

## Wollongong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 15,658 patients

Emergency presentations:<sup>2</sup> 15,340 patients

Same period last year	Change since one year ago
15,469	1.2%
15,147	1.3%

## Wollongong Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,038 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,711 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,966 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 141 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 154 minutes

Same period last year	NSW (this period)
1,865	
10 minutes	8 minutes
34 minutes	41 minutes
6,410	
28 minutes	21 minutes
123 minutes	103 minutes
6,286	
35 minutes	27 minutes
157 minutes	139 minutes
472	
27 minutes	24 minutes
141 minutes	138 minutes

## Wollongong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Percentage of patients who spent four hours or less in the ED 59.9%

Same period last year	Change since one year ago
15,469	1.2%
61.3%	

\* 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.

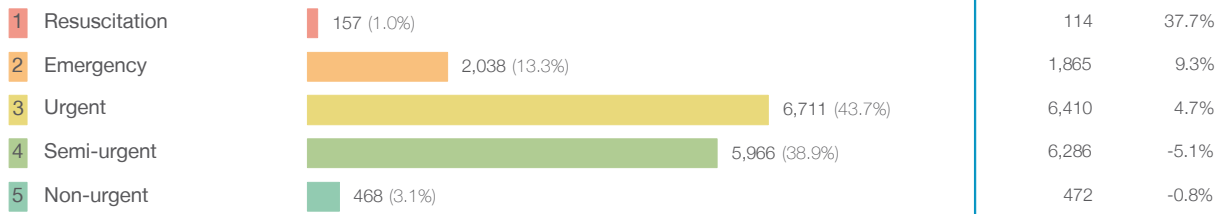
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

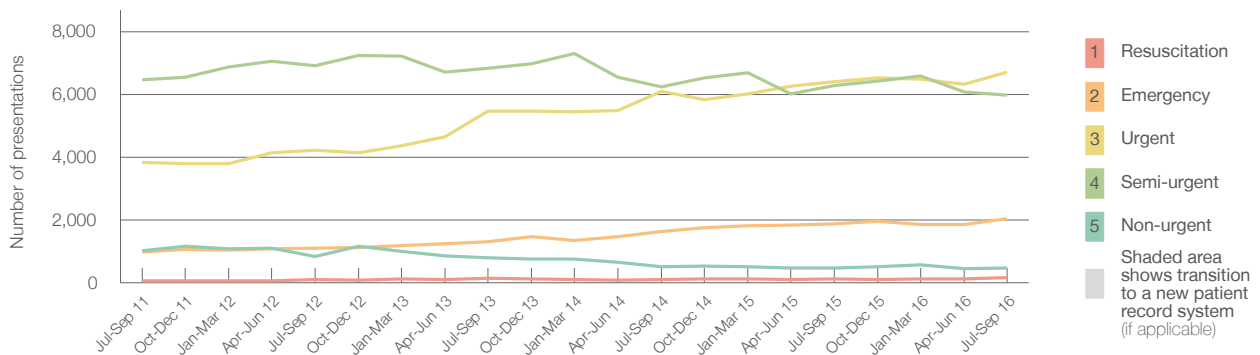
## Wollongong Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 15,658 patients

Emergency presentations<sup>2</sup> by triage category: 15,340 patients



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	67	101	130	96	114	157
Emergency	973	1,098	1,297	1,639	1,865	2,038
Urgent	3,830	4,223	5,468	6,099	6,410	6,711
Semi-urgent	6,469	6,910	6,824	6,233	6,286	5,966
Non-urgent	1,013	832	793	507	472	468
All emergency presentations	12,352	13,164	14,512	14,574	15,147	15,340

## Wollongong Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,385 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

