

Westmead Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,661 patients
 Emergency presentations:² 18,186 patients

Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%

Westmead Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 6,027 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  113 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,845 patients

Median time to start treatment⁴  39 minutes
 95th percentile time to start treatment⁵  182 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,759 patients

Median time to start treatment⁴  40 minutes
 95th percentile time to start treatment⁵  167 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment⁴  32 minutes
 95th percentile time to start treatment⁵  159 minutes

Same period last year	NSW (this period)
5,450	
17 minutes	8 minutes
119 minutes	41 minutes
6,233	
53 minutes	21 minutes
263 minutes	103 minutes
4,230	
56 minutes	27 minutes
258 minutes	139 minutes
1,343	
43 minutes	24 minutes
218 minutes	138 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED  56.8%

Same period last year	Change since one year ago
18,185	2.5%
47.7%	

* 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, 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.

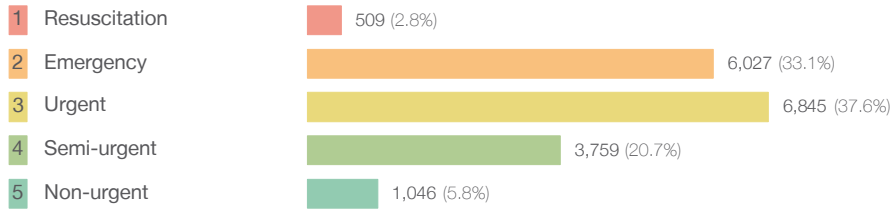
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Westmead Hospital: Patients presenting to the emergency department July to September 2016

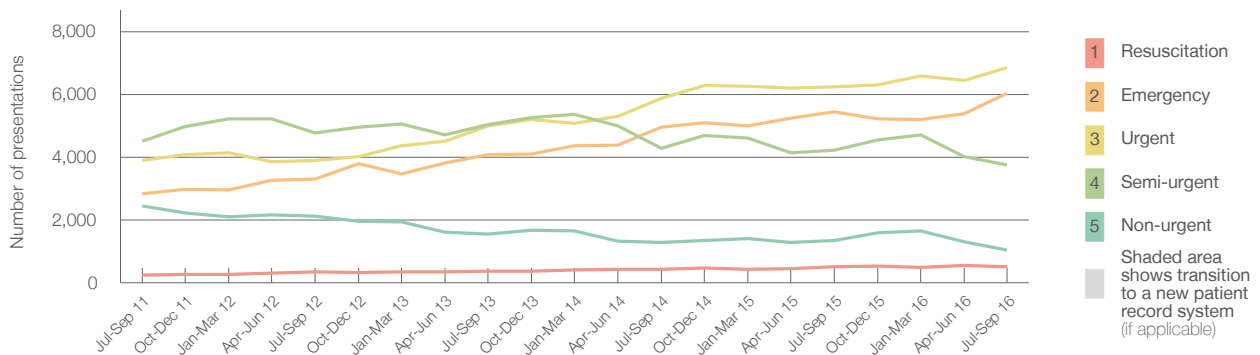
All presentations:¹ 18,661 patients

Emergency presentations² by triage category: 18,186 patients



	Same period last year	Change since one year ago
All presentations	18,185	2.6%
Emergency presentations	17,762	2.4%
1 Resuscitation	506	0.6%
2 Emergency	5,450	10.6%
3 Urgent	6,233	9.8%
4 Semi-urgent	4,230	-11.1%
5 Non-urgent	1,343	-22.1%

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	249	337	367	424	506	509
Emergency	2,842	3,304	4,075	4,949	5,450	6,027
Urgent	3,901	3,895	5,000	5,882	6,233	6,845
Semi-urgent	4,505	4,770	5,041	4,284	4,230	3,759
Non-urgent	2,443	2,112	1,551	1,288	1,343	1,046
All emergency presentations	13,940	14,418	16,034	16,827	17,762	18,186

Westmead Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,925 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,011	
ED Transfer of care time	15 minutes	-3 minutes
95th percentile time	65 minutes	-31 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.

