

Healthcare Quarterly

Emergency department

Nepean Blue Mountains Local Health District
Performance Profiles

October to December 2018

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

October to December 2018

All presentations:¹ 4,524 patients
Emergency presentations:² 4,449 patients

	Same period last year	Change since one year ago
All presentations	4,364	4%
Emergency presentations	4,293	4%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 696 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,236 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,111 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 372 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Triage 2	632	
Triage 2 Median	7 minutes	8 minutes
Triage 2 90th	18 minutes	26 minutes
Triage 3	1,067	
Triage 3 Median	17 minutes	20 minutes
Triage 3 90th	57 minutes	72 minutes
Triage 4	2,141	
Triage 4 Median	26 minutes	26 minutes
Triage 4 90th	112 minutes	104 minutes
Triage 5	432	
Triage 5 Median	25 minutes	23 minutes
Triage 5 90th	132 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,523 patients

Percentage of patients who spent four hours or less in the ED 80%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,364	4%
Percentage of patients who spent four hours or less in the ED	83%	

* 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: October to December 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 22 January 2019).

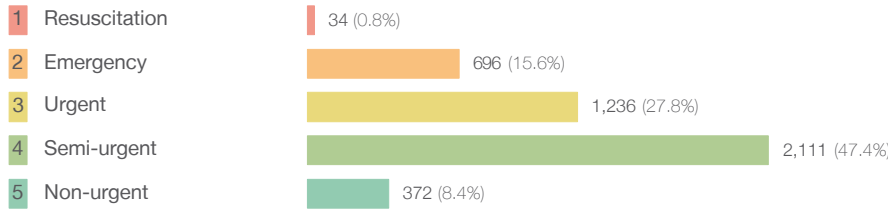
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 4,524 patients

Same period last year	Change since one year ago
4,364	4%

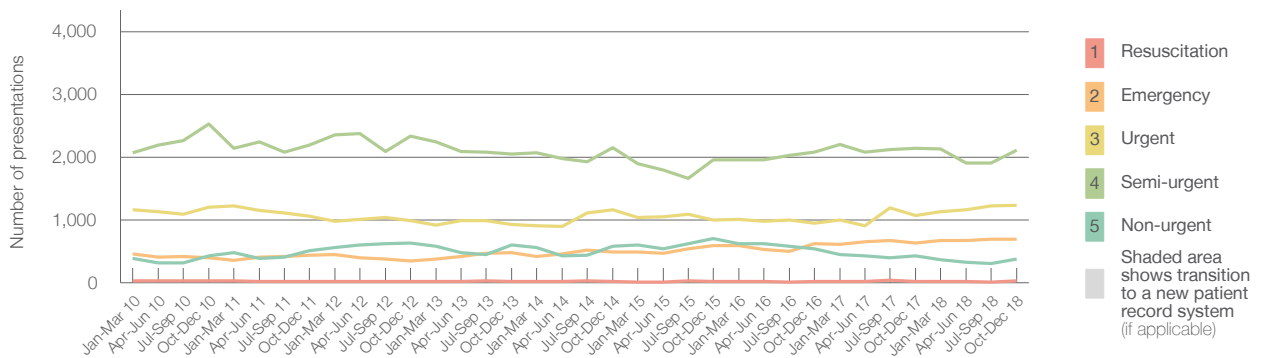
Emergency presentations² by triage category: 4,449 patients

Same period last year	Change since one year ago
4,293	4%



Same period last year	Change since one year ago
21	61.9%
632	10.1%
1,067	15.8%
2,141	-1.4%
432	-13.9%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	26	22	24	16	24	17	22	21	34
Emergency	393	441	347	477	486	595	623	632	696
Urgent	1,204	1,060	992	923	1,166	1,001	949	1,067	1,236
Semi-urgent	2,526	2,197	2,339	2,051	2,151	1,961	2,076	2,141	2,111
Non-urgent	424	511	634	596	576	705	536	432	372
All emergency presentations	4,573	4,231	4,336	4,063	4,403	4,279	4,206	4,293	4,449

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 954 patients

Same period last year	Change since one year ago
721	

ED Transfer of care time



Same period last year	Change since one year ago
12 minutes	1 minute
24 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.

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

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

Number of triage 2 patients: 696

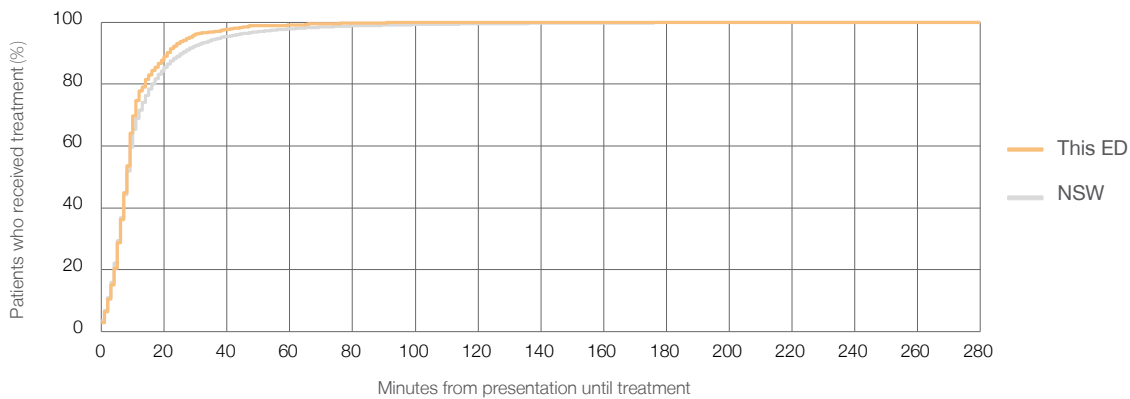
Number of triage 2 patients used to calculate waiting time:³ 695

Median time to start treatment⁴ 8 minutes

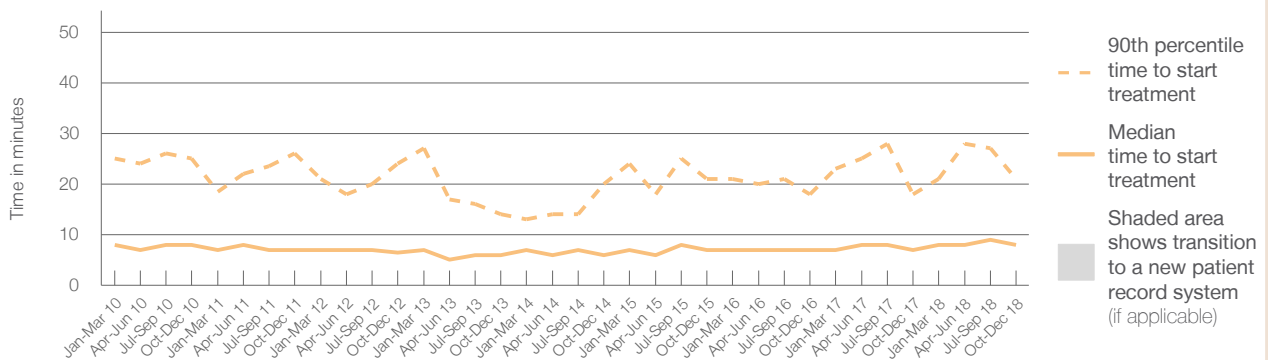
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
632	
629	
7 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	25	26	24	14	20	21	18	18	21

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,236

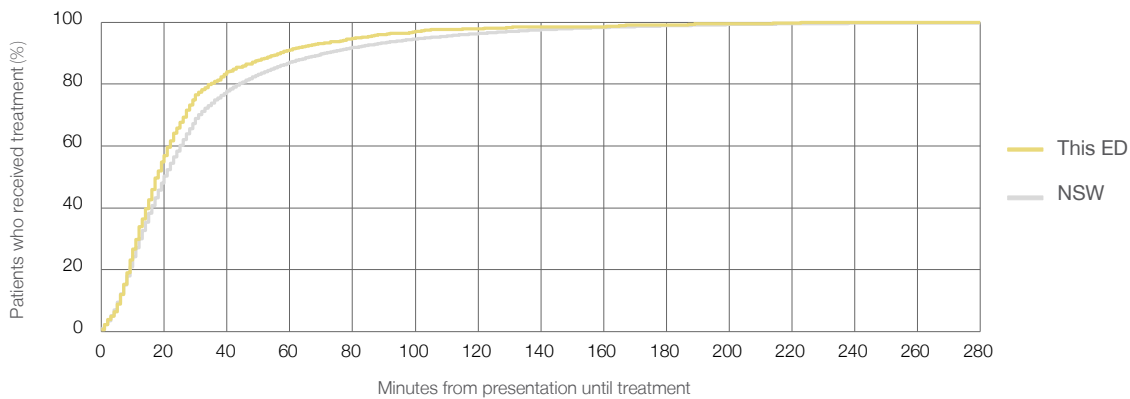
Number of triage 3 patients used to calculate waiting time:³ 1,224

