

John Hunter Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations:² 20,987 patients

Same period last year	Change since one year ago
19,789	7%
19,493	8%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,255 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,331 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): 10,484 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,797 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,751	
6 minutes	8 minutes
16 minutes	26 minutes
4,409	
20 minutes	20 minutes
62 minutes	72 minutes
10,252	
32 minutes	26 minutes
111 minutes	104 minutes
2,981	
42 minutes	23 minutes
157 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 21,151 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,789	7%
61%	

* 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.

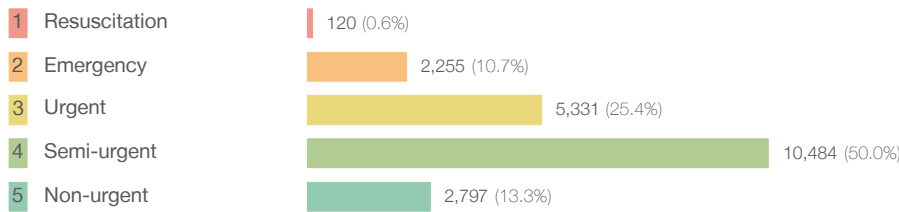
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients presenting to the emergency department October to December 2018

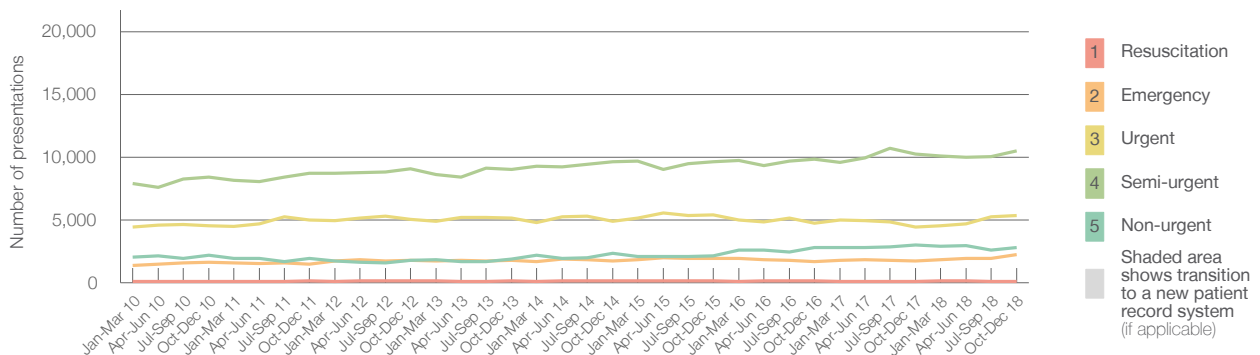
All presentations:¹ 21,151 patients

Emergency presentations² by triage category: 20,987 patients



Same period last year	Change since one year ago
19,789	7%
19,493	8%
100	20.0%
1,751	28.8%
4,409	20.9%
10,252	2.3%
2,981	-6.2%

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	108	122	122	129	142	159	127	100	120
Emergency	1,624	1,482	1,763	1,794	1,741	1,930	1,689	1,751	2,255
Urgent	4,524	4,968	5,034	5,149	4,907	5,424	4,745	4,409	5,331
Semi-urgent	8,423	8,702	9,047	8,997	9,625	9,652	9,821	10,252	10,484
Non-urgent	2,169	1,941	1,755	1,892	2,324	2,159	2,802	2,981	2,797
All emergency presentations	16,848	17,215	17,721	17,961	18,739	19,324	19,184	19,493	20,987

John Hunter Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,885 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,646	
11 minutes	1 minute
21 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.

