

Wyong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,903 patients



Emergency presentations:² 17,806 patients

Same period last year	Change since one year ago
17,000	5%
16,881	5%



Wyong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,921 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,775 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,865 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,127 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  83 minutes

Same period last year	NSW (this period)
1,690	
7 minutes	8 minutes
24 minutes	26 minutes
4,595	
21 minutes	20 minutes
65 minutes	72 minutes
9,342	
26 minutes	26 minutes
80 minutes	104 minutes
1,166	
22 minutes	23 minutes
68 minutes	104 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED  69%

Same period last year	Change since one year ago
17,000	5%
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.

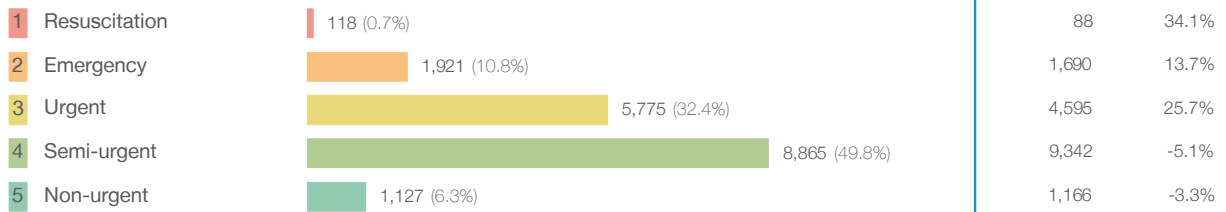
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

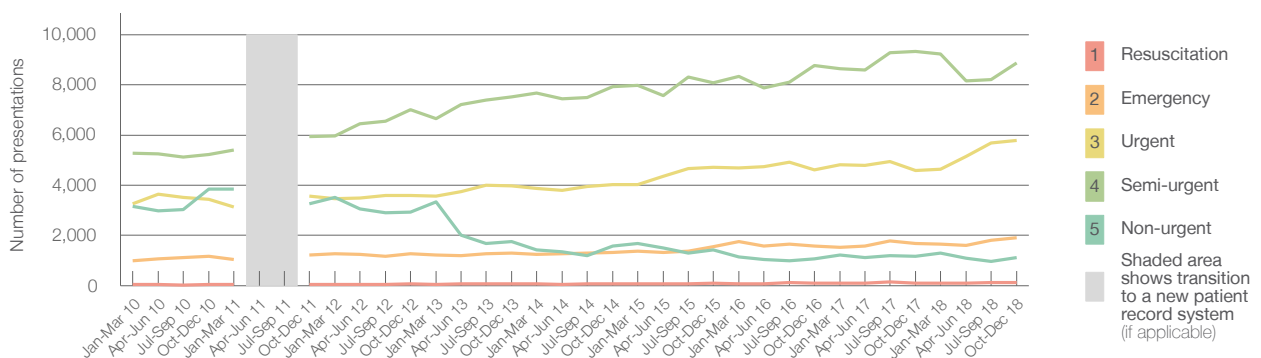
Wyong Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 17,903 patients

Emergency presentations² by triage category: 17,806 patients



Emergency presentations² by quarter, January 2010 to December 2018 †

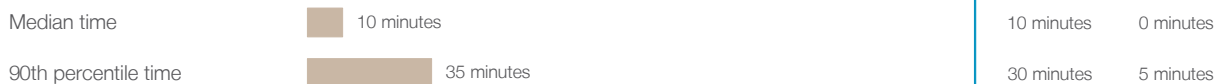


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	60	38	61	71	66	86	87	88	118
Emergency	1,182	1,222	1,280	1,296	1,329	1,562	1,590	1,690	1,921
Urgent	3,431	3,579	3,586	3,967	4,025	4,708	4,615	4,595	5,775
Semi-urgent	5,224	5,936	7,012	7,515	7,939	8,070	8,776	9,342	8,865
Non-urgent	3,850	3,271	2,921	1,757	1,568	1,412	1,079	1,166	1,127
All emergency presentations	13,747	14,046	14,860	14,606	14,927	15,838	16,147	16,881	17,806

Wyong Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,521 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.

