

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

October to December 2017

All presentations:<sup>1</sup> 4,364 patients  
 Emergency presentations:<sup>2</sup> 4,293 patients

Same period last year	Change since one year ago
4,258	2.5%
4,206	2.1%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 632 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,067 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,141 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 112 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
623	
7 minutes	8 minutes
18 minutes	23 minutes
949	
18 minutes	20 minutes
62 minutes	65 minutes
2,076	
28 minutes	26 minutes
119 minutes	99 minutes
536	
32 minutes	23 minutes
140 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,364 patients

Percentage of patients who spent four hours or less in the ED 82.8%

Same period last year	Change since one year ago
4,255	2.6%
78.1%	

\* 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 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.

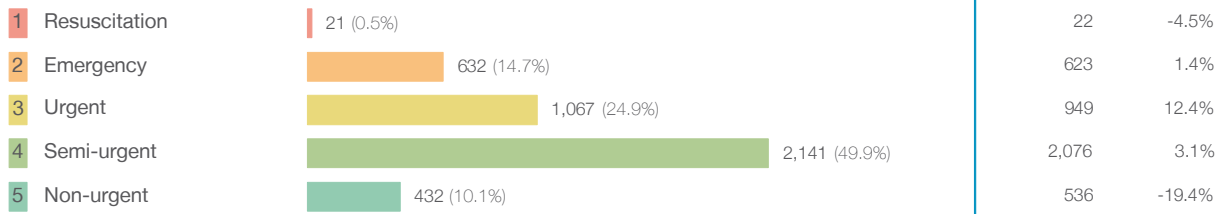
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2017

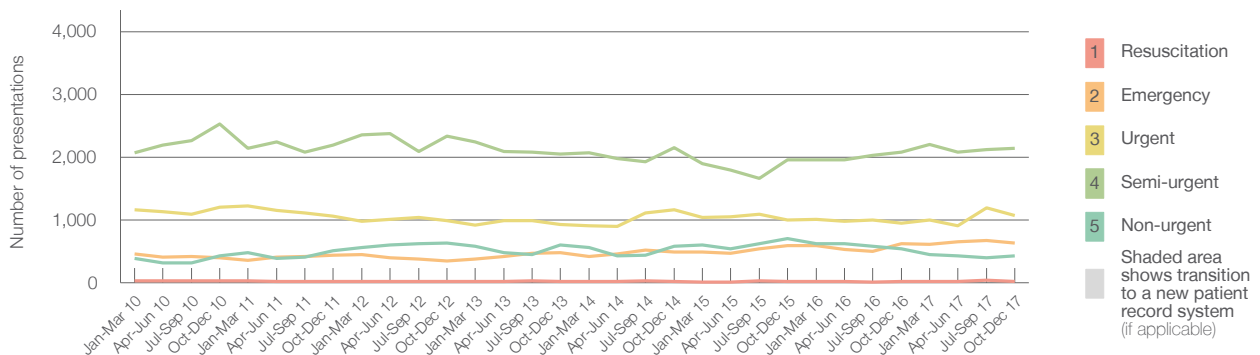
All presentations:<sup>1</sup> 4,364 patients

Emergency presentations<sup>2</sup> by triage category: 4,293 patients



	Same period last year	Change since one year ago
All presentations	4,258	2.5%
Emergency presentations	4,206	2.1%
Resuscitation	22	-4.5%
Emergency	623	1.4%
Urgent	949	12.4%
Semi-urgent	2,076	3.1%
Non-urgent	536	-19.4%

Emergency presentations<sup>2</sup> 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	26	22	24	16	24	17	22	21
Emergency	393	441	347	477	486	595	623	632
Urgent	1,204	1,060	992	923	1,166	1,001	949	1,067
Semi-urgent	2,526	2,197	2,339	2,051	2,151	1,961	2,076	2,141
Non-urgent	424	511	634	596	576	705	536	432
All emergency presentations	4,573	4,231	4,336	4,063	4,403	4,279	4,206	4,293

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 744 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	737	
Median time	12 minutes	0 minutes
90th percentile time	25 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.

