



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Southern NSW 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.

## Bateman's Bay District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 4,132 patients  
Emergency presentations:<sup>2</sup> 3,976 patients

Same period last year	Change since one year ago
3,649	13.2%
3,511	13.2%

## Bateman's Bay District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,117 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,891 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 600 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
19 minutes	26 minutes
1,134	
18 minutes	20 minutes
58 minutes	67 minutes
1,703	
30 minutes	25 minutes
131 minutes	97 minutes
370	
27 minutes	24 minutes
119 minutes	103 minutes

## Bateman's Bay District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,132 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
3,649	13.2%
83.9%	

\* 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.

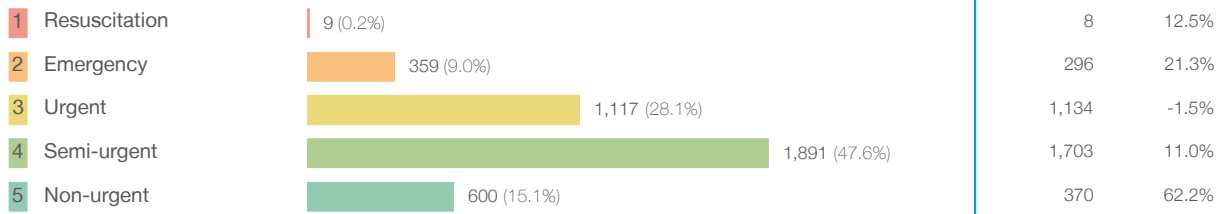
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Bateman's Bay District Hospital: Patients presenting to the emergency department October to December 2016

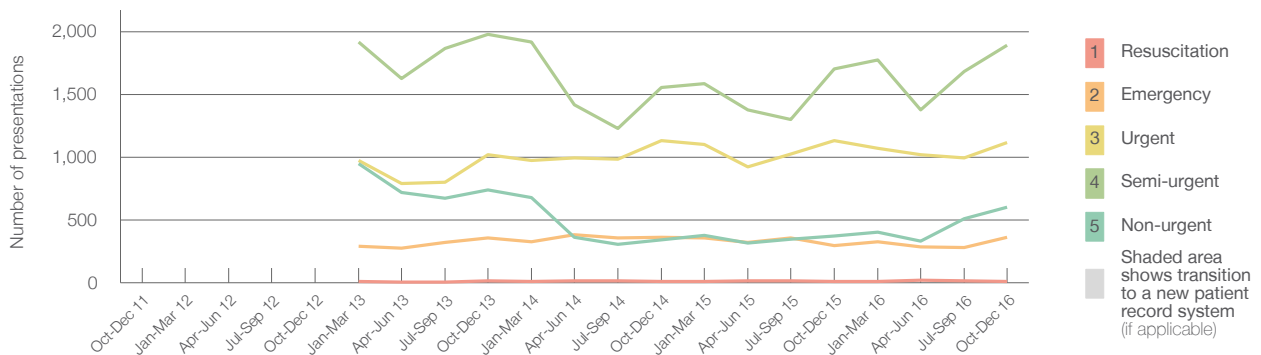
All presentations:<sup>1</sup> 4,132 patients

Emergency presentations<sup>2</sup> by triage category: 3,976 patients



Same period last year	Change since one year ago
3,649	13.2%
3,511	13.2%
8	12.5%
296	21.3%
1,134	-1.5%
1,703	11.0%
370	62.2%

Emergency presentations<sup>2</sup> 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			14	11	8	9
Emergency			358	361	296	359
Urgent			1,017	1,133	1,134	1,117
Semi-urgent			1,978	1,556	1,703	1,891
Non-urgent			740	339	370	600
All emergency presentations			4,107	3,400	3,511	3,976

## Bateman's Bay District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 492 patients

ED Transfer of care time



Same period last year	Change since one year ago
411	
9 minutes	1 minute
23 minutes	1 minute

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Bateman's Bay District 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: 359

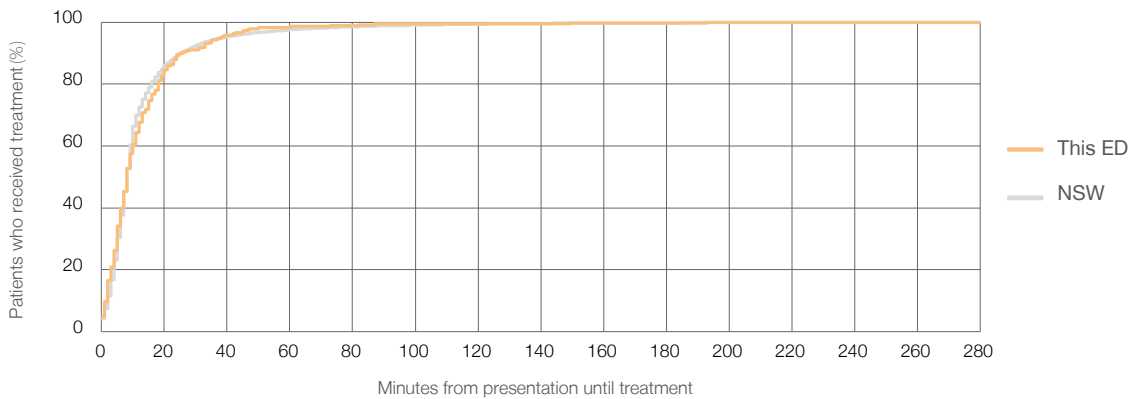
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 358

Median time to start treatment<sup>4</sup> 8 minutes

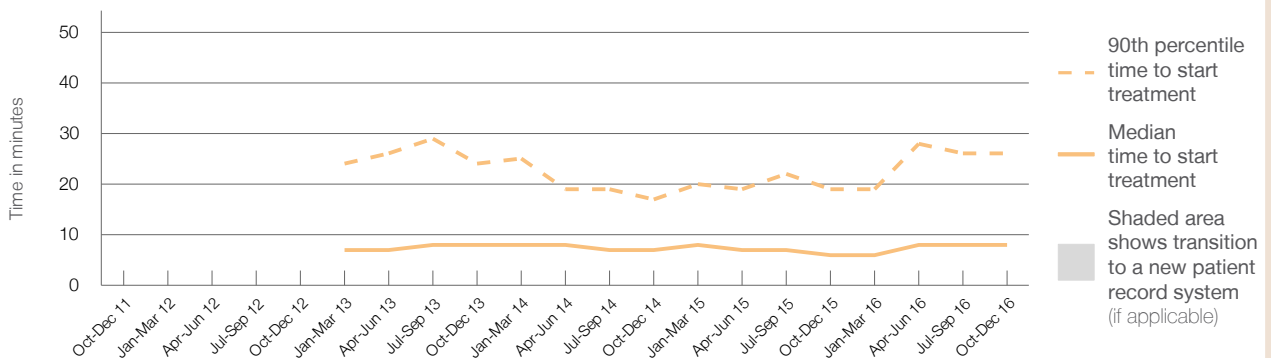
90th percentile time to start treatment<sup>5</sup> 26 minutes

Same period last year	NSW (this period)
296	
295	
6 minutes	8 minutes
19 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			8	7	6	8
90th percentile time to start treatment <sup>5</sup> (minutes)			24	17	19	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.

## Bateman's Bay District 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: 1,117

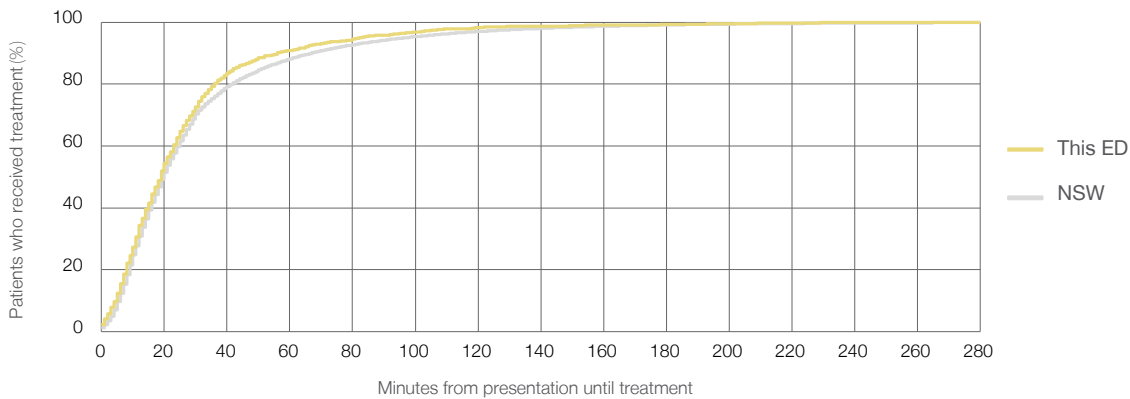
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,065

Median time to start treatment<sup>4</sup> 19 minutes

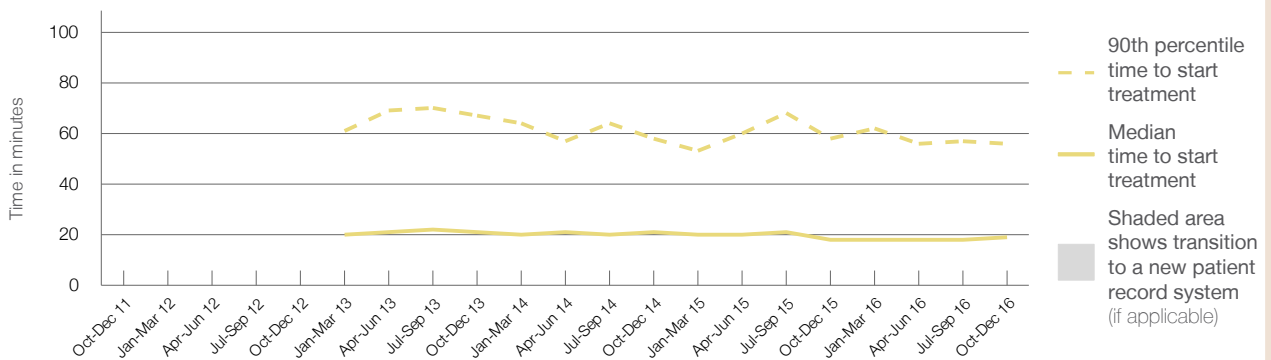
90th percentile time to start treatment<sup>5</sup> 56 minutes

Same period last year	NSW (this period)
1,134	
1,102	
18 minutes	20 minutes
58 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			21	21	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)			67	58	58	56

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

## Bateman's Bay District 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: 1,891

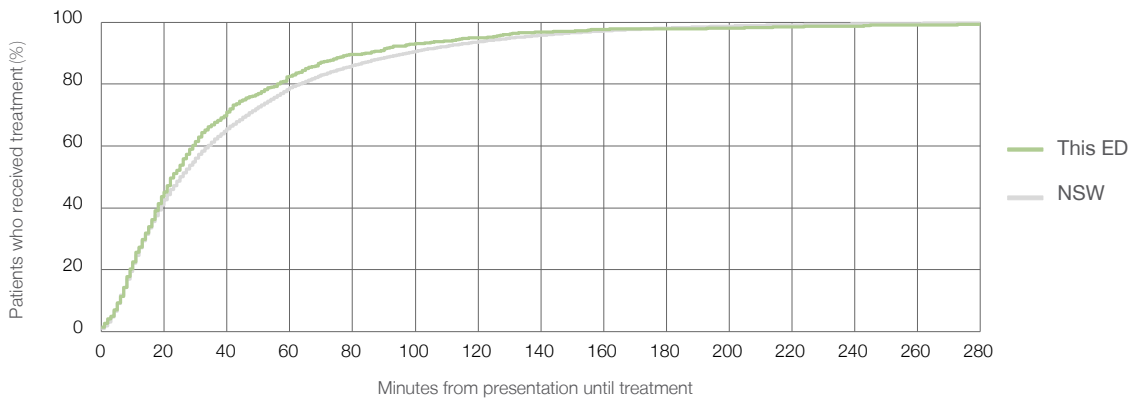
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 924

Median time to start treatment<sup>4</sup> 23 minutes

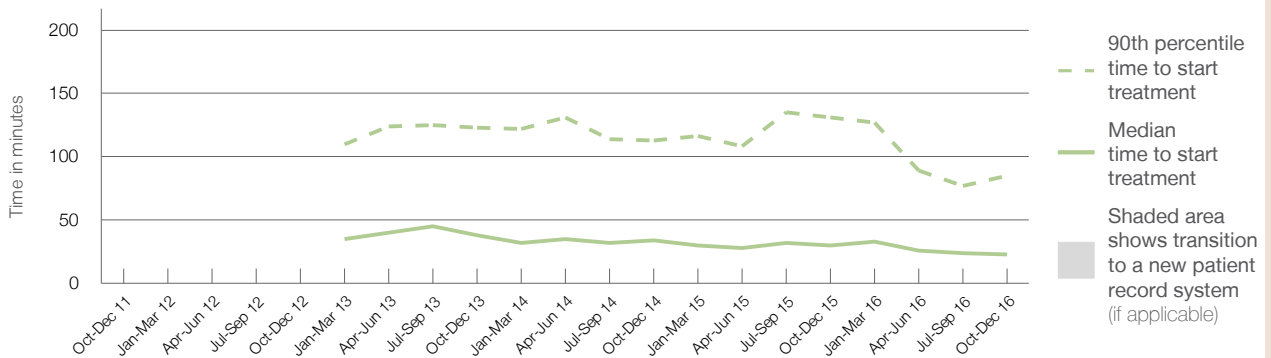
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
1,703	1,534
30 minutes	25 minutes
131 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			38	34	30	23
90th percentile time to start treatment <sup>5</sup> (minutes)			123	113	131	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.