Westmead 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: 6,027

Number of triage 2 patients used to calculate waiting time:³ 5,892

Median time to start treatment⁴

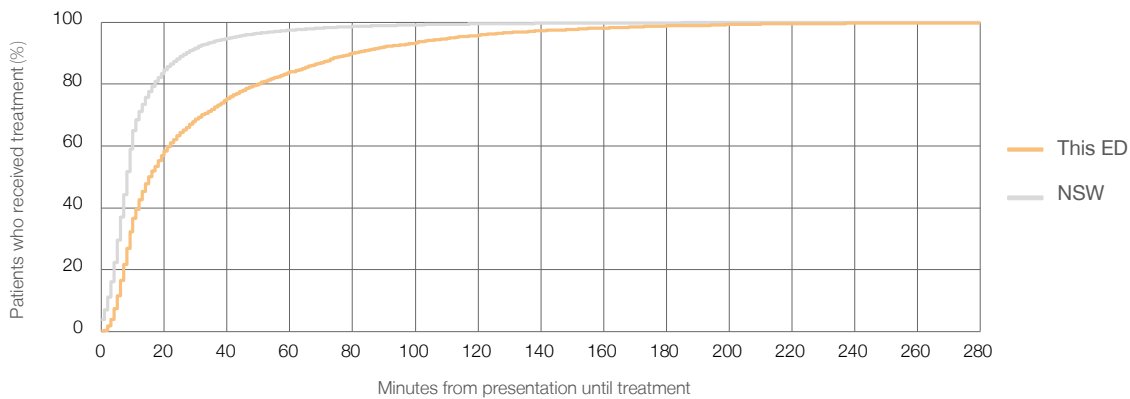
16 minutes

95th percentile time to start treatment⁵

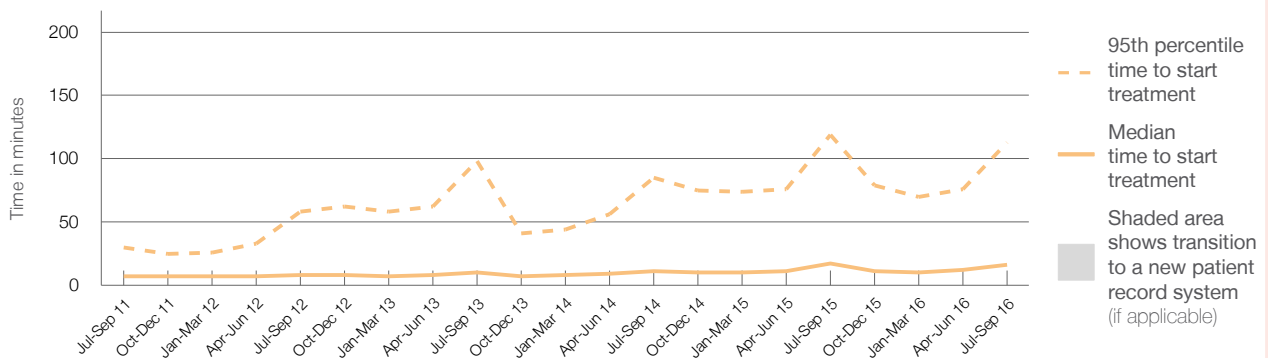
113 minutes

Same period last year	NSW (this period)
5,450	
5,297	
17 minutes	8 minutes
119 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	8	10	11	17	16
95th percentile time to start treatment ⁵ (minutes)	30	58	98	85	119	113

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Westmead 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: 6,845

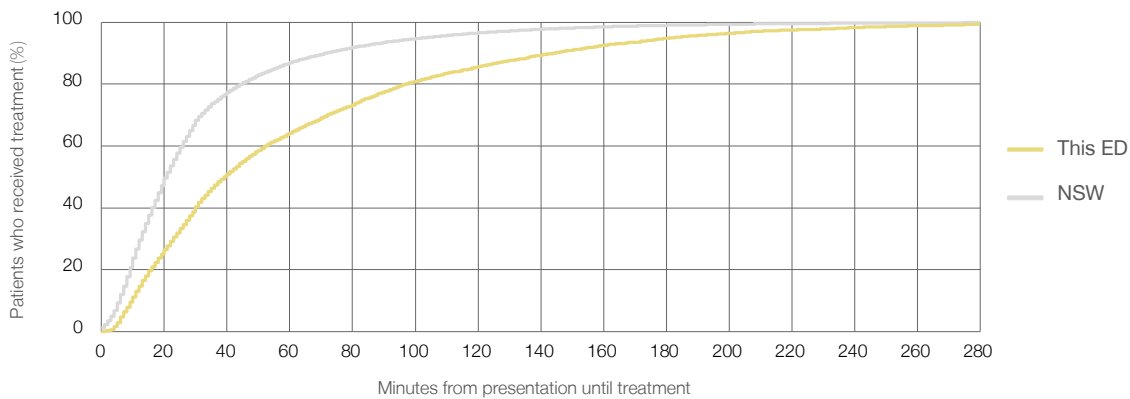
Number of triage 3 patients used to calculate waiting time:³ 6,274

