

Healthcare Quarterly

Emergency department

Nepean Blue Mountains Local Health District
Performance Profiles

April to June 2018

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

April to June 2018


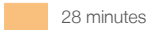
All presentations:¹ 4,123 patients
Emergency presentations:² 4,076 patients

	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).

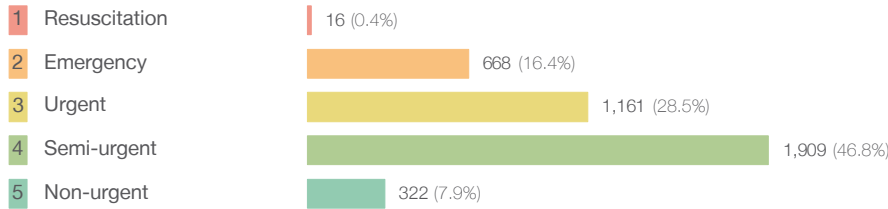
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department April to June 2018

All presentations:¹ 4,123 patients

Same period last year	Change since one year ago
4,141	0%

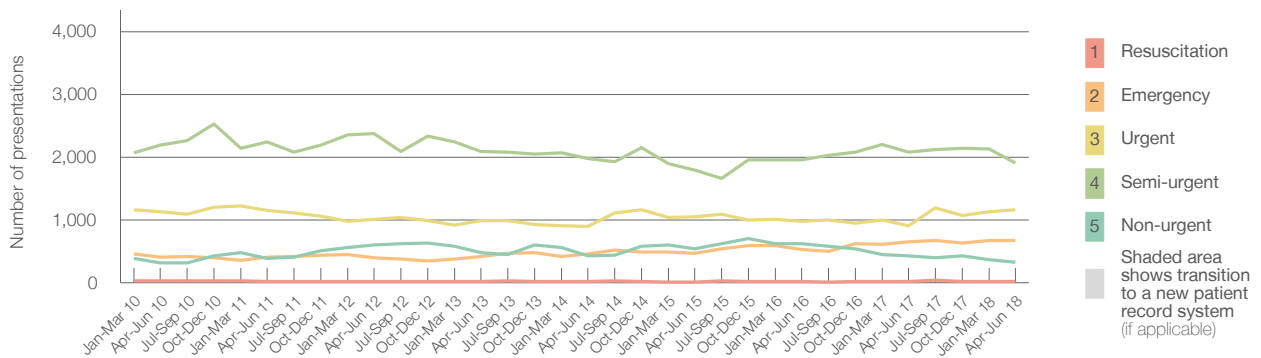
Emergency presentations² by triage category: 4,076 patients

4,081	0%
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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 †



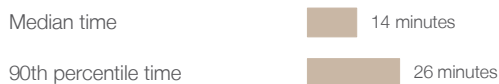
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	26	24	15	23	24	13	18	22	16
Emergency	407	411	394	421	462	471	526	649	668
Urgent	1,136	1,149	1,007	987	899	1,053	973	907	1,161
Semi-urgent	2,196	2,240	2,377	2,091	1,974	1,796	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

755	
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ED Transfer of care time



12 minutes	2 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

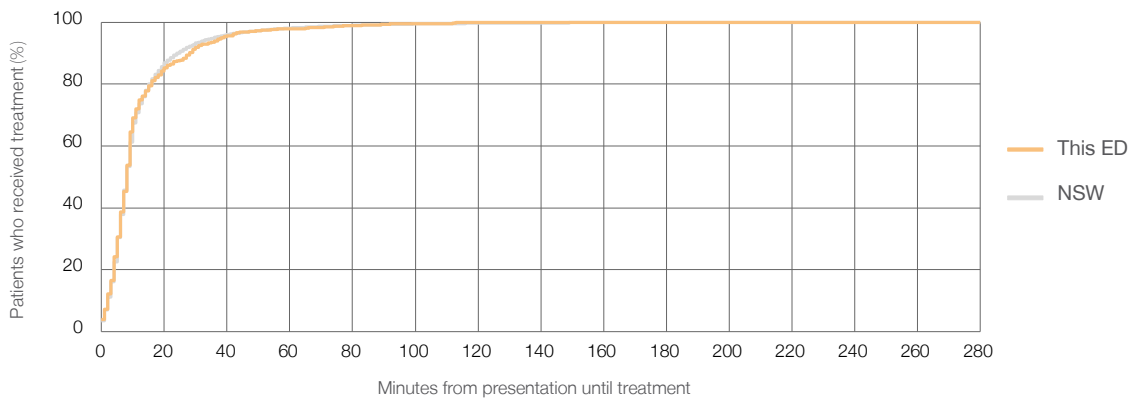
Number of triage 2 patients used to calculate waiting time:³ 668

Median time to start treatment⁴ 8 minutes

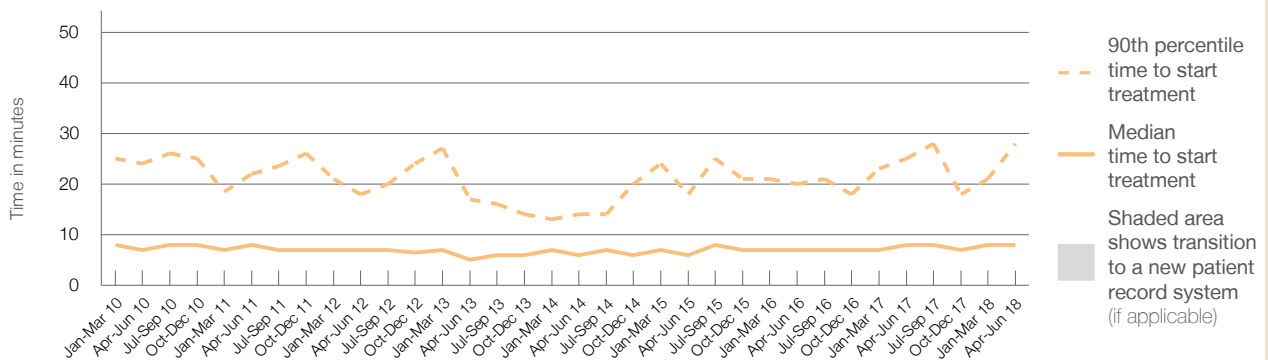
90th percentile time to start treatment⁵ 28 minutes

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

(†) 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 3 April to June 2018

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

Number of triage 3 patients: 1,161

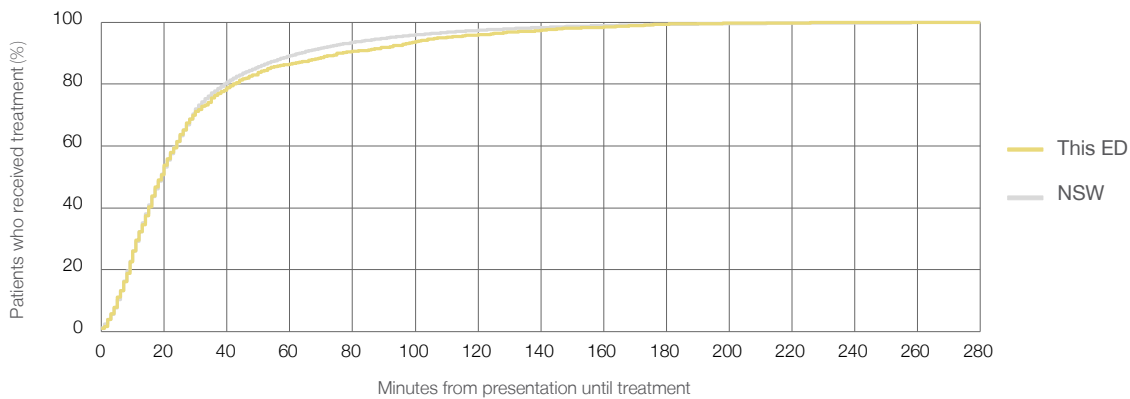
Number of triage 3 patients used to calculate waiting time:³ 1,143

Median time to start treatment⁴ 19 minutes

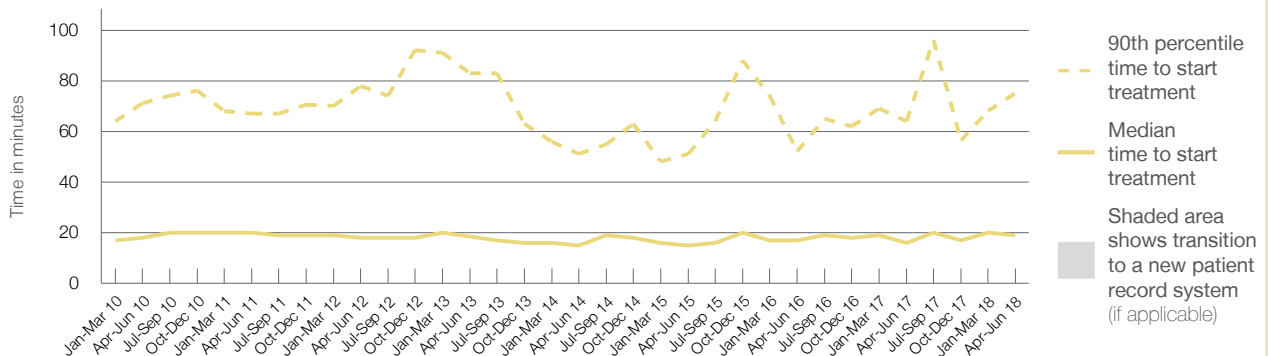
90th percentile time to start treatment⁵ 75 minutes

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

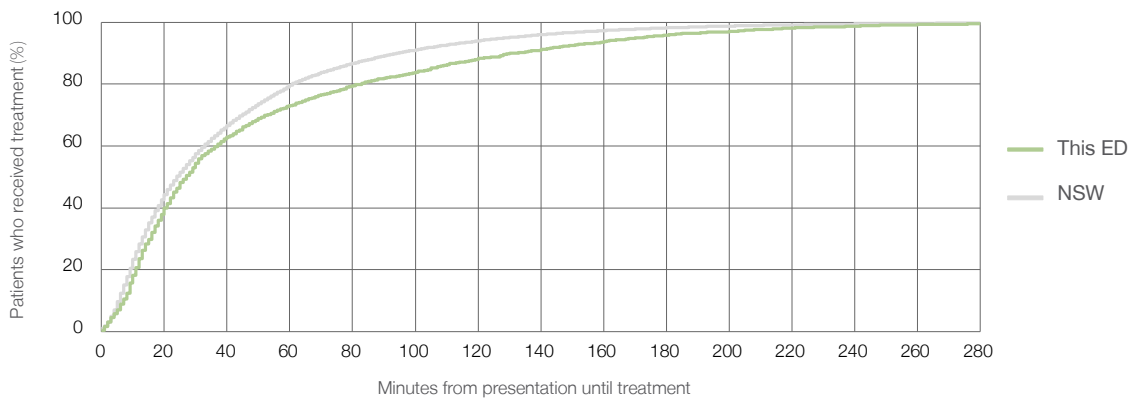
Number of triage 4 patients used to calculate waiting time:³ 1,811

Median time to start treatment⁴ 27 minutes

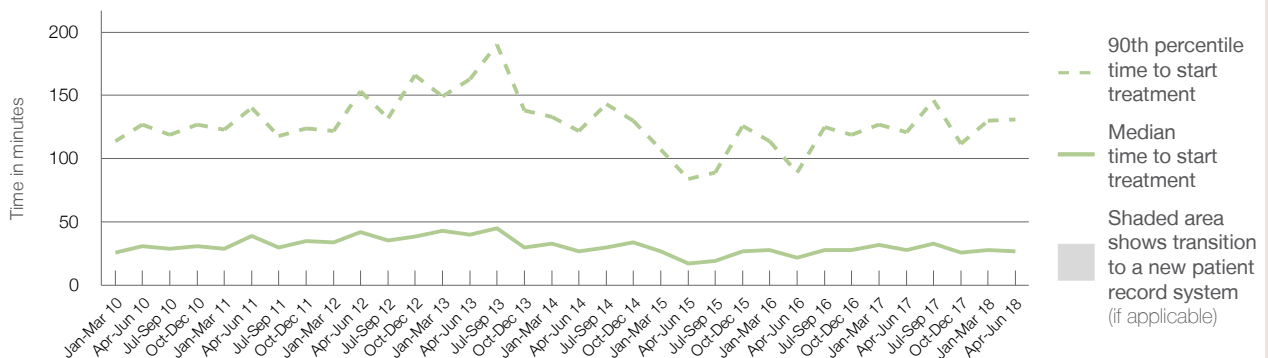
90th percentile time to start treatment⁵ 131 minutes