## Bateman's Bay District 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: 600

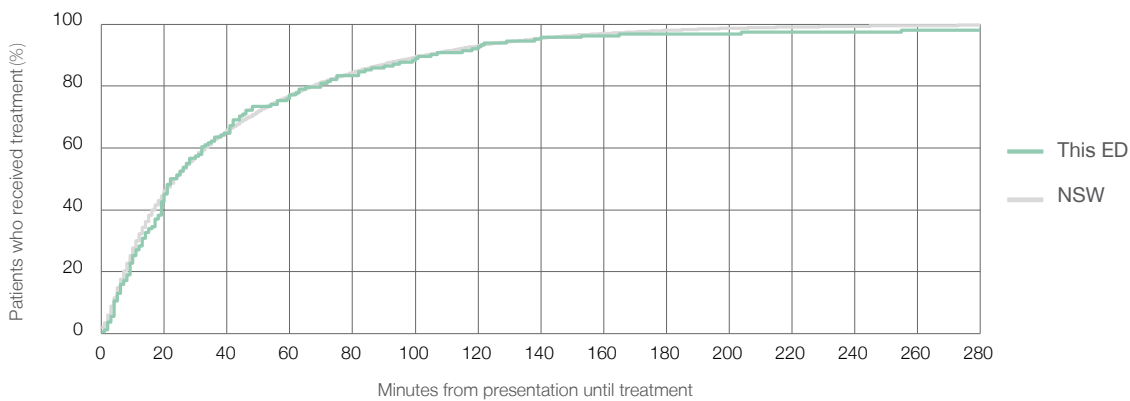
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 162

Median time to start treatment<sup>4</sup> 23 minutes

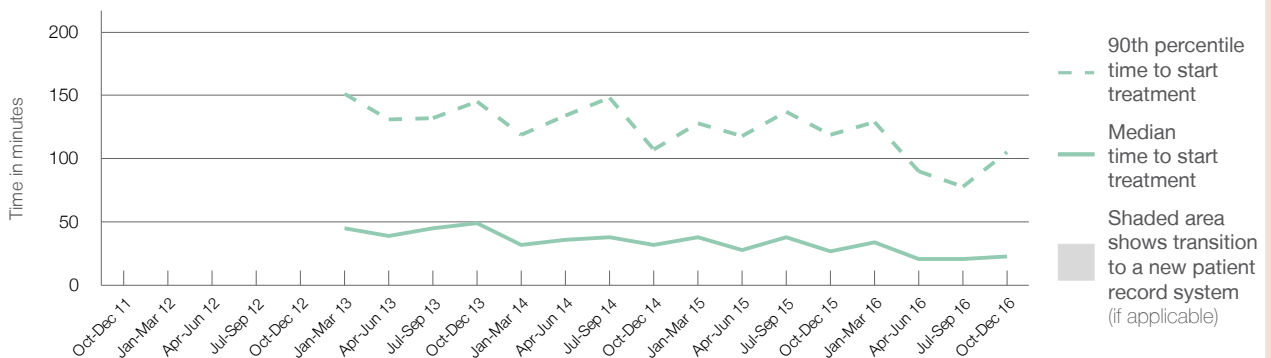
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
370	
291	
27 minutes	24 minutes
119 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			49	32	27	23
90th percentile time to start treatment <sup>5</sup> (minutes)			145	107	119	105

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

## Bateman's Bay District Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 4,132 patients

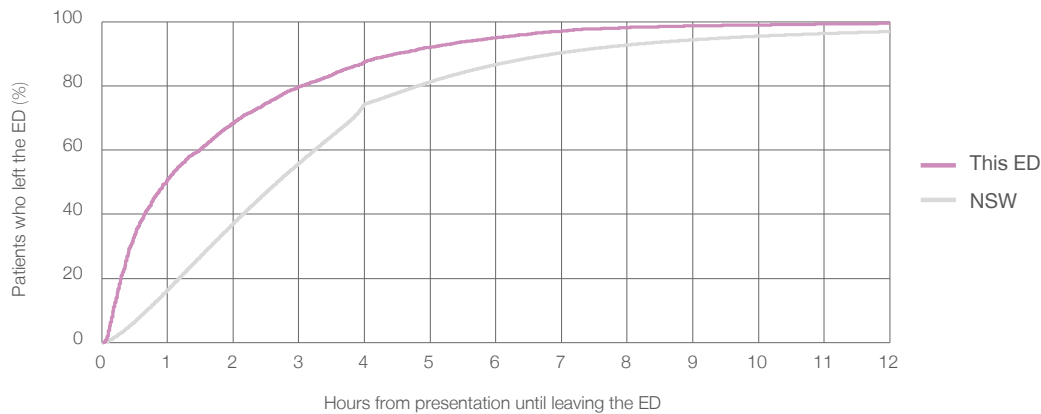
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,132 patients

Median time spent in the ED<sup>8</sup> 0 hours and 59 minutes

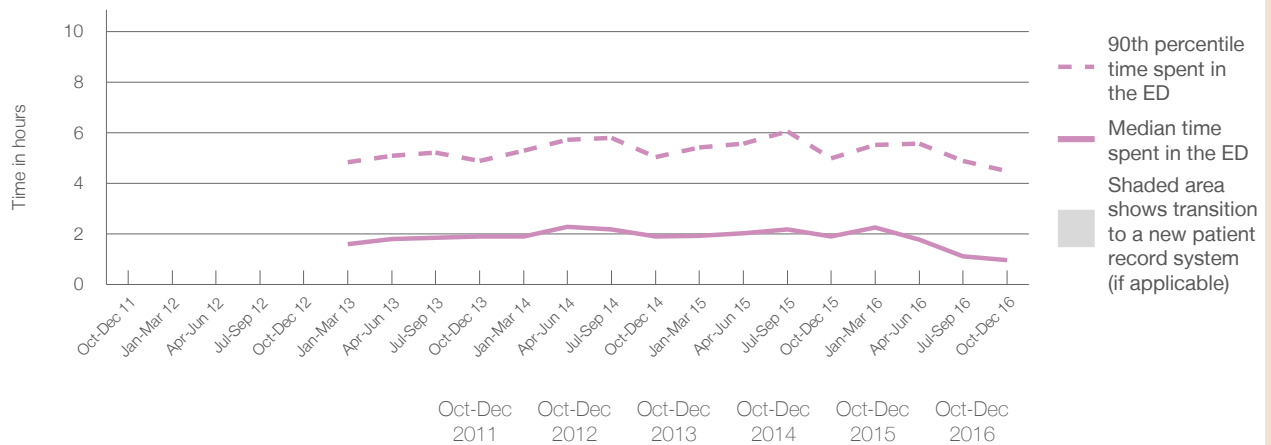
90th percentile time spent in the ED<sup>9</sup> 4 hours and 29 minutes

Same period last year	NSW (this period)
3,649	3,649
1 hours and 54 minutes	2 hours and 41 minutes
4 hours and 59 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 55m	1h 54m	1h 54m	0h 59m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 53m	5h 3m	4h 59m	4h 29m

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## Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

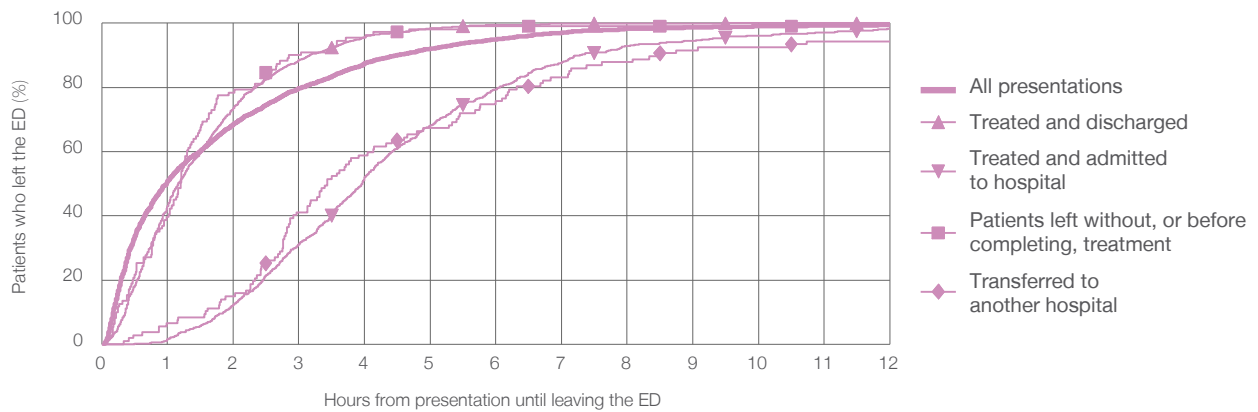
All presentations:<sup>1</sup> 4,132 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,132 patients

Treated and discharged	1,717 (41.6%)
Treated and admitted to hospital	812 (19.7%)
Patient left without, or before completing, treatment	111 (2.7%)
Transferred to another hospital	107 (2.6%)
Other	1,385 (33.5%)

Same period last year	Change since one year ago
3,649	13.2%
2,540	-32.4%
725	12.0%
291	-61.9%
86	24.4%
7	9685.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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	43.1%	73.6%	88.5%	95.7%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	1.5%	12.3%	31.2%	52.1%	79.4%	93.0%	96.2%	98.3%
Patient left without, or before completing, treatment	39.6%	78.4%	90.1%	95.5%	99.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.5%	15.0%	41.1%	58.9%	75.7%	87.9%	92.5%	94.4%
All presentations	50.8%	68.5%	79.7%	87.5%	95.0%	98.2%	99.0%	99.5%

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## Bateman's Bay District 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:<sup>1</sup> 4,132 patients

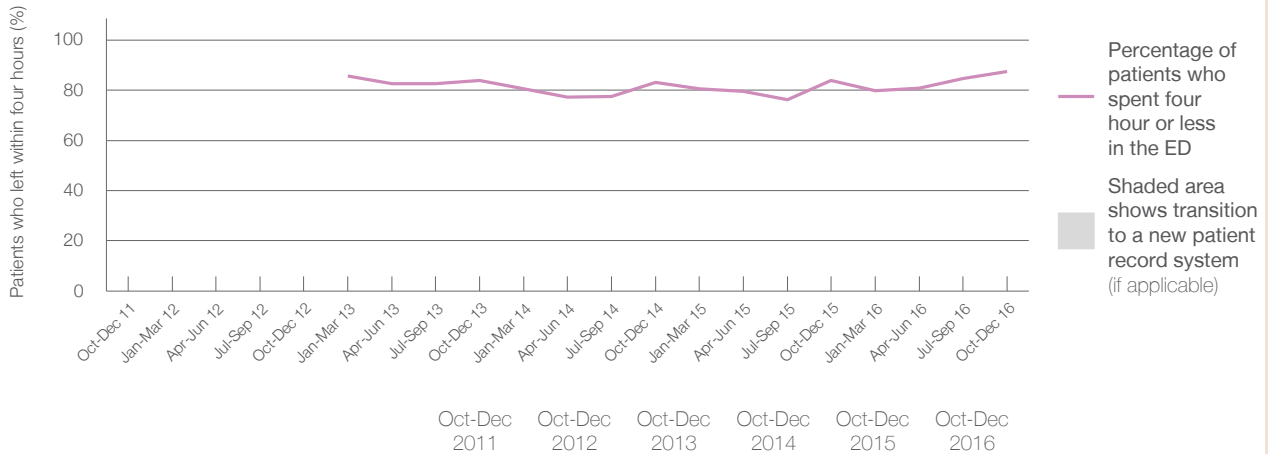
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,132 patients

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: <sup>1</sup>	3,649	13.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,649	13.2%
Percentage of patients who spent four hours or less in the ED	83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	83.8%	83.1%	83.9%	87.5%		

\* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Goulburn Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 4,660 patients  
Emergency presentations:<sup>2</sup> 4,399 patients

Same period last year	Change since one year ago
4,436	5.0%
4,058	8.4%

## Goulburn Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 448 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,722 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,921 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 118 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
465	
9 minutes	8 minutes
27 minutes	26 minutes
1,561	
29 minutes	20 minutes
103 minutes	67 minutes
1,707	
45 minutes	25 minutes
168 minutes	97 minutes
301	
30 minutes	24 minutes
138 minutes	103 minutes

## Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
4,436	5.0%
77.8%	

\* 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.

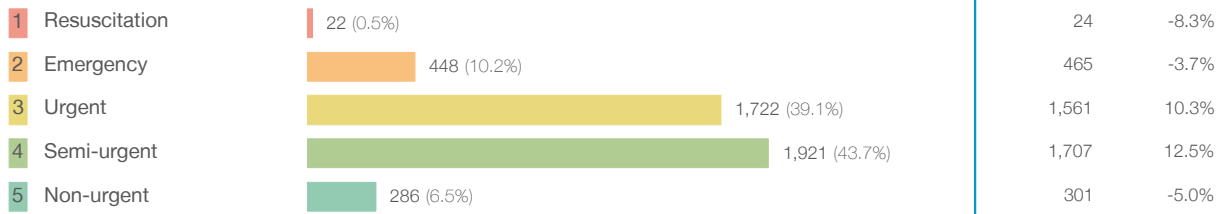
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Goulburn Base Hospital: Patients presenting to the emergency department October to December 2016

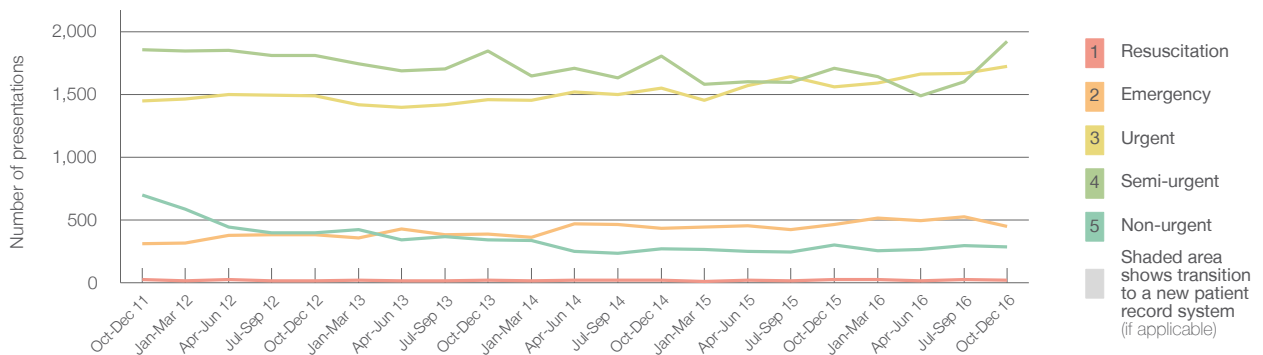
All presentations:<sup>1</sup> 4,660 patients

Emergency presentations<sup>2</sup> by triage category: 4,399 patients



	Same period last year	Change since one year ago
All presentations	4,436	5.0%
Emergency presentations	4,058	8.4%
Resuscitation	24	-8.3%
Emergency	465	-3.7%
Urgent	1,561	10.3%
Semi-urgent	1,707	12.5%
Non-urgent	301	-5.0%

Emergency presentations<sup>2</sup> 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	23	14	20	19	24	22
Emergency	308	384	385	434	465	448
Urgent	1,449	1,491	1,457	1,552	1,561	1,722
Semi-urgent	1,855	1,810	1,845	1,805	1,707	1,921
Non-urgent	696	396	343	272	301	286
All emergency presentations	4,331	4,095	4,050	4,082	4,058	4,399

## Goulburn Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 846 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	770	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	34 minutes	-5 minutes

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## Goulburn Base 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: 448

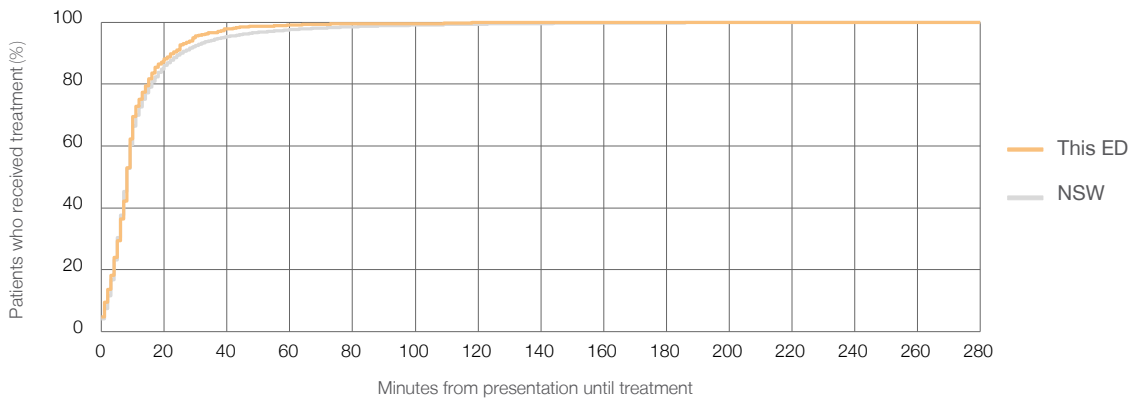
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 448

Median time to start treatment<sup>4</sup> 8 minutes

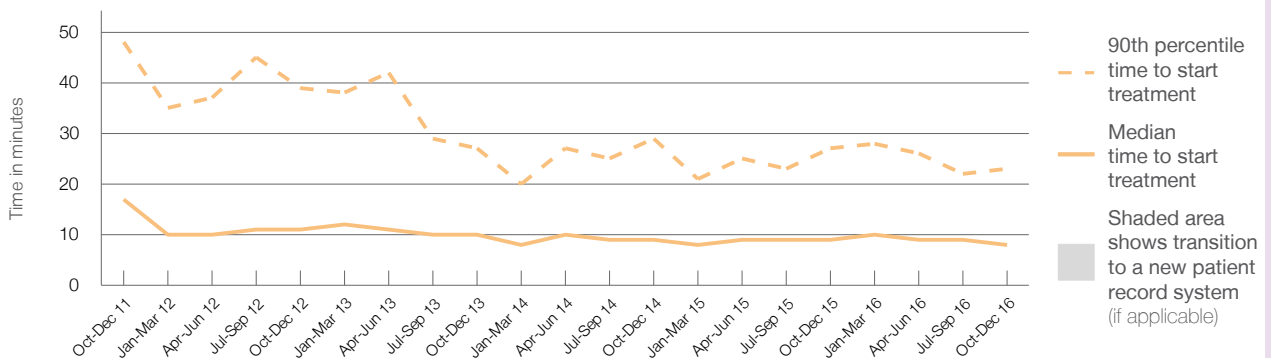
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
465	
463	
9 minutes	8 minutes
27 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	17	11	10	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	48	39	27	29	27	23

(†) 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.

