

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

Shellharbour Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,659 patients
 Emergency presentations:² 7,421 patients

Same period last year	Change since one year ago
7,652	0.1%
7,308	1.5%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 798 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,615 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,775 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 211 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
14 minutes	26 minutes
2,400	
21 minutes	20 minutes
92 minutes	67 minutes
3,852	
24 minutes	25 minutes
130 minutes	97 minutes
230	
19 minutes	24 minutes
115 minutes	103 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,655 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
7,652	0.0%
67.7%	

* 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.

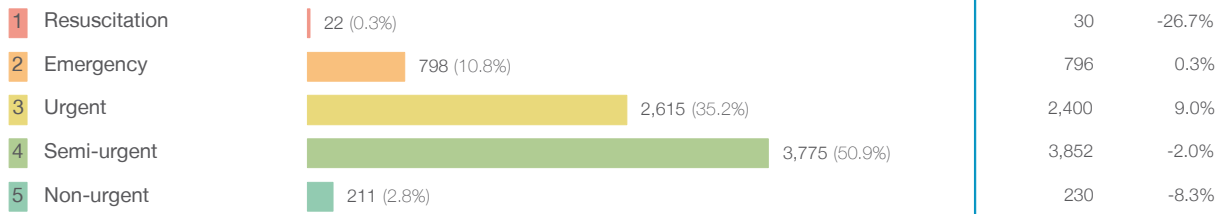
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

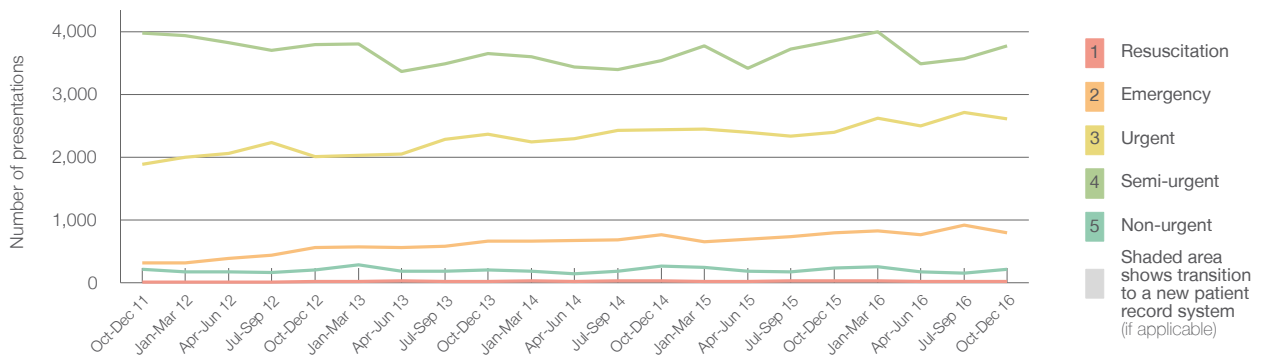
Shellharbour Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 7,659 patients

Emergency presentations² by triage category: 7,421 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	13	23	24	34	30	22
Emergency	311	555	665	767	796	798
Urgent	1,885	2,011	2,363	2,433	2,400	2,615
Semi-urgent	3,974	3,798	3,648	3,539	3,852	3,775
Non-urgent	214	206	202	267	230	211
All emergency presentations	6,397	6,593	6,902	7,040	7,308	7,421

Shellharbour Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,606 patients

ED Transfer of care time



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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Shellharbour 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: 798

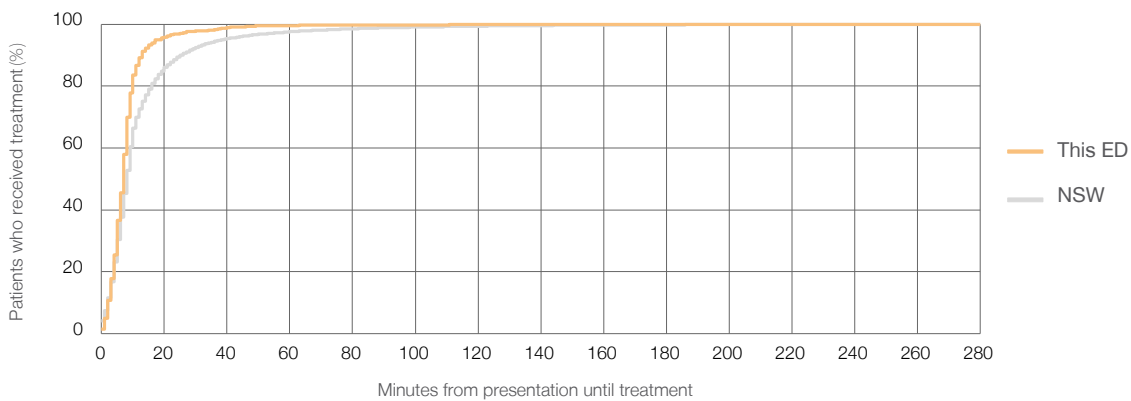
Number of triage 2 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 7 minutes