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

(†) 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 5 April to June 2018

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

Number of triage 5 patients: 322

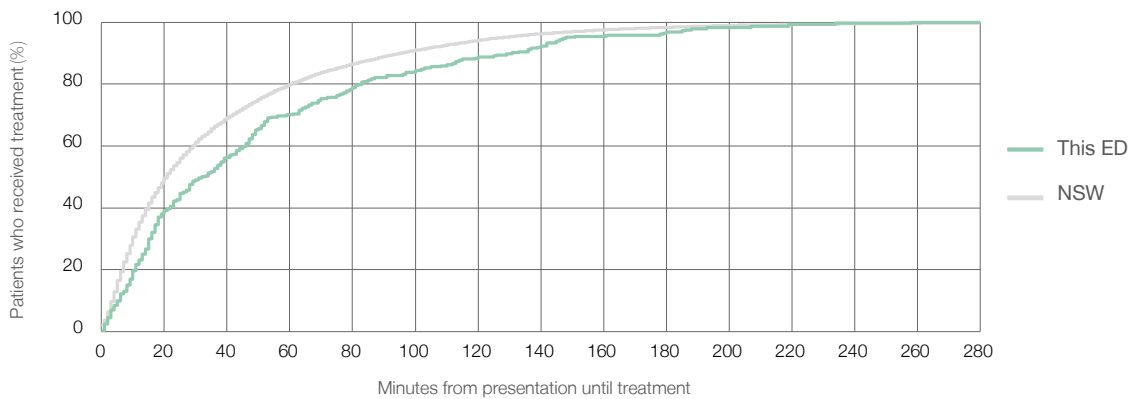
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 33 minutes

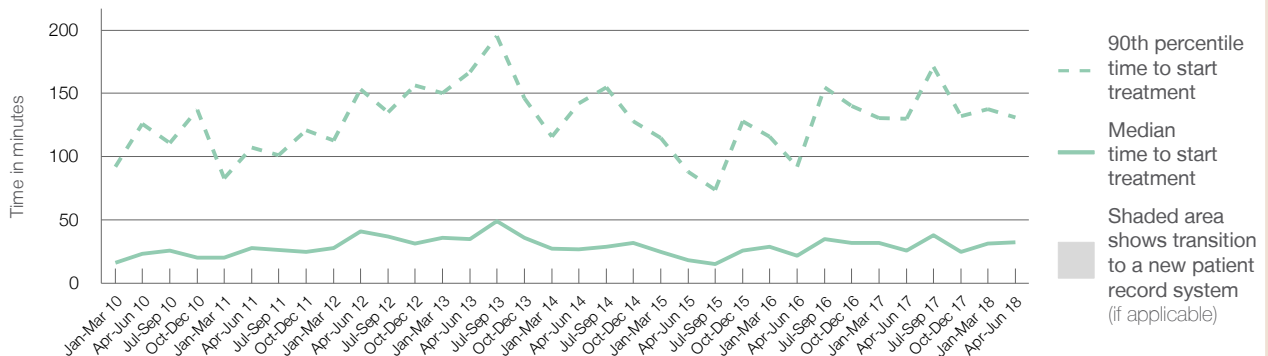
90th percentile time to start treatment⁵ 131 minutes

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

(†) 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 spent in the ED

April to June 2018

All presentations:¹ 4,123 patients

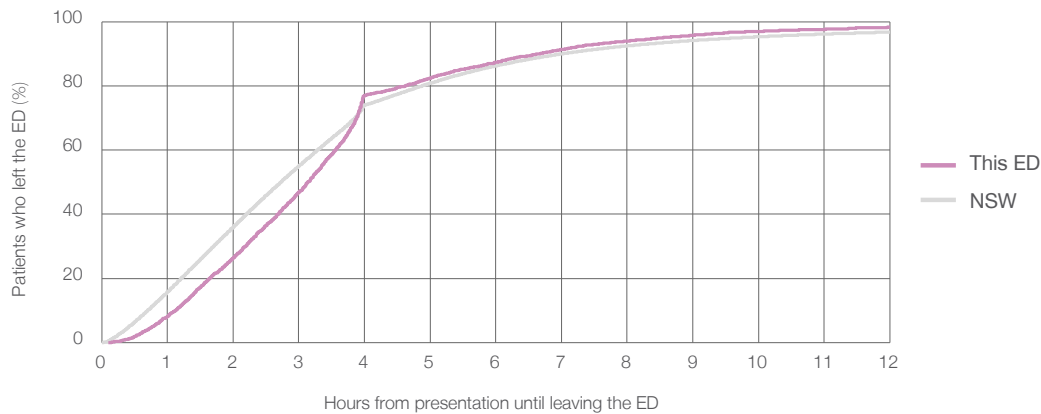
Presentations used to calculate time to leaving the ED:⁶ 4,122 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

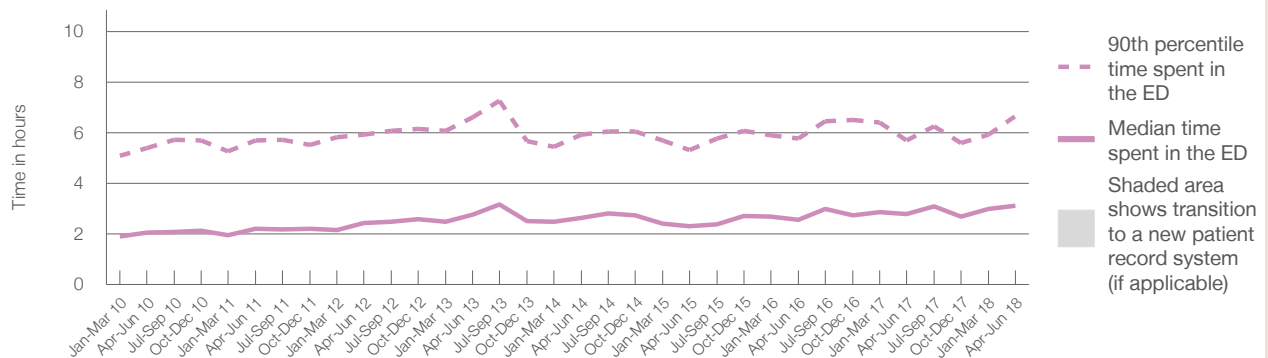
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

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^{†‡}



	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)	2h 4m	2h 13m	2h 26m	2h 46m	2h 38m	2h 19m	2h 34m	2h 47m	3h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 24m	5h 42m	5h 56m	6h 37m	5h 55m	5h 20m	5h 47m	5h 42m	6h 39m

(†) 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 spent in the ED

By mode of separation

April to June 2018

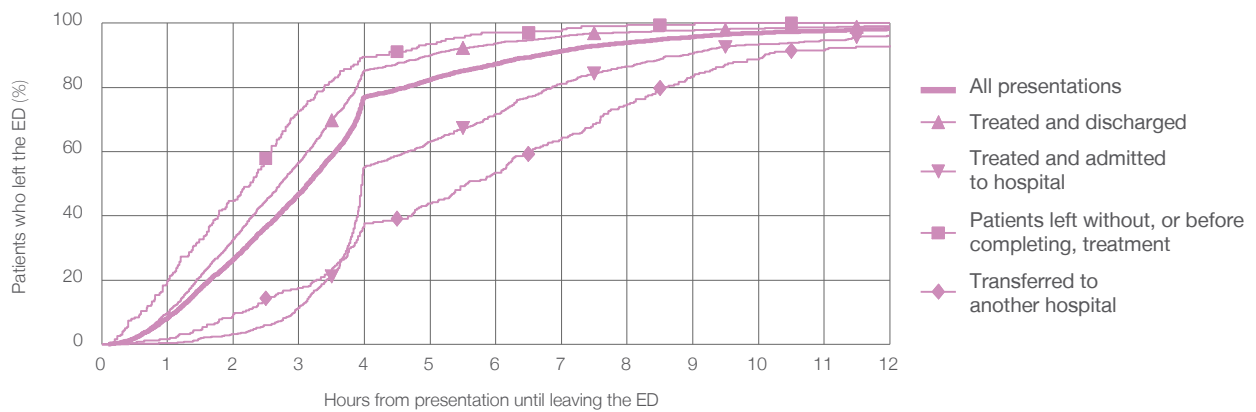
All presentations:¹ 4,123 patients

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%

(†) 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 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

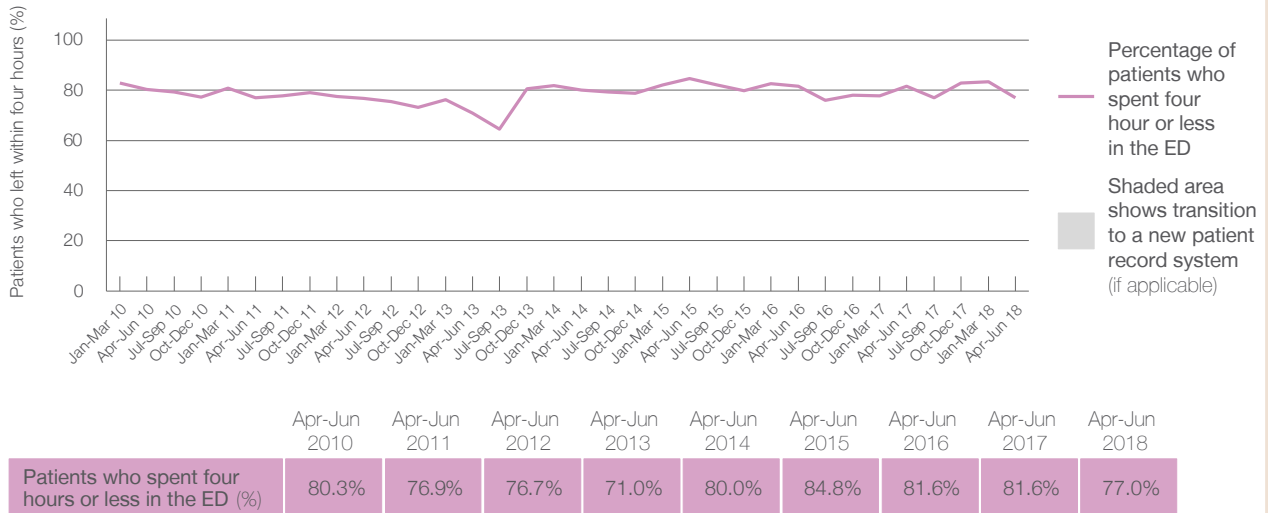
Presentations used to calculate time to leaving the ED: ⁶ 4,122 patients

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.

† 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, 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).

Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2018



All presentations:¹ 6,280 patients
Emergency presentations:² 6,042 patients

Same period last year	Change since one year ago
5,965	5%
5,655	7%



Hawkesbury District Health Services: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 822 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  29 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,830 patients

Median time to start treatment⁴  15 minutes
90th percentile time to start treatment⁵  55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,074 patients

Median time to start treatment⁴  15 minutes
90th percentile time to start treatment⁵  89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment⁴  15 minutes
90th percentile time to start treatment⁵  77 minutes

Same period last year	NSW (this period)
688	
12 minutes	8 minutes
30 minutes	24 minutes
1,879	
17 minutes	19 minutes
51 minutes	63 minutes
2,762	
17 minutes	24 minutes
77 minutes	95 minutes
298	
14 minutes	21 minutes
40 minutes	96 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 6,280 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
5,965	5%
70%	

* 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.

