

Nepean Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,979 patients

Emergency presentations:² 17,650 patients

Same period last year	Change since one year ago
17,136	4.9%
17,042	3.6%

Nepean Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,130 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,195 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,698 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,506 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
2,544	
9 minutes	8 minutes
34 minutes	23 minutes
4,988	
26 minutes	20 minutes
112 minutes	65 minutes
7,704	
26 minutes	26 minutes
110 minutes	99 minutes
1,717	
26 minutes	23 minutes
115 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

Same period last year	Change since one year ago
17,132	4.9%
61.8%	

* 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.

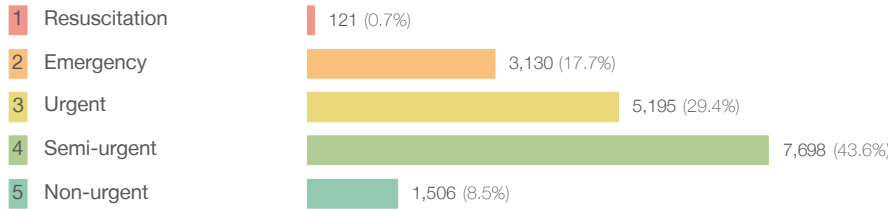
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Nepean Hospital: Patients presenting to the emergency department October to December 2017

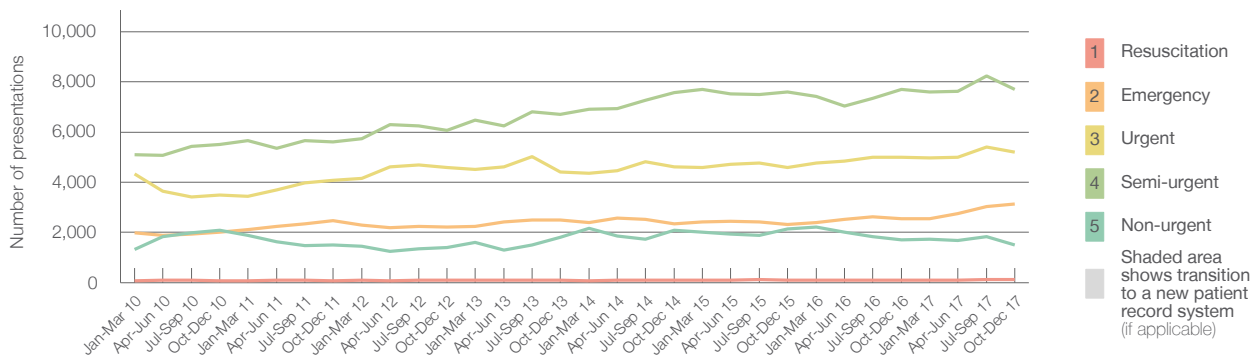
All presentations:¹ 17,979 patients

Emergency presentations² by triage category: 17,650 patients



	Same period last year	Change since one year ago
All presentations	17,136	4.9%
Emergency presentations	17,042	3.6%
1 Resuscitation	89	36.0%
2 Emergency	2,544	23.0%
3 Urgent	4,988	4.1%
4 Semi-urgent	7,704	-0.1%
5 Non-urgent	1,717	-12.3%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	84	77	102	88	95	89	89	121
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,130
Urgent	3,498	4,067	4,593	4,397	4,611	4,578	4,988	5,195
Semi-urgent	5,496	5,606	6,066	6,702	7,579	7,586	7,704	7,698
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,650

Nepean Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,982 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,839	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	23 minutes	9 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.

