

Hospital Quarterly

Performance Profiles

Emergency Department

Illawarra Shoalhaven Local Health District

October to December 2016

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.

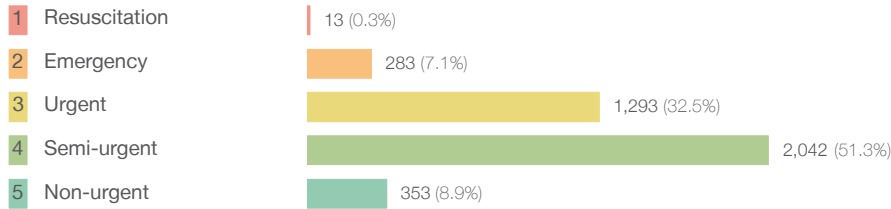
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

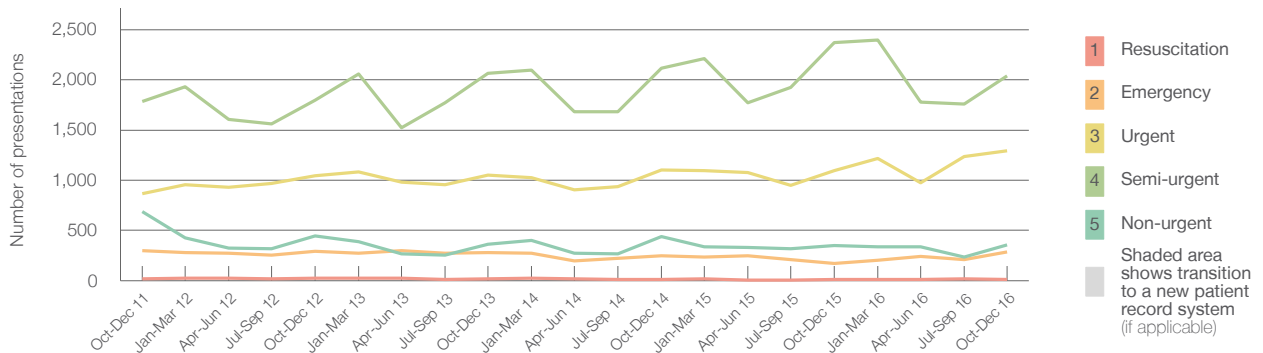
All presentations:¹ 4,143 patients

Emergency presentations² by triage category: 3,984 patients



	Same period last year	Change since one year ago
All presentations	4,138	0.1%
Emergency presentations	4,001	-0.4%
Resuscitation	14	-7.1%
Emergency	174	62.6%
Urgent	1,093	18.3%
Semi-urgent	2,372	-13.9%
Non-urgent	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

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	323	
Median time	15 minutes	-1 minute
90th percentile time	30 minutes	1 minute

(†) 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

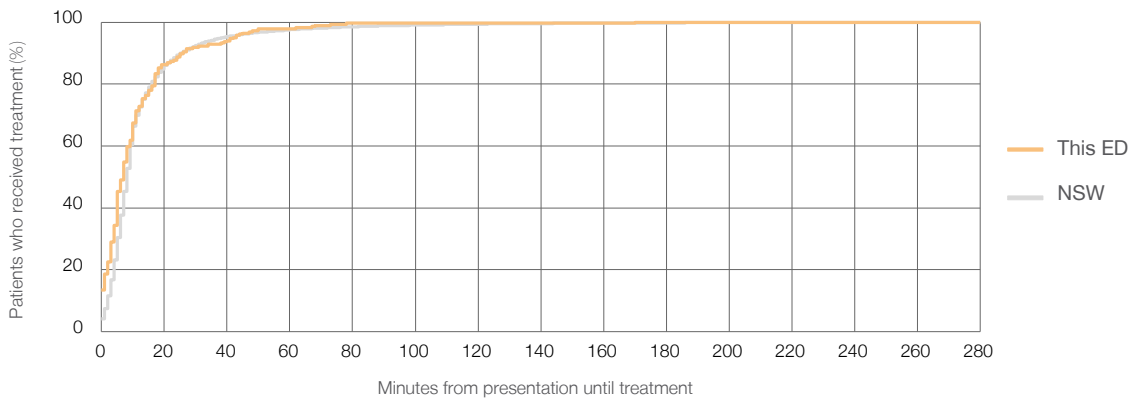
Number of triage 2 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 7 minutes

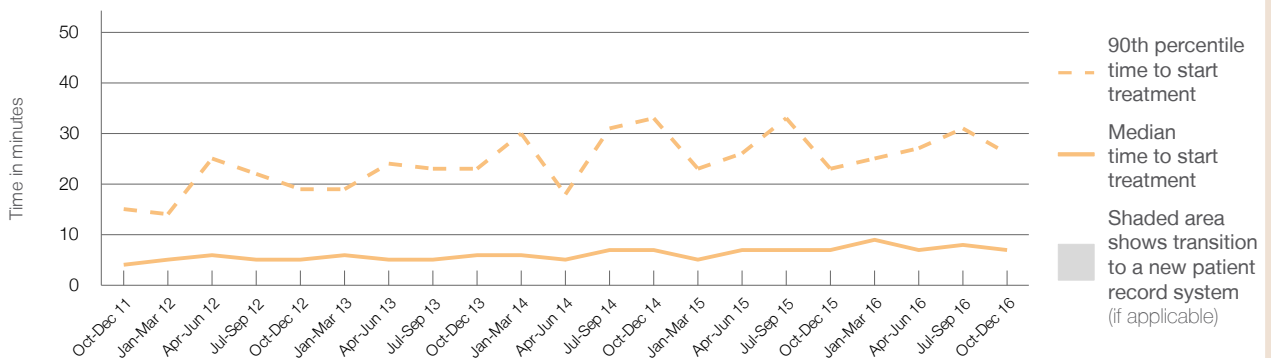
90th percentile time to start treatment⁵ 26 minutes

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

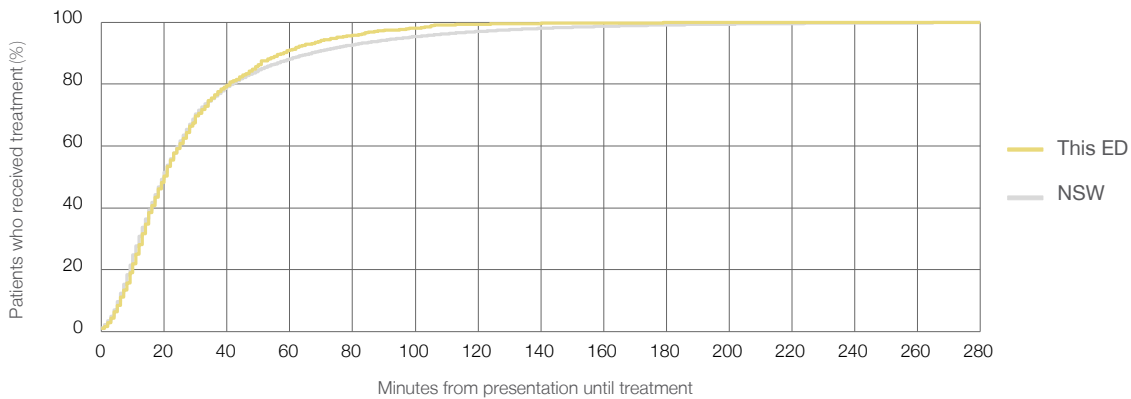
Number of triage 3 patients used to calculate waiting time:³ 1,291

Median time to start treatment⁴ 20 minutes

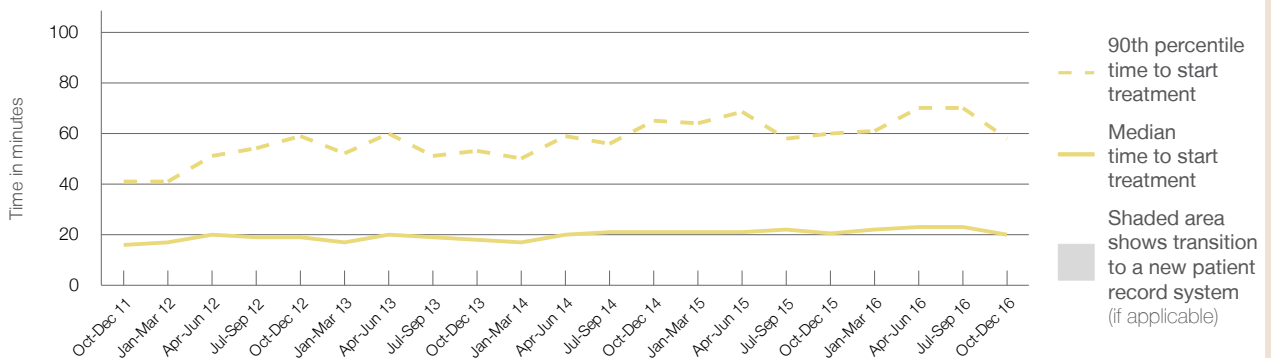
90th percentile time to start treatment⁵ 58 minutes

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

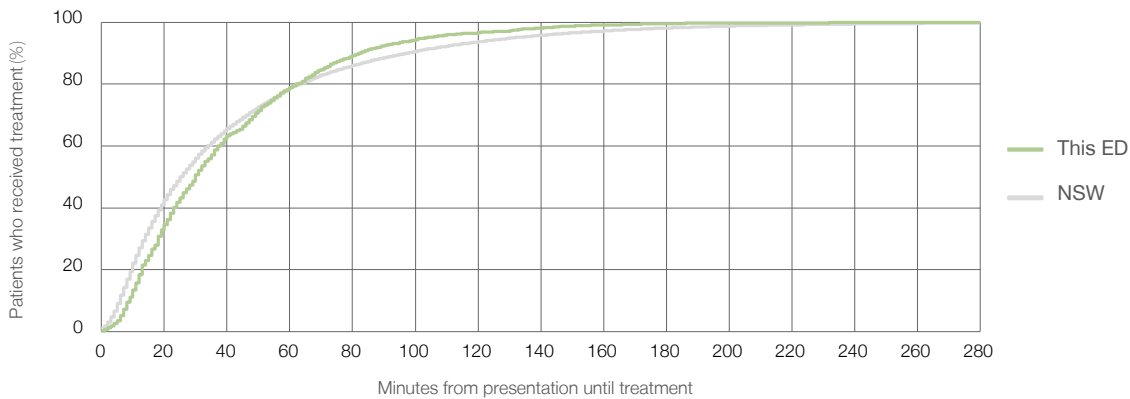
Number of triage 4 patients used to calculate waiting time:³ 1,992

Median time to start treatment⁴ 30 minutes

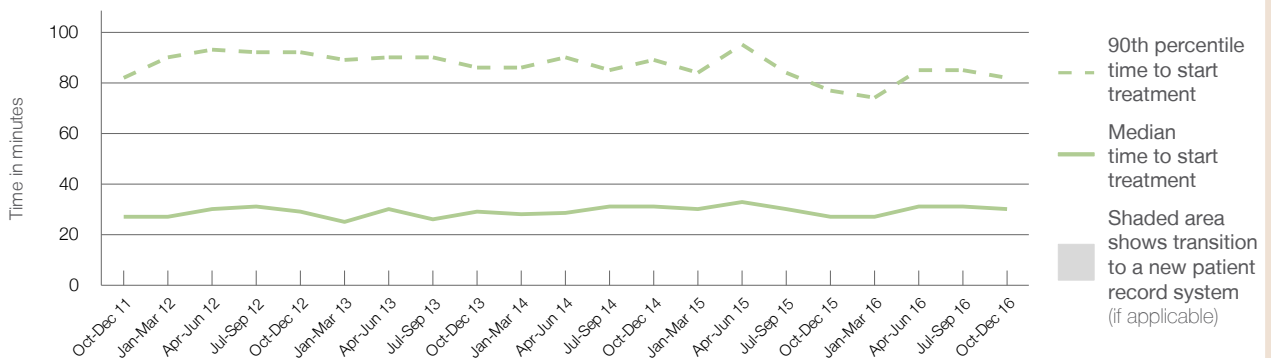
90th percentile time to start treatment⁵ 82 minutes