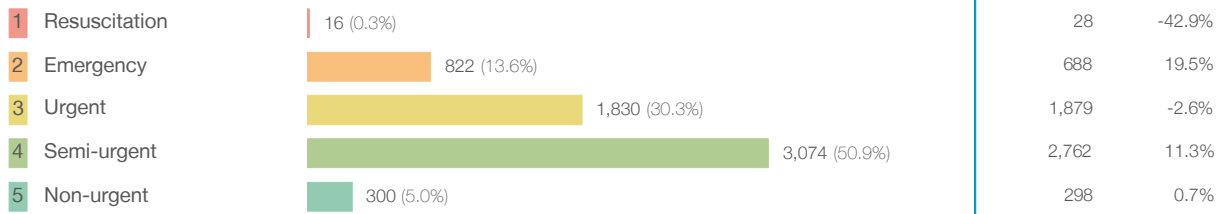
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Hawkesbury District Health Services: Patients presenting to the emergency department

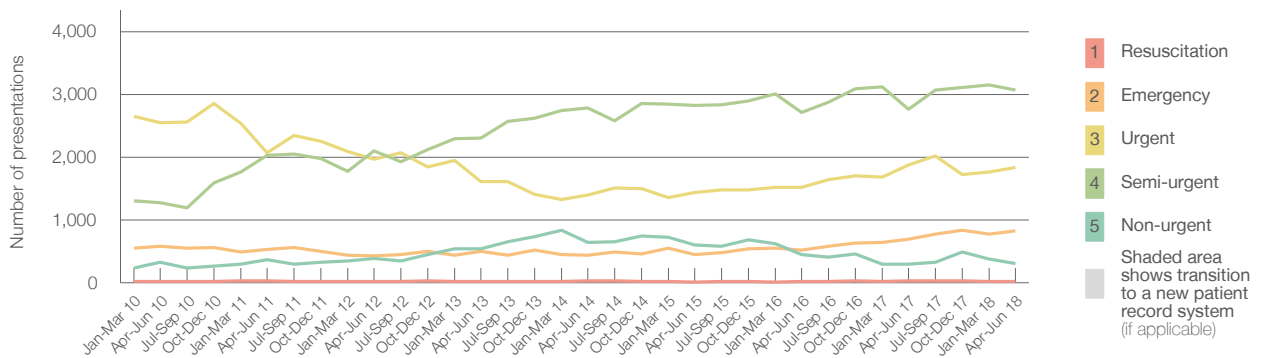
April to June 2018

All presentations:¹ 6,280 patients

Emergency presentations² by triage category: 6,042 patients



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	23	29	16	18	25	8	24	28	16
Emergency	576	533	430	494	436	445	523	688	822
Urgent	2,547	2,072	1,963	1,613	1,392	1,442	1,515	1,879	1,830
Semi-urgent	1,272	2,024	2,105	2,303	2,780	2,820	2,709	2,762	3,074
Non-urgent	323	362	385	542	637	600	448	298	300
All emergency presentations	4,741	5,020	4,899	4,970	5,270	5,315	5,219	5,655	6,042

Hawkesbury District Health Services: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 974 patients

ED Transfer of care time



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

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 822

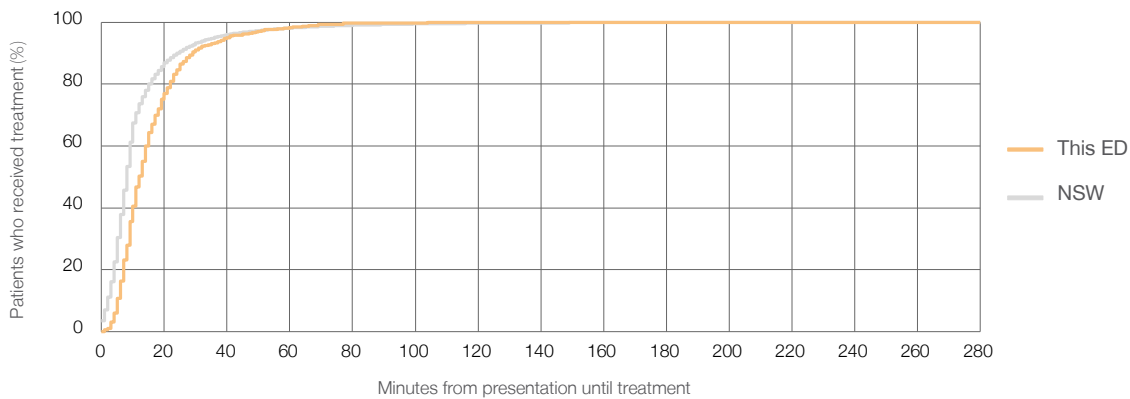
Number of triage 2 patients used to calculate waiting time:³ 822

Median time to start treatment⁴ 12 minutes

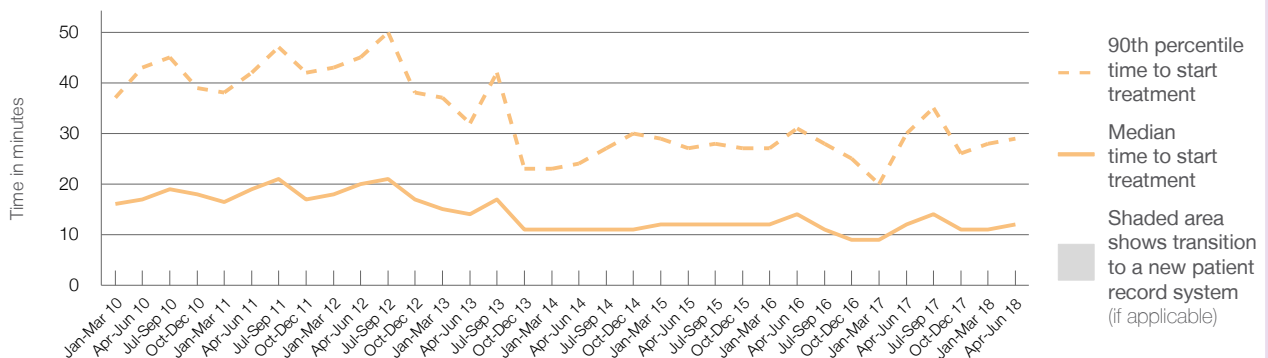
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
688	688
12 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)	17	19	20	14	11	12	14	12	12
90th percentile time to start treatment ⁵ (minutes)	43	42	45	32	24	27	31	30	29

(†) 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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Hawkesbury District Health Services: 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: 1,830

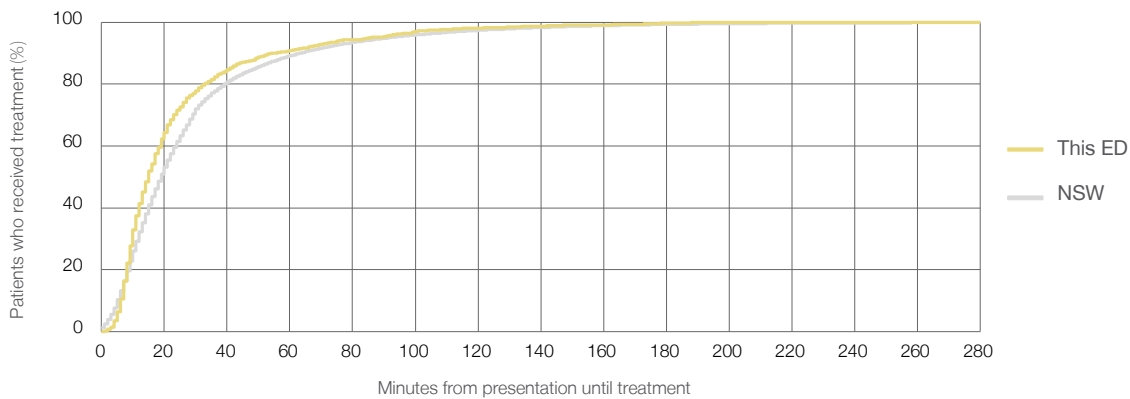
Number of triage 3 patients used to calculate waiting time:³ 1,827

Median time to start treatment⁴ 15 minutes

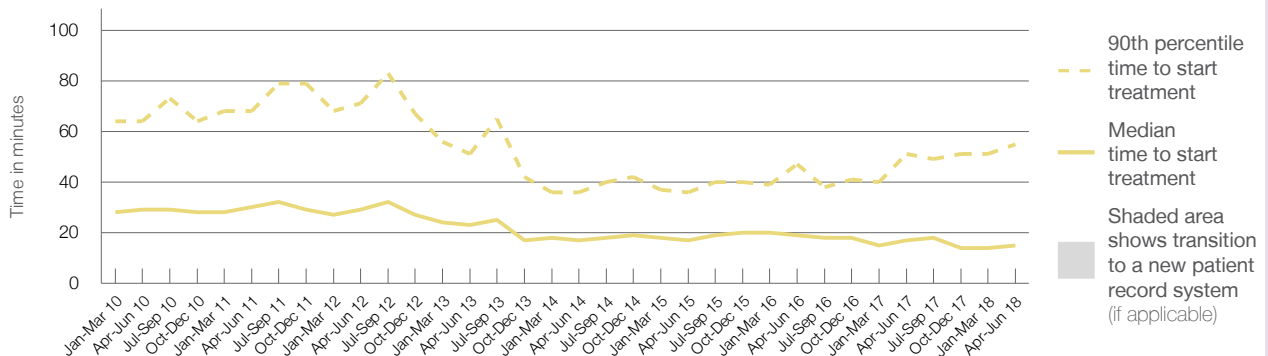
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,879	
1,870	
17 minutes	19 minutes
51 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)	29	30	29	23	17	17	19	17	15
90th percentile time to start treatment ⁵ (minutes)	64	68	71	51	36	36	47	51	55

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 3,074

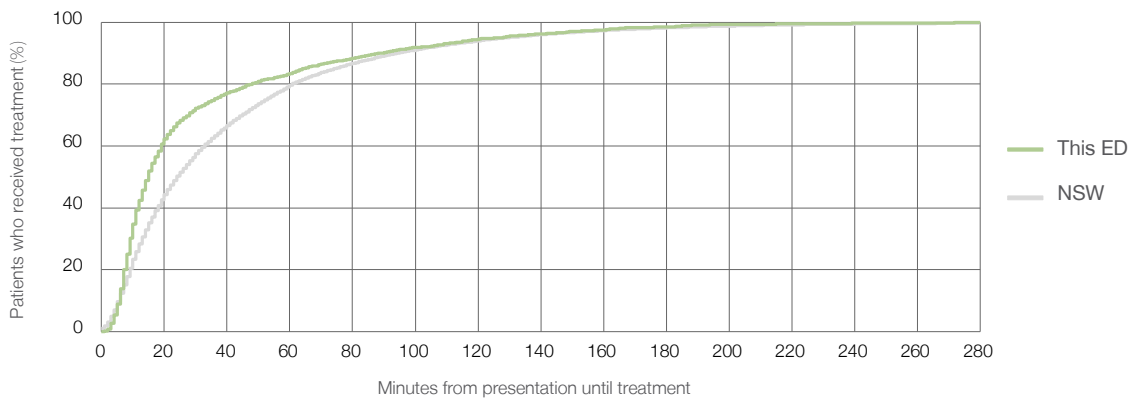
Number of triage 4 patients used to calculate waiting time:³ 3,026

Median time to start treatment⁴ 15 minutes

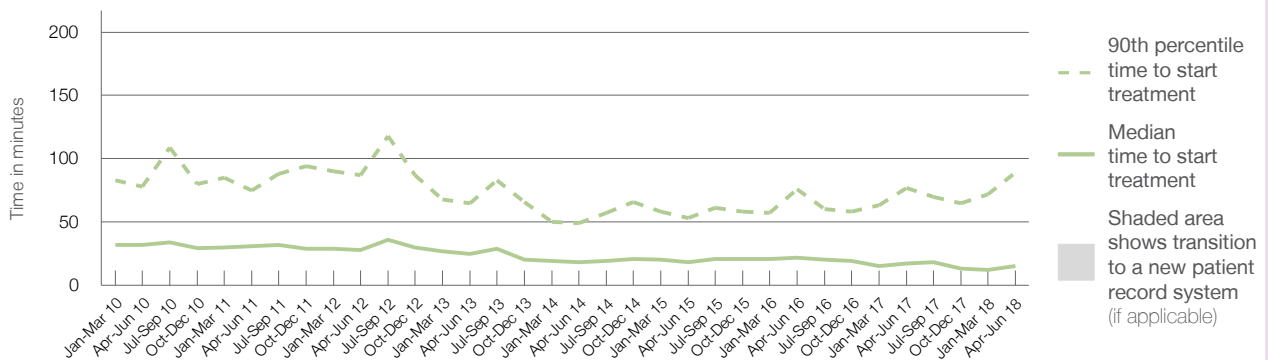
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,762	2,713
17 minutes	24 minutes
77 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)	32	31	28	25	18	18	22	17	15
90th percentile time to start treatment ⁵ (minutes)	78	75	87	65	49	53	76	77	89

- (†) 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.
- (§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 300

