

Wollongong Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations:² 16,844 patients

Same period last year	Change since one year ago
15,918	7%
15,656	8%

Wollongong Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,118 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,753 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,951 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 897 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,157	
8 minutes	8 minutes
21 minutes	24 minutes
6,673	
20 minutes	19 minutes
59 minutes	63 minutes
6,002	
21 minutes	24 minutes
83 minutes	95 minutes
674	
19 minutes	21 minutes
107 minutes	96 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 17,067 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
15,918	7%
66%	

* 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.

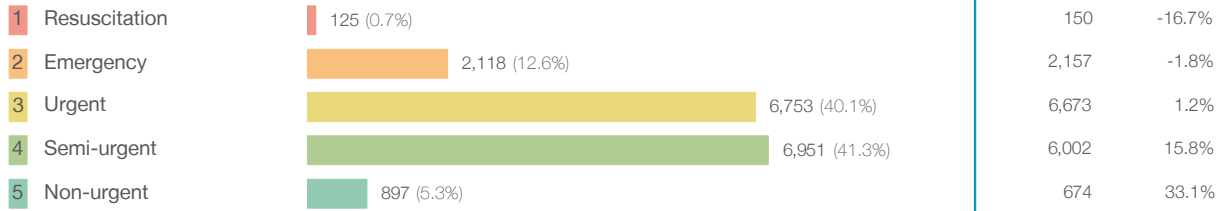
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Wollongong Hospital: Patients presenting to the emergency department

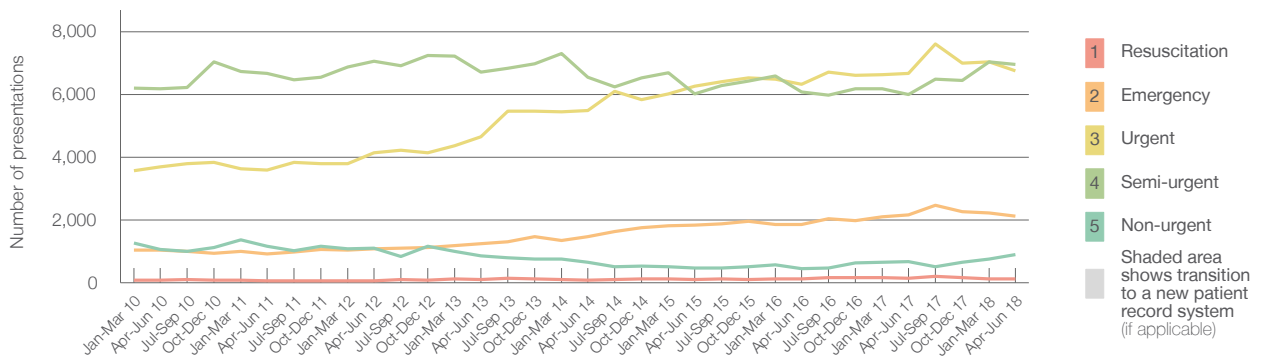
April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations² by triage category: 16,844 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	73	65	65	89	87	101	120	150	125
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157	2,118
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673	6,753
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002	6,951
Non-urgent	1,062	1,168	1,099	863	651	459	443	674	897
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656	16,844

Wollongong Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,292 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.

Wollongong 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: 2,118

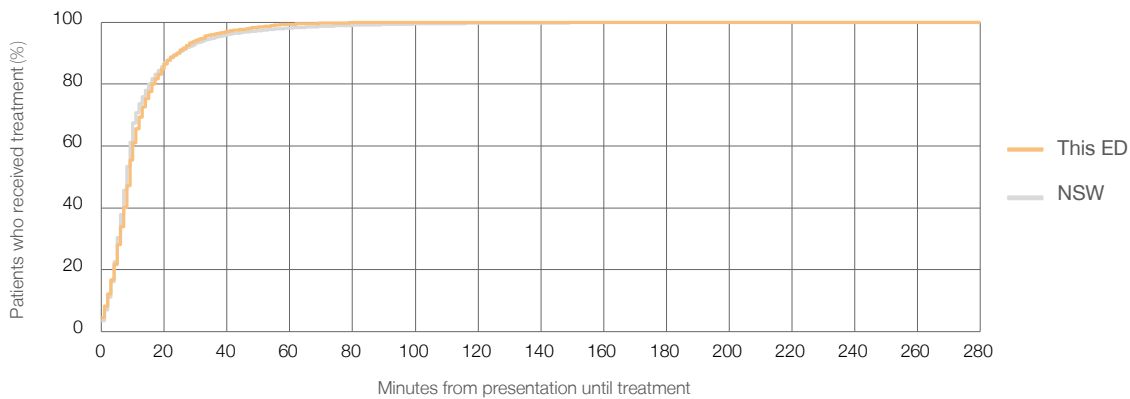
Number of triage 2 patients used to calculate waiting time:³ 2,115