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

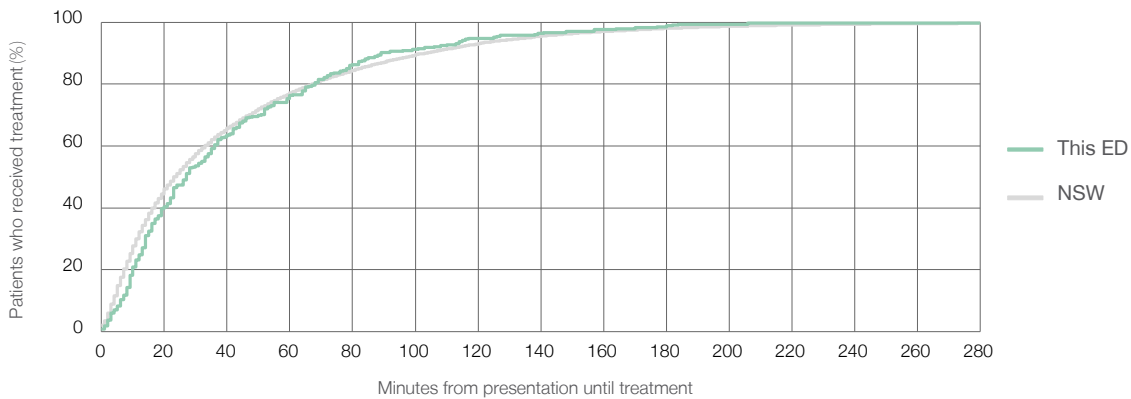
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 27 minutes

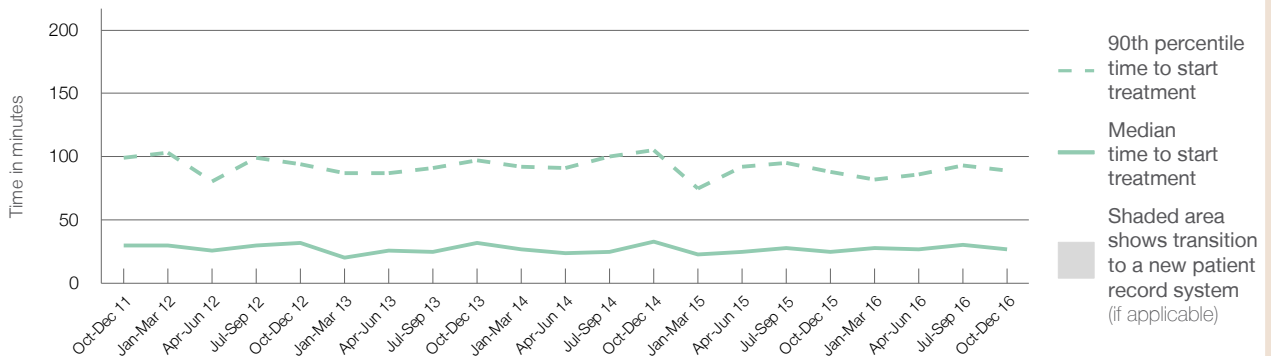
90th percentile time to start treatment⁵ 89 minutes

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

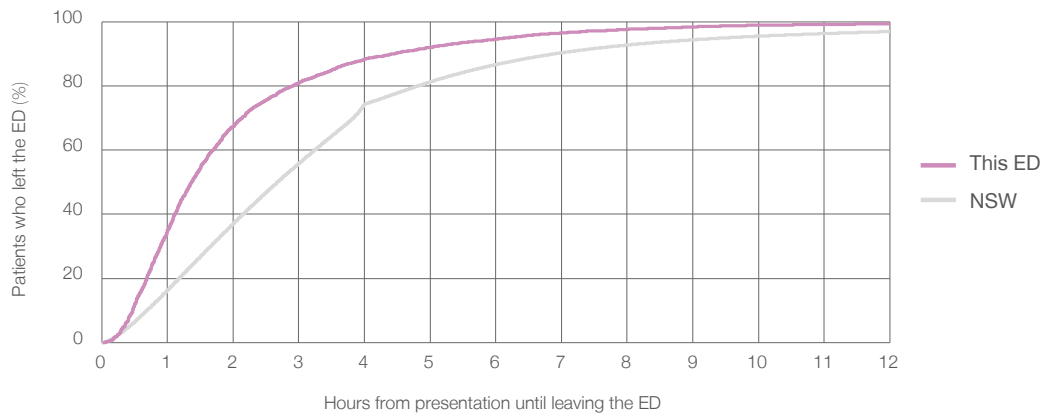
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

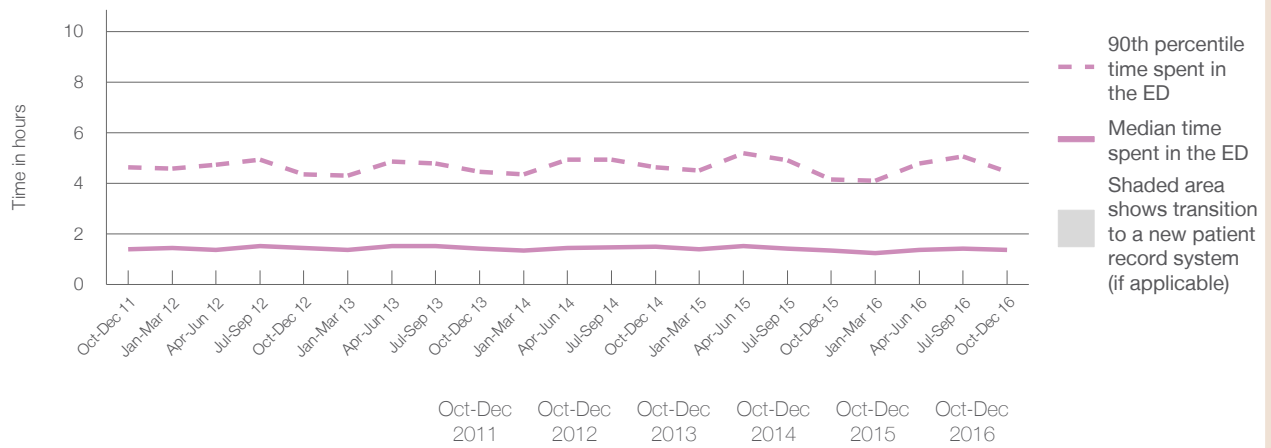
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

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

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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

By mode of separation

October to December 2016

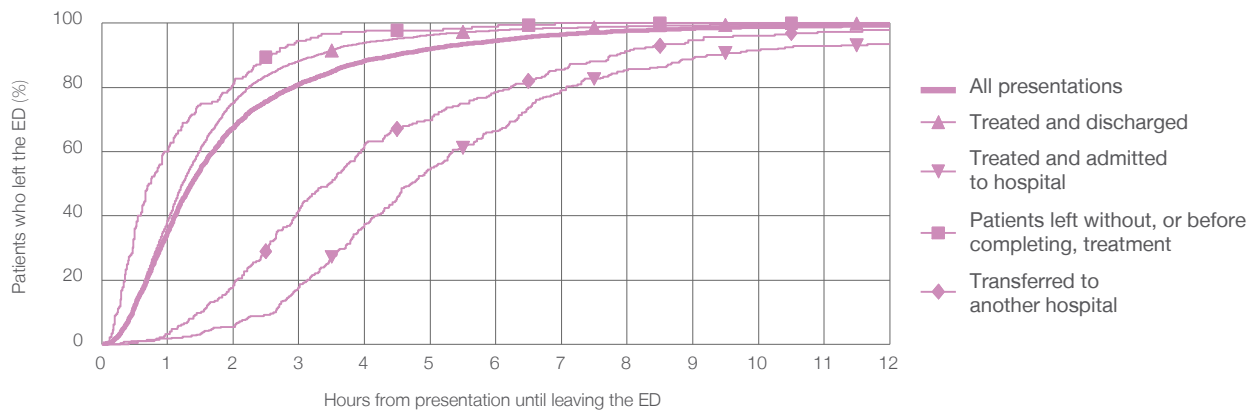
All presentations:¹ 4,143 patients

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

	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%

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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 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

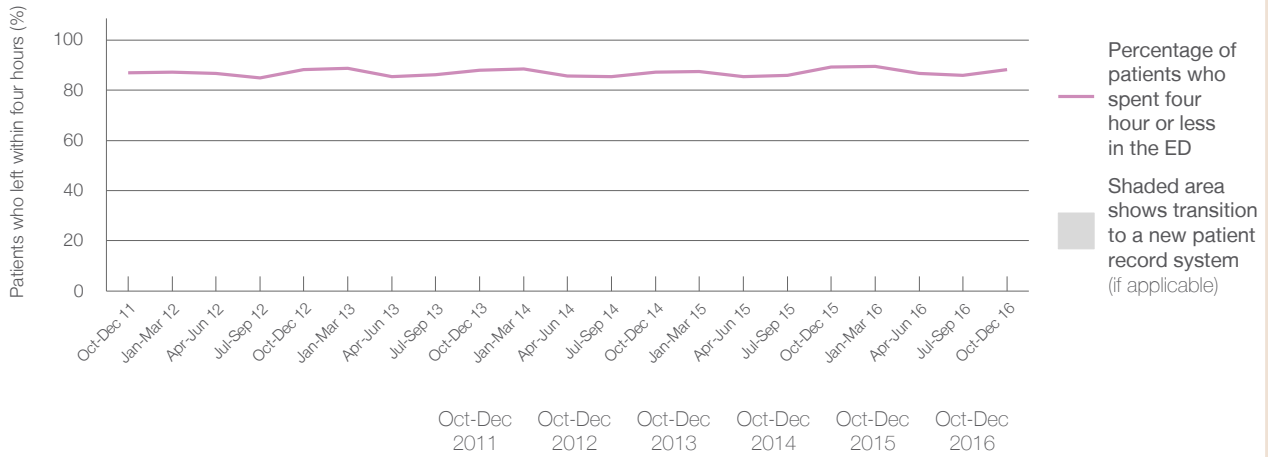
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

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	4,138	0.1%
Presentations used to calculate time to leaving the ED: ⁶	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).

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.