### Goulburn Base 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: 1,722

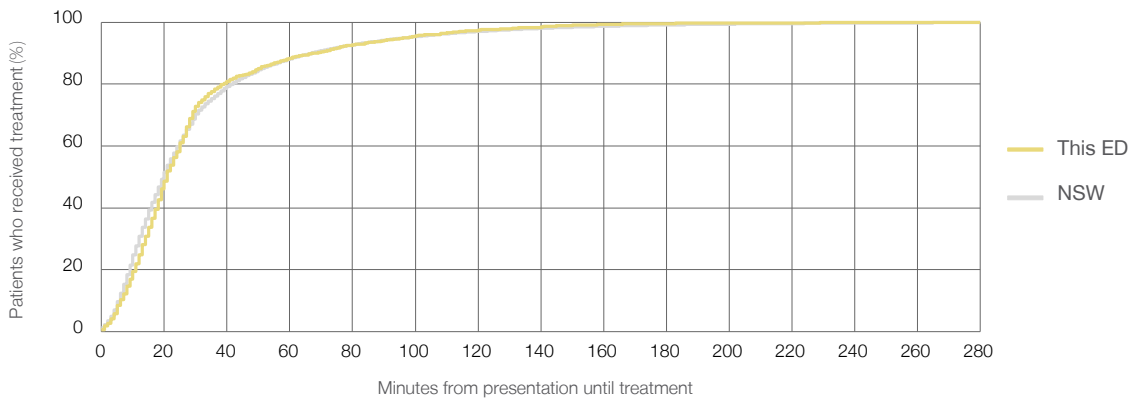
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,683

Median time to start treatment<sup>4</sup> 21 minutes

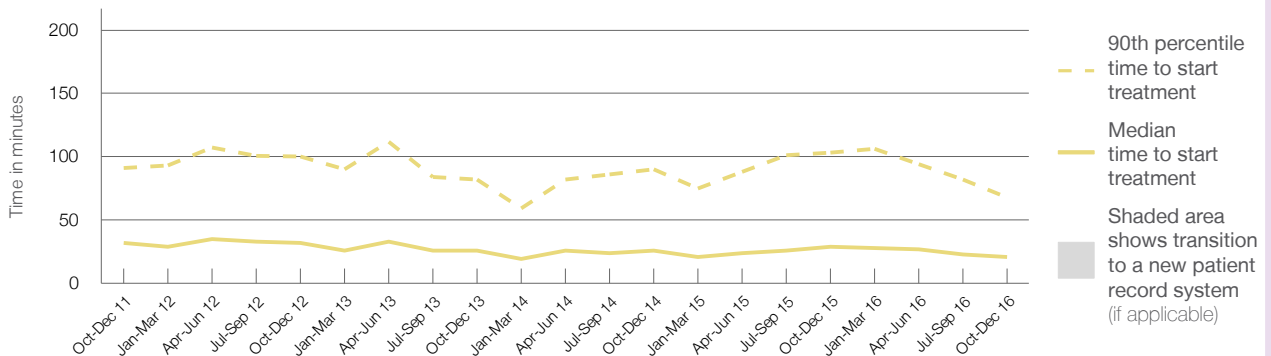
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,561	
1,514	
29 minutes	20 minutes
103 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	32	32	26	26	29	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	100	82	90	103	68

(†) 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.

## Goulburn Base 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: 1,921

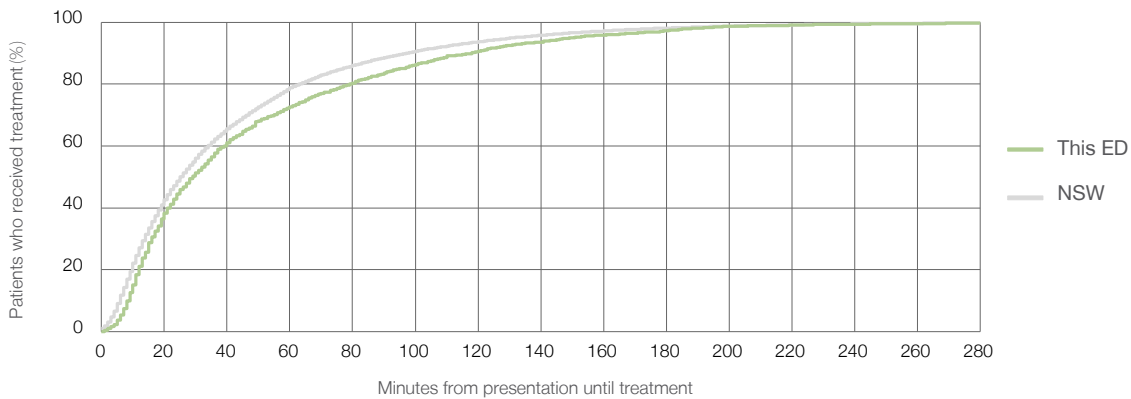
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,767

Median time to start treatment<sup>4</sup> 29 minutes

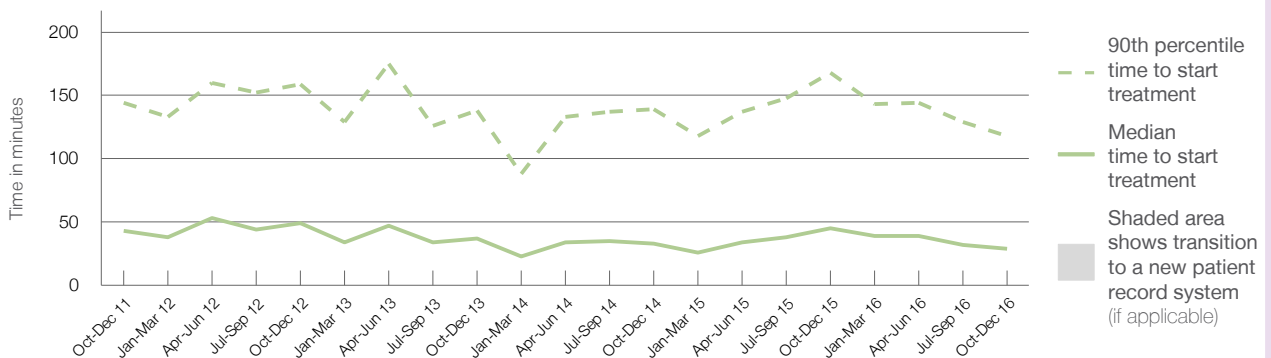
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
1,707	
1,532	
45 minutes	25 minutes
168 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	43	49	37	33	45	29
90th percentile time to start treatment <sup>5</sup> (minutes)	144	159	138	139	168	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.

## Goulburn Base 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: 286

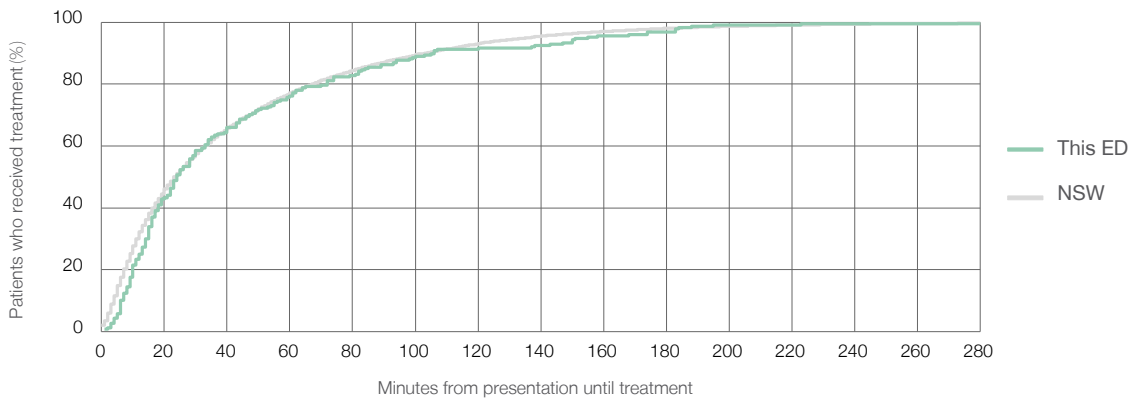
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 227

Median time to start treatment<sup>4</sup> 24 minutes

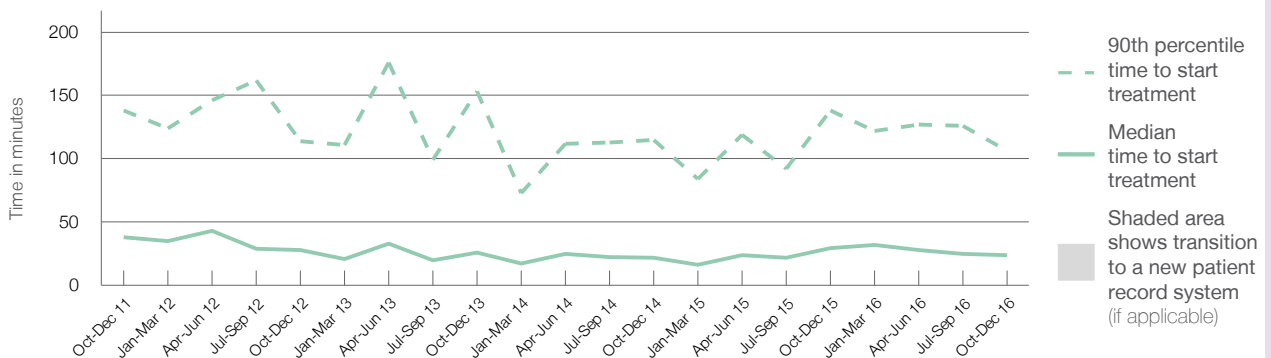
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
301	226
30 minutes	24 minutes
138 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	38	28	26	22	30	24
90th percentile time to start treatment <sup>5</sup> (minutes)	138	114	153	115	138	106

(†) 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.

## Goulburn Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 4,660 patients

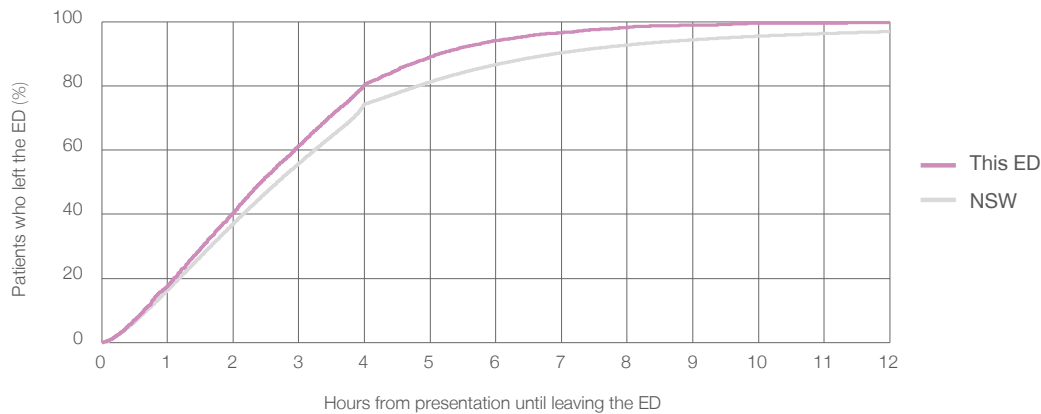
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Median time spent in the ED<sup>8</sup> 2 hours and 26 minutes

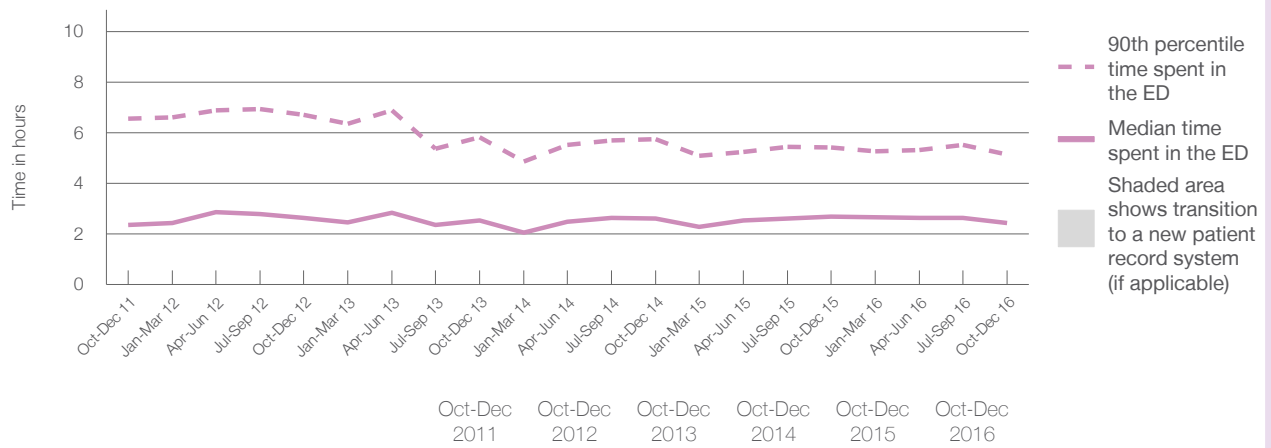
90th percentile time spent in the ED<sup>9</sup> 5 hours and 9 minutes

Same period last year	NSW (this period)
4,436	4,436
2 hours and 41 minutes	2 hours and 41 minutes
5 hours and 26 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m

(†) 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.

## Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

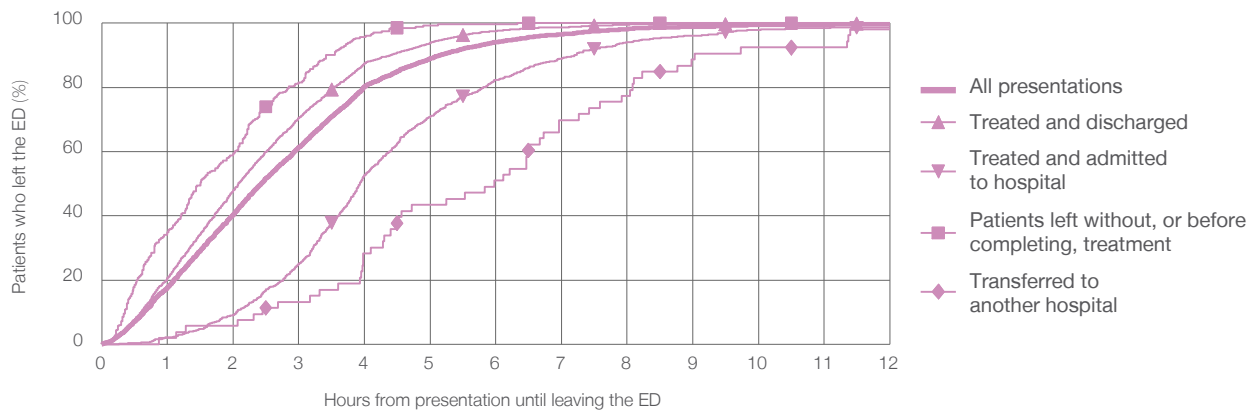
All presentations:<sup>1</sup> 4,660 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Treated and discharged	3,369 (72.3%)
Treated and admitted to hospital	941 (20.2%)
Patient left without, or before completing, treatment	281 (6.0%)
Transferred to another hospital	53 (1.1%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,436	5.0%
3,106	8.5%
870	8.2%
373	-24.7%
53	0.0%
34	-52.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	20.7%	48.0%	70.6%	87.5%	97.6%	99.5%	99.9%	100%
Treated and admitted to hospital	2.1%	9.2%	25.2%	52.8%	82.4%	94.0%	98.0%	98.6%
Patient left without, or before completing, treatment	34.9%	59.4%	81.5%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	1.9%	5.7%	13.2%	28.3%	50.9%	77.4%	92.5%	98.1%
All presentations	17.8%	40.5%	61.5%	80.4%	94.1%	98.2%	99.4%	99.7%

(†) 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.

## Goulburn Base 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:<sup>1</sup> 4,660 patients

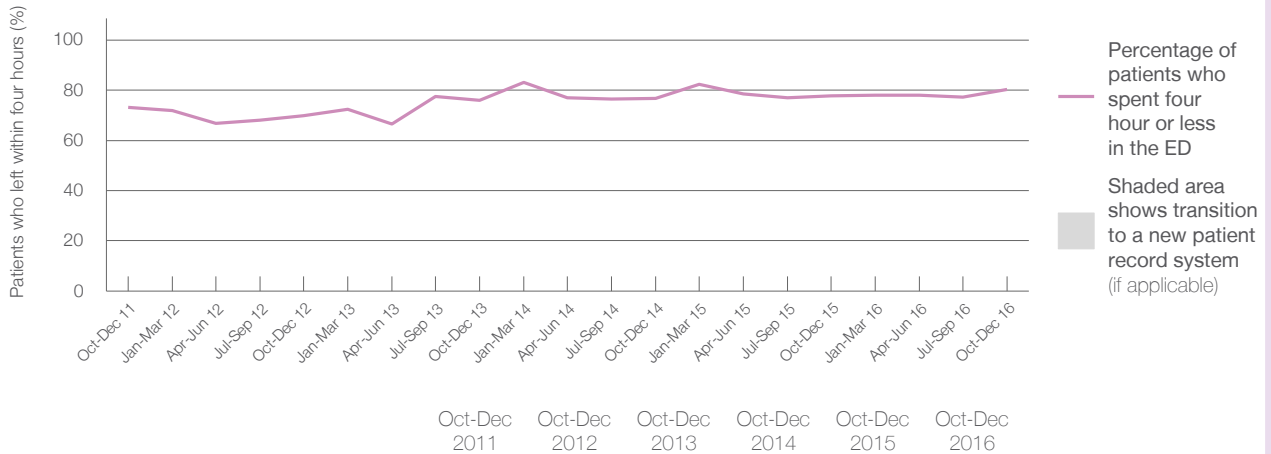
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

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: <sup>1</sup> 4,660 patients	4,436	5.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,660 patients	4,436	5.0%
Percentage of patients who spent four hours or less in the ED	77.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	73.1%	69.9%	76.0%	76.8%	77.8%	80.4%

\* 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.

## Moruya District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 2,787 patients  
 Emergency presentations:<sup>2</sup> 2,579 patients

Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%

## Moruya District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 308 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 823 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,053 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
264	
7 minutes	8 minutes
22 minutes	26 minutes
783	
18 minutes	20 minutes
57 minutes	67 minutes
970	
30 minutes	25 minutes
110 minutes	97 minutes
485	
34 minutes	24 minutes
147 minutes	103 minutes

## Moruya District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
2,686	3.8%
77.3%	

\* 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.

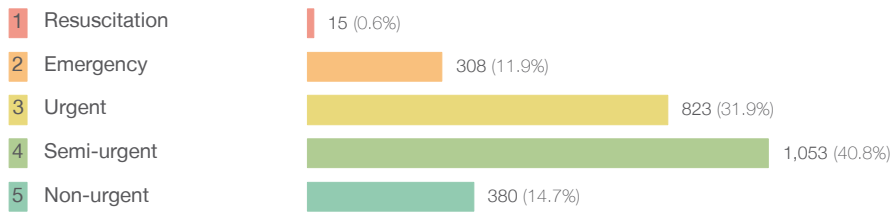
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Moruya District Hospital: Patients presenting to the emergency department October to December 2016

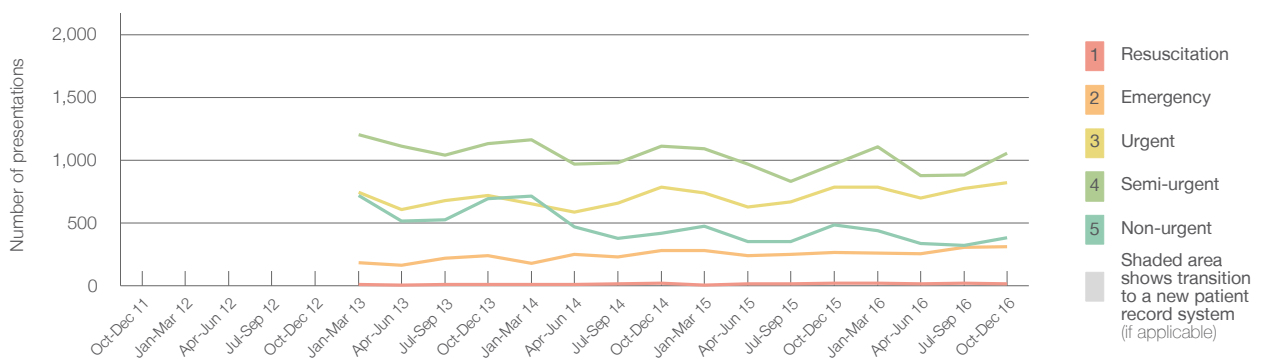
All presentations:<sup>1</sup> 2,787 patients

Emergency presentations<sup>2</sup> by triage category: 2,579 patients



Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%
19	-21.1%
264	16.7%
783	5.1%
970	8.6%
485	-21.6%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 \*§

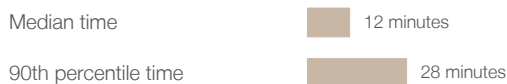


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation			12	18	19	15
Emergency			239	281	264	308
Urgent			721	785	783	823
Semi-urgent			1,134	1,110	970	1,053
Non-urgent			693	420	485	380
All emergency presentations			2,799	2,614	2,521	2,579

## Moruya District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 421 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
502	
13 minutes	-1 minute
35 minutes	-7 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

## Moruya District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns)

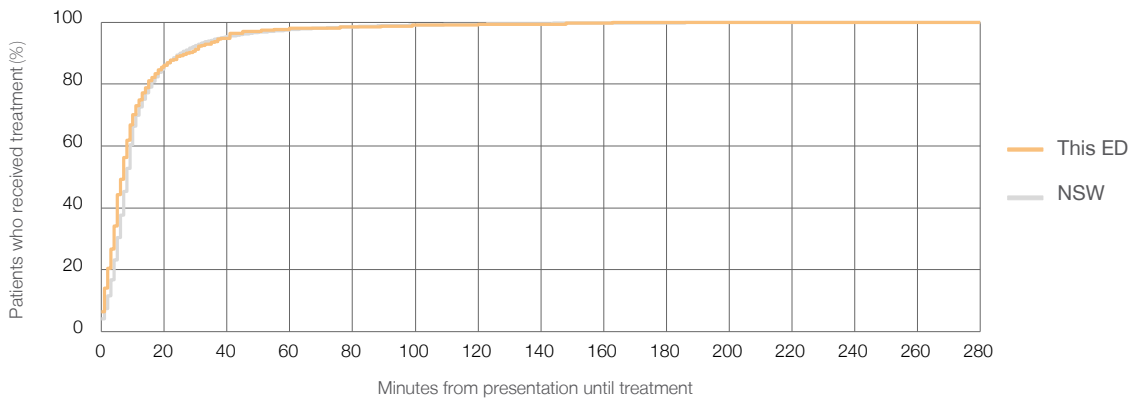
Number of triage 2 patients: 308

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 307

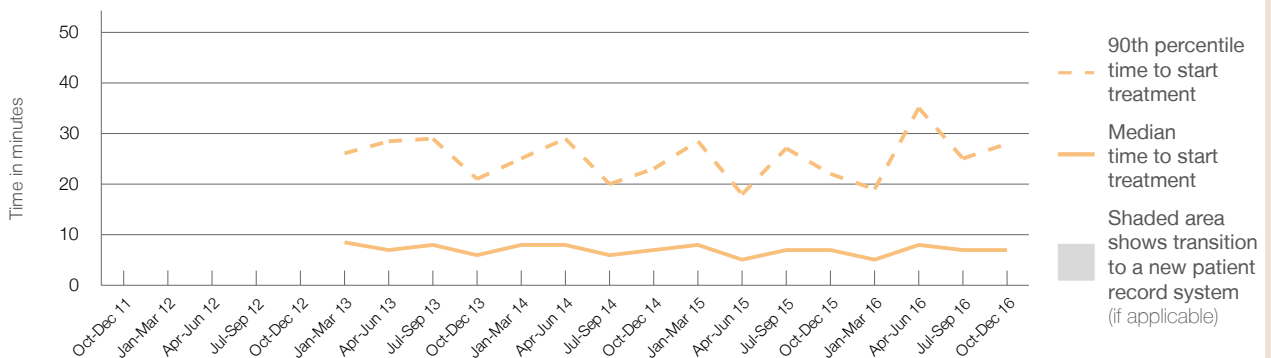
Median time to start treatment<sup>4</sup> ■ 7 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 28 minutes

Same period last year	NSW (this period)
264	
261	
7 minutes	8 minutes
22 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)			21	23	22	28

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District 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: 823

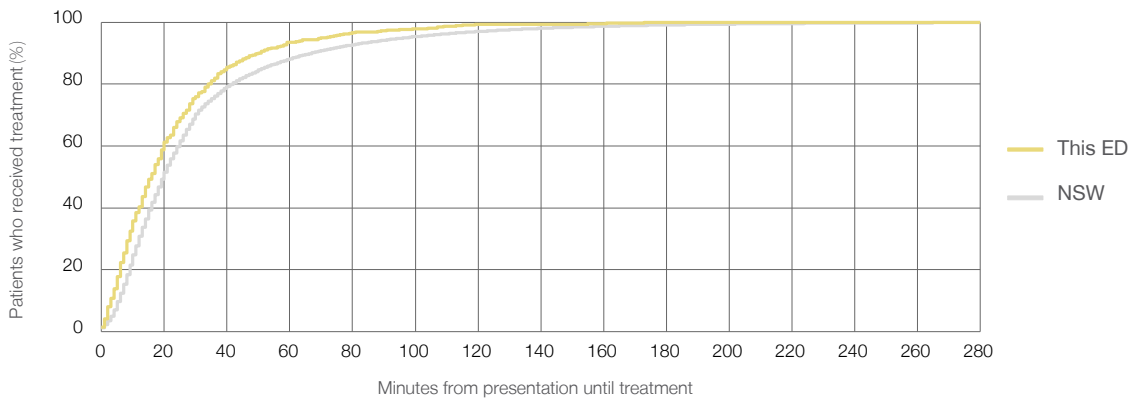
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 807

Median time to start treatment<sup>4</sup> 16 minutes

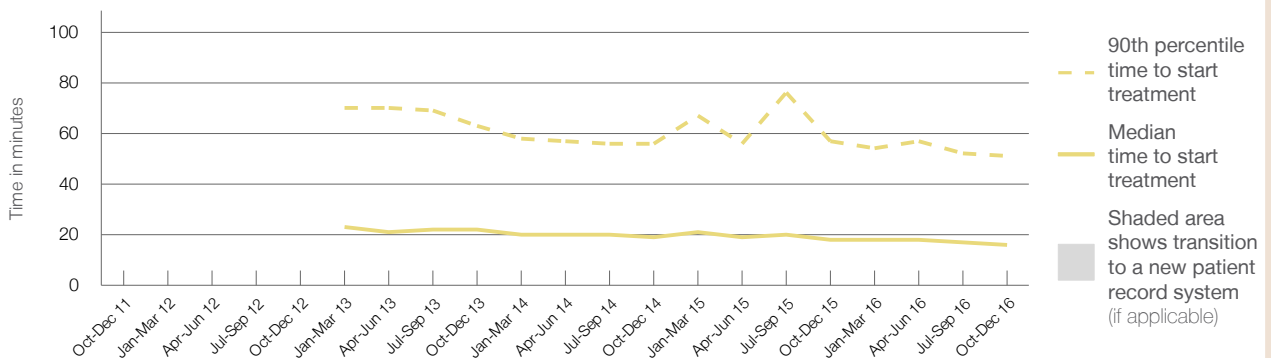
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
783	
757	
18 minutes	20 minutes
57 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			22	19	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)			63	56	57	51

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District 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: 1,053

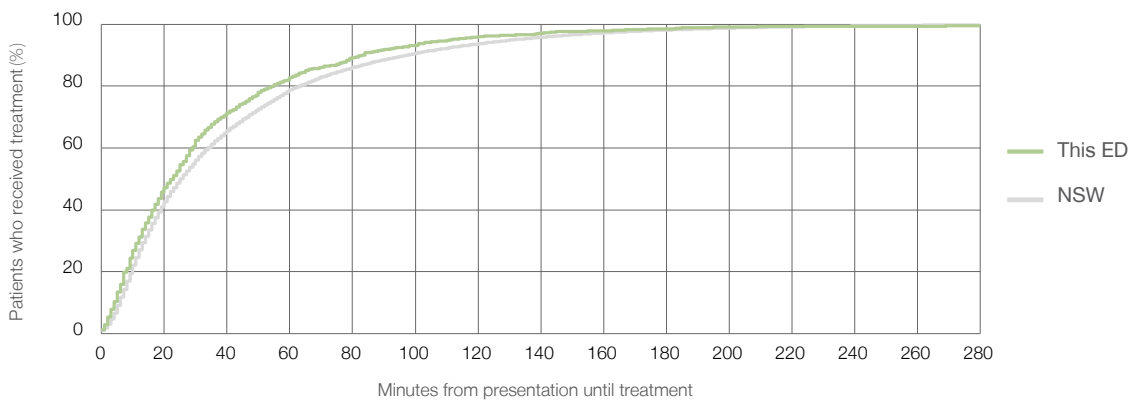
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 942

