Bowral and District Hospital: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 5,043 patients	5,067	0%
Emergency presentations:[2] 4,944 patients	4,951	0%

Bowral and District Hospital: Time patients waited to start treatment [3]
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 440 patients	375	
Median time to start treatment[4] — 11 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5] — 30 minutes	20 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,751 patients	1,629	
Median time to start treatment[4] — 22 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5] — 62 minutes	77 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,192 patients	2,280	
Median time to start treatment[4] — 27 minutes	28 minutes	26 minutes
90th percentile time to start treatment[5] — 111 minutes	110 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients	653	
Median time to start treatment[4] — 25 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5] — 136 minutes	117 minutes	104 minutes

Bowral and District Hospital: Time from presentation until leaving the ED
October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 5,043 patients	5,067	0%
Percentage of patients who spent four hours or less in the ED — 76%	79%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
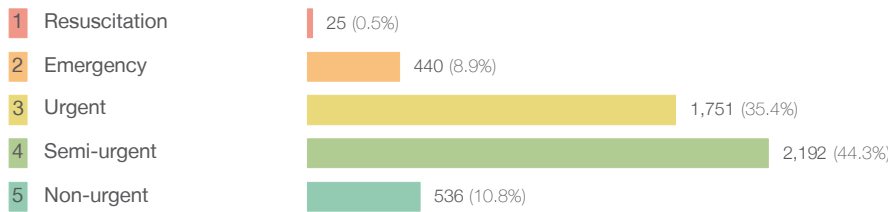6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bowral and District Hospital: Patients presenting to the emergency department
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 5,043 patients		5,067	0%
Emergency presentations[2] by triage category: 4,944 patients		4,951	0%
1 Resuscitation	25 (0.5%)	14	78.6%
2 Emergency	440 (8.9%)	375	17.3%
3 Urgent	1,751 (35.4%)	1,629	7.5%
4 Semi-urgent	2,192 (44.3%)	2,280	-3.9%
5 Non-urgent	536 (10.8%)	653	-17.9%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡
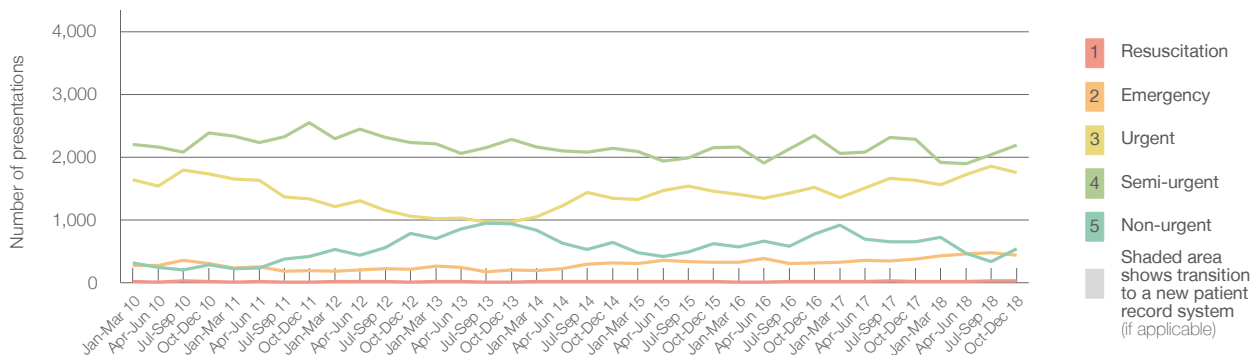
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	15	10	11	12	14	19	18	14	25
Emergency	305	197	214	202	319	324	312	375	440
Urgent	1,733	1,331	1,062	969	1,346	1,462	1,522	1,629	1,751
Semi-urgent	2,389	2,544	2,233	2,283	2,142	2,150	2,348	2,280	2,192
Non-urgent	289	412	787	939	642	623	770	653	536
All emergency presentations	4,731	4,494	4,307	4,405	4,463	4,578	4,970	4,951	4,944