Median time to start treatment⁴ 39 minutes

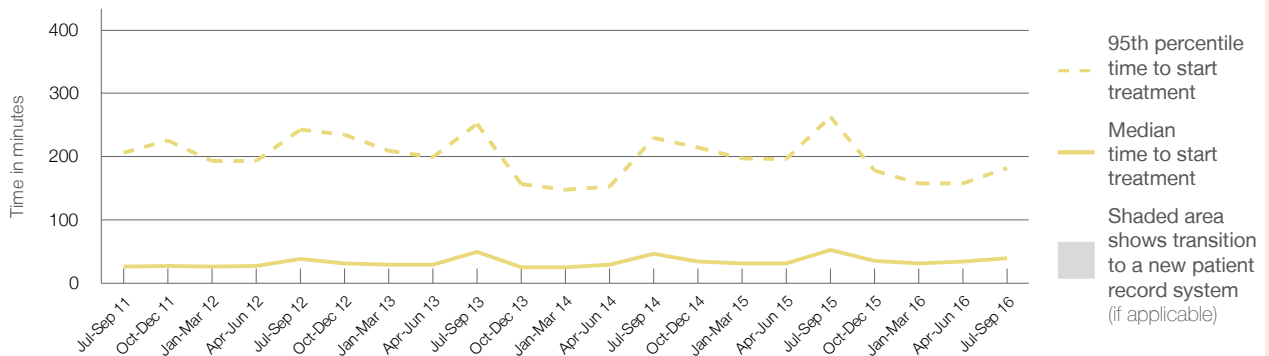
95th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
6,233	
5,587	
53 minutes	21 minutes
263 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)	26	38	50	47	53	39
95th percentile time to start treatment ⁵ (minutes)	206	243	252	230	263	182

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Westmead 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: 3,759

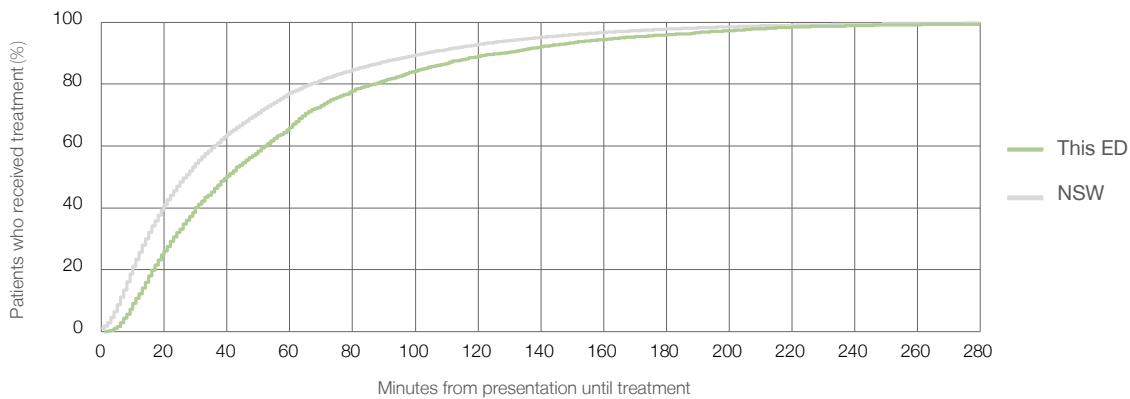
Number of triage 4 patients used to calculate waiting time:³ 3,368