Median time to start treatment⁴ 18 minutes

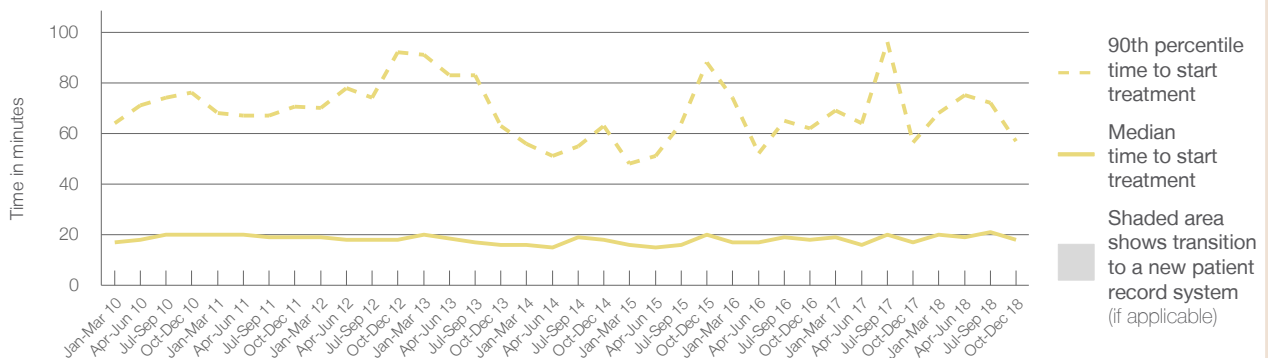
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,067	
1,050	
17 minutes	20 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	19	18	16	18	20	18	17	18
90th percentile time to start treatment ⁵ (minutes)	76	71	92	63	63	88	62	57	57

(†) 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 4 October to December 2018

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

Number of triage 4 patients: 2,111

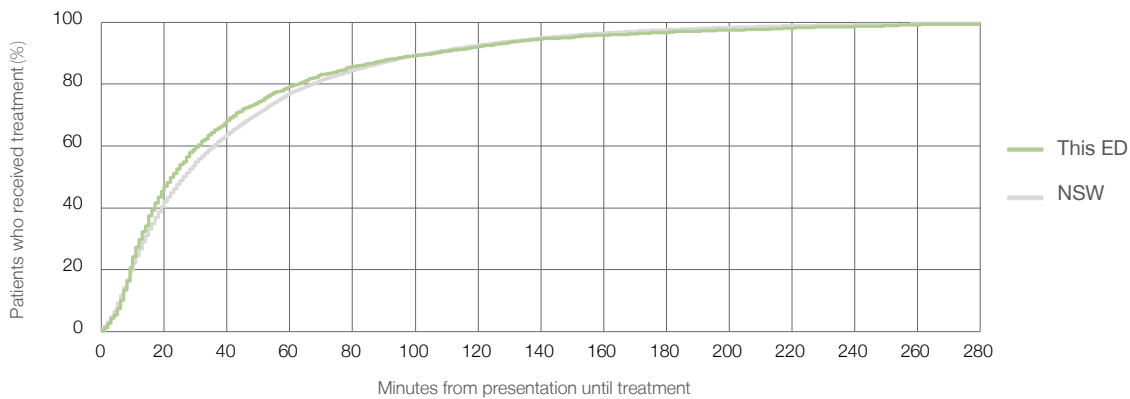
Number of triage 4 patients used to calculate waiting time:³ 2,019

Median time to start treatment⁴ 23 minutes

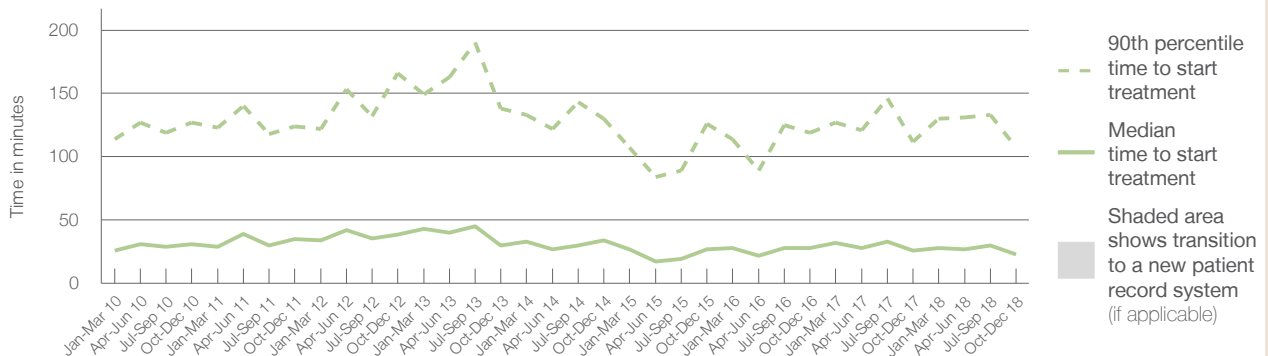
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
2,141	2,037
26 minutes	26 minutes
112 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	35	39	30	34	27	28	26	23
90th percentile time to start treatment ⁵ (minutes)	127	124	166	138	130	126	119	112	107

(†) 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 October to December 2018

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

Number of triage 5 patients: 372

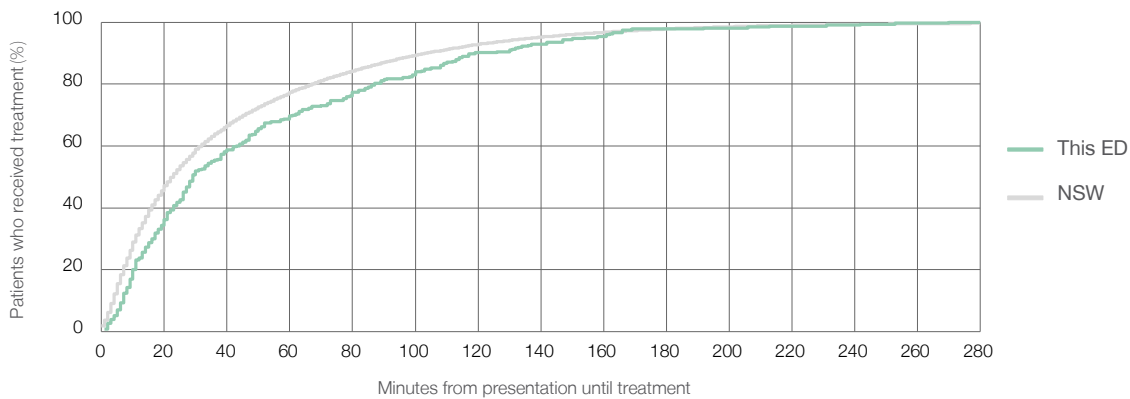
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 29 minutes

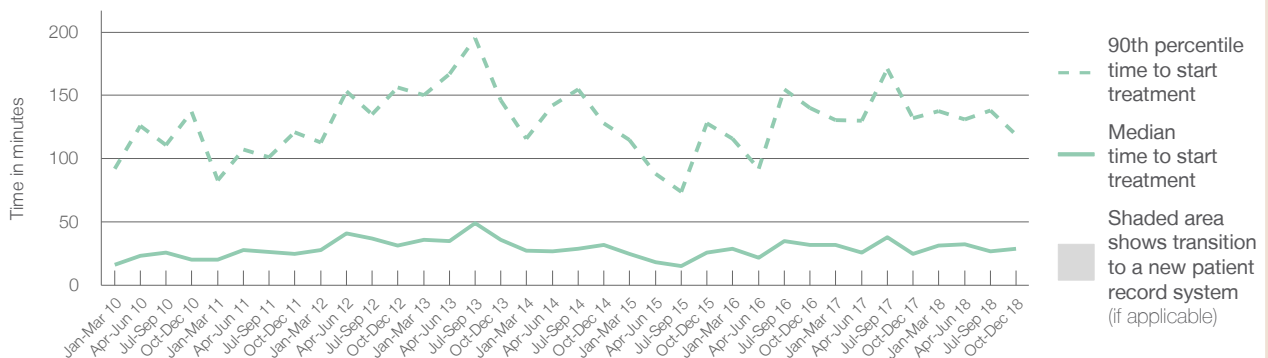
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
432	
367	
25 minutes	23 minutes
132 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	25	32	36	32	26	32	25	29
90th percentile time to start treatment ⁵ (minutes)	137	121	157	146	128	128	140	132	119