Bowral and District Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 961 patients		1,036	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
90th percentile time	23 minutes	26 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 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 440			375	
Number of triage 2 patients used to calculate waiting time: [3] 439			375	
Median time to start treatment [4]		11 minutes	10 minutes	8 minutes
90th percentile time to start treatment [5]		30 minutes	20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
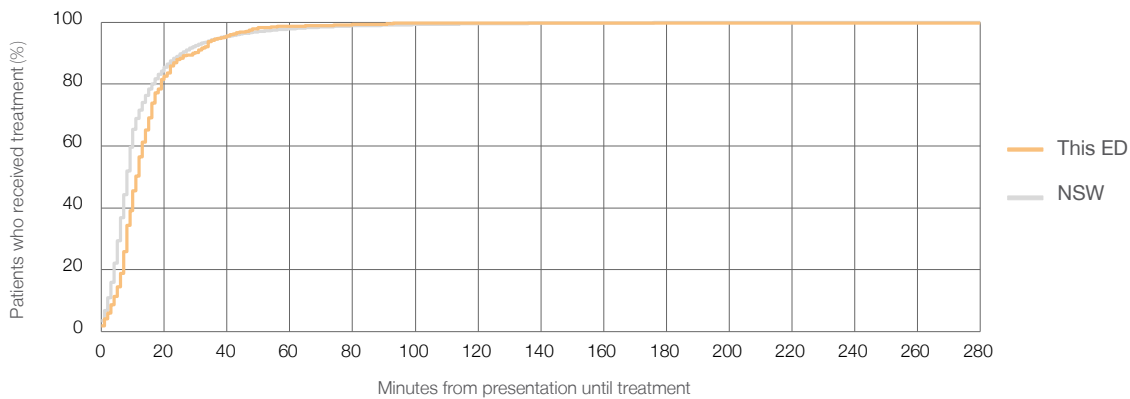
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
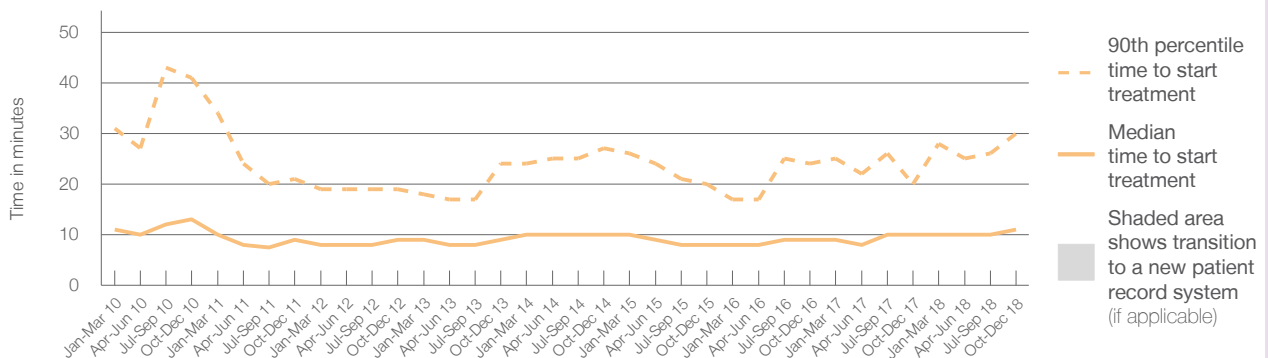
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	13	9	9	9	10	8	9	10	11
90th percentile time to start treatment [5] (minutes)	41	21	19	24	27	20	24	20	30

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Bowral and District Hospital

District group 1 hospitals (C1)
South Western Sydney Local Health District

Bowral and District Hospital: Time patients waited to start treatment, triage 3
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,751		1,629	
Number of triage 3 patients used to calculate waiting time: [3] 1,702		1,605	
Median time to start treatment [4]	22 minutes	23 minutes	20 minutes
90th percentile time to start treatment [5]	62 minutes	77 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018

