

Sutherland Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 13,279 patients

Emergency presentations:² 13,202 patients

Same period last year	Change since one year ago
12,699	5%
12,577	5%

Sutherland Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,919 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,242 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,236 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 720 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,903	
13 minutes	8 minutes
30 minutes	24 minutes
5,520	
29 minutes	19 minutes
67 minutes	63 minutes
4,320	
32 minutes	24 minutes
83 minutes	95 minutes
781	
29 minutes	21 minutes
84 minutes	96 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 13,278 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
12,699	5%
69%	

* 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).

Sutherland Hospital: Patients presenting to the emergency department

April to June 2018

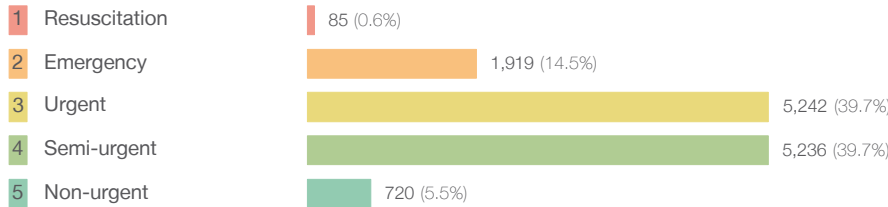
All presentations:¹ 13,279 patients

Same period last year
Change since one year ago

12,699 5%

Emergency presentations² by triage category: 13,202 patients

12,577 5%



53 60.4%

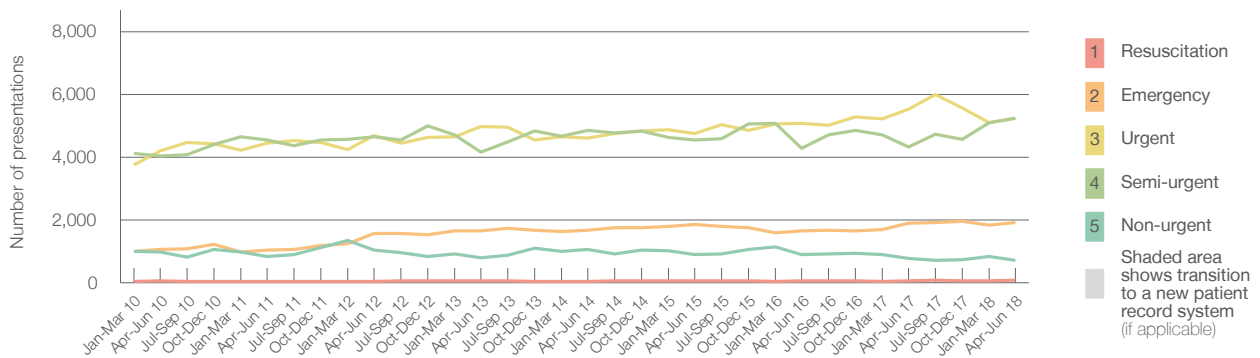
1,903 0.8%

5,520 -5.0%

4,320 21.2%

781 -7.8%

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	52	39	43	51	43	62	64	53	85
Emergency	1,063	1,032	1,568	1,644	1,661	1,858	1,648	1,903	1,919
Urgent	4,195	4,453	4,693	4,976	4,599	4,753	5,074	5,520	5,242
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543	4,280	4,320	5,236
Non-urgent	968	835	1,040	802	1,056	891	894	781	720
All emergency presentations	10,320	10,904	11,988	11,639	12,222	12,107	11,960	12,577	13,202

Sutherland Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,500 patients

Same period last year
Change since one year ago

3,382

ED Transfer of care time

Median time 14 minutes

12 minutes 2 minutes

90th percentile time 27 minutes

29 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.