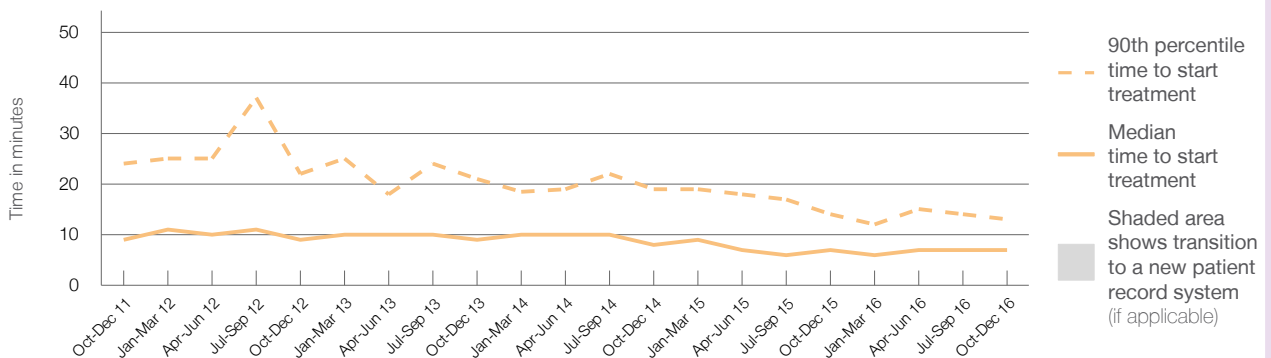
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
796	795
7 minutes	8 minutes
14 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)	9	9	9	8	7	7
90th percentile time to start treatment ⁵ (minutes)	24	22	21	19	14	13

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Shellharbour 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: 2,615

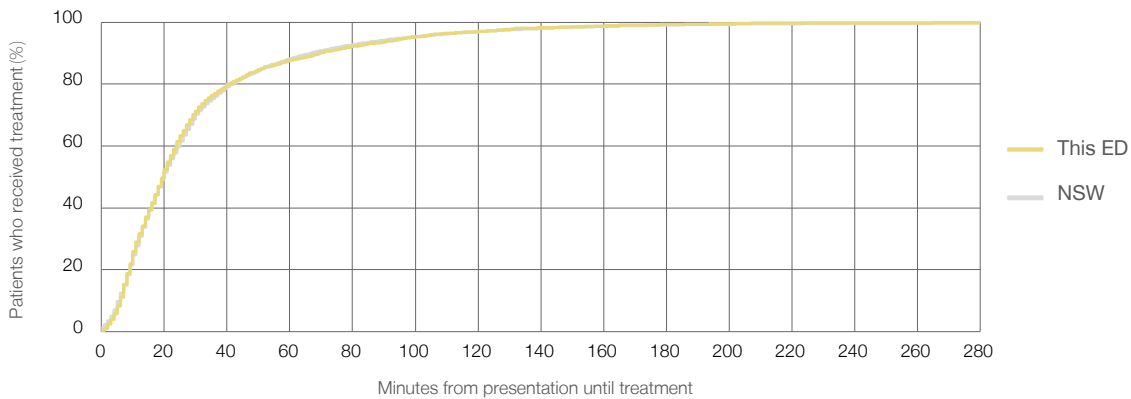
Number of triage 3 patients used to calculate waiting time:³ 2,567