— This ED
— NSW

Minutes from presentation until treatment

Patients who received treatment (%)
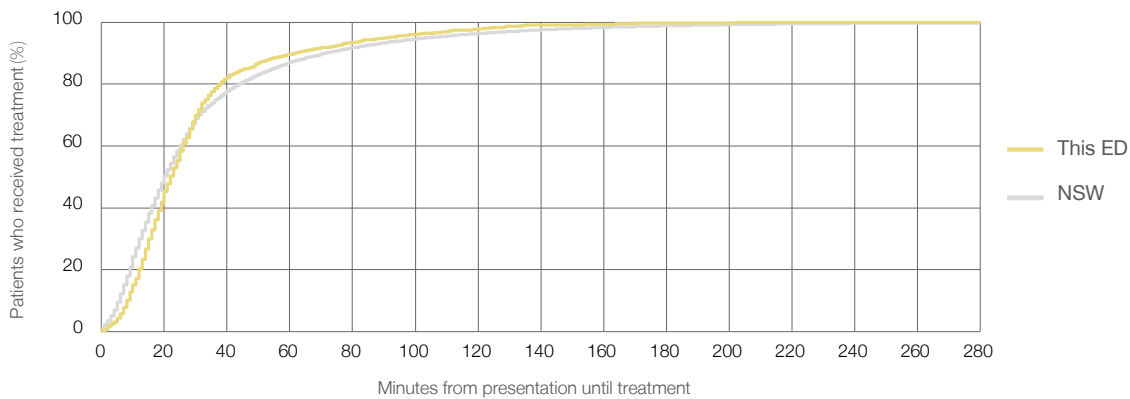
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
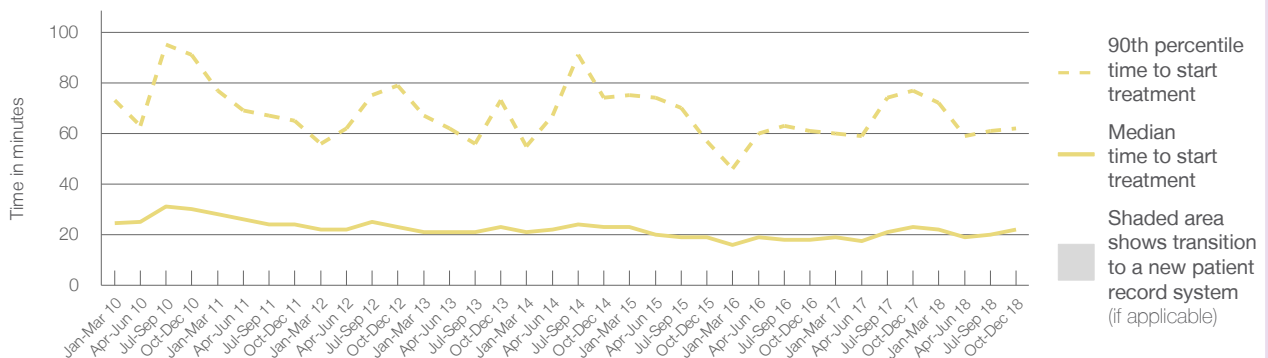
- - - 90th percentile time to start treatment

— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

Time in minutes

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	30	24	23	23	23	19	18	23	22
90th percentile time to start treatment [5] (minutes)	91	65	79	73	74	57	61	77	62

