

Auburn Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,178 patients
Emergency presentations:² 6,893 patients

Same period last year	Change since one year ago
6,797	5.6%
6,596	4.5%

Auburn Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 937 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,401 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,850 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 673 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
23 minutes	23 minutes
2,233	
22 minutes	20 minutes
66 minutes	65 minutes
2,891	
32 minutes	26 minutes
130 minutes	99 minutes
499	
25 minutes	23 minutes
141 minutes	103 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,178 patients

Percentage of patients who spent four hours or less in the ED 80.3%

Same period last year	Change since one year ago
6,796	5.6%
81.3%	

* 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 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.

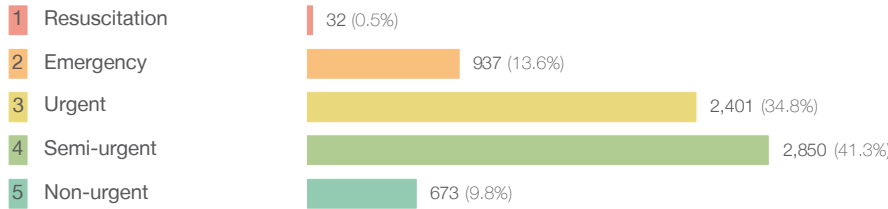
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Auburn Hospital: Patients presenting to the emergency department October to December 2017

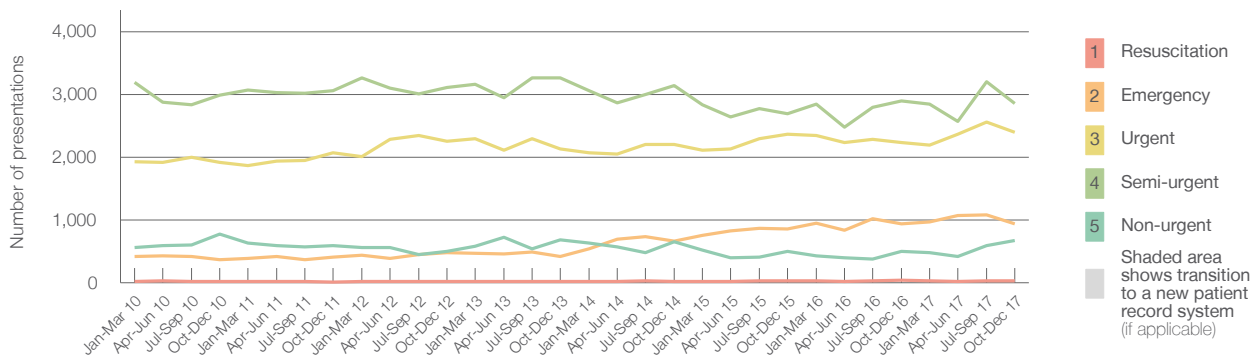
All presentations:¹ 7,178 patients

Emergency presentations² by triage category: 6,893 patients



Same period last year	Change since one year ago
6,797	5.6%
6,596	4.5%
36	-11.1%
937	0.0%
2,233	7.5%
2,891	-1.4%
499	34.9%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	14	9	17	14	20	28	36	32
Emergency	363	402	476	419	658	856	937	937
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850
Non-urgent	778	590	497	679	648	499	499	673
All emergency presentations	6,057	6,131	6,353	6,508	6,677	6,441	6,596	6,893

Auburn Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 929 patients

ED Transfer of care time



Same period last year	Change since one year ago
791	
13 minutes	0 minutes
24 minutes	-1 minute

(†) 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.

