

Belmont Hospital: Emergency department (ED) overview

October to December 2018



All presentations:¹ 6,931 patients
Emergency presentations:² 6,877 patients

Same period last year	Change since one year ago
6,300	10%
6,273	10%



Belmont Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 661 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,546 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,476 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
492	
8 minutes	8 minutes
15 minutes	26 minutes
1,243	
16 minutes	20 minutes
38 minutes	72 minutes
3,026	
22 minutes	26 minutes
75 minutes	104 minutes
1,499	
24 minutes	23 minutes
99 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
6,300	10%
73%	

* 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: October to December 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.

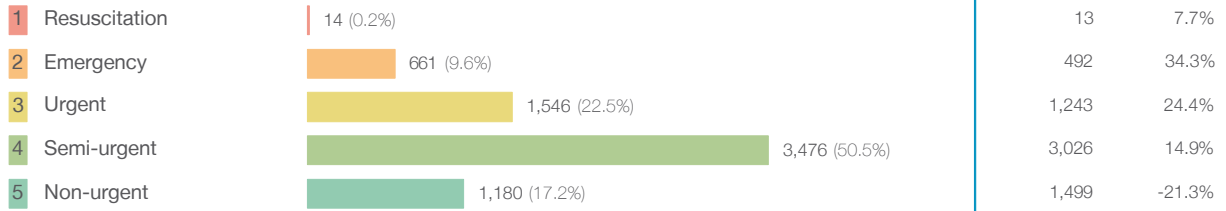
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Belmont Hospital: Patients presenting to the emergency department October to December 2018

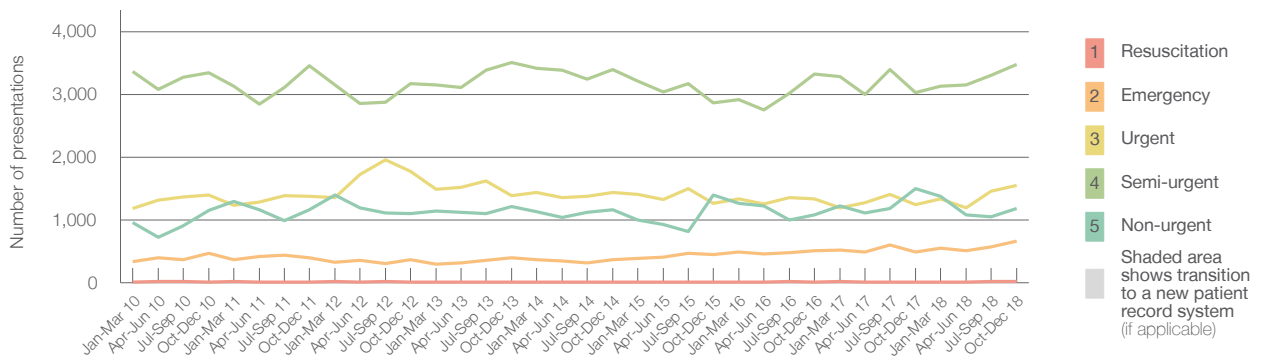
All presentations:¹ 6,931 patients

Emergency presentations² by triage category: 6,877 patients



Same period last year	Change since one year ago
6,300	10%
6,273	10%
13	7.7%
492	34.3%
1,243	24.4%
3,026	14.9%
1,499	-21.3%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	9	11	12	13	10	13	6	13	14
Emergency	463	395	369	397	368	443	509	492	661
Urgent	1,396	1,374	1,775	1,382	1,436	1,263	1,334	1,243	1,546
Semi-urgent	3,341	3,460	3,173	3,505	3,398	2,864	3,326	3,026	3,476
Non-urgent	1,152	1,164	1,099	1,211	1,163	1,398	1,081	1,499	1,180
All emergency presentations	6,361	6,404	6,428	6,508	6,375	5,981	6,256	6,273	6,877

Belmont Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,435 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,269	
10 minutes	1 minute
19 minutes	2 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 661