Median time to start treatment⁴ 9 minutes

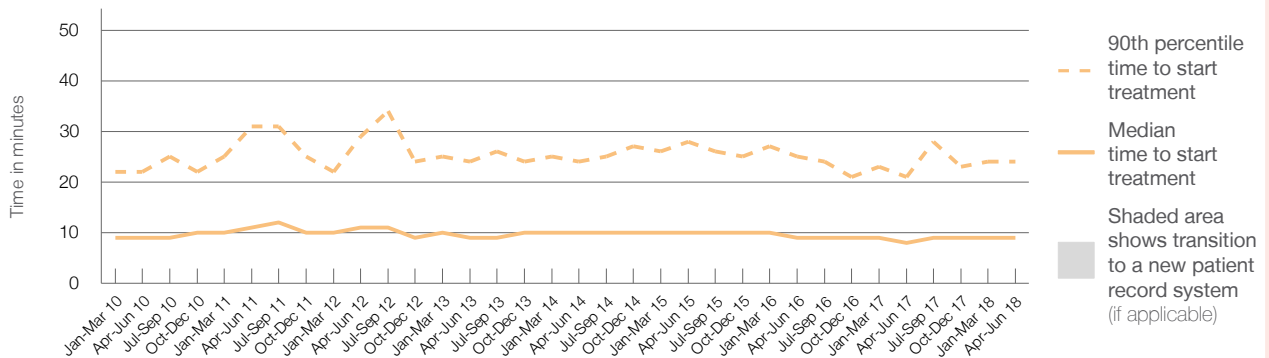
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
2,157	
2,156	
8 minutes	8 minutes
21 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)	9	11	11	9	10	10	9	8	9
90th percentile time to start treatment ⁵ (minutes)	22	31	29	24	24	28	25	21	24

(†) 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.

Wollongong 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: 6,753

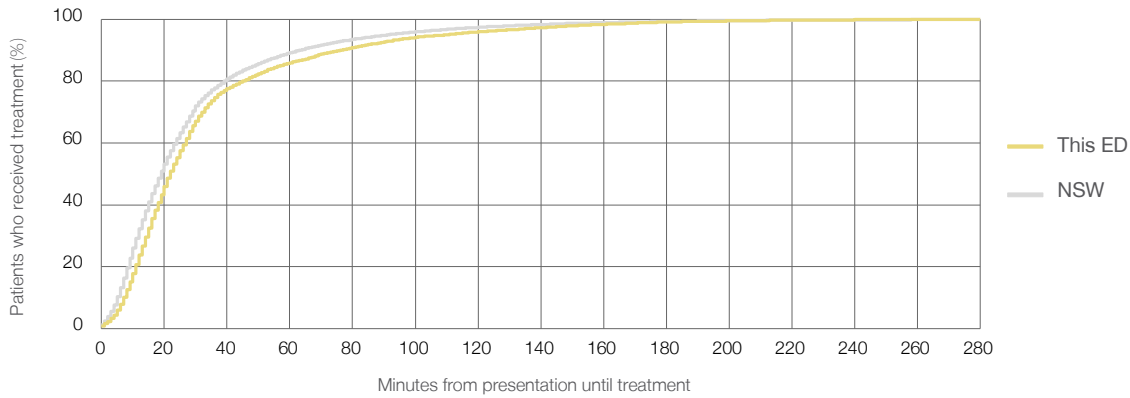
Number of triage 3 patients used to calculate waiting time:³ 6,648