Auburn Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 937

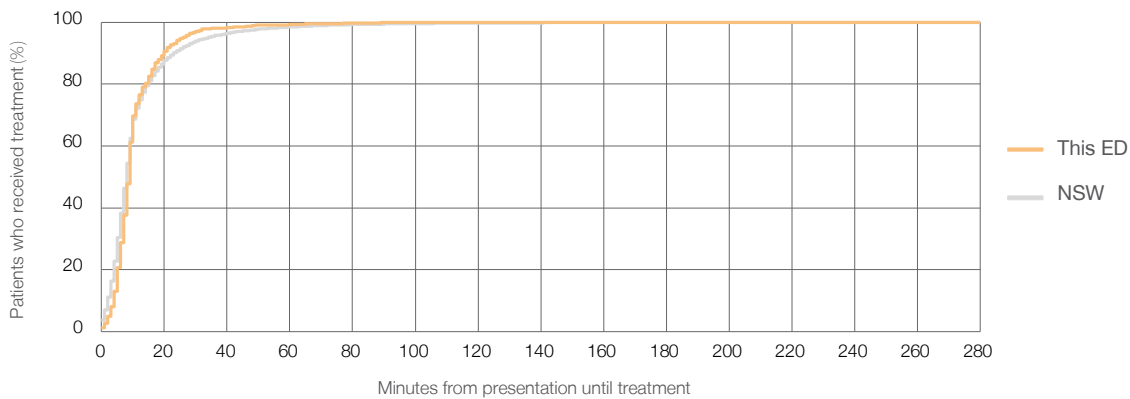
Number of triage 2 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 9 minutes

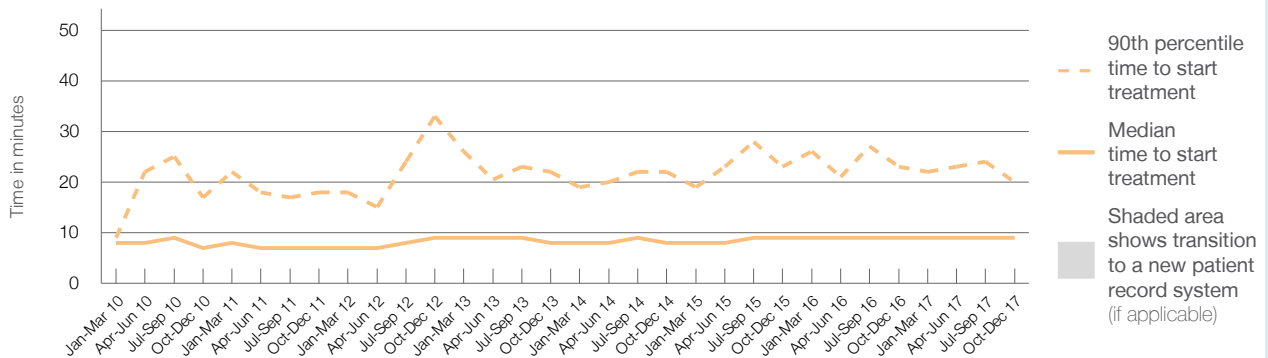
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
937	933
9 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	7	9	8	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)	17	18	33	22	22	23	23	20

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Auburn Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,401

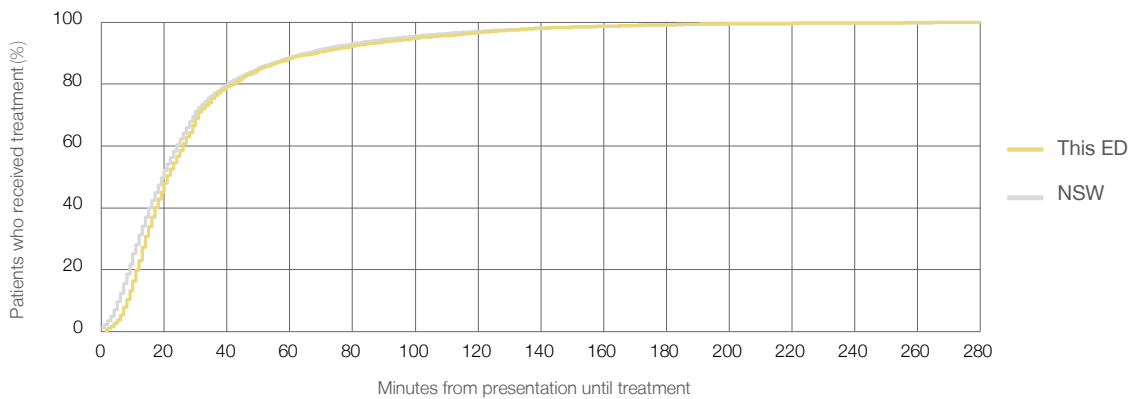
Number of triage 3 patients used to calculate waiting time:³ 2,347

