

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations:² 4,123 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,011	5.1%
Emergency presentations: ²	3,942	4.6%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 197 minutes

	Same period last year	NSW (this period)
Triage 2	544	
Median time to start treatment ⁴	8 minutes	8 minutes
95th percentile time to start treatment ⁵	31 minutes	41 minutes
Triage 3	1,088	
Median time to start treatment ⁴	16 minutes	21 minutes
95th percentile time to start treatment ⁵	104 minutes	103 minutes
Triage 4	1,665	
Median time to start treatment ⁴	19 minutes	27 minutes
95th percentile time to start treatment ⁵	124 minutes	139 minutes
Triage 5	617	
Median time to start treatment ⁴	15 minutes	24 minutes
95th percentile time to start treatment ⁵	102 minutes	138 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED 76.0%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,011	4.8%
Percentage of patients who spent four hours or less in the ED	82.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

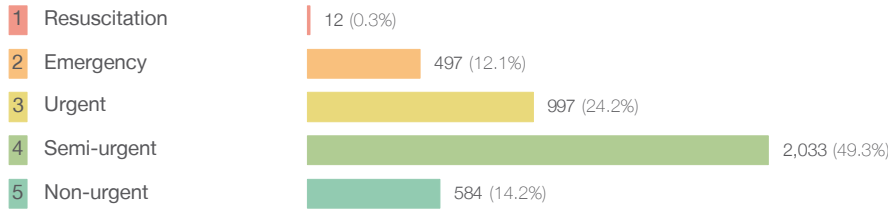
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2016

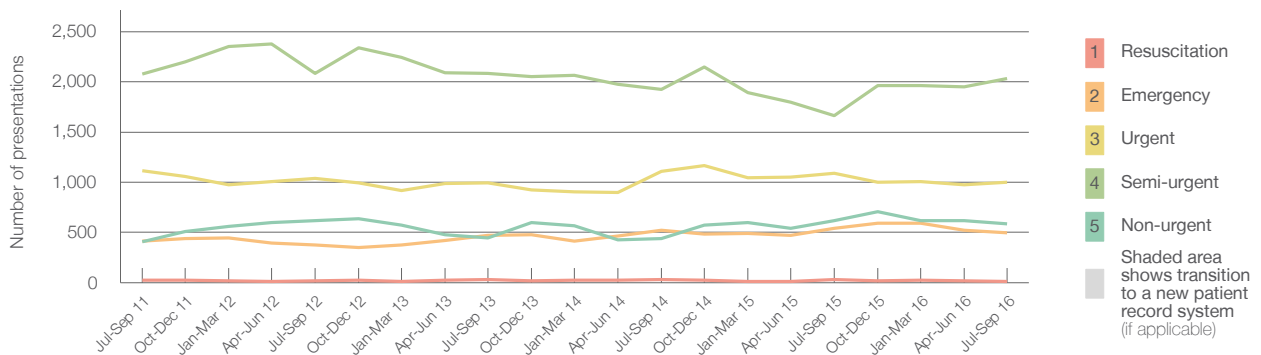
All presentations:¹ 4,216 patients

Emergency presentations² by triage category: 4,123 patients



	Same period last year	Change since one year ago
All presentations	4,011	5.1%
Emergency presentations	3,942	4.6%
Resuscitation	28	-57.1%
Emergency	544	-8.6%
Urgent	1,088	-8.4%
Semi-urgent	1,665	22.1%
Non-urgent	617	-5.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	22	18	28	29	28	12
Emergency	416	377	469	523	544	497
Urgent	1,114	1,039	991	1,109	1,088	997
Semi-urgent	2,079	2,086	2,083	1,922	1,665	2,033
Non-urgent	406	616	447	439	617	584
All emergency presentations	4,037	4,136	4,018	4,022	3,942	4,123

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 668 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	663	
Median time	13 minutes	0 minutes
95th percentile time	35 minutes	4 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 497