Sutherland 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: 1,919

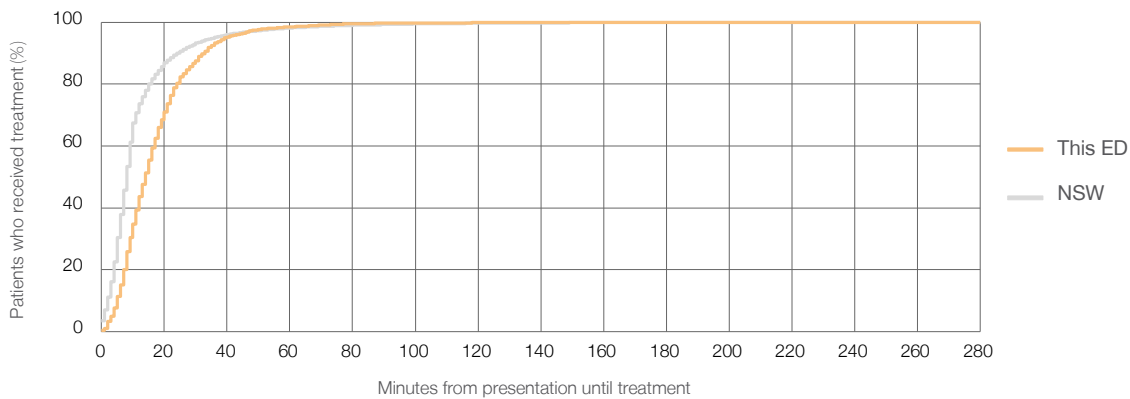
Number of triage 2 patients used to calculate waiting time:³ 1,914

Median time to start treatment⁴ 14 minutes

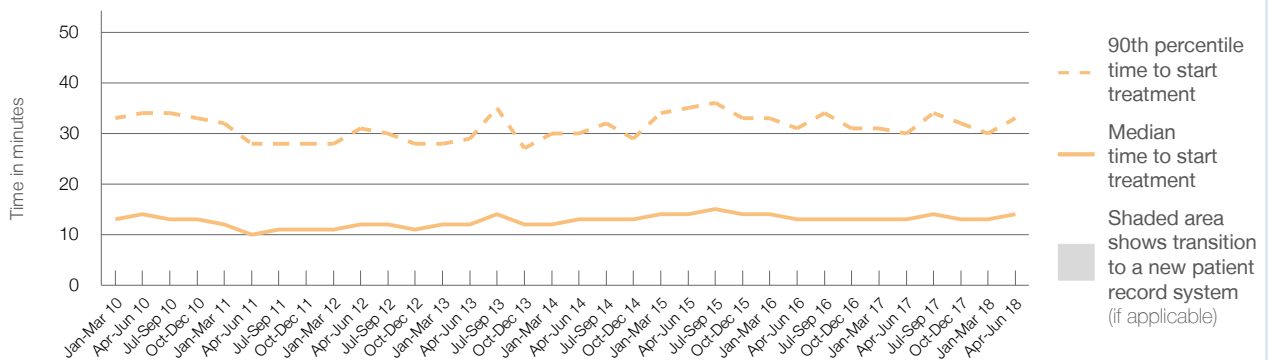
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
1,903	
1,891	
13 minutes	8 minutes
30 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)	14	10	12	12	13	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	34	28	31	29	30	35	31	30	33

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Sutherland 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: 5,242

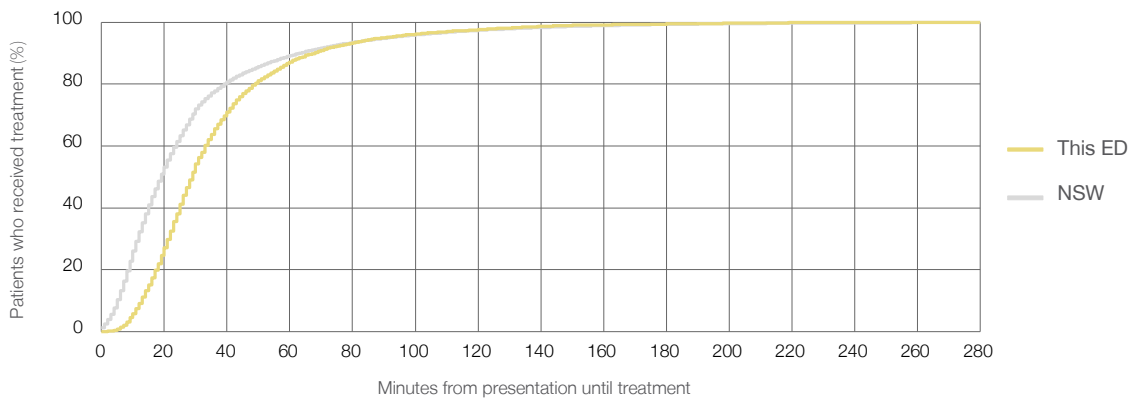
Number of triage 3 patients used to calculate waiting time:³ 5,194