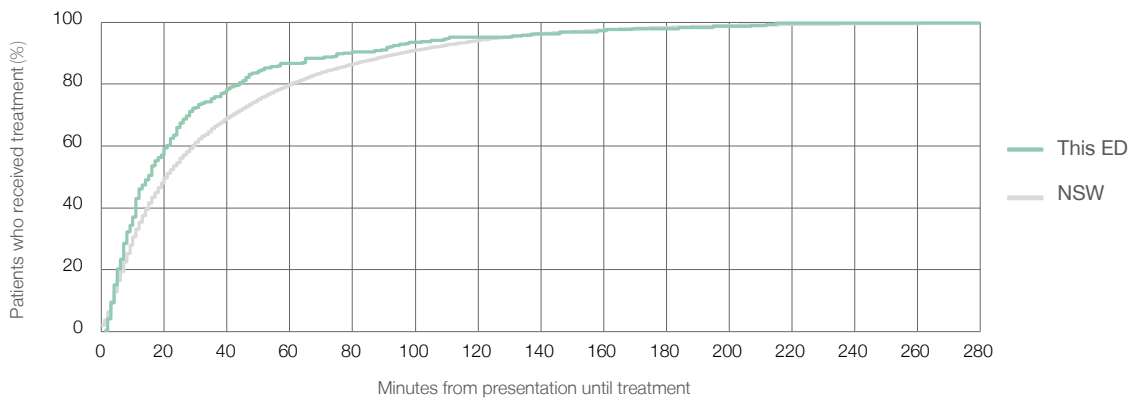
Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 15 minutes

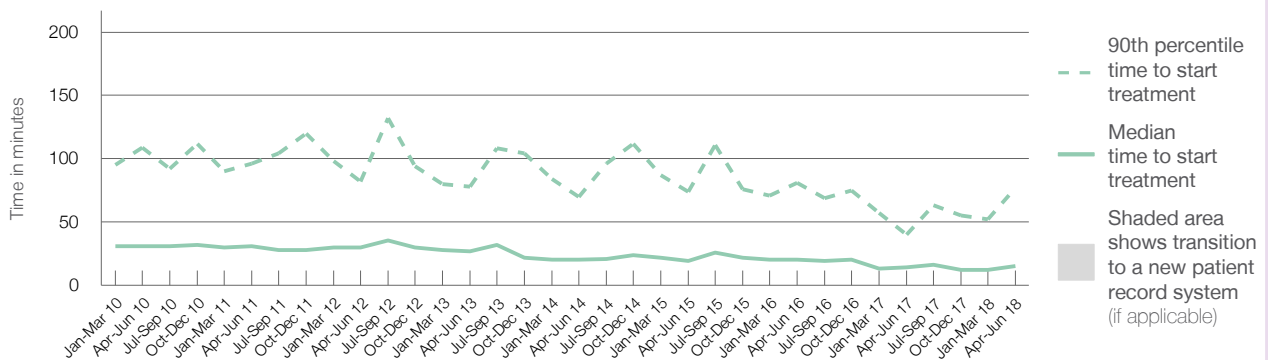
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
298	
279	
14 minutes	21 minutes
40 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)	31	31	30	27	20	19	21	14	15
90th percentile time to start treatment ⁵ (minutes)	109	96	82	78	70	74	81	40	77

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

April to June 2018

All presentations:¹ 6,280 patients

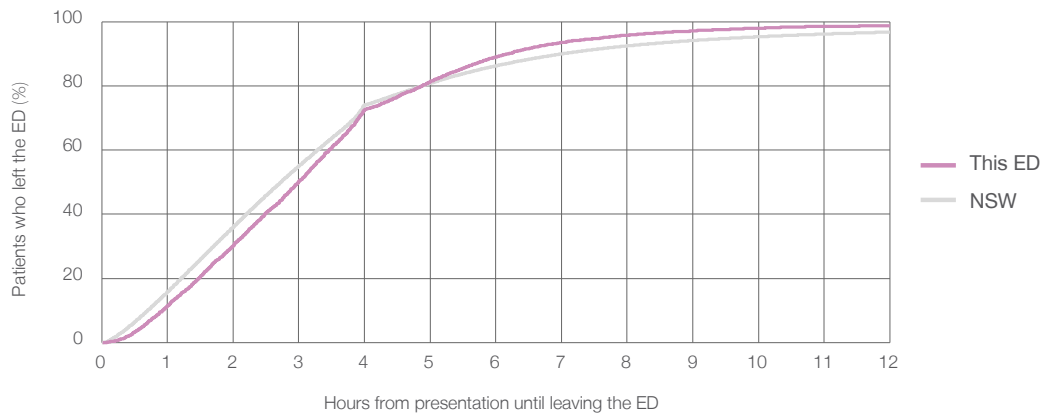
Presentations used to calculate time to leaving the ED:⁶ 6,280 patients

Median time spent in the ED⁸ 3 hours and 0 minutes

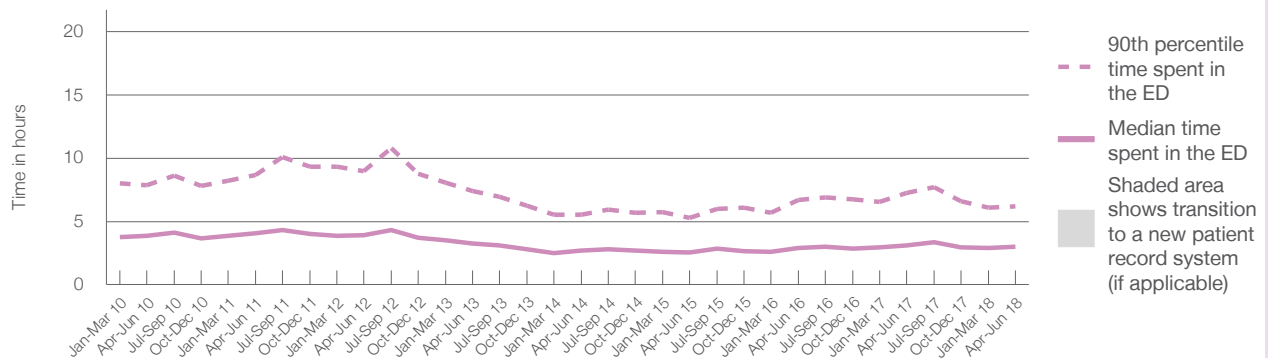
90th percentile time spent in the ED⁹ 6 hours and 11 minutes

Same period last year	NSW (this period)
5,965	
5,965	
3 hours and 7 minutes	2 hours and 44 minutes
7 hours and 14 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 53m	4h 5m	3h 56m	3h 17m	2h 41m	2h 33m	2h 55m	3h 7m	3h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 51m	8h 39m	8h 58m	7h 25m	5h 31m	5h 18m	6h 43m	7h 14m	6h 11m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

April to June 2018

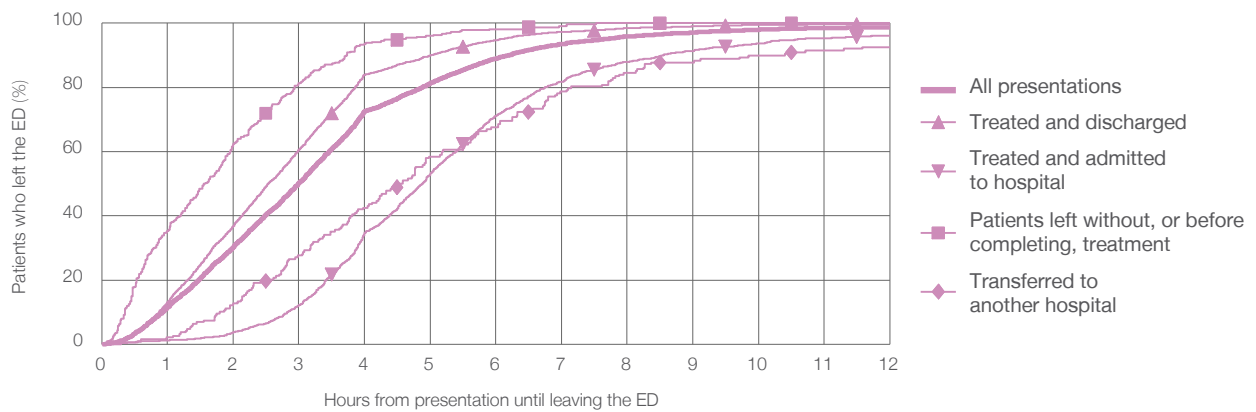
All presentations:¹ 6,280 patients

Presentations used to calculate time to leaving the ED:⁶ 6,280 patients

Treated and discharged	4,390 (69.9%)
Treated and admitted to hospital	1,364 (21.7%)
Patient left without, or before completing, treatment	328 (5.2%)
Transferred to another hospital	188 (3.0%)
Other	10 (0.2%)

Same period last year	Change since one year ago
5,965	5%
3,992	10.0%
1,342	1.6%
393	-16.5%
201	-6.5%
37	-73.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	36.9%	60.6%	84.0%	94.8%	98.4%	99.5%	99.7%
Treated and admitted to hospital	1.2%	3.7%	12.1%	34.7%	71.1%	88.0%	93.7%	96.2%
Patient left without, or before completing, treatment	35.4%	62.5%	81.4%	93.6%	98.2%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	27.7%	42.6%	67.6%	84.6%	89.9%	92.6%
All presentations	11.5%	30.4%	50.2%	72.6%	89.0%	95.8%	98.0%	98.8%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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 6,280 patients

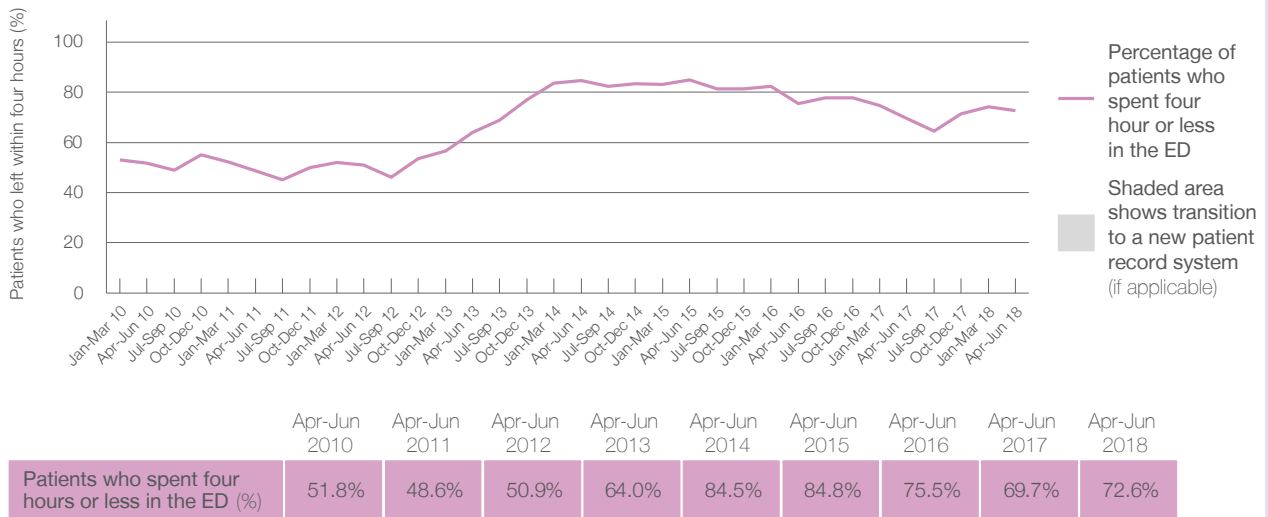
Presentations used to calculate time to leaving the ED: ⁶ 6,280 patients

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	5,965	5%
Presentations used to calculate time to leaving the ED	5,965	5%
Percentage of patients who spent four hours or less in the ED	69.7%	

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.

† 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, 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).

Lithgow Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 3,096 patients
 Emergency presentations:² 3,020 patients

Same period last year	Change since one year ago
3,058	1%
2,956	2%

Lithgow Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 322 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,240 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
290	
5 minutes	8 minutes
14 minutes	24 minutes
917	
12 minutes	19 minutes
43 minutes	63 minutes
1,376	
14 minutes	24 minutes
66 minutes	95 minutes
362	
10 minutes	21 minutes
54 minutes	96 minutes

Lithgow Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 3,095 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,054	1%
86%	

* 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).

