

## Lithgow Health Service: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 3,099 patients  
 Emergency presentations:<sup>2</sup> 2,969 patients

Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 420 patients

Median time to start treatment<sup>4</sup> 4 minutes  
 95th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 999 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 95th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,171 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 95th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
289	
5 minutes	8 minutes
21 minutes	41 minutes
969	
11 minutes	21 minutes
58 minutes	103 minutes
1,307	
13 minutes	27 minutes
71 minutes	139 minutes
439	
10 minutes	24 minutes
83 minutes	138 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,094 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,121	-0.9%
85.3%	

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

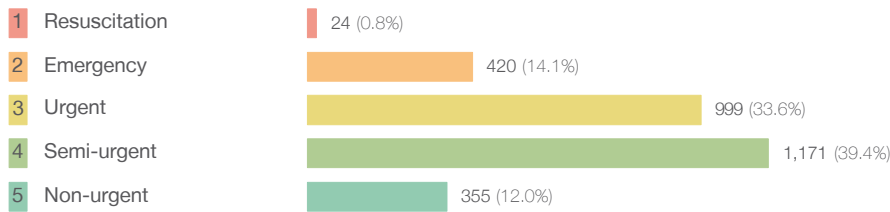
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Lithgow Health Service: Patients presenting to the emergency department July to September 2016

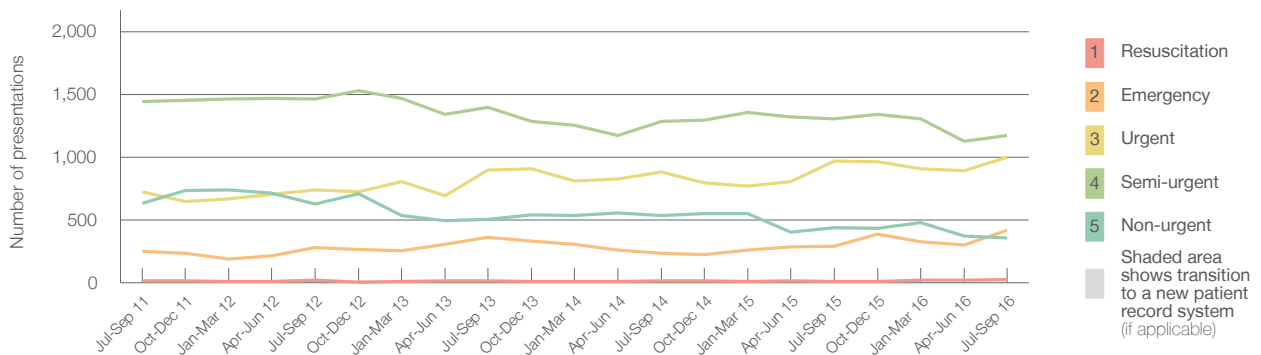
All presentations:<sup>1</sup> 3,099 patients

Emergency presentations<sup>2</sup> by triage category: 2,969 patients



Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%
8	200.0%
289	45.3%
969	3.1%
1,307	-10.4%
439	-19.1%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	17	21	15	15	8	24
Emergency	247	278	359	236	289	420
Urgent	726	738	896	883	969	999
Semi-urgent	1,441	1,461	1,395	1,286	1,307	1,171
Non-urgent	634	628	505	534	439	355
All emergency presentations	3,065	3,126	3,170	2,954	3,012	2,969

## Lithgow Health Service: Patients arriving by ambulance July to September 2016

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 659 patients

ED Transfer of care time



Same period last year	Change since one year ago
557	
10 minutes	-1 minute
32 minutes	3 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 420