Median time to start treatment<sup>4</sup>  23 minutes

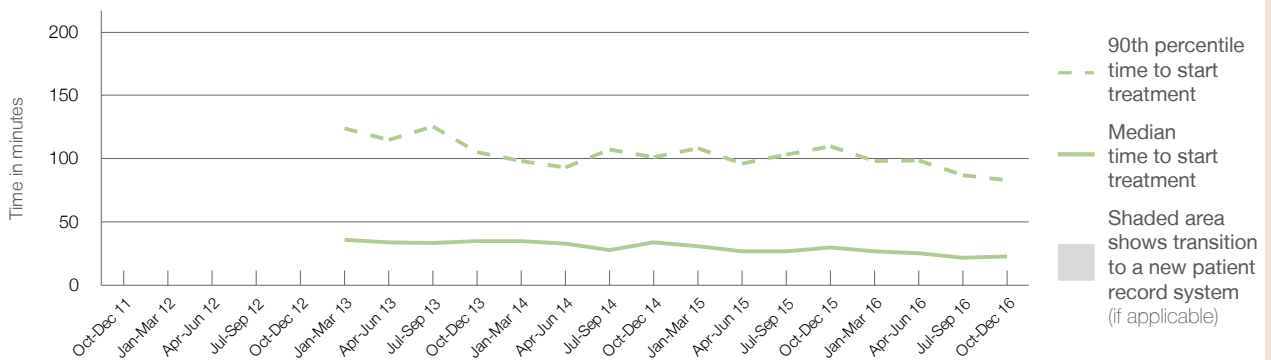
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
970	869
30 minutes	25 minutes
110 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			35	34	30	23
90th percentile time to start treatment <sup>5</sup> (minutes)			105	101	110	83

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District 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: 380

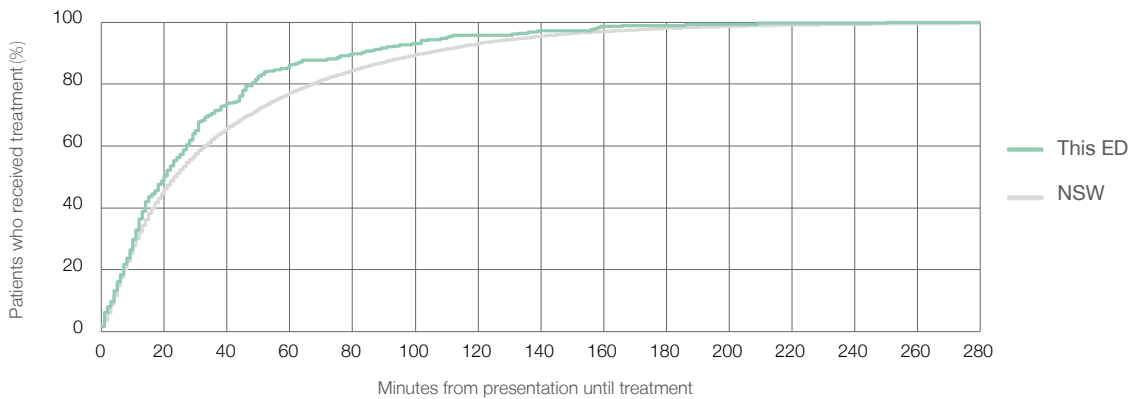
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 286

Median time to start treatment<sup>4</sup> 20 minutes

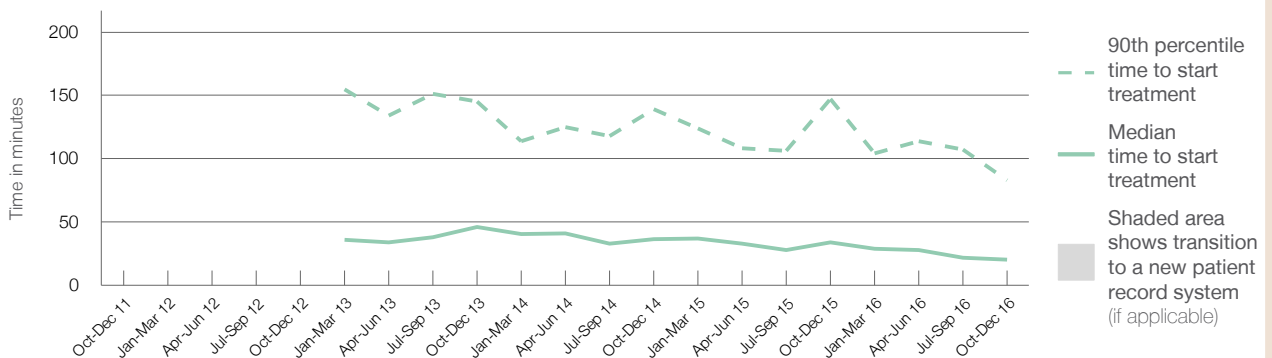
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
485	
402	
34 minutes	24 minutes
147 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			46	37	34	20
90th percentile time to start treatment <sup>5</sup> (minutes)			145	139	147	83

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 2,787 patients

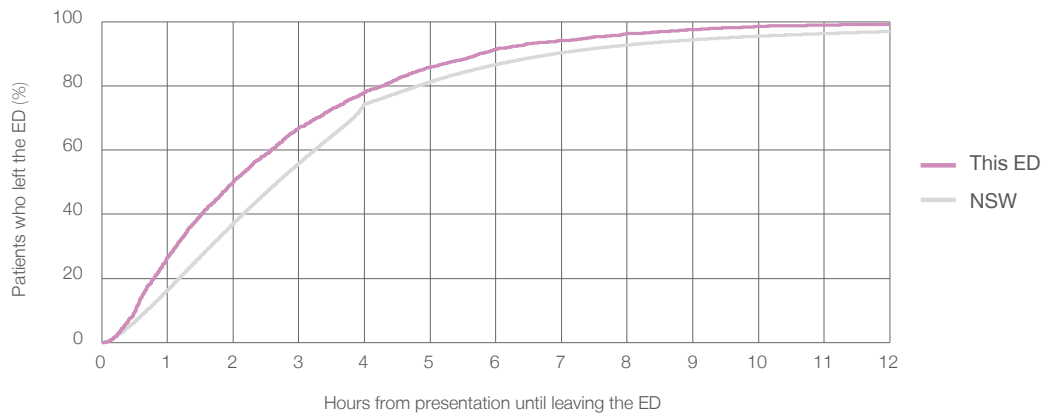
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Median time spent in the ED<sup>8</sup> 2 hours and 0 minutes

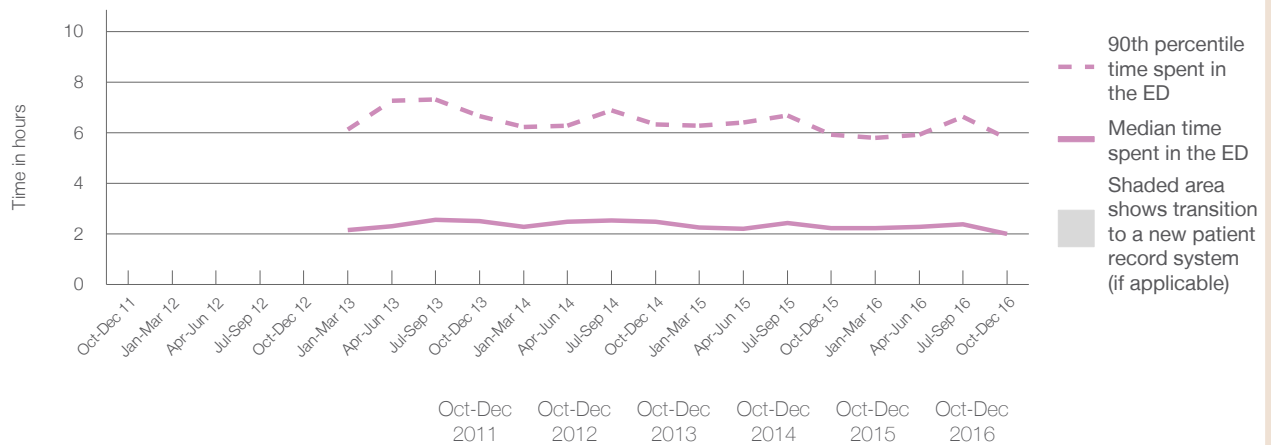
90th percentile time spent in the ED<sup>9</sup> 5 hours and 46 minutes

Same period last year	NSW (this period)
2,686	2,686
2 hours and 14 minutes	2 hours and 41 minutes
5 hours and 56 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 31m	2h 30m	2h 14m	2h 0m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			6h 40m	6h 20m	5h 56m	5h 46m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

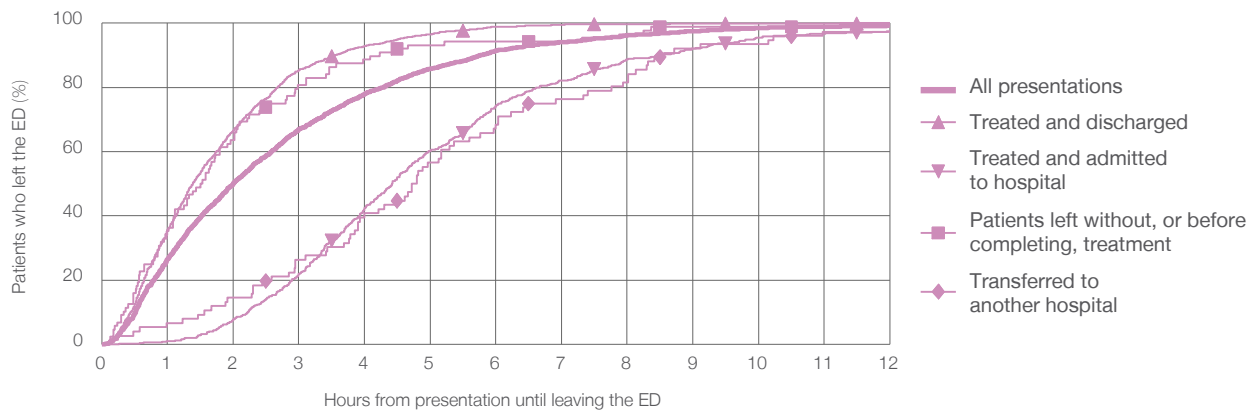
All presentations:<sup>1</sup> 2,787 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Treated and discharged	1,798 (64.5%)
Treated and admitted to hospital	741 (26.6%)
Patient left without, or before completing, treatment	88 (3.2%)
Transferred to another hospital	76 (2.7%)
Other	84 (3.0%)

Same period last year	Change since one year ago
2,686	3.8%
1,709	5.2%
759	-2.4%
135	-34.8%
77	-1.3%
6	1300.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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	35.6%	66.7%	85.4%	92.8%	98.9%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	7.8%	22.0%	42.4%	74.4%	88.8%	95.5%	97.4%
Patient left without, or before completing, treatment	35.2%	63.6%	80.7%	88.6%	94.3%	96.6%	98.9%	100%
Transferred to another hospital	6.6%	14.5%	26.3%	40.8%	68.4%	81.6%	93.4%	97.4%
All presentations	26.6%	50.2%	67.0%	78.0%	91.4%	96.2%	98.5%	99.2%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Moruya District 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:<sup>1</sup> 2,787 patients

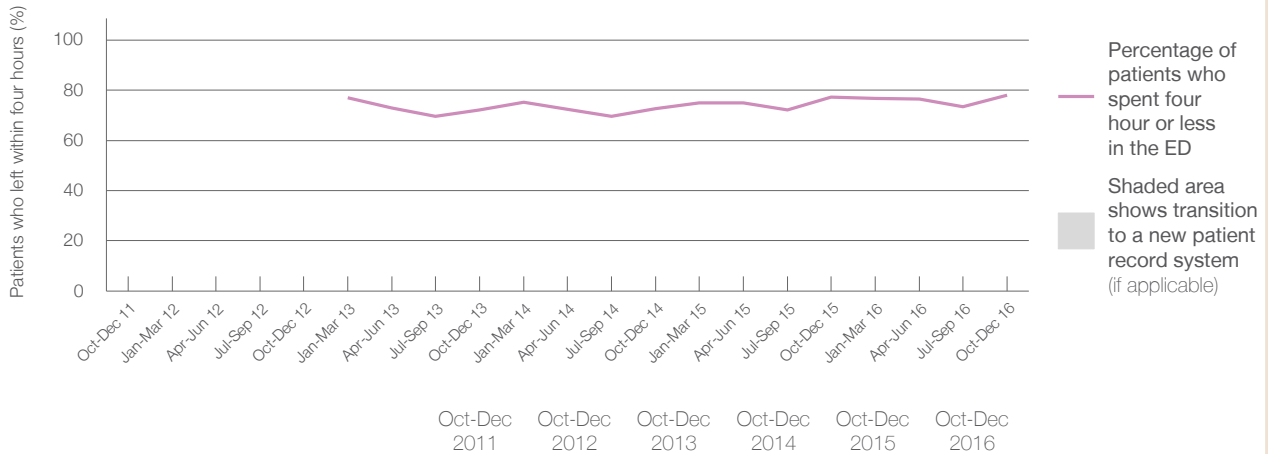
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

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: <sup>1</sup> 2,787 patients	2,686	3.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,787 patients	2,686	3.8%
Percentage of patients who spent four hours or less in the ED	77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
			72.2%	72.8%	77.3%	78.0%

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

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‡ 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Queanbeyan Health Service: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 4,840 patients  
Emergency presentations:<sup>2</sup> 4,736 patients

Same period last year	Change since one year ago
4,407	9.8%
4,280	10.7%

## Queanbeyan Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 282 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,335 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,305 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 805 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
271	
8 minutes	8 minutes
20 minutes	26 minutes
937	
21 minutes	20 minutes
75 minutes	67 minutes
2,308	
29 minutes	25 minutes
118 minutes	97 minutes
764	
30 minutes	24 minutes
132 minutes	103 minutes

## Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
4,407	9.8%
80.7%	

\* 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.

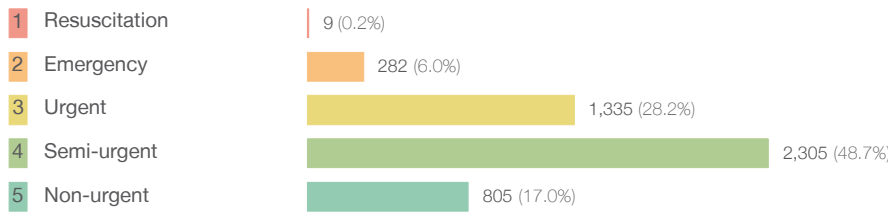
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Queanbeyan Health Service: Patients presenting to the emergency department October to December 2016

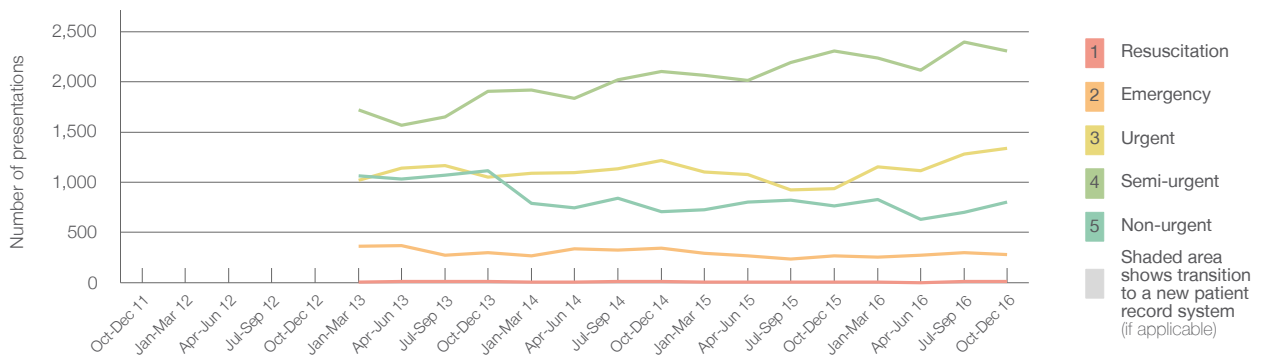
All presentations:<sup>1</sup> 4,840 patients

Emergency presentations<sup>2</sup> by triage category: 4,736 patients



	Same period last year	Change since one year ago
All presentations	4,407	9.8%
Emergency presentations	4,280	10.7%
1 Resuscitation	< 5	*
2 Emergency	271	5.6%
3 Urgent	937	42.5%
4 Semi-urgent	2,308	-0.1%
5 Non-urgent	764	5.4%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 <sup>† §</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation			11	12	< 5	9
Emergency			301	344	271	282
Urgent			1,051	1,215	937	1,335
Semi-urgent			1,904	2,100	2,308	2,305
Non-urgent			1,114	705	764	805
All emergency presentations			4,381	4,376	4,280	4,736