John Hunter 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: 2,255

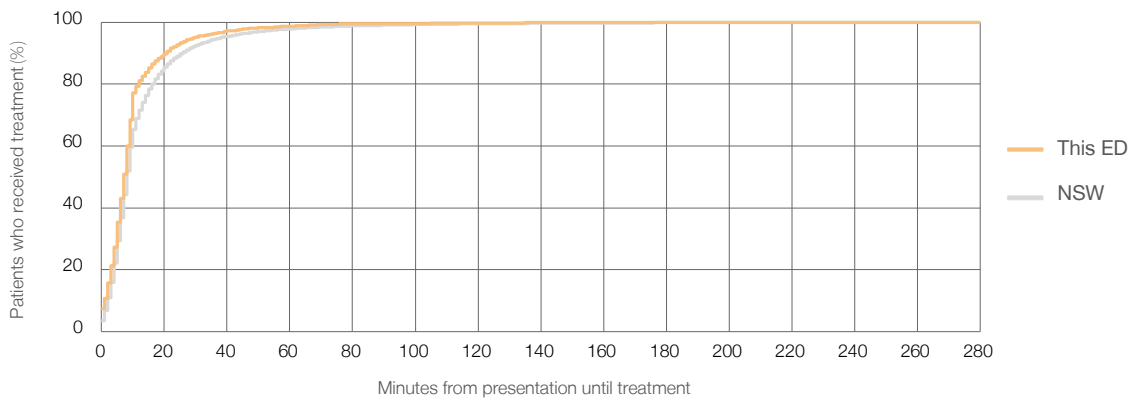
Number of triage 2 patients used to calculate waiting time:³ 2,238

Median time to start treatment⁴ 7 minutes

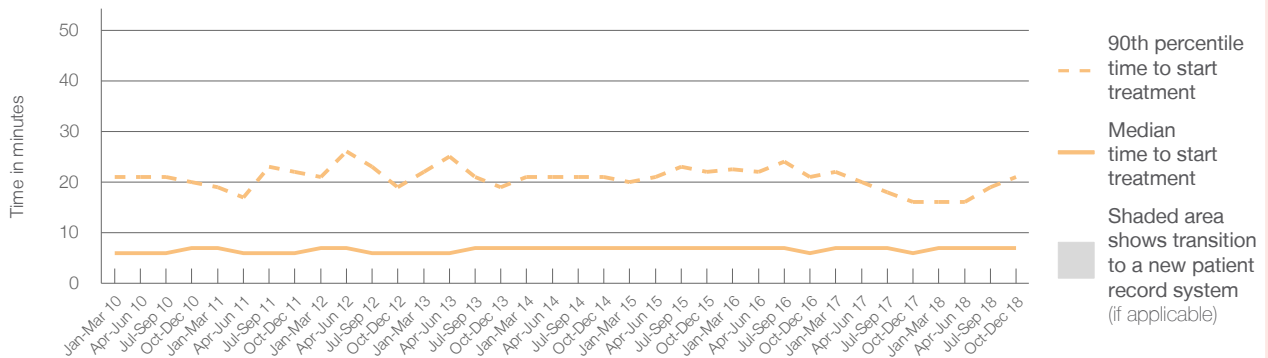
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,751	1,734
6 minutes	8 minutes
16 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)	7	6	6	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	20	22	19	19	21	22	21	16	21

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John Hunter 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: 5,331

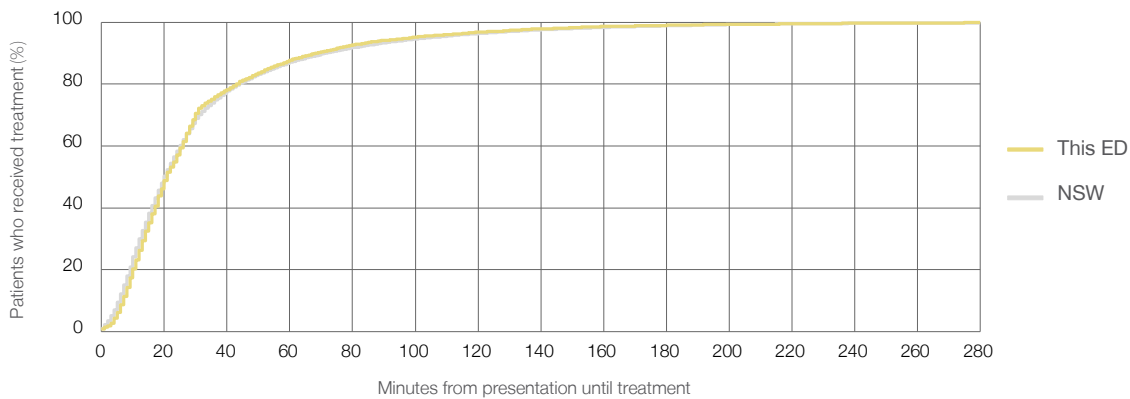
Number of triage 3 patients used to calculate waiting time:³ 5,203