Wyong 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: 1,921

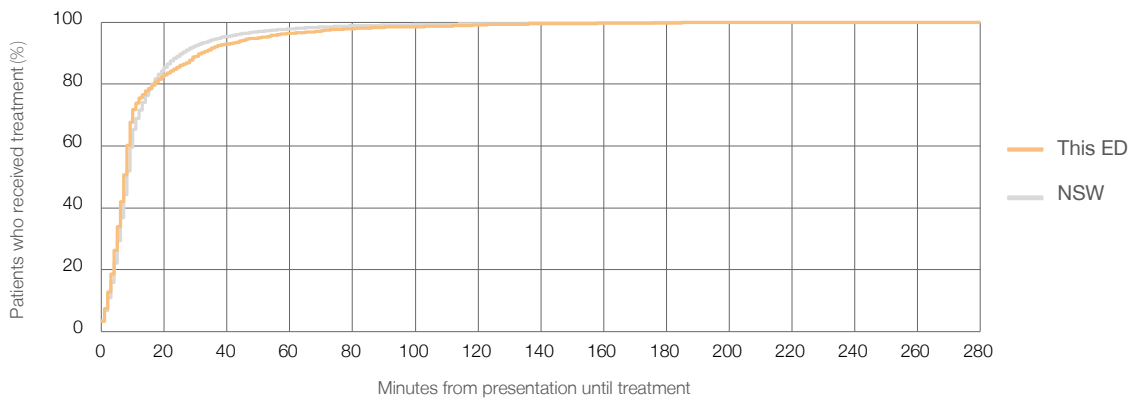
Number of triage 2 patients used to calculate waiting time:³ 1,909

Median time to start treatment⁴ 7 minutes

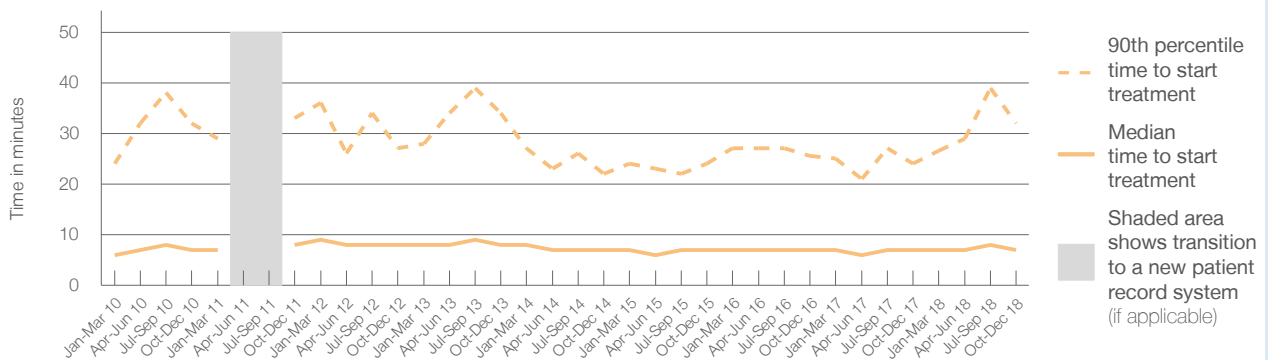
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,690	1,684
7 minutes	8 minutes
24 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	8	8	8	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	32	33	27	34	22	24	26	24	32

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Wyong 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: 5,775

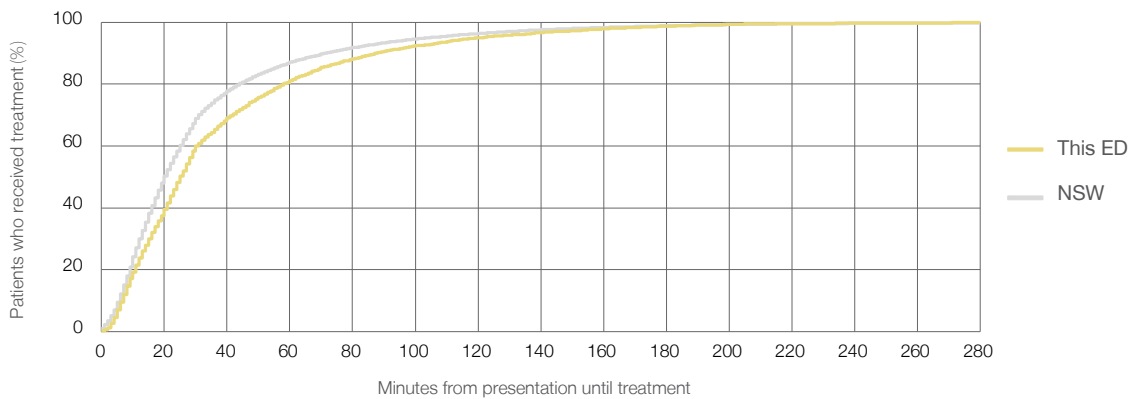
Number of triage 3 patients used to calculate waiting time:³ 5,688