(†) 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

October to December 2018

All presentations:¹ 4,524 patients

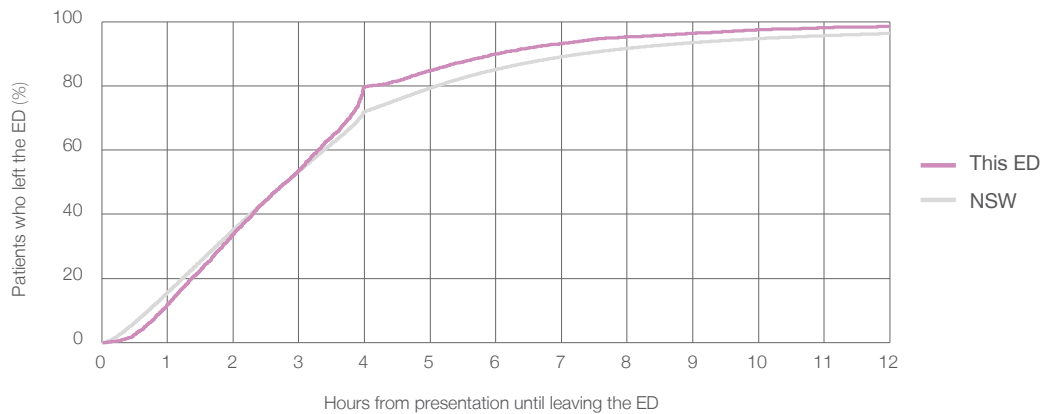
Presentations used to calculate time to leaving the ED:⁶ 4,523 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

90th percentile time spent in the ED⁹ 6 hours and 2 minutes

Same period last year	NSW (this period)
4,364	4,364
2 hours and 42 minutes	2 hours and 49 minutes
5 hours and 36 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 8m	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m	2h 42m	2h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 42m	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m	5h 36m	6h 2m

(†) 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
 October to December 2018

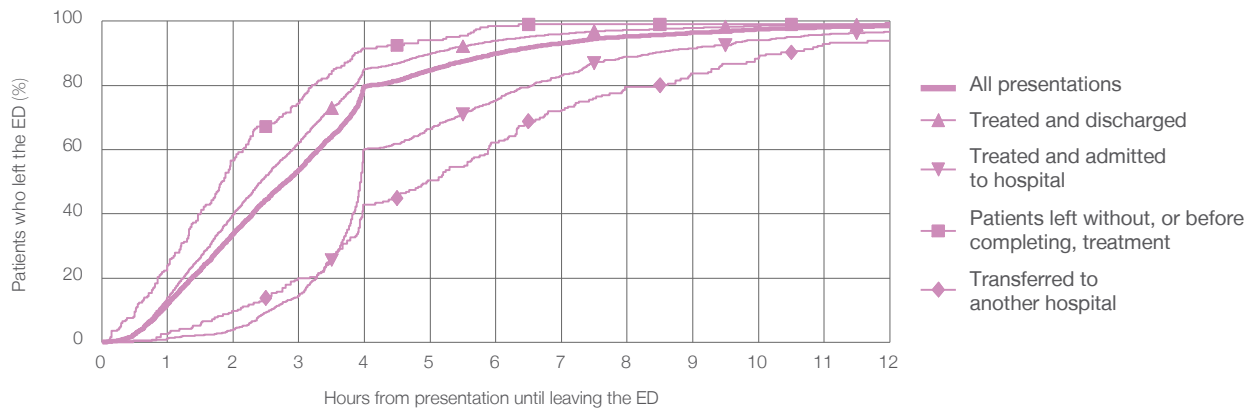
All presentations:¹ 4,524 patients

Presentations used to calculate time to leaving the ED:⁶ 4,523 patients

Treated and discharged	3,429 (75.8%)
Treated and admitted to hospital	691 (15.3%)
Patient left without, or before completing, treatment	202 (4.5%)
Transferred to another hospital	196 (4.3%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,364	4%
3,269	4.9%
683	1.2%
195	3.6%
205	-4.4%
12	-50.0%

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



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

Treated and discharged	13.9%	39.8%	62.1%	85.1%	94.0%	97.3%	98.5%	99.1%
Treated and admitted to hospital	1.2%	3.9%	14.6%	60.2%	75.4%	88.9%	94.1%	96.7%
Patient left without, or before completing, treatment	23.9%	56.7%	74.6%	91.5%	98.5%	99.0%	99.0%	99.5%
Transferred to another hospital	2.6%	9.7%	19.9%	42.9%	62.2%	79.6%	88.8%	93.9%
All presentations	12.0%	33.8%	53.6%	79.7%	90.0%	95.3%	97.5%	98.5%

(†) 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

October to December 2018

All presentations at the emergency department: ¹ 4,524 patients

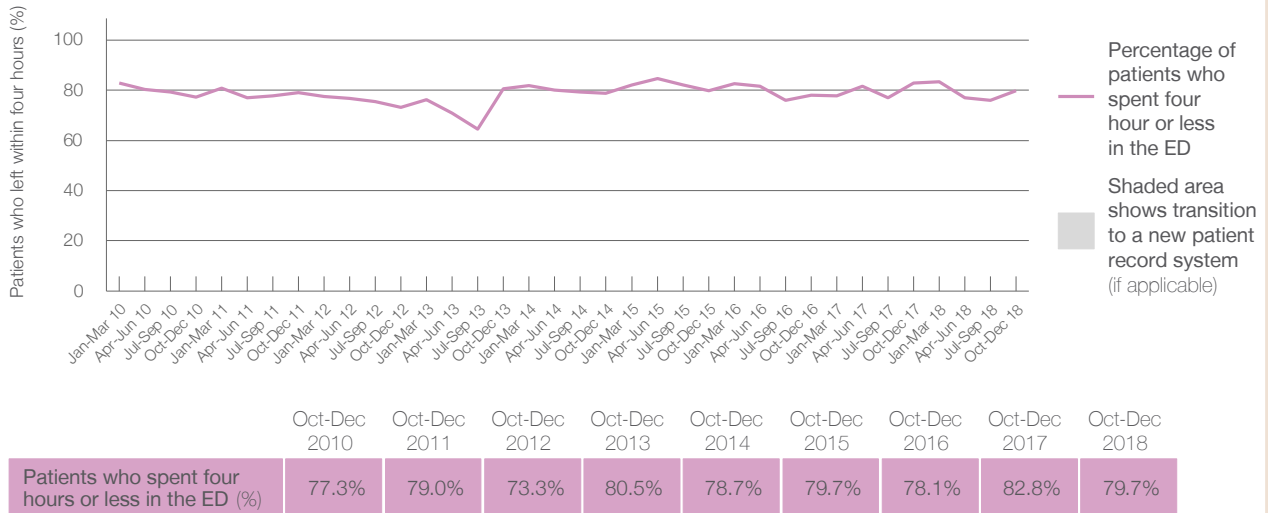
Presentations used to calculate time to leaving the ED: ⁶ 4,523 patients

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	4,364	4%
Presentations used to calculate time to leaving the ED	4,364	4%
Percentage of patients who spent four hours or less in the ED	82.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2018



All presentations:¹ 6,680 patients
Emergency presentations:² 6,438 patients

Same period last year	Change since one year ago
6,469	3%
6,185	4%

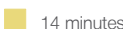

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2018

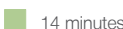

Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  26 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,925 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,295 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  62 minutes

Same period last year	NSW (this period)
832	
11 minutes	8 minutes
26 minutes	26 minutes
1,723	
14 minutes	20 minutes
51 minutes	72 minutes
3,110	
13 minutes	26 minutes
65 minutes	104 minutes
490	
12 minutes	23 minutes
55 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,680 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
6,469	3%
71%	

* 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: October to December 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.

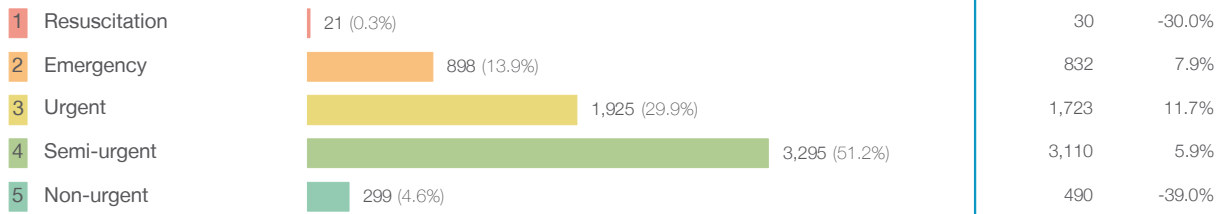
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2018