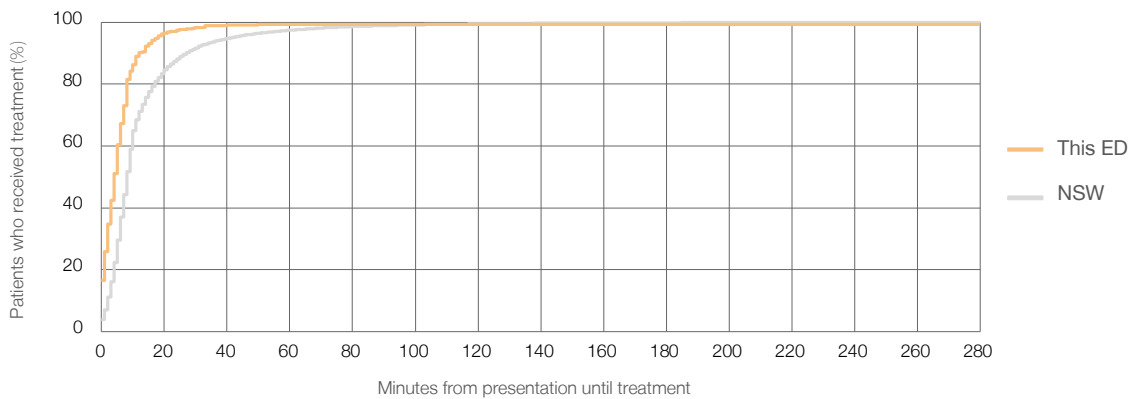
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 415

Median time to start treatment<sup>4</sup> 4 minutes

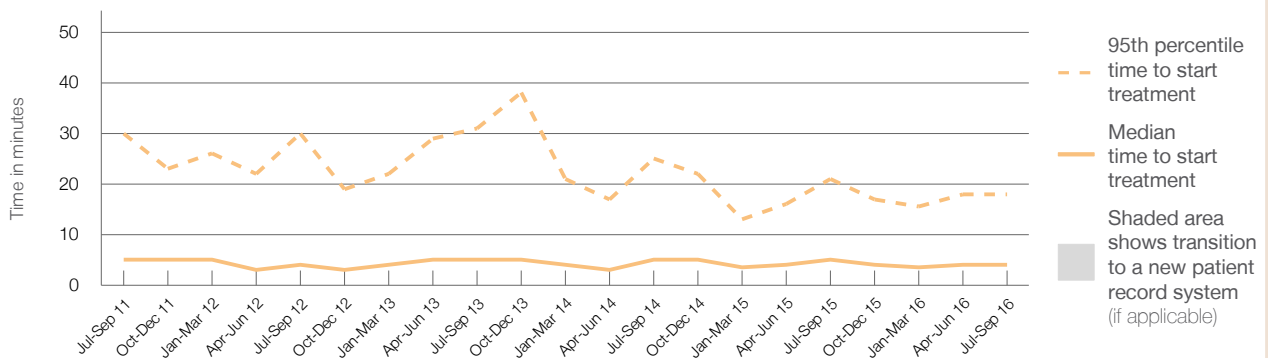
95th percentile time to start treatment<sup>5</sup> 18 minutes

Same period last year	NSW (this period)
289	280
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	5	4	5	5	5	4
95th percentile time to start treatment <sup>5</sup> (minutes)	30	30	31	25	21	18

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## Lithgow Health Service: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 999

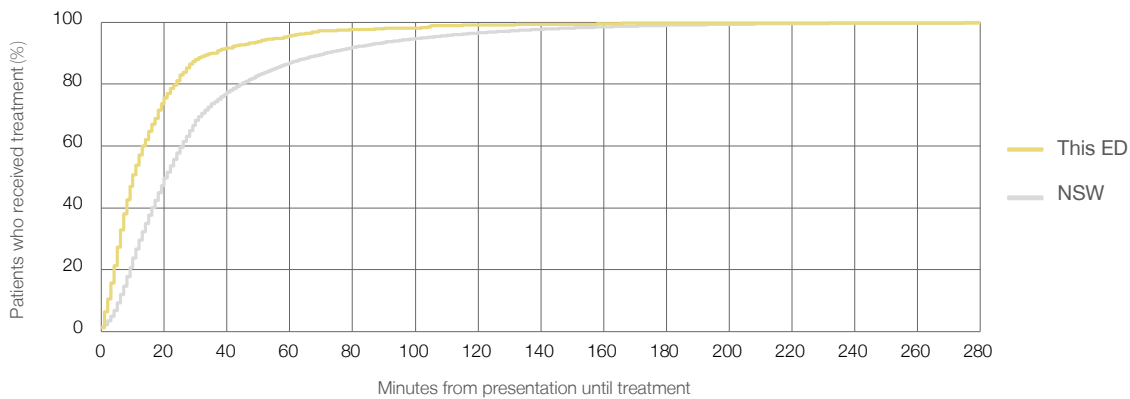
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 971