Nepean Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 3,130

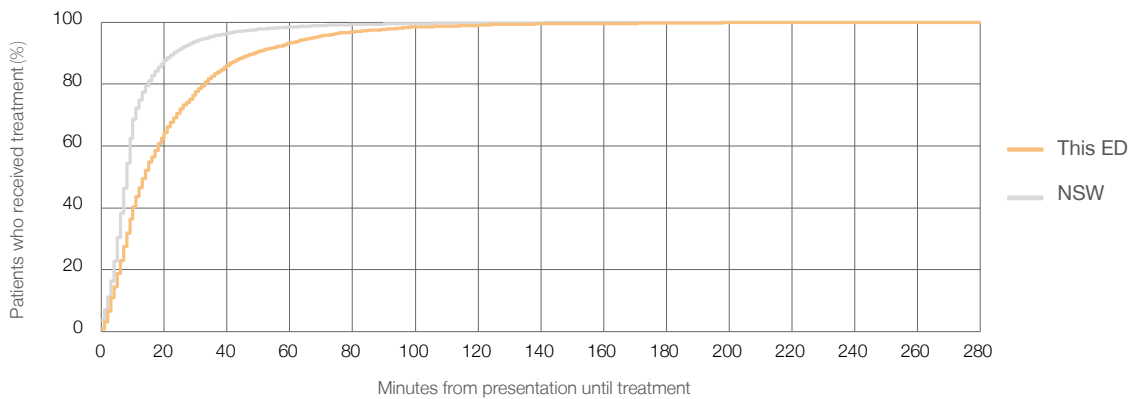
Number of triage 2 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 14 minutes

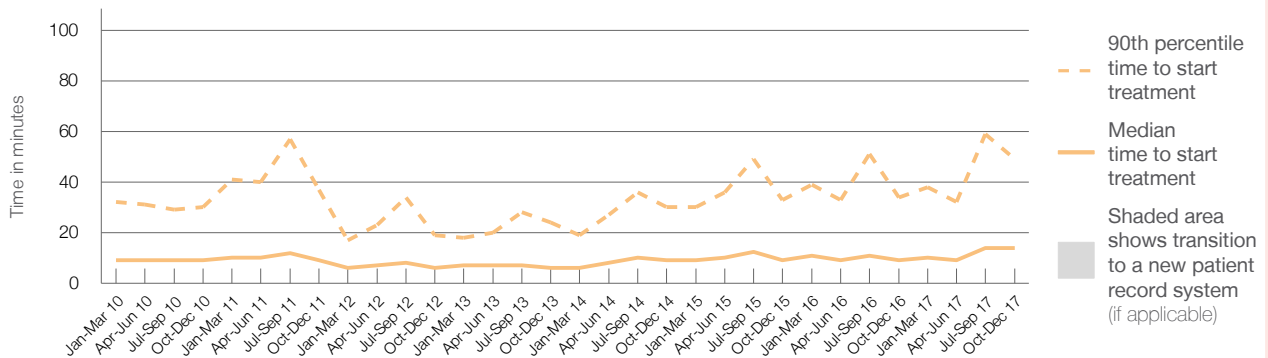
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,544	2,530
9 minutes	8 minutes
34 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	6	6	9	9	9	14
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49

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Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 5,195

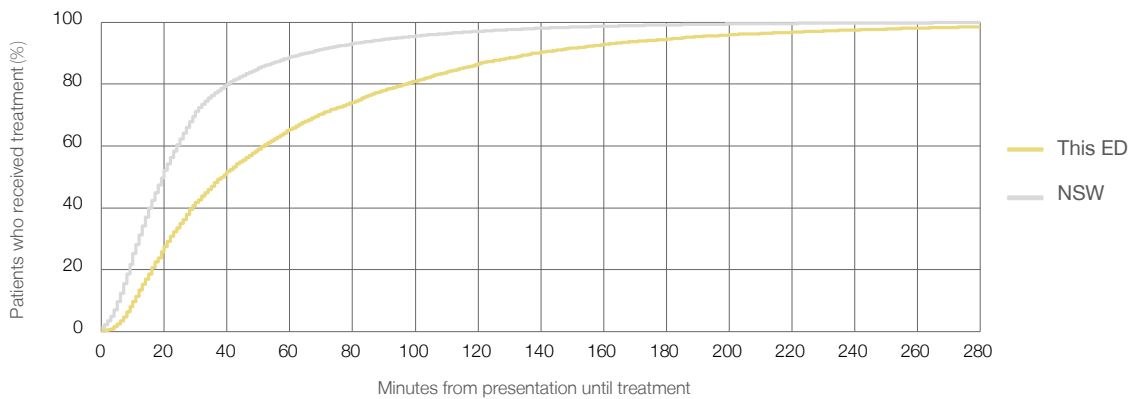
Number of triage 3 patients used to calculate waiting time:³ 4,809