Median time to start treatment⁴ 21 minutes

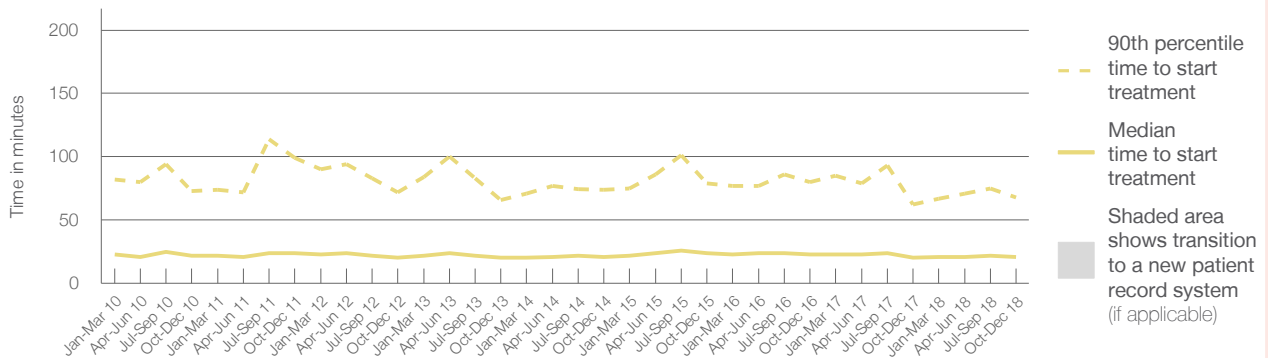
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,409	
4,293	
20 minutes	20 minutes
62 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)	22	24	20	20	21	24	23	20	21
90th percentile time to start treatment ⁵ (minutes)	73	99	72	66	74	79	80	62	68

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John Hunter 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: 10,484

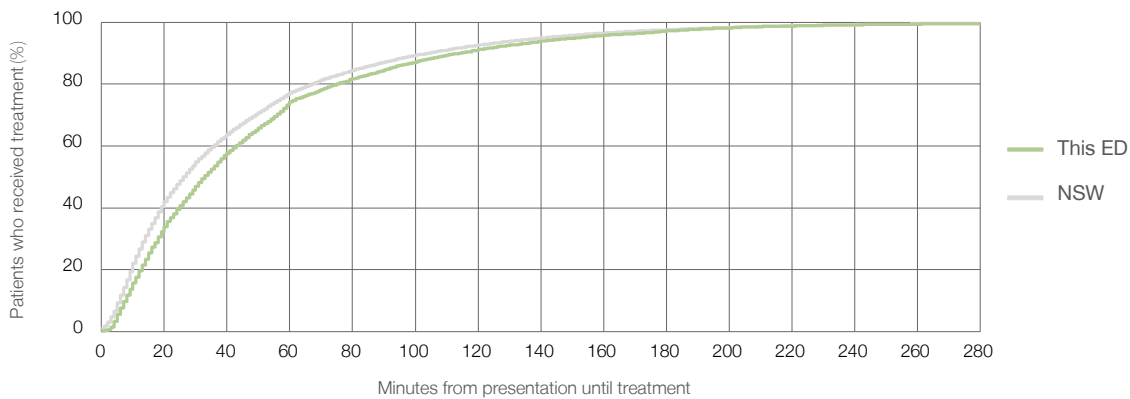
Number of triage 4 patients used to calculate waiting time:³ 9,445

Median time to start treatment⁴ 33 minutes

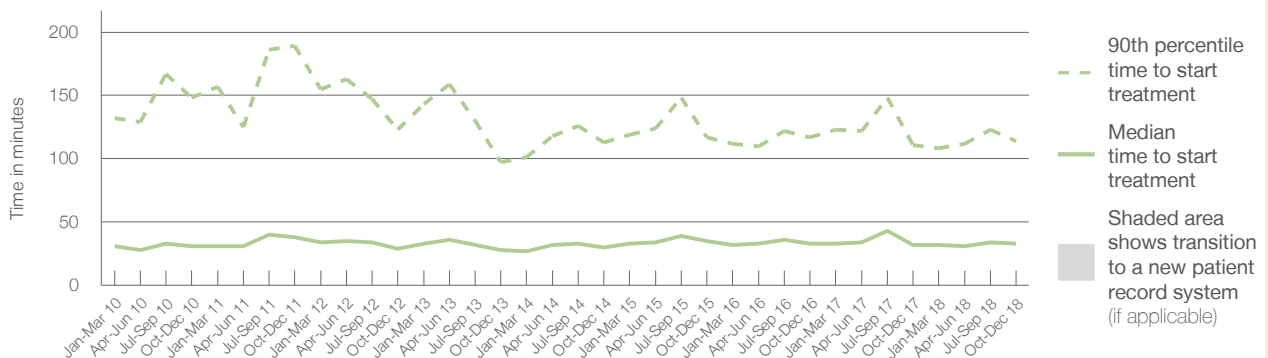
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
10,252	9,206
32 minutes	26 minutes
111 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)	31	38	29	28	30	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	148	189	123	97	113	117	117	111	114