Median time to start treatment⁴ 20 minutes

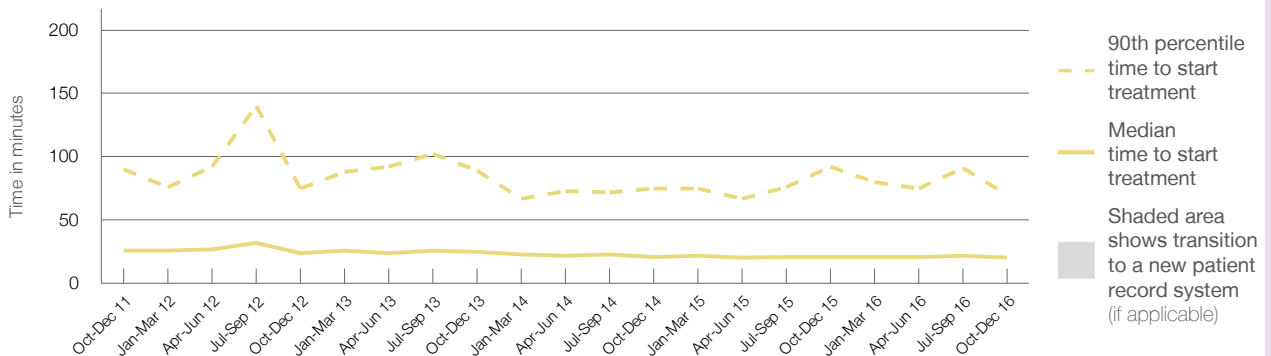
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,400	2,341
21 minutes	20 minutes
92 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)	26	24	25	21	21	20
90th percentile time to start treatment ⁵ (minutes)	90	75	89	75	92	70

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

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

Number of triage 4 patients: 3,775

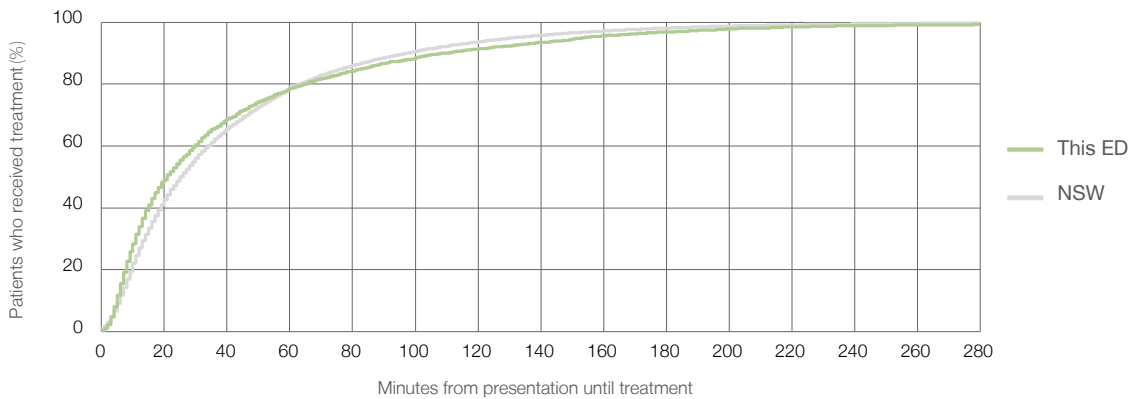
Number of triage 4 patients used to calculate waiting time:³ 3,532

Median time to start treatment⁴ 21 minutes

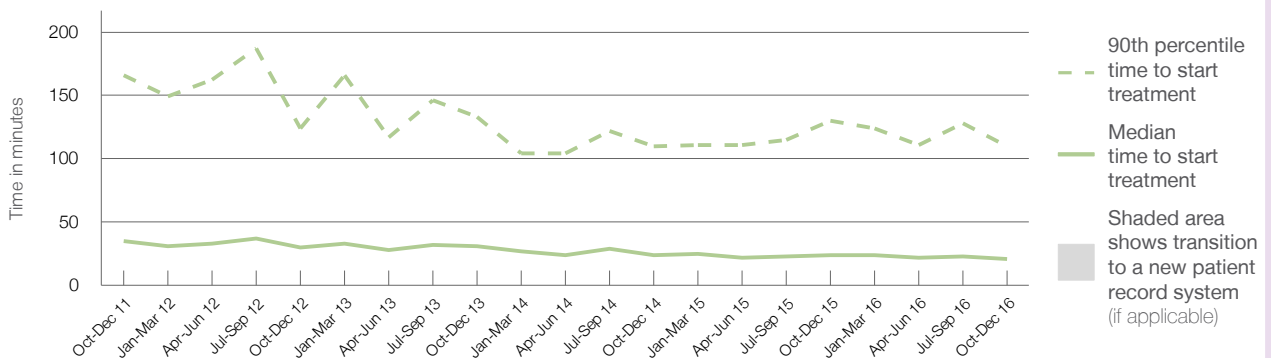
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,852	
3,541	
24 minutes	25 minutes
130 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)	35	30	31	24	24	21
90th percentile time to start treatment ⁵ (minutes)	166	124	133	110	130	110