Median time to start treatment⁴ 21 minutes

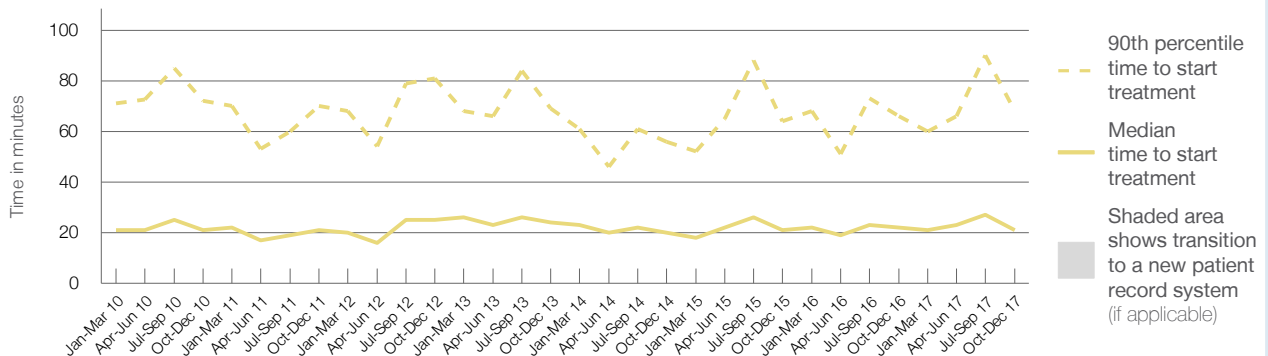
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,233	2,179
22 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	21	21	25	24	20	21	22	21
90th percentile time to start treatment ⁵ (minutes)	72	70	81	69	56	64	66	68

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Auburn Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,850

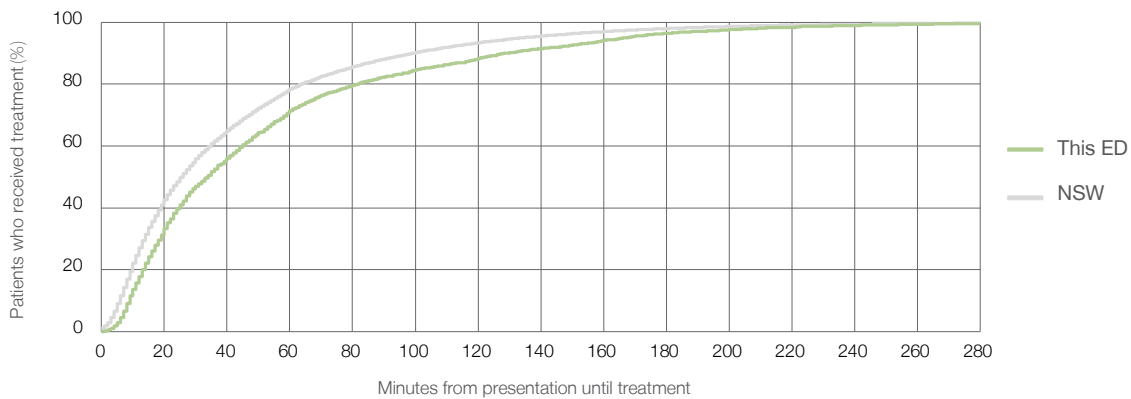
Number of triage 4 patients used to calculate waiting time:³ 2,543