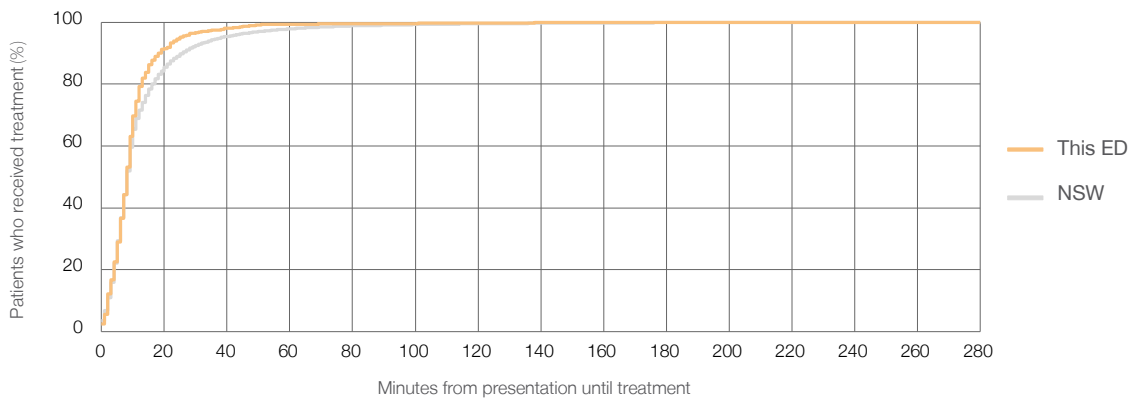
Number of triage 2 patients used to calculate waiting time:³ 649

Median time to start treatment⁴ 8 minutes

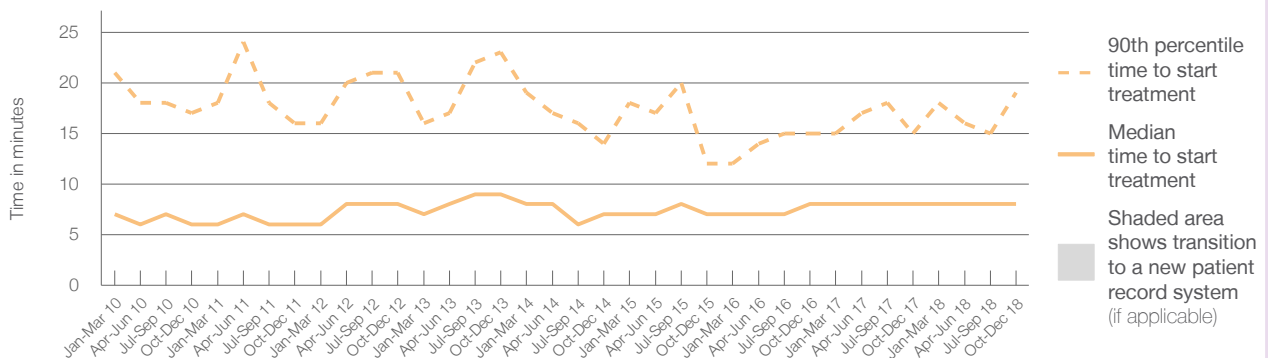
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
492	485
8 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	8	9	7	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	17	16	21	23	14	12	15	15	19

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Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,546

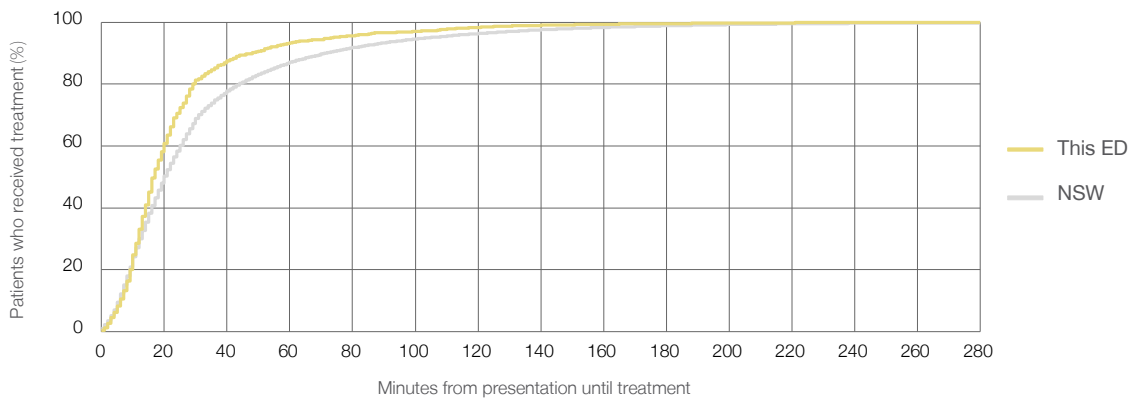
Number of triage 3 patients used to calculate waiting time:³ 1,484

