

Singleton District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,724 patients
Emergency presentations:² 2,675 patients

Same period last year	Change since one year ago
2,898	-6.0%
2,819	-5.1%

Singleton District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 170 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 743 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,562 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 200 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
155	
8 minutes	8 minutes
38 minutes	41 minutes
736	
25 minutes	21 minutes
94 minutes	103 minutes
1,683	
39 minutes	27 minutes
140 minutes	139 minutes
245	
31 minutes	24 minutes
121 minutes	138 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,898	-6.0%
89.3%	

* 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, 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.

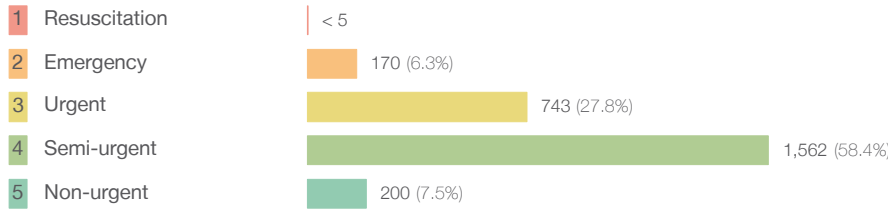
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Singleton District Hospital: Patients presenting to the emergency department July to September 2016

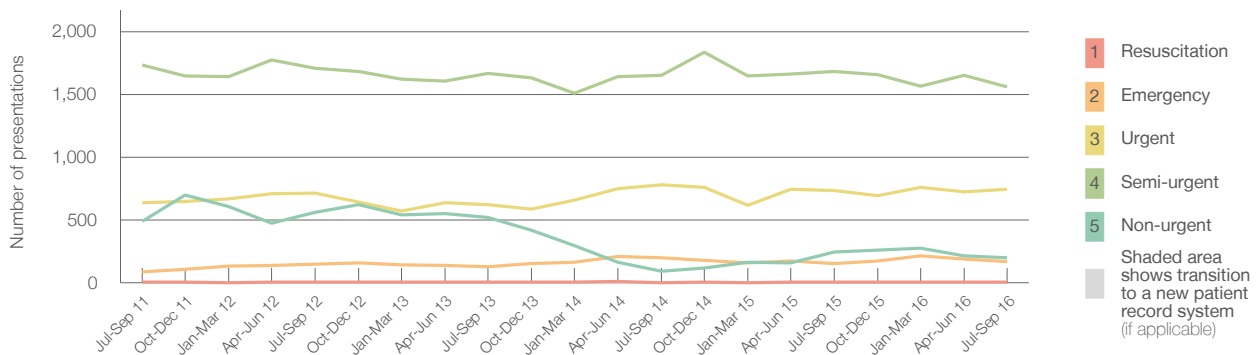
All presentations:¹ 2,724 patients

Emergency presentations² by triage category: 2,675 patients



	Same period last year	Change since one year ago
All presentations	2,898	-6.0%
Emergency presentations	2,819	-5.1%
1 Resuscitation	< 5	*
2 Emergency	155	10.5%
3 Urgent	736	1.0%
4 Semi-urgent	1,683	-7.2%
5 Non-urgent	245	-18.4%

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	6	< 5	< 5	< 5	< 5	< 5
Emergency	87	147	127	199	155	170
Urgent	638	711	621	780	736	743
Semi-urgent	1,736	1,709	1,669	1,653	1,683	1,562
Non-urgent	489	558	519	92	245	200
All emergency presentations	2,956	3,125	2,936	2,724	2,819	2,675

Singleton District Hospital: Patients arriving by ambulance July to September 2016

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 241 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	289	
Median time	7 minutes	-2 minutes
95th percentile time	20 minutes	2 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.

