

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wyong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 16,457 patients

Emergency presentations:<sup>2</sup> 16,309 patients

Same period last year	Change since one year ago
16,199	1.6%
15,986	2.0%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,520 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,823 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,653 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,218 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
1,748	
7 minutes	8 minutes
27 minutes	26 minutes
4,679	
21 minutes	20 minutes
67 minutes	69 minutes
8,340	
27 minutes	26 minutes
87 minutes	101 minutes
1,151	
20 minutes	23 minutes
71 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,457 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
16,199	1.6%
73.8%	

\* 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 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.

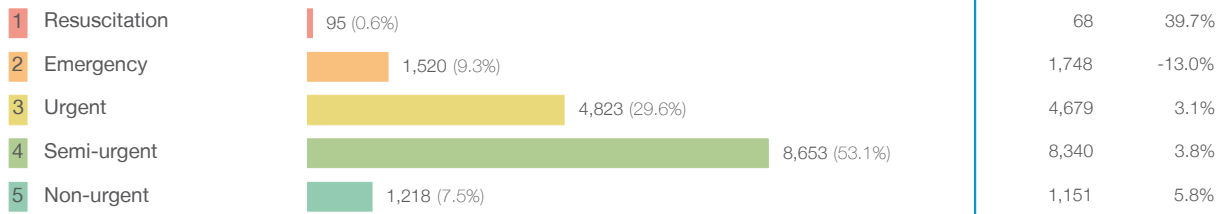
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Wyong Hospital: Patients presenting to the emergency department January to March 2017

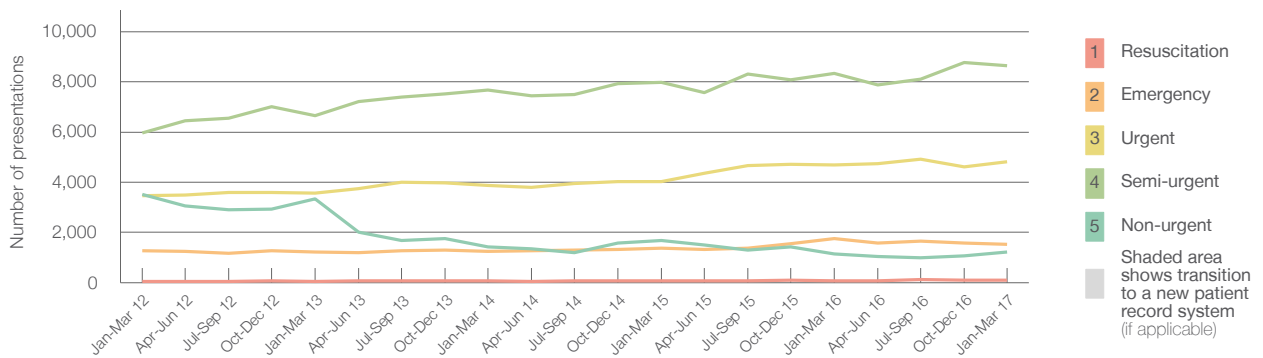
All presentations:<sup>1</sup> 16,457 patients

Emergency presentations<sup>2</sup> by triage category: 16,309 patients



Same period last year	Change since one year ago
16,199	1.6%
15,986	2.0%
68	39.7%
1,748	-13.0%
4,679	3.1%
8,340	3.8%
1,151	5.8%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †

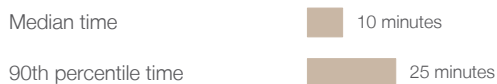


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	55	41	71	81	68	95
Emergency	1,280	1,230	1,247	1,374	1,748	1,520
Urgent	3,457	3,569	3,865	4,023	4,679	4,823
Semi-urgent	5,967	6,661	7,682	7,970	8,340	8,653
Non-urgent	3,511	3,343	1,426	1,679	1,151	1,218
All emergency presentations	14,270	14,844	14,291	15,127	15,986	16,309

## Wyong Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,912 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,766	
10 minutes	0 minutes
23 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.

