

John Hunter Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,898 patients



Emergency presentations:² 19,645 patients

Same period last year	Change since one year ago
19,734	1%
19,582	0%



John Hunter Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,933 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,666 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,973 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,939 patients

Median time to start treatment⁴  35 minutes
90th percentile time to start treatment⁵  128 minutes

Same period last year	NSW (this period)
1,806	
7 minutes	8 minutes
20 minutes	24 minutes
4,946	
23 minutes	19 minutes
79 minutes	63 minutes
9,941	
34 minutes	24 minutes
122 minutes	95 minutes
2,794	
38 minutes	21 minutes
137 minutes	96 minutes

John Hunter Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,898 patients

Percentage of patients who spent four hours or less in the ED  62%

Same period last year	Change since one year ago
19,734	1%
63%	

* 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, January to March 2018*.
- 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.

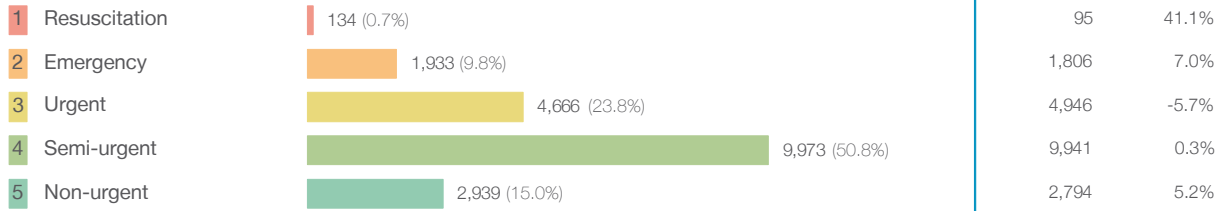
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

John Hunter Hospital: Patients presenting to the emergency department

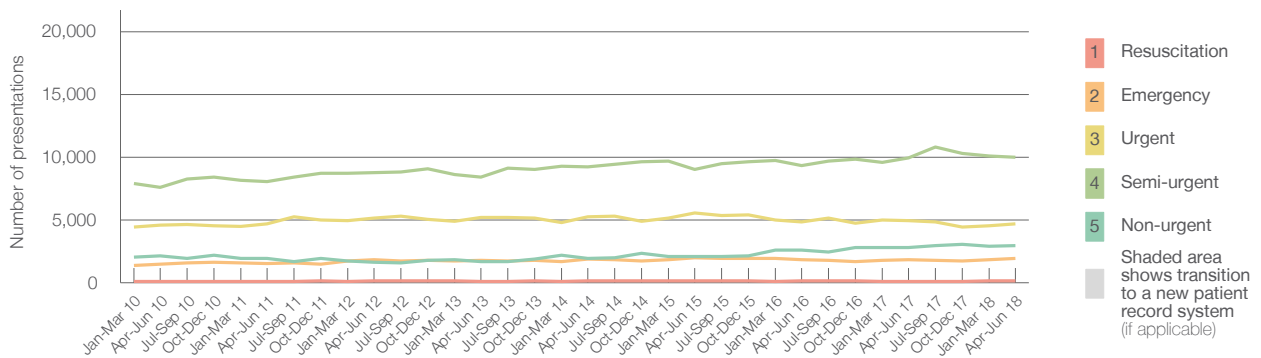
April to June 2018

All presentations:¹ 19,898 patients

Emergency presentations² by triage category: 19,645 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	117	113	136	117	147	140	148	95	134
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,806	1,933
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,946	4,666
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,941	9,973
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794	2,939
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,582	19,645