Median time to start treatment⁴ 25 minutes

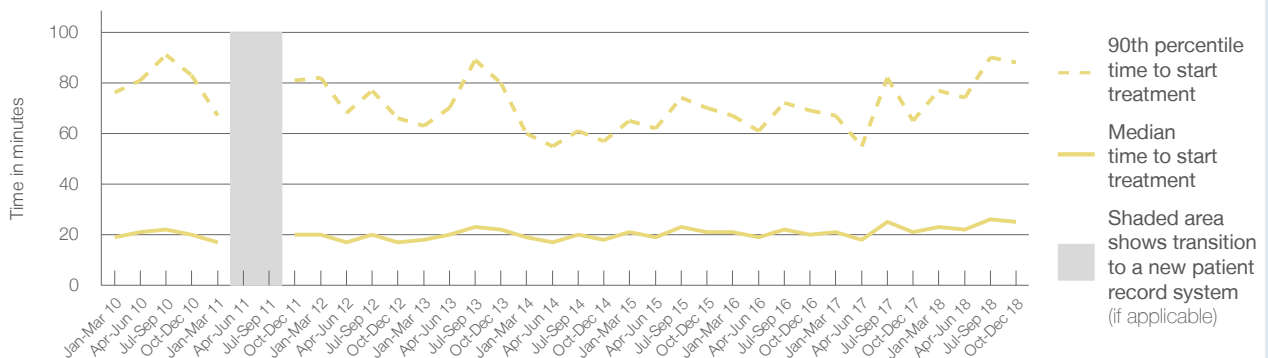
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
4,595	
4,564	
21 minutes	20 minutes
65 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)	20	20	17	22	18	21	20	21	25
90th percentile time to start treatment ⁵ (minutes)	83	81	66	80	57	70	69	65	88

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Wyong 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: 8,865

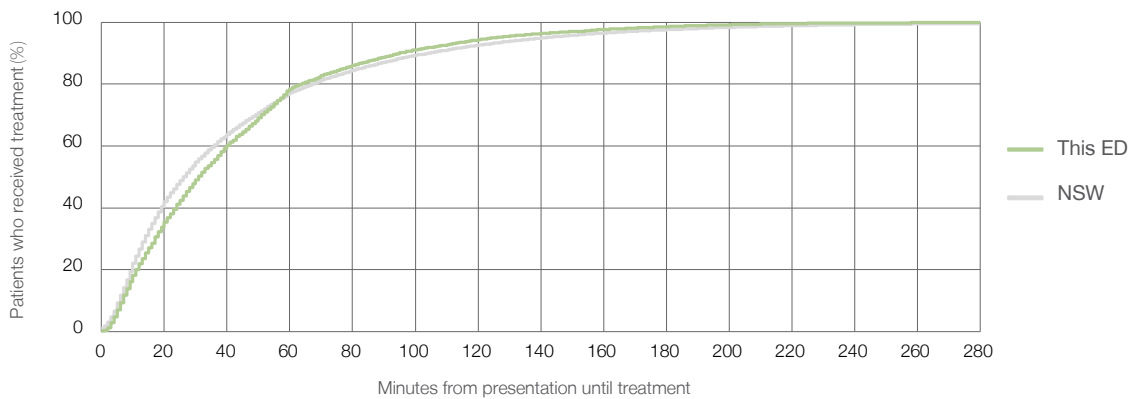
Number of triage 4 patients used to calculate waiting time:³ 8,500