Median time to start treatment⁴ 22 minutes

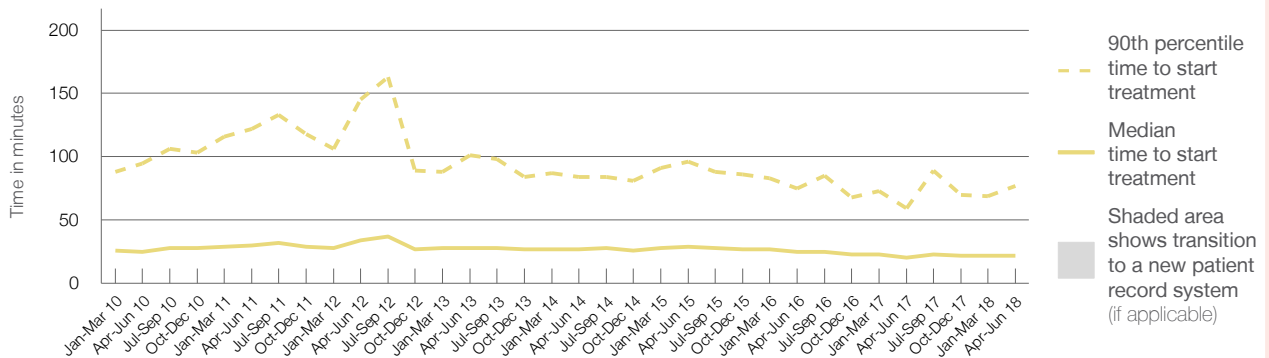
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,673	6,584
20 minutes	19 minutes
59 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)	25	30	34	28	27	29	25	20	22
90th percentile time to start treatment ⁵ (minutes)	95	122	145	101	84	96	75	59	77

(†) 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.

Wollongong 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: 6,951

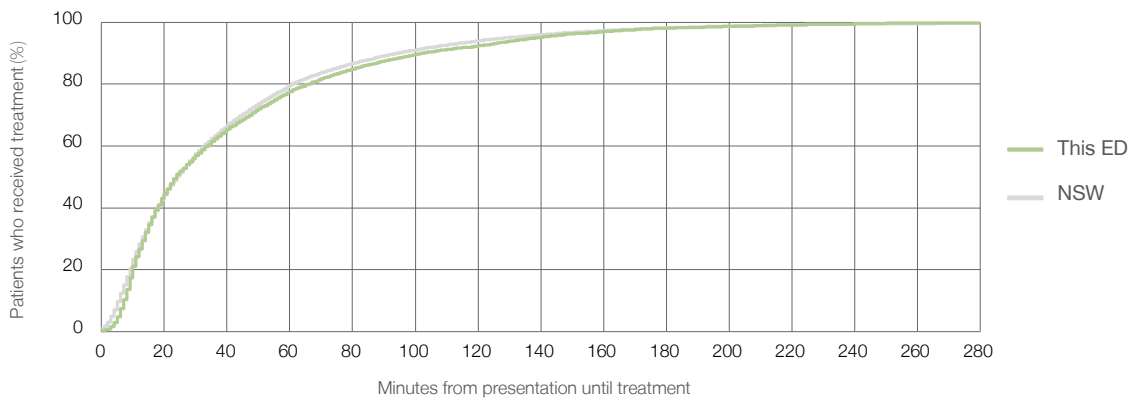
Number of triage 4 patients used to calculate waiting time:³ 6,711

Median time to start treatment⁴ 24 minutes

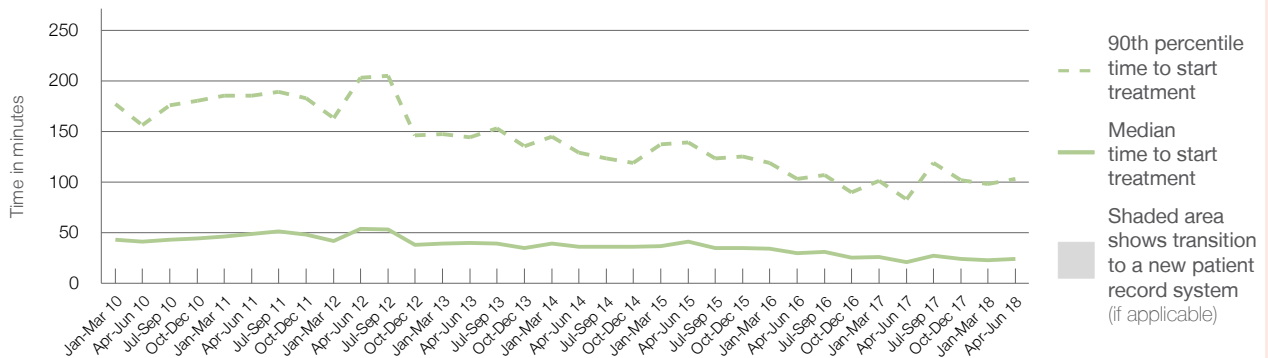
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
6,002	5,787
21 minutes	24 minutes
83 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)	41	49	54	40	36	41	30	21	24
90th percentile time to start treatment ⁵ (minutes)	156	185	203	144	129	139	103	83	103