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## Wyong Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,520

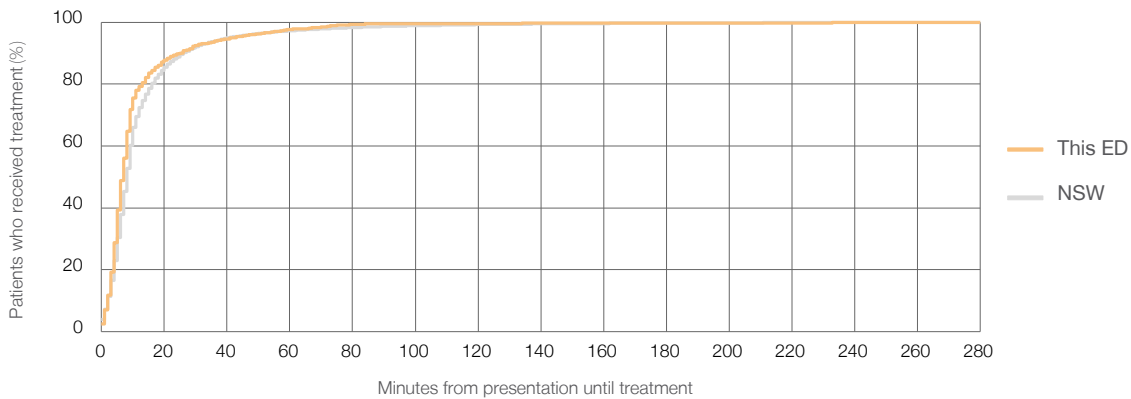
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,510

Median time to start treatment<sup>4</sup> 7 minutes

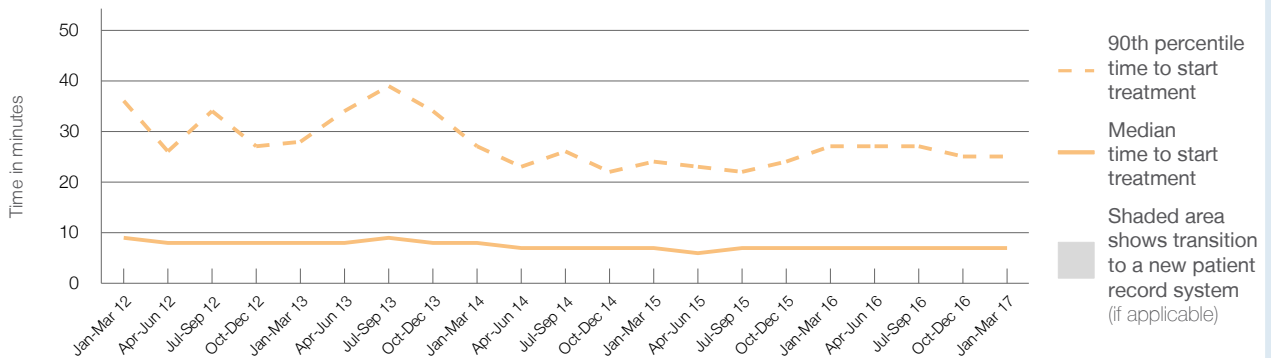
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
1,748	1,733
7 minutes	8 minutes
27 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	36	28	27	24	27	25

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## Wyong Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 4,823

