

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 4,123 patients
Emergency presentations:² 4,076 patients

	Same period last year	Change since one year ago
All presentations	4,141	0%
Emergency presentations	4,081	0%



Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 668 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,161 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,909 patients

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 322 patients

Median time to start treatment⁴  33 minutes
90th percentile time to start treatment⁵  131 minutes

	Same period last year	NSW (this period)
All patients	649	
Triage 2	8 minutes	8 minutes
Triage 2 (90th percentile)	25 minutes	24 minutes
Triage 3	907	
Triage 3 (Median)	16 minutes	19 minutes
Triage 3 (90th percentile)	64 minutes	63 minutes
Triage 4	2,075	
Triage 4 (Median)	28 minutes	24 minutes
Triage 4 (90th percentile)	121 minutes	95 minutes
Triage 5	428	
Triage 5 (Median)	26 minutes	21 minutes
Triage 5 (90th percentile)	130 minutes	96 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,122 patients

Percentage of patients who spent four hours or less in the ED  77%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,137	0%
Percentage of patients who spent four hours or less in the ED	82%	

* 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, January to March 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 18 July 2018).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department April to June 2018

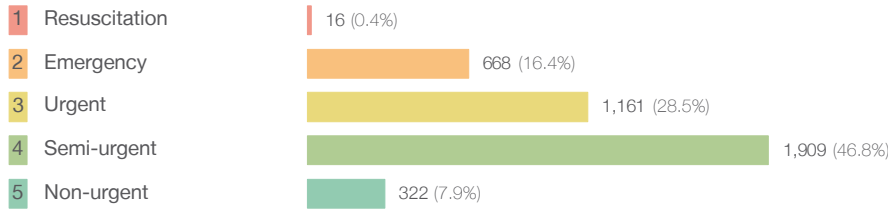
All presentations:¹ 4,123 patients

Same period last year
Change since one year ago

4,141 0%

Emergency presentations² by triage category: 4,076 patients

4,081 0%



22 -27.3%

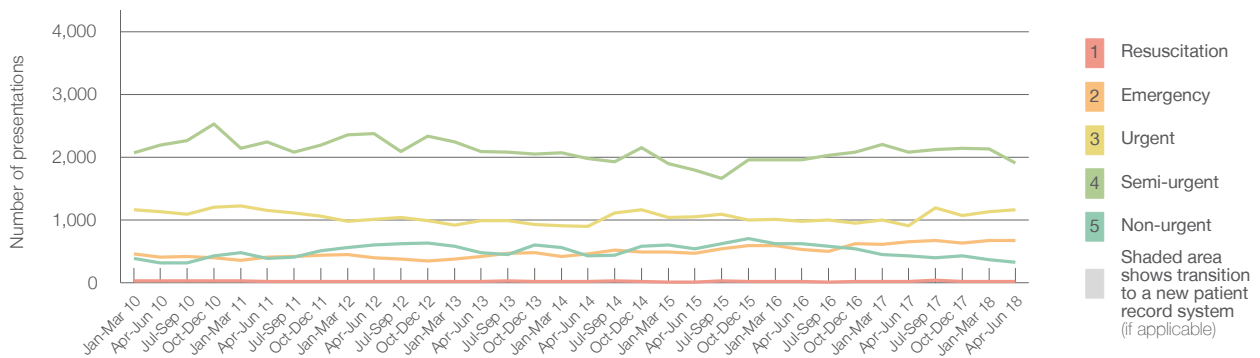
649 2.9%

907 28.0%

2,075 -8.0%

428 -24.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	26	24	15	23	24	13	18	22	16
Emergency	407	411	394	421	462	471	526	649	668
Urgent	1,136	1,149	1,007	987	899	1,053	973	907	1,161
Semi-urgent	2,196	2,240	2,377	2,091	1,974	1,796	1,956	2,075	1,909
Non-urgent	314	385	596	475	429	543	617	428	322
All emergency presentations	4,079	4,209	4,389	3,997	3,788	3,876	4,090	4,081	4,076