Median time to start treatment⁴ 40 minutes

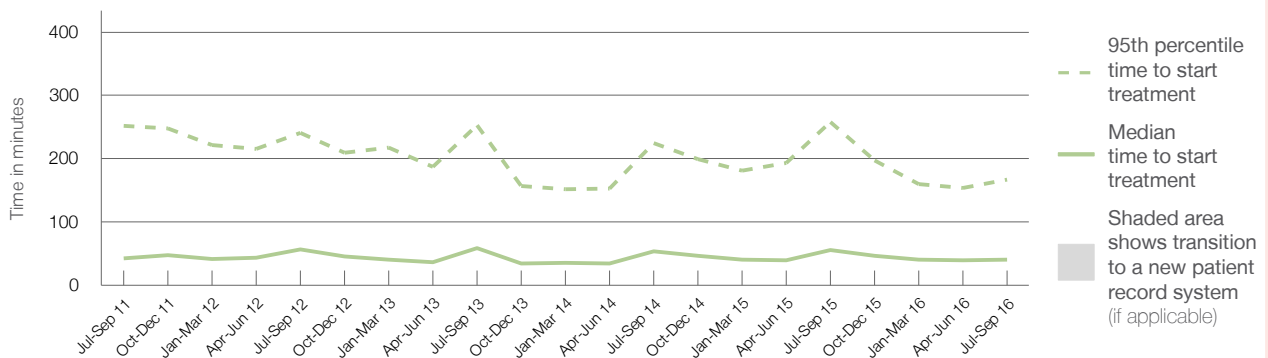
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
4,230	3,559
56 minutes	27 minutes
258 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)	43	57	59	54	56	40
95th percentile time to start treatment ⁵ (minutes)	252	241	253	225	258	167

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Westmead 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: 1,046

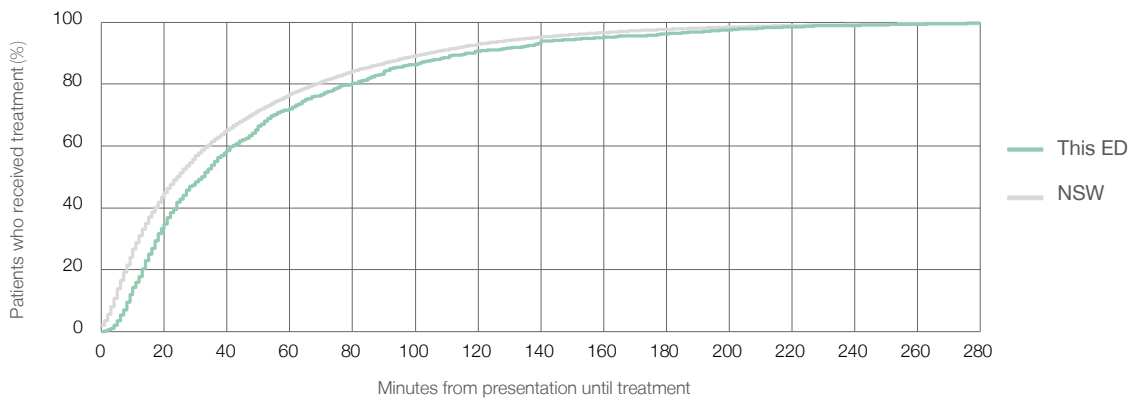
Number of triage 5 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 32 minutes

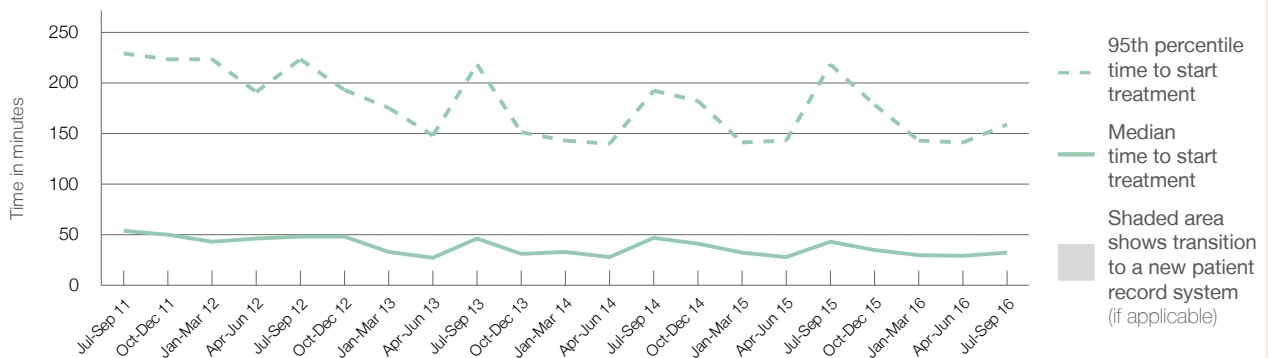
95th percentile time to start treatment⁵ 159 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,343	1,067
Median time to start treatment ⁴	43 minutes	24 minutes
95th percentile time to start treatment ⁵	218 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)	54	48	46	47	43	32
95th percentile time to start treatment ⁵ (minutes)	229	223	218	192	218	159

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Westmead Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 18,661 patients