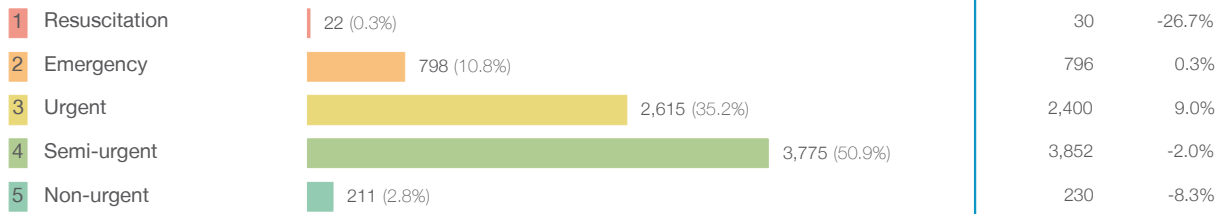
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

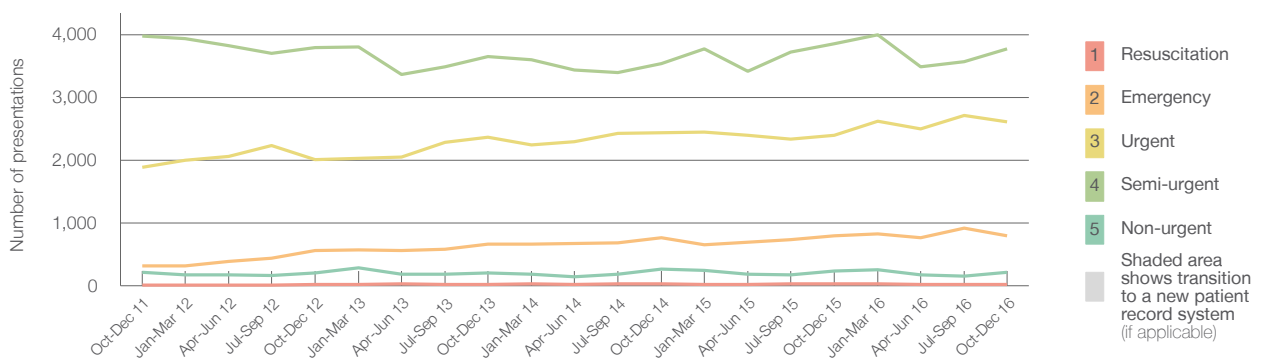
Shellharbour Hospital: Patients presenting to the emergency department October to December 2016

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



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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 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

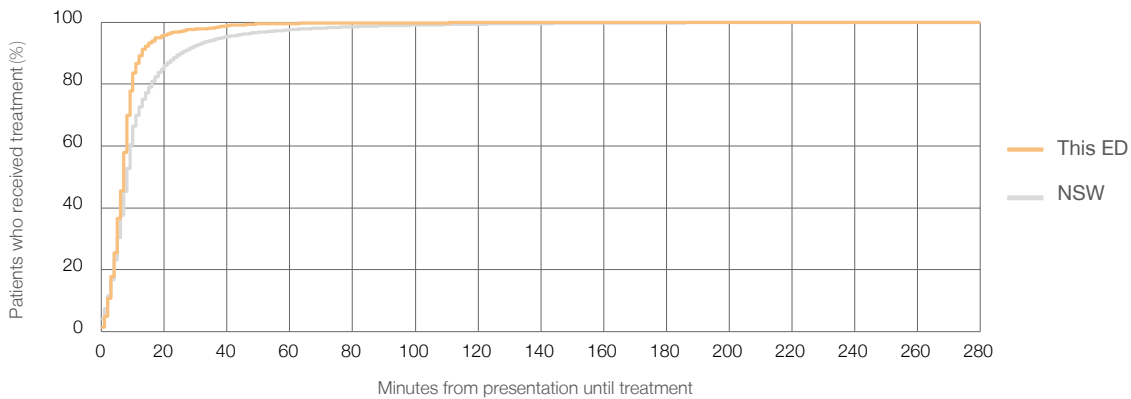
Number of triage 2 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 7 minutes

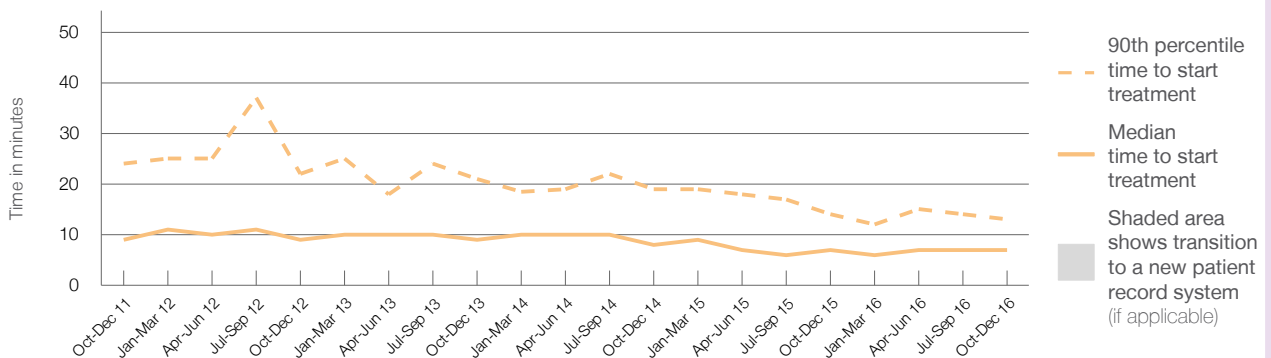
90th percentile time to start treatment⁵ 13 minutes

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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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 3 October to December 2016

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

Number of triage 3 patients: 2,615

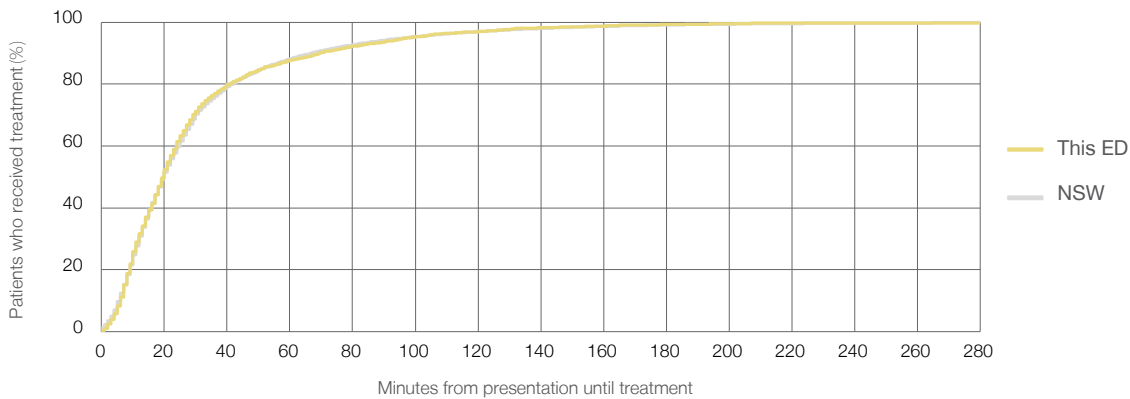
Number of triage 3 patients used to calculate waiting time:³ 2,567

Median time to start treatment⁴ 20 minutes

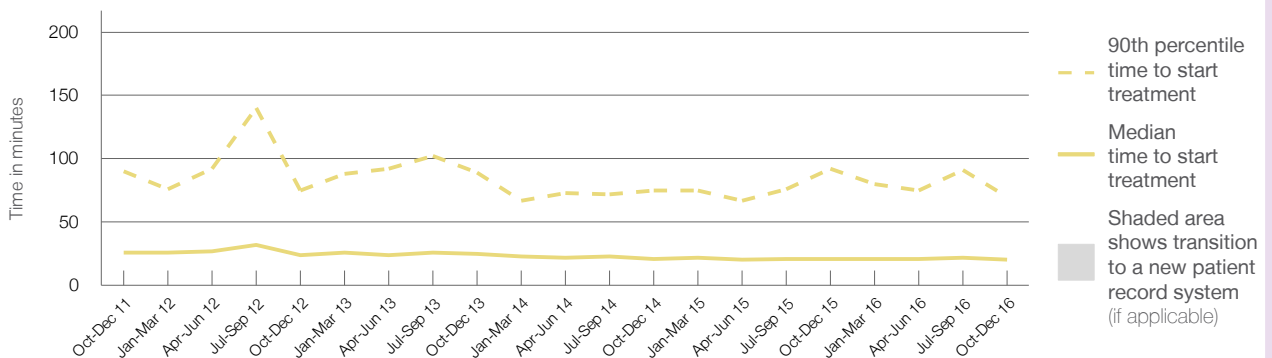
90th percentile time to start treatment⁵ 70 minutes

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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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 4 October to December 2016

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

Number of triage 4 patients: 3,775

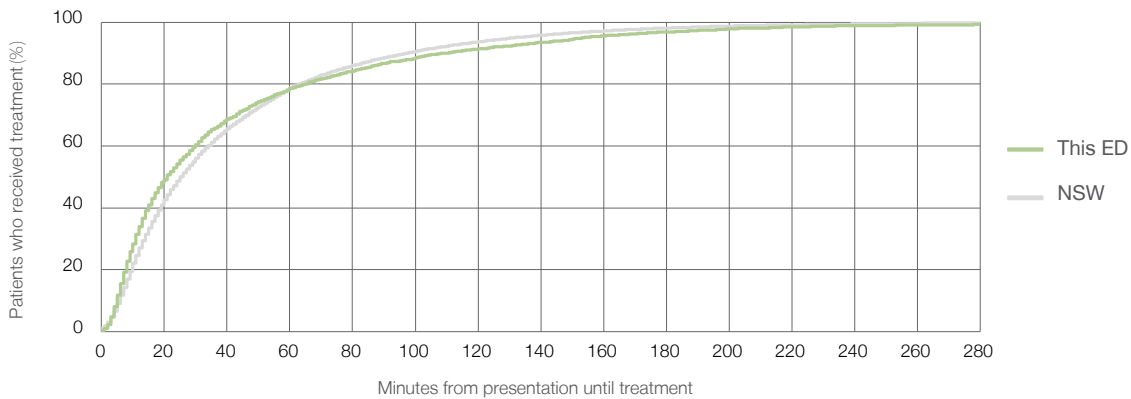
Number of triage 4 patients used to calculate waiting time:³ 3,532

Median time to start treatment⁴ 21 minutes

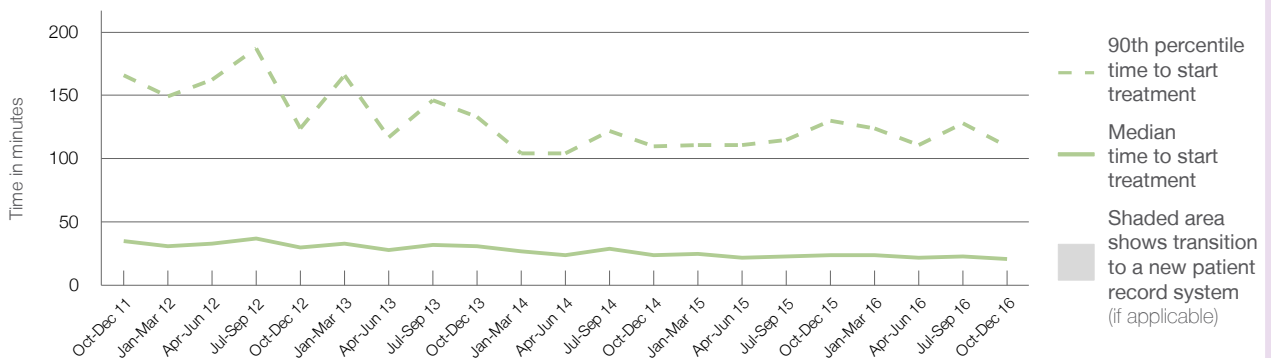
90th percentile time to start treatment⁵ 110 minutes

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

(†) 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 5 October to December 2016

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

Number of triage 5 patients: 211

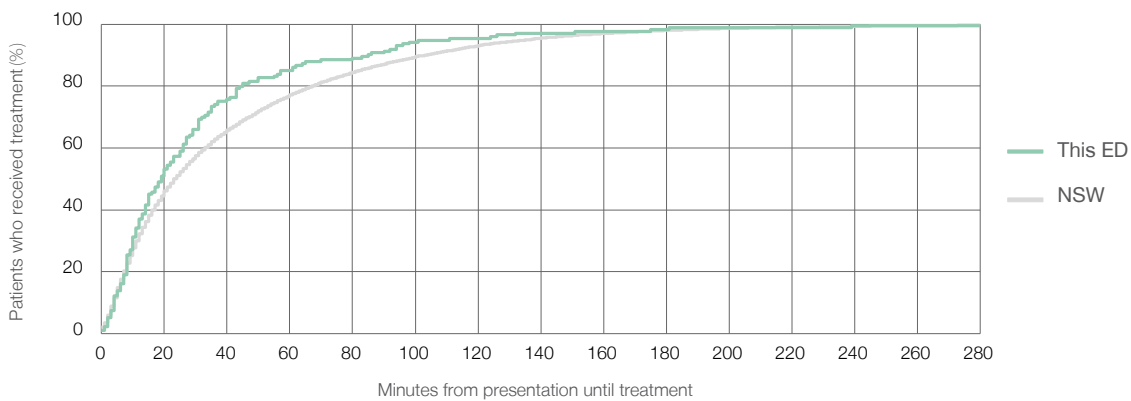
Number of triage 5 patients used to calculate waiting time:³ 173