Singleton District 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: 170

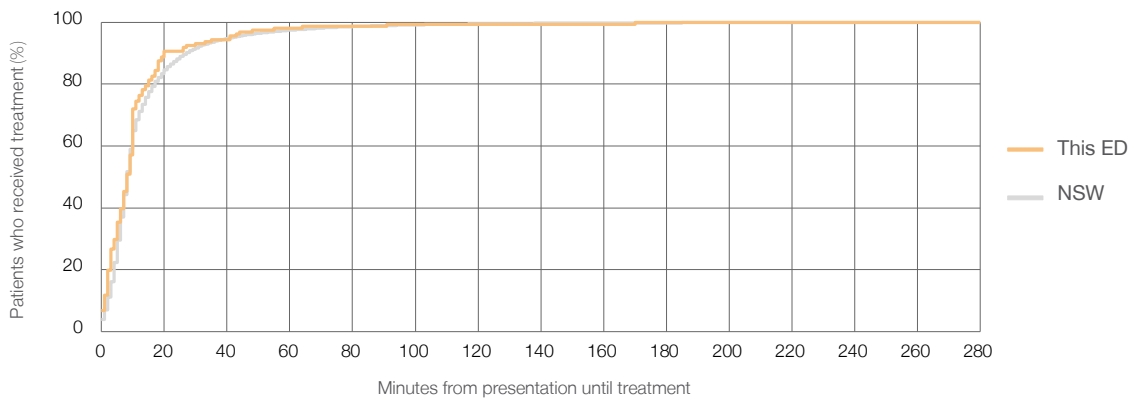
Number of triage 2 patients used to calculate waiting time:³ 161

Median time to start treatment⁴ 8 minutes

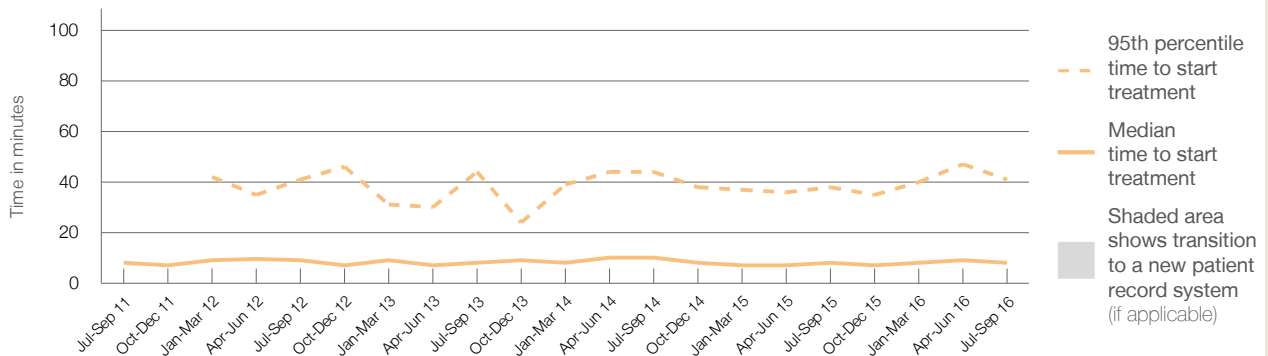
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
155	149
8 minutes	8 minutes
38 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)	8	9	8	10	8	8
95th percentile time to start treatment ⁵ (minutes)	*	41	44	44	38	41

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Singleton District 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: 743

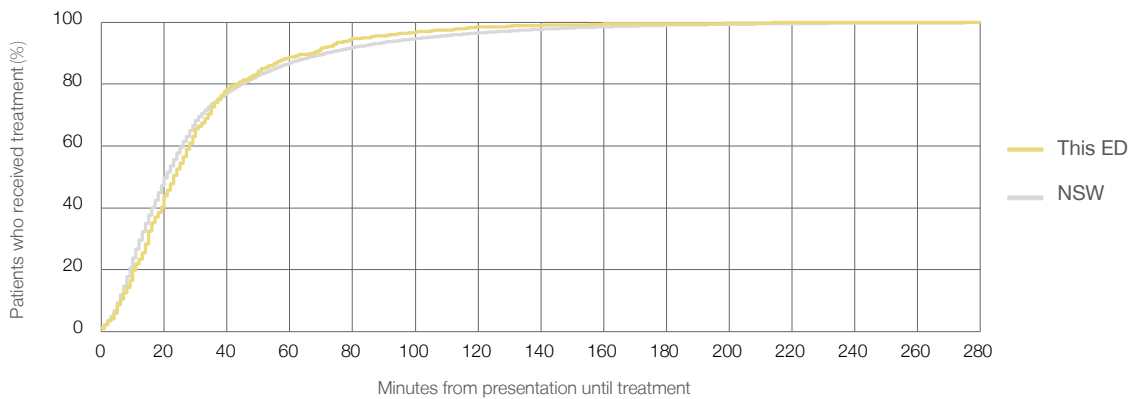
Number of triage 3 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 23 minutes

