours and 21 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

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



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



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

(†) 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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Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

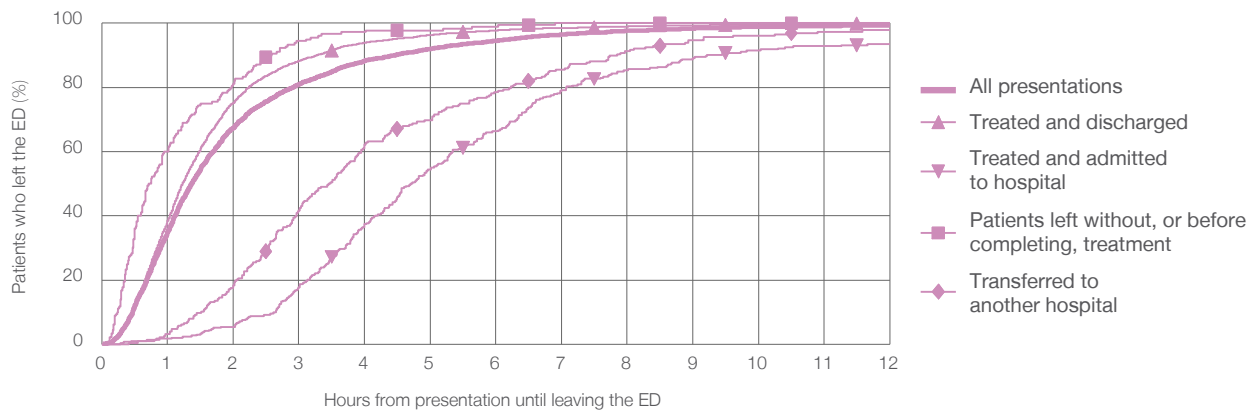
All presentations:¹ 4,143 patients

Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Treated and discharged	3,433 (82.9%)
Treated and admitted to hospital	294 (7.1%)
Patient left without, or before completing, treatment	180 (4.3%)
Transferred to another hospital	228 (5.5%)
Other	8 (0.2%)

Same period last year	Change since one year ago
4,138	0.1%
3,516	-2.4%
286	2.8%
179	0.6%
152	50.0%
5	60.0%

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



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

Treated and discharged	38.5%	75.2%	88.3%	93.9%	97.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.7%	5.4%	17.7%	37.4%	66.3%	85.4%	91.5%	93.5%
Patient left without, or before completing, treatment	60.0%	81.1%	94.4%	97.2%	98.9%	100%	100%	100%
Transferred to another hospital	3.1%	18.4%	41.7%	62.3%	78.5%	91.2%	96.1%	97.8%
All presentations	35.0%	67.4%	81.0%	88.3%	94.5%	97.6%	98.8%	99.3%

(†) 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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Milton and Ulladulla Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,143 patients

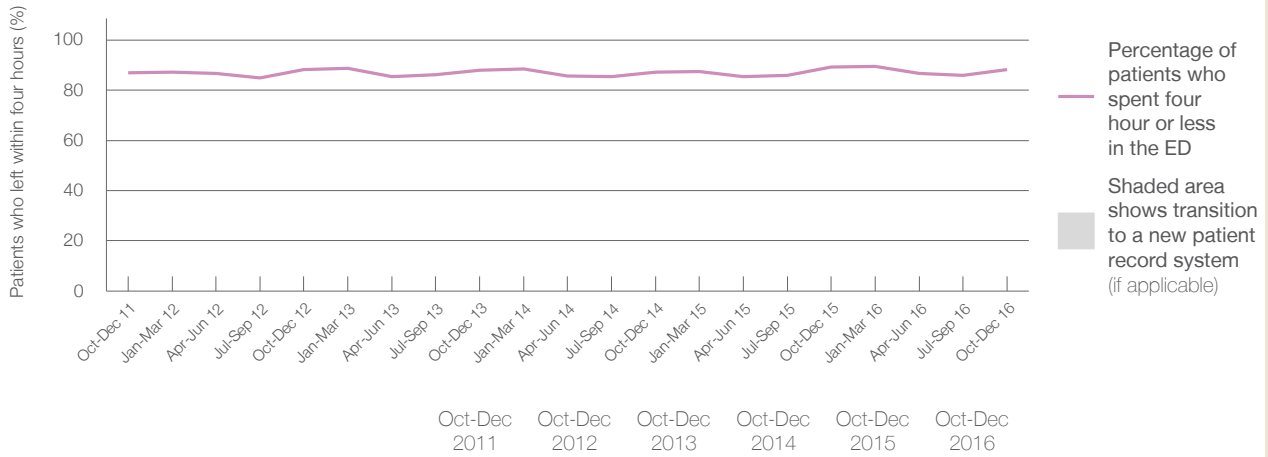
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

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: ¹ 4,143 patients	4,138	0.1%
Presentations used to calculate time to leaving the ED: ⁶ 4,143 patients	4,138	0.1%
Percentage of patients who spent four hours or less in the ED	89.1%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	86.8%	88.1%	88.0%	87.2%	89.1%	88.3%

* 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).