Median time to start treatment⁴ 19 minutes

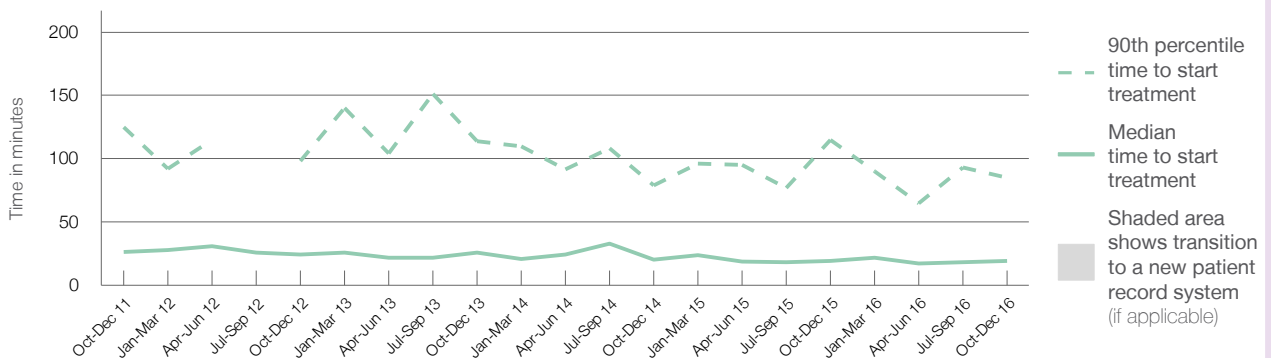
90th percentile time to start treatment⁵ 85 minutes

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

(†) 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 spent in the ED

October to December 2016

All presentations:¹ 7,659 patients

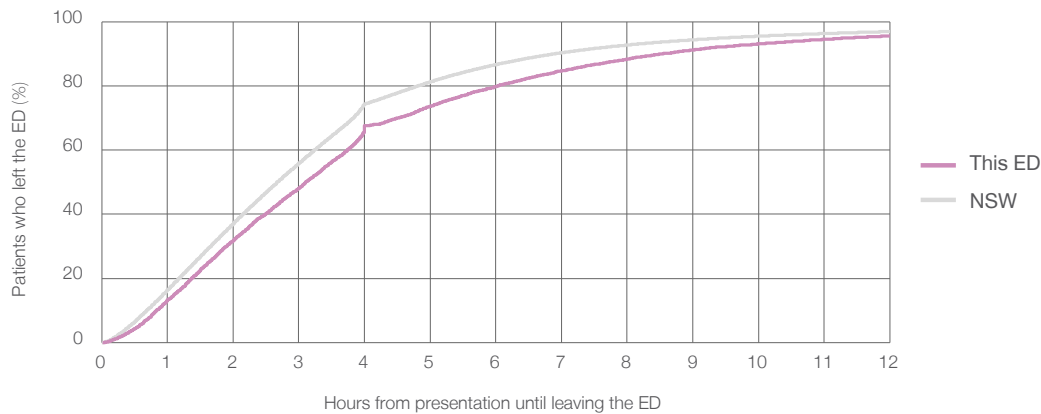
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

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.

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

By mode of separation

October to December 2016

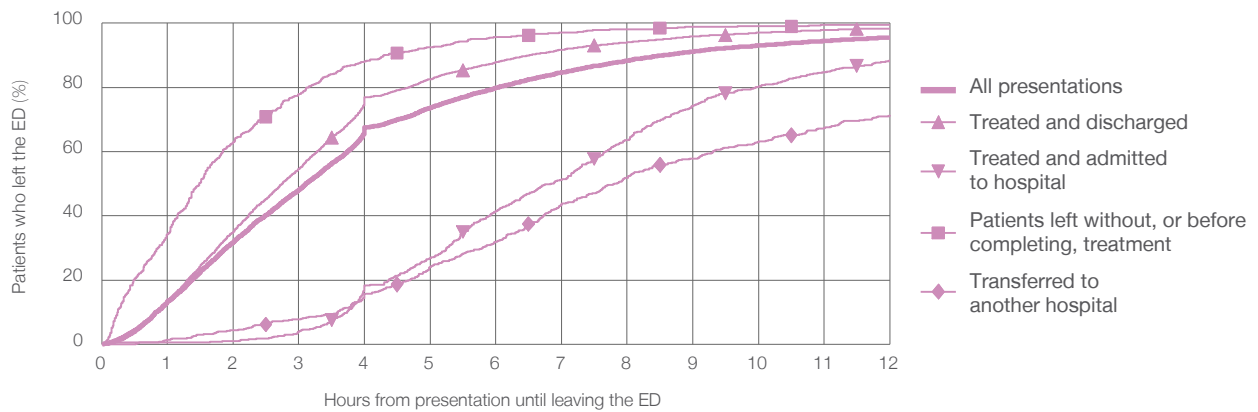
All presentations:¹ 7,659 patients

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%

(†) 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 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

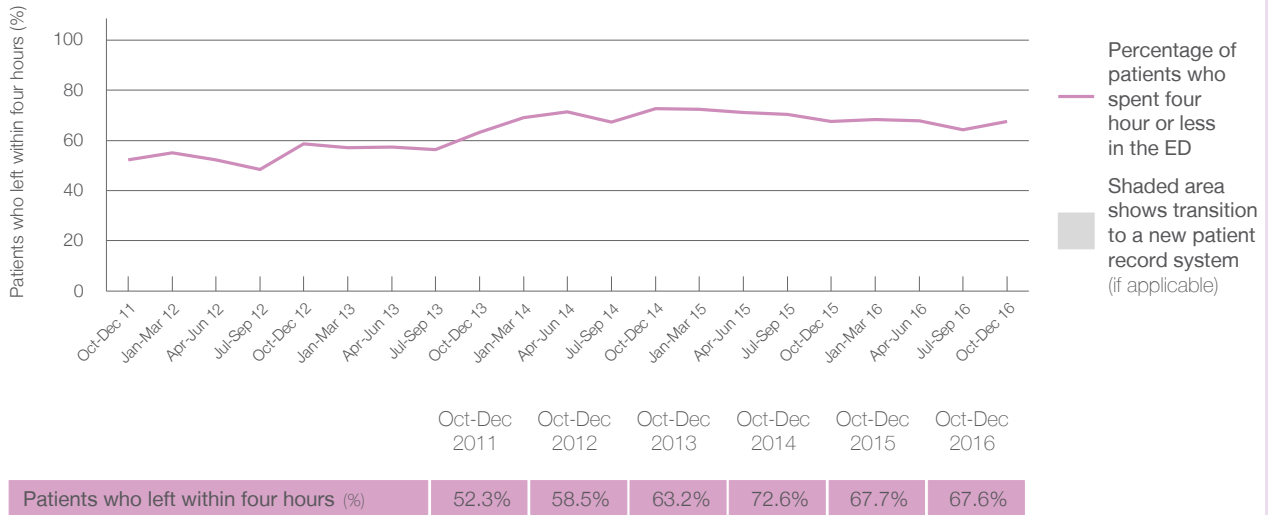
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

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).

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









Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 10,050 patients	9,572	5.0%
Emergency presentations: ² 9,932 patients	9,440	5.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 895 patients	718	
Median time to start treatment ⁴  11 minutes	11 minutes	8 minutes
90th percentile time to start treatment ⁵  43 minutes	41 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,342 patients	2,720	
Median time to start treatment ⁴  30 minutes	31 minutes	20 minutes
90th percentile time to start treatment ⁵  114 minutes	125 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,602 patients	4,579	
Median time to start treatment ⁴  34 minutes	43 minutes	25 minutes
90th percentile time to start treatment ⁵  118 minutes	150 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients	1,374	
Median time to start treatment ⁴  24 minutes	31 minutes	24 minutes
90th percentile time to start treatment ⁵  94 minutes	121 minutes	103 minutes

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

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,050 patients	9,572	5.0%
Percentage of patients who spent four hours or less in the ED  67.9%	66.3%	

* 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.

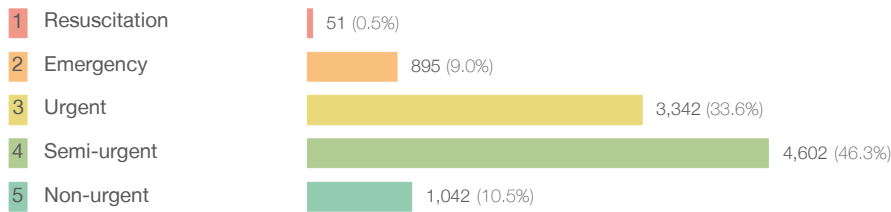
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2016

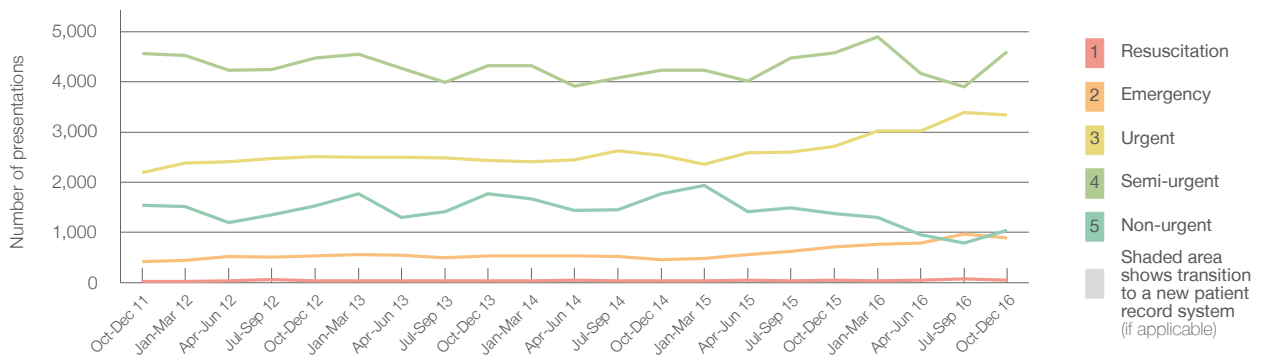
All presentations:¹ 10,050 patients

Emergency presentations² by triage category: 9,932 patients



	Same period last year	Change since one year ago
All presentations	9,572	5.0%
Emergency presentations	9,440	5.2%
Resuscitation	49	4.1%
Emergency	718	24.7%
Urgent	2,720	22.9%
Semi-urgent	4,579	0.5%
Non-urgent	1,374	-24.2%

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	30	40	31	33	49	51
Emergency	421	536	535	461	718	895
Urgent	2,188	2,506	2,436	2,537	2,720	3,342
Semi-urgent	4,565	4,471	4,326	4,235	4,579	4,602
Non-urgent	1,543	1,533	1,773	1,776	1,374	1,042
All emergency presentations	8,747	9,086	9,101	9,042	9,440	9,932

Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,311 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,248	
ED Transfer of care time	16 minutes	0 minutes
90th percentile time	70 minutes	-15 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 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.