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 818 patients

Same period last year
Change since one year ago

755

ED Transfer of care time

Median time 14 minutes

12 minutes 2 minutes

90th percentile time 26 minutes

23 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 668

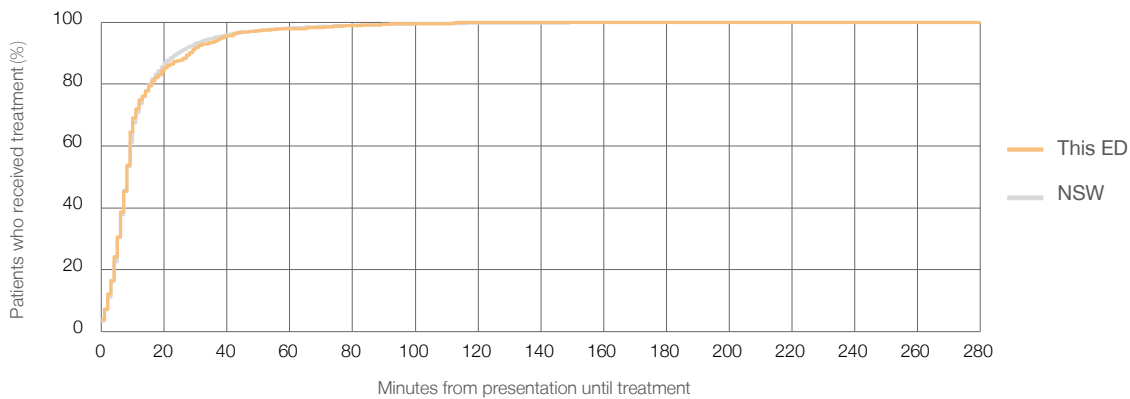
Number of triage 2 patients used to calculate waiting time:³ 668

Median time to start treatment⁴ 8 minutes

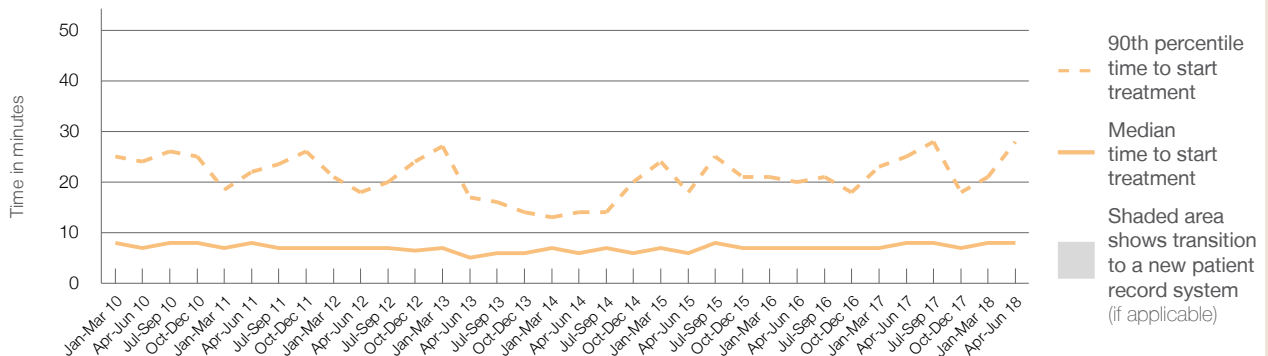
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
649	618
8 minutes	8 minutes
25 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	8	7	5	6	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	24	22	18	17	14	18	20	25	28

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,161

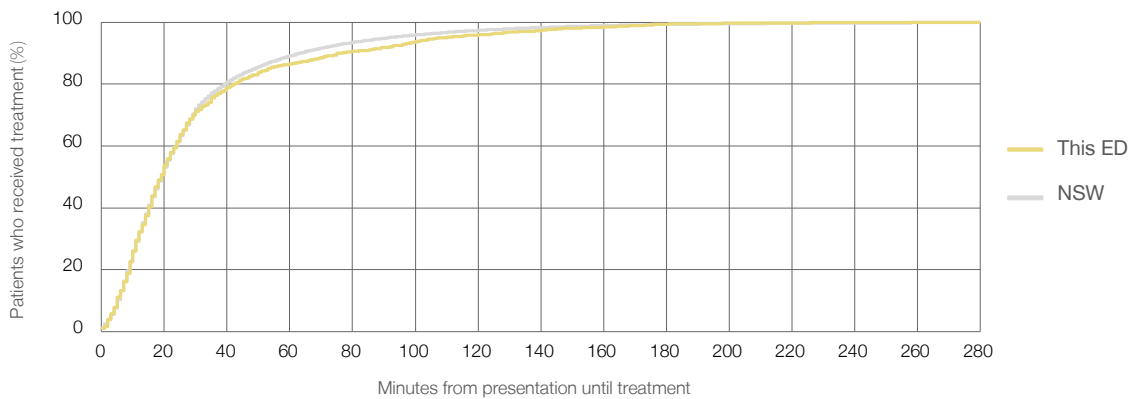
Number of triage 3 patients used to calculate waiting time:³ 1,143