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John Hunter 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: 2,797

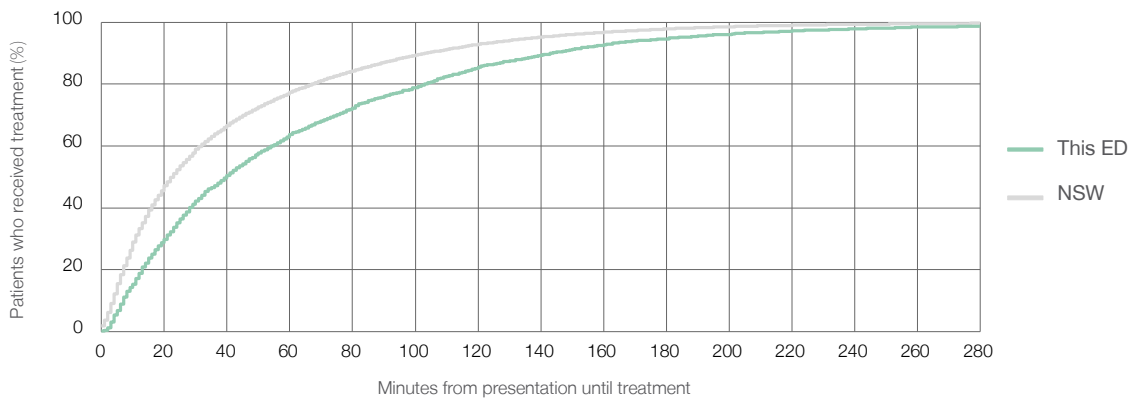
Number of triage 5 patients used to calculate waiting time:³ 2,235

Median time to start treatment⁴ 40 minutes

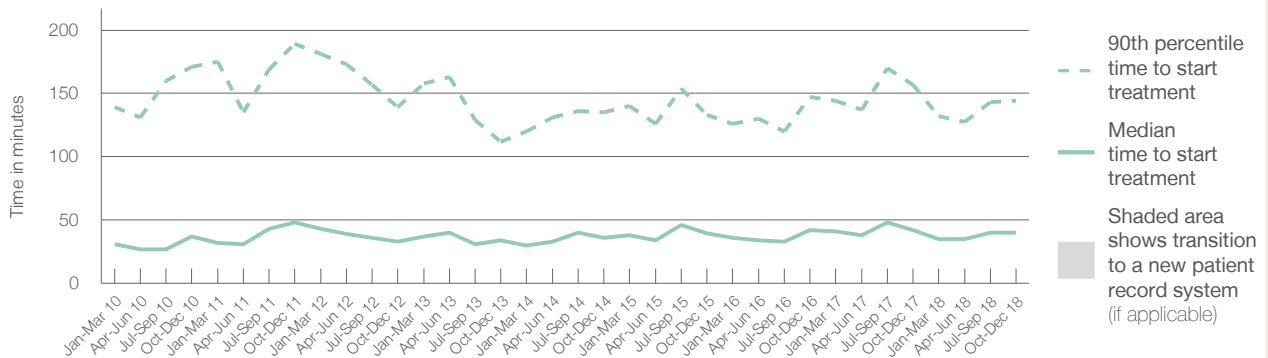
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
2,981	2,291
42 minutes	23 minutes
157 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)	37	48	33	34	36	40	42	42	40
90th percentile time to start treatment ⁵ (minutes)	171	189	139	112	135	133	147	157	144

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John Hunter Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 21,151 patients