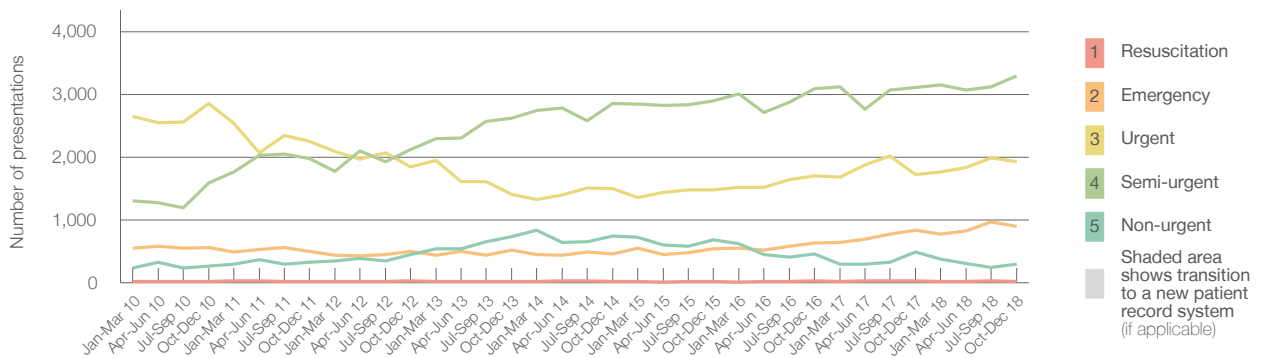
All presentations:¹ 6,680 patients

Emergency presentations² by triage category: 6,438 patients



Same period last year	Change since one year ago
6,469	3%
6,185	4%
30	-30.0%
832	7.9%
1,723	11.7%
3,110	5.9%
490	-39.0%

Emergency presentations² by quarter, January 2010 to December 2018 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18	20	26	14	24	17	31	30	21
Emergency	561	498	497	515	462	543	633	832	898
Urgent	2,860	2,251	1,848	1,404	1,494	1,477	1,700	1,723	1,925
Semi-urgent	1,587	1,979	2,124	2,620	2,856	2,897	3,093	3,110	3,295
Non-urgent	260	327	446	737	744	682	455	490	299
All emergency presentations	5,286	5,075	4,941	5,290	5,580	5,616	5,912	6,185	6,438

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,109 patients

ED Transfer of care time



Same period last year	Change since one year ago
943	
12 minutes	-1 minute
24 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.

(§) 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 October to December 2018

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

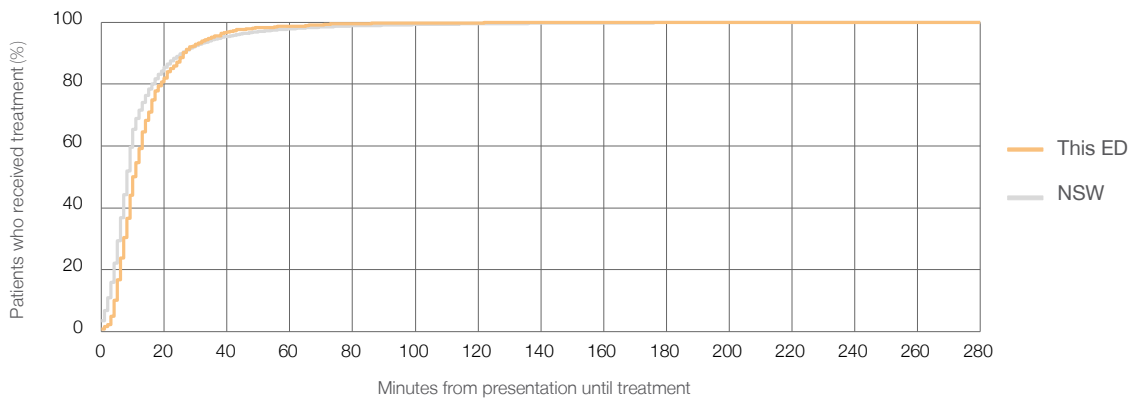
Number of triage 2 patients: 898

Number of triage 2 patients used to calculate waiting time:³ 898

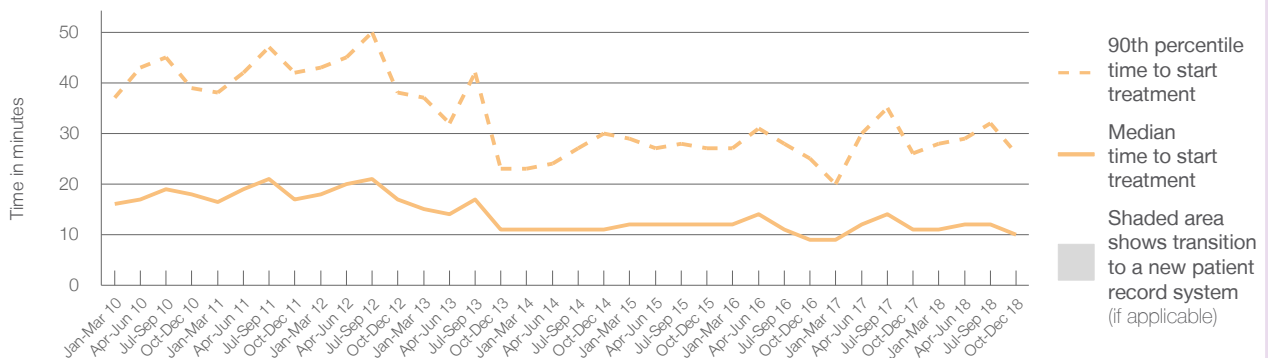
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
832	
831	
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	17	17	11	11	12	9	11	10
90th percentile time to start treatment ⁵ (minutes)	39	42	38	23	30	27	25	26	26

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 1,925

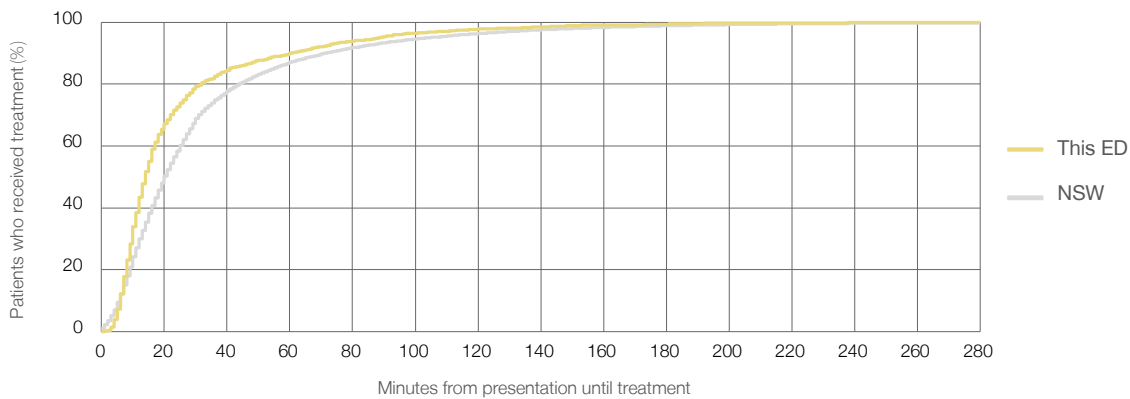
Number of triage 3 patients used to calculate waiting time:³ 1,918

Median time to start treatment⁴ 14 minutes

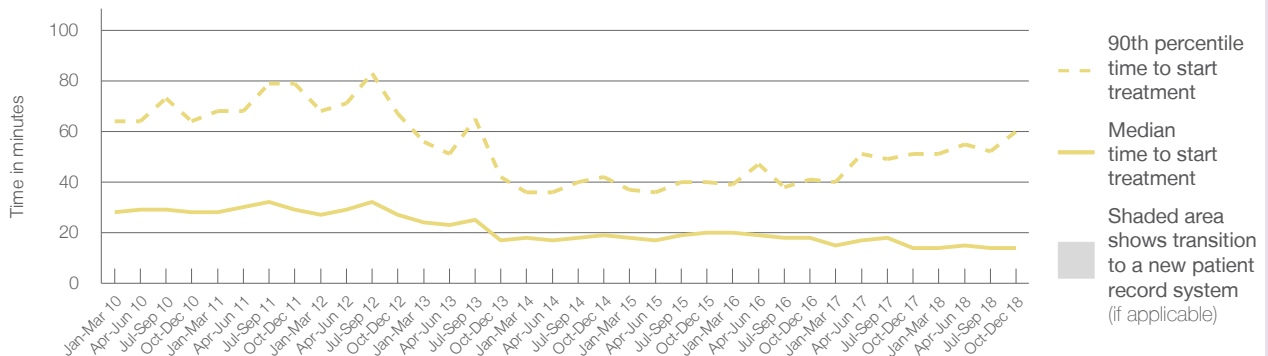
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,723	1,702
14 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	29	27	17	19	20	18	14	14
90th percentile time to start treatment ⁵ (minutes)	64	79	67	42	42	40	41	51	60

(†) 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 October to December 2018