July to September 2016

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

Number of triage 2 patients: 2,038

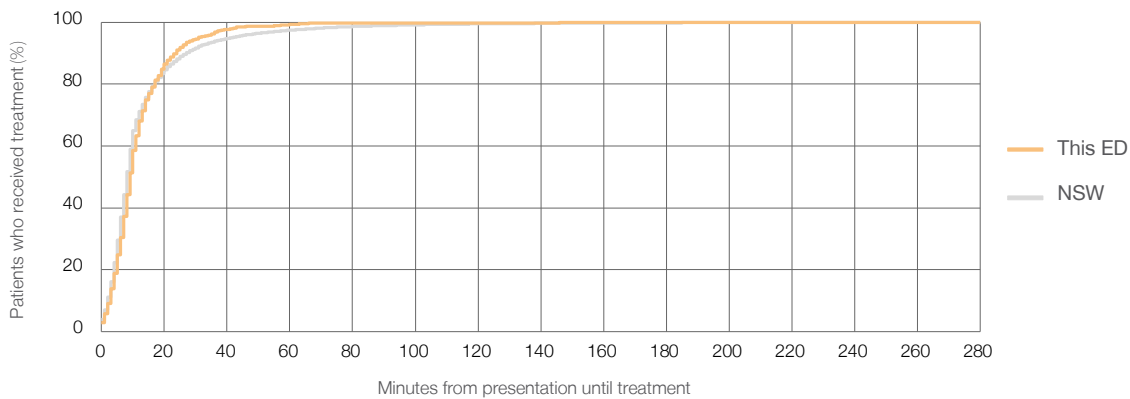
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,034

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

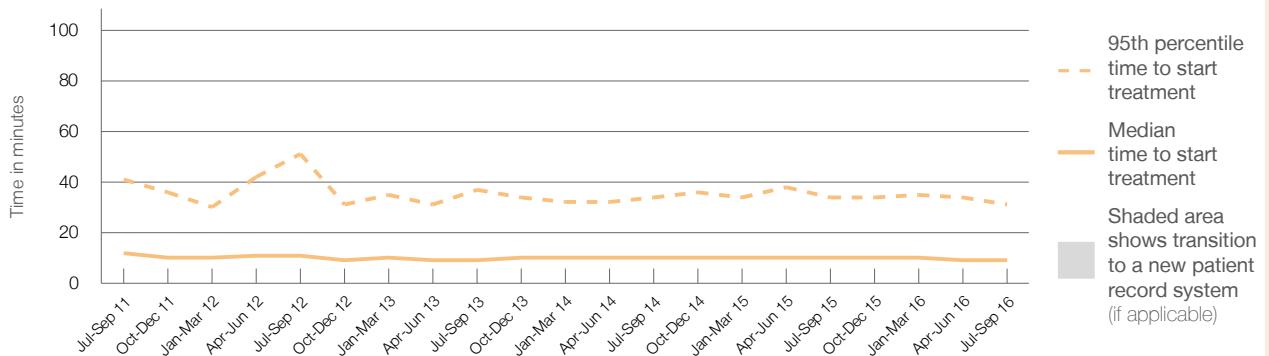
95th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
1,865	1,861
10 minutes	8 minutes
34 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)	12	11	9	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	41	51	37	34	34	31

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## Wollongong Hospital: 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: 6,711

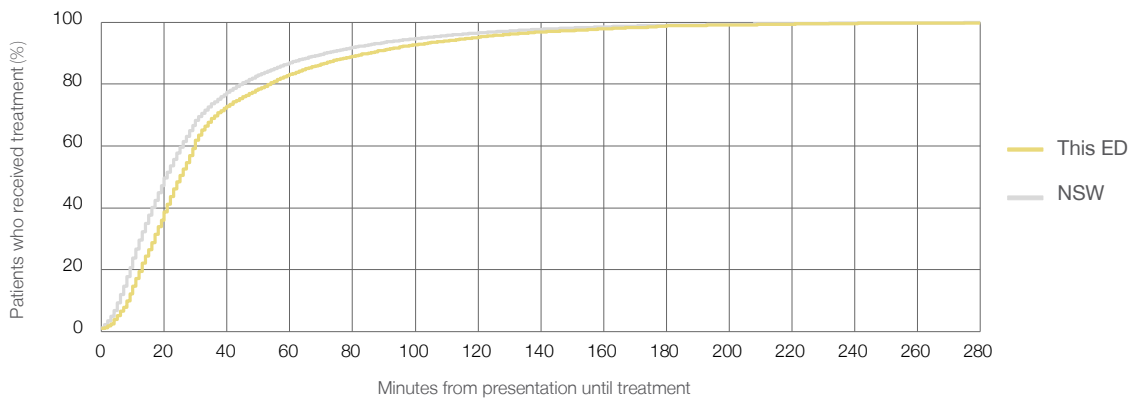
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,571