John Hunter Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,871 patients

ED Transfer of care time



(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,933

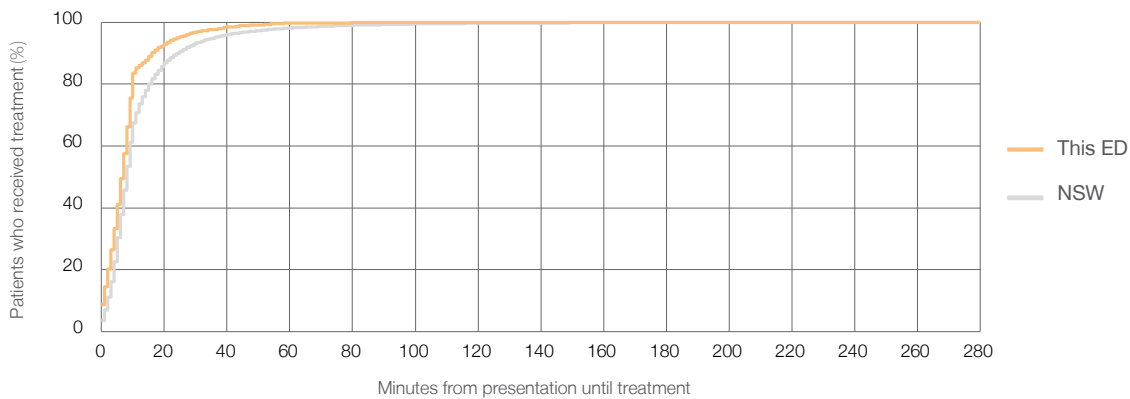
Number of triage 2 patients used to calculate waiting time:³ 1,915

Median time to start treatment⁴ 7 minutes

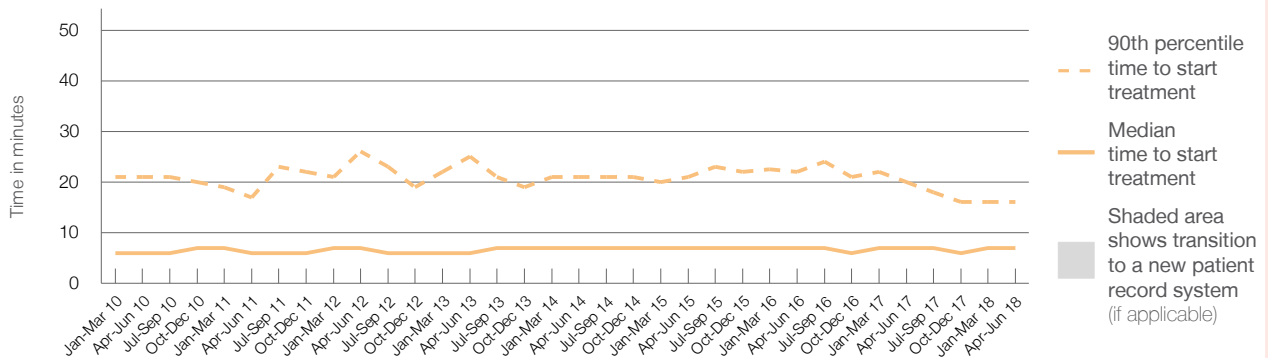
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,806	1,799
7 minutes	8 minutes
20 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	6	6	7	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	17	26	25	21	21	22	20	16

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John Hunter Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 4,666

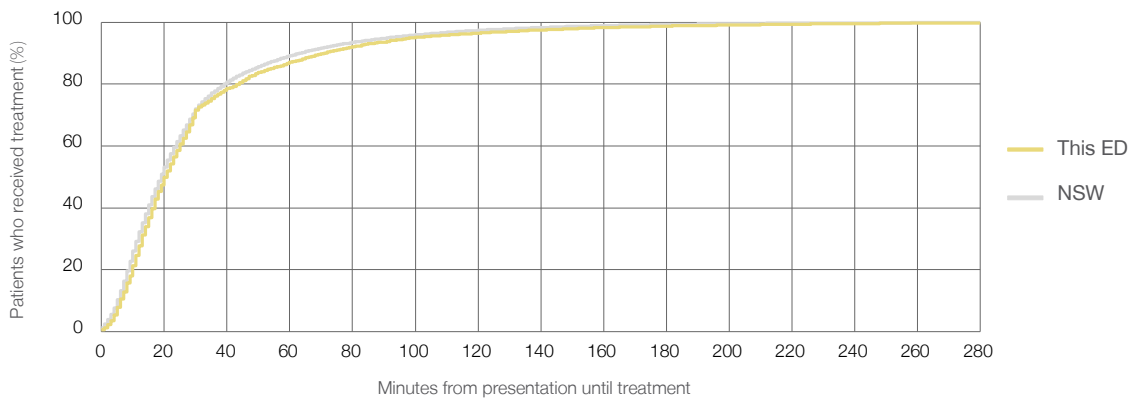
Number of triage 3 patients used to calculate waiting time:³ 4,552