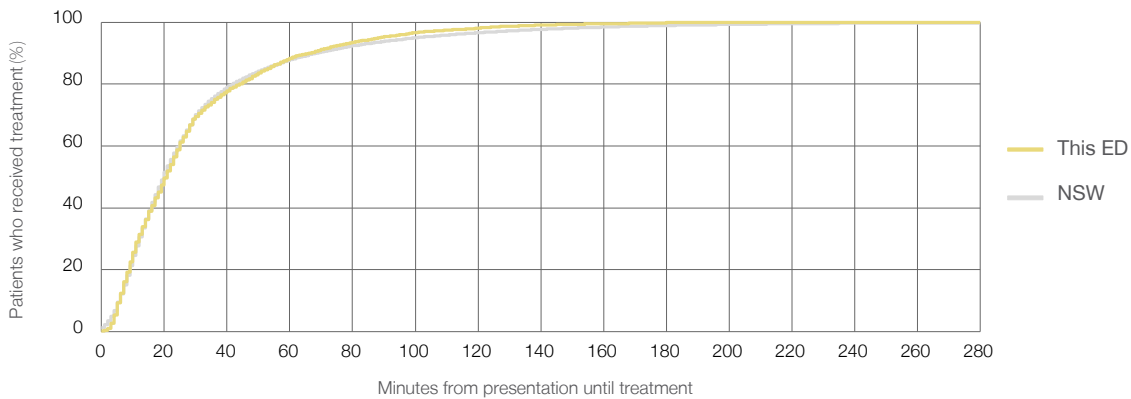
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,778

Median time to start treatment<sup>4</sup> 21 minutes

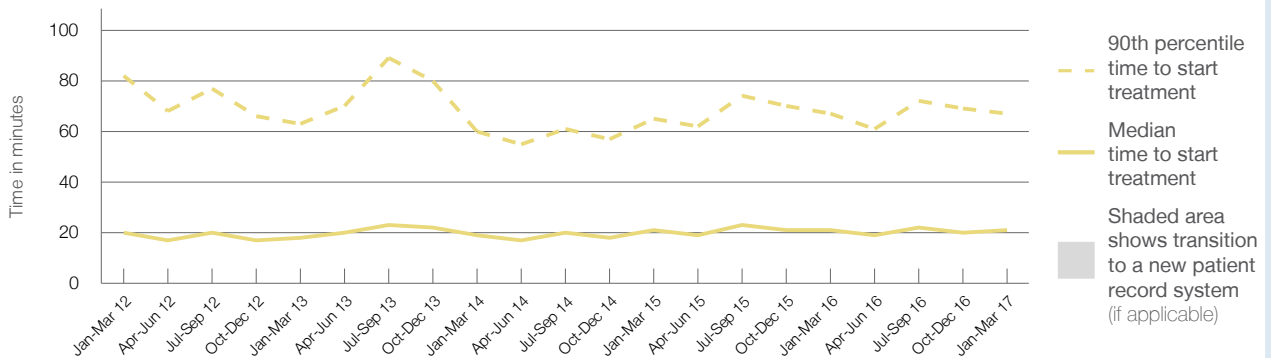
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
4,679	4,634
21 minutes	20 minutes
67 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	18	19	21	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	82	63	60	65	67	67

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## Wyong Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 8,653

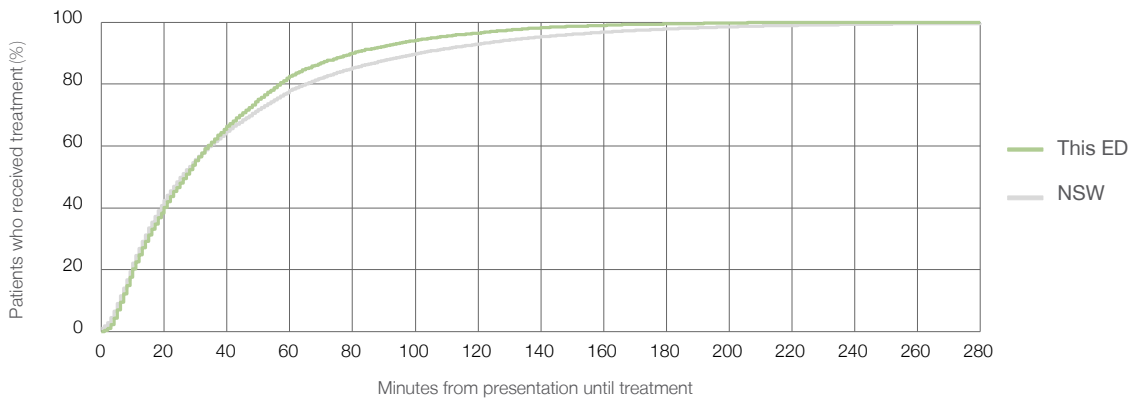
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,417