(†) 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.

Wollongong 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: 897

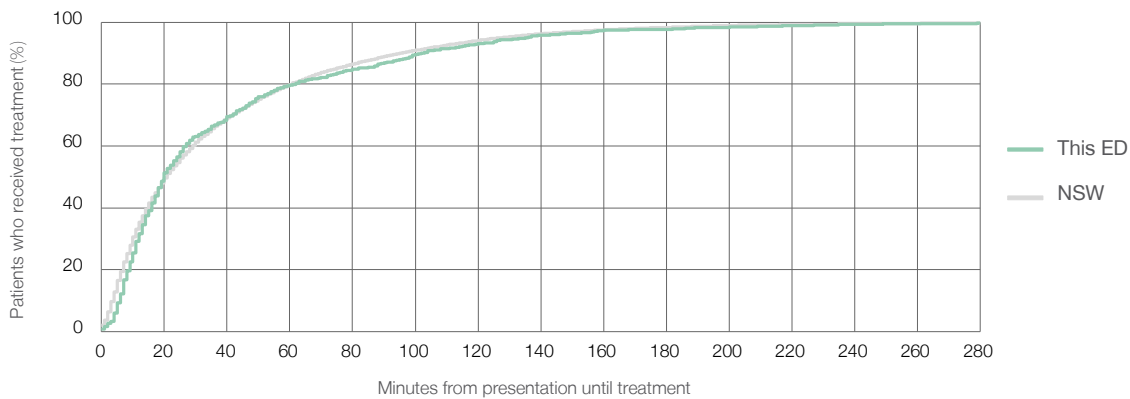
Number of triage 5 patients used to calculate waiting time:³ 787

Median time to start treatment⁴ 20 minutes

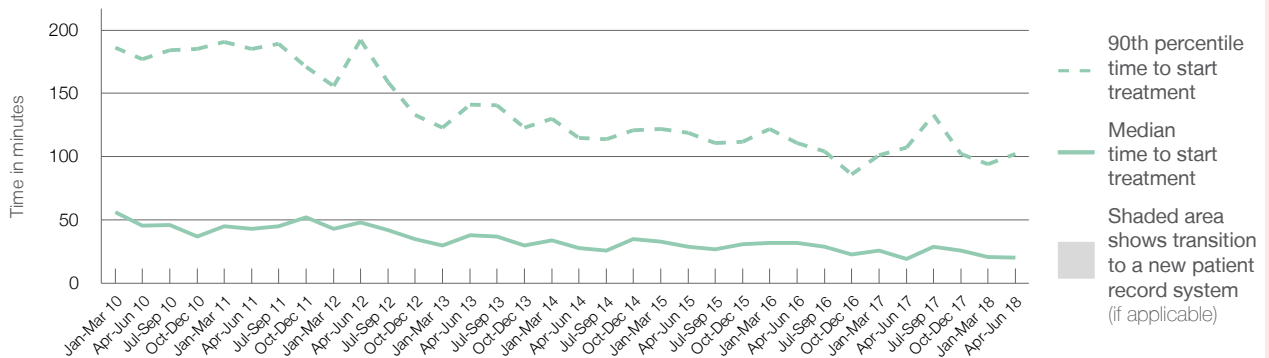
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
674	577
19 minutes	21 minutes
107 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)	46	43	48	38	28	29	32	19	20
90th percentile time to start treatment ⁵ (minutes)	177	185	192	141	115	119	111	107	102

(†) 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.