Median time to start treatment⁴ 21 minutes

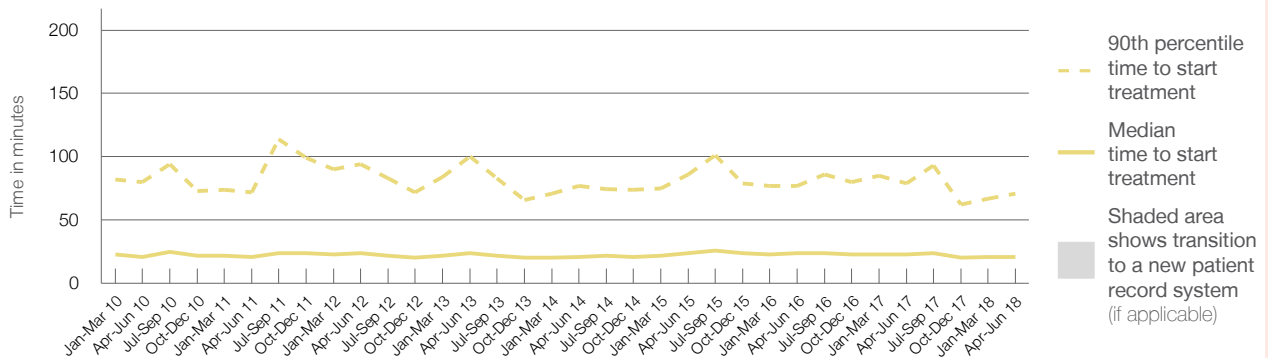
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,946	4,818
23 minutes	19 minutes
79 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	21	21	24	24	21	24	24	23	21
90th percentile time to start treatment ⁵ (minutes)	80	72	94	100	77	86	77	79	71

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John Hunter Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 9,973

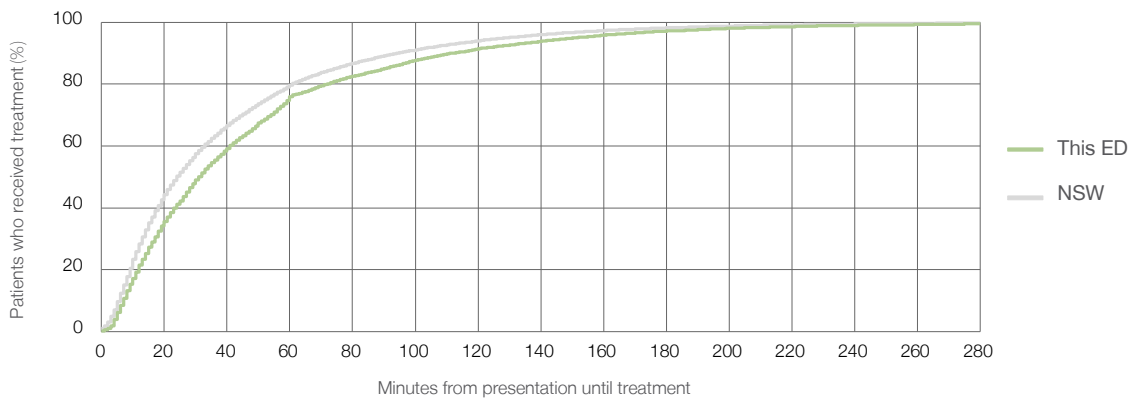
Number of triage 4 patients used to calculate waiting time:³ 8,900

Median time to start treatment⁴ 31 minutes

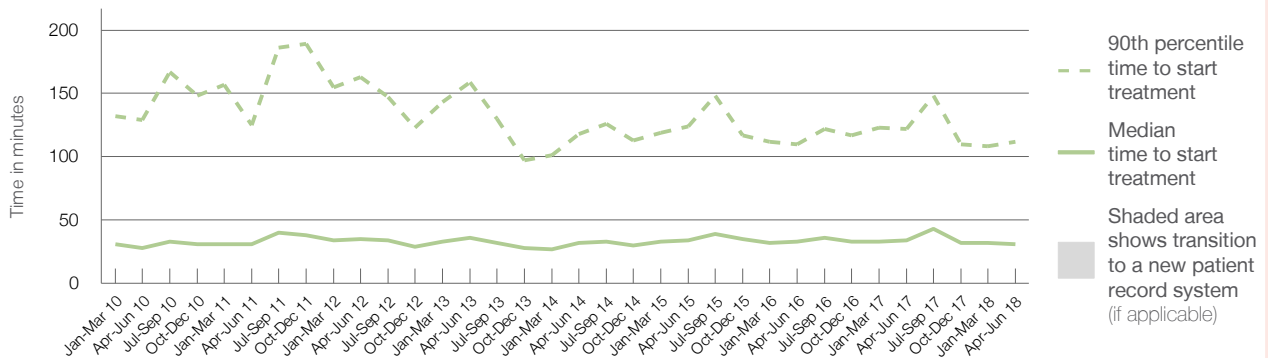
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
9,941	9,037
34 minutes	24 minutes
122 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	28	31	35	36	32	34	33	34	31
90th percentile time to start treatment ⁵ (minutes)	129	125	163	159	118	124	110	122	112