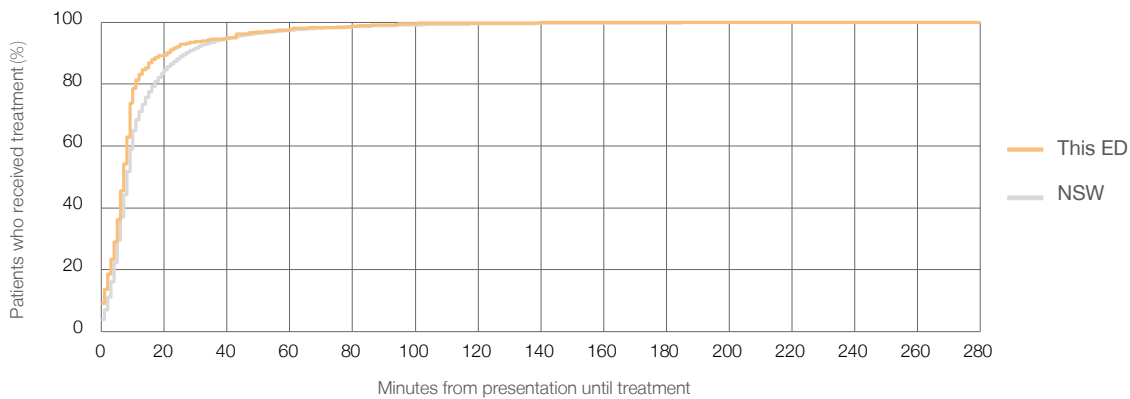
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

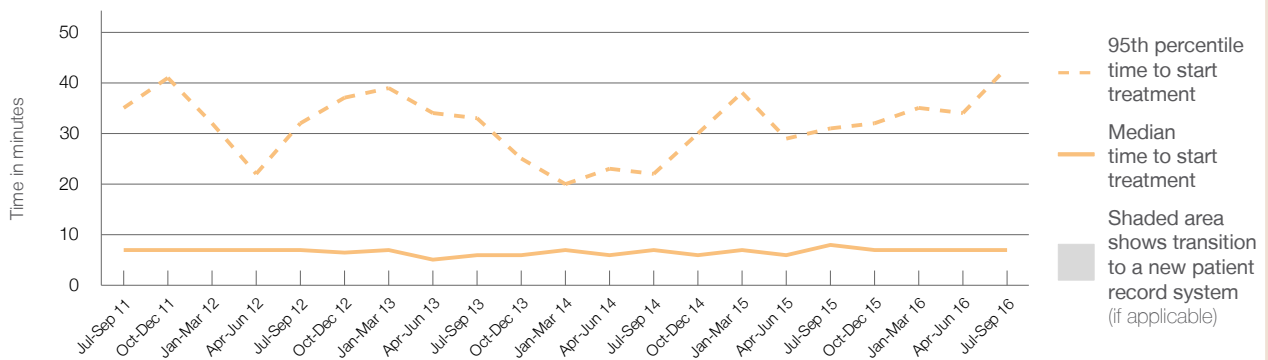
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
544	532
8 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	35	32	33	22	31	43

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 997

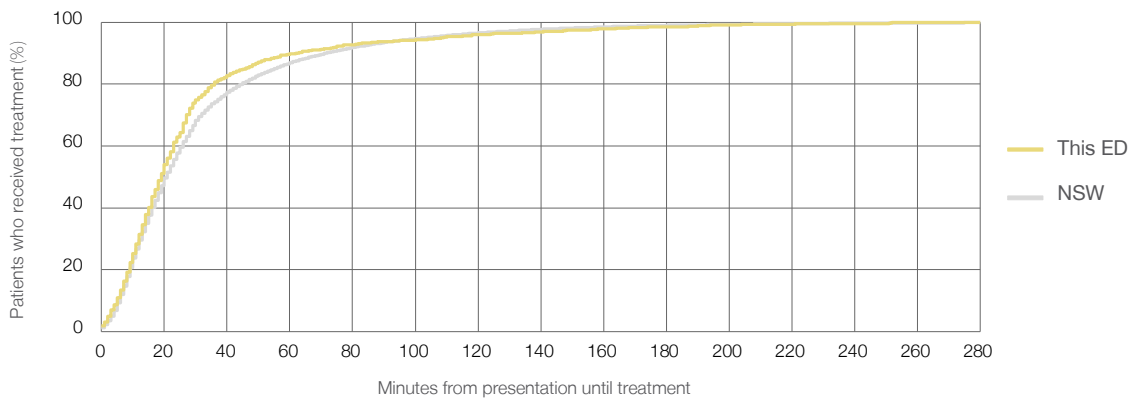
Number of triage 3 patients used to calculate waiting time:³ 932