Median time to start treatment⁴ 17 minutes

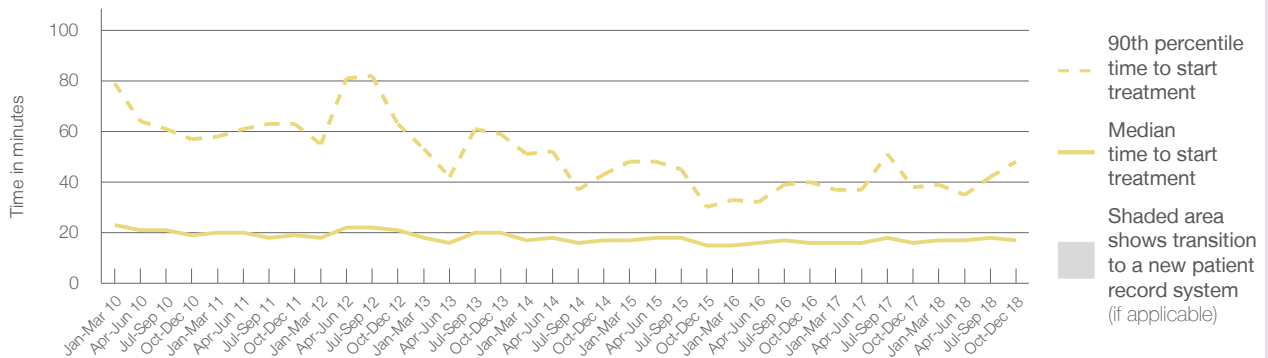
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,243	1,199
16 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	21	20	17	15	16	16	17
90th percentile time to start treatment ⁵ (minutes)	57	63	63	59	43	30	40	38	48

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Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,476

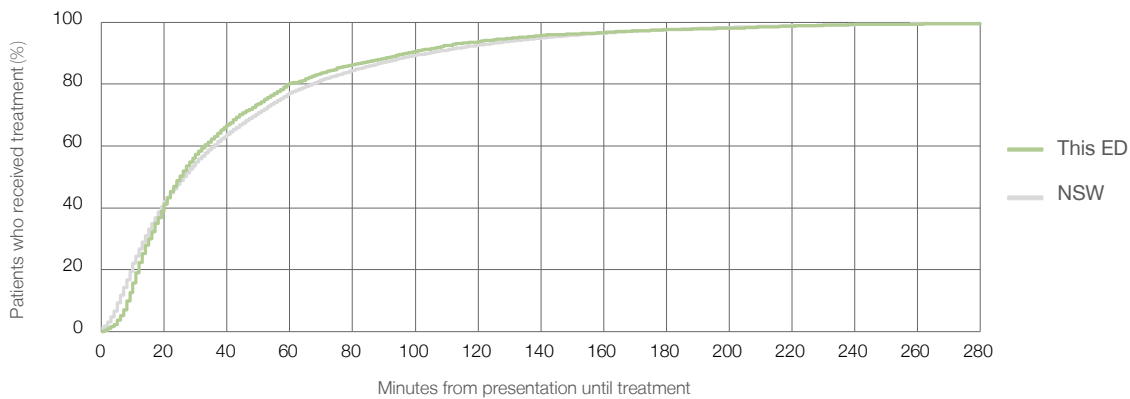
Number of triage 4 patients used to calculate waiting time:³ 2,902