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John Hunter Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 2,939

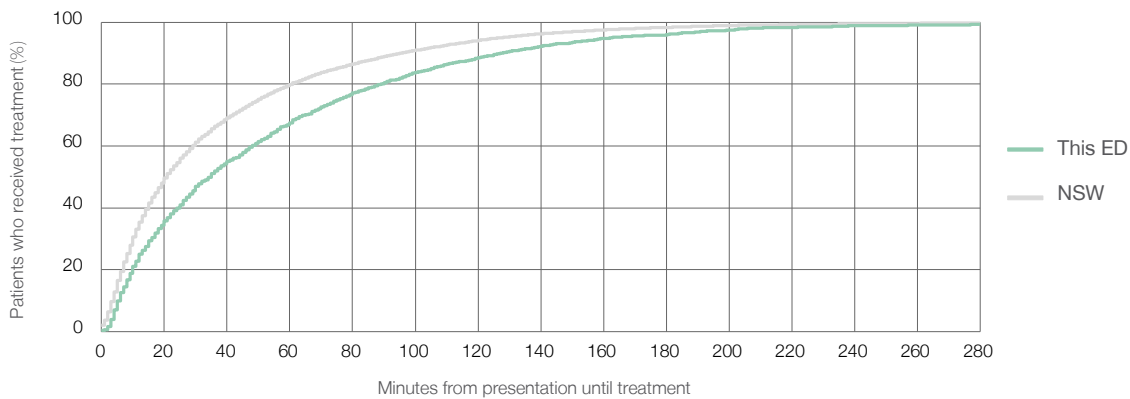
Number of triage 5 patients used to calculate waiting time:³ 2,300

Median time to start treatment⁴ 35 minutes

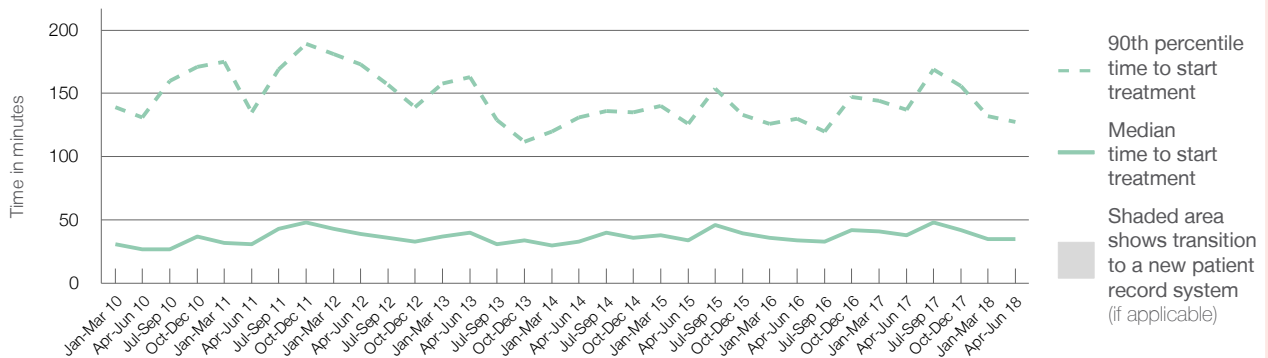
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,794	2,337
38 minutes	21 minutes
137 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	27	31	39	40	33	34	34	38	35
90th percentile time to start treatment ⁵ (minutes)	131	135	173	163	131	126	130	137	128

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John Hunter Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,898 patients