Median time to start treatment⁴ 29 minutes

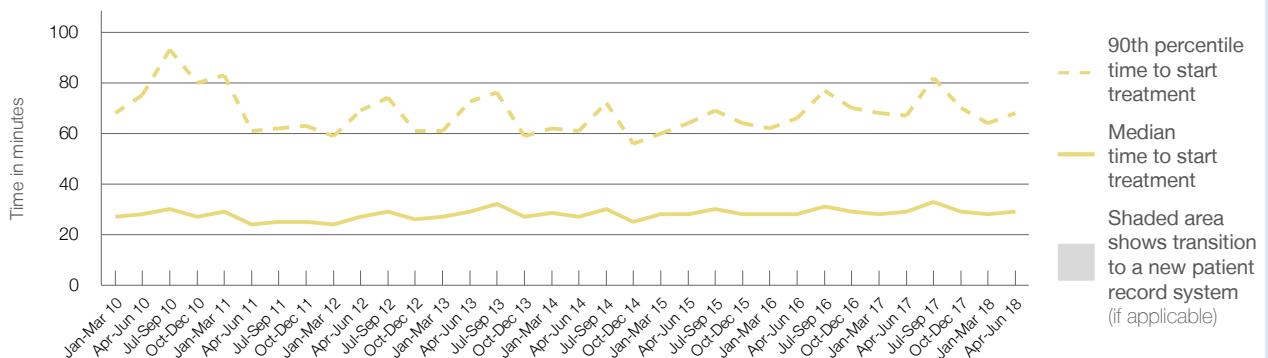
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
5,520	5,447
29 minutes	19 minutes
67 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)	28	24	27	29	27	28	28	29	29
90th percentile time to start treatment ⁵ (minutes)	75	61	69	73	61	64	66	67	68

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Sutherland 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: 5,236

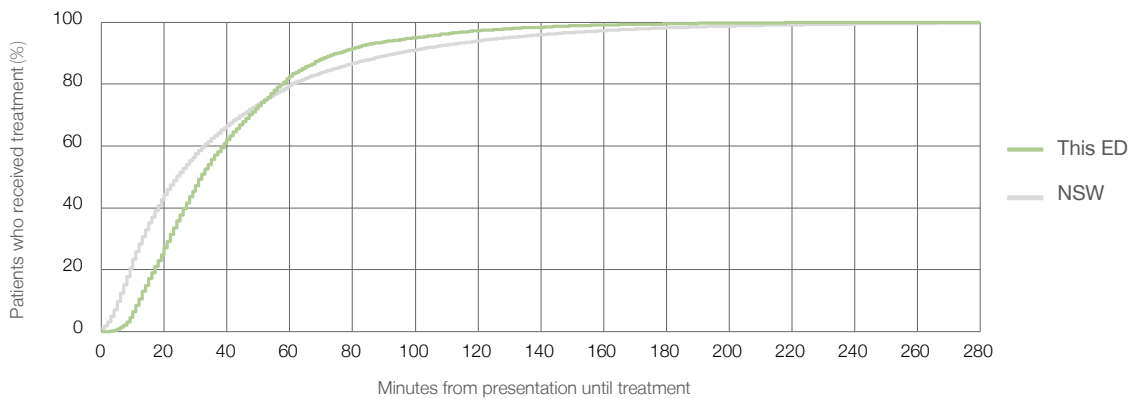
Number of triage 4 patients used to calculate waiting time:³ 5,115

Median time to start treatment⁴ 32 minutes

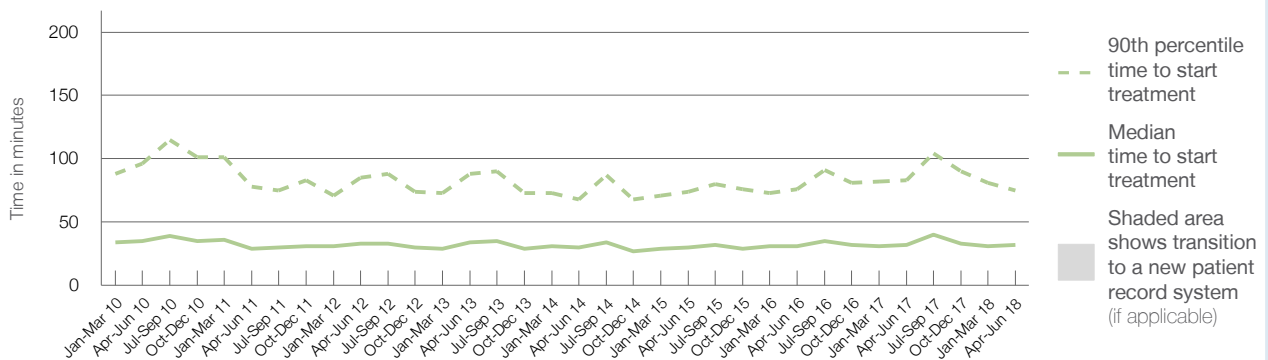
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,320	4,207
32 minutes	24 minutes
83 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)	35	29	33	34	30	30	31	32	32
90th percentile time to start treatment ⁵ (minutes)	96	78	85	88	68	74	76	83	75