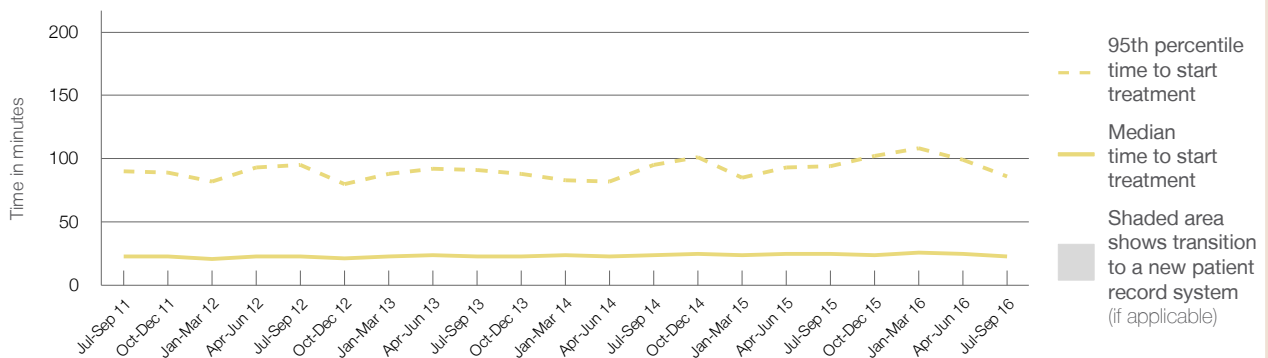
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
736	717
25 minutes	21 minutes
94 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)	23	23	23	24	25	23
95th percentile time to start treatment ⁵ (minutes)	90	95	91	95	94	86

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Singleton District 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: 1,562

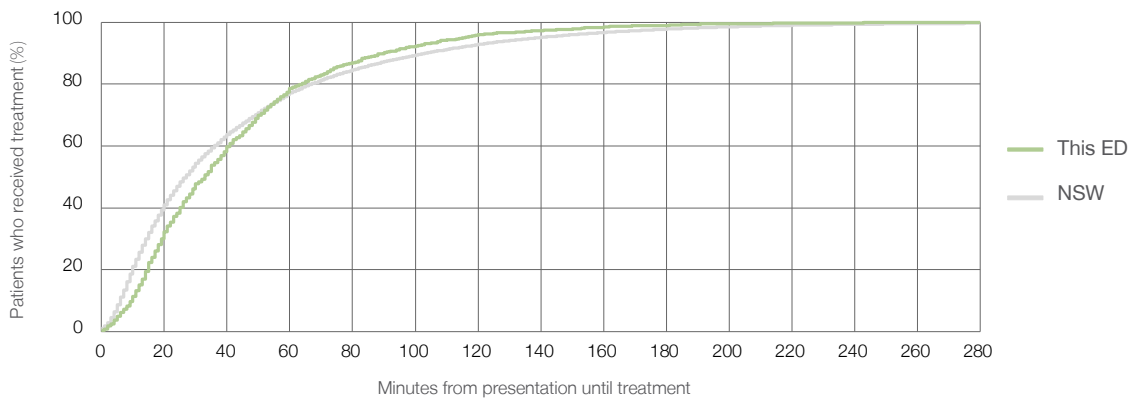
Number of triage 4 patients used to calculate waiting time:³ 1,498

Median time to start treatment⁴ 33 minutes

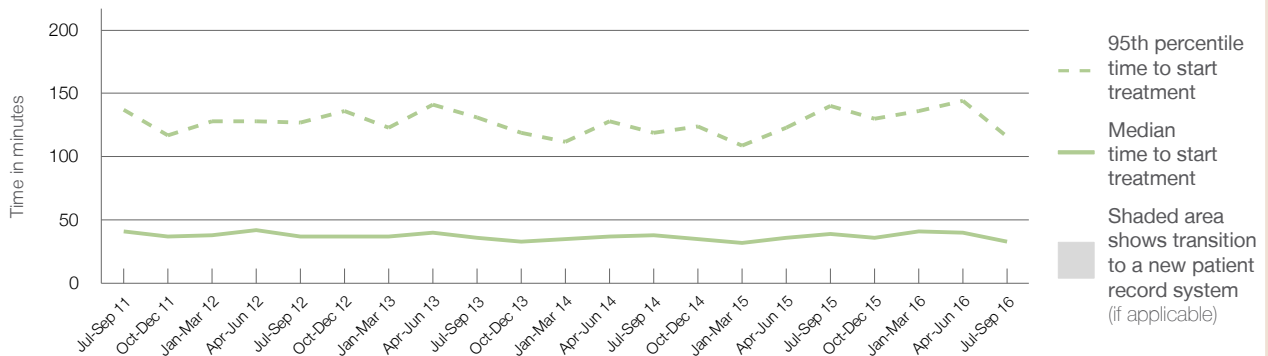
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,683	1,590
39 minutes	27 minutes
140 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)	41	37	36	38	39	33
95th percentile time to start treatment ⁵ (minutes)	137	127	131	119	140	116