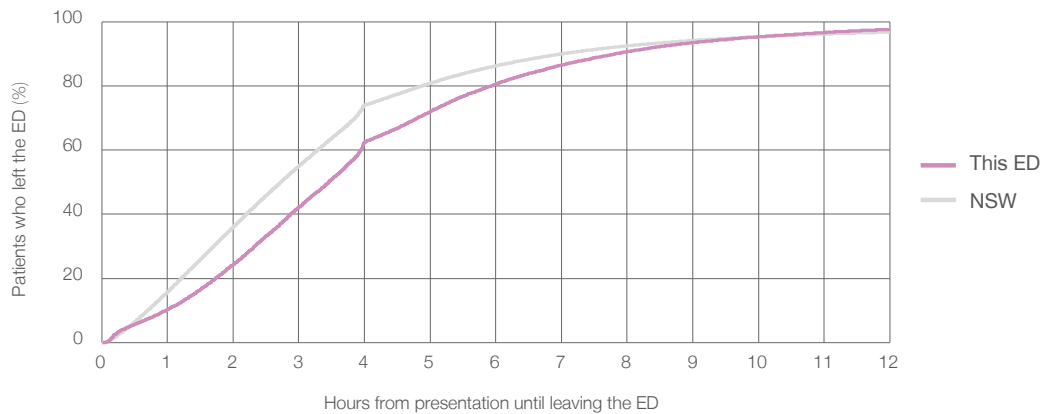
Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

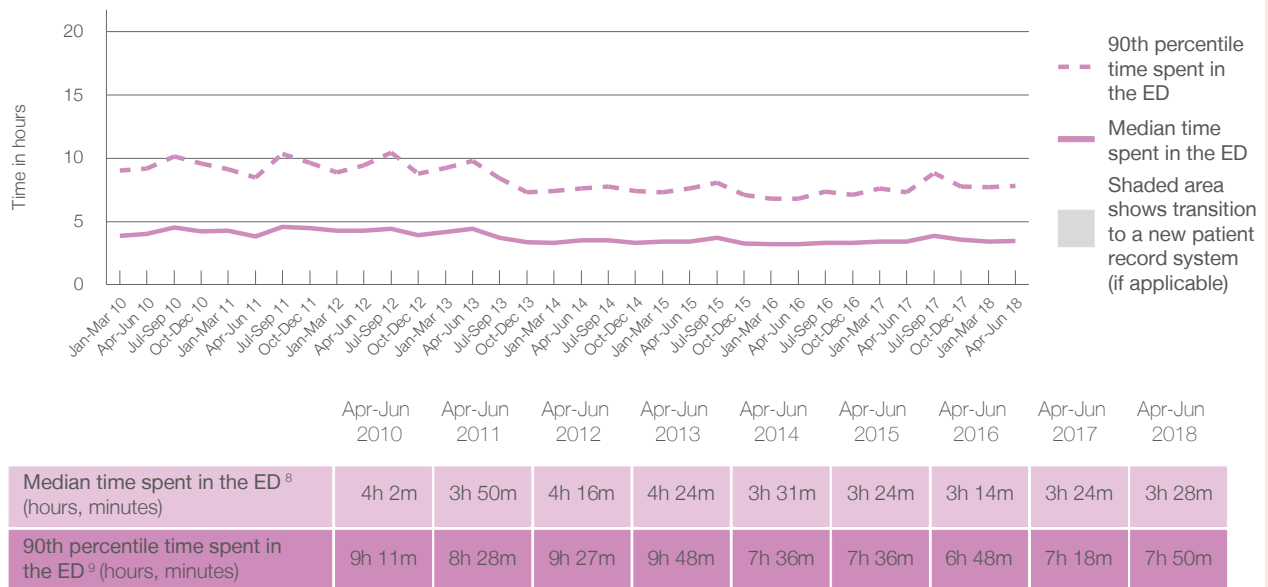
90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
19,734	19,734
3 hours and 24 minutes	2 hours and 44 minutes
7 hours and 18 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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John Hunter Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