Lithgow Hospital: Patients presenting to the emergency department

April to June 2018

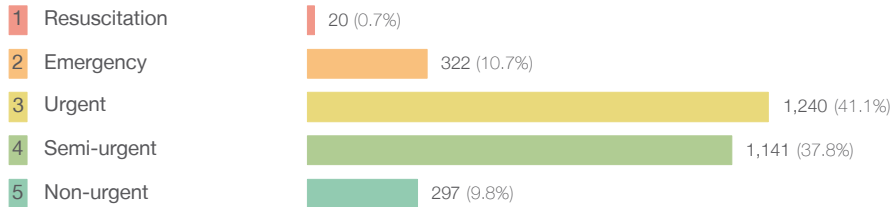
All presentations:¹ 3,096 patients

Same period last year
Change since one year ago

3,058 1%

Emergency presentations² by triage category: 3,020 patients

2,956 2%



11 81.8%

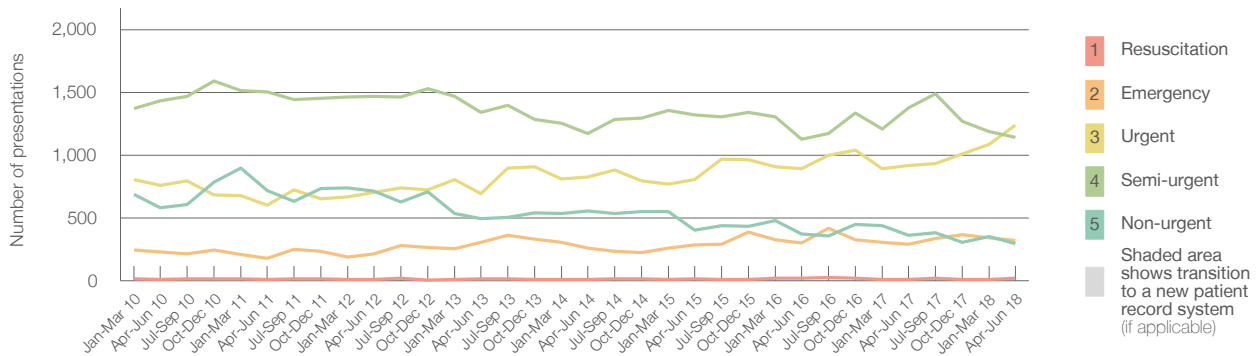
290 11.0%

917 35.2%

1,376 -17.1%

362 -18.0%

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	10	12	12	13	12	17	18	11	20
Emergency	228	180	216	305	261	284	298	290	322
Urgent	760	601	703	691	828	805	893	917	1,240
Semi-urgent	1,434	1,506	1,466	1,341	1,170	1,322	1,128	1,376	1,141
Non-urgent	583	721	713	496	555	404	374	362	297
All emergency presentations	3,015	3,020	3,110	2,846	2,826	2,832	2,711	2,956	3,020

Lithgow Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 567 patients

Same period last year
Change since one year ago

585

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 23 minutes

22 minutes 1 minute

(†) 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.

Lithgow 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: 322

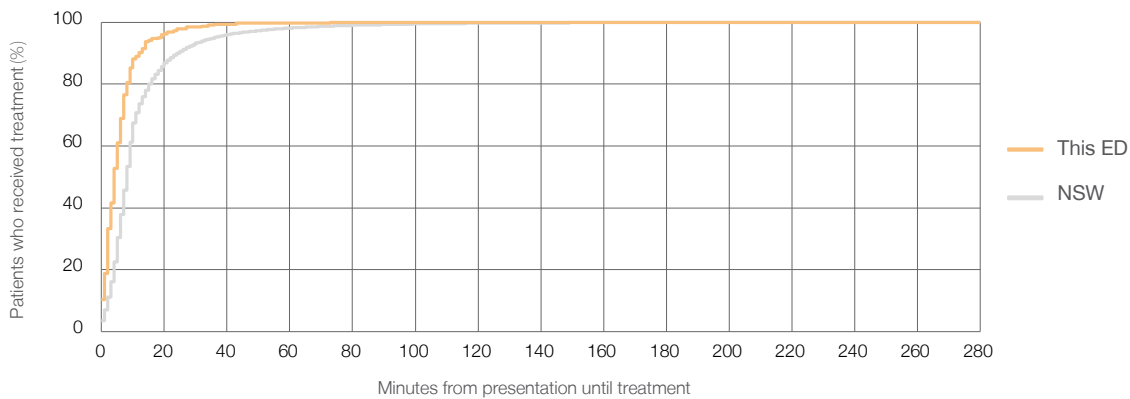
Number of triage 2 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 4 minutes

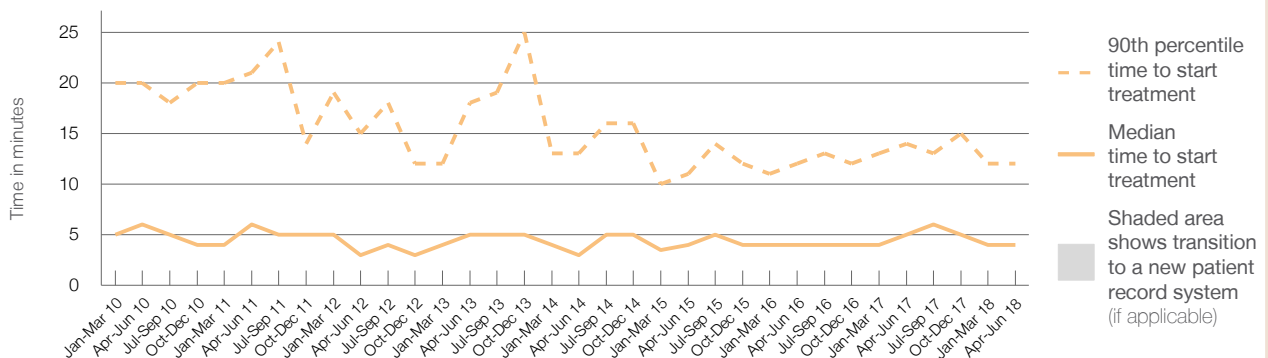
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
290	289
5 minutes	8 minutes
14 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)	6	6	3	5	3	4	4	5	4
90th percentile time to start treatment ⁵ (minutes)	20	21	15	18	13	11	12	14	12

(†) 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.

Lithgow 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: 1,240

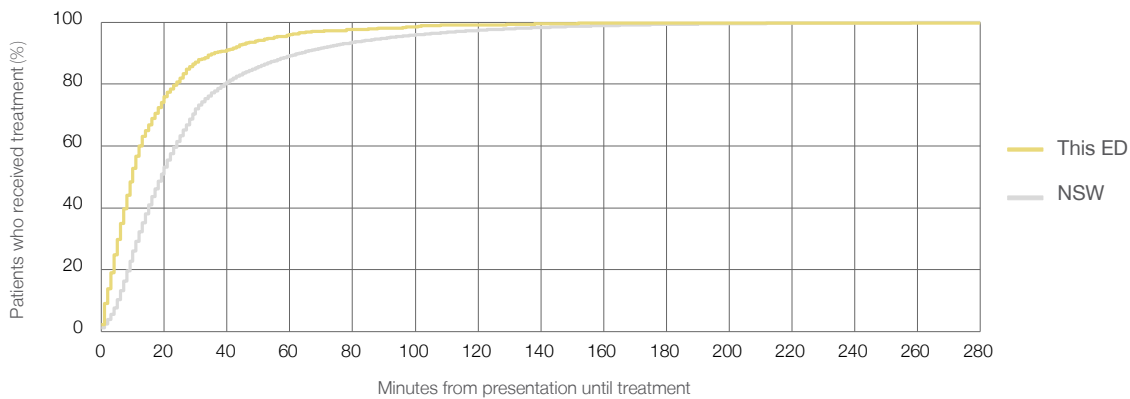
Number of triage 3 patients used to calculate waiting time:³ 1,233

Median time to start treatment⁴ 10 minutes

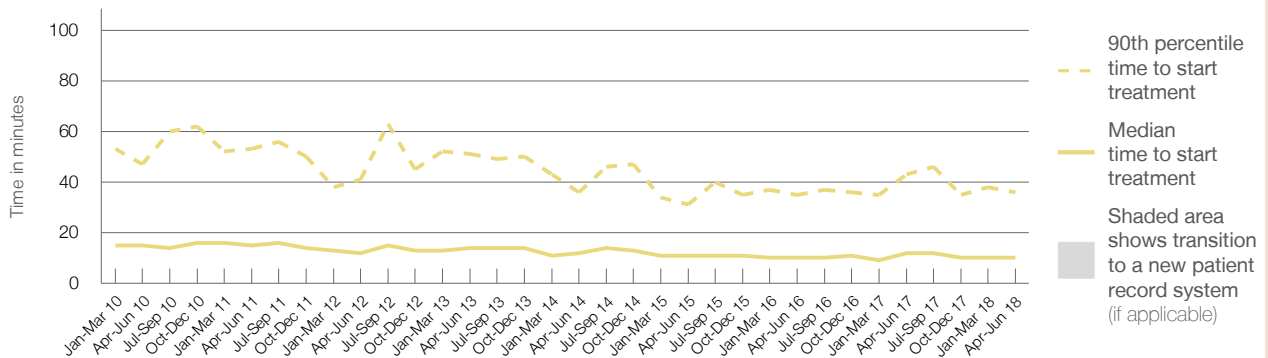
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
917	906
12 minutes	19 minutes
43 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)	15	15	12	14	12	11	10	12	10
90th percentile time to start treatment ⁵ (minutes)	47	53	41	51	36	31	35	43	36

(†) 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.

Lithgow 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: 1,141

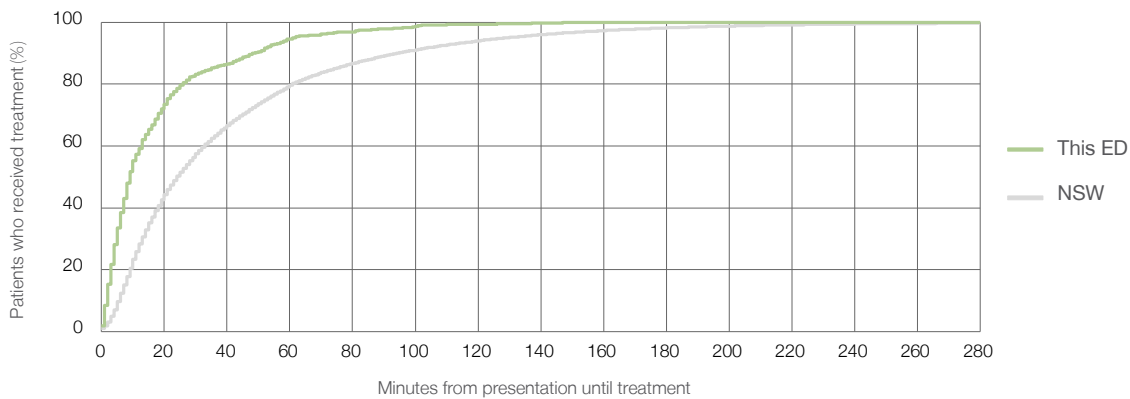
Number of triage 4 patients used to calculate waiting time:³ 1,117

Median time to start treatment⁴ 9 minutes

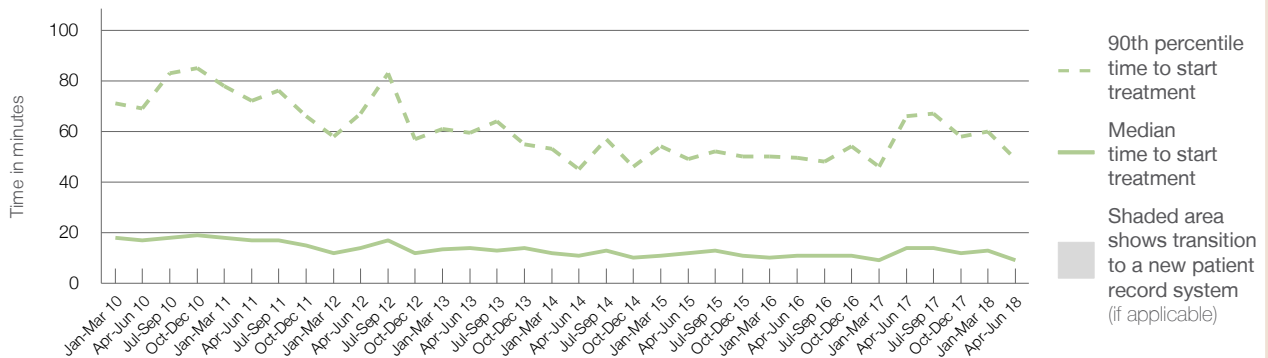
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,376	1,351
14 minutes	24 minutes
66 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)	17	17	14	14	11	12	11	14	9
90th percentile time to start treatment ⁵ (minutes)	69	72	67	60	45	49	50	66	49

(†) 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.