Median time to start treatment⁴ 19 minutes

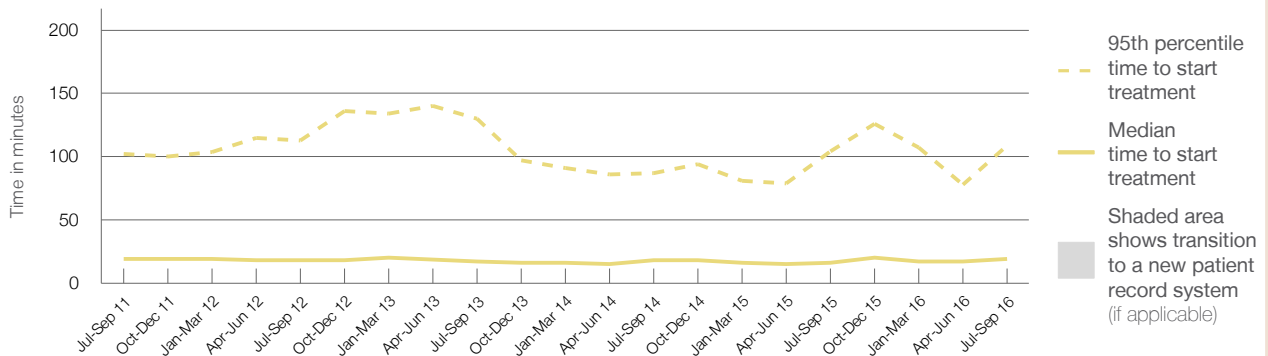
95th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
1,088	1,048
16 minutes	21 minutes
104 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	16	19
95th percentile time to start treatment ⁵ (minutes)	102	113	130	87	104	109

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,033

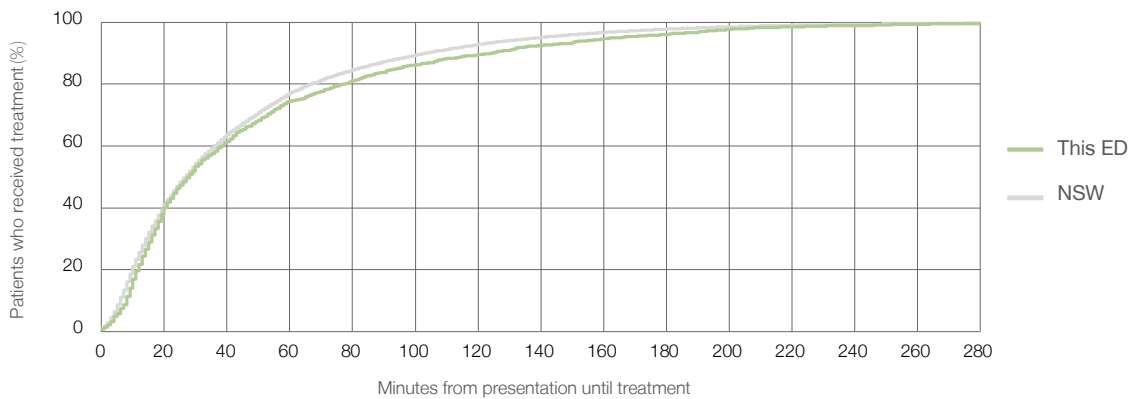
Number of triage 4 patients used to calculate waiting time:³ 1,833