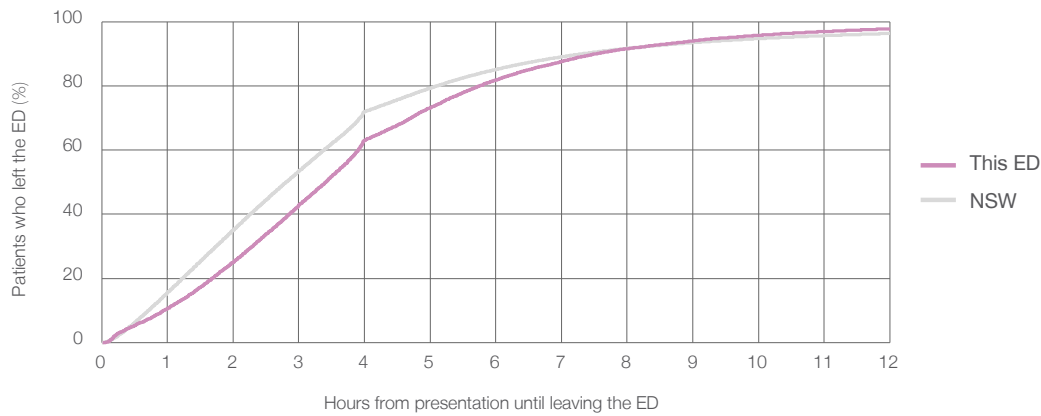
Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

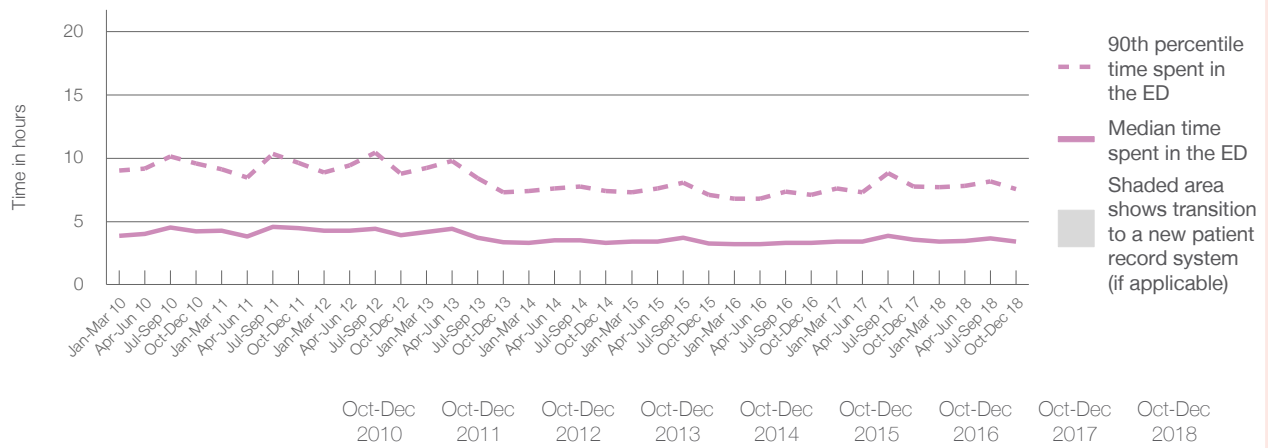
90th percentile time spent in the ED⁹ 7 hours and 32 minutes

Same period last year	NSW (this period)
19,789	19,789
3 hours and 33 minutes	2 hours and 49 minutes
7 hours and 45 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)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m	3h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 5m	7h 45m	7h 32m