Median time to start treatment<sup>4</sup> 25 minutes

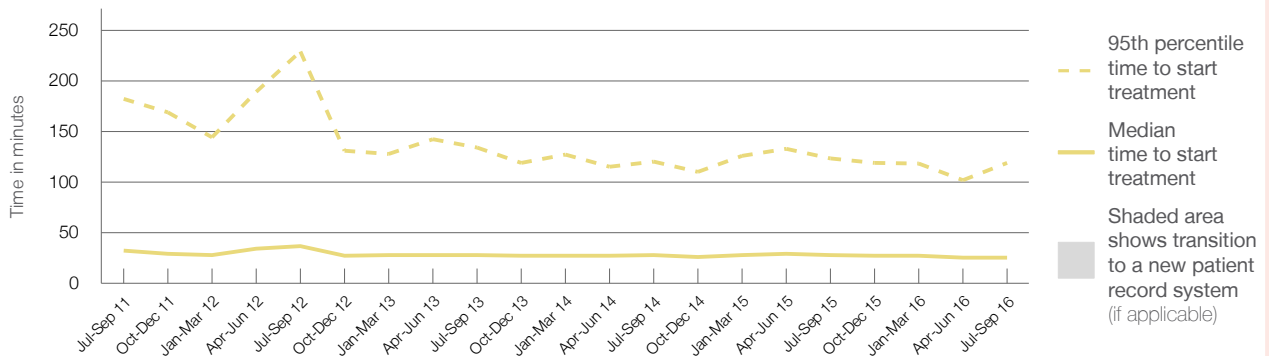
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
6,410	
6,266	
28 minutes	21 minutes
123 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)	32	37	28	28	28	25
95th percentile time to start treatment <sup>5</sup> (minutes)	182	229	134	120	123	119

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## Wollongong Hospital: 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: 5,966