Median time to start treatment⁴ 28 minutes

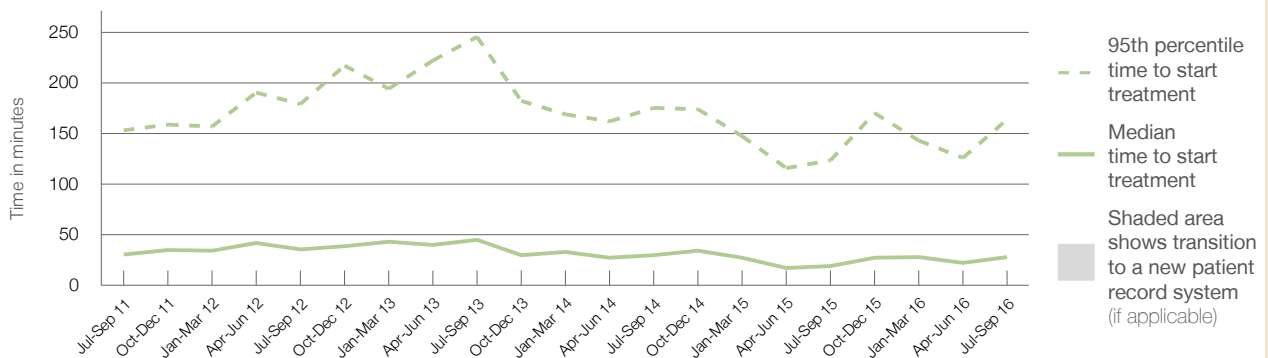
95th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
1,665	1,560
19 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	36	45	30	19	28
95th percentile time to start treatment ⁵ (minutes)	153	179	245	175	124	164

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 584

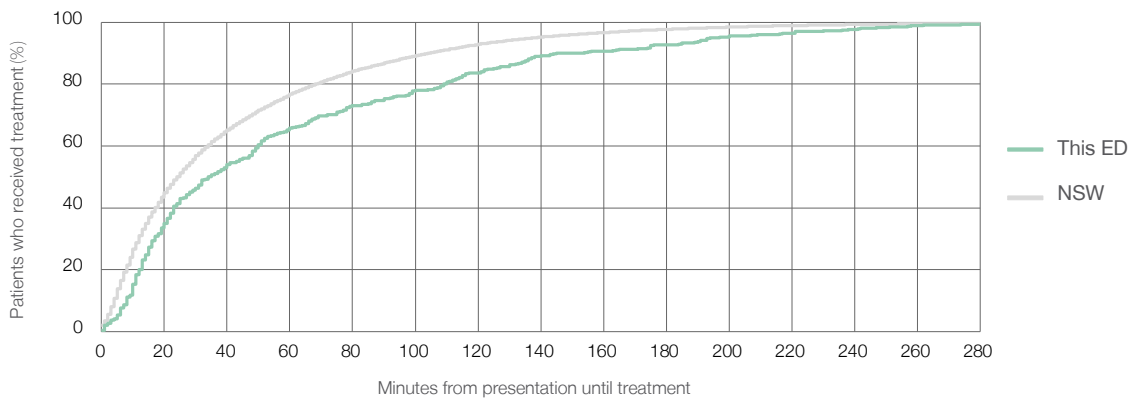
Number of triage 5 patients used to calculate waiting time:³ 496

Median time to start treatment⁴ 35 minutes

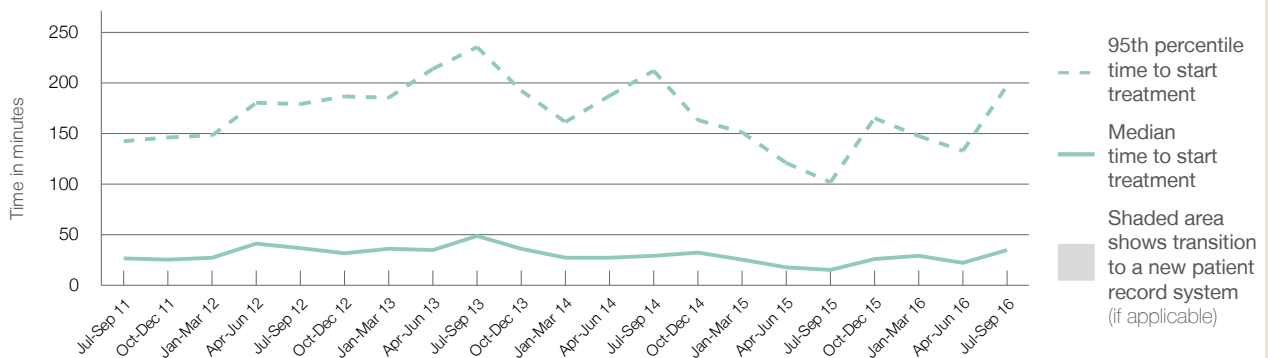
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
617	
567	
15 minutes	24 minutes
102 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	37	49	29	15	35
95th percentile time to start treatment ⁵ (minutes)	142	179	235	212	102	197