Median time to start treatment<sup>4</sup>  10 minutes

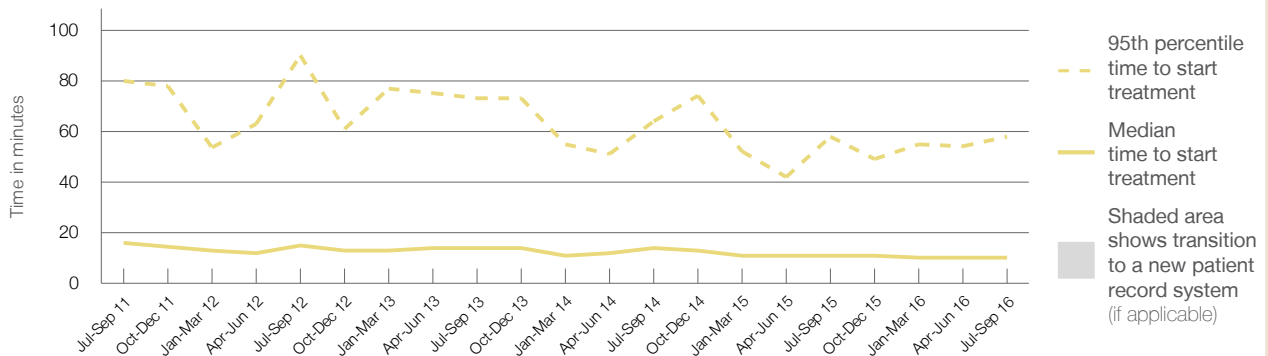
95th percentile time to start treatment<sup>5</sup>  58 minutes

Same period last year	NSW (this period)
969	944
11 minutes	21 minutes
58 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	16	15	14	14	11	10
95th percentile time to start treatment <sup>5</sup> (minutes)	80	90	73	64	58	58

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## Lithgow Health Service: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,171

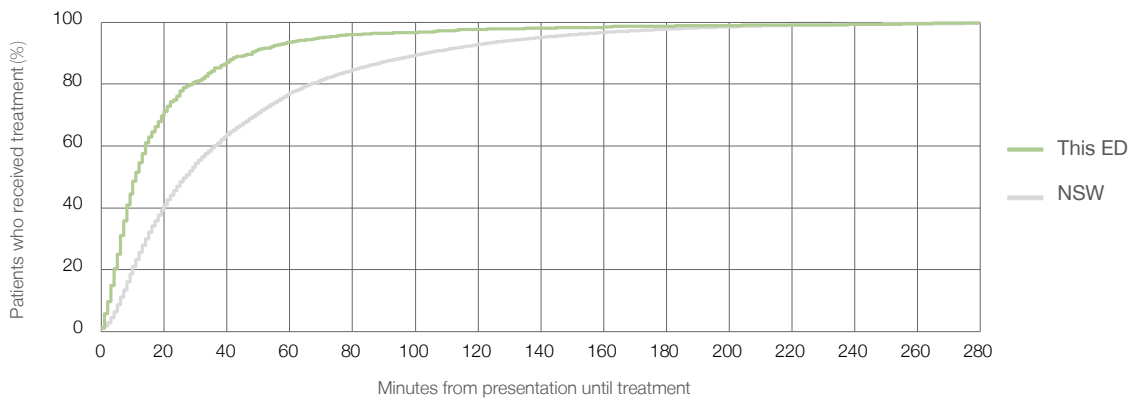
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,123

Median time to start treatment<sup>4</sup>  11 minutes

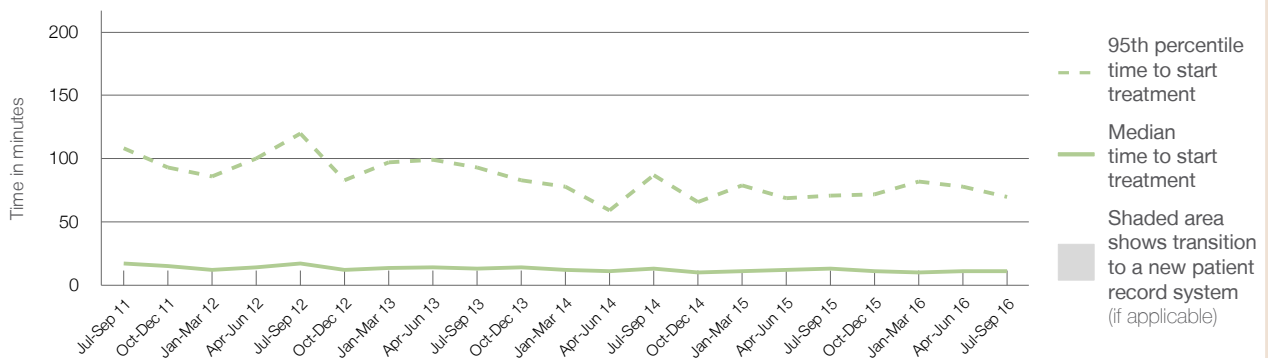
95th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
1,307	1,250
13 minutes	27 minutes
71 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	17	17	13	13	13	11
95th percentile time to start treatment <sup>5</sup> (minutes)	108	120	93	87	71	70