Wollongong Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 17,067 patients

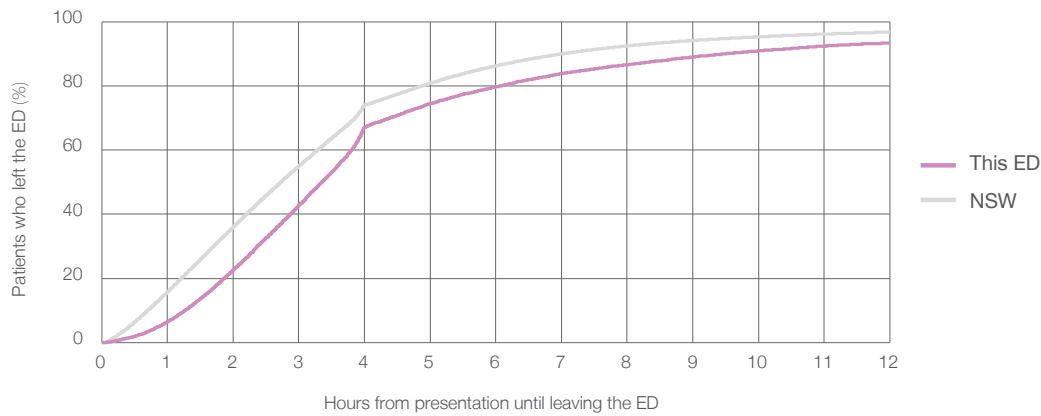
Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

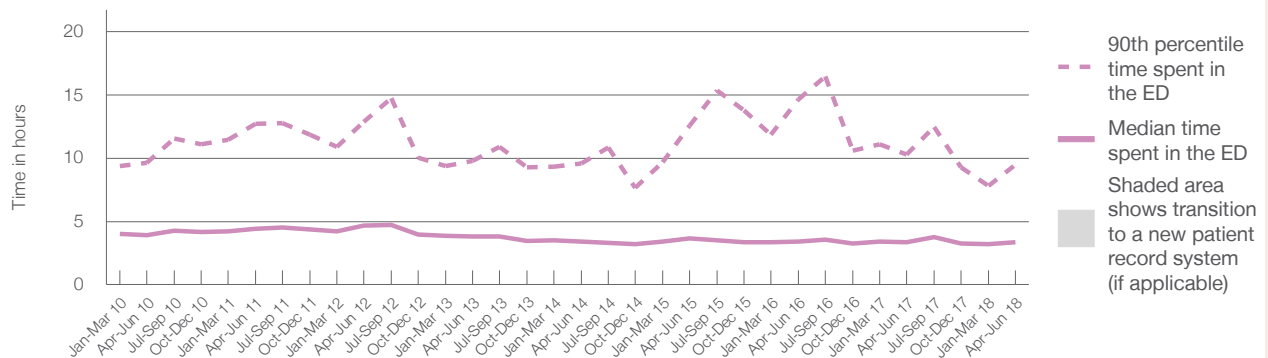
90th percentile time spent in the ED⁹ 9 hours and 30 minutes

Same period last year	NSW (this period)
15,918	15,918
3 hours and 21 minutes	2 hours and 44 minutes
10 hours and 17 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^{†‡}



	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 spent in the ED ⁸ (hours, minutes)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m	9h 30m

(†) 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.