Shoalhaven District Memorial 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: 895

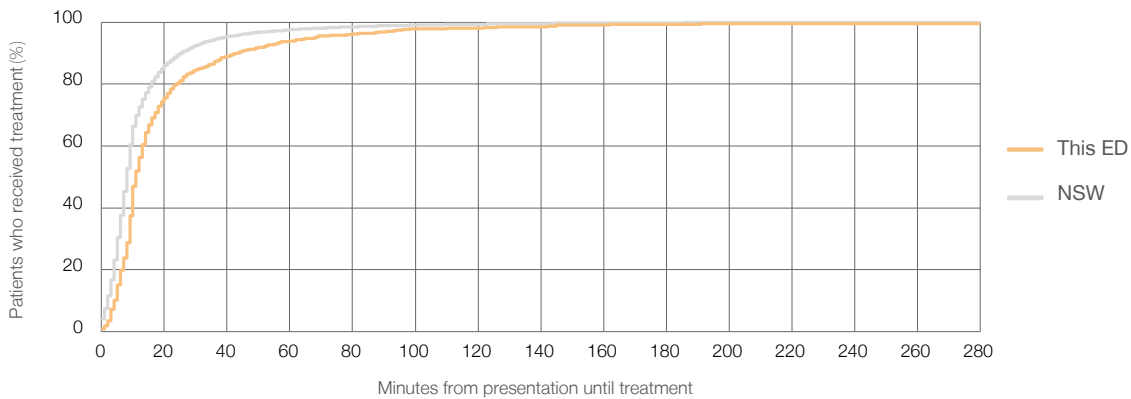
Number of triage 2 patients used to calculate waiting time:³ 893

Median time to start treatment⁴ 11 minutes

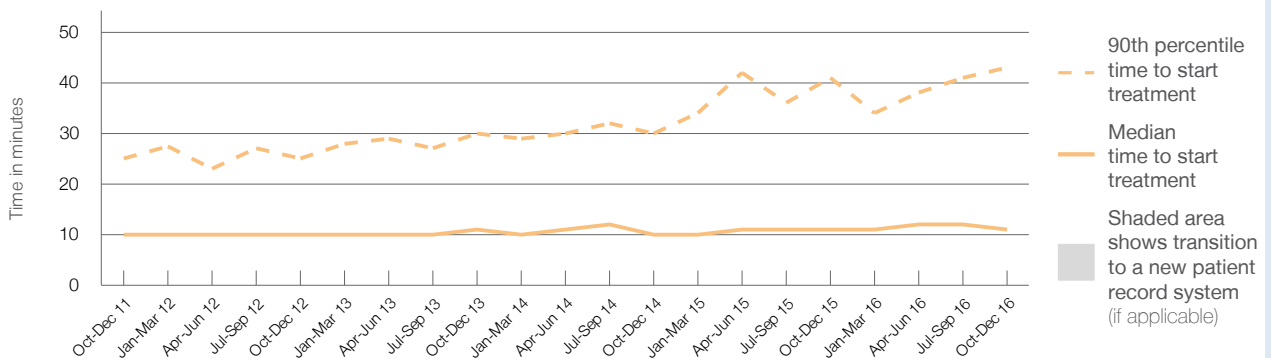
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
718	
715	
11 minutes	8 minutes
41 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)	10	10	11	10	11	11
90th percentile time to start treatment ⁵ (minutes)	25	25	30	30	41	43

(†) 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.

Shoalhaven District Memorial 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: 3,342

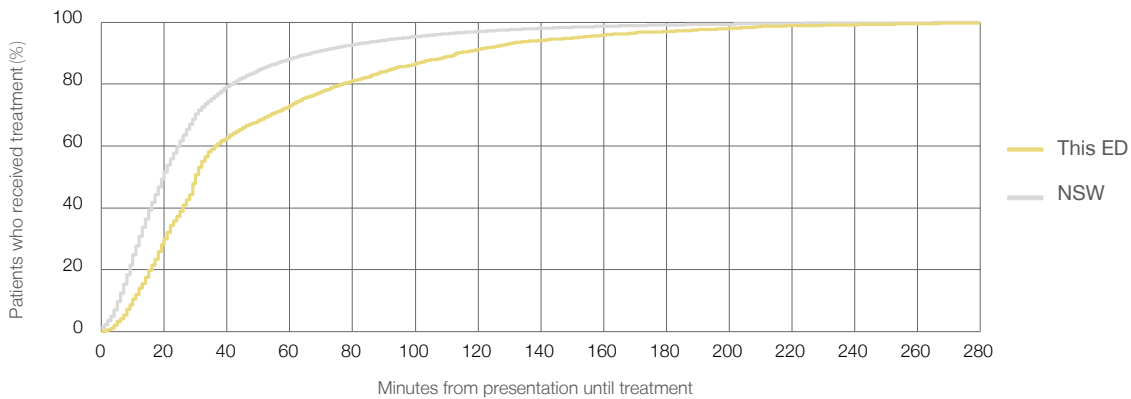
Number of triage 3 patients used to calculate waiting time:³ 3,280

Median time to start treatment⁴ 30 minutes

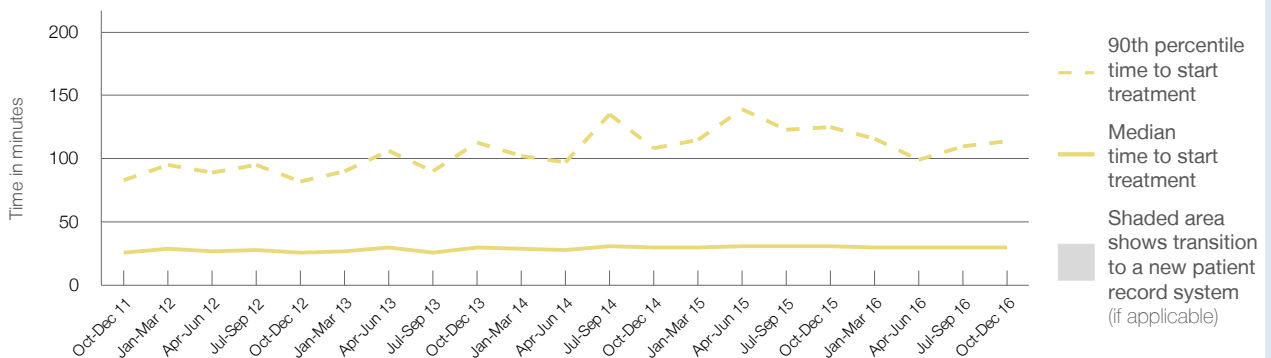
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,720	2,649
31 minutes	20 minutes
125 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	26	30	30	31	30
90th percentile time to start treatment ⁵ (minutes)	83	82	113	108	125	114

(†) 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.

Shoalhaven District Memorial 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: 4,602

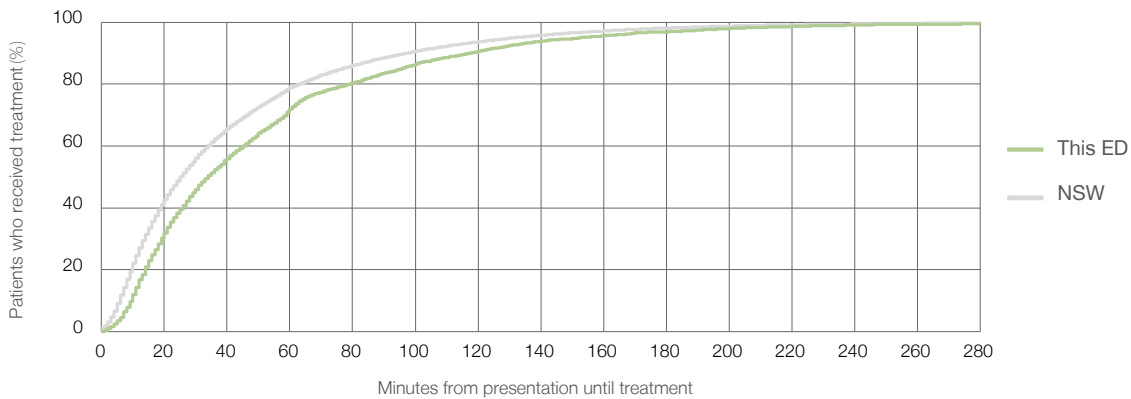
Number of triage 4 patients used to calculate waiting time:³ 4,342

Median time to start treatment⁴ 34 minutes

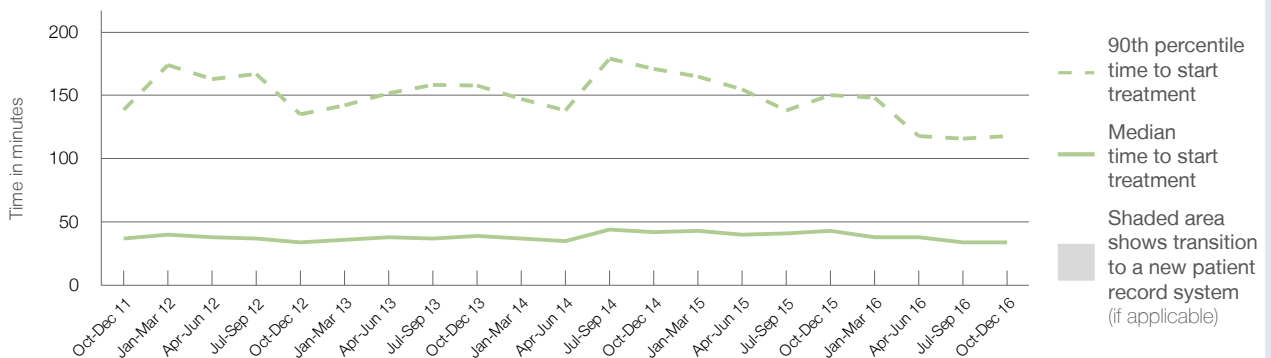
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
4,579	
4,202	
43 minutes	25 minutes
150 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)	37	34	39	42	43	34
90th percentile time to start treatment ⁵ (minutes)	139	135	158	171	150	118

(†) 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.

Shoalhaven District Memorial 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: 1,042

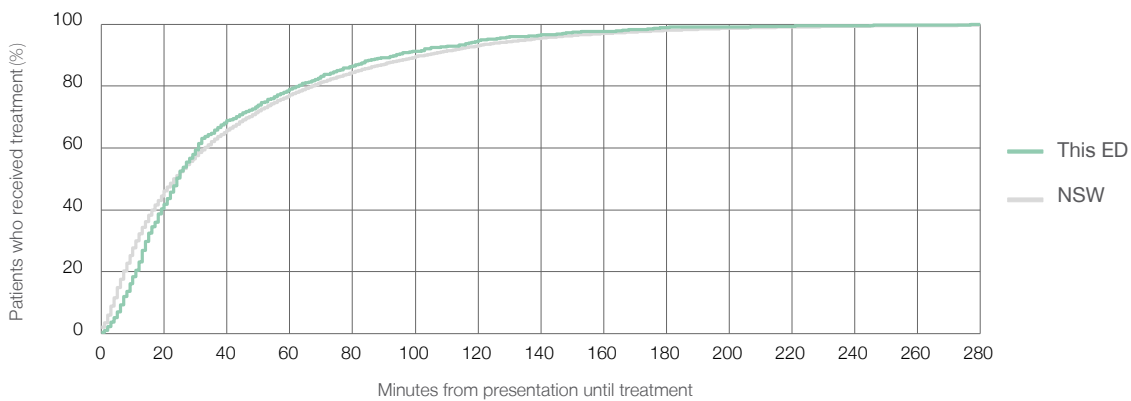
Number of triage 5 patients used to calculate waiting time:³ 937