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,622

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

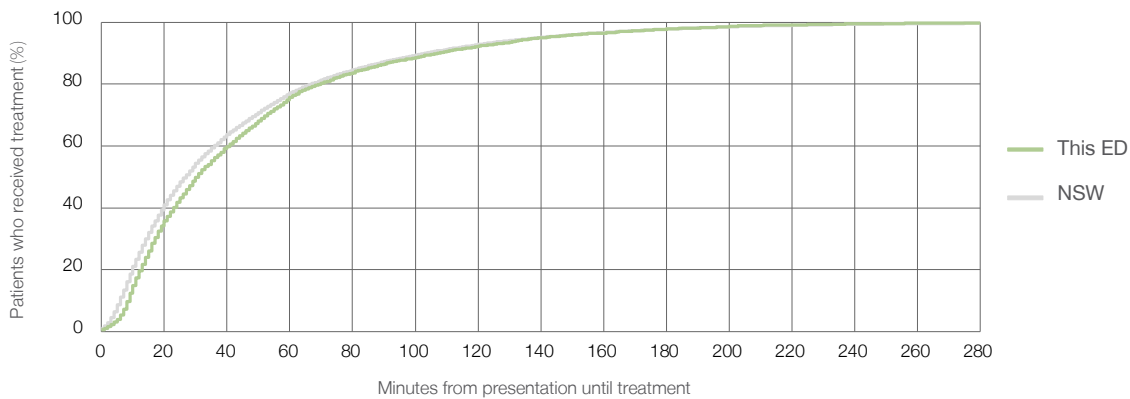
31 minutes

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

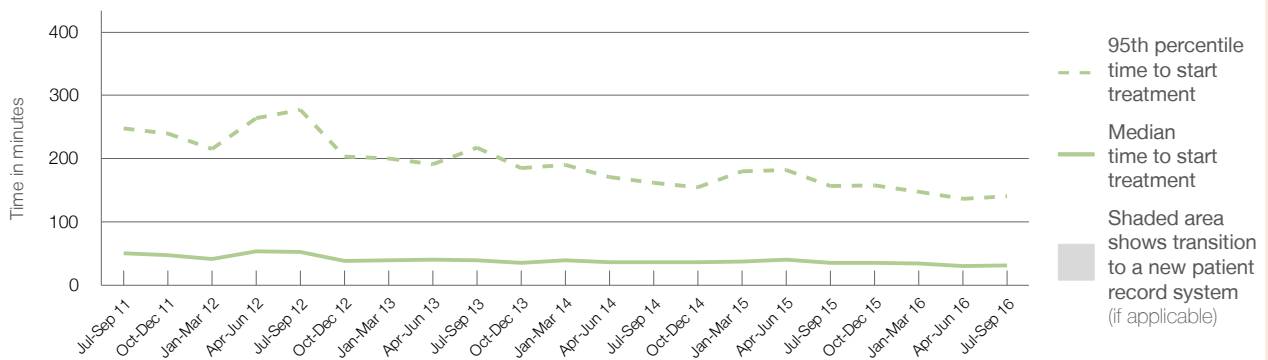
141 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	6,286	5,890
Median time to start treatment <sup>4</sup>	35 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	157 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)	51	53	39	36	35	31
95th percentile time to start treatment <sup>5</sup> (minutes)	248	277	218	162	157	141

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## Wollongong Hospital: 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: 468

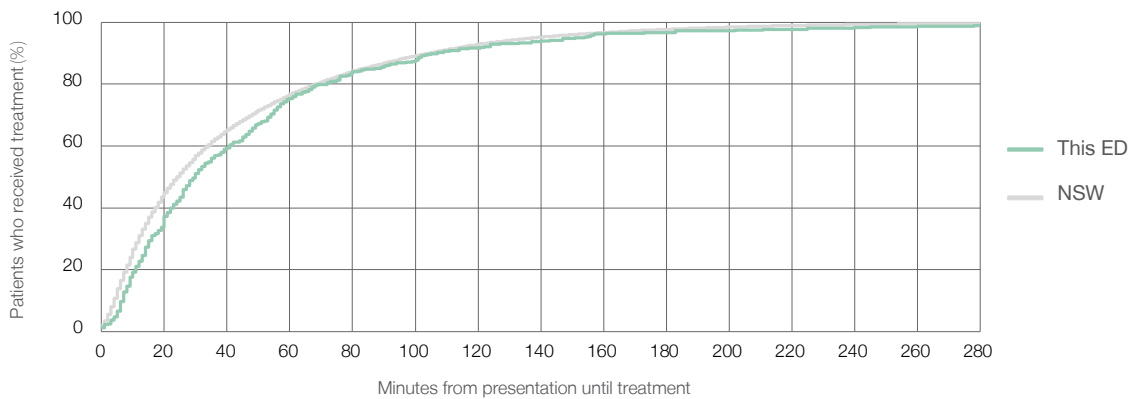
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 394

Median time to start treatment<sup>4</sup> 30 minutes

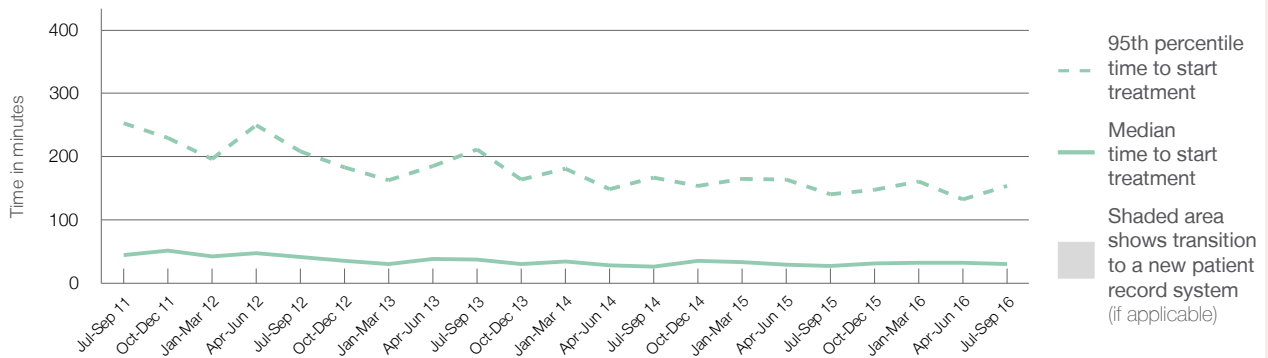
95th percentile time to start treatment<sup>5</sup> 154 minutes