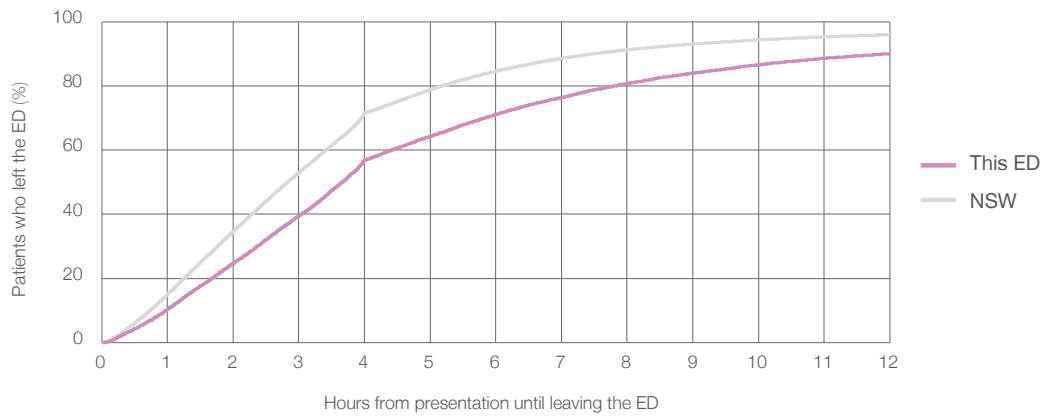
Presentations used to calculate time to leaving the ED:⁶ 18,644 patients

Median time spent in the ED⁸ 3 hours and 40 minutes

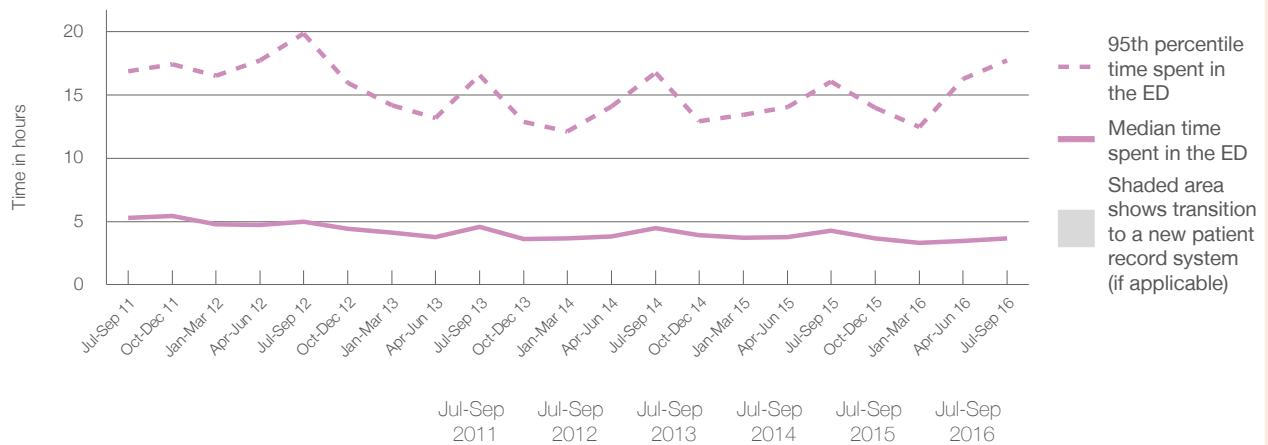
95th percentile time spent in the ED⁹ 17 hours and 42 minutes

Same period last year	NSW (this period)
18,185	18,185
4 hours and 15 minutes	2 hours and 50 minutes
16 hours and 2 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)	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	19h 50m	16h 33m	16h 45m	16h 2m	17h 42m

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Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