Lithgow 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: 297

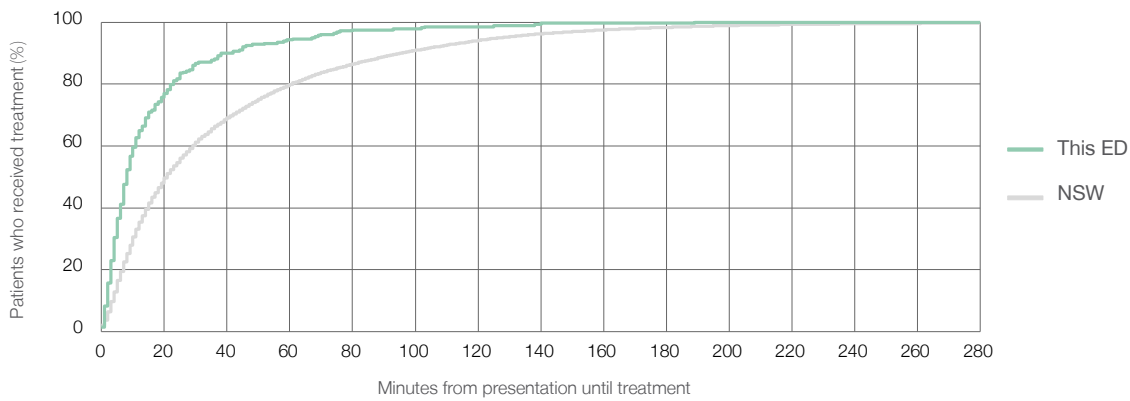
Number of triage 5 patients used to calculate waiting time:³ 279

Median time to start treatment⁴ 8 minutes

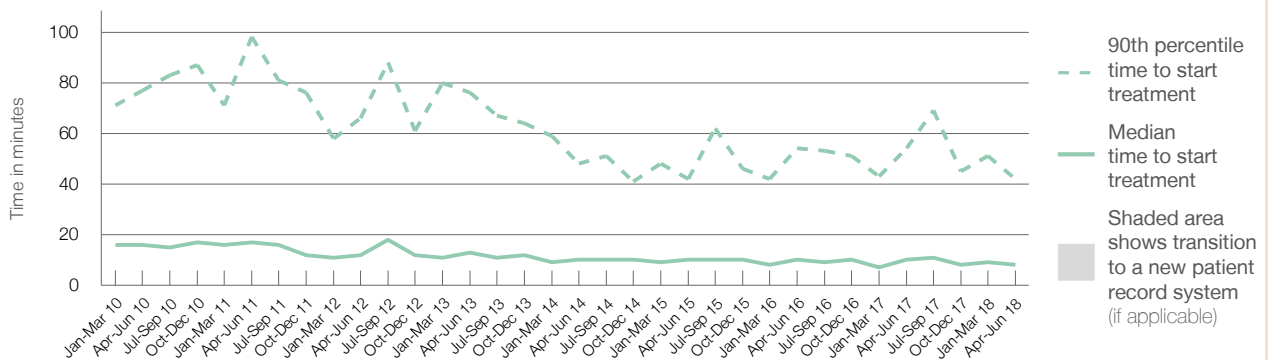
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
362	344
10 minutes	21 minutes
54 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)	16	17	12	13	10	10	10	10	8
90th percentile time to start treatment ⁵ (minutes)	77	98	66	76	48	42	54	54	42

(†) 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.

Lithgow Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 3,096 patients

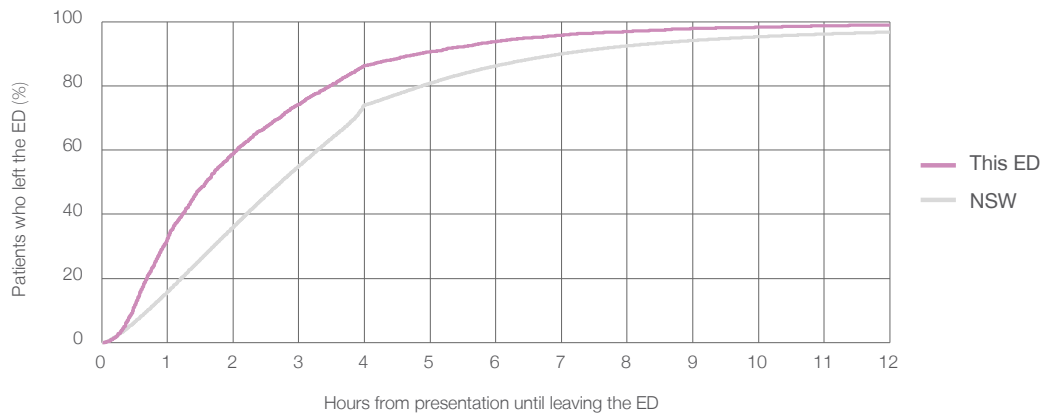
Presentations used to calculate time to leaving the ED:⁶ 3,095 patients

Median time spent in the ED⁸ 1 hours and 36 minutes

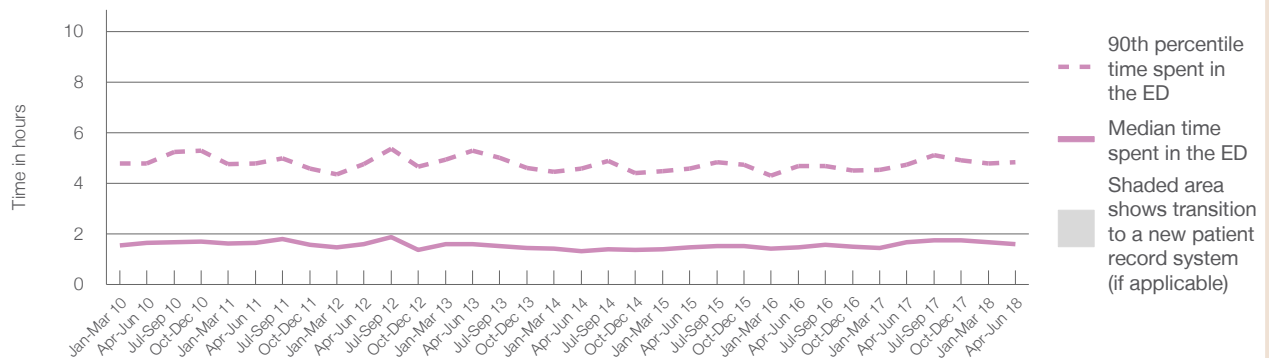
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
3,058	
3,054	
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 45 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)	1h 40m	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m	1h 42m	1h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 47m	4h 48m	4h 46m	5h 17m	4h 35m	4h 36m	4h 41m	4h 45m	4h 51m

(†) 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.

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

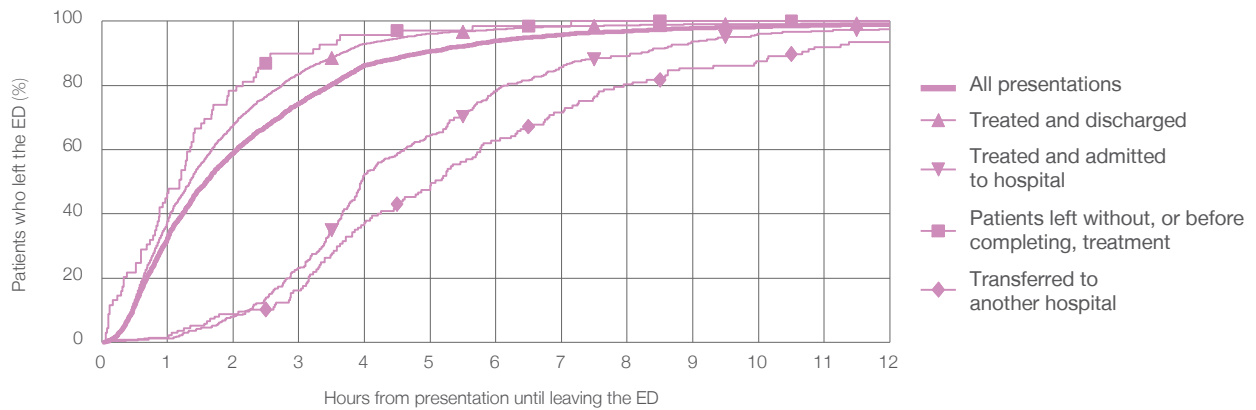
All presentations:¹ 3,096 patients

Presentations used to calculate time to leaving the ED:⁶ 3,095 patients

Treated and discharged	2,548 (82.3%)
Treated and admitted to hospital	331 (10.7%)
Patient left without, or before completing, treatment	69 (2.2%)
Transferred to another hospital	137 (4.4%)
Other	11 (0.4%)

Same period last year	Change since one year ago
3,054	1%
2,549	-0.0%
320	3.4%
52	32.7%
129	6.2%
8	37.5%

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	37.6%	67.7%	83.6%	93.0%	97.4%	98.7%	99.1%	99.3%
Treated and admitted to hospital	1.2%	7.9%	23.0%	52.4%	78.2%	89.1%	96.1%	97.6%
Patient left without, or before completing, treatment	46.4%	78.3%	89.9%	95.7%	98.6%	100%	100%	100%
Transferred to another hospital	1.5%	8.8%	16.1%	37.2%	62.8%	80.3%	87.6%	93.4%
All presentations	32.5%	59.0%	74.3%	86.3%	93.8%	96.9%	98.3%	98.9%

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

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Lithgow 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 3,096 patients

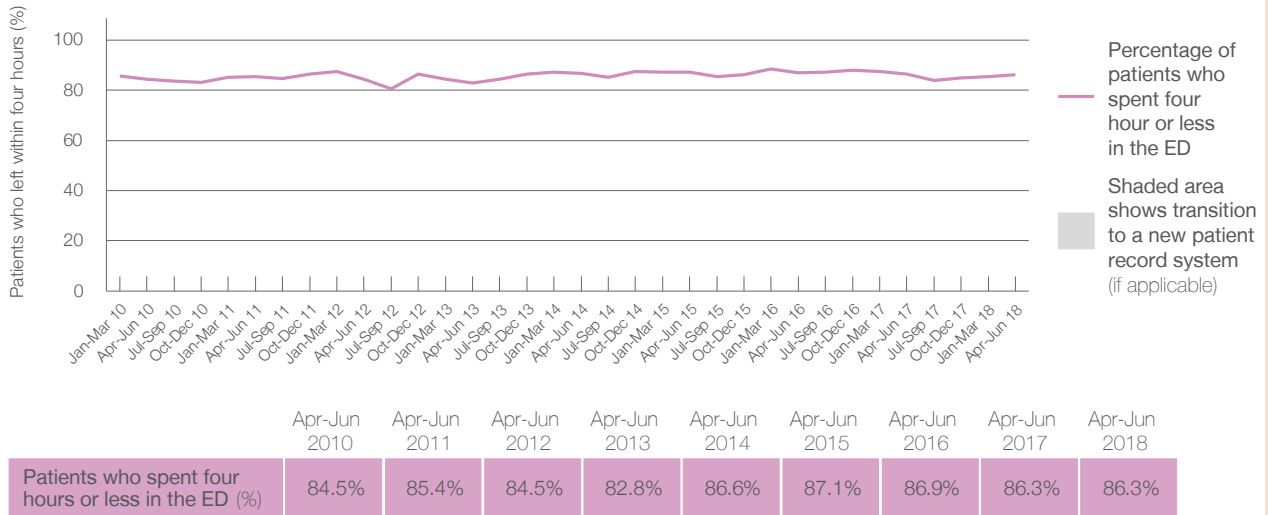
Presentations used to calculate time to leaving the ED: ⁶ 3,095 patients

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: ¹ 3,096 patients	3,058	1%
Presentations used to calculate time to leaving the ED: ⁶ 3,095 patients	3,054	1%
Percentage of patients who spent four hours or less in the ED	86.3%	

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.

† 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, 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).

Nepean Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 17,714 patients

Emergency presentations:² 17,453 patients

Same period last year	Change since one year ago
17,281	3%
17,156	2%

Nepean Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,332 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,493 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,245 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,285 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,754	
9 minutes	8 minutes
32 minutes	24 minutes
4,994	
27 minutes	19 minutes
109 minutes	63 minutes
7,621	
29 minutes	24 minutes
108 minutes	95 minutes
1,686	
27 minutes	21 minutes
110 minutes	96 minutes

Nepean Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 17,706 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
17,272	3%
61%	

* 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.