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Sutherland 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: 720

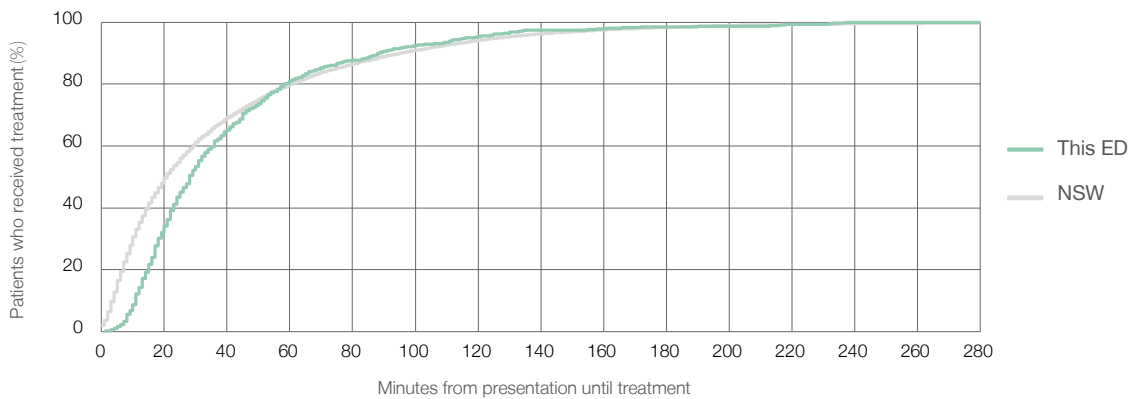
Number of triage 5 patients used to calculate waiting time:³ 647

Median time to start treatment⁴ 28 minutes

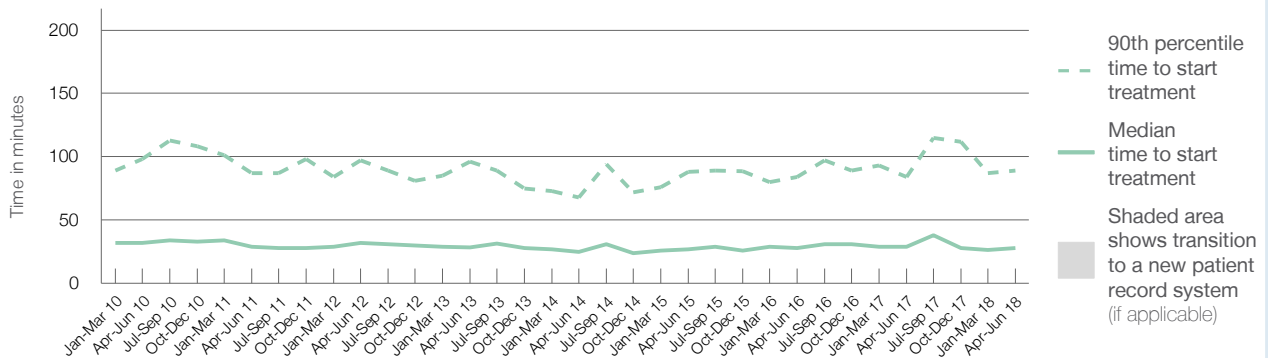
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
781	715
29 minutes	21 minutes
84 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)	32	29	32	29	25	27	28	29	28
90th percentile time to start treatment ⁵ (minutes)	98	87	97	96	68	88	84	84	89

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Sutherland Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 13,279 patients