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

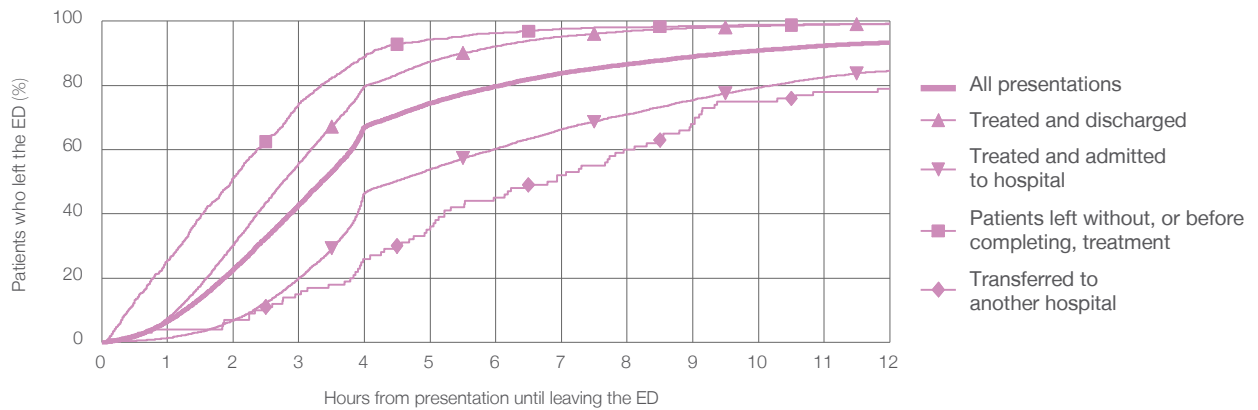
All presentations:¹ 17,067 patients

Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Treated and discharged	9,085 (53.2%)
Treated and admitted to hospital	6,690 (39.2%)
Patient left without, or before completing, treatment	1,112 (6.5%)
Transferred to another hospital	100 (0.6%)
Other	80 (0.5%)

Same period last year	Change since one year ago
15,918	7%
8,513	6.7%
6,233	7.3%
940	18.3%
121	-17.4%
111	-27.9%

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	7.6%	30.4%	55.8%	79.7%	92.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	1.3%	6.8%	19.9%	46.5%	60.3%	71.0%	79.3%	84.5%
Patient left without, or before completing, treatment	25.4%	51.2%	74.3%	88.9%	96.3%	98.2%	98.8%	99.1%
Transferred to another hospital	4.0%	7.0%	15.0%	26.0%	45.0%	60.0%	75.0%	79.0%
All presentations	6.6%	22.6%	42.9%	67.0%	79.7%	86.6%	90.9%	93.3%

(†) 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.

Wollongong 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 17,067 patients

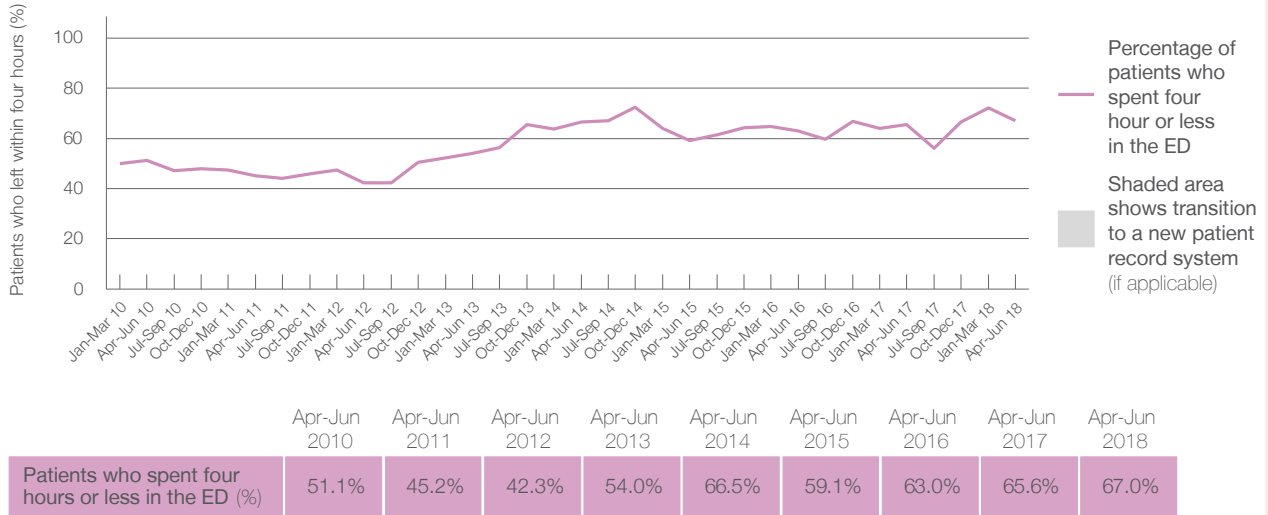
Presentations used to calculate time to leaving the ED: ⁶ 17,067 patients

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	15,918	7%
Presentations used to calculate time to leaving the ED	15,918	7%
Percentage of patients who spent four hours or less in the ED	65.6%	

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.

† 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, January to March 2018*.
- 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).