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## Lithgow Health Service: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 355

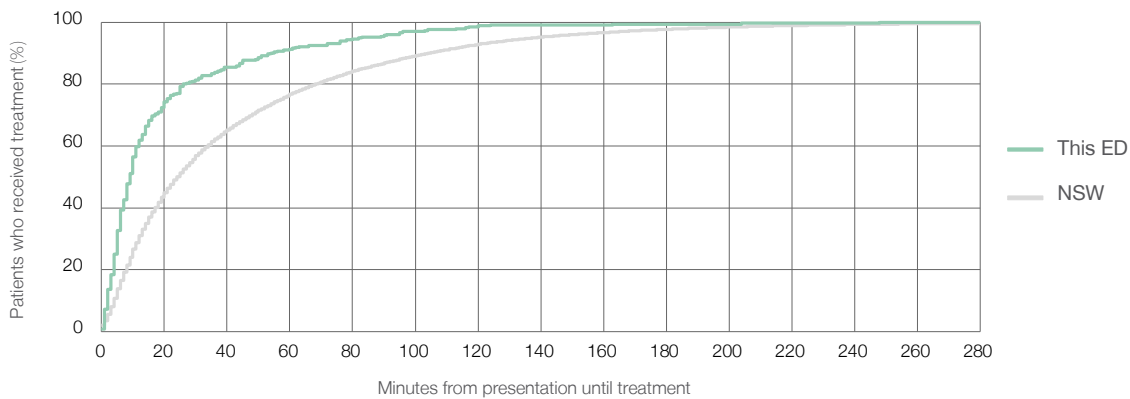
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 331

Median time to start treatment<sup>4</sup>  9 minutes

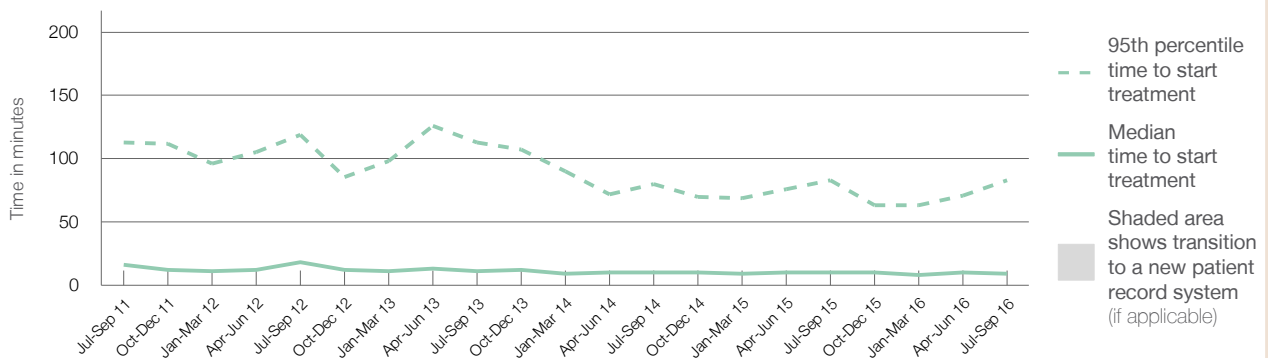
95th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
439	409
10 minutes	24 minutes
83 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	16	18	11	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	113	119	113	80	83	83

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## Lithgow Health Service: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 3,099 patients