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Bowral and District Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 2,192			2,280	
Number of triage 4 patients used to calculate waiting time:[3] 2,016			2,154	
Median time to start treatment[4]		27 minutes	28 minutes	26 minutes
90th percentile time to start treatment[5]		111 minutes	110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
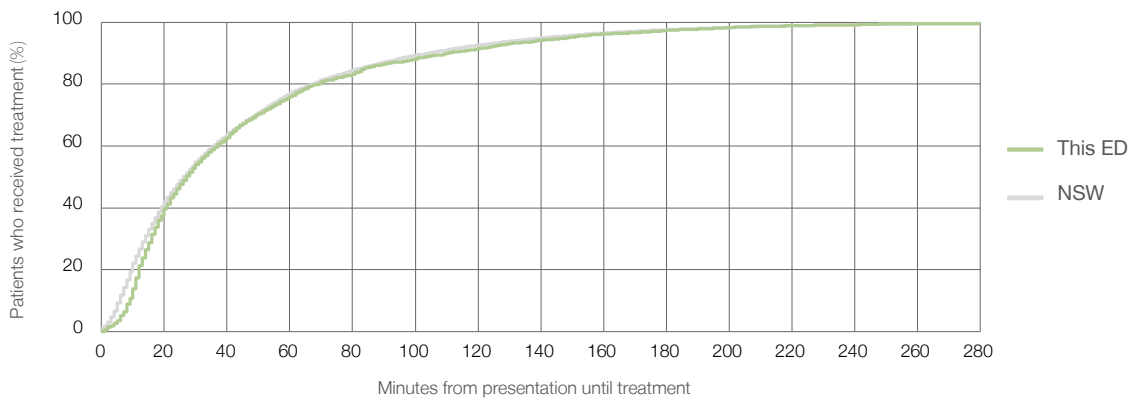
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
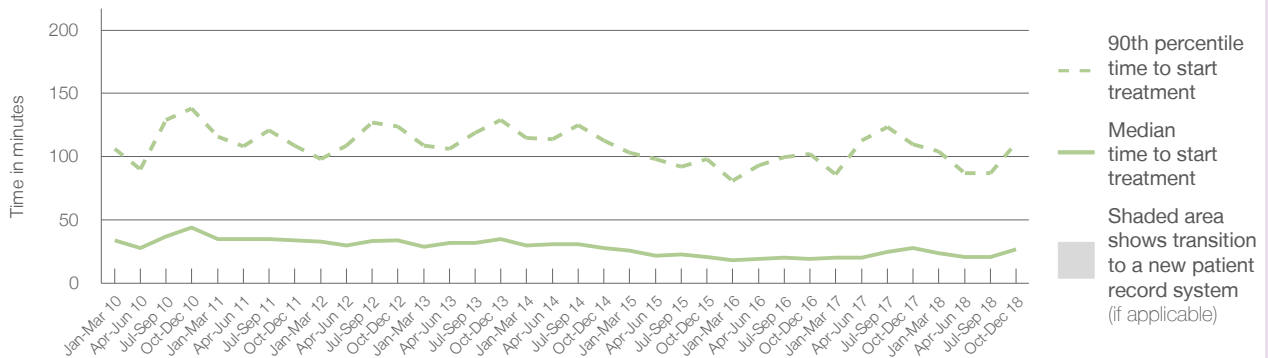
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	44	34	34	35	28	21	19	28	27
90th percentile time to start treatment[5] (minutes)	138	109	124	129	113	98	102	110	111

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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.

Bowral and District Hospital: Time patients waited to start treatment, triage 5
October to December 2018