## Blue Mountains District Anzac Memorial 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: 632

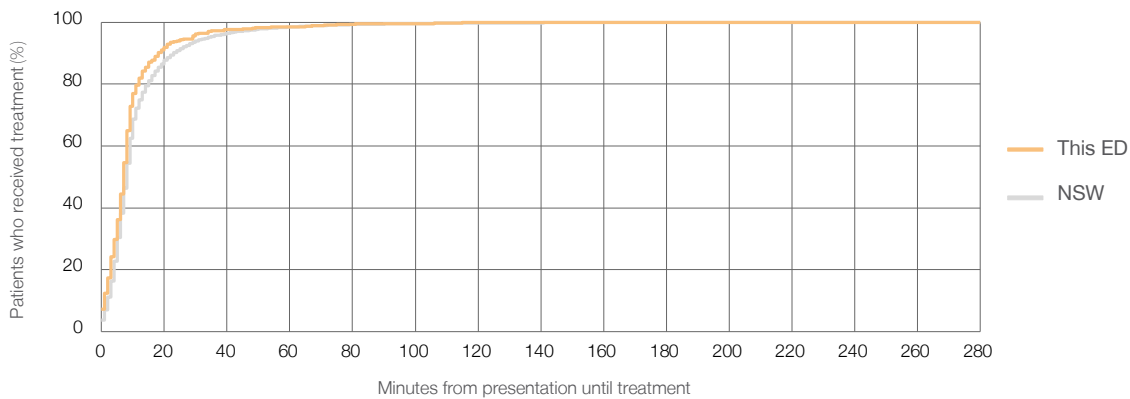
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 629

Median time to start treatment<sup>4</sup>  7 minutes

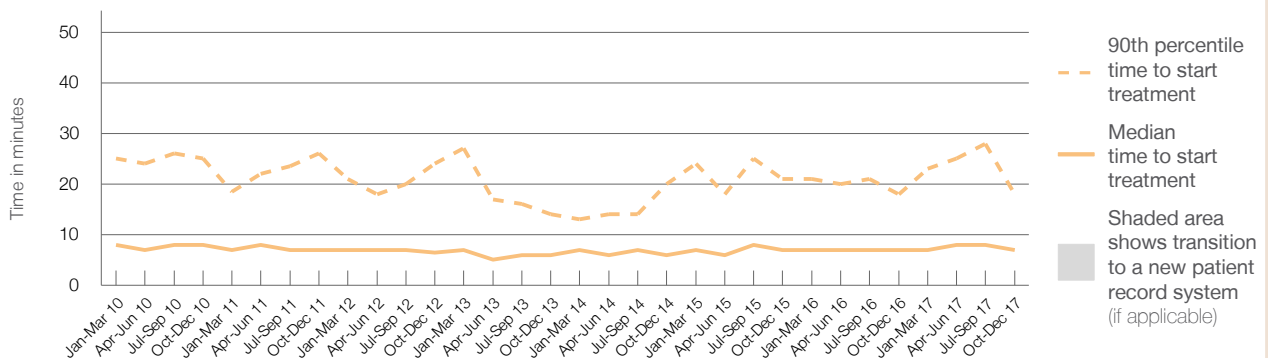
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
623	618
7 minutes	8 minutes
18 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	8	7	7	6	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	25	26	24	14	20	21	18	18

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## Blue Mountains District Anzac Memorial 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: 1,067

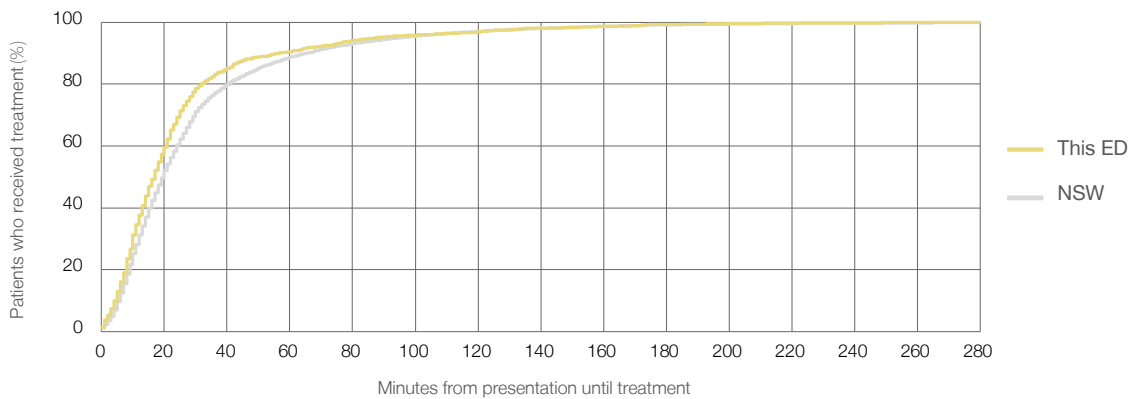
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,050