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

Number of triage 4 patients: 3,295

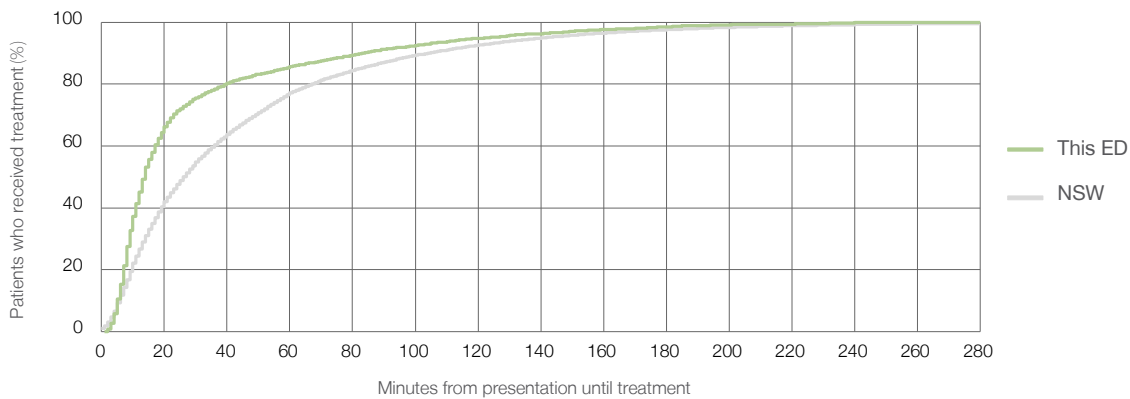
Number of triage 4 patients used to calculate waiting time:³ 3,248

Median time to start treatment⁴ 14 minutes

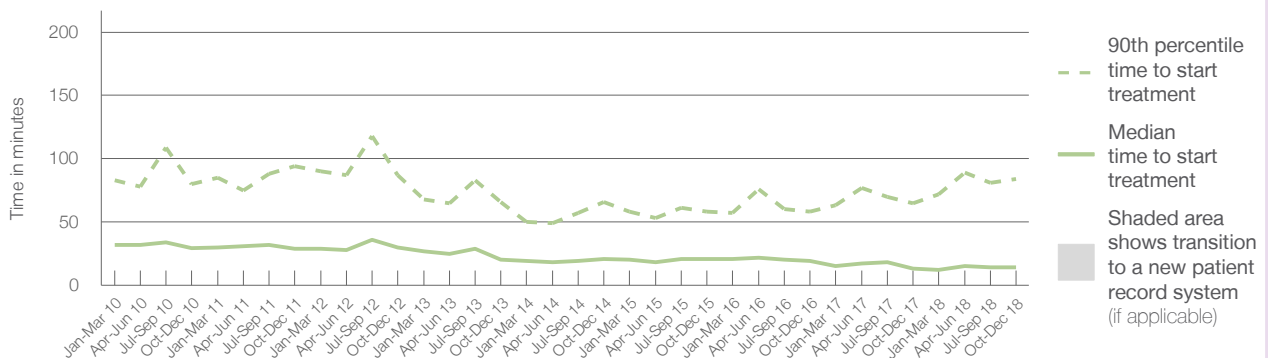
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
3,110	
3,036	
13 minutes	26 minutes
65 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	29	30	20	21	21	19	13	14
90th percentile time to start treatment ⁵ (minutes)	80	94	87	66	66	58	58	65	84

(†) 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 October to December 2018

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

Number of triage 5 patients: 299

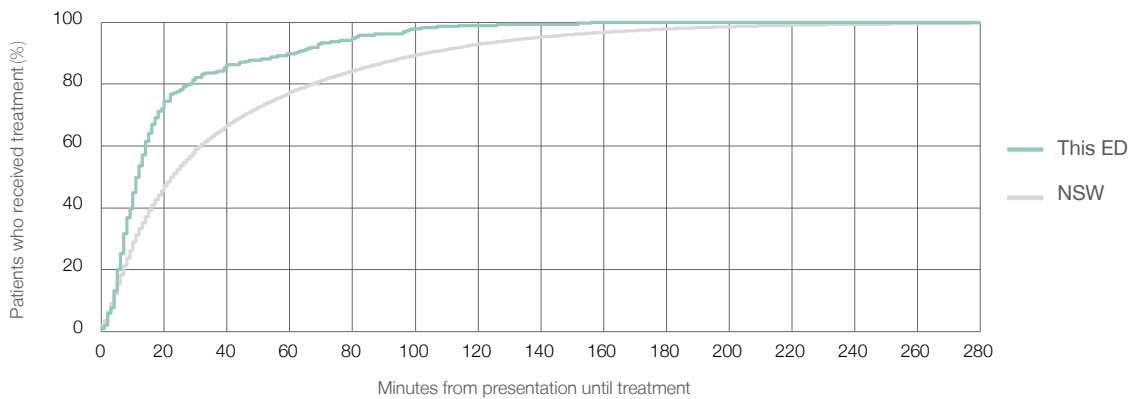
Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴ 12 minutes

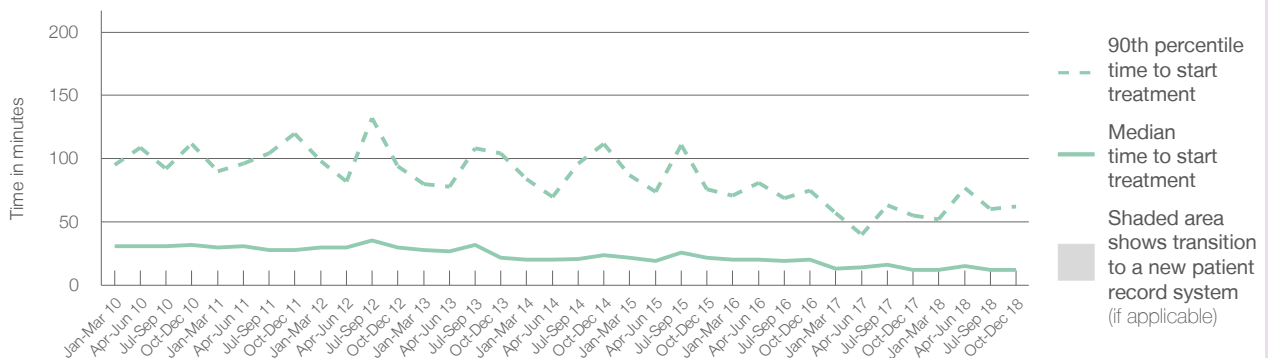
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
490	470
12 minutes	23 minutes
55 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	28	30	22	24	22	20	12	12
90th percentile time to start treatment ⁵ (minutes)	112	120	94	104	112	76	75	55	62

(†) 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

October to December 2018

All presentations:¹ 6,680 patients

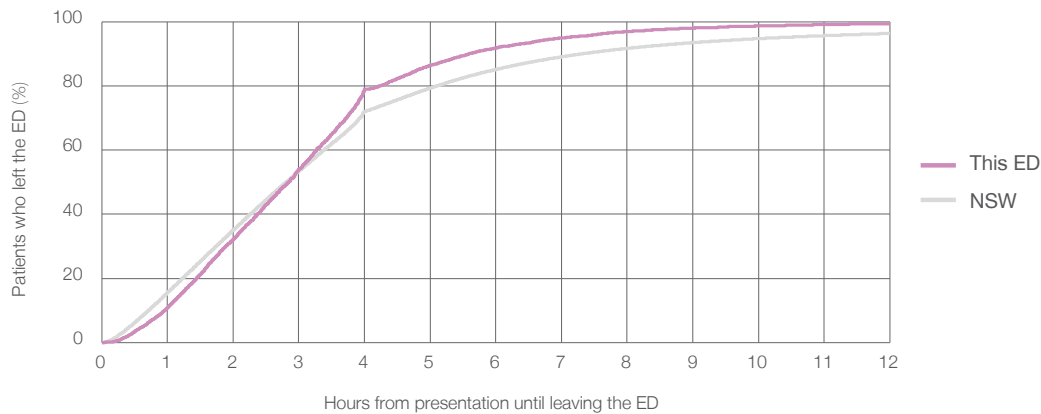
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