Median time to start treatment⁴ 31 minutes

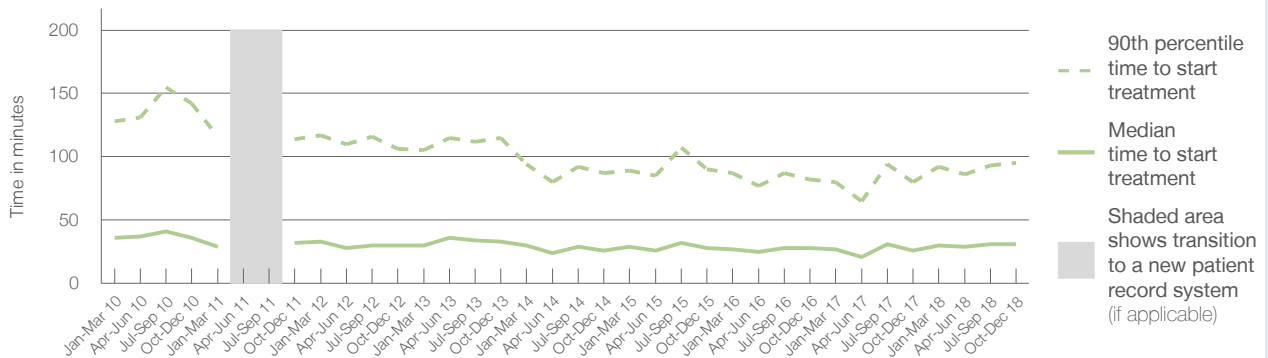
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
9,342	9,120
26 minutes	26 minutes
80 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)	36	32	30	33	26	28	28	26	31
90th percentile time to start treatment ⁵ (minutes)	142	114	106	115	87	90	82	80	95

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Wyong 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: 1,127

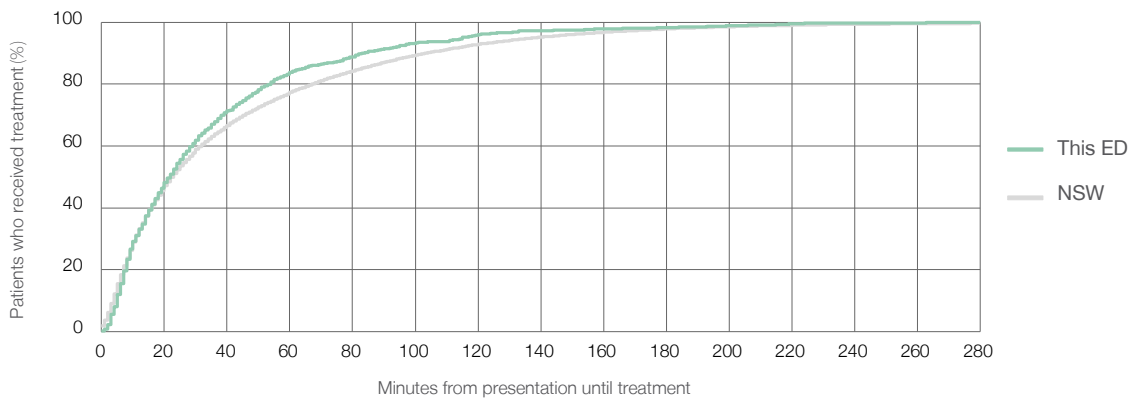
Number of triage 5 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴ 22 minutes

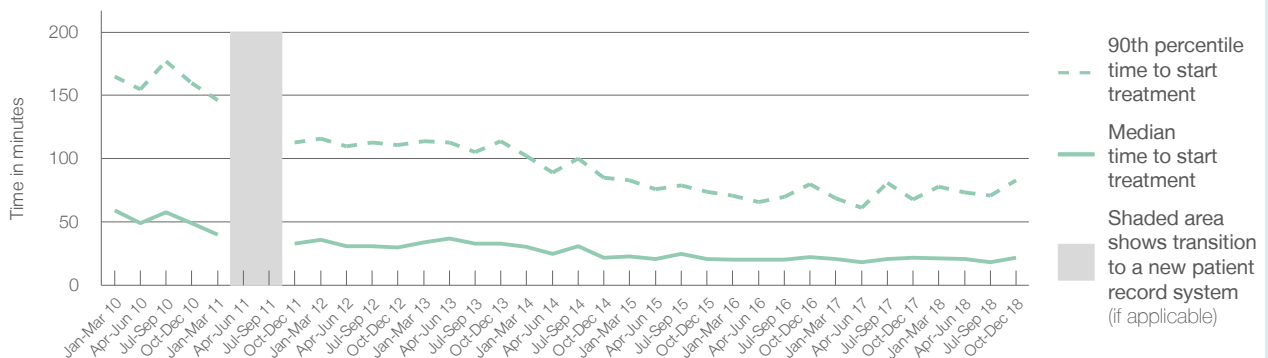
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,166	1,127
22 minutes	23 minutes
68 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)	49	33	30	33	22	21	23	22	22
90th percentile time to start treatment ⁵ (minutes)	160	113	111	114	85	74	80	68	83