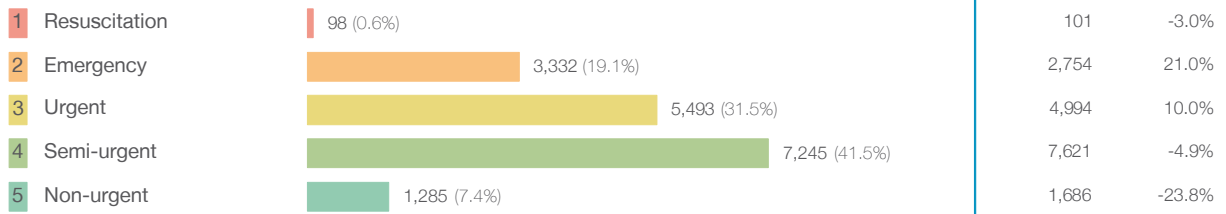
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Nepean Hospital: Patients presenting to the emergency department

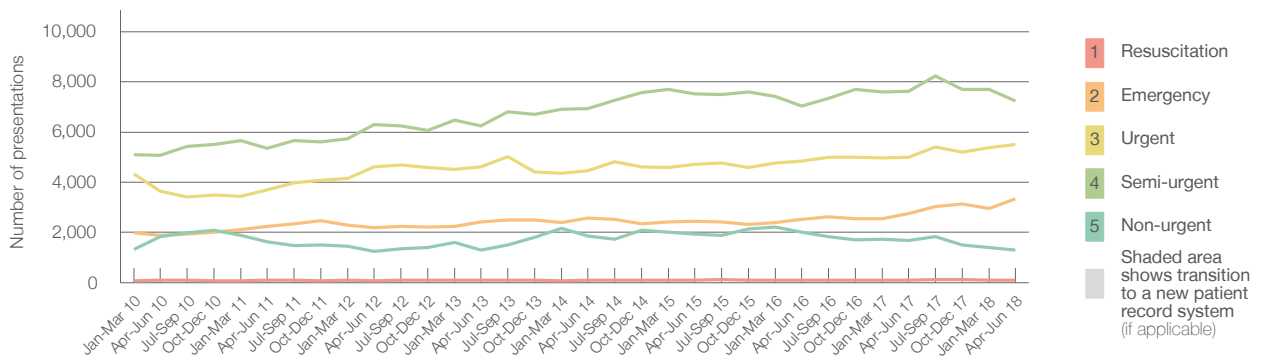
April to June 2018

All presentations:¹ 17,714 patients

Emergency presentations² by triage category: 17,453 patients



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	90	87	78	105	102	107	98	101	98
Emergency	1,889	2,230	2,181	2,432	2,561	2,439	2,515	2,754	3,332
Urgent	3,644	3,684	4,614	4,611	4,472	4,705	4,843	4,994	5,493
Semi-urgent	5,069	5,352	6,295	6,238	6,932	7,508	7,048	7,621	7,245
Non-urgent	1,831	1,637	1,248	1,286	1,870	1,926	2,021	1,686	1,285
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,525	17,156	17,453

Nepean Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,881 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.

Nepean 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: 3,332

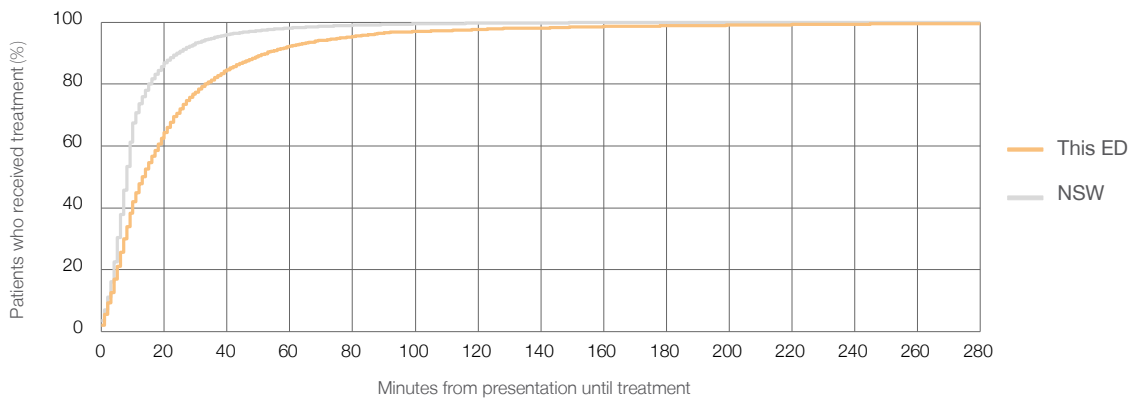
Number of triage 2 patients used to calculate waiting time:³ 3,315

Median time to start treatment⁴ 13 minutes

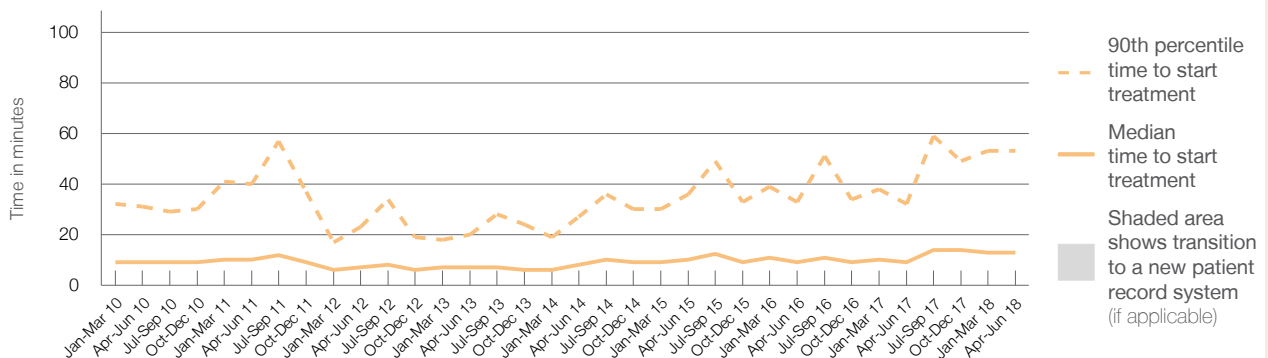
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
2,754	2,735
9 minutes	8 minutes
32 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)	9	10	7	7	8	10	9	9	13
90th percentile time to start treatment ⁵ (minutes)	31	40	23	20	27	36	33	32	53

(†) 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 3 April to June 2018

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

Number of triage 3 patients: 5,493

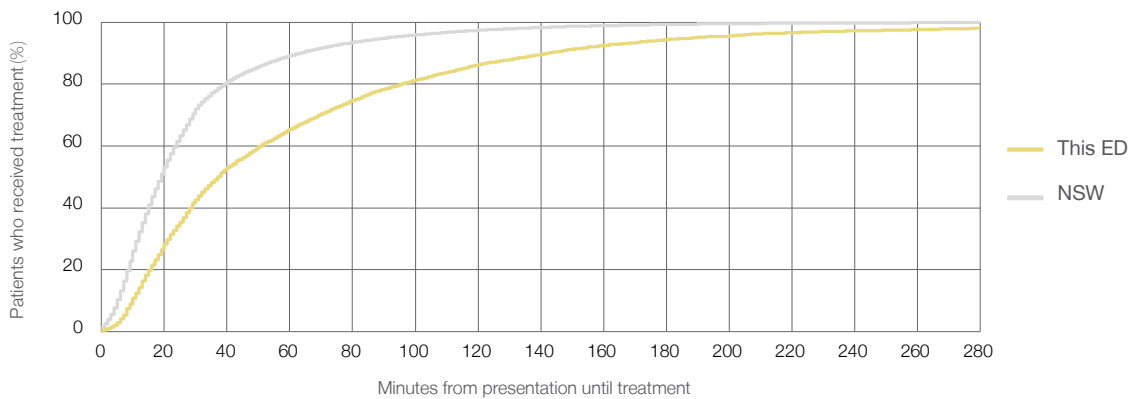
Number of triage 3 patients used to calculate waiting time:³ 5,198

Median time to start treatment⁴ 37 minutes

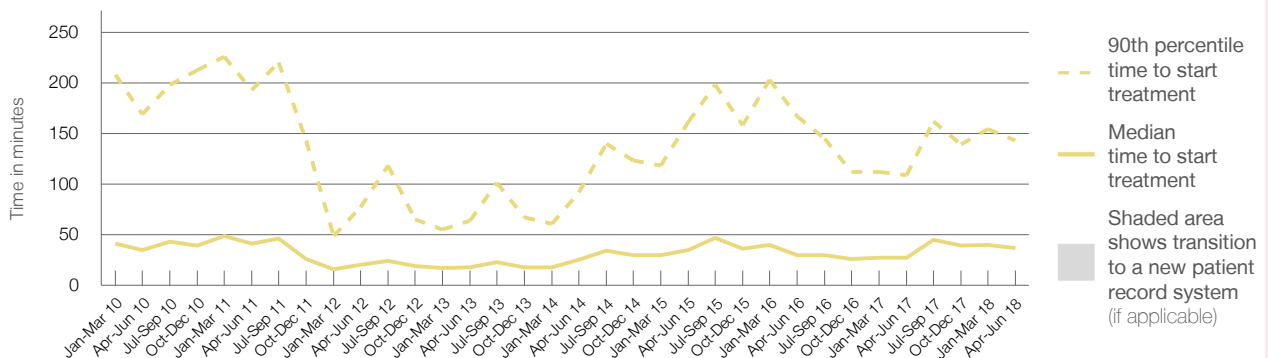
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
4,994	4,772
27 minutes	19 minutes
109 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)	35	41	20	18	25	35	30	27	37
90th percentile time to start treatment ⁵ (minutes)	169	193	77	64	92	161	167	109	143

(†) 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 4 April to June 2018

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

Number of triage 4 patients: 7,245

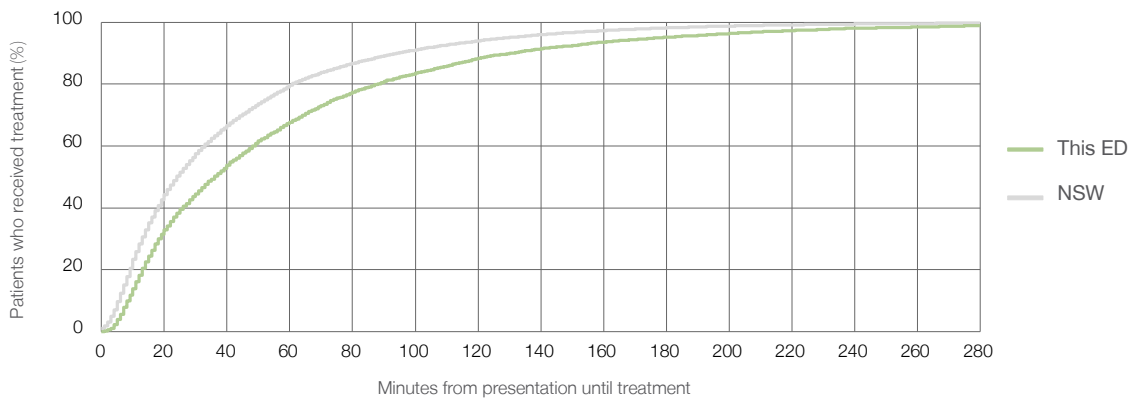
Number of triage 4 patients used to calculate waiting time:³ 6,799

Median time to start treatment⁴ 36 minutes

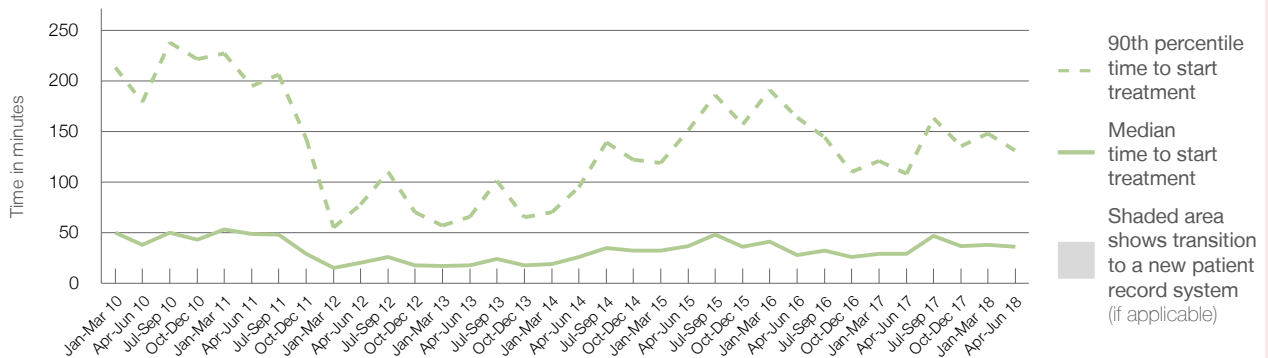
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
7,621	7,139
29 minutes	24 minutes
108 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)	38	49	20	18	26	37	28	29	36
90th percentile time to start treatment ⁵ (minutes)	179	195	78	66	95	151	164	108	131