Median time to start treatment⁴ 25 minutes

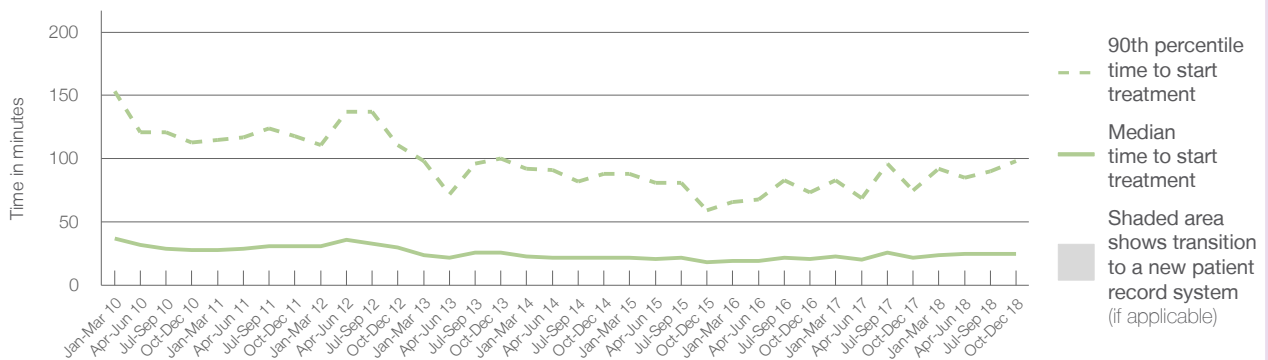
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,026	
2,628	
22 minutes	26 minutes
75 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	31	30	26	22	18	21	22	25
90th percentile time to start treatment ⁵ (minutes)	113	118	111	100	88	59	74	75	98

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Belmont Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,180

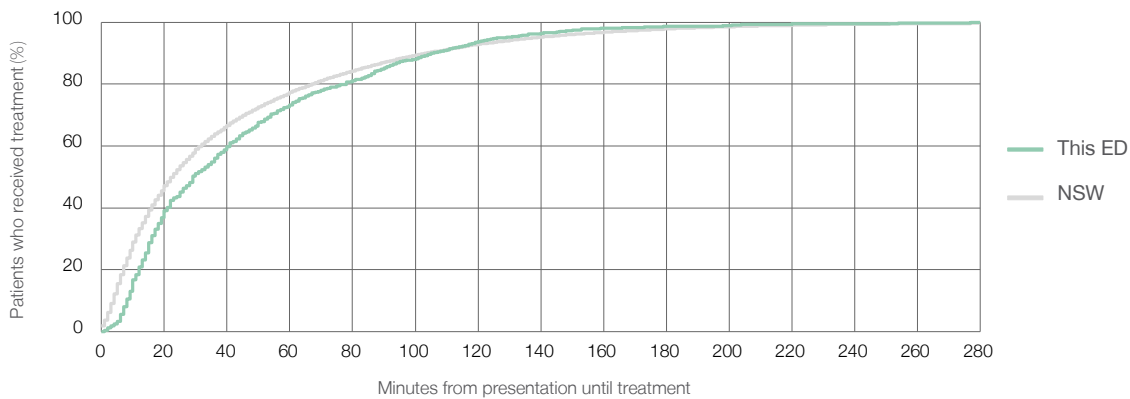
Number of triage 5 patients used to calculate waiting time:³ 845