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Shellharbour 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: 211

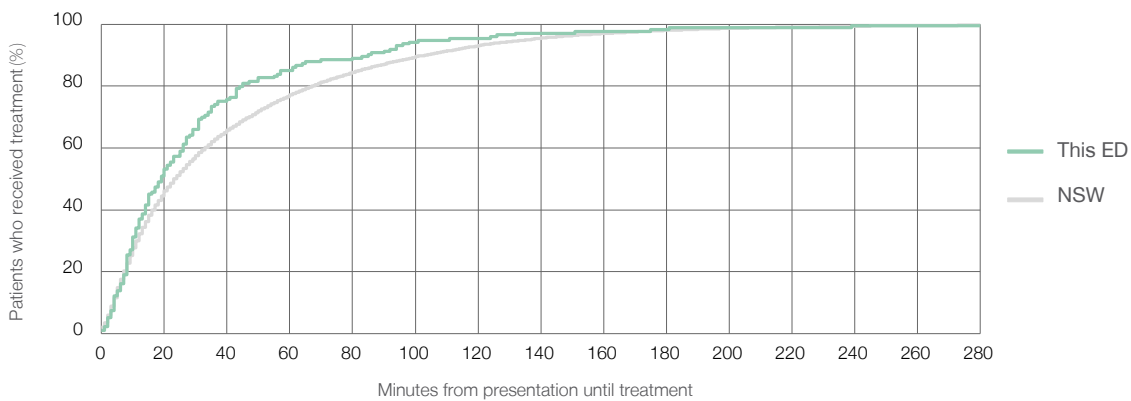
Number of triage 5 patients used to calculate waiting time:³ 173

Median time to start treatment⁴ 19 minutes

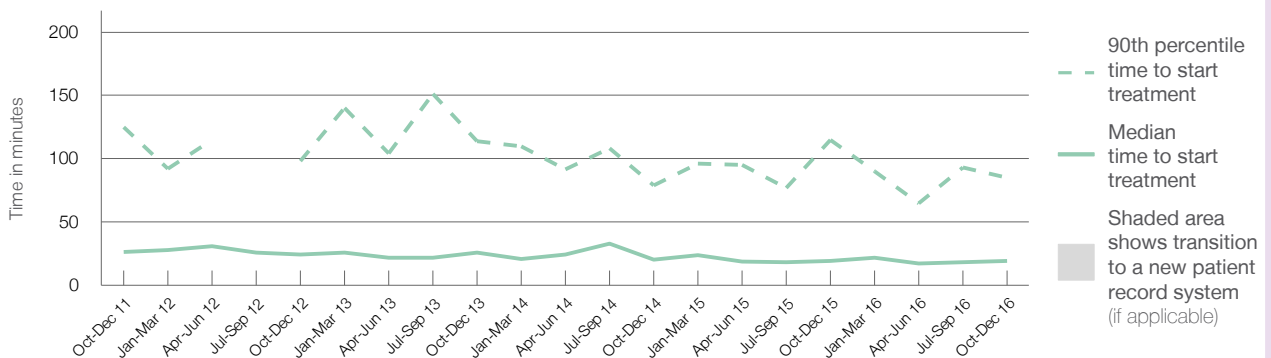
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
230	
169	
19 minutes	24 minutes
115 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)	27	25	26	20	19	19
90th percentile time to start treatment ⁵ (minutes)	125	98	114	79	115	85