Median time to start treatment⁴ 34 minutes

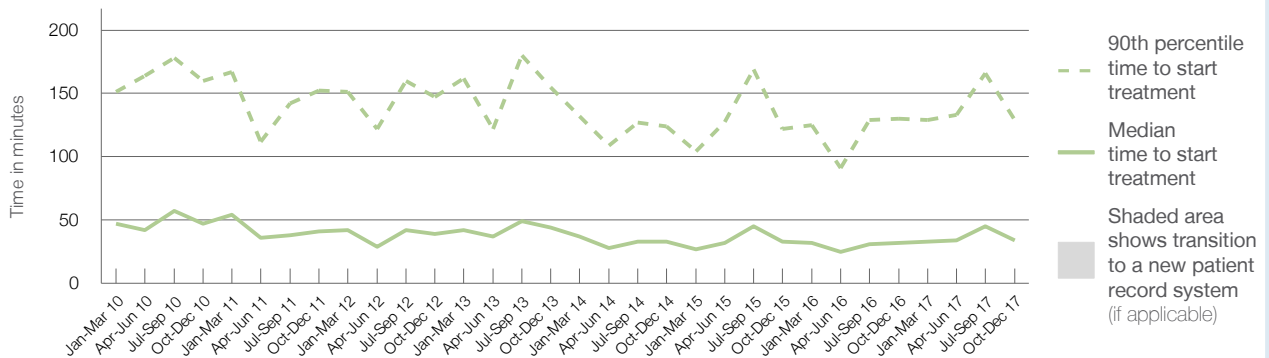
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,891	2,633
32 minutes	26 minutes
130 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	47	41	39	44	33	33	32	34
90th percentile time to start treatment ⁵ (minutes)	160	152	147	155	124	122	130	129

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Auburn Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 673

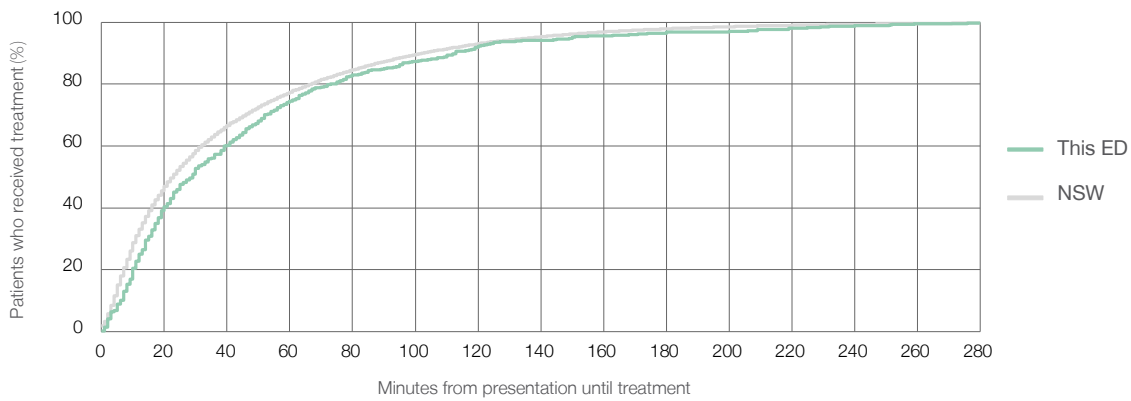
Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴ 29 minutes

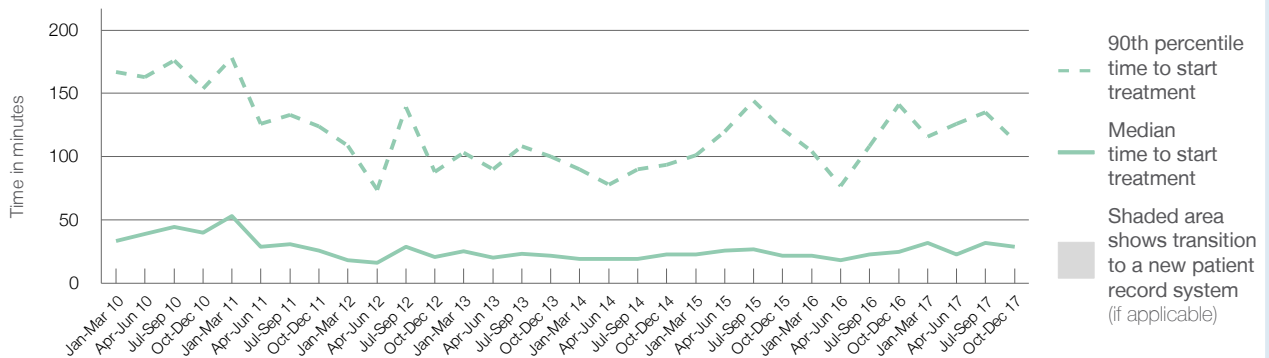
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
499	387
25 minutes	23 minutes
141 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	26	21	22	23	22	25	29
90th percentile time to start treatment ⁵ (minutes)	154	124	88	100	94	122	141	113

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Auburn Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,178 patients