Same period last year	NSW (this period)
472	
409	
27 minutes	24 minutes
141 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)	45	42	37	26	27	30
95th percentile time to start treatment <sup>5</sup> (minutes)	253	208	211	167	141	154

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## Wollongong Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 15,658 patients

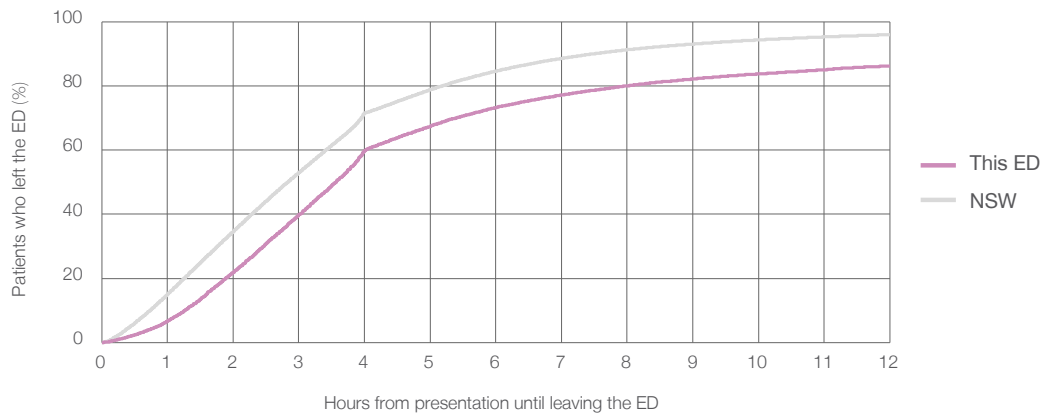
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Median time spent in the ED<sup>8</sup> 3 hours and 34 minutes

95th percentile time spent in the ED<sup>9</sup> 22 hours and 27 minutes

Same period last year	NSW (this period)
15,469	15,469
3 hours and 31 minutes	2 hours and 50 minutes
22 hours and 18 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)	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 11m	21h 14m	15h 40m	17h 0m	22h 18m	22h 27m

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## Wollongong Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

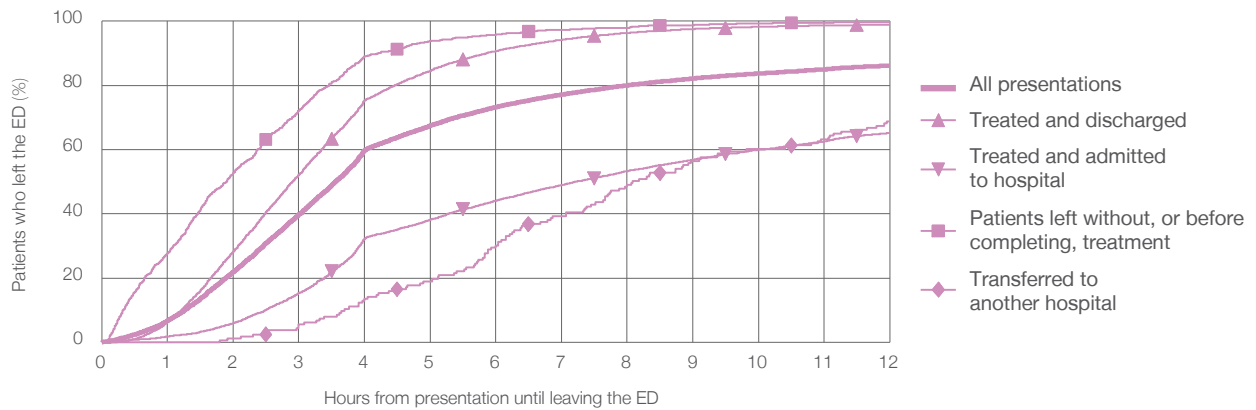
All presentations:<sup>1</sup> 15,658 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Treated and discharged	8,435 (53.9%)
Treated and admitted to hospital	5,809 (37.1%)
Patient left without, or before completing, treatment	1,141 (7.3%)
Transferred to another hospital	164 (1.0%)
Other	109 (0.7%)