Median time to start treatment<sup>4</sup>  27 minutes

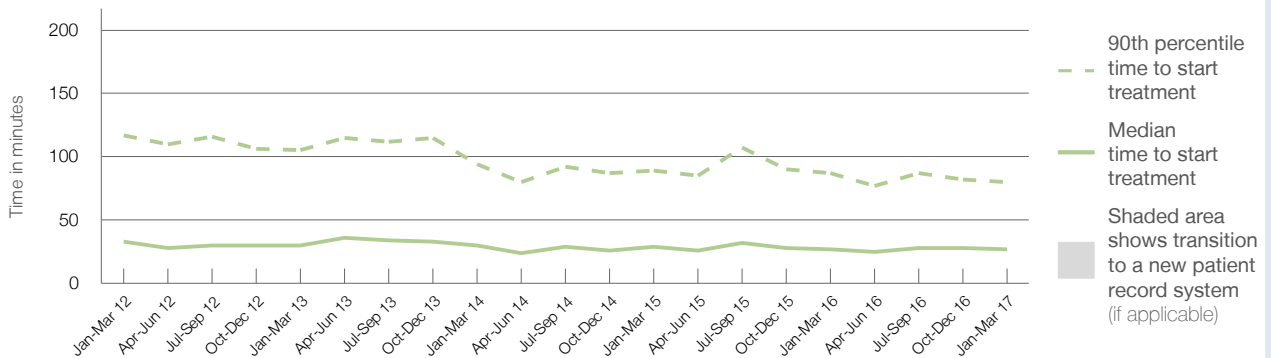
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
8,340	8,085
27 minutes	26 minutes
87 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	33	30	30	29	27	27
90th percentile time to start treatment <sup>5</sup> (minutes)	117	105	94	89	87	80

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## Wyong Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,218

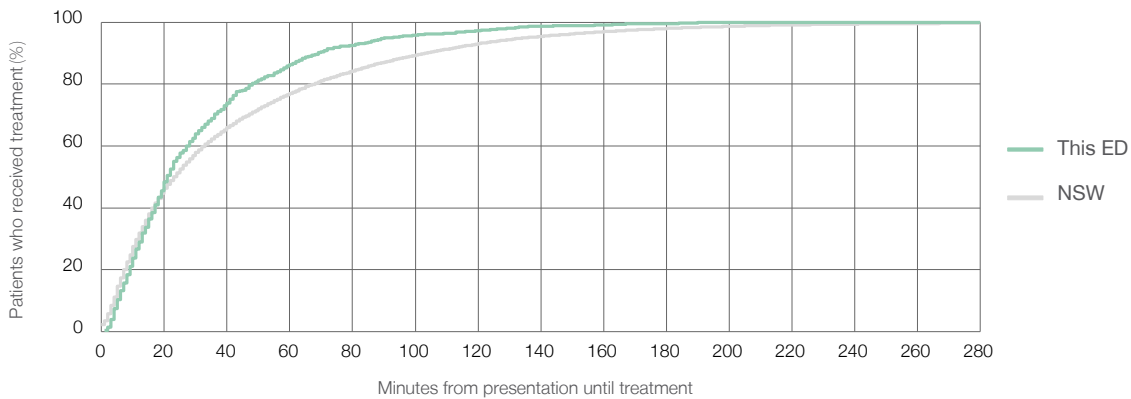
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,166

