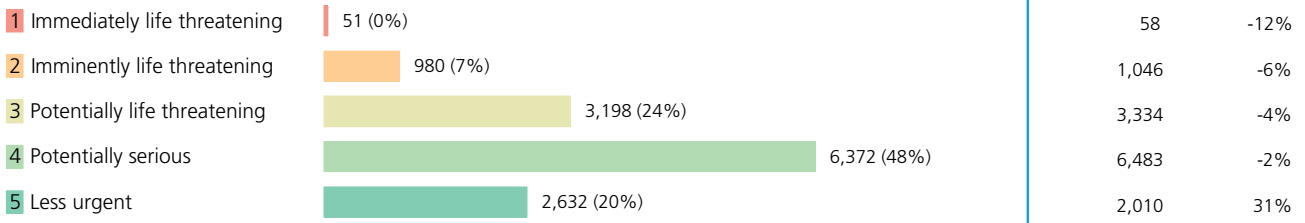


Gosford Hospital: Patients attending the emergency department

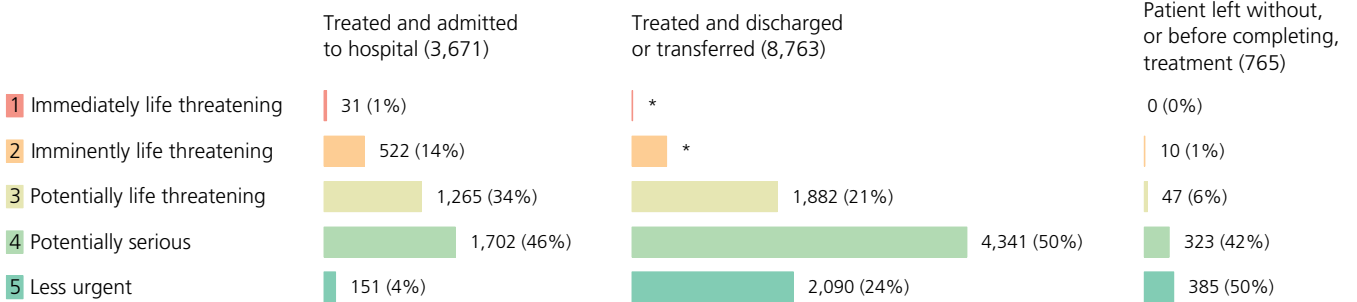
April to June 2010

All attendances:¹ 13,395 patients

Emergency attendances² by triage category: 13,233 patients



Emergency attendances by triage category and mode of separation:³ 13,199 patients



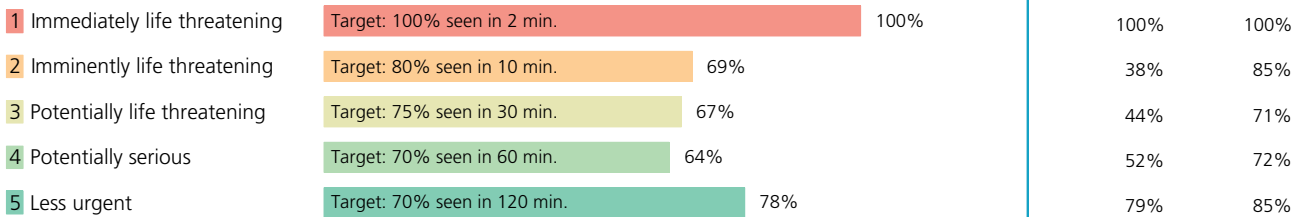
Gosford Hospital: Waiting times in the emergency department