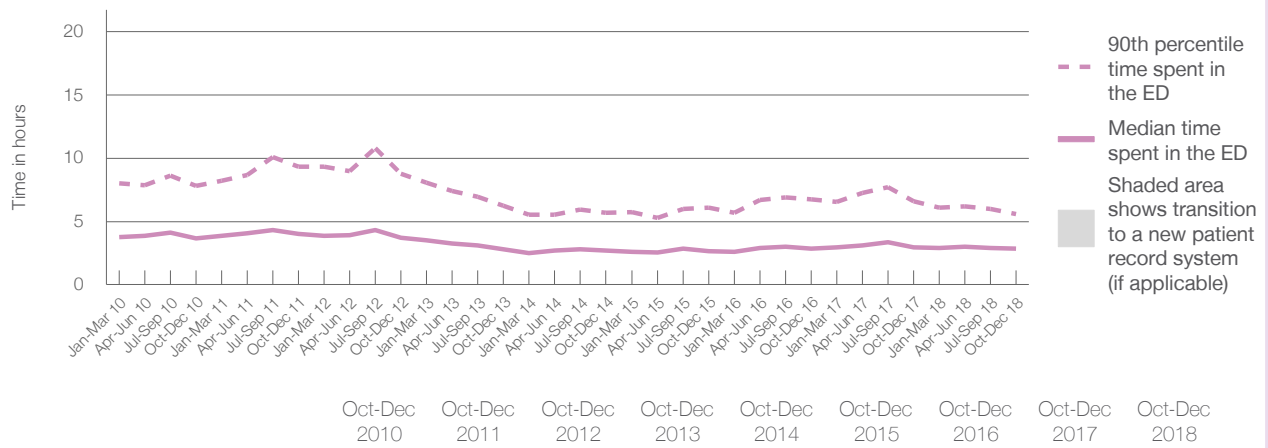
90th percentile time spent in the ED⁹ 5 hours and 36 minutes

Same period last year	NSW (this period)
6,469	6,469
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 36 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 40m	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m	2h 56m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m	6h 36m	5h 36m

(†) 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

October to December 2018

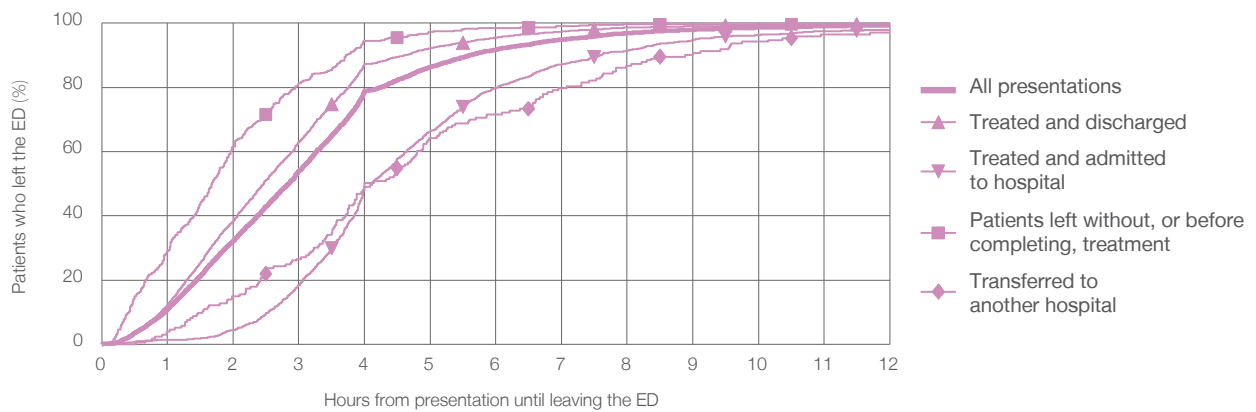
All presentations:¹ 6,680 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Treated and discharged	4,693 (70.3%)
Treated and admitted to hospital	1,398 (20.9%)
Patient left without, or before completing, treatment	402 (6.0%)
Transferred to another hospital	173 (2.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,469	3%
4,418	6.2%
1,309	6.8%
510	-21.2%
215	-19.5%
17	-17.6%

Percentage of patients who left the ED by time and mode of separation, October to December 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	12.3%	38.4%	63.1%	87.3%	95.5%	98.7%	99.4%	99.8%
Treated and admitted to hospital	1.3%	4.4%	18.4%	50.1%	79.9%	91.5%	96.4%	98.0%
Patient left without, or before completing, treatment	29.1%	61.7%	81.3%	94.5%	98.5%	99.8%	99.8%	99.8%
Transferred to another hospital	4.0%	15.0%	26.6%	49.1%	71.7%	86.7%	94.2%	97.1%
All presentations	10.9%	32.2%	54.0%	79.0%	91.8%	96.9%	98.7%	99.4%

(†) 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 October to December 2018

All presentations at the emergency department: ¹ 6,680 patients

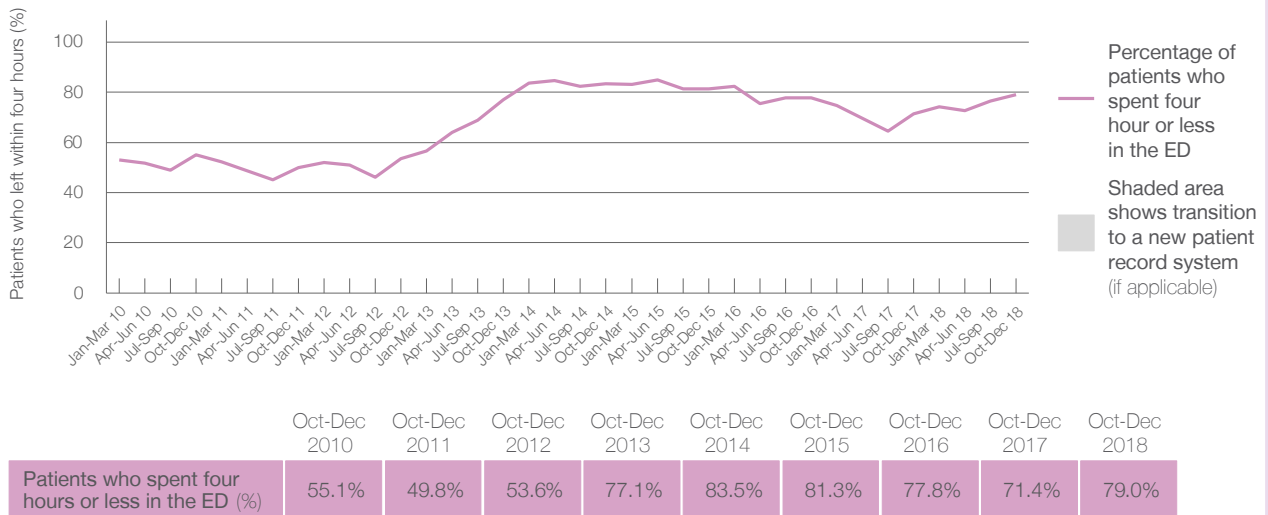
Presentations used to calculate time to leaving the ED: ⁶ 6,680 patients

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	6,469	3%
Presentations used to calculate time to leaving the ED	6,469	3%
Percentage of patients who spent four hours or less in the ED	71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lithgow Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,449 patients
 Emergency presentations:² 3,355 patients

Same period last year	Change since one year ago
3,070	12%
2,965	13%

Lithgow Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 374 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,179 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,480 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 310 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
369	
5 minutes	8 minutes
15 minutes	26 minutes
1,009	
10 minutes	20 minutes
35 minutes	72 minutes
1,271	
12 minutes	26 minutes
58 minutes	104 minutes
305	
8 minutes	23 minutes
45 minutes	104 minutes

Lithgow Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,448 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
3,070	12%
85%	

* 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: October to December 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.

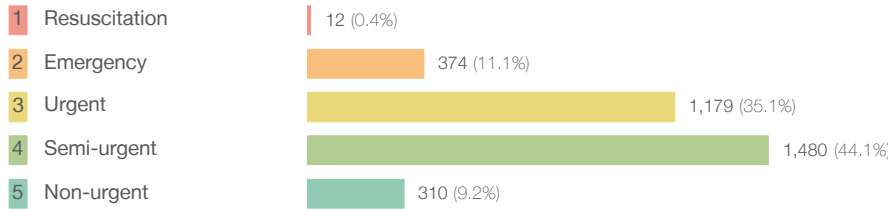
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Lithgow Hospital: Patients presenting to the emergency department October to December 2018

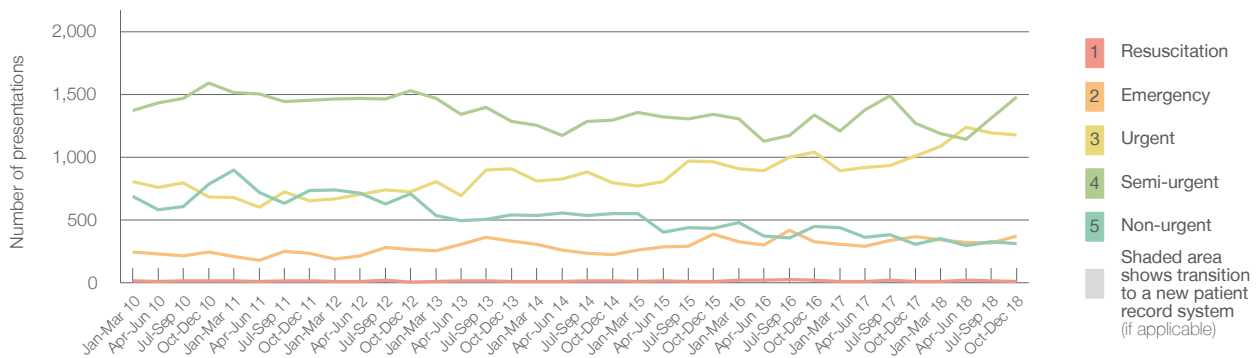
All presentations:¹ 3,449 patients

Emergency presentations² by triage category: 3,355 patients



Same period last year	Change since one year ago
3,070	12%
2,965	13%
11	9.1%
369	1.4%
1,009	16.8%
1,271	16.4%
305	1.6%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	14	16	6	8	16	10	18	11	12
Emergency	242	232	266	332	223	385	325	369	374
Urgent	684	650	725	906	796	964	1,042	1,009	1,179
Semi-urgent	1,593	1,451	1,528	1,287	1,296	1,341	1,336	1,271	1,480
Non-urgent	787	732	708	539	549	434	450	305	310
All emergency presentations	3,320	3,081	3,233	3,072	2,880	3,134	3,171	2,965	3,355

Lithgow Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 619 patients

ED Transfer of care time



Same period last year	Change since one year ago
551	
11 minutes	-2 minutes
22 minutes	-4 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.