Median time to start treatment⁴ 24 minutes

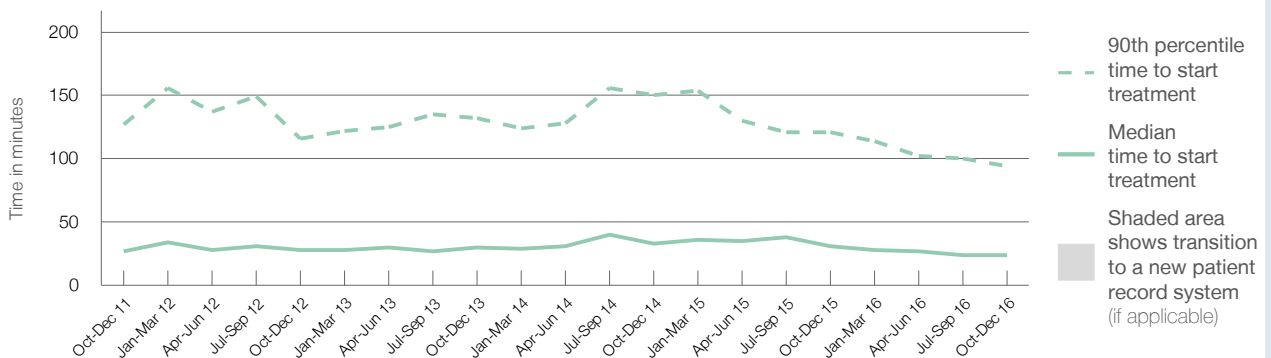
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,374	
1,206	
31 minutes	24 minutes
121 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	28	30	33	31	24
90th percentile time to start treatment ⁵ (minutes)	127	116	132	150	121	94

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 10,050 patients

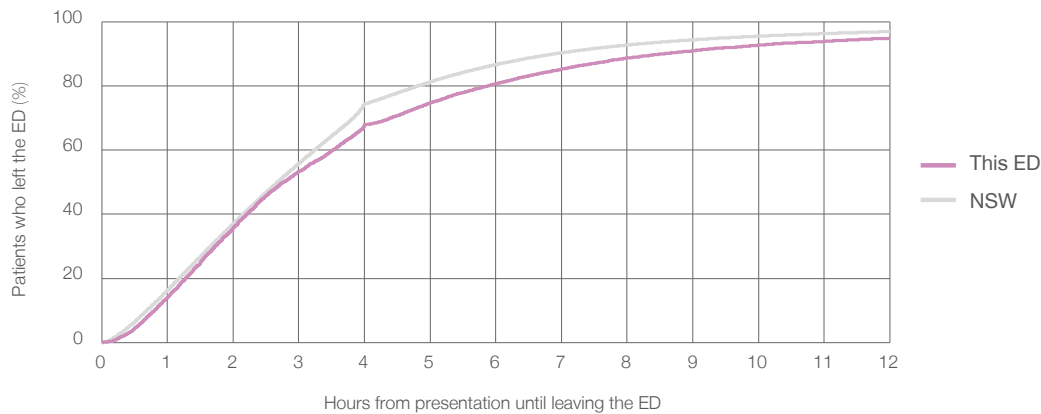
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

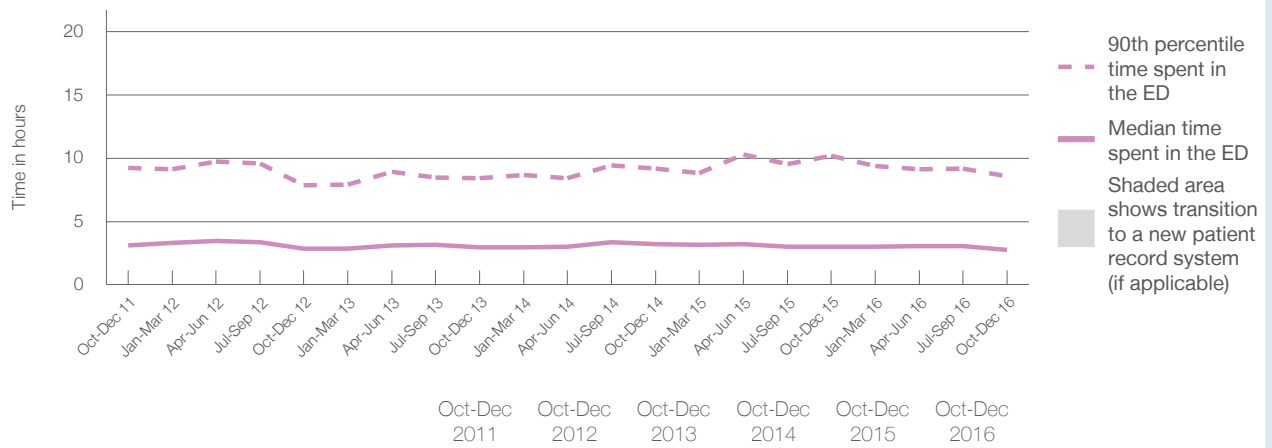
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
9,572	9,572
3 hours and 0 minutes	2 hours and 41 minutes
10 hours and 11 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 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

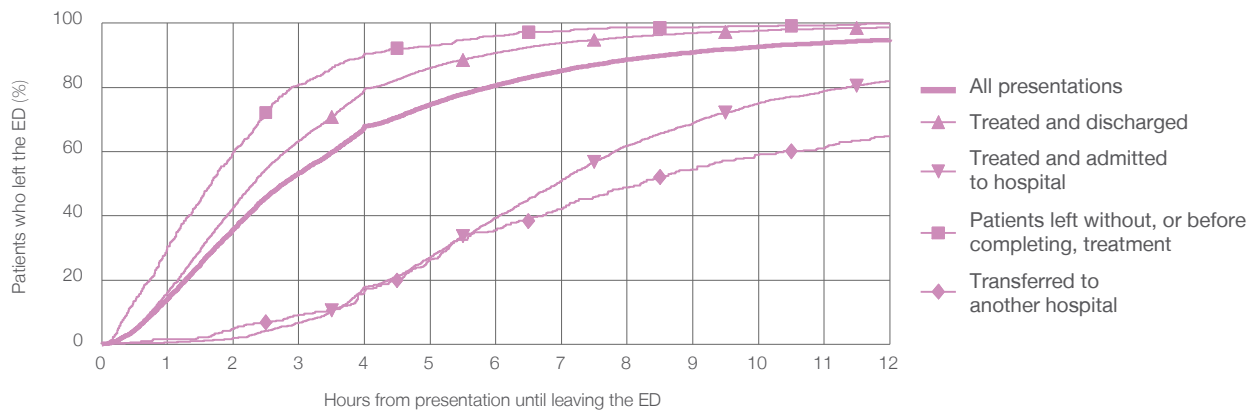
October to December 2016

All presentations:¹ 10,050 patients

Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

		Same period last year	Change since one year ago
Treated and discharged	7,339 (73.0%)	6,718	9.2%
Treated and admitted to hospital	1,685 (16.8%)	1,541	9.3%
Patient left without, or before completing, treatment	654 (6.5%)	891	-26.6%
Transferred to another hospital	336 (3.3%)	376	-10.6%
Other	36 (0.4%)	46	-21.7%

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	16.2%	42.6%	63.4%	79.6%	90.7%	95.7%	97.7%	98.7%
Treated and admitted to hospital	0.5%	1.9%	6.7%	18.0%	39.4%	61.8%	75.1%	82.0%
Patient left without, or before completing, treatment	30.4%	60.1%	80.9%	90.5%	96.0%	98.6%	99.1%	99.8%
Transferred to another hospital	1.5%	4.8%	9.2%	16.7%	35.4%	48.8%	58.9%	64.9%
All presentations	14.2%	35.8%	53.3%	67.9%	80.6%	88.7%	92.7%	94.8%

(†) 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.

Shoalhaven District Memorial 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 10,050 patients

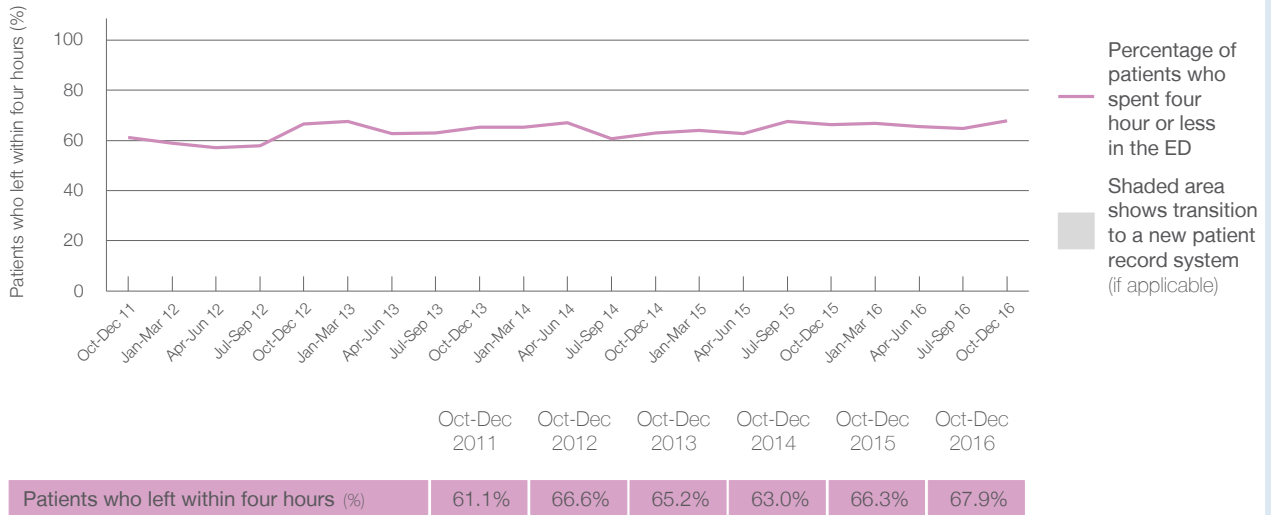
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

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 10,050 patients	9,572	5.0%
Presentations used to calculate time to leaving the ED: ⁶ 10,050 patients	9,572	5.0%
Percentage of patients who spent four hours or less in the ED	66.3%	

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).
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- 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.
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- 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).

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

Wollongong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 15,862 patients

Emergency presentations:² 15,519 patients

Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,981 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,609 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,189 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,963	
10 minutes	8 minutes
25 minutes	26 minutes
6,524	
27 minutes	20 minutes
86 minutes	67 minutes
6,422	
35 minutes	25 minutes
125 minutes	97 minutes
501	
31 minutes	24 minutes
112 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 15,861 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
15,868	-0.0%
64.2%	

* 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.