Median time to start treatment⁴ 39 minutes

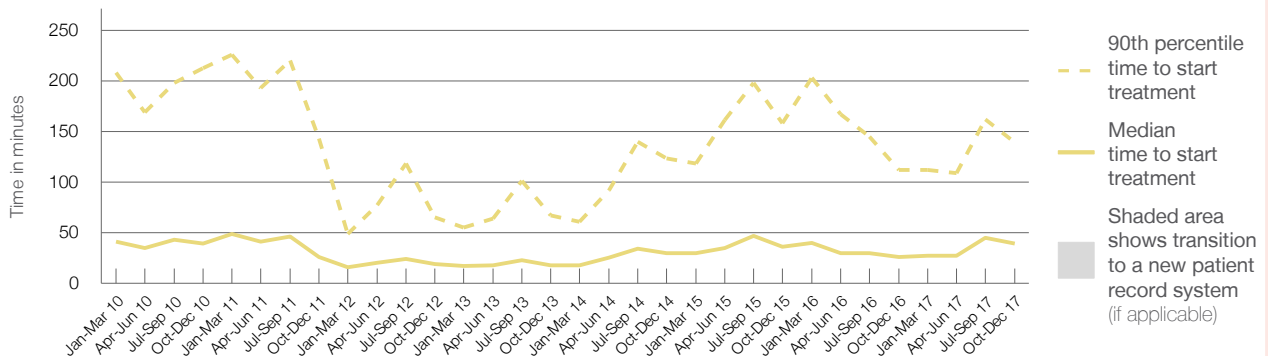
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
4,988	4,797
26 minutes	20 minutes
112 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	26	19	18	30	36	26	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139

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Nepean Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 7,698

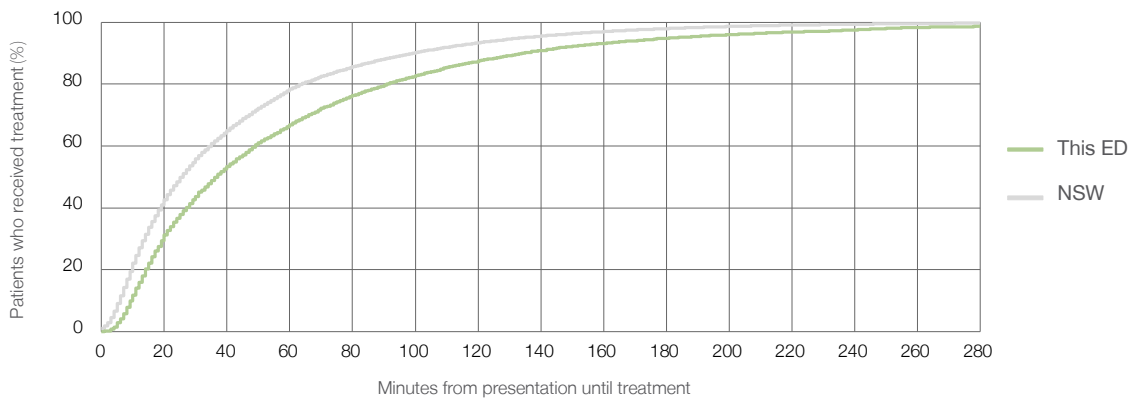
Number of triage 4 patients used to calculate waiting time:³ 6,966

Median time to start treatment⁴ 37 minutes

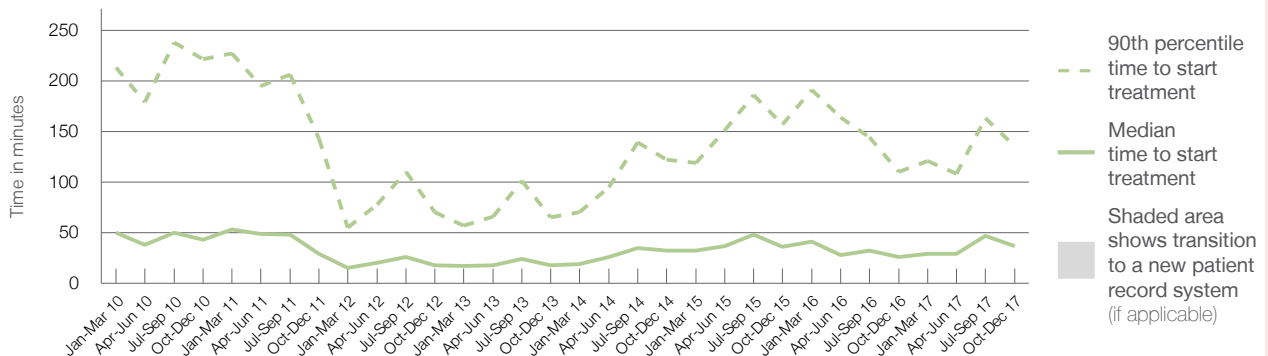
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
7,704	7,214
26 minutes	26 minutes
110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	43	29	18	18	32	36	26	37
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135