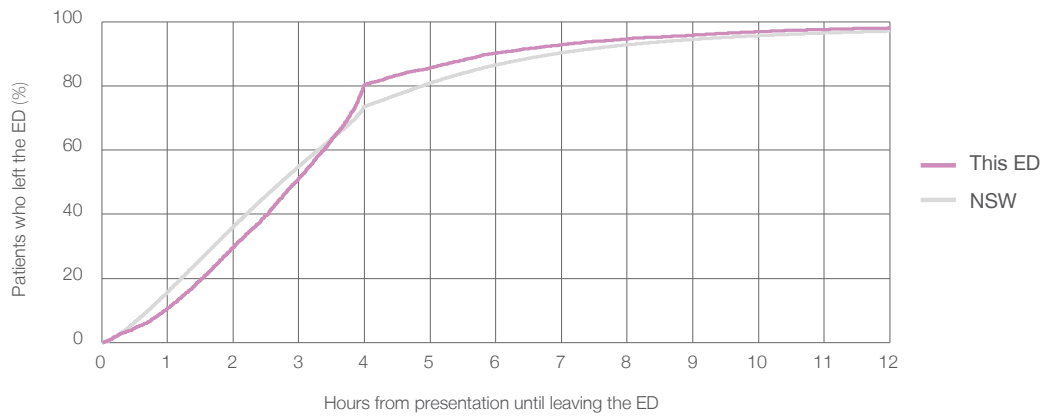
Presentations used to calculate time to leaving the ED:⁶ 7,178 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

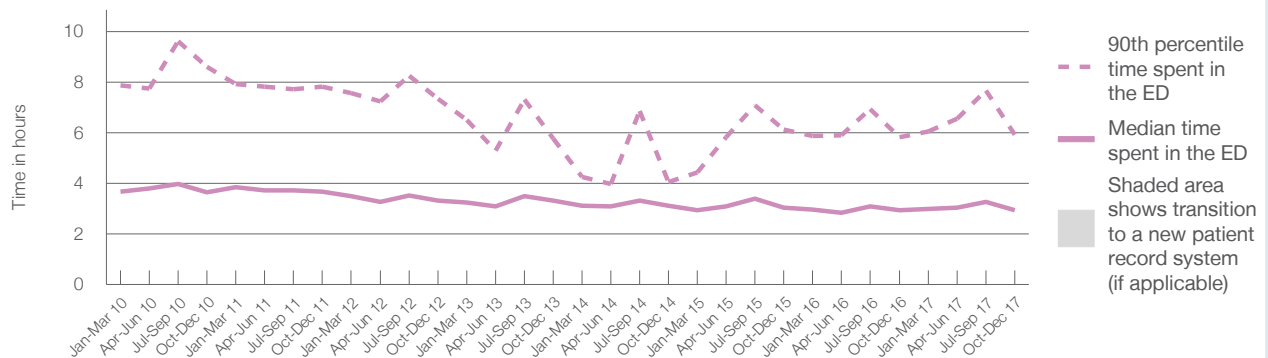
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
6,797	
6,796	
2 hours and 57 minutes	2 hours and 44 minutes
5 hours and 50 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m

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

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Auburn Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