(†) 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 5 April to June 2018

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

Number of triage 5 patients: 1,285

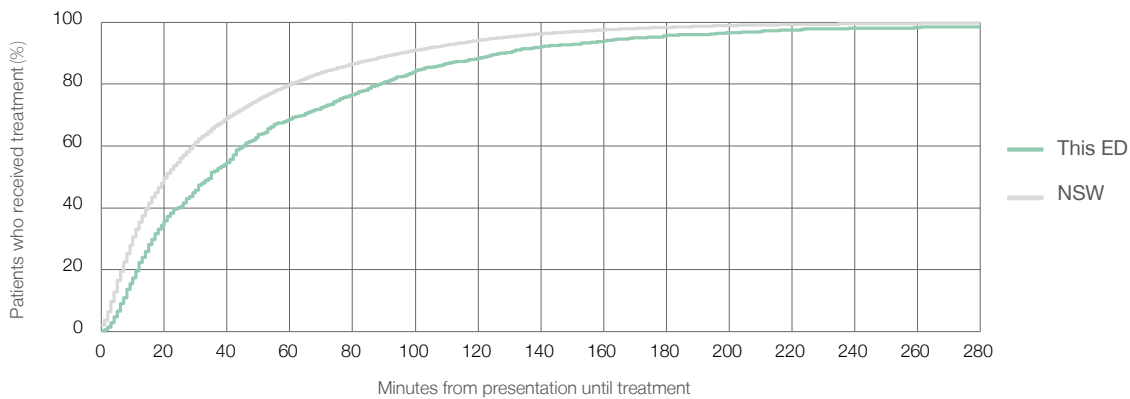
Number of triage 5 patients used to calculate waiting time:³ 1,118

Median time to start treatment⁴ 35 minutes

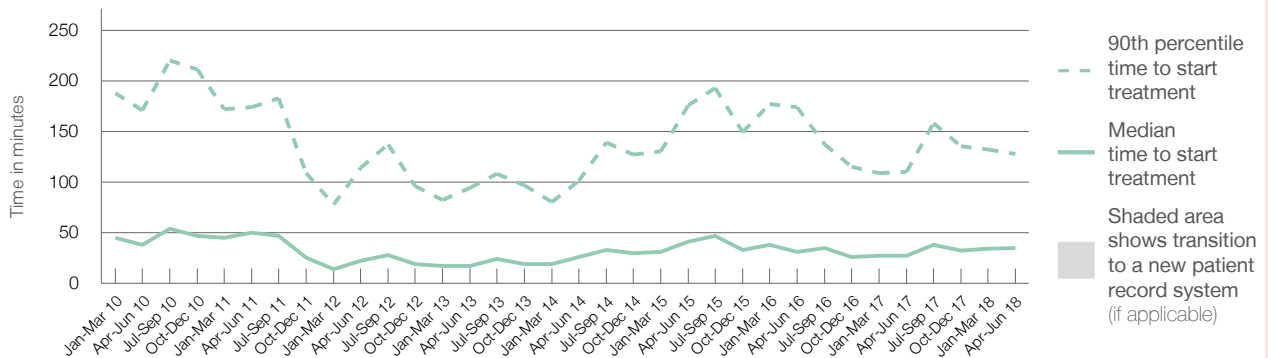
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,686	1,468
27 minutes	21 minutes
110 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)	38	50	22	17	26	41	31	27	35
90th percentile time to start treatment ⁵ (minutes)	171	174	114	94	101	176	174	110	128

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Nepean Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 17,714 patients

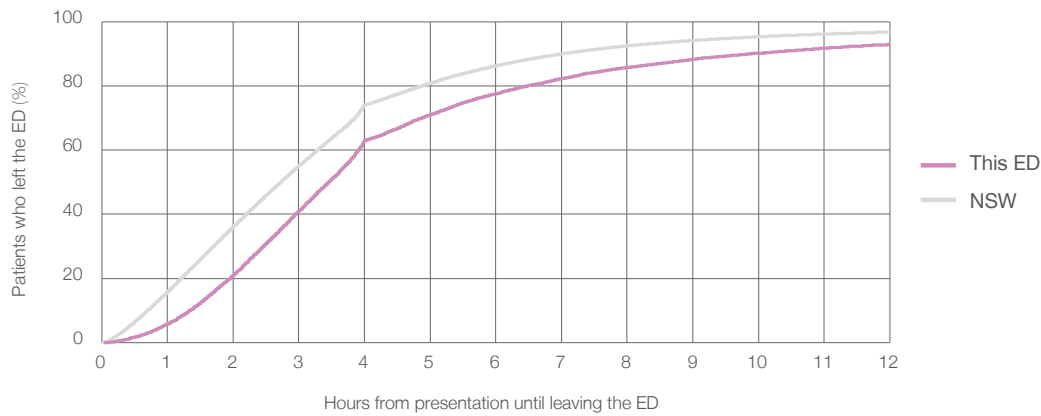
Presentations used to calculate time to leaving the ED:⁶ 17,706 patients

Median time spent in the ED⁸ 3 hours and 27 minutes

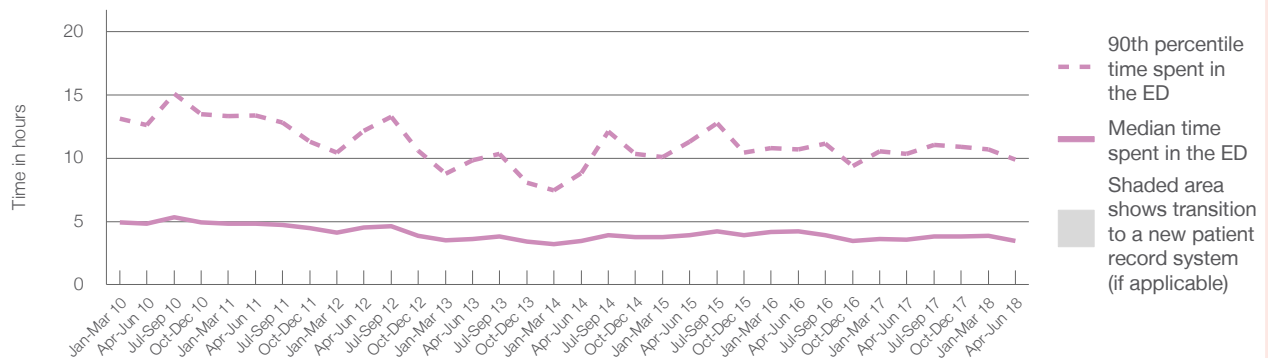
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
17,281	17,272
3 hours and 34 minutes	2 hours and 44 minutes
10 hours and 21 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)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m	3h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 21m	9h 53m

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

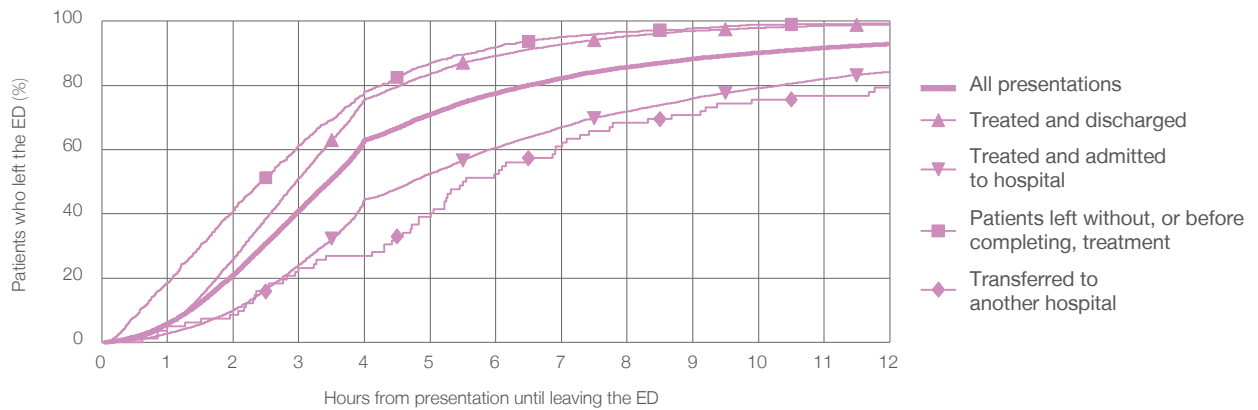
All presentations:¹ 17,714 patients

Presentations used to calculate time to leaving the ED:⁶ 17,706 patients

Treated and discharged	8,956 (50.6%)
Treated and admitted to hospital	7,246 (40.9%)
Patient left without, or before completing, treatment	1,214 (6.9%)
Transferred to another hospital	82 (0.5%)
Other	216 (1.2%)

Same period last year	Change since one year ago
17,272	3%
9,443	-5.2%
6,472	12.0%
1,012	20.0%
77	6.5%
277	-22.0%

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	5.4%	26.0%	51.1%	75.6%	89.2%	95.3%	98.0%	99.0%
Treated and admitted to hospital	2.7%	10.0%	24.1%	44.5%	60.5%	71.9%	79.1%	84.3%
Patient left without, or before completing, treatment	18.5%	41.1%	61.3%	78.1%	91.9%	96.7%	98.8%	99.3%
Transferred to another hospital	4.9%	8.5%	23.2%	26.8%	52.4%	68.3%	75.6%	79.3%
All presentations	5.8%	21.0%	41.0%	63.0%	77.5%	85.7%	90.2%	92.9%

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Nepean 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 17,714 patients

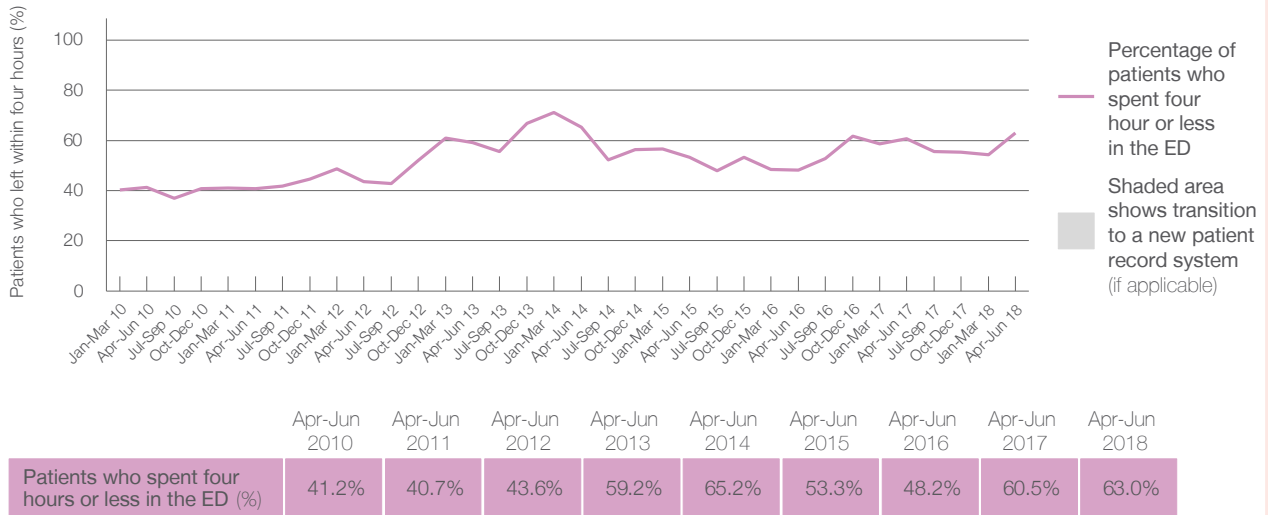
Presentations used to calculate time to leaving the ED: ⁶ 17,706 patients

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



Same period last year	Change since one year ago
17,281	3%
17,272	3%
60.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



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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).