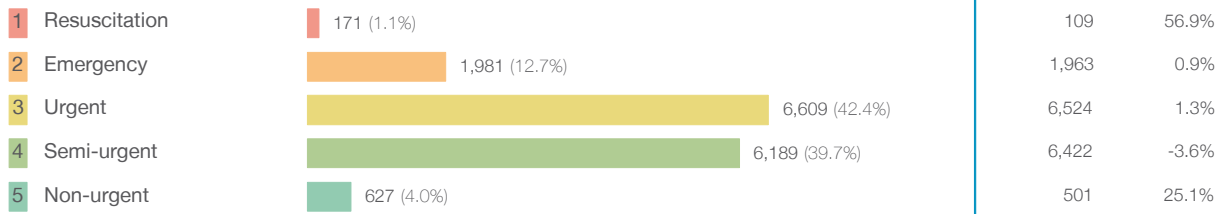
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

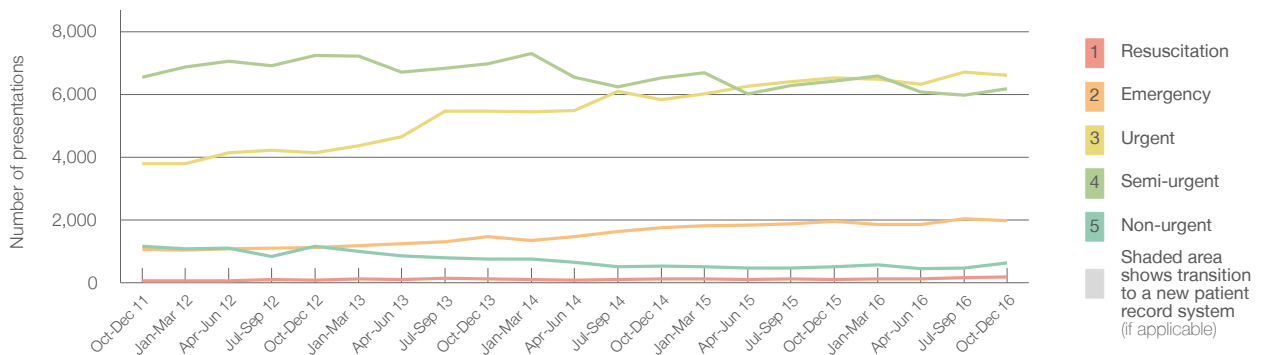
All presentations:¹ 15,862 patients

Emergency presentations² by triage category: 15,577 patients



Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%
109	56.9%
1,963	0.9%
6,524	1.3%
6,422	-3.6%
501	25.1%

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	50	83	114	111	109	171
Emergency	1,068	1,121	1,475	1,756	1,963	1,981
Urgent	3,782	4,136	5,457	5,833	6,524	6,609
Semi-urgent	6,543	7,247	6,981	6,533	6,422	6,189
Non-urgent	1,153	1,160	755	533	501	627
All emergency presentations	12,596	13,747	14,782	14,766	15,519	15,577

Wollongong Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,278 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,193	
12 minutes	-1 minute
28 minutes	-5 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 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.

Wollongong 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: 1,981

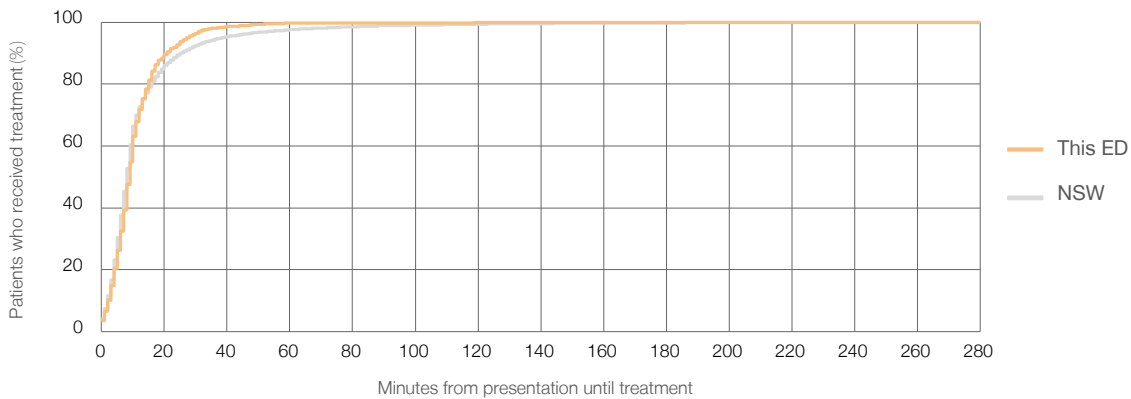
Number of triage 2 patients used to calculate waiting time:³ 1,979

Median time to start treatment⁴ 9 minutes

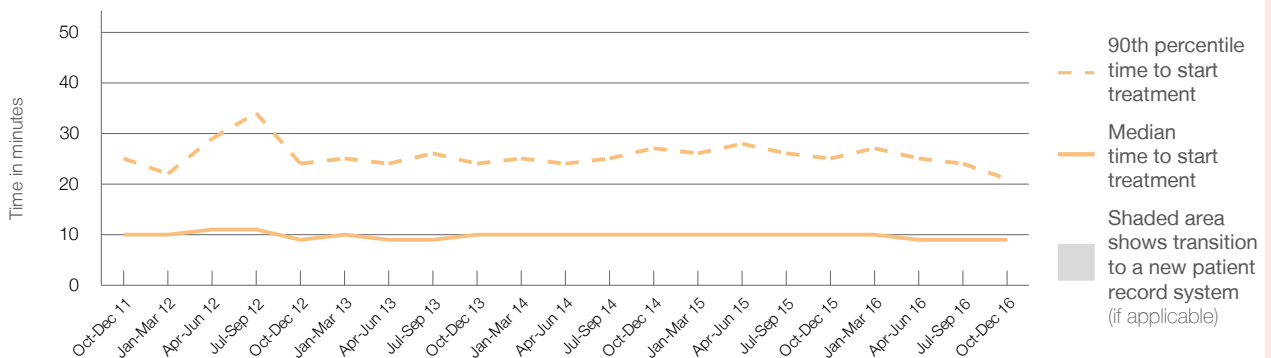
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,963	
1,954	
10 minutes	8 minutes
25 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)	10	9	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	25	24	24	27	25	21

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

Wollongong 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: 6,609

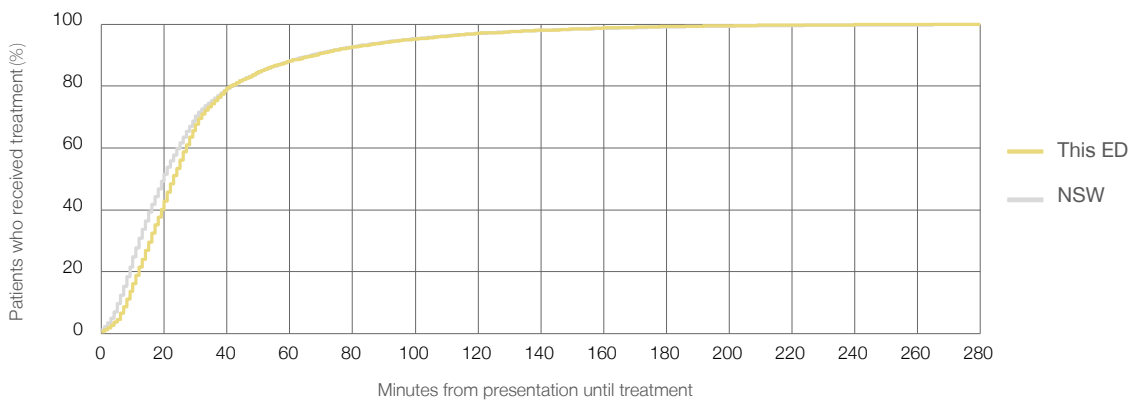
Number of triage 3 patients used to calculate waiting time:³ 6,505

Median time to start treatment⁴ 23 minutes

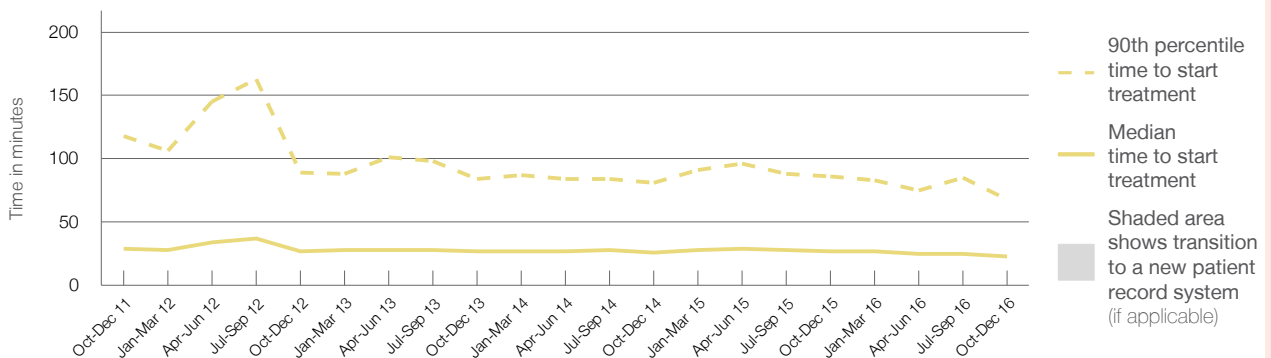
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,524	
6,394	
27 minutes	20 minutes
86 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)	29	27	27	26	27	23
90th percentile time to start treatment ⁵ (minutes)	118	89	84	81	86	68

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Wollongong 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: 6,189

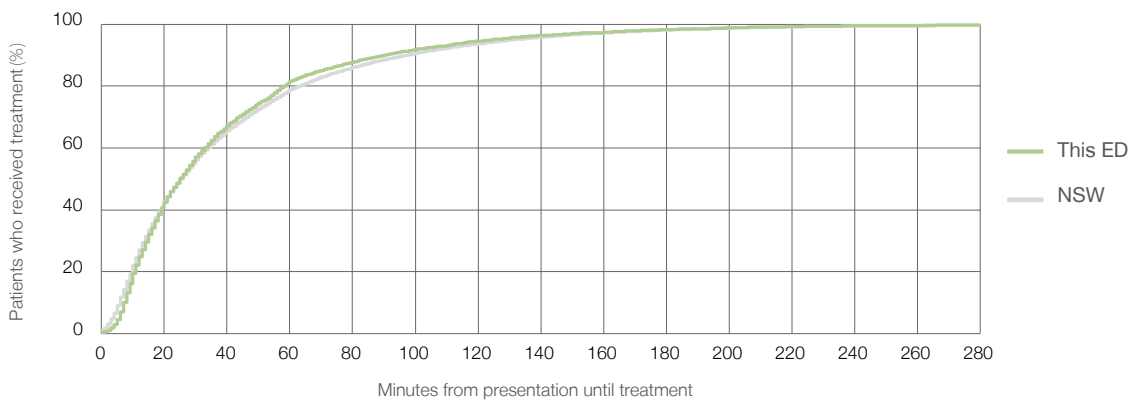
Number of triage 4 patients used to calculate waiting time:³ 5,916

Median time to start treatment⁴ 25 minutes

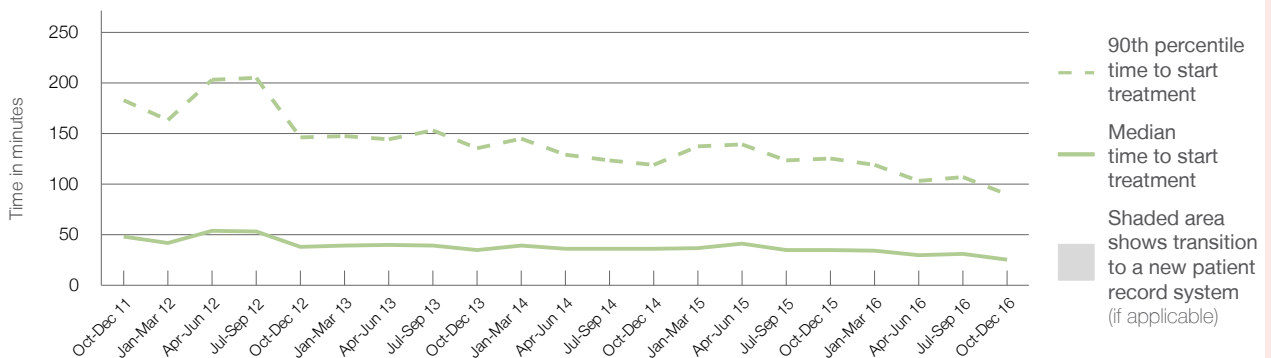
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
6,422	
6,053	
35 minutes	25 minutes
125 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)	48	38	35	36	35	25
90th percentile time to start treatment ⁵ (minutes)	183	146	135	119	125	90

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Wollongong 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: 627