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Singleton District 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: 200

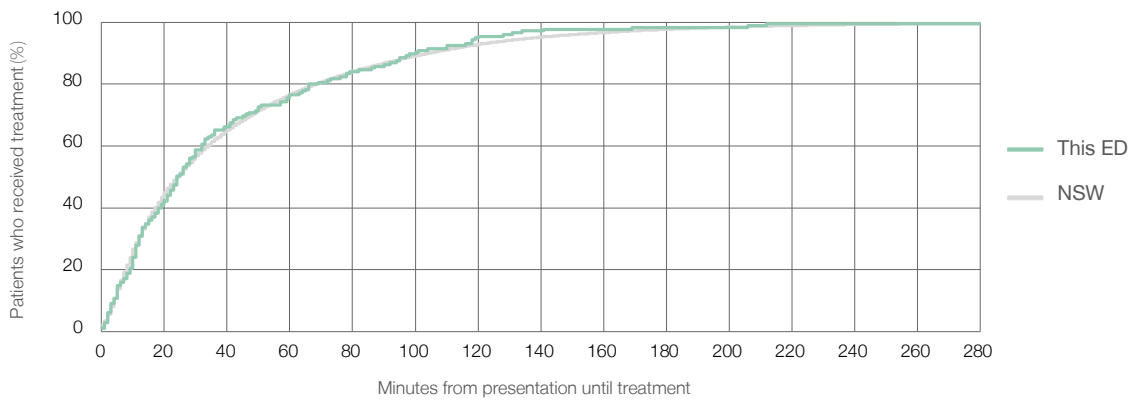
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 24 minutes

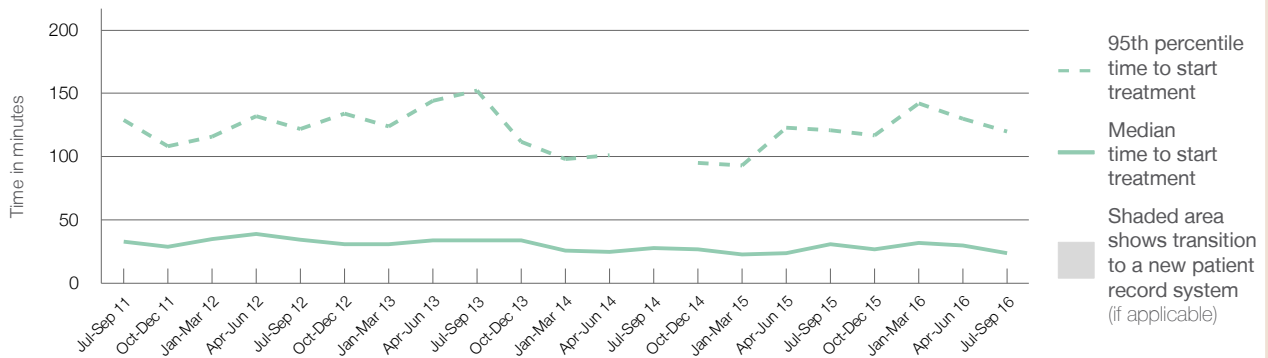
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
245	
221	
31 minutes	24 minutes
121 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)	33	35	34	28	31	24
95th percentile time to start treatment ⁵ (minutes)	129	122	152	*	121	120

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Singleton District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,724 patients