April to June 2010

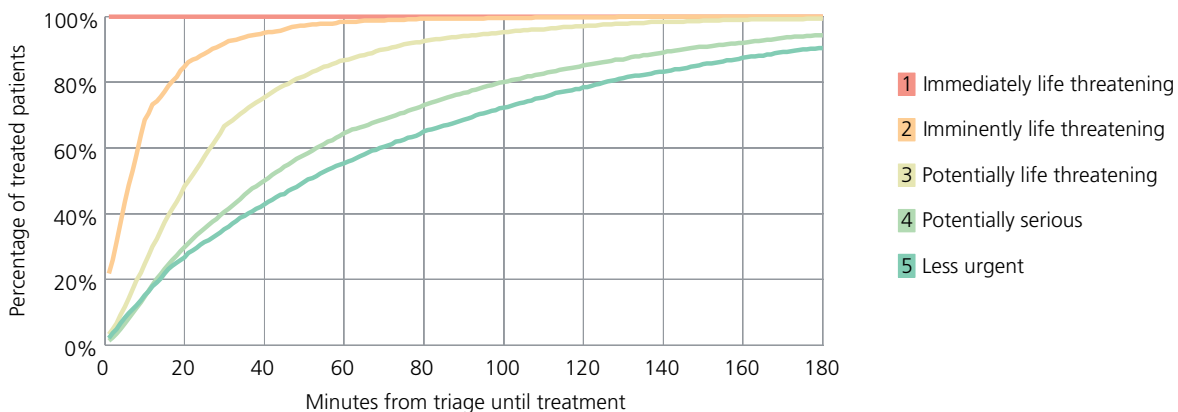
Attendances arriving by ambulance: 4,492 patients



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



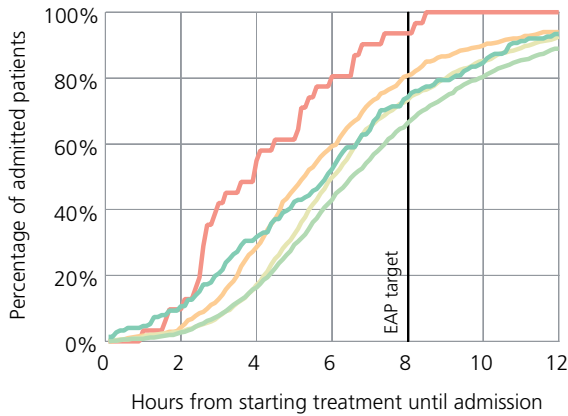
Percentage of patients who received treatment⁵ by time and triage category



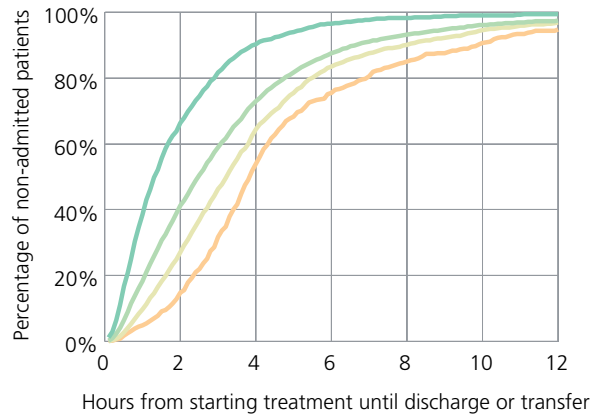
Gosford Hospital: Treatment to departure time in the emergency department

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

71% of admitted patients were transferred from the emergency department to a ward or operating suite within 8 hours of starting treatment.

Gosford 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				
5	12%	26%	29%	27%	Gosford Hospital	4	12%	28%	34%	22%
6	14%	26%	31%	24%	Principal referral hospitals	5	12%	28%	33%	22%
5	12%	25%	32%	26%	New South Wales	5	12%	25%	32%	26%

Patient ratings of care experiences that matter most⁹

Actual results for Gosford Hospital						Standardised results ⁸ for Gosford Hospital				
9	23%	35%	31%		Staff courtesy	8	25%	35%	29%	
6	11%	27%	29%	27%	Completeness of care	5	11%	28%	33%	23%
22%	22%	20%	20%	15%	Waiting time	23%	23%	23%	17%	14%

* 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.
- Transfer time refers to the time between arrival and transfer to the care of the ED.
- All emergency attendances excluding those without a recorded triage category, triage time, or treatment time.
- 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.
- 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).
- 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.