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Wyong Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 17,903 patients

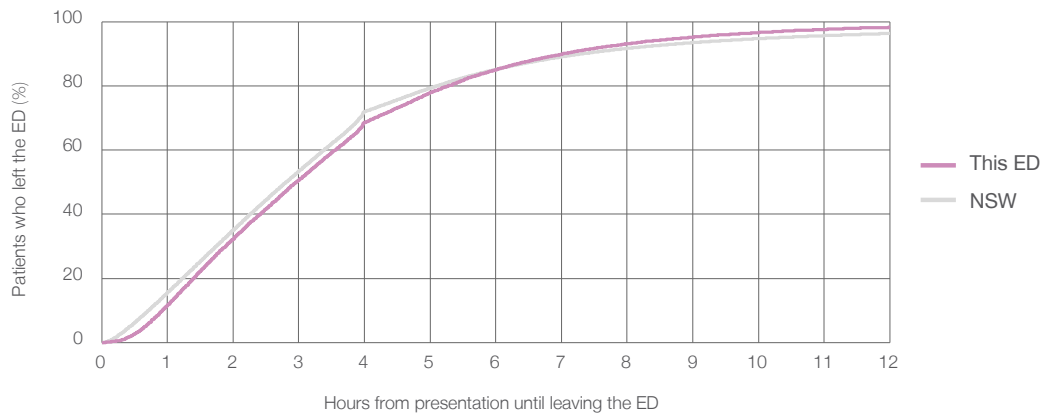
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

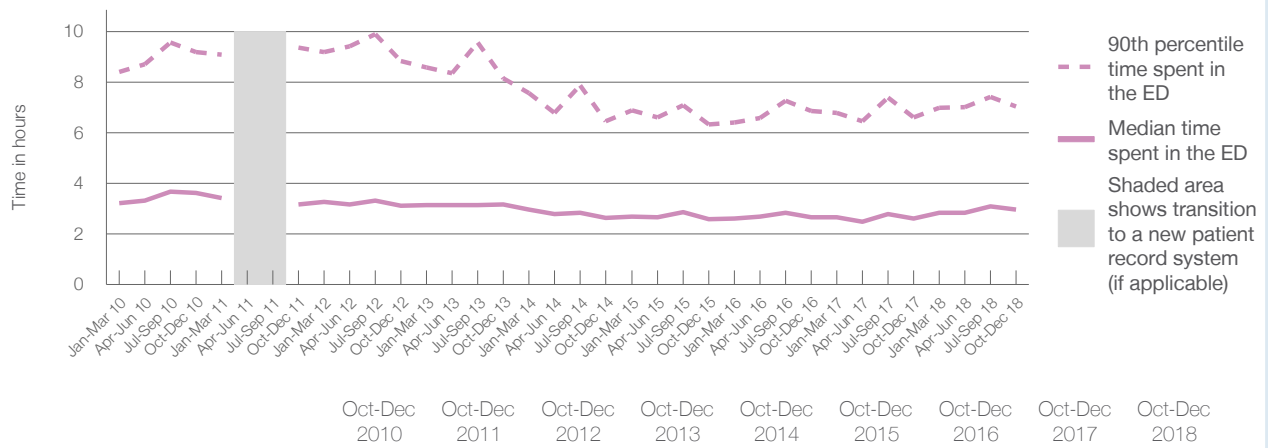
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
17,000	17,000
2 hours and 37 minutes	2 hours and 49 minutes
6 hours and 37 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)	3h 38m	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m	2h 37m	2h 58m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 11m	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m	6h 37m	7h 2m