Median time to start treatment<sup>4</sup> 21 minutes

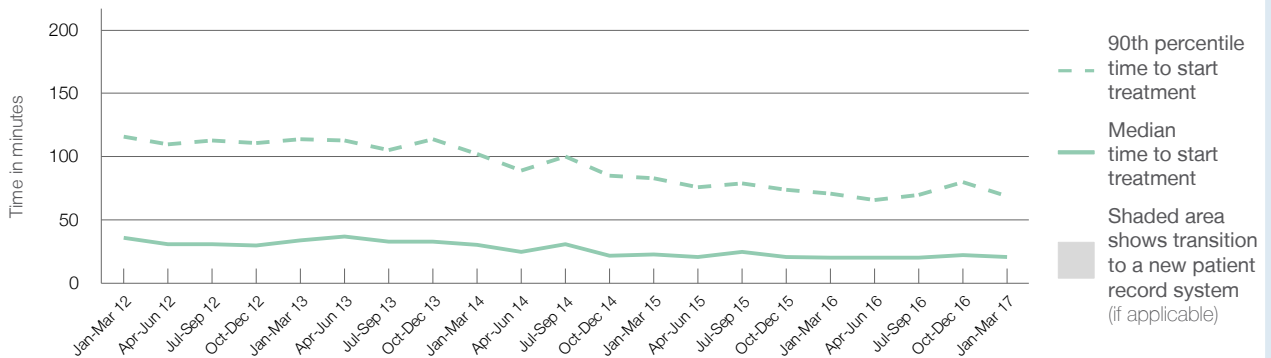
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
1,151	1,113
20 minutes	23 minutes
71 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	36	34	31	23	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	116	114	102	83	71	69

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## Wyong Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 16,457 patients

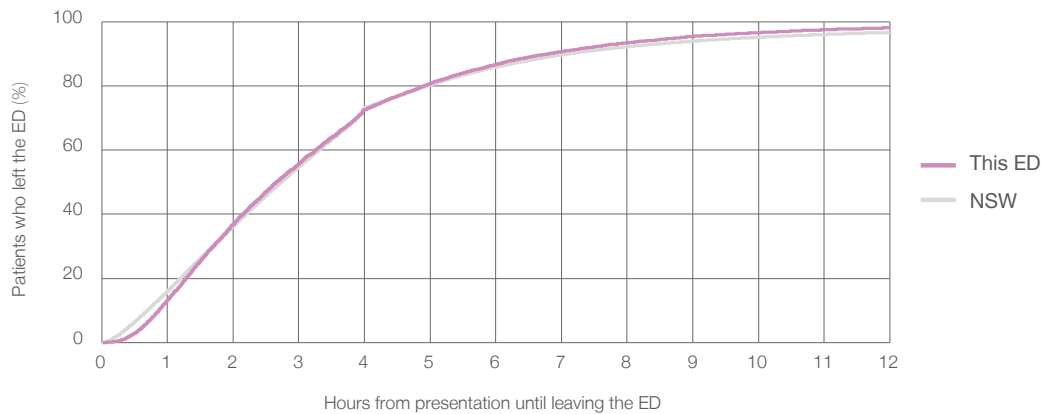
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,457 patients

Median time spent in the ED<sup>8</sup> 2 hours and 40 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 48 minutes

Same period last year	NSW (this period)
16,199	16,199
2 hours and 37 minutes	2 hours and 44 minutes
6 hours and 24 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 12m	8h 35m	7h 35m	6h 53m	6h 24m	6h 48m

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## Wyong Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

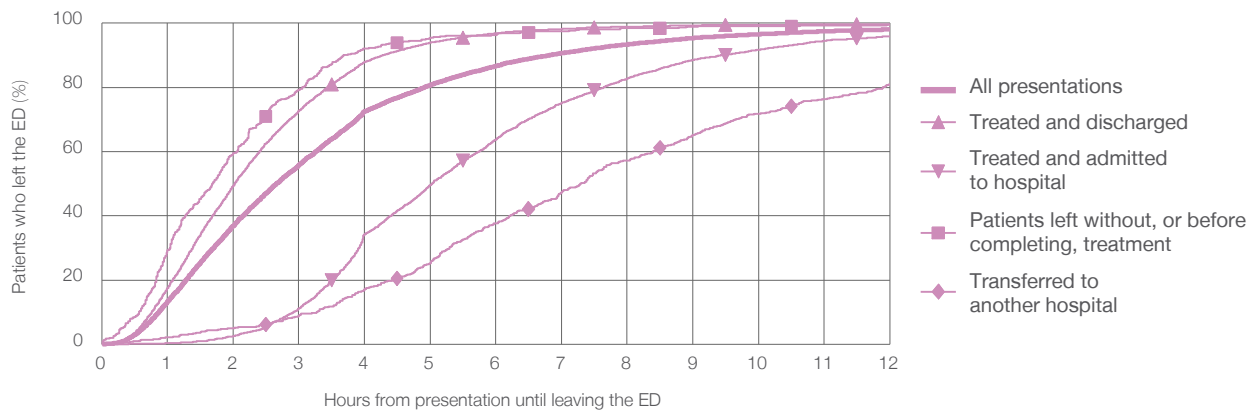
All presentations:<sup>1</sup> 16,457 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,457 patients