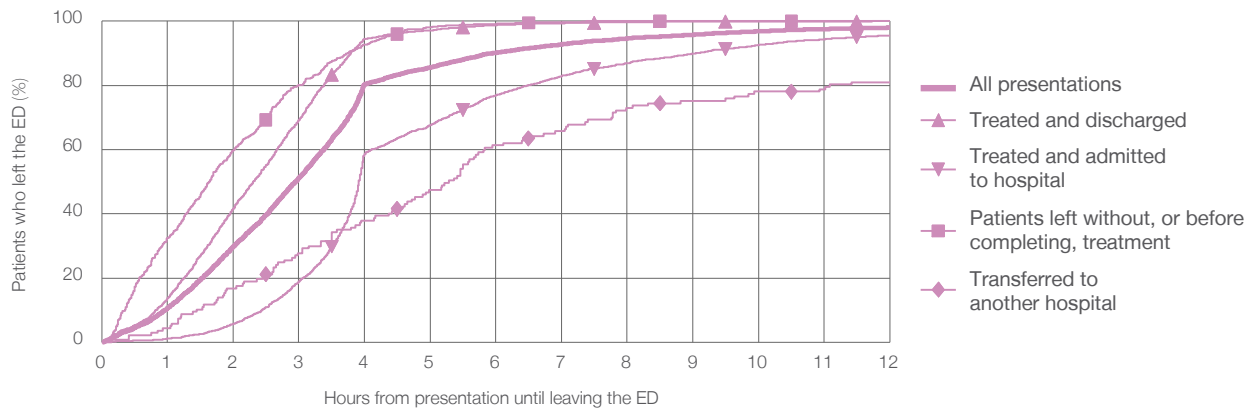
All presentations:¹ 7,178 patients

Presentations used to calculate time to leaving the ED:⁶ 7,178 patients

Treated and discharged	3,842 (53.5%)
Treated and admitted to hospital	2,596 (36.2%)
Patient left without, or before completing, treatment	580 (8.1%)
Transferred to another hospital	137 (1.9%)
Other	23 (0.3%)

Same period last year	Change since one year ago
6,796	5.6%
3,110	23.5%
3,086	-15.9%
420	38.1%
152	-9.9%
29	-20.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	13.7%	41.7%	69.2%	94.5%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	1.1%	5.7%	18.9%	58.7%	76.9%	86.9%	92.7%	95.6%
Patient left without, or before completing, treatment	32.4%	59.8%	80.2%	92.8%	99.1%	100%	100%	100%
Transferred to another hospital	4.4%	16.8%	27.7%	38.0%	61.3%	73.0%	78.1%	81.0%
All presentations	10.7%	29.8%	51.2%	80.3%	90.2%	94.6%	96.9%	98.0%

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Auburn Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 7,178 patients

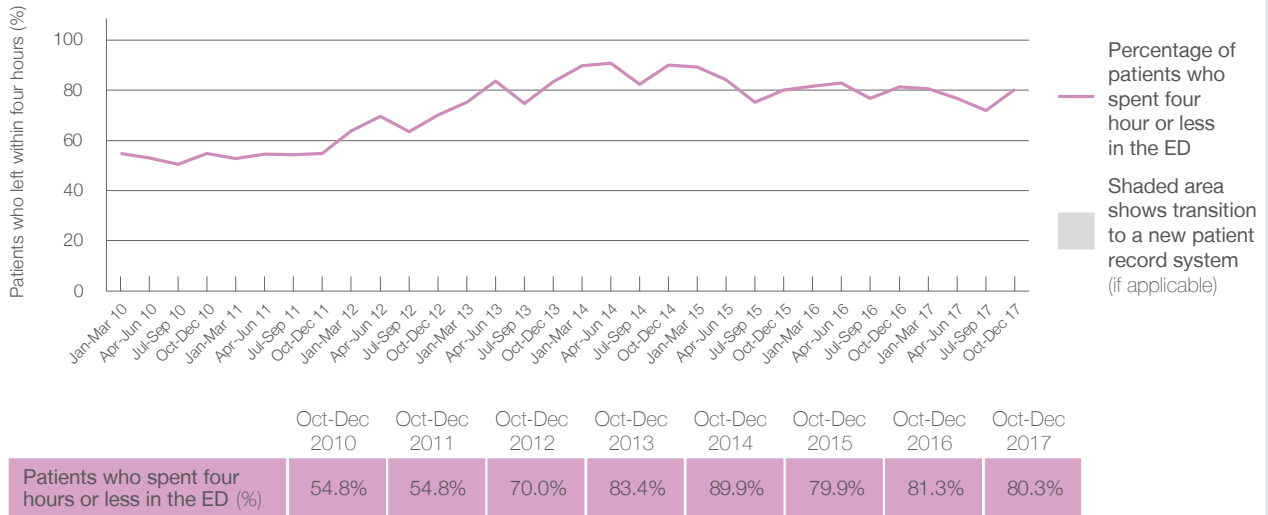
Presentations used to calculate time to leaving the ED: ⁶ 7,178 patients

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: ¹ 7,178 patients	6,797	5.6%
Presentations used to calculate time to leaving the ED: ⁶ 7,178 patients	6,796	5.6%
Percentage of patients who spent four hours or less in the ED	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).