## Queanbeyan Health Service: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 435 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	367	
Median time	11 minutes	0 minutes
90th percentile time	22 minutes	-3 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Queanbeyan Health Service: 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: 282

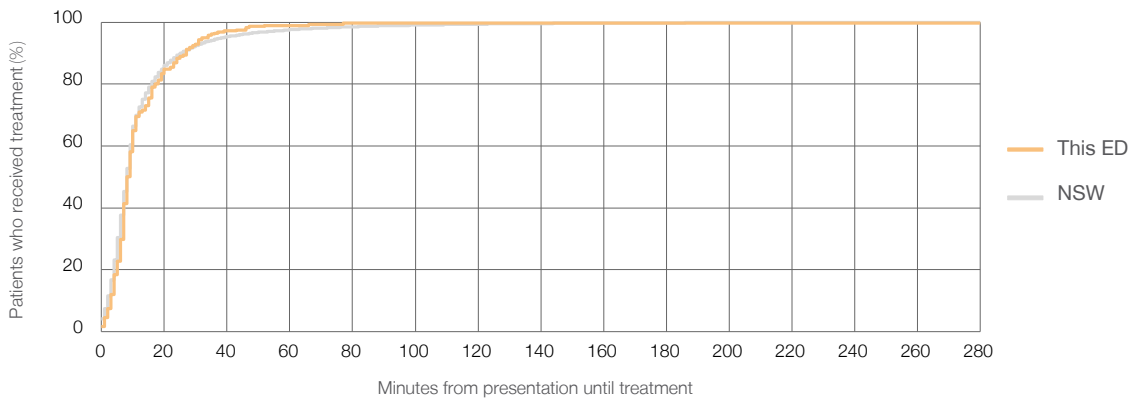
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 282

Median time to start treatment<sup>4</sup>  9 minutes

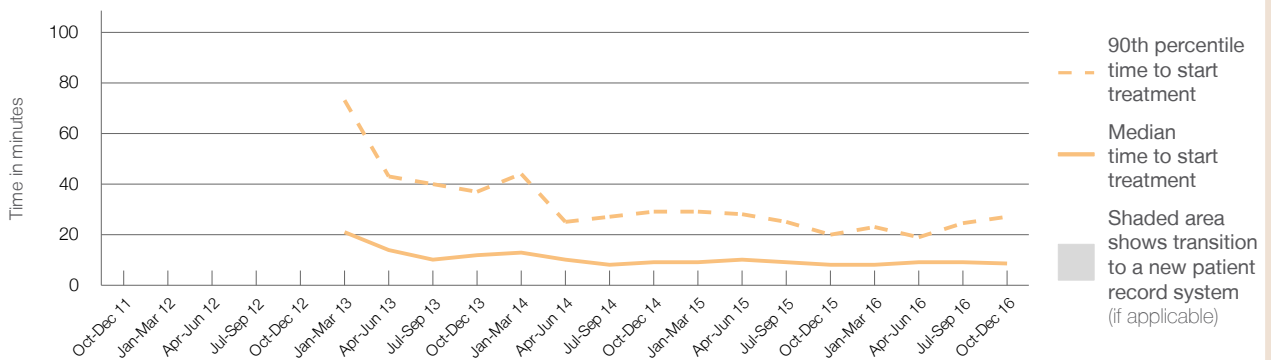
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
271	
266	
8 minutes	8 minutes
20 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			12	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)			37	29	20	27

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Queanbeyan Health Service: 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: 1,335

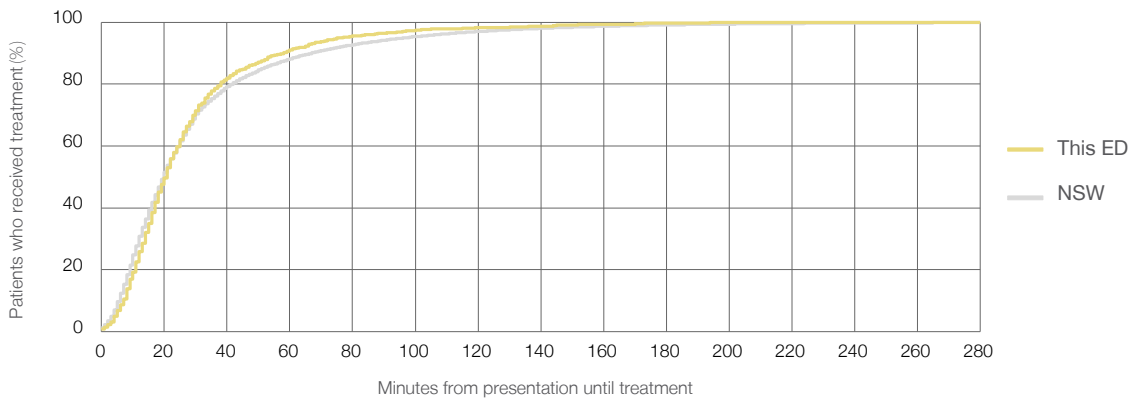
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,304

Median time to start treatment<sup>4</sup> 21 minutes

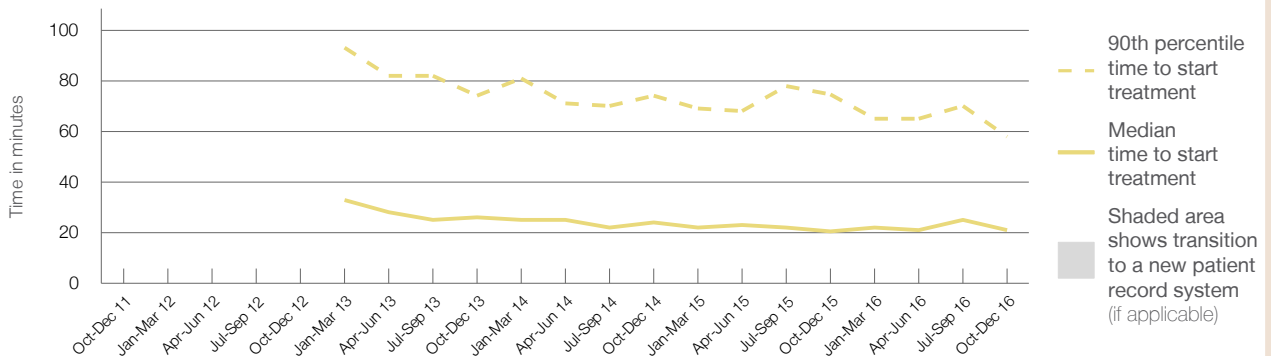
90th percentile time to start treatment<sup>5</sup> 58 minutes

Same period last year	NSW (this period)
937	
920	
21 minutes	20 minutes
75 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			26	24	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)			74	74	75	58

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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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Queanbeyan Health Service: 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: 2,305

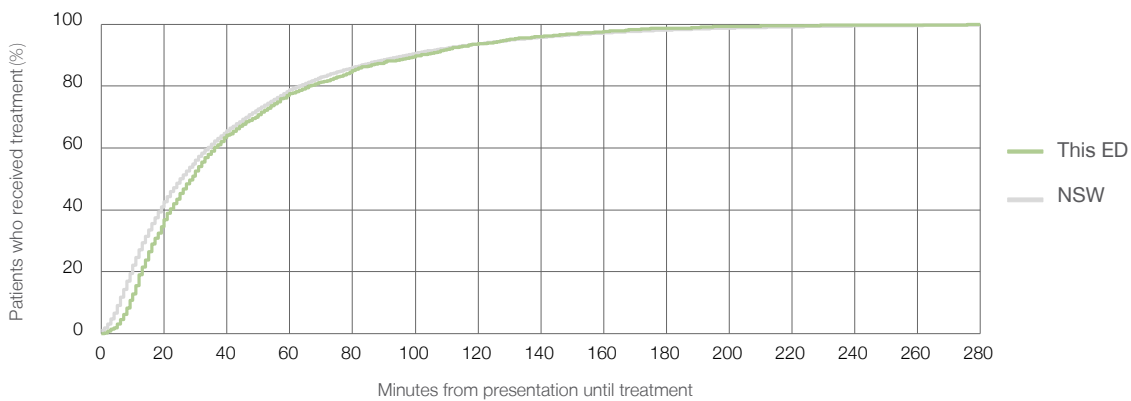
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,123

Median time to start treatment<sup>4</sup> 29 minutes

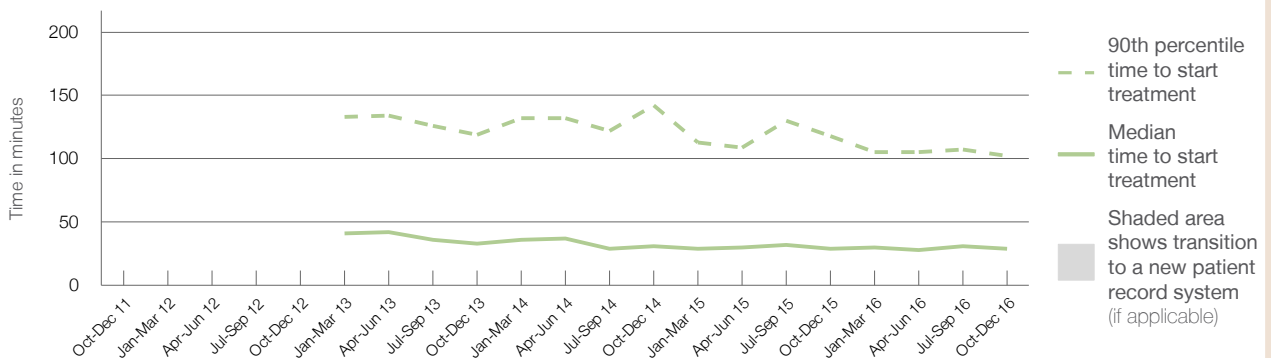
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
2,308	
2,122	
29 minutes	25 minutes
118 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			33	31	29	29
90th percentile time to start treatment <sup>5</sup> (minutes)			119	142	118	102

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

## Queanbeyan Health Service: 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: 805

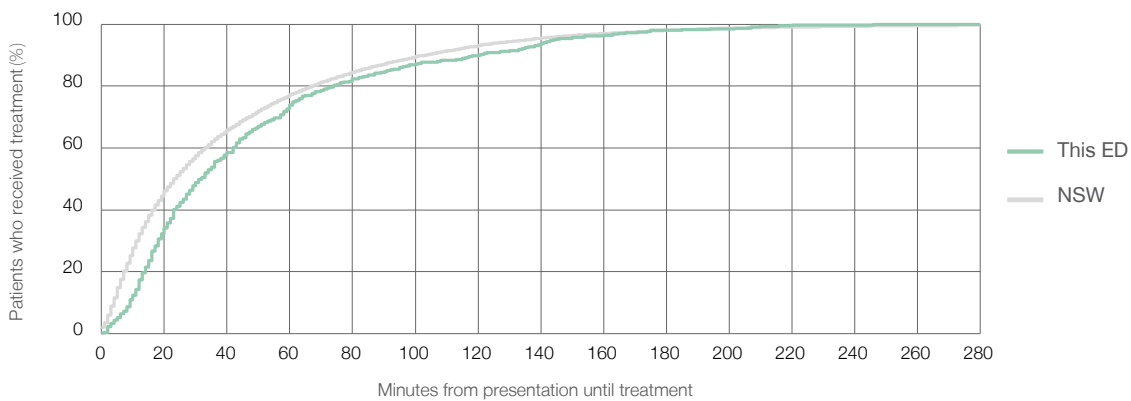
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 648

Median time to start treatment<sup>4</sup> 32 minutes

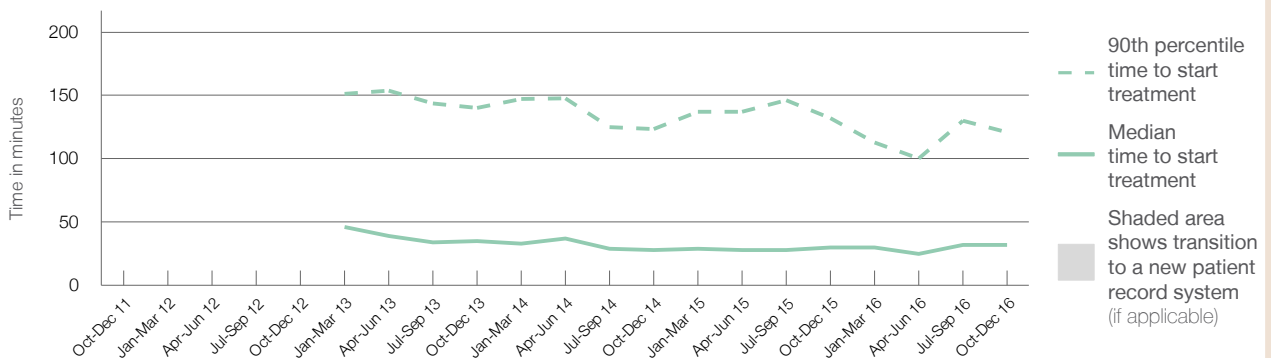
90th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
764	
596	
30 minutes	24 minutes
132 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			35	28	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)			140	124	132	121

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

## Queanbeyan Health Service: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 4,840 patients

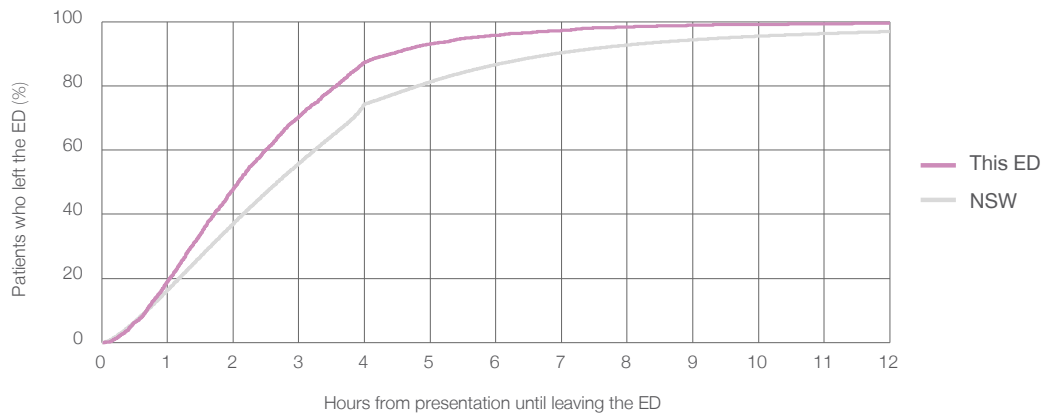
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