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

Shellharbour Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 7,659 patients

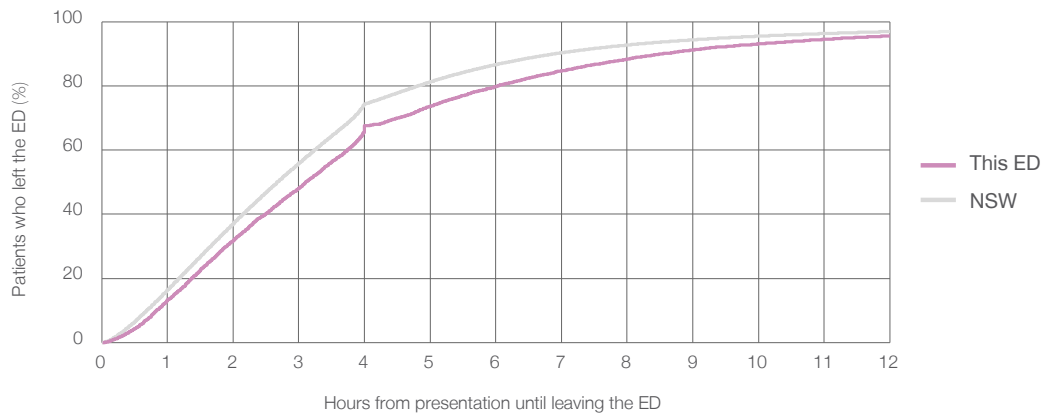
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

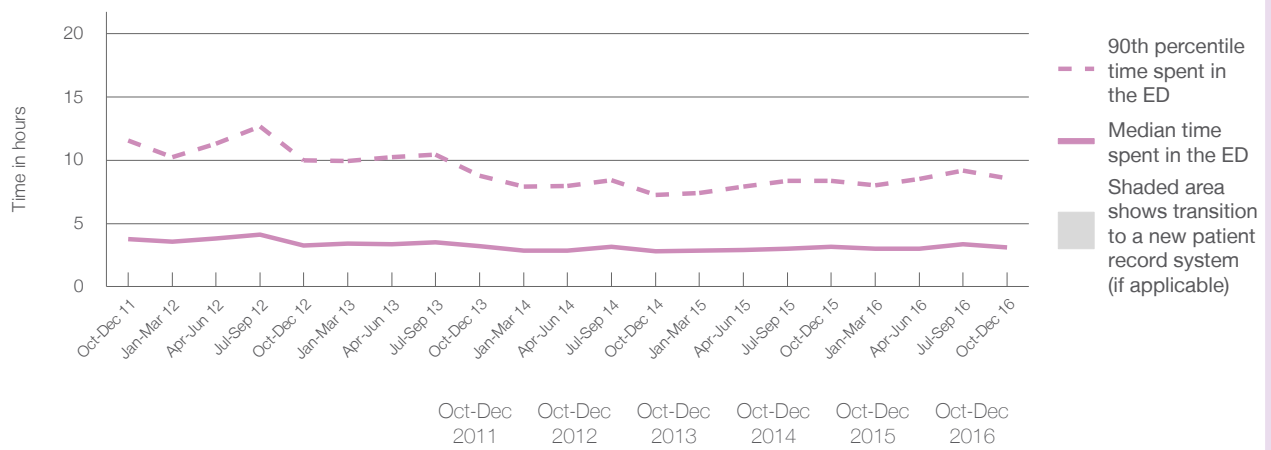
90th percentile time spent in the ED⁹ 8 hours and 33 minutes

Same period last year	NSW (this period)
7,652	7,652
3 hours and 9 minutes	2 hours and 41 minutes
8 hours and 22 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)	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m

(†) 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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Shellharbour Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