Median time to start treatment<sup>4</sup>  17 minutes

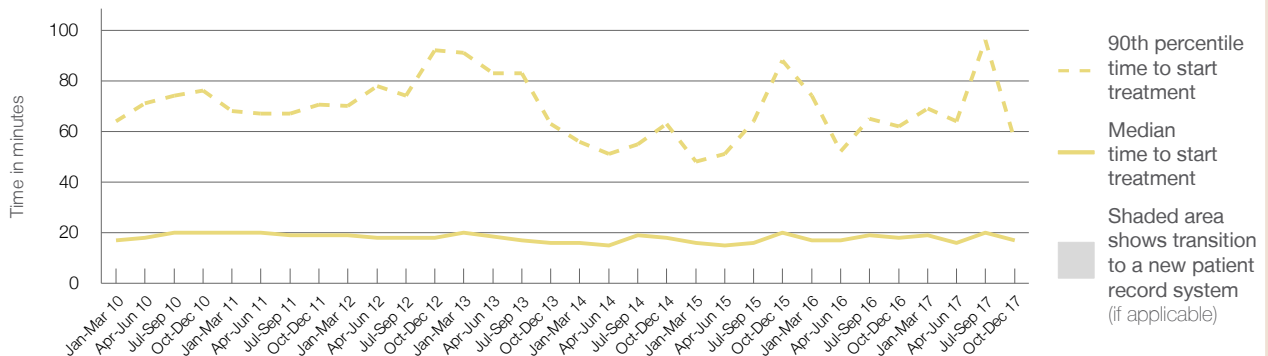
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
949	925
18 minutes	20 minutes
62 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	20	19	18	16	18	20	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)	76	71	92	63	63	88	62	57

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## Blue Mountains District Anzac Memorial 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: 2,141

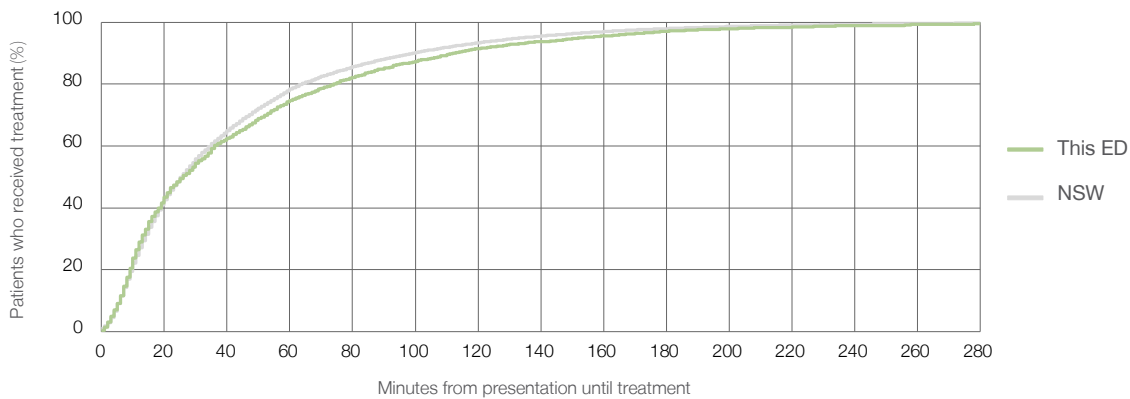
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,037

Median time to start treatment<sup>4</sup>  26 minutes

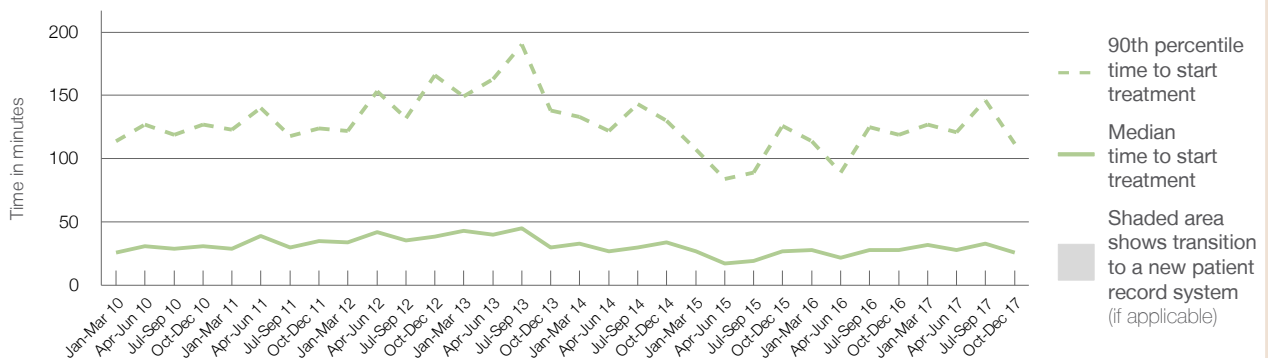
90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
2,076	1,930
28 minutes	26 minutes
119 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	31	35	39	30	34	27	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	127	124	166	138	130	126	119	112

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## Blue Mountains District Anzac Memorial 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: 432

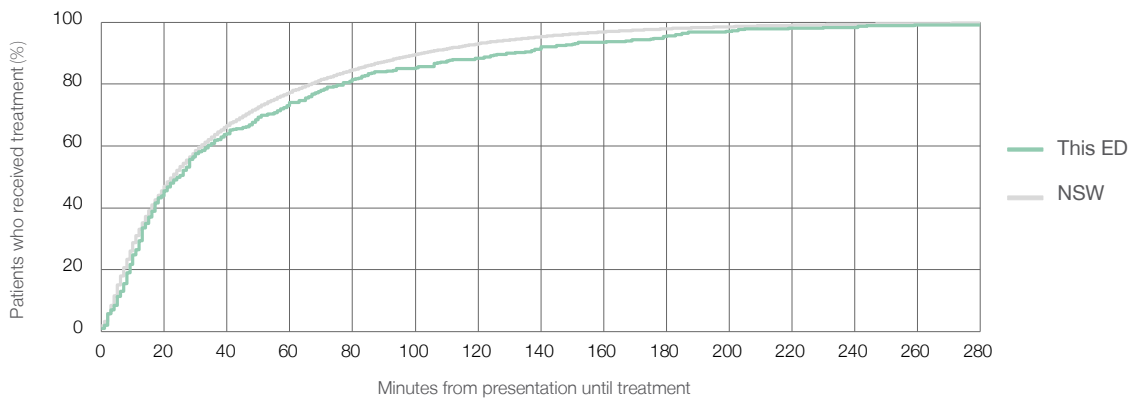
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 367

Median time to start treatment<sup>4</sup>  25 minutes

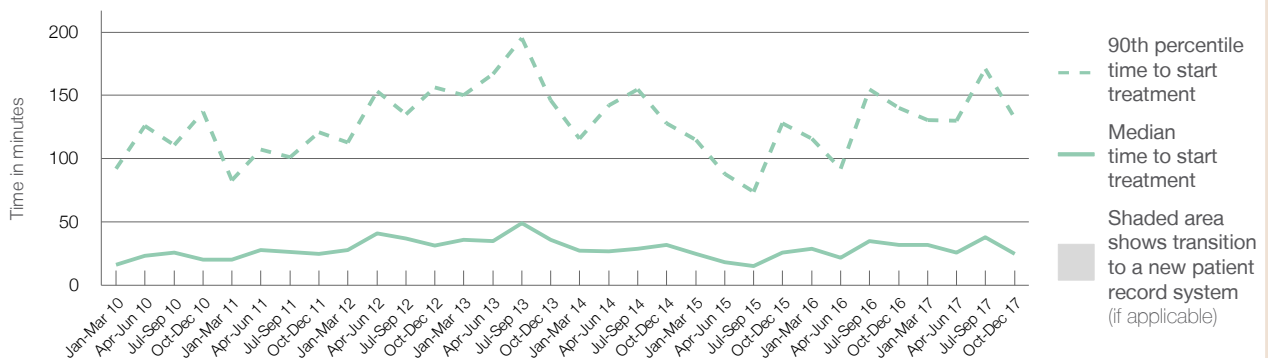
90th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
536	
463	
32 minutes	23 minutes
140 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	20	25	32	36	32	26	32	25
90th percentile time to start treatment <sup>5</sup> (minutes)	137	121	157	146	128	128	140	132

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

October to December 2017

All presentations:<sup>1</sup> 4,364 patients

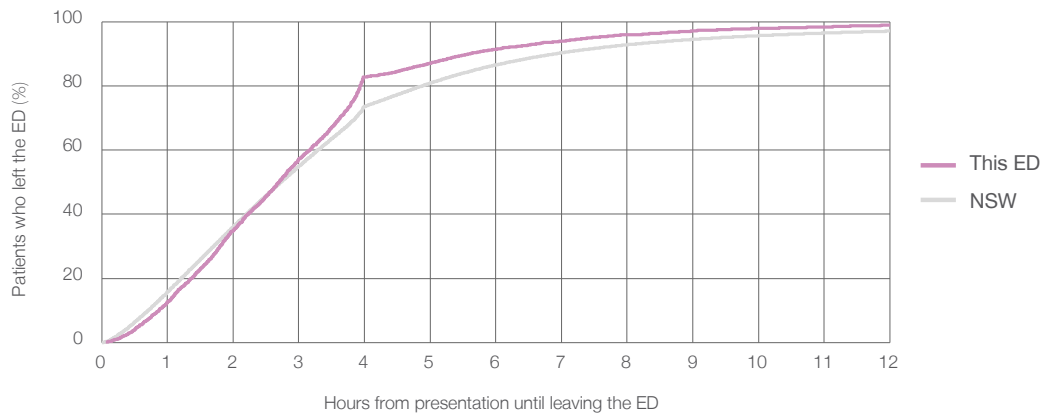
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,364 patients

Median time spent in the ED<sup>8</sup>  2 hours and 42 minutes

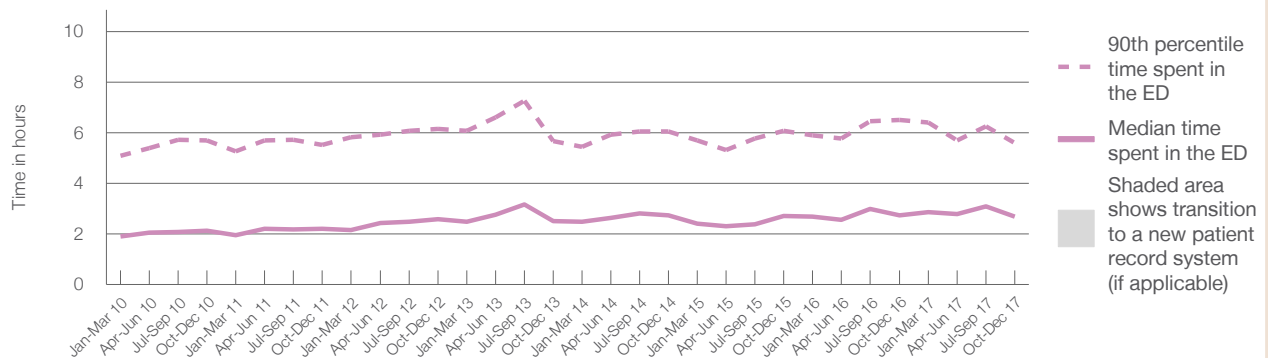
90th percentile time spent in the ED<sup>9</sup>  5 hours and 36 minutes

Same period last year	NSW (this period)
4,258	
4,255	
2 hours and 44 minutes	2 hours and 44 minutes
6 hours and 30 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	2h 8m	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m	2h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 42m	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m	5h 36m

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

### By mode of separation

October to December 2017

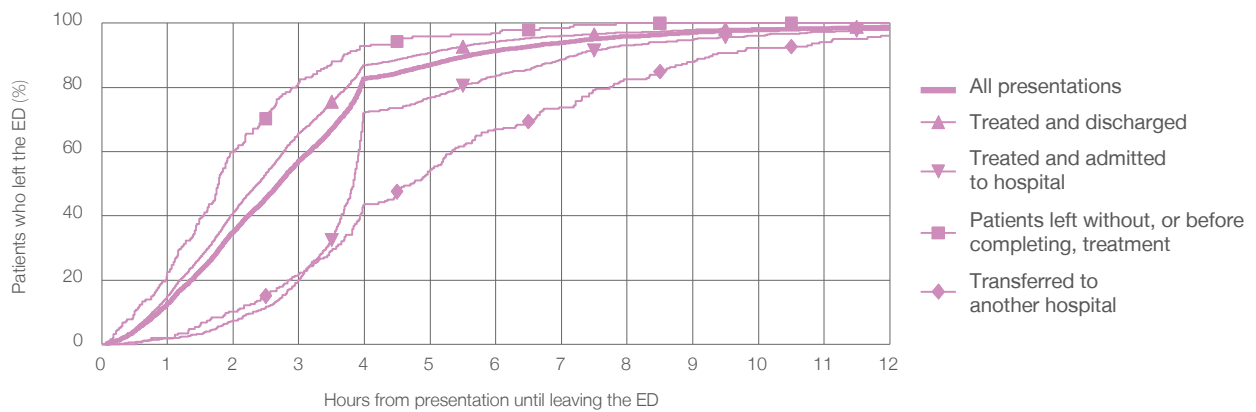
All presentations:<sup>1</sup> 4,364 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,364 patients

Treated and discharged	3,264 (74.8%)
Treated and admitted to hospital	687 (15.7%)
Patient left without, or before completing, treatment	195 (4.5%)
Transferred to another hospital	206 (4.7%)
Other	12 (0.3%)

Same period last year	Change since one year ago
4,255	2.6%
3,129	4.3%
669	2.7%
254	-23.2%
186	10.8%
20	-40.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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	15.1%	41.0%	65.8%	86.9%	94.2%	97.1%	98.5%	99.1%
Treated and admitted to hospital	1.7%	7.3%	19.9%	72.2%	83.7%	93.2%	96.1%	98.0%
Patient left without, or before completing, treatment	22.6%	60.0%	81.5%	92.8%	96.9%	100%	100%	100%
Transferred to another hospital	1.9%	10.2%	21.8%	43.7%	67.0%	82.5%	92.2%	96.1%
All presentations	12.8%	35.1%	57.2%	82.8%	91.4%	95.9%	97.9%	98.8%

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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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 4,364 patients

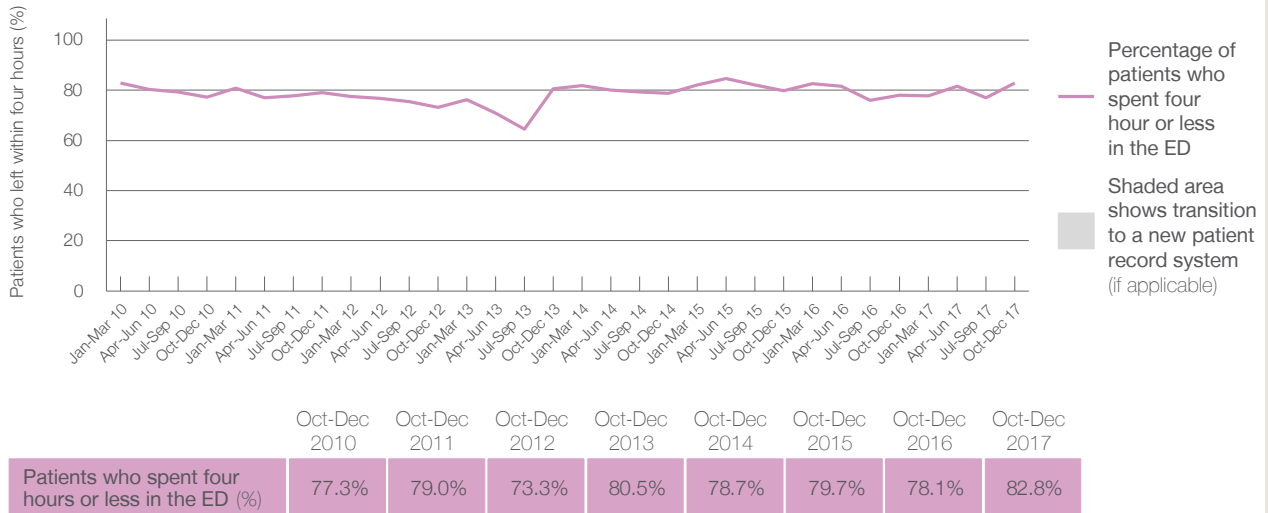
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,364 patients

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	4,258	2.5%
Presentations used to calculate time to leaving the ED	4,255	2.6%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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 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).