Median time to start treatment⁴ 29 minutes

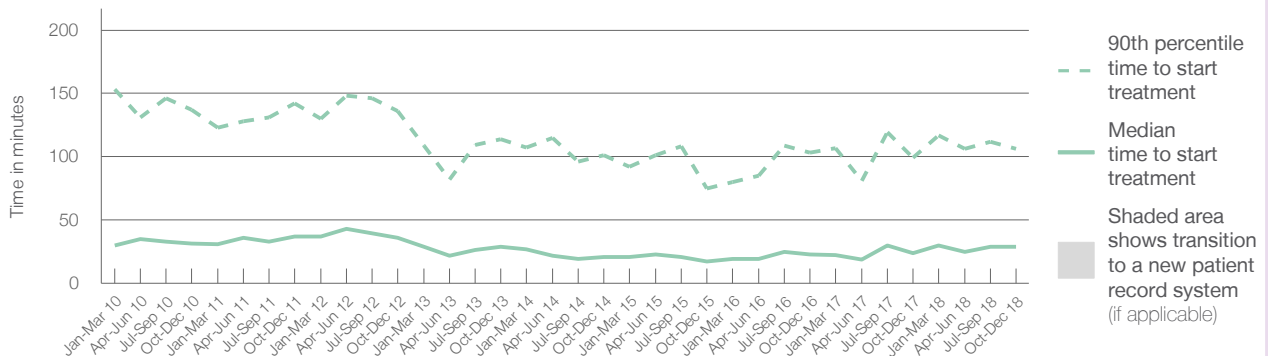
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,499	1,134
24 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	37	36	29	21	17	23	24	29
90th percentile time to start treatment ⁵ (minutes)	137	142	136	114	101	75	103	99	106

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Belmont Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,931 patients

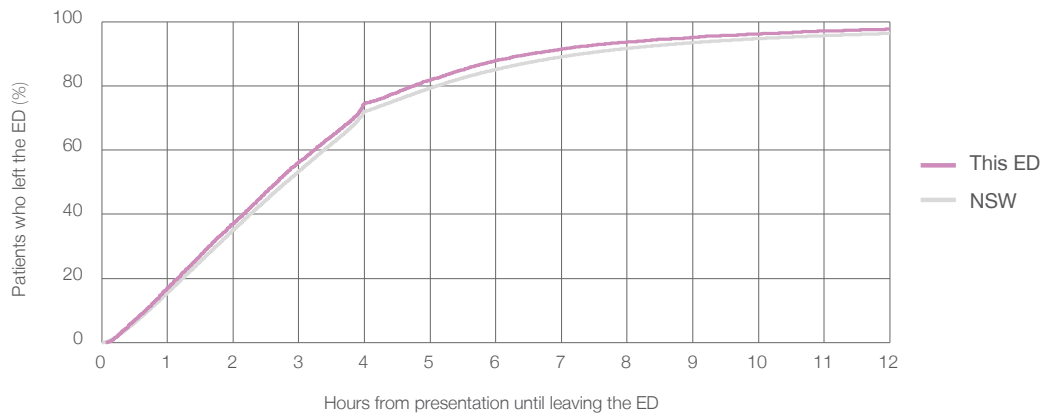
Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
6,300	6,300
2 hours and 39 minutes	2 hours and 49 minutes
6 hours and 54 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 58m	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 47m	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m	6h 54m	6h 33m

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Belmont Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