Median time to start treatment⁴ 19 minutes

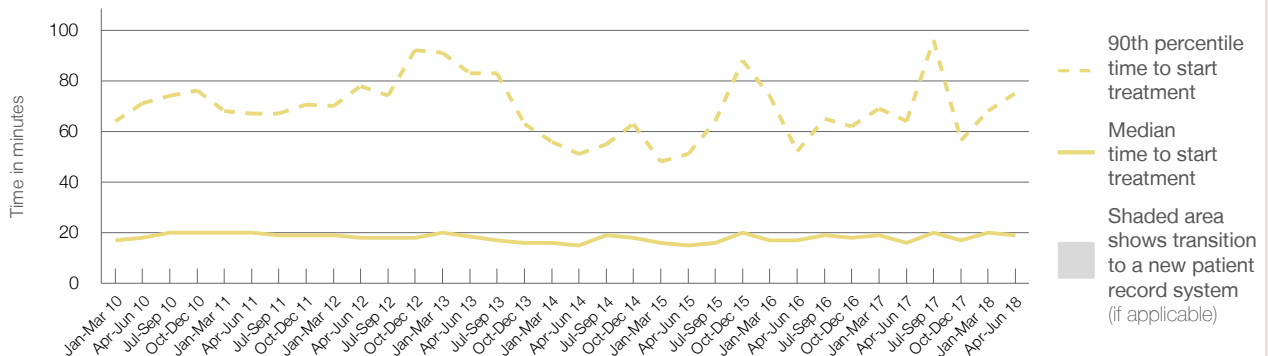
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
907	
859	
16 minutes	19 minutes
64 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	18	20	18	19	15	15	17	16	19
90th percentile time to start treatment ⁵ (minutes)	71	67	78	83	51	51	52	64	75

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,909

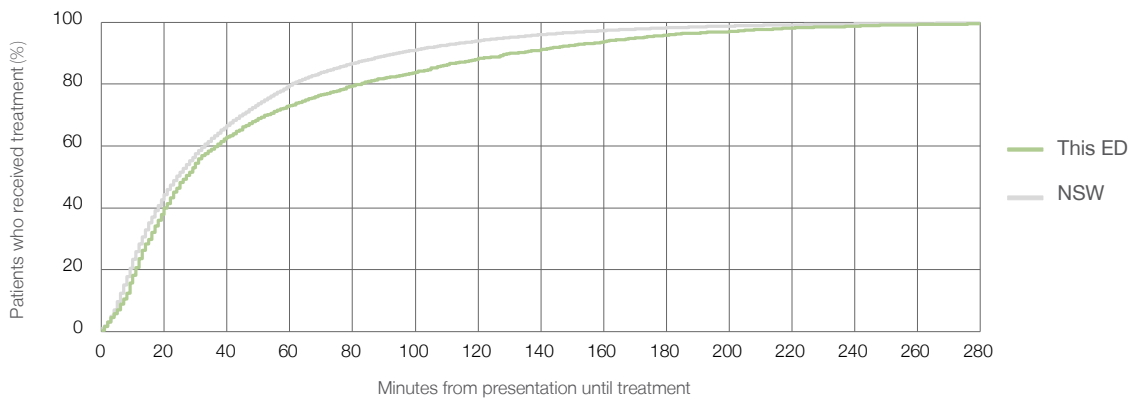
Number of triage 4 patients used to calculate waiting time:³ 1,811

Median time to start treatment⁴ 27 minutes

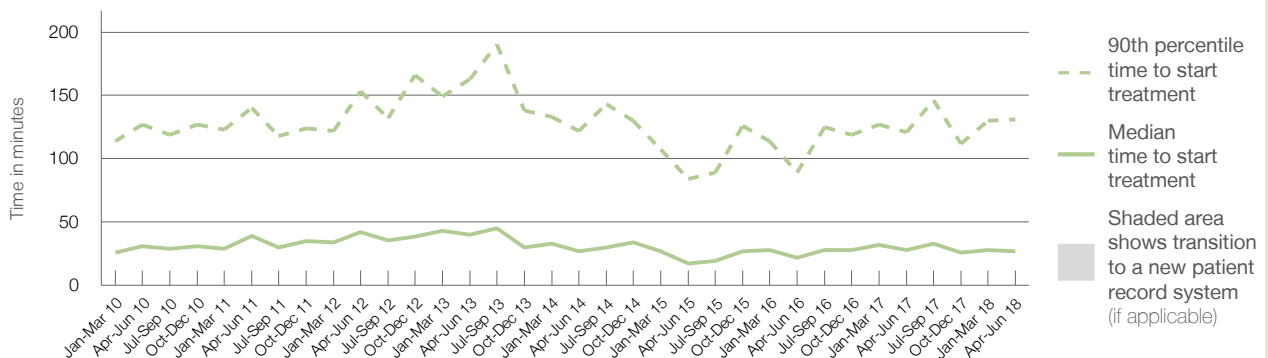
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
2,075	1,943
28 minutes	24 minutes
121 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	31	39	42	40	27	17	22	28	27
90th percentile time to start treatment ⁵ (minutes)	127	140	153	163	122	84	89	121	131