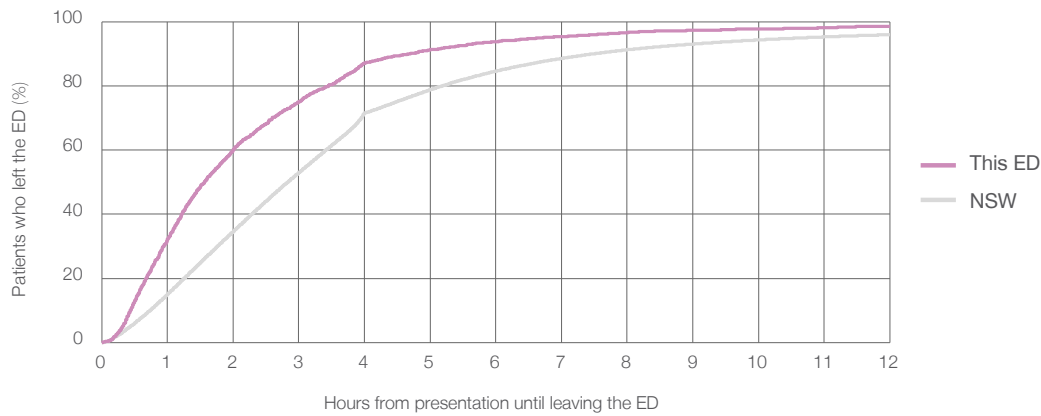
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,094 patients

Median time spent in the ED<sup>8</sup> 1 hours and 34 minutes

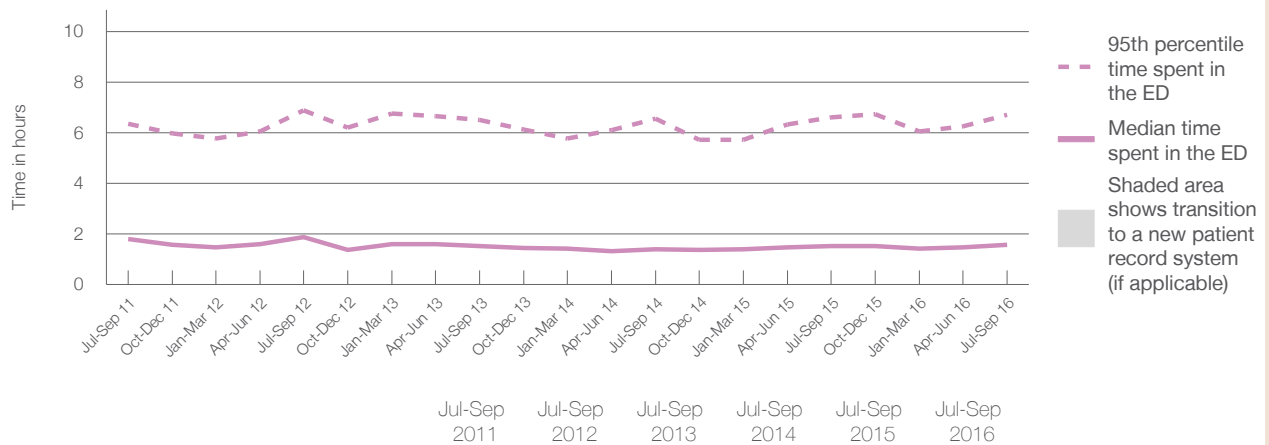
95th percentile time spent in the ED<sup>9</sup> 6 hours and 43 minutes

Same period last year	NSW (this period)
3,121	3,121
1 hours and 32 minutes	2 hours and 50 minutes
6 hours and 36 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 48m	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 21m	6h 54m	6h 31m	6h 34m	6h 36m	6h 43m

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## Lithgow Health Service: Time patients spent in the ED By mode of separation July to September 2016