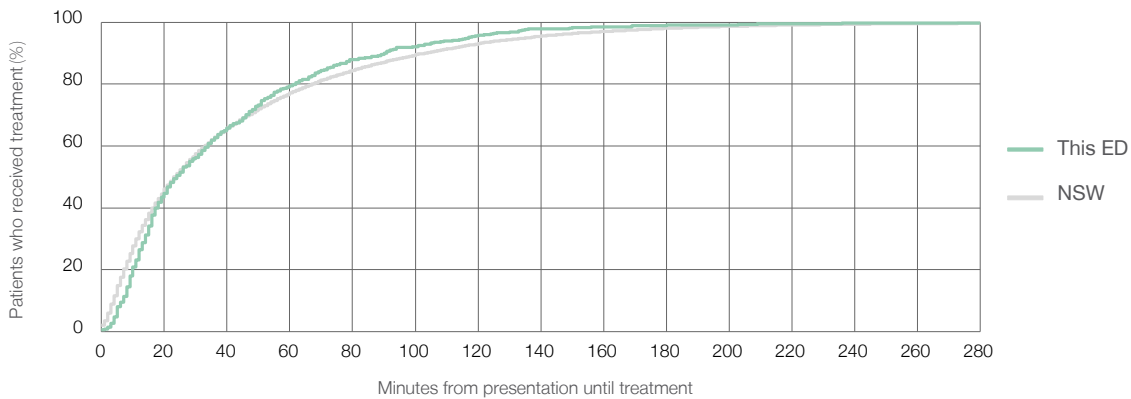
Number of triage 5 patients used to calculate waiting time:³ 534

Median time to start treatment⁴ 24 minutes

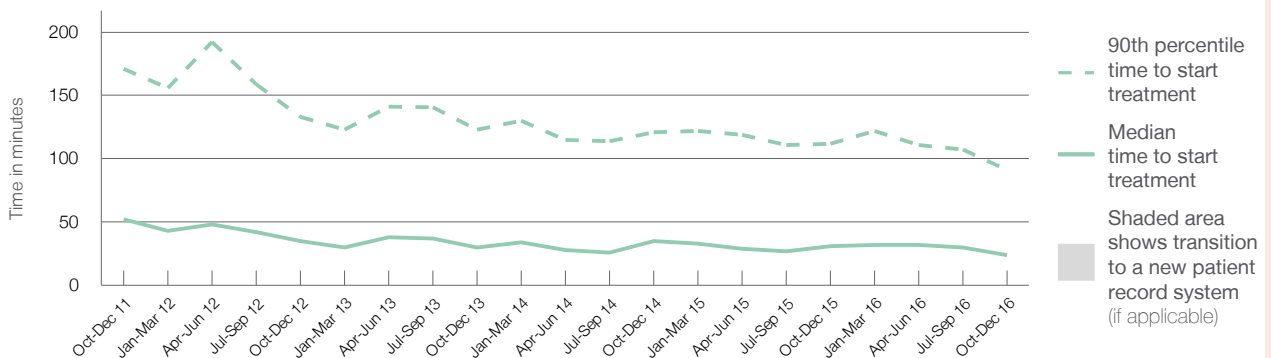
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
501	
415	
31 minutes	24 minutes
112 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)	52	35	30	35	31	24
90th percentile time to start treatment ⁵ (minutes)	171	133	123	121	112	91

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

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

All presentations:¹ 15,862 patients

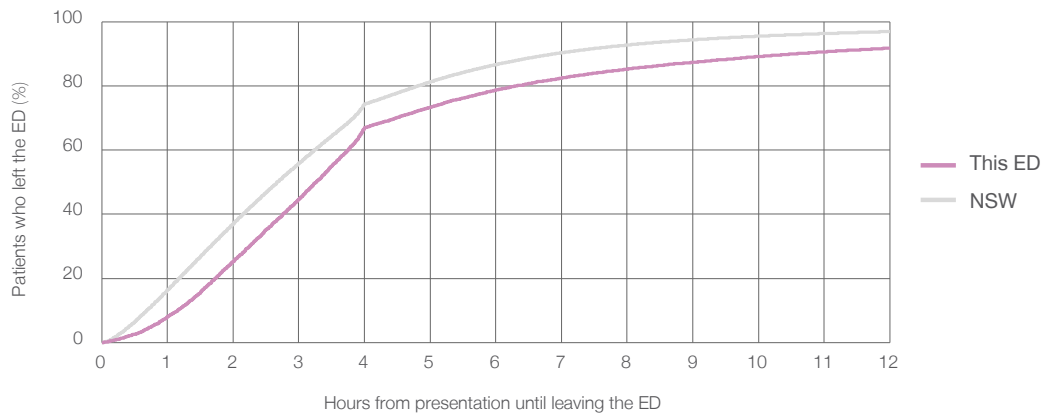
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

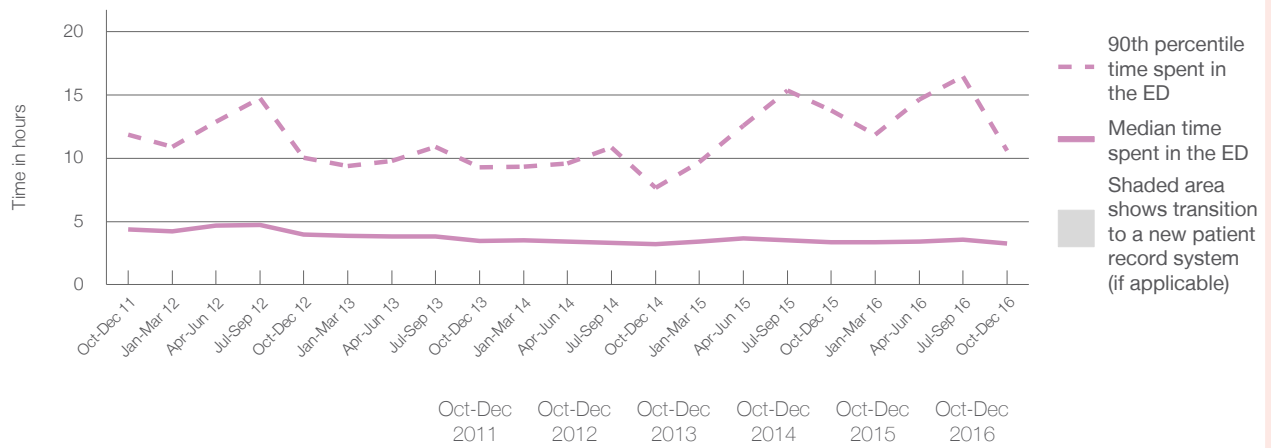
90th percentile time spent in the ED⁹ 10 hours and 34 minutes

Same period last year	NSW (this period)
15,869	
15,868	
3 hours and 23 minutes	2 hours and 41 minutes
13 hours and 47 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)	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 34m

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

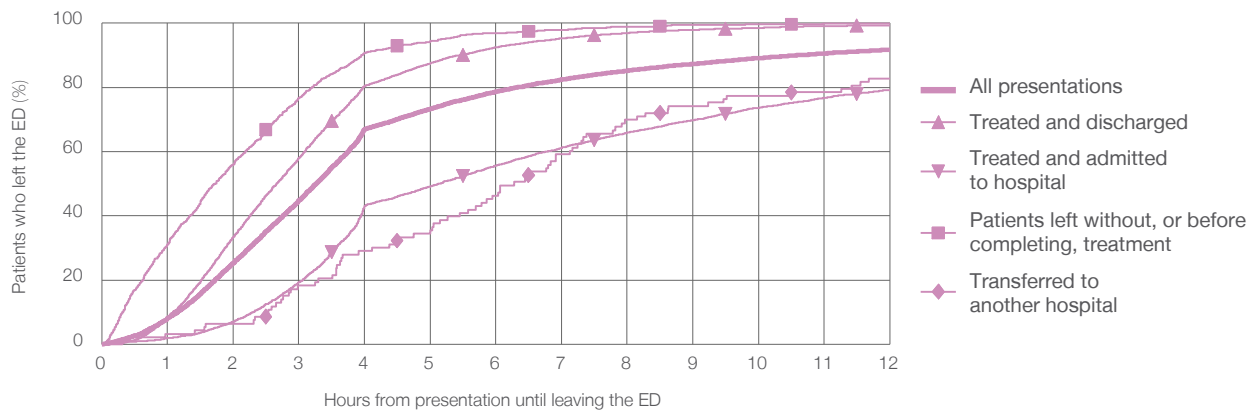
All presentations:¹ 15,862 patients

Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Treated and discharged	8,507 (53.6%)
Treated and admitted to hospital	5,986 (37.7%)
Patient left without, or before completing, treatment	1,185 (7.5%)
Transferred to another hospital	93 (0.6%)
Other	91 (0.6%)

Same period last year	Change since one year ago
15,868	-0.0%
8,478	0.3%
6,087	-1.7%
1,097	8.0%
95	-2.1%
112	-18.8%

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	8.4%	33.4%	57.9%	80.5%	92.5%	97.0%	98.5%	99.4%
Treated and admitted to hospital	1.9%	7.0%	19.3%	43.1%	55.6%	65.9%	73.7%	79.3%
Patient left without, or before completing, treatment	31.1%	56.0%	76.7%	90.7%	97.0%	98.8%	99.7%	99.9%
Transferred to another hospital	3.2%	6.5%	18.3%	29.0%	46.2%	69.9%	77.4%	82.8%
All presentations	8.1%	25.4%	44.8%	66.9%	78.7%	85.2%	89.1%	91.7%

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Wollongong 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 15,862 patients

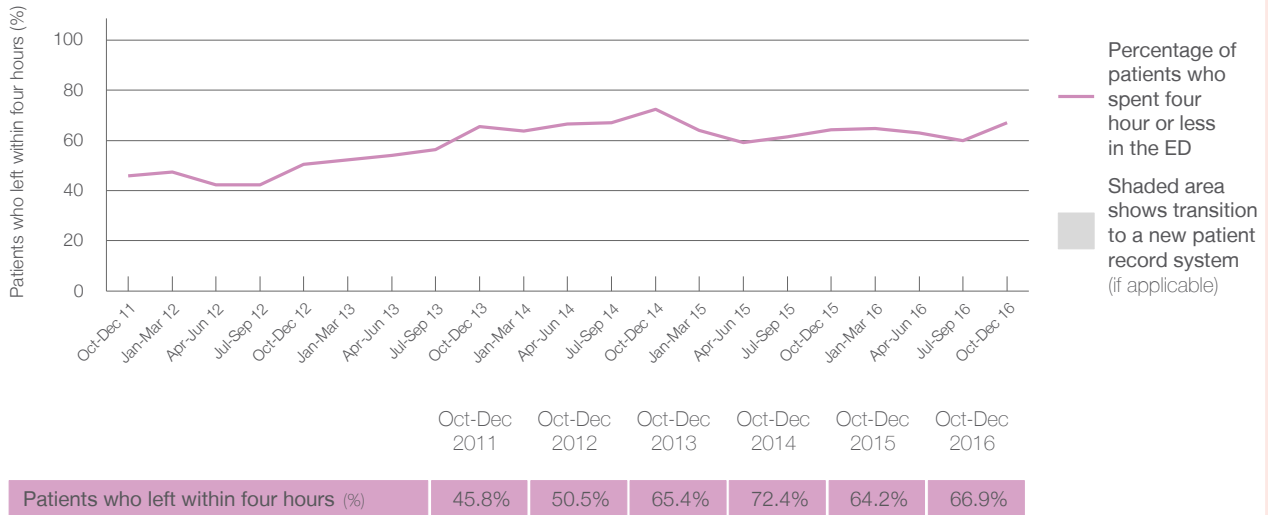
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

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	15,869	-0.0%
Presentations used to calculate time to leaving the ED: ⁶	15,868	-0.0%
Percentage of patients who spent four hours or less in the ED	64.2%	

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.

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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).