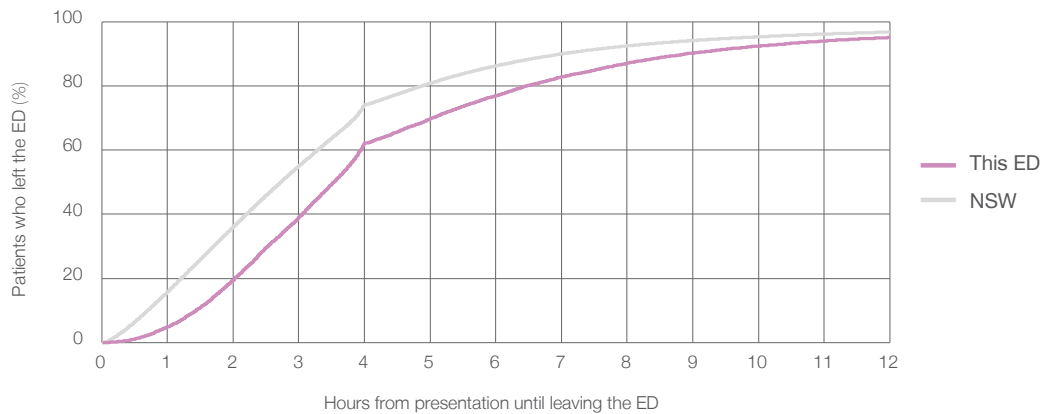
Presentations used to calculate time to leaving the ED:⁶ 13,278 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

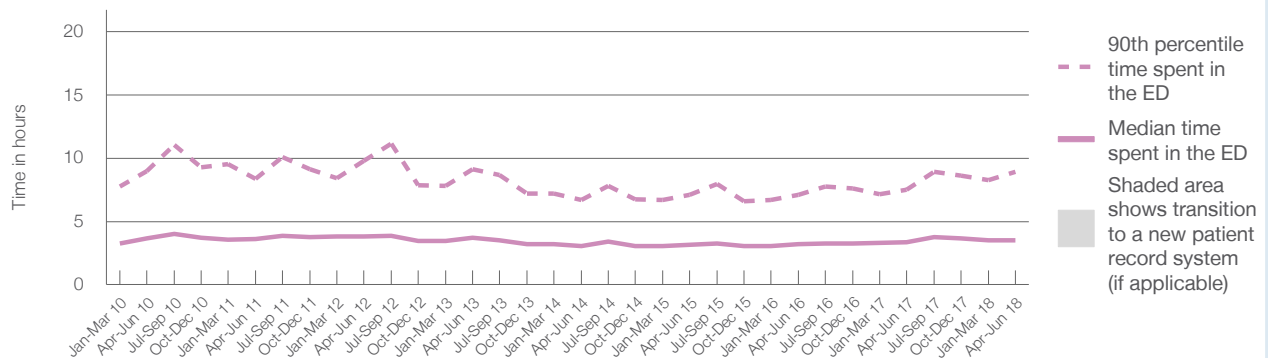
90th percentile time spent in the ED⁹ 8 hours and 55 minutes

Same period last year	NSW (this period)
12,699	12,699
3 hours and 23 minutes	2 hours and 44 minutes
7 hours and 29 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^{†‡}



	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 spent in the ED ⁸ (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m	3h 23m	3h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 57m	8h 22m	9h 46m	9h 6m	6h 42m	7h 5m	7h 6m	7h 29m	8h 55m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Sutherland Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