Lithgow Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

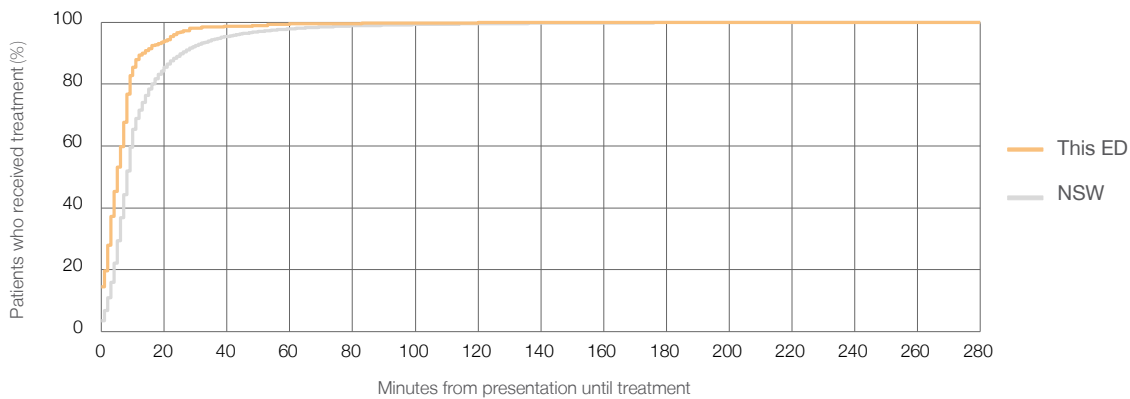
Number of triage 2 patients: 374

Number of triage 2 patients used to calculate waiting time:³ 373

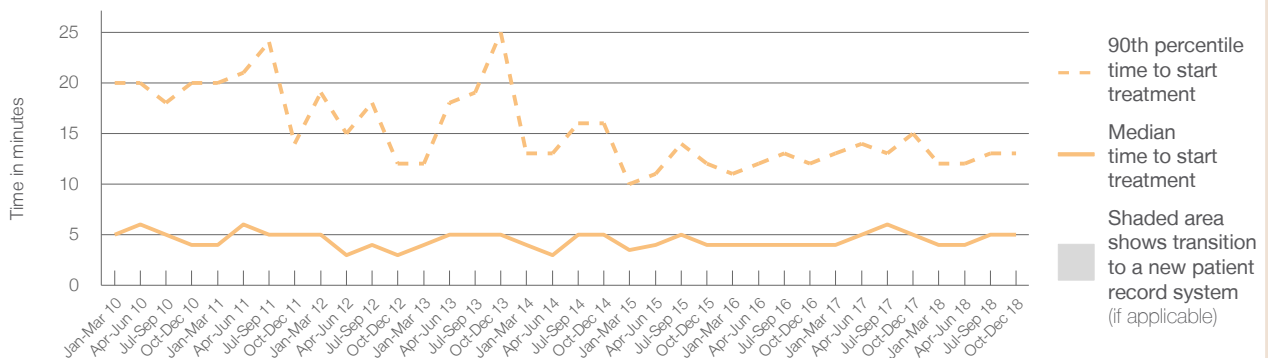
Median time to start treatment⁴ ■ 5 minutes
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
369	368
5 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	5	3	5	5	4	4	5	5
90th percentile time to start treatment ⁵ (minutes)	20	14	12	25	16	12	12	15	13

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,179

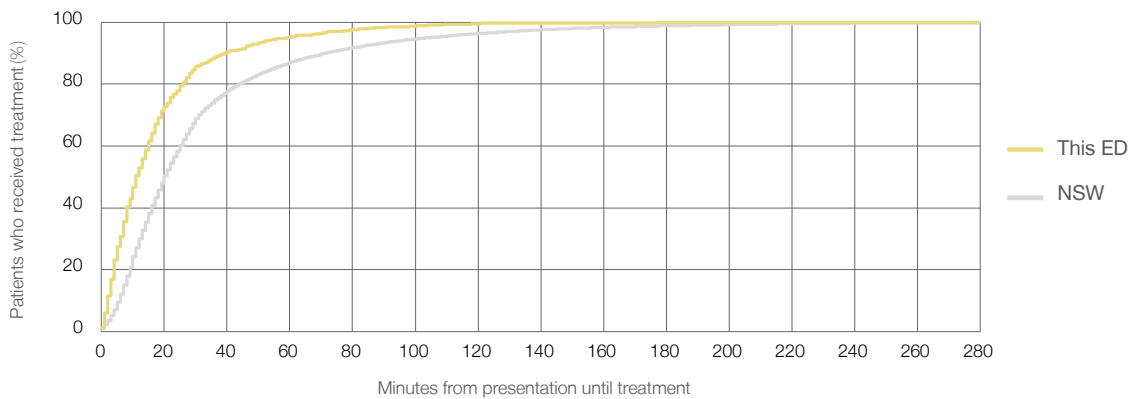
Number of triage 3 patients used to calculate waiting time:³ 1,165

Median time to start treatment⁴ 11 minutes

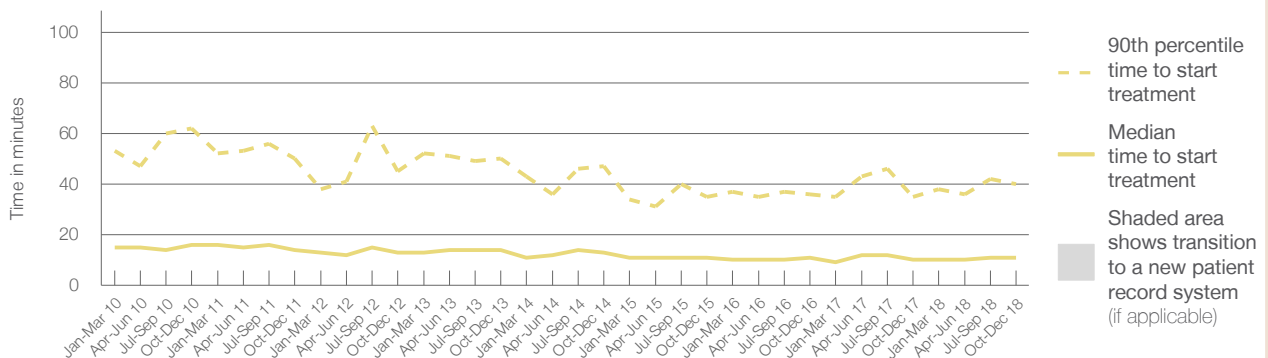
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,009	995
10 minutes	20 minutes
35 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	16	14	13	14	13	11	11	10	11
90th percentile time to start treatment ⁵ (minutes)	62	50	45	50	47	35	36	35	40

(†) 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 October to December 2018

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

Number of triage 4 patients: 1,480

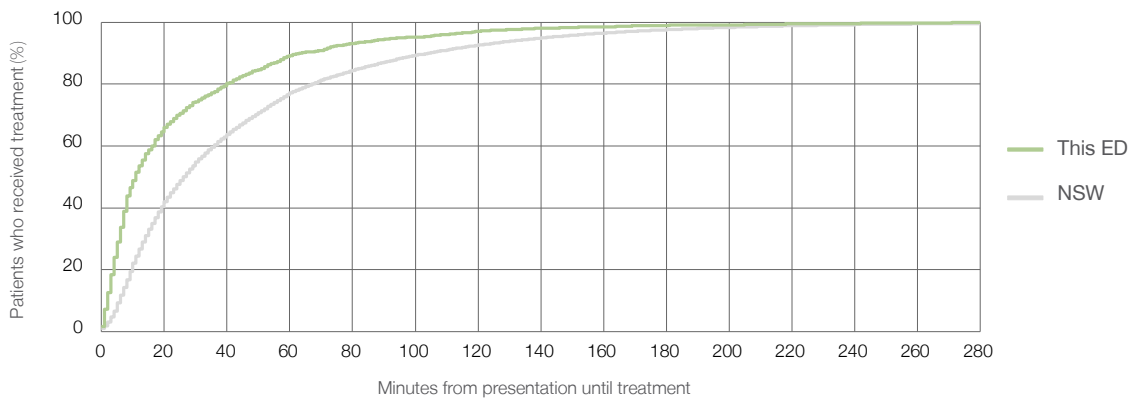
Number of triage 4 patients used to calculate waiting time:³ 1,421