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

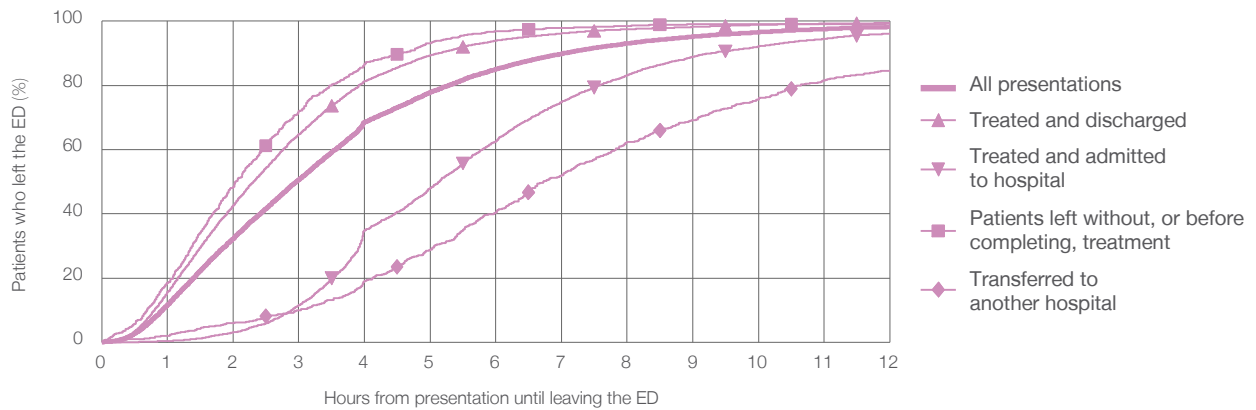
All presentations:¹ 17,903 patients

Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Treated and discharged	12,219 (68.3%)
Treated and admitted to hospital	4,318 (24.1%)
Patient left without, or before completing, treatment	831 (4.6%)
Transferred to another hospital	514 (2.9%)
Other	21 (0.1%)

Same period last year	Change since one year ago
17,000	5%
12,042	1.5%
3,837	12.5%
439	89.3%
674	-23.7%
8	162.5%

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	15.6%	42.6%	64.7%	81.3%	94.0%	97.5%	98.9%	99.5%
Treated and admitted to hospital	0.4%	3.1%	11.6%	34.8%	62.7%	83.2%	92.1%	96.2%
Patient left without, or before completing, treatment	18.5%	48.5%	72.0%	86.6%	96.9%	98.6%	99.2%	99.3%
Transferred to another hospital	1.9%	6.0%	9.9%	19.1%	40.5%	62.5%	75.9%	84.6%
All presentations	11.8%	32.4%	50.7%	68.5%	85.0%	93.1%	96.6%	98.2%

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Wyong 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 17,903 patients

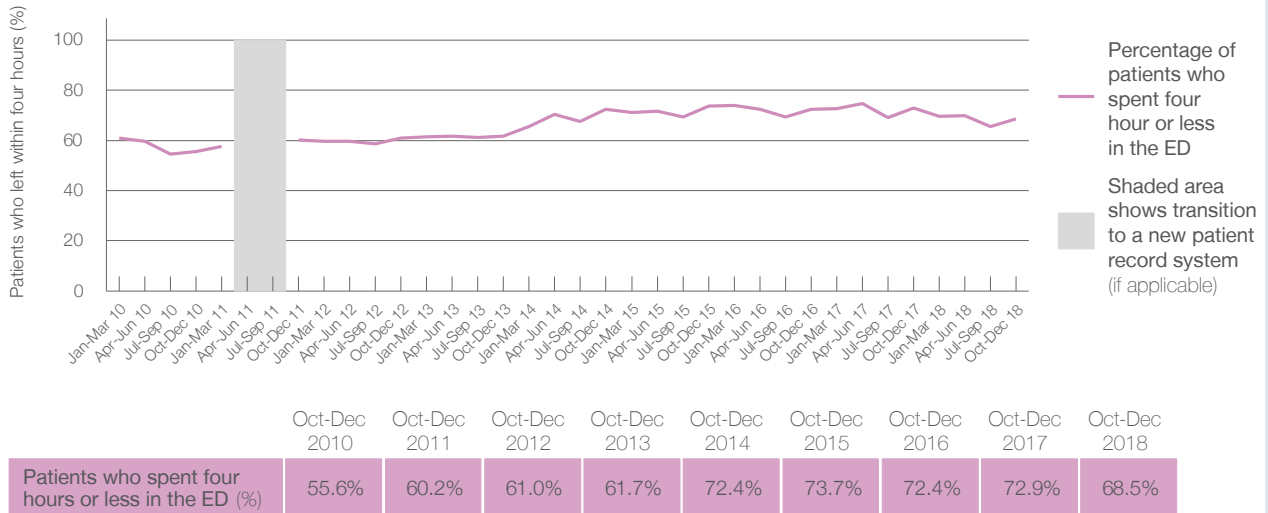
Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

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	17,000	5%
Presentations used to calculate time to leaving the ED	17,000	5%
Percentage of patients who spent four hours or less in the ED	72.9%	

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).