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Nepean Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,506

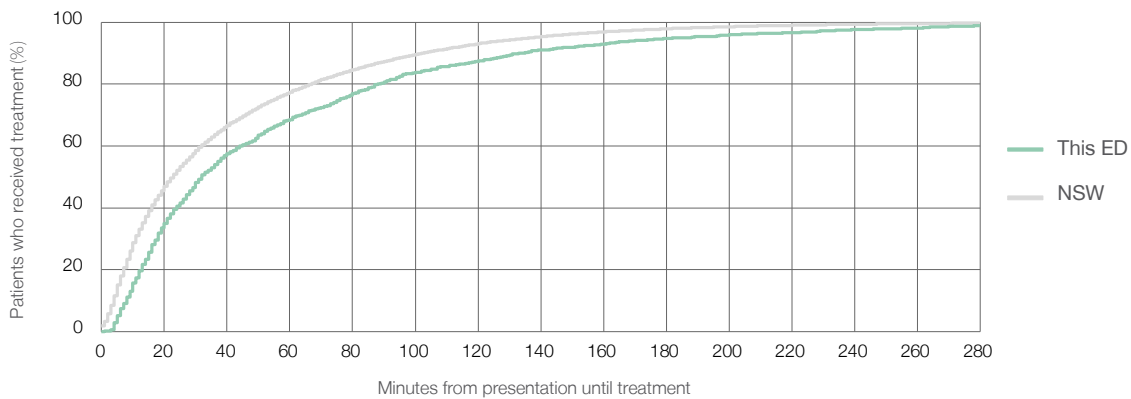
Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴ 32 minutes

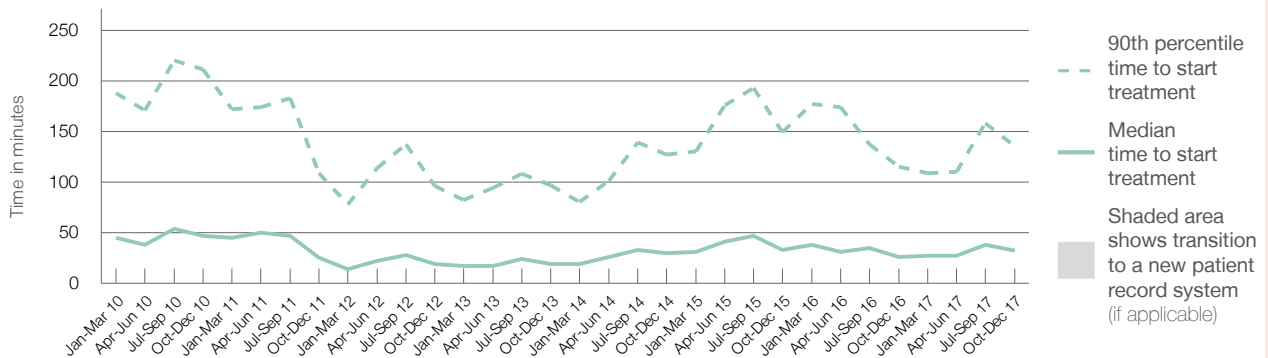
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,717	1,457
26 minutes	23 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	47	25	19	19	30	33	26	32
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135

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Nepean Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,979 patients