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 322

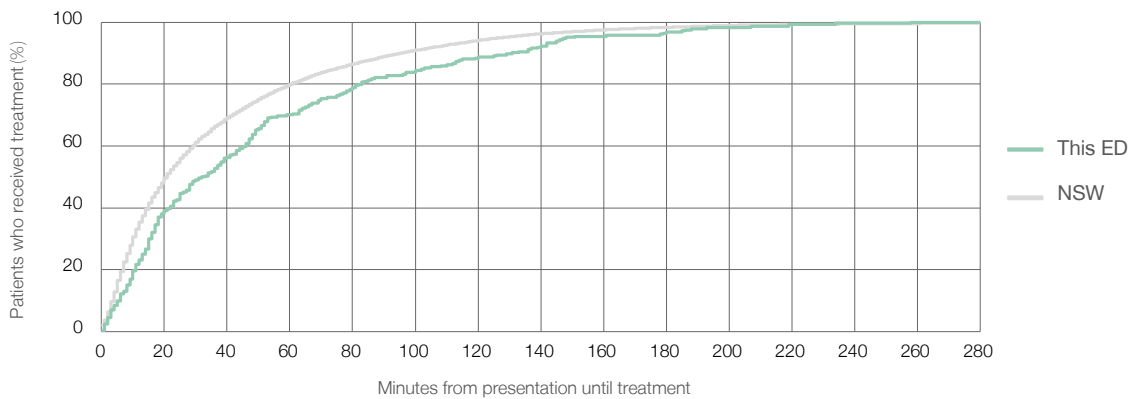
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 33 minutes

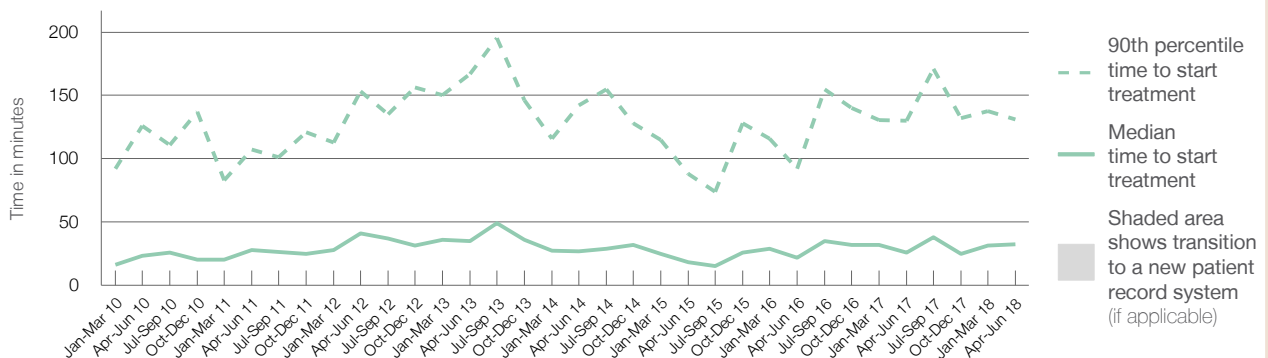
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
428	
359	
26 minutes	21 minutes
130 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	24	28	41	35	27	18	22	26	33
90th percentile time to start treatment ⁵ (minutes)	126	107	153	167	142	88	92	130	131