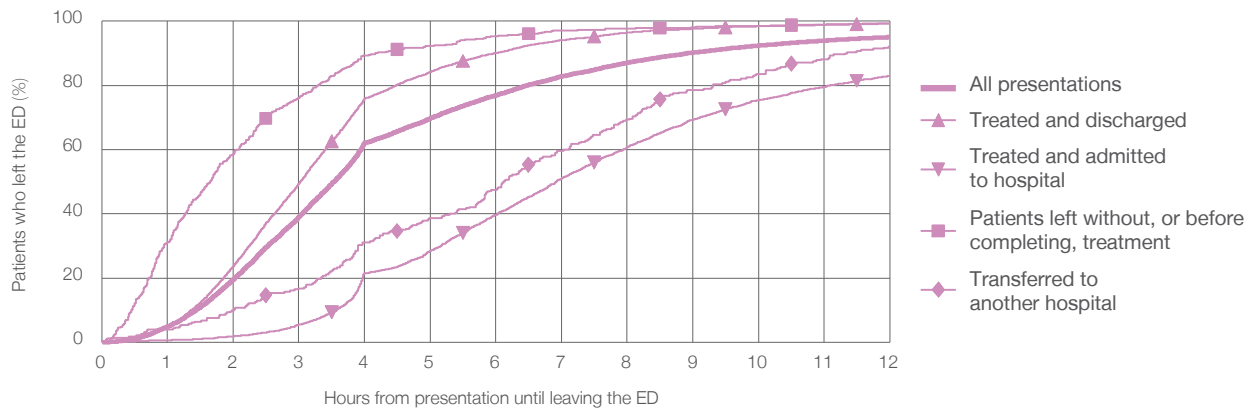
All presentations:¹ 13,279 patients

Presentations used to calculate time to leaving the ED:⁶ 13,278 patients

Treated and discharged	9,118 (68.7%)
Treated and admitted to hospital	3,279 (24.7%)
Patient left without, or before completing, treatment	569 (4.3%)
Transferred to another hospital	280 (2.1%)
Other	33 (0.2%)

Same period last year	Change since one year ago
12,699	5%
8,668	5.2%
3,264	0.5%
487	16.8%
220	27.3%
60	-45.0%

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

Treated and discharged	4.7%	23.7%	49.4%	76.0%	90.1%	96.5%	98.5%	99.2%
Treated and admitted to hospital	0.6%	1.8%	5.5%	21.5%	39.7%	60.7%	75.4%	83.0%
Patient left without, or before completing, treatment	31.1%	58.5%	76.1%	89.3%	95.3%	97.7%	98.4%	99.3%
Transferred to another hospital	3.9%	10.0%	16.8%	31.1%	47.5%	69.3%	83.6%	92.1%
All presentations	4.9%	19.5%	39.1%	62.1%	76.9%	87.1%	92.4%	95.1%

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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.

Sutherland 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 13,279 patients

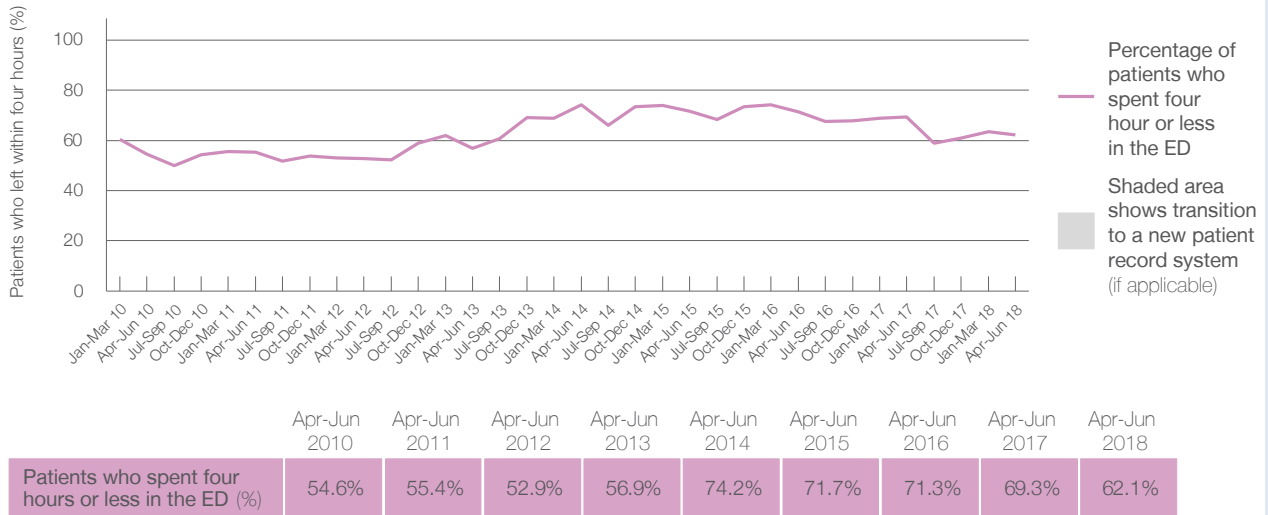
Presentations used to calculate time to leaving the ED: ⁶ 13,278 patients

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	12,699	5%
Presentations used to calculate time to leaving the ED	12,699	5%
Percentage of patients who spent four hours or less in the ED	69.3%	

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).