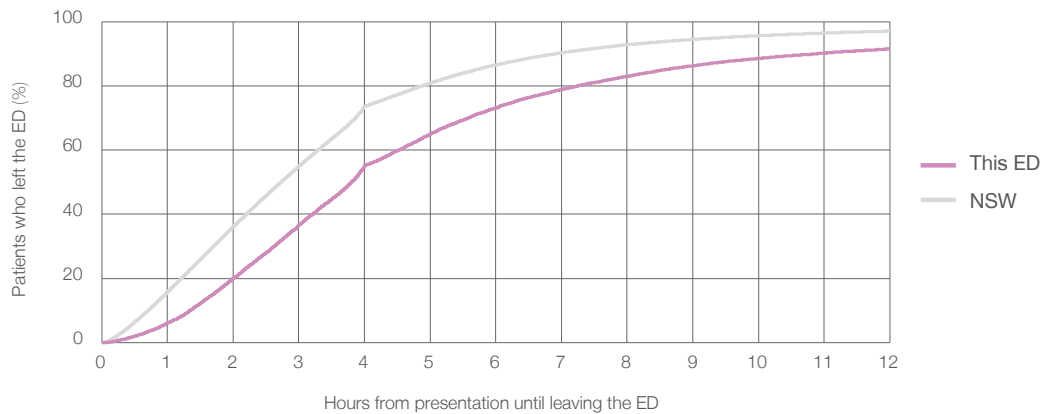
Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

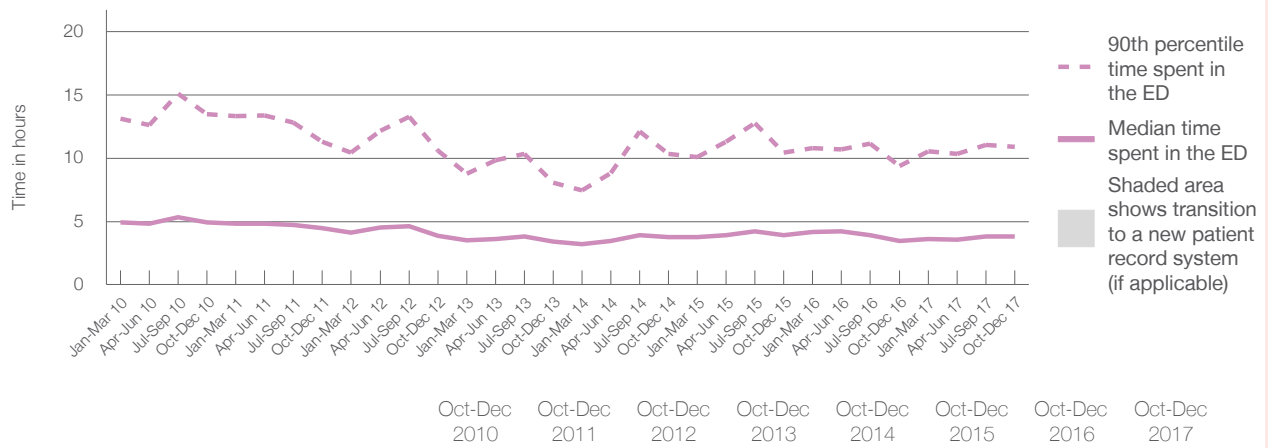
90th percentile time spent in the ED⁹ 10 hours and 53 minutes

Same period last year	NSW (this period)
17,136	17,132
3 hours and 29 minutes	2 hours and 44 minutes
9 hours and 24 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