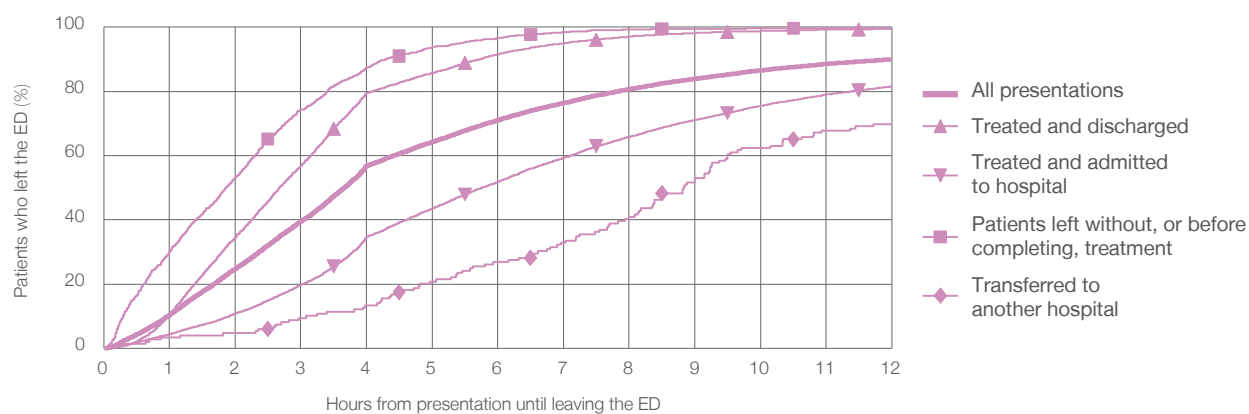
All presentations:¹ 18,661 patients

Presentations used to calculate time to leaving the ED:⁶ 18,644 patients

Treated and discharged	7,091 (38.0%)
Treated and admitted to hospital	9,650 (51.7%)
Patient left without, or before completing, treatment	1,245 (6.7%)
Transferred to another hospital	150 (0.8%)
Other	525 (2.8%)

Same period last year	Change since one year ago
18,185	2.5%
6,950	2.0%
8,825	9.3%
1,762	-29.3%
168	-10.7%
480	9.4%

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	10.6%	34.5%	56.9%	79.5%	91.6%	97.1%	98.8%	99.5%
Treated and admitted to hospital	4.3%	10.8%	19.8%	34.6%	51.8%	65.9%	75.5%	81.6%
Patient left without, or before completing, treatment	30.1%	53.2%	74.3%	87.5%	96.6%	99.3%	99.7%	99.7%
Transferred to another hospital	3.4%	4.7%	9.4%	13.4%	26.8%	40.9%	62.4%	69.8%
All presentations	10.4%	24.7%	39.5%	56.8%	71.0%	80.7%	86.5%	90.0%

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Westmead Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

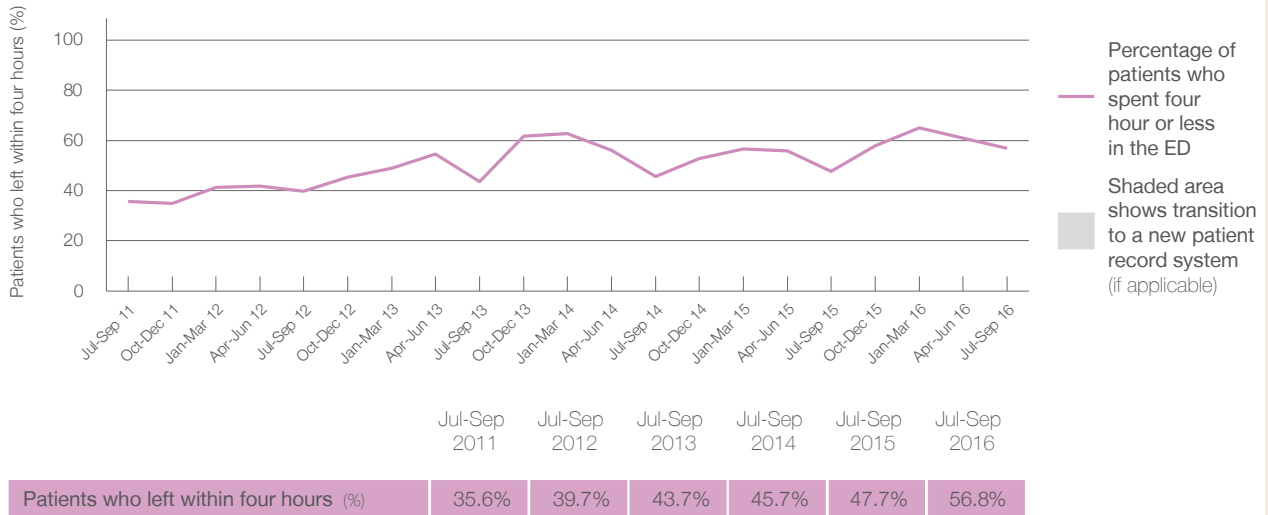
All presentations at the emergency department: ¹ 18,661 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED 56.8%

Same period last year	Change since one year ago
18,185	2.6%
18,185	2.5%
47.7%	

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.

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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).