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,123 patients

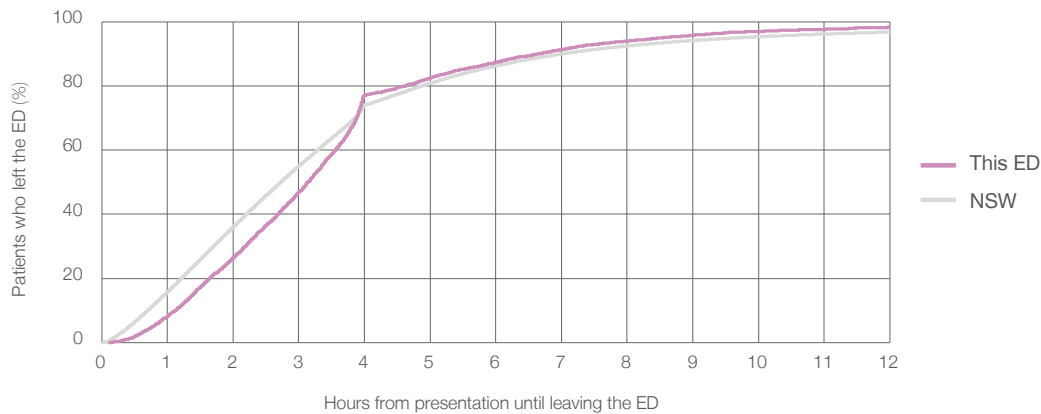
Presentations used to calculate time to leaving the ED:⁶ 4,122 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

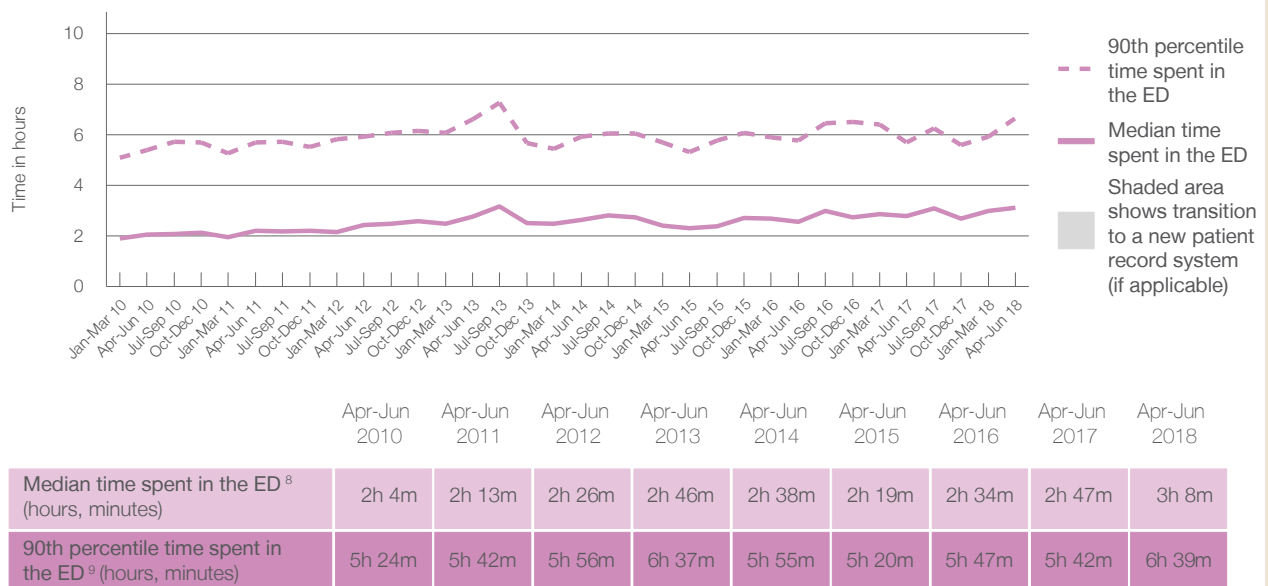
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
4,141	
4,137	
2 hours and 47 minutes	2 hours and 44 minutes
5 hours and 42 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