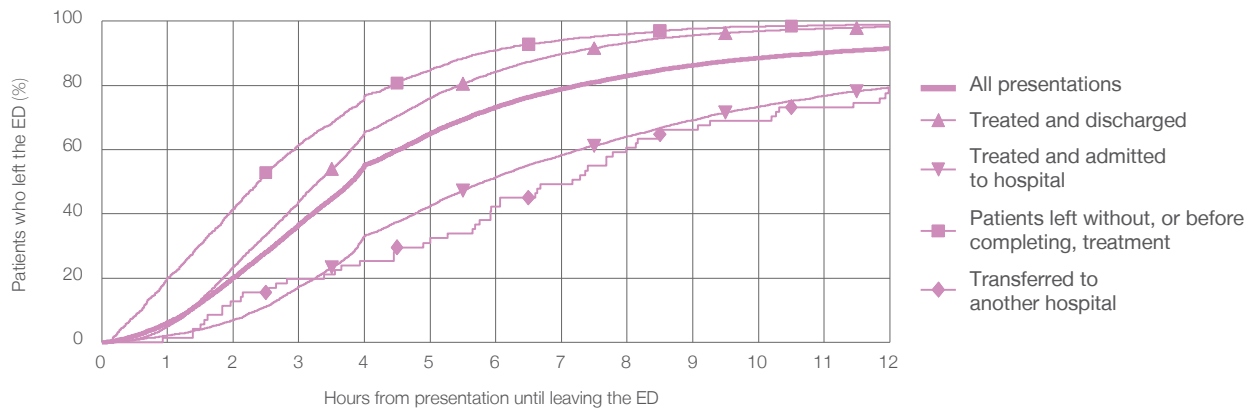
All presentations:¹ 17,979 patients

Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Treated and discharged	9,303 (51.7%)
Treated and admitted to hospital	6,436 (35.8%)
Patient left without, or before completing, treatment	1,854 (10.3%)
Transferred to another hospital	71 (0.4%)
Other	315 (1.8%)

Same period last year	Change since one year ago
17,132	4.9%
8,344	11.5%
7,277	-11.6%
1,372	35.1%
69	2.9%
74	325.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	4.9%	23.5%	43.8%	65.5%	84.3%	93.3%	96.9%	98.3%
Treated and admitted to hospital	2.1%	7.0%	17.3%	33.2%	51.4%	64.1%	73.3%	79.4%
Patient left without, or before completing, treatment	20.0%	41.5%	61.4%	76.8%	90.9%	96.0%	98.4%	98.9%
Transferred to another hospital	1.4%	12.7%	19.7%	25.4%	42.3%	60.6%	69.0%	78.9%
All presentations	6.2%	20.1%	36.6%	55.2%	73.2%	83.0%	88.5%	91.5%

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Nepean Hospital: Time spent in the ED

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

October to December 2017

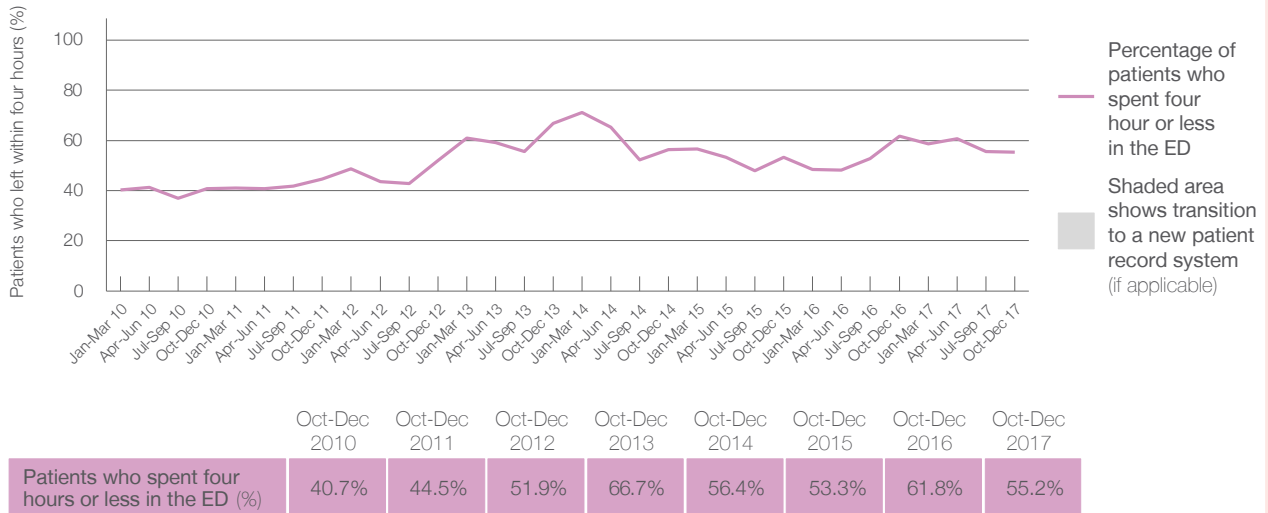
All presentations at the emergency department: ¹ 17,979 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

Same period last year	Change since one year ago
17,136	4.9%
17,132	4.9%
61.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).