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

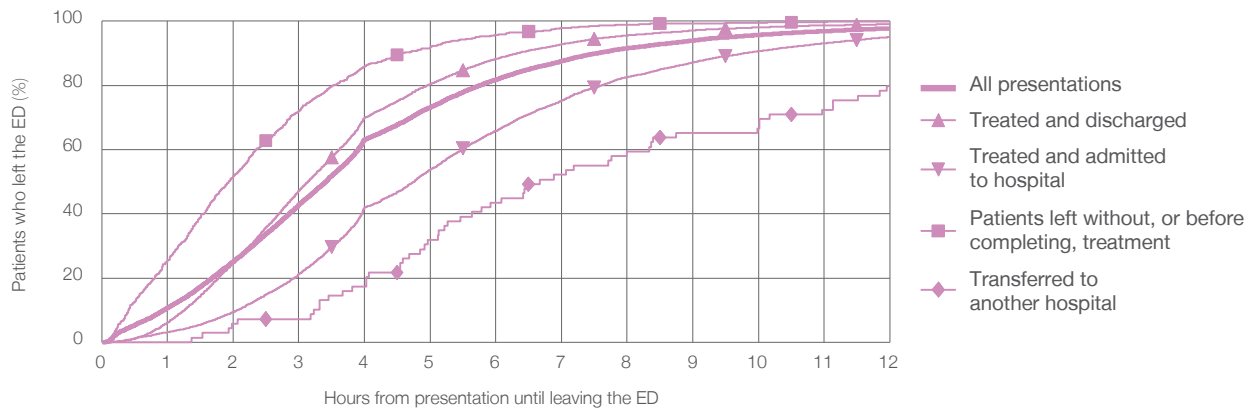
All presentations:¹ 21,151 patients

Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Treated and discharged	11,653 (55.1%)
Treated and admitted to hospital	6,970 (33.0%)
Patient left without, or before completing, treatment	1,217 (5.8%)
Transferred to another hospital	69 (0.3%)
Other	1,242 (5.9%)

Same period last year	Change since one year ago
19,789	7%
10,764	8.3%
6,490	7.4%
1,114	9.2%
46	50.0%
1,375	-9.7%

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	6.2%	24.7%	47.3%	69.9%	88.3%	95.6%	98.1%	99.1%
Treated and admitted to hospital	3.1%	9.4%	21.3%	42.0%	65.9%	82.6%	90.7%	95.1%
Patient left without, or before completing, treatment	25.6%	51.8%	72.1%	85.9%	95.6%	98.8%	99.5%	99.9%
Transferred to another hospital	0%	5.8%	7.2%	17.4%	43.5%	59.4%	66.7%	79.7%
All presentations	10.7%	25.1%	42.9%	63.1%	81.8%	91.6%	95.8%	97.8%

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John Hunter 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 21,151 patients

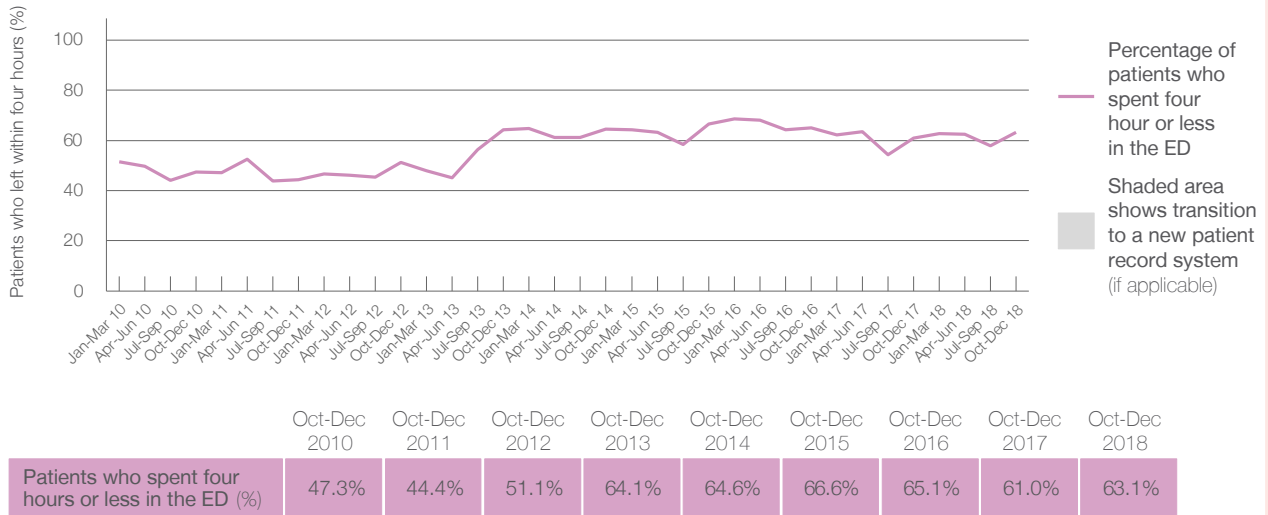
Presentations used to calculate time to leaving the ED: ⁶ 21,151 patients

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	19,789	7%
Presentations used to calculate time to leaving the ED	19,789	7%
Percentage of patients who spent four hours or less in the ED	61.0%	

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.

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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: 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).