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,216 patients

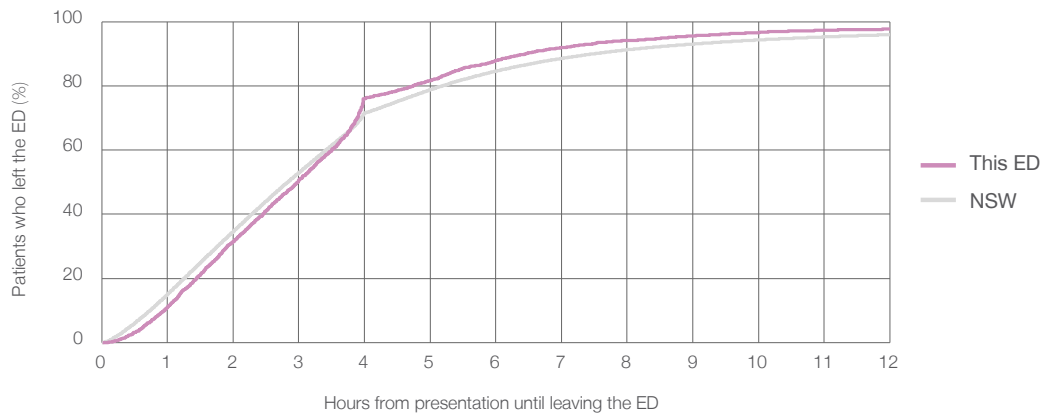
Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

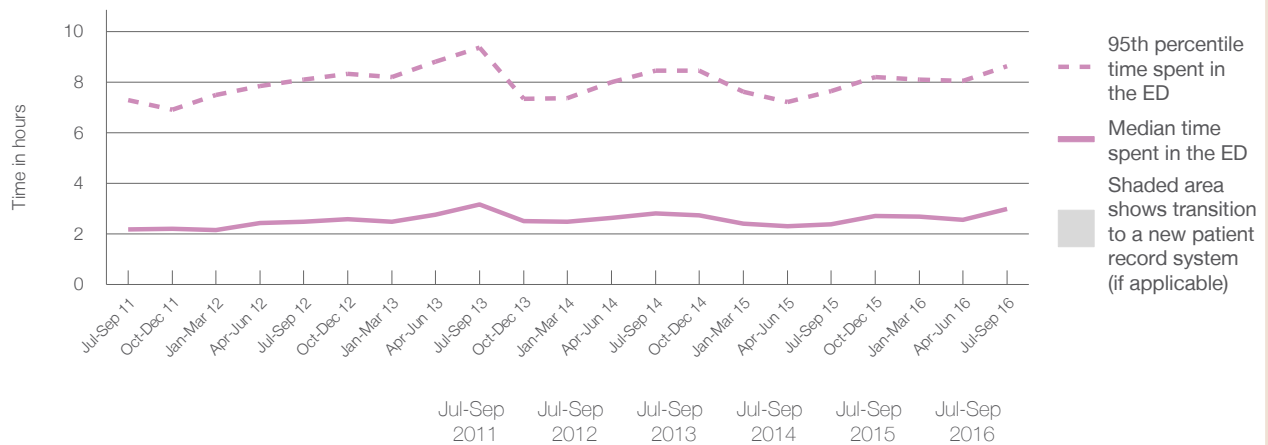
95th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
4,011	4,011
2 hours and 24 minutes	2 hours and 50 minutes
7 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 17m	8h 6m	9h 22m	8h 28m	7h 39m	8h 38m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