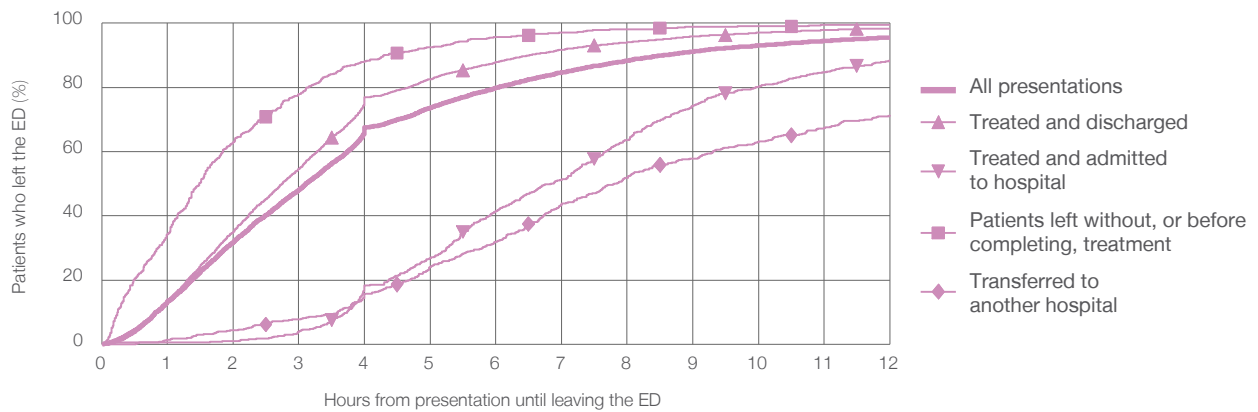
All presentations:¹ 7,659 patients

Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Treated and discharged	5,732 (74.8%)
Treated and admitted to hospital	753 (9.8%)
Patient left without, or before completing, treatment	609 (8.0%)
Transferred to another hospital	555 (7.2%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,652	0.0%
5,410	6.0%
847	-11.1%
785	-22.4%
595	-6.7%
15	-33.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.8%	35.2%	54.6%	76.9%	87.9%	94.1%	97.0%	98.4%
Treated and admitted to hospital	0.7%	1.1%	4.0%	18.4%	41.5%	63.6%	80.3%	88.3%
Patient left without, or before completing, treatment	34.2%	63.0%	78.0%	88.2%	95.7%	98.0%	99.0%	99.5%
Transferred to another hospital	1.4%	4.3%	7.8%	15.7%	31.8%	51.9%	63.1%	71.4%
All presentations	13.3%	31.8%	48.1%	67.6%	79.9%	88.3%	93.1%	95.5%

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(‡) 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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Shellharbour 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 7,659 patients

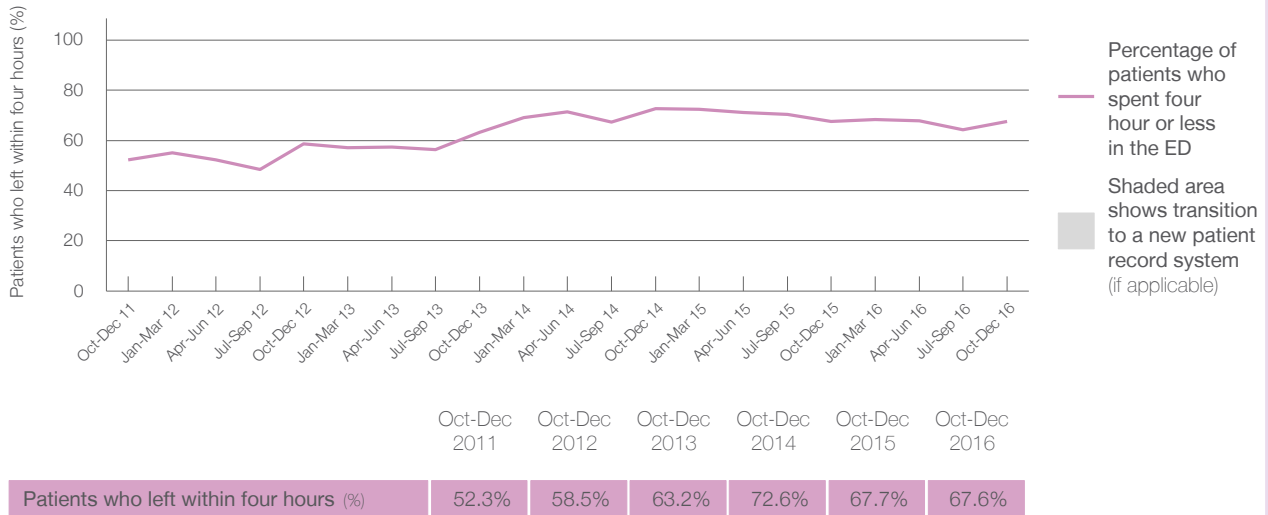
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

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 7,659 patients	7,652	0.1%
Presentations used to calculate time to leaving the ED: ⁶ 7,655 patients	7,652	0.0%
Percentage of patients who spent four hours or less in the ED	67.7%	

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



* 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).