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 536			653	
Number of triage 5 patients used to calculate waiting time: [3] 455			558	
Median time to start treatment [4]		25 minutes	28 minutes	23 minutes
90th percentile time to start treatment [5]		136 minutes	117 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
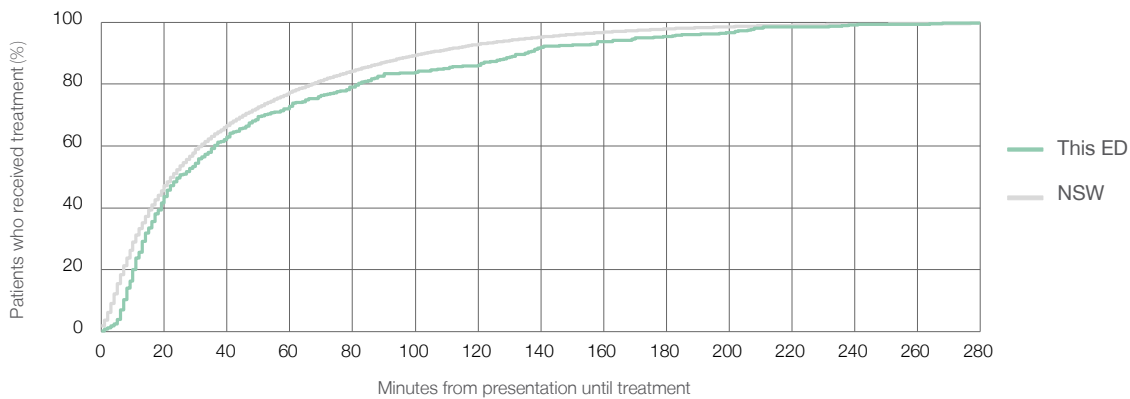
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
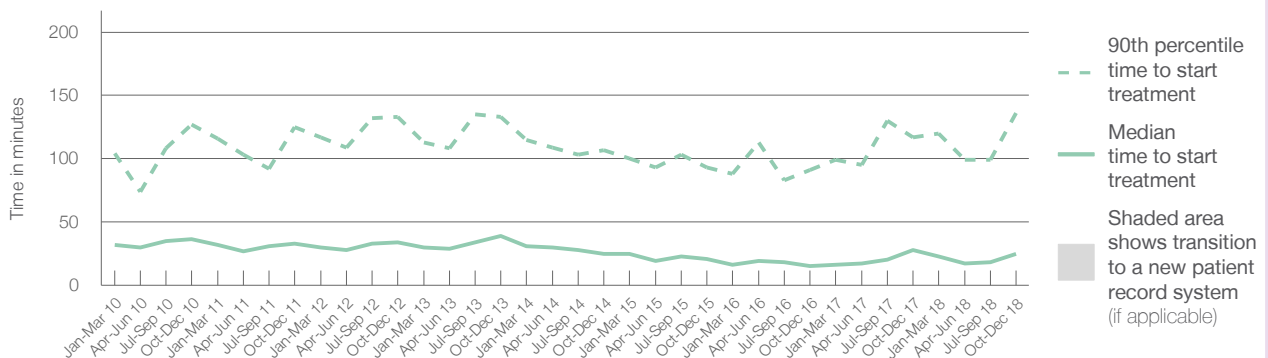
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	37	33	34	39	25	21	15	28	25
90th percentile time to start treatment [5] (minutes)	127	125	133	133	107	93	91	117	136

(†) 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 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.

Bowral and District Hospital: Time patients spent in the ED
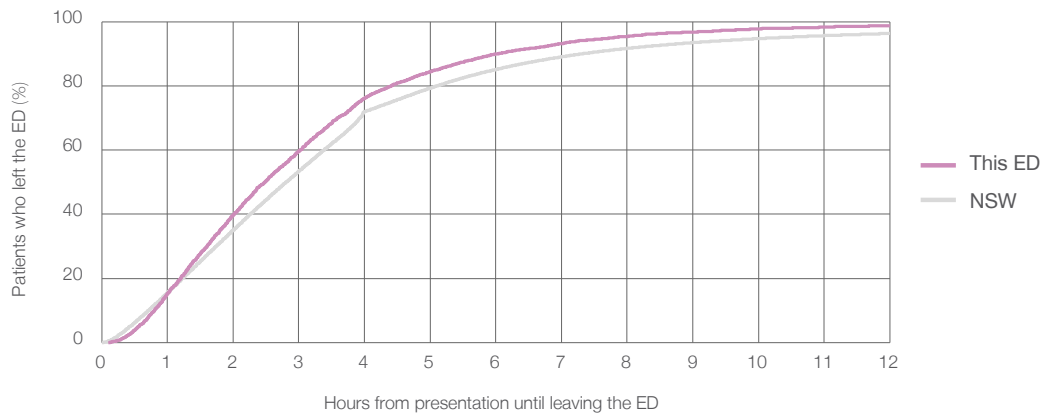October to December 2018