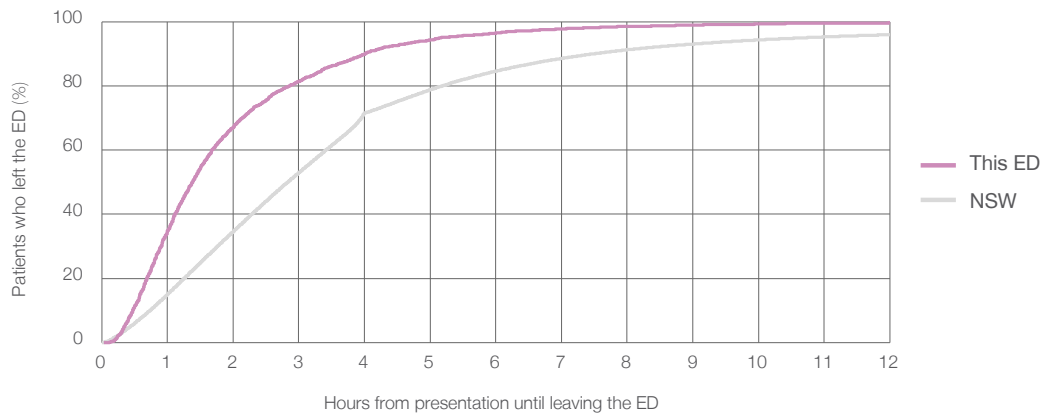
Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

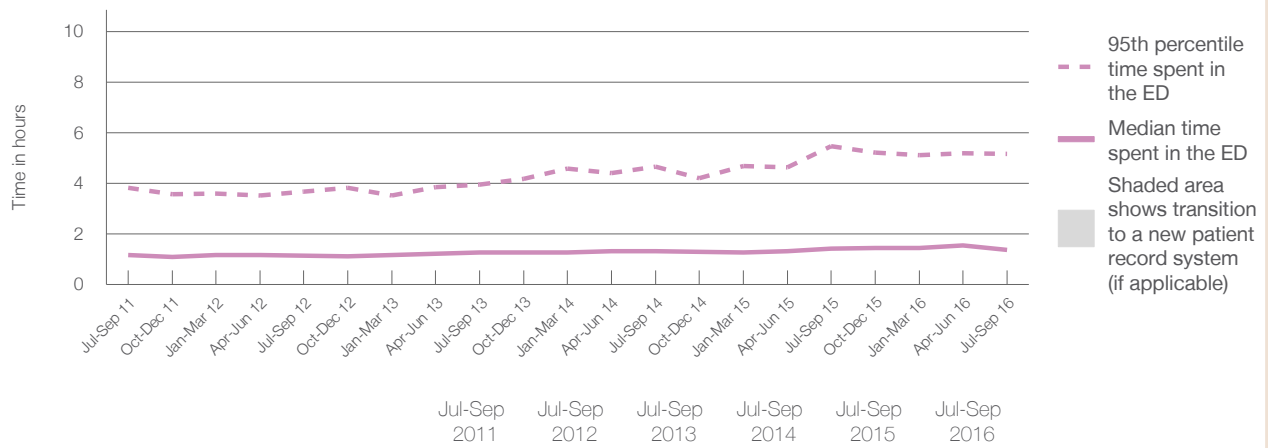
95th percentile time spent in the ED⁹ 5 hours and 10 minutes

Same period last year	NSW (this period)
2,898	2,898
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 28 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)	1h 10m	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	3h 41m	3h 57m	4h 40m	5h 28m	5h 10m

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Singleton District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