Median time spent in the ED<sup>8</sup> 2 hours and 5 minutes

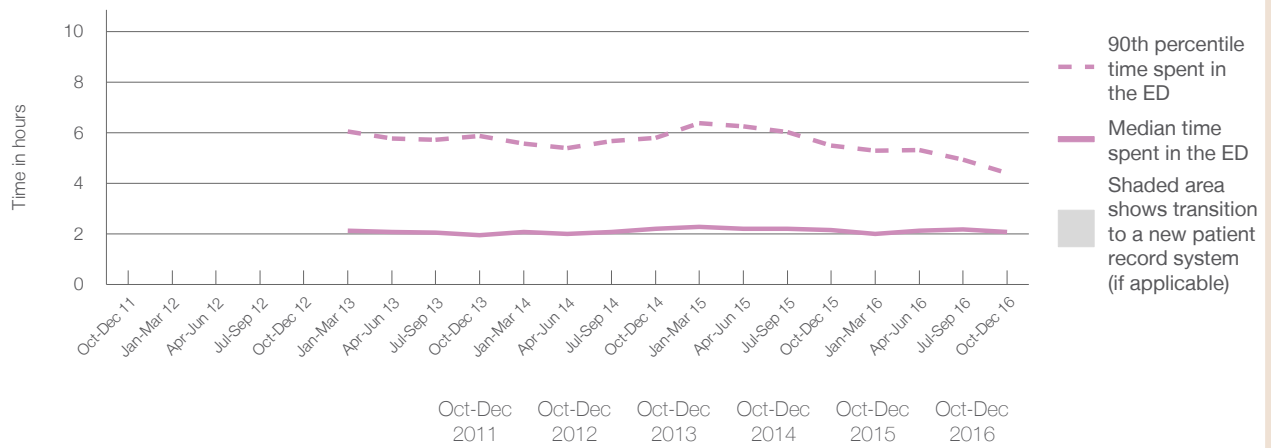
90th percentile time spent in the ED<sup>9</sup> 4 hours and 24 minutes

Same period last year	NSW (this period)
4,407	4,407
2 hours and 10 minutes	2 hours and 41 minutes
5 hours and 30 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 57m	2h 12m	2h 10m	2h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 52m	5h 48m	5h 30m	4h 24m

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

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

## Queanbeyan Health Service: Time patients spent in the ED By mode of separation October to December 2016

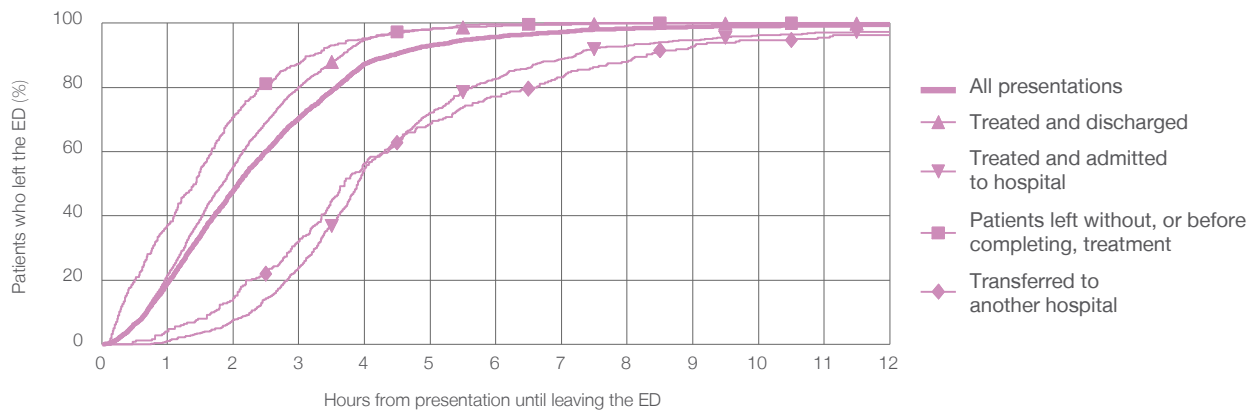
All presentations:<sup>1</sup> 4,840 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

Treated and discharged	3,528 (72.9%)
Treated and admitted to hospital	669 (13.8%)
Patient left without, or before completing, treatment	377 (7.8%)
Transferred to another hospital	250 (5.2%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,407	9.8%
3,224	9.4%
452	48.0%
475	-20.6%
216	15.7%
40	-60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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	21.6%	55.4%	80.1%	94.8%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	0.9%	7.6%	23.9%	54.9%	82.7%	93.0%	96.3%	97.3%
Patient left without, or before completing, treatment	37.1%	70.8%	87.3%	95.2%	99.7%	100%	100%	100%
Transferred to another hospital	4.0%	14.4%	32.0%	56.4%	77.2%	88.0%	94.8%	96.4%
All presentations	19.2%	48.0%	70.5%	87.4%	95.7%	98.3%	99.2%	99.4%

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

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## Queanbeyan Health Service: 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:<sup>1</sup> 4,840 patients

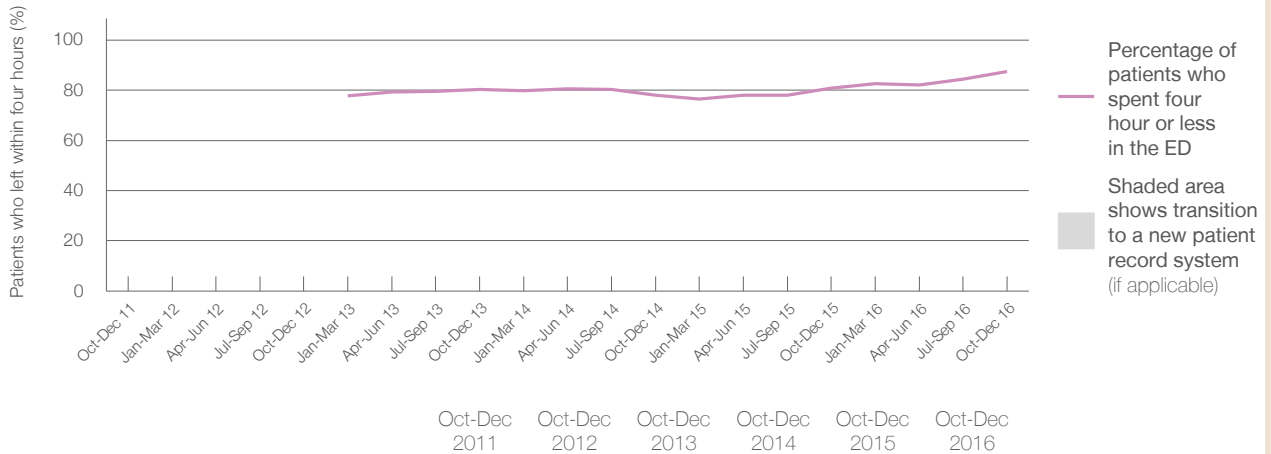
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

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: <sup>1</sup>	4,407	9.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,407	9.8%
Percentage of patients who spent four hours or less in the ED	80.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	80.2%	77.9%	80.2%	77.9%	80.7%	87.4%

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

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‡ 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*.

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- 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.

## South East Regional Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 4,440 patients  
Emergency presentations:<sup>2</sup> 4,137 patients

Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%

## South East Regional Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 414 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,258 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,745 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 706 patients

Median time to start treatment<sup>4</sup> 46 minutes  
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
259	
6 minutes	8 minutes
25 minutes	26 minutes
788	
20 minutes	20 minutes
69 minutes	67 minutes
1,521	
34 minutes	25 minutes
115 minutes	97 minutes
488	
33 minutes	24 minutes
134 minutes	103 minutes

## South East Regional Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,439 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
3,350	32.5%
81.6%	

\* 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.

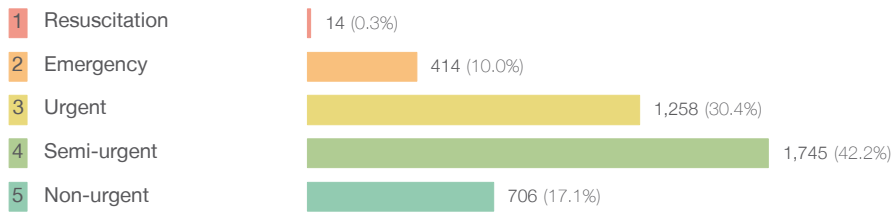
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## South East Regional Hospital: Patients presenting to the emergency department October to December 2016

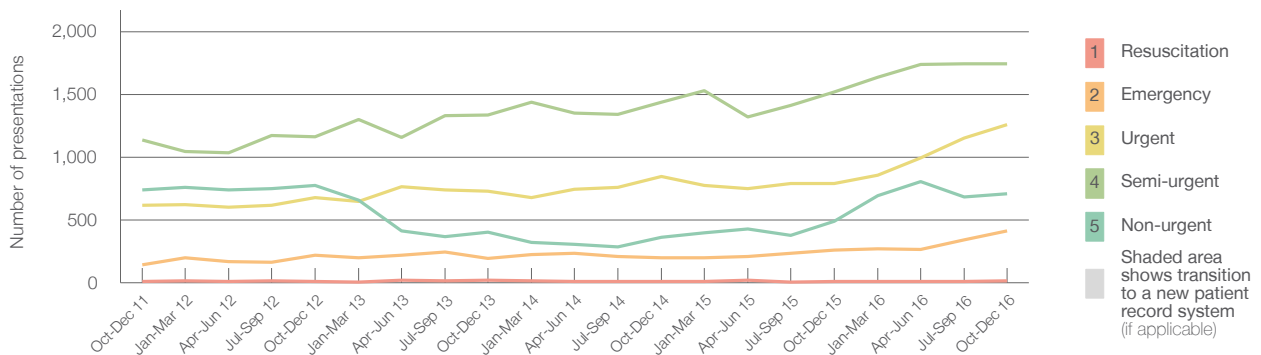
All presentations:<sup>1</sup> 4,440 patients

Emergency presentations<sup>2</sup> by triage category: 4,137 patients



Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%
9	55.6%
259	59.8%
788	59.6%
1,521	14.7%
488	44.7%

Emergency presentations<sup>2</sup> 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	7	8	19	12	9	14
Emergency	141	218	194	198	259	414
Urgent	619	678	728	848	788	1,258
Semi-urgent	1,136	1,163	1,337	1,436	1,521	1,745
Non-urgent	737	776	402	359	488	706
All emergency presentations	2,640	2,843	2,680	2,853	3,065	4,137

## South East Regional Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 880 patients

ED Transfer of care time



Same period last year	Change since one year ago
594	
12 minutes	0 minutes
34 minutes	-9 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.

## South East Regional 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: 414

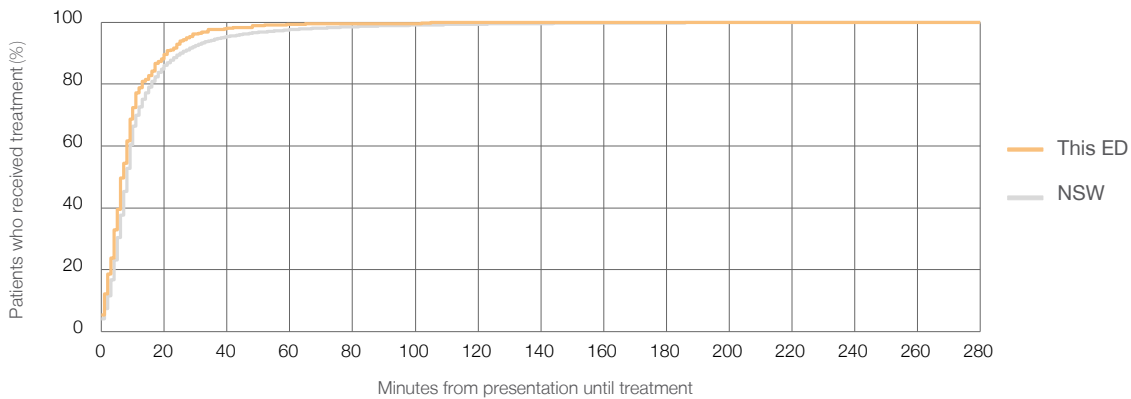
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 410

Median time to start treatment<sup>4</sup> 7 minutes

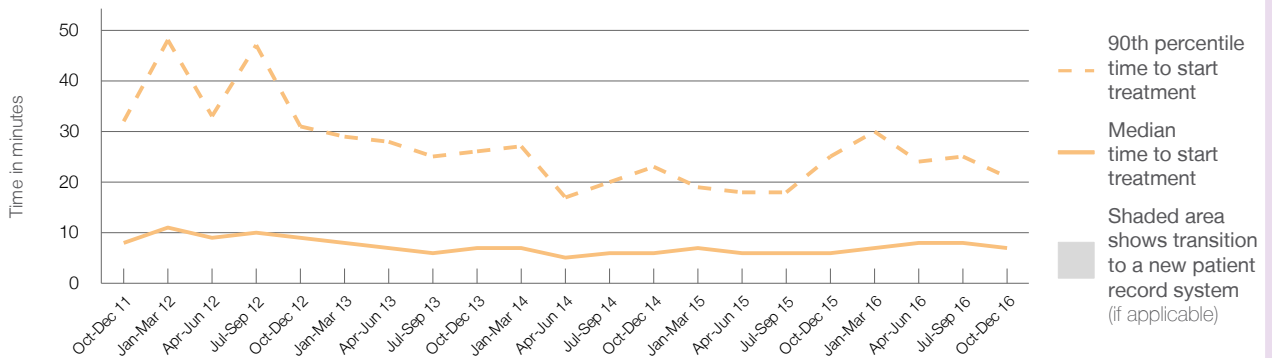
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
259	
256	
6 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	8	9	7	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	32	31	26	23	25	21

(†) 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.

## South East Regional 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: 1,258

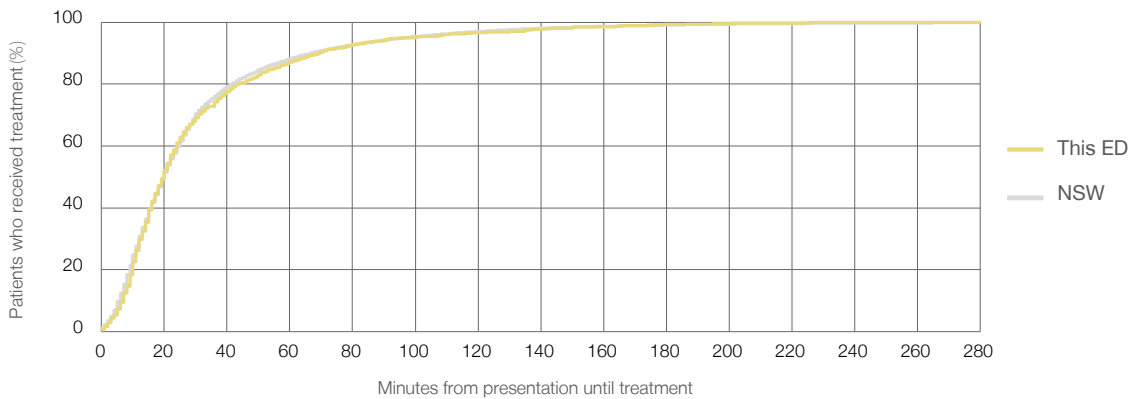
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,232

Median time to start treatment<sup>4</sup> 20 minutes

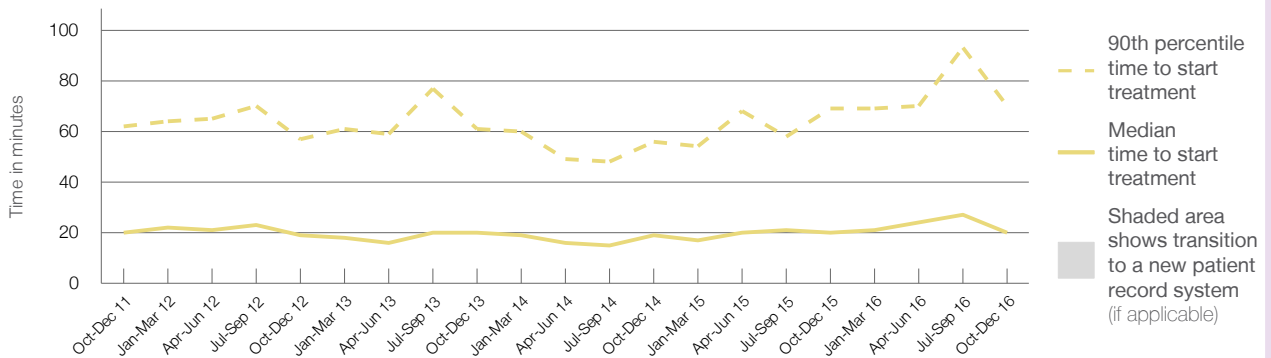
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
788	766
20 minutes	20 minutes
69 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	20	19	20	19	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	62	57	61	56	69	70

(†) 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.