		Same period last year	NSW (this period)
All presentations:[1] 5,043 patients		5,067	
Presentations used to calculate time to leaving the ED:[6] 5,043 patients		5,067	
Median time spent in the ED[8]	2 hours and 29 minutes	2 hours and 25 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	6 hours and 3 minutes	5 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018

Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
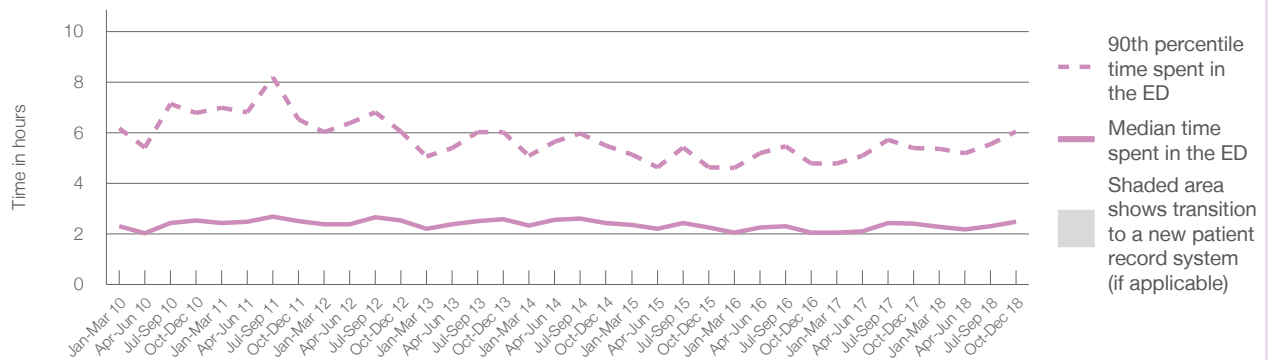
90th percentile time spent in the ED

Median time spent in the ED

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m	2h 25m	2h 29m
90th percentile time spent in the ED[9] (hours, minutes)	6h 48m	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m	5h 24m	6h 3m

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Bowral and District Hospital: Time patients spent in the ED
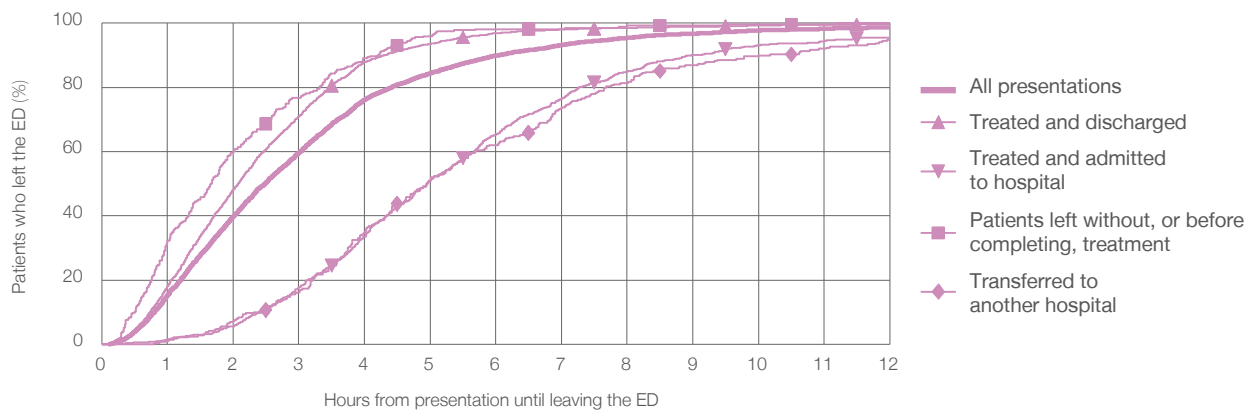### By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 5,043 patients			
Presentations used to calculate time to leaving the ED:[6] 5,043 patients		5,067	0%
Treated and discharged	3,642 (72.2%)	3,740	-2.6%
Treated and admitted to hospital	816 (16.2%)	816	0.0%
Patient left without, or before completing, treatment	275 (5.5%)	203	35.5%
Transferred to another hospital	290 (5.8%)	280	3.6%
Other	20 (0.4%)	28	-28.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Hours from presentation until leaving the ED

- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.0%	48.2%	71.0%	87.9%	96.9%	98.6%	99.3%	99.6%
Treated and admitted to hospital	1.3%	5.6%	17.8%	33.6%	65.3%	84.9%	93.1%	95.6%
Patient left without, or before completing, treatment	32.4%	60.0%	76.7%	89.1%	98.2%	99.3%	99.6%	100%
Transferred to another hospital	1.0%	7.2%	16.2%	34.8%	62.1%	81.4%	90.0%	94.8%
All presentations	15.3%	39.8%	59.7%	76.2%	89.9%	95.4%	97.8%	98.7%

(†) 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 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.

Bowral and District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

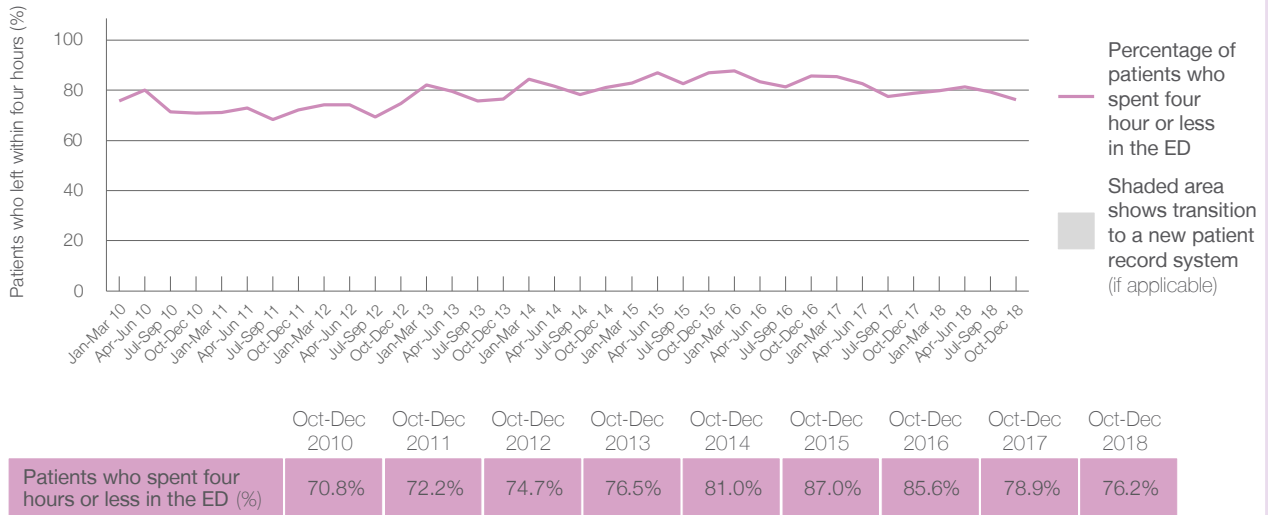|		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 5,043 patients		5,067	0%
Presentations used to calculate time to leaving the ED: [6] 5,043 patients		5,067	0%
Percentage of patients who spent four hours or less in the ED	76.2%	78.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	70.8%	72.2%	74.7%	76.5%	81.0%	87.0%	85.6%	78.9%	76.2%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).