Median time to start treatment⁴ 11 minutes

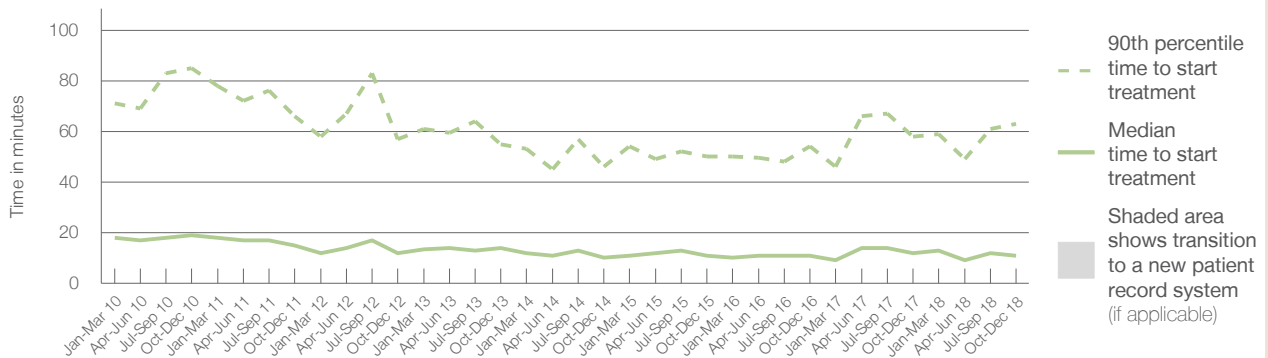
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,271	1,248
12 minutes	26 minutes
58 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	15	12	14	10	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	85	66	57	55	46	50	54	58	63

(†) 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 October to December 2018

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

Number of triage 5 patients: 310

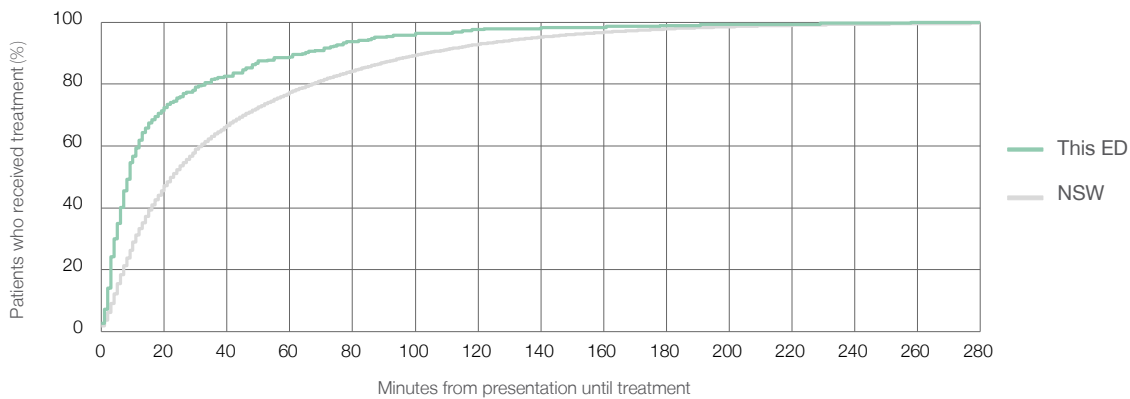
Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴ 9 minutes

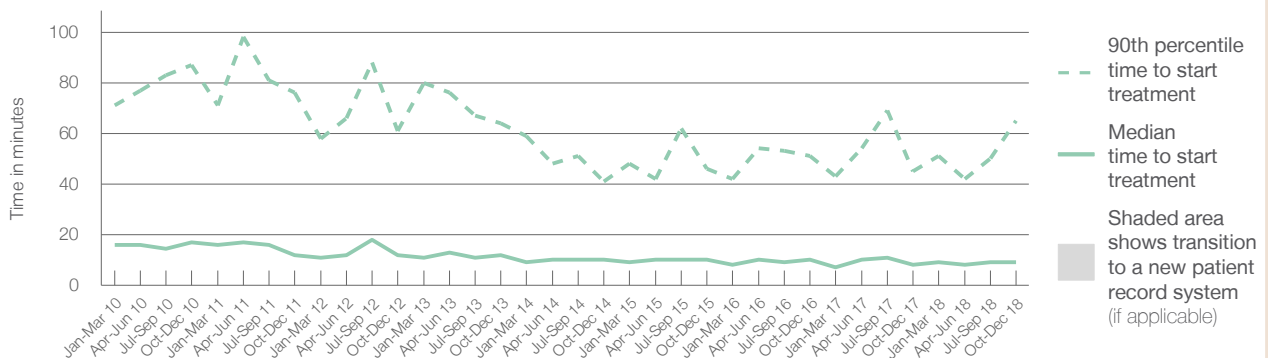
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
305	
294	
8 minutes	23 minutes
45 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	12	12	12	10	10	10	8	9
90th percentile time to start treatment ⁵ (minutes)	87	76	61	64	41	46	51	45	65

(†) 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

October to December 2018

All presentations:¹ 3,449 patients

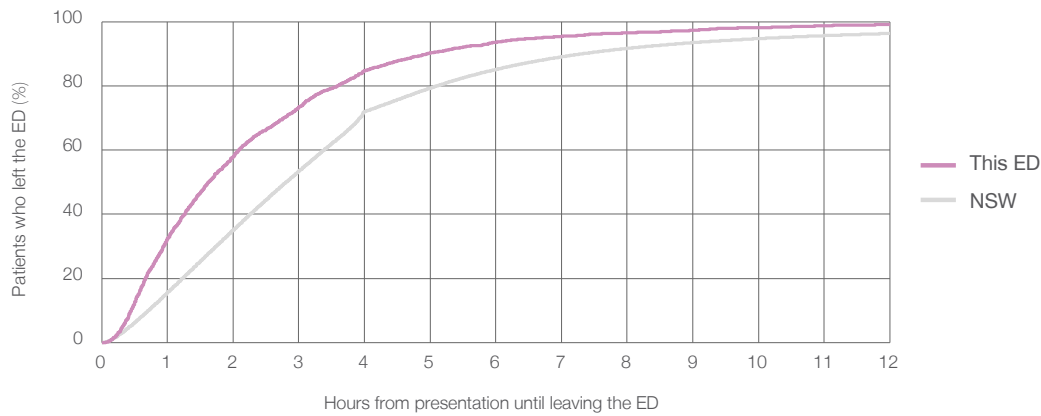
Presentations used to calculate time to leaving the ED:⁶ 3,448 patients

Median time spent in the ED⁸ ■ 1 hours and 38 minutes

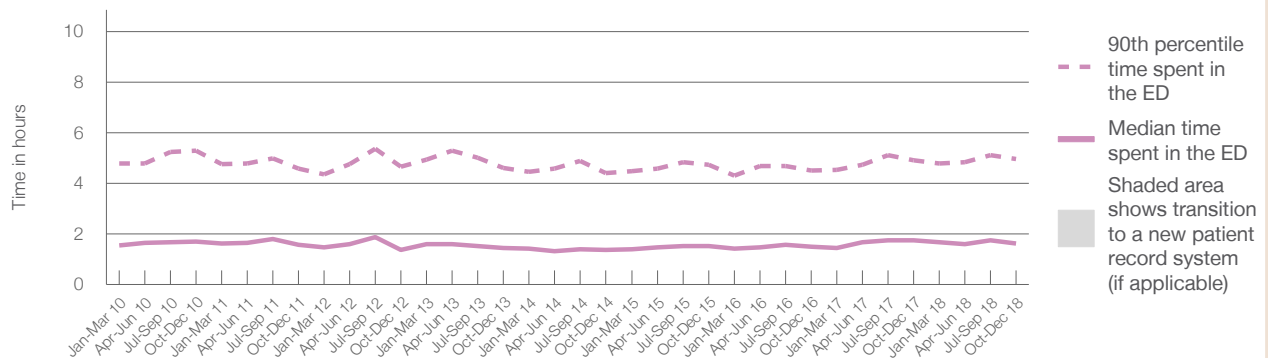
90th percentile time spent in the ED⁹ ■ 4 hours and 58 minutes

Same period last year	NSW (this period)
3,070	3,070
1 