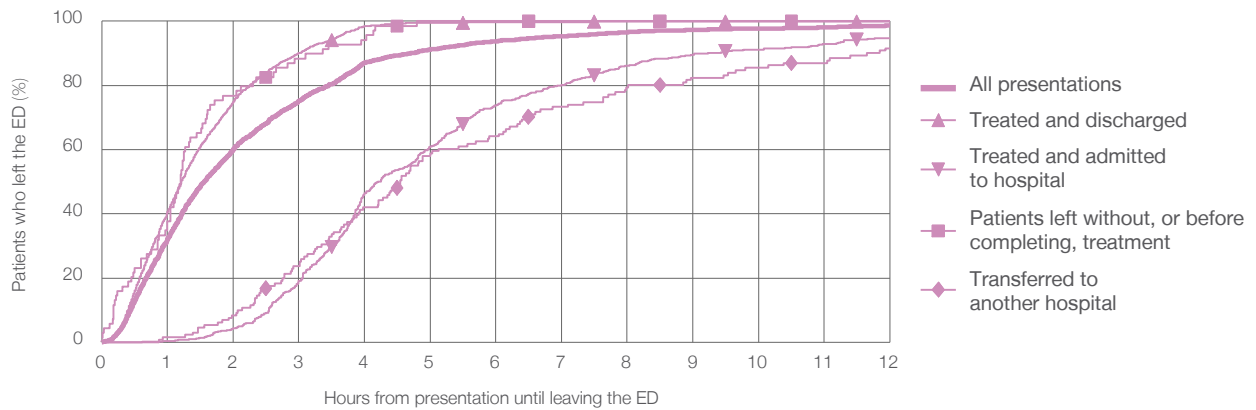
All presentations:<sup>1</sup> 3,099 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,094 patients

Treated and discharged	2,339 (75.5%)
Treated and admitted to hospital	518 (16.7%)
Patient left without, or before completing, treatment	71 (2.3%)
Transferred to another hospital	131 (4.2%)
Other	40 (1.3%)

Same period last year	Change since one year ago
3,121	-0.9%
2,476	-5.5%
477	8.6%
63	12.7%
97	35.1%
8	400.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.7%	75.1%	90.0%	98.5%	99.7%	99.8%	99.8%	99.8%
Treated and admitted to hospital	0.4%	4.3%	19.2%	46.5%	73.8%	86.0%	91.1%	94.8%
Patient left without, or before completing, treatment	37.7%	76.8%	88.4%	94.2%	100%	100%	100%	100%
Transferred to another hospital	1.5%	8.4%	23.7%	42.0%	64.1%	79.4%	85.5%	91.6%
All presentations	32.3%	60.2%	75.1%	87.1%	93.8%	96.6%	97.7%	98.6%

(†) 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.



**Lithgow Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 3,099 patients

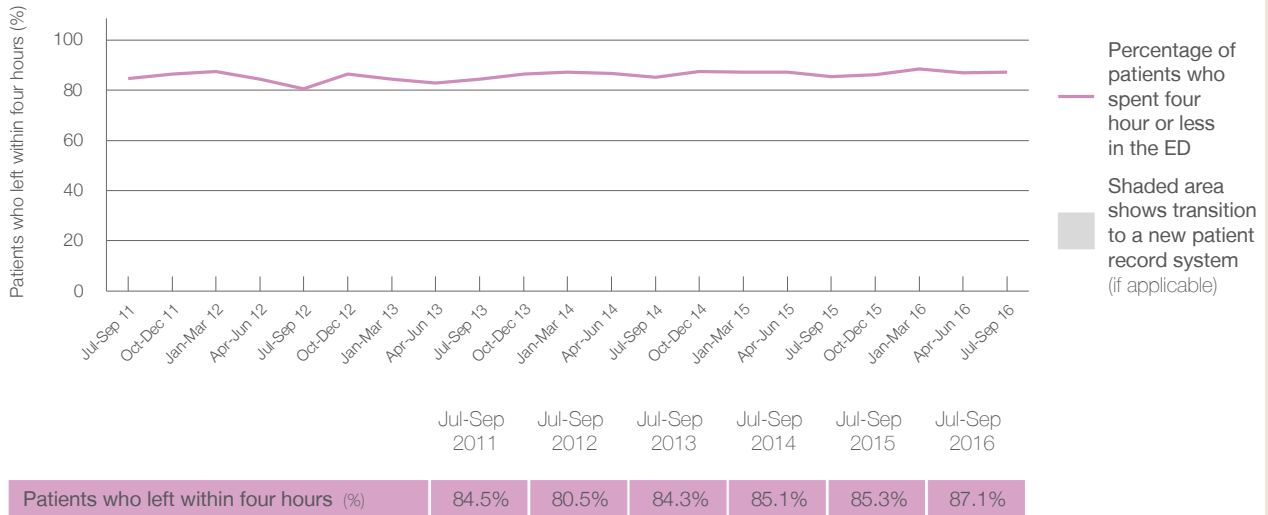
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,094 patients

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	3,121	-0.7%
Presentations used to calculate time to leaving the ED	3,121	-0.9%
Percentage of patients who spent four hours or less in the ED	85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).