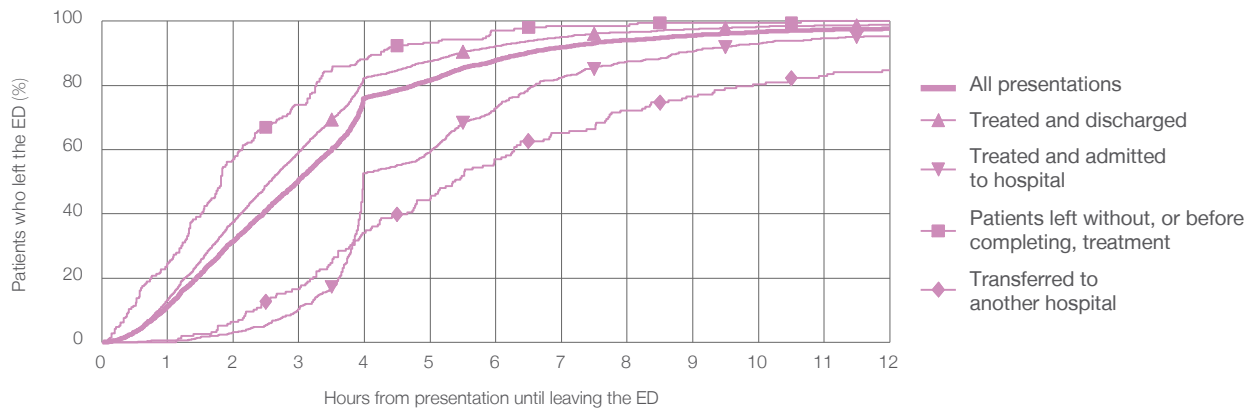
All presentations:¹ 4,216 patients

Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Treated and discharged	3,070 (72.8%)
Treated and admitted to hospital	616 (14.6%)
Patient left without, or before completing, treatment	214 (5.1%)
Transferred to another hospital	159 (3.8%)
Other	157 (3.7%)

Same period last year	Change since one year ago
4,011	4.8%
2,921	5.1%
723	-14.8%
207	3.4%
153	3.9%
7	2142.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	37.5%	59.4%	82.3%	92.3%	96.6%	98.2%	98.9%
Treated and admitted to hospital	0.5%	3.1%	10.4%	52.7%	73.0%	87.5%	93.0%	95.3%
Patient left without, or before completing, treatment	24.5%	57.1%	74.1%	88.2%	97.2%	98.6%	99.5%	100%
Transferred to another hospital	0%	6.3%	16.5%	34.2%	57.0%	72.2%	80.4%	84.8%
All presentations	11.2%	31.5%	50.6%	76.0%	87.9%	94.1%	96.6%	97.6%

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,216 patients

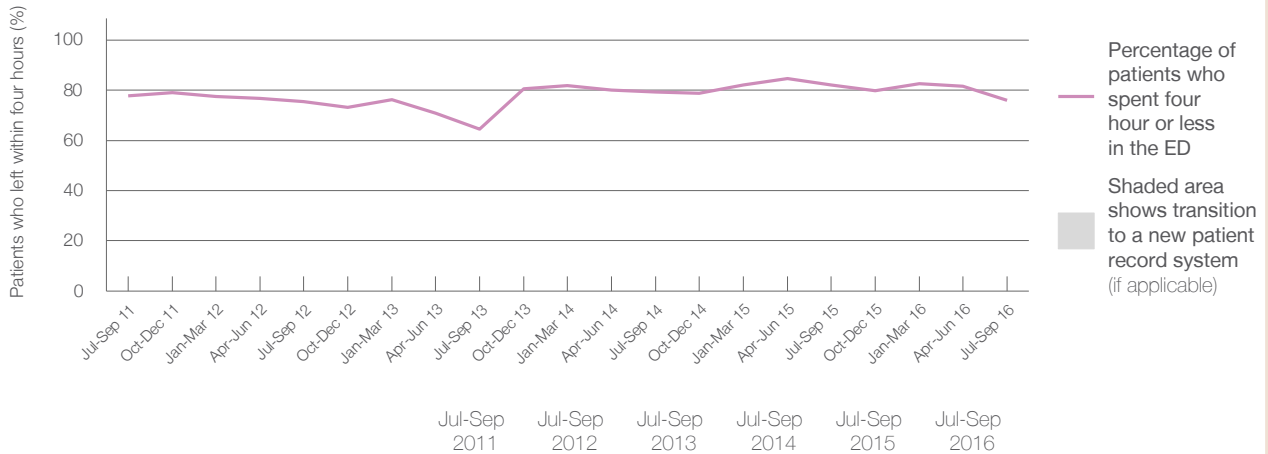
Presentations used to calculate time to leaving the ED: ⁶ 4,204 patients

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	4,011	5.1%
Presentations used to calculate time to leaving the ED	4,011	4.8%
Percentage of patients who spent four hours or less in the ED	82.1%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	77.7%	75.4%	64.5%	79.3%	82.1%	76.0%

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- 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).