Treated and discharged	11,442 (69.5%)
Treated and admitted to hospital	3,883 (23.6%)
Patient left without, or before completing, treatment	445 (2.7%)
Transferred to another hospital	662 (4.0%)
Other	25 (0.2%)

Same period last year	Change since one year ago
16,199	1.6%
11,322	1.1%
3,605	7.7%
430	3.5%
791	-16.3%
51	-51.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	17.6%	49.5%	72.7%	87.9%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.3%	2.5%	11.2%	34.2%	63.9%	82.8%	91.8%	95.9%
Patient left without, or before completing, treatment	29.2%	59.6%	79.1%	92.1%	96.4%	98.4%	99.1%	99.6%
Transferred to another hospital	2.3%	5.0%	8.9%	17.1%	37.8%	57.3%	71.8%	81.0%
All presentations	13.3%	37.0%	55.8%	72.5%	86.7%	93.4%	96.6%	98.1%

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## Wyong Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 16,457 patients

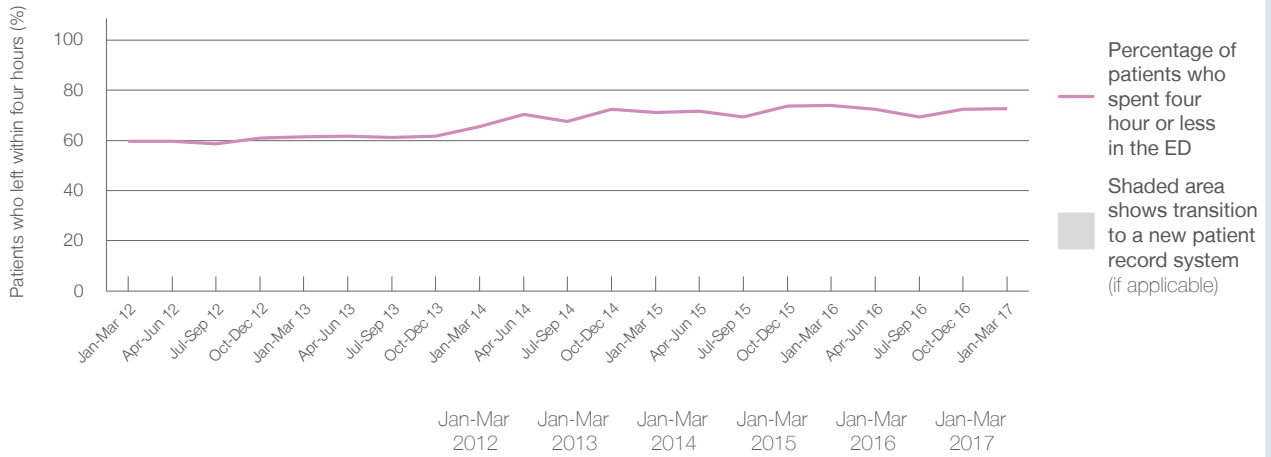
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,457 patients

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: <sup>1</sup>	16,199	1.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	16,199	1.6%
Percentage of patients who spent four hours or less in the ED	73.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	59.5%	61.5%	65.4%	71.0%	73.8%	72.5%
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\* 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).