Same period last year	Change since one year ago
15,469	1.2%
8,136	3.7%
5,998	-3.2%
1,096	4.1%
122	34.4%
117	-6.8%

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	6.4%	28.3%	52.2%	75.3%	90.7%	96.3%	98.2%	98.9%
Treated and admitted to hospital	1.8%	5.9%	15.3%	32.4%	44.0%	53.3%	59.9%	65.2%
Patient left without, or before completing, treatment	27.8%	52.8%	72.1%	89.0%	95.9%	98.0%	99.2%	99.7%
Transferred to another hospital	0%	1.2%	5.5%	13.5%	30.1%	49.1%	60.1%	68.7%
All presentations	6.7%	22.0%	39.8%	59.9%	73.2%	80.0%	83.7%	86.2%

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## Wollongong Hospital: 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> 15,658 patients

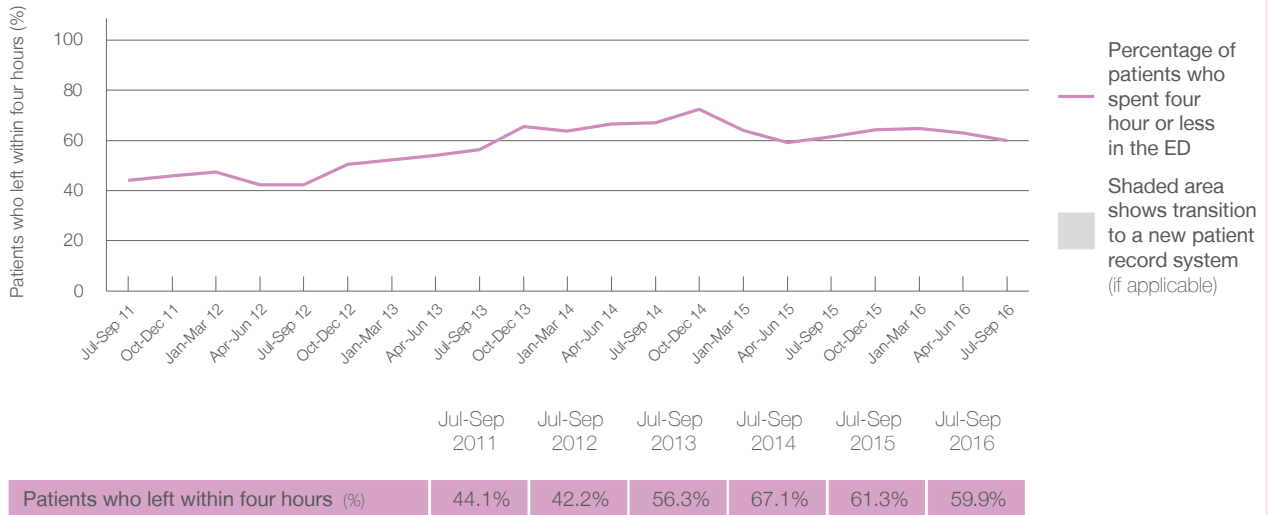
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,654 patients

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	15,469	1.2%
Presentations used to calculate time to leaving the ED	15,469	1.2%
Percentage of patients who spent four hours or less in the ED	61.3%	

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).