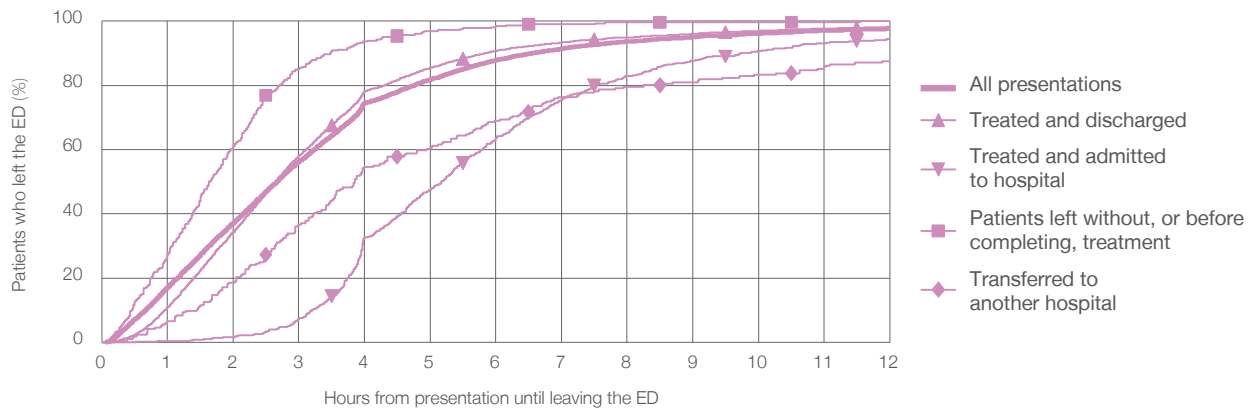
All presentations:¹ 6,931 patients

Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Treated and discharged	4,801 (69.3%)
Treated and admitted to hospital	867 (12.5%)
Patient left without, or before completing, treatment	330 (4.8%)
Transferred to another hospital	216 (3.1%)
Other	717 (10.3%)

Same period last year	Change since one year ago
6,300	10%
4,332	10.8%
833	4.1%
254	29.9%
273	-20.9%
608	17.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	10.9%	34.2%	58.0%	78.1%	90.8%	95.0%	97.0%	98.3%
Treated and admitted to hospital	0.3%	1.6%	7.4%	32.6%	63.7%	82.9%	90.7%	94.6%
Patient left without, or before completing, treatment	27.3%	60.9%	85.2%	93.6%	98.5%	99.7%	99.7%	100%
Transferred to another hospital	6.5%	18.5%	36.6%	54.6%	69.0%	79.6%	83.3%	87.5%
All presentations	17.1%	37.1%	56.3%	74.5%	87.9%	93.7%	96.1%	97.7%

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Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 6,931 patients

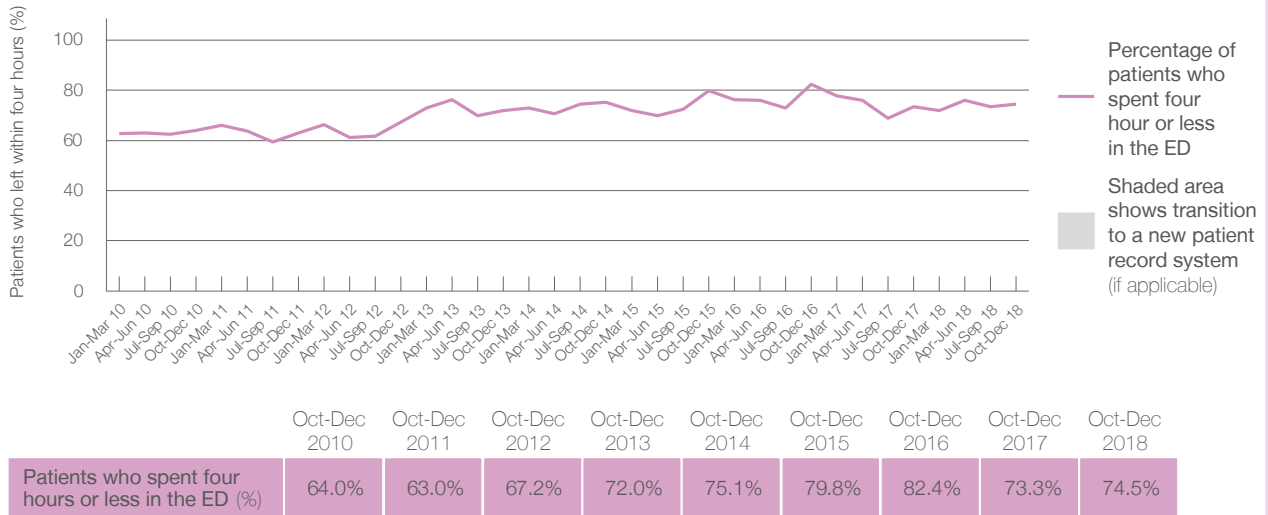
Presentations used to calculate time to leaving the ED: ⁶ 6,931 patients

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	6,300	10%
Presentations used to calculate time to leaving the ED	6,300	10%
Percentage of patients who spent four hours or less in the ED	73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).