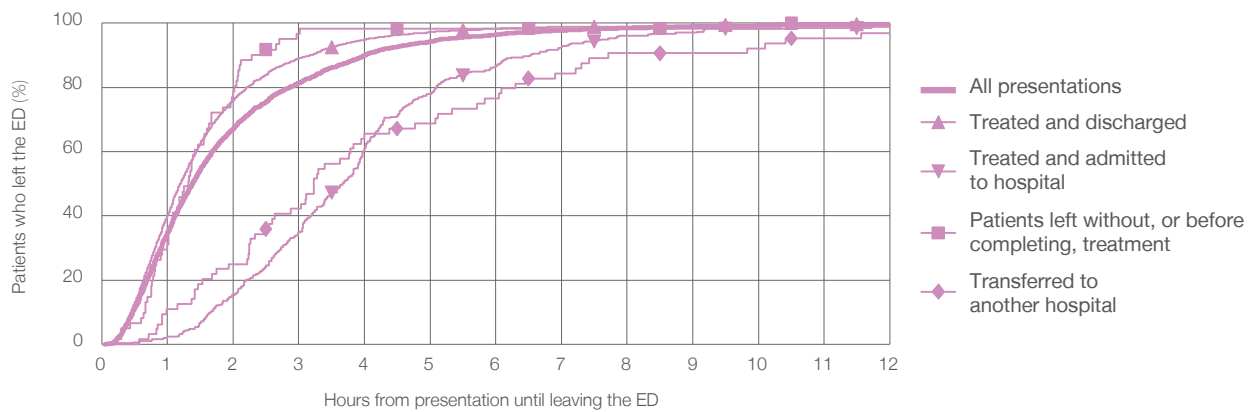
All presentations:¹ 2,724 patients

Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Treated and discharged	2,199 (80.7%)
Treated and admitted to hospital	339 (12.4%)
Patient left without, or before completing, treatment	61 (2.2%)
Transferred to another hospital	64 (2.3%)
Other	61 (2.2%)

Same period last year	Change since one year ago
2,898	-6.0%
2,403	-8.5%
282	20.2%
71	-14.1%
81	-21.0%
61	0.0%

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

Treated and discharged	40.2%	76.0%	89.0%	94.8%	98.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.4%	15.3%	34.8%	61.1%	86.7%	96.2%	98.2%	98.8%
Patient left without, or before completing, treatment	31.1%	78.7%	96.7%	98.4%	98.4%	98.4%	98.4%	100%
Transferred to another hospital	10.9%	25.0%	42.2%	65.6%	76.6%	90.6%	92.2%	96.9%
All presentations	34.8%	67.2%	81.4%	90.0%	96.4%	98.5%	99.3%	99.6%

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Singleton District 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 2,724 patients

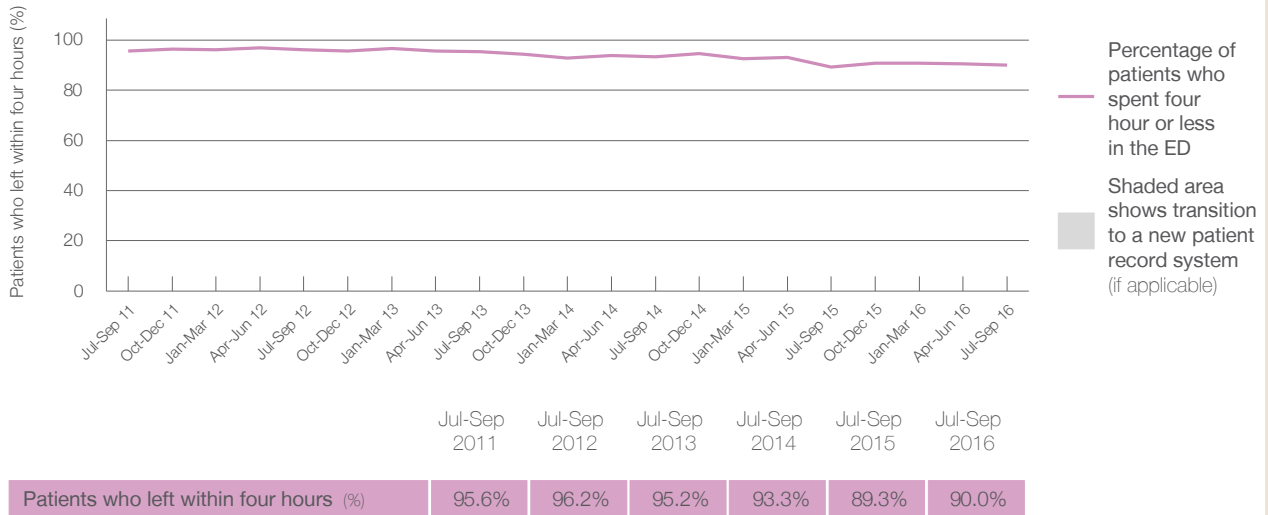
Presentations used to calculate time to leaving the ED: ⁶ 2,724 patients

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	2,898	-6.0%
Presentations used to calculate time to leaving the ED	2,898	-6.0%
Percentage of patients who spent four hours or less in the ED	89.3%	

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



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, 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).