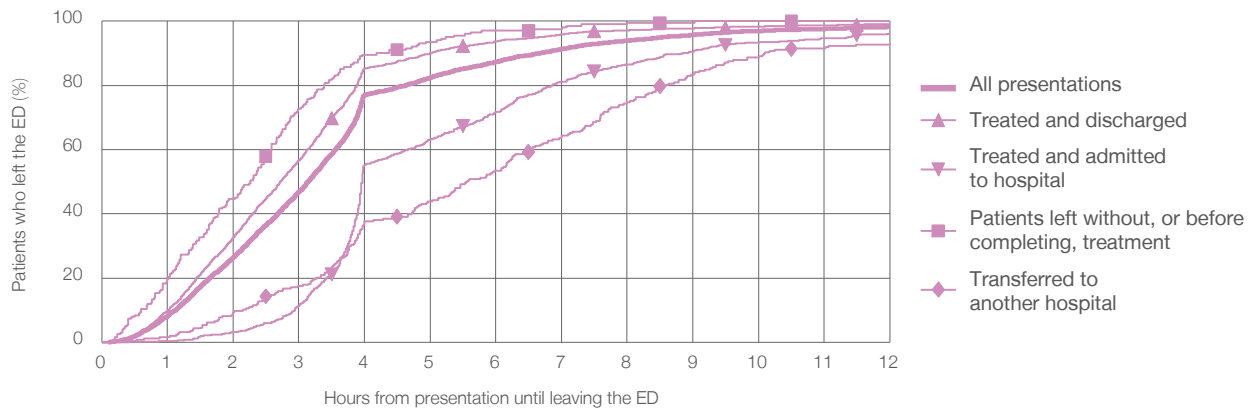
All presentations:¹ 4,123 patients

Presentations used to calculate time to leaving the ED:⁶ 4,122 patients

Treated and discharged	2,907 (70.5%)
Treated and admitted to hospital	745 (18.1%)
Patient left without, or before completing, treatment	202 (4.9%)
Transferred to another hospital	259 (6.3%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,137	0%
2,978	-2.4%
676	10.2%
188	7.4%
196	32.1%
103	-90.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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	9.8%	32.6%	56.6%	85.2%	93.7%	97.1%	98.4%	99.1%
Treated and admitted to hospital	0.4%	3.1%	11.3%	55.2%	71.7%	86.4%	93.3%	96.1%
Patient left without, or before completing, treatment	19.8%	44.6%	72.8%	89.6%	97.0%	99.5%	100%	100%
Transferred to another hospital	1.6%	9.3%	17.4%	37.6%	53.5%	74.8%	88.8%	93.0%
All presentations	8.2%	26.5%	46.8%	77.0%	87.3%	93.9%	96.9%	98.3%

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 4,123 patients

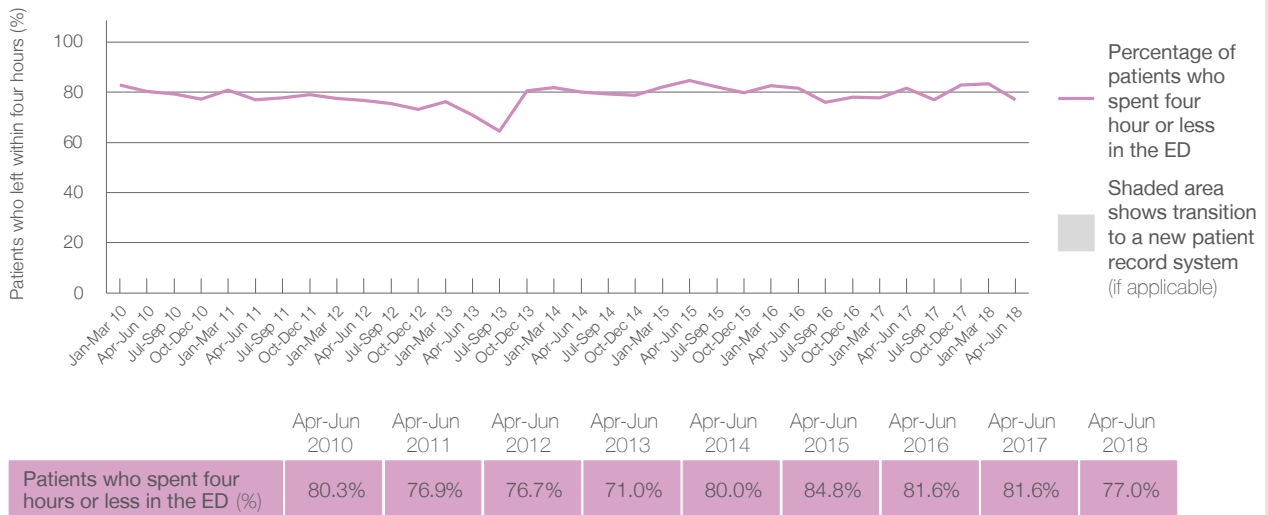
Presentations used to calculate time to leaving the ED: ⁶ 4,122 patients

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	4,141	0%
Presentations used to calculate time to leaving the ED	4,137	0%
Percentage of patients who spent four hours or less in the ED	81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 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: Emergency department measures, January to March 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 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).