## South East Regional 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: 1,745

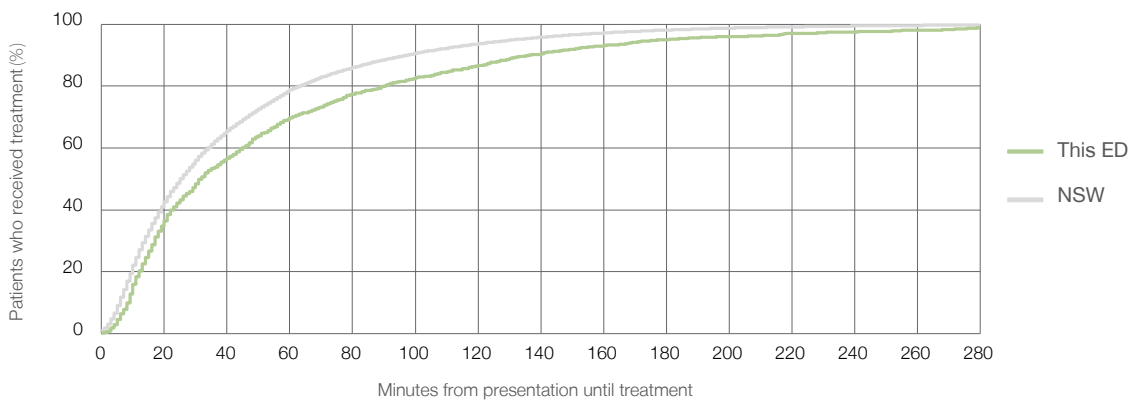
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,574

Median time to start treatment<sup>4</sup> 32 minutes

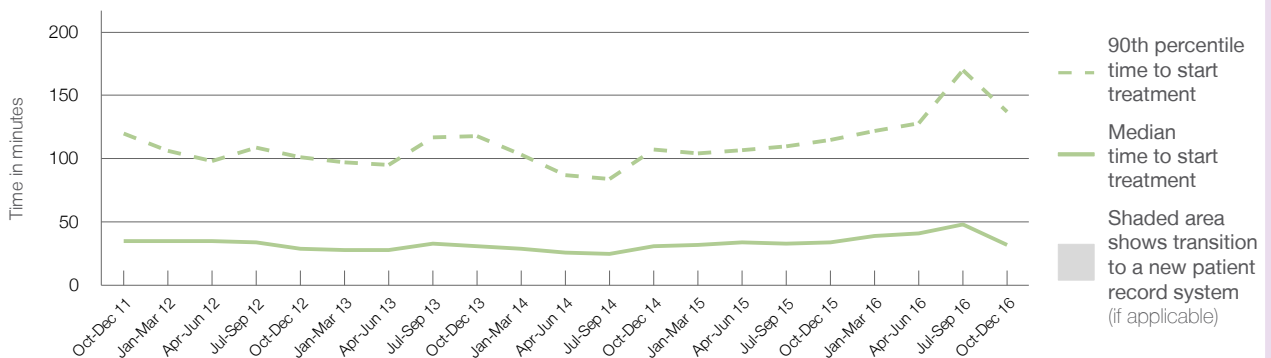
90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
1,521	
1,404	
34 minutes	25 minutes
115 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	35	29	31	31	34	32
90th percentile time to start treatment <sup>5</sup> (minutes)	120	101	118	107	115	137

(†) 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.

## South East Regional 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: 706

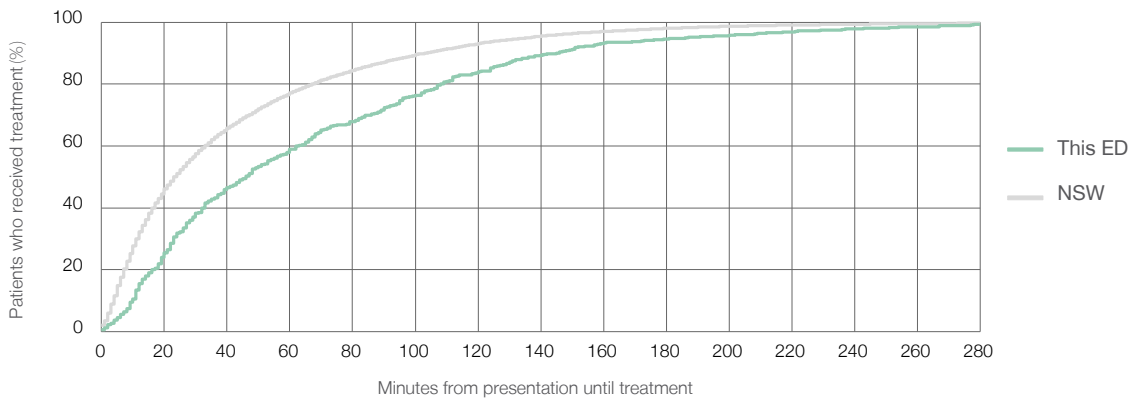
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 547

Median time to start treatment<sup>4</sup> 46 minutes

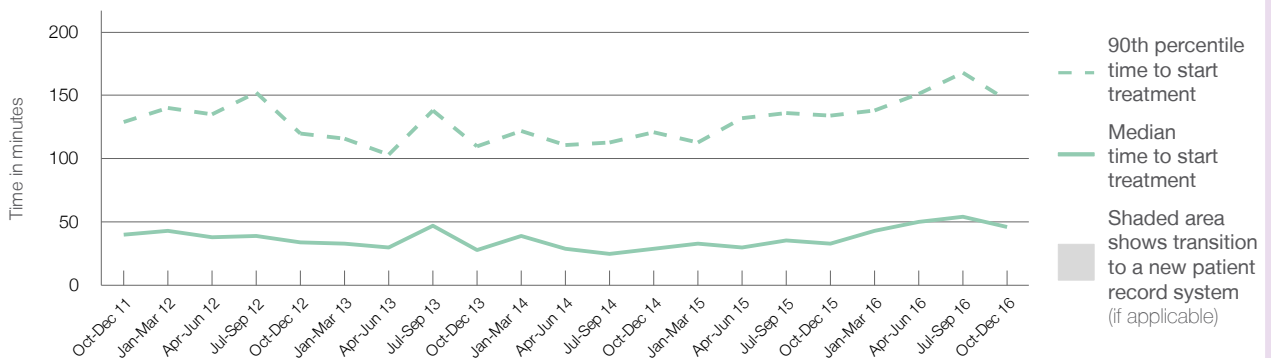
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
488	
411	
33 minutes	24 minutes
134 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	40	34	28	29	33	46
90th percentile time to start treatment <sup>5</sup> (minutes)	129	120	110	121	134	146

(†) 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.

## South East Regional Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 4,440 patients

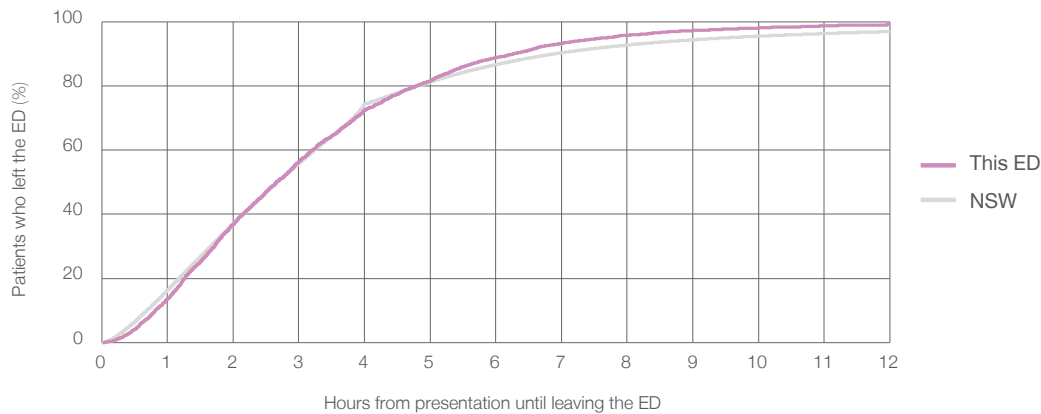
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,439 patients

Median time spent in the ED<sup>8</sup>  2 hours and 40 minutes

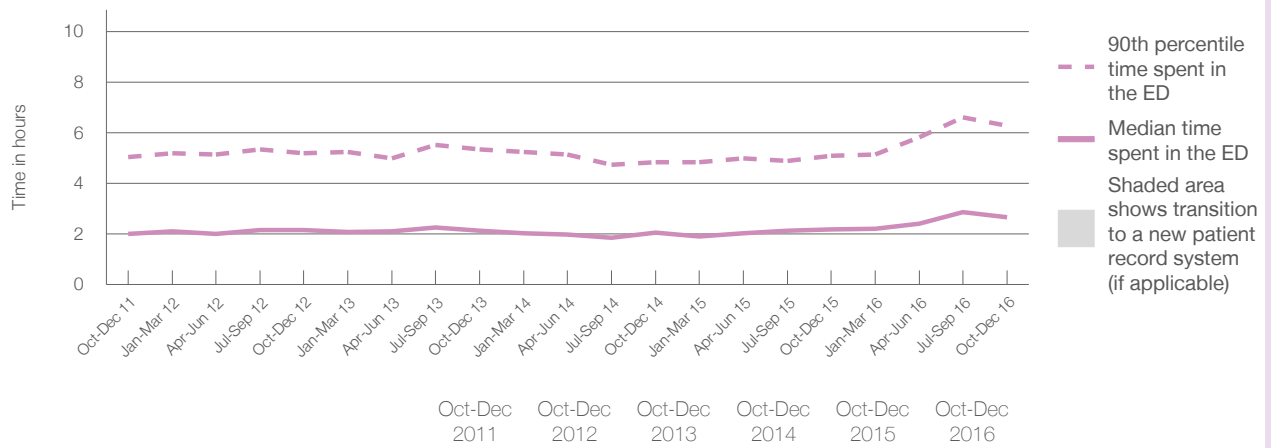
90th percentile time spent in the ED<sup>9</sup>  6 hours and 17 minutes

Same period last year	NSW (this period)
3,351	
3,350	
2 hours and 11 minutes	2 hours and 41 minutes
5 hours and 6 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<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m

(†) 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.

## South East Regional Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

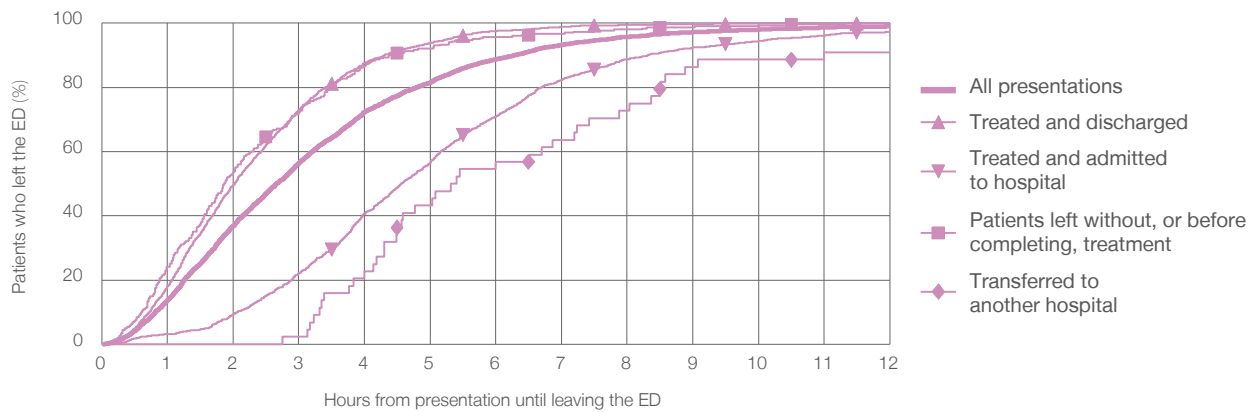
All presentations:<sup>1</sup> 4,440 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,439 patients

Treated and discharged	2,702 (60.9%)
Treated and admitted to hospital	1,384 (31.2%)
Patient left without, or before completing, treatment	302 (6.8%)
Transferred to another hospital	44 (1.0%)
Other	8 (0.2%)

Same period last year	Change since one year ago
3,350	32.5%
2,057	31.4%
1,020	35.7%
211	43.1%
47	-6.4%
16	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	18.1%	49.6%	72.9%	87.6%	97.6%	99.4%	99.9%	99.9%
Treated and admitted to hospital	3.1%	9.4%	22.1%	40.8%	71.0%	88.8%	94.5%	97.4%
Patient left without, or before completing, treatment	24.2%	53.6%	72.2%	86.8%	95.7%	98.0%	99.3%	100%
Transferred to another hospital	0%	0%	2.3%	22.7%	56.8%	72.7%	88.6%	90.9%
All presentations	13.8%	36.9%	56.4%	72.3%	88.8%	95.8%	98.1%	99.1%

(†) 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.

## South East Regional 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:<sup>1</sup> 4,440 patients

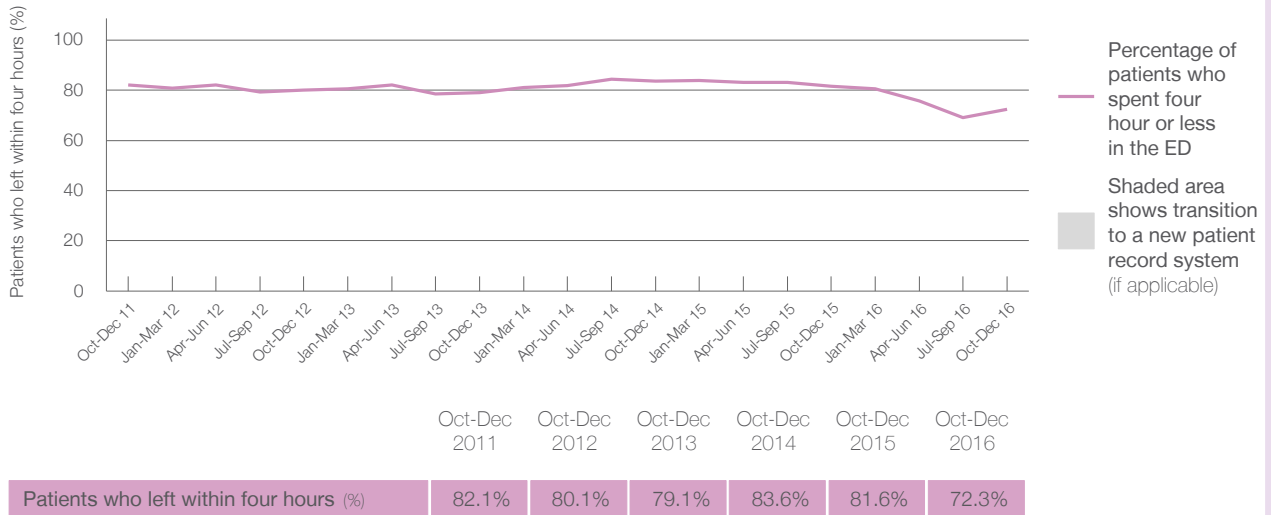
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,439 patients

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: <sup>1</sup>	3,351	32.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,350	32.5%
Percentage of patients who spent four hours or less in the ED	81.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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).