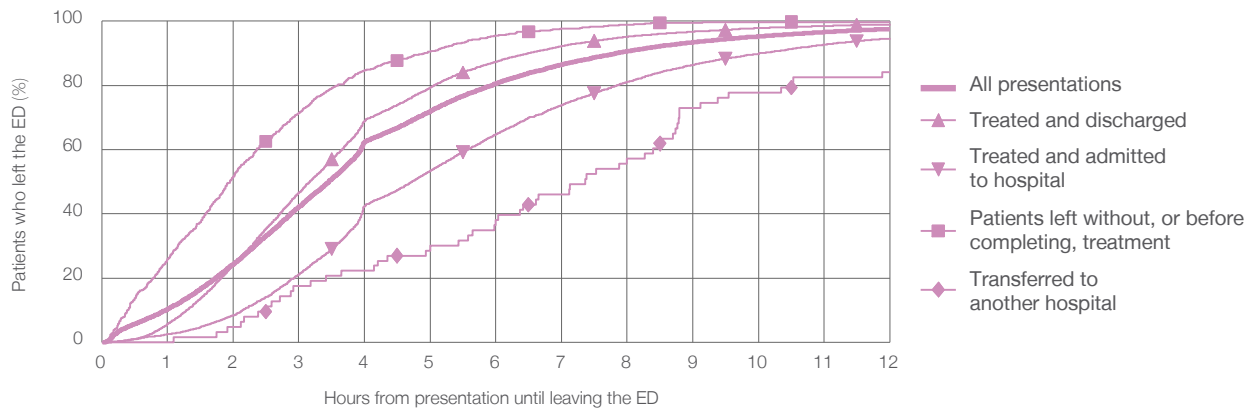
All presentations:¹ 19,898 patients

Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Treated and discharged	10,636 (53.5%)
Treated and admitted to hospital	6,869 (34.5%)
Patient left without, or before completing, treatment	975 (4.9%)
Transferred to another hospital	63 (0.3%)
Other	1,355 (6.8%)

Same period last year	Change since one year ago
19,734	1%
11,295	-5.8%
6,566	4.6%
733	33.0%
53	18.9%
1,087	24.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

Treated and discharged	5.7%	24.0%	46.6%	69.0%	87.4%	95.2%	97.9%	99.0%
Treated and admitted to hospital	2.5%	8.4%	21.2%	42.5%	64.9%	81.1%	89.9%	94.6%
Patient left without, or before completing, treatment	25.9%	51.6%	71.4%	84.7%	95.6%	99.0%	99.8%	99.8%
Transferred to another hospital	0%	4.8%	17.5%	22.2%	38.1%	57.1%	77.8%	84.1%
All presentations	10.4%	24.4%	42.2%	62.3%	80.6%	90.7%	95.3%	97.5%

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John Hunter Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 19,898 patients

Presentations used to calculate time to leaving the ED: ⁶ 19,898 patients

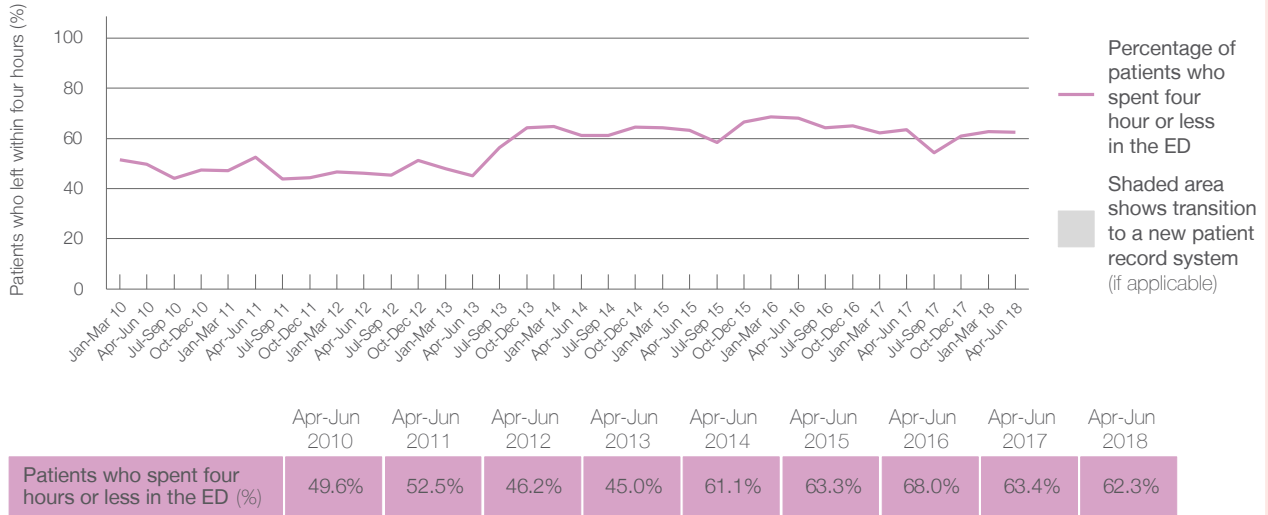
Percentage of patients who spent four hours or less in the ED



62.3%

Same period last year	Change since one year ago
19,734	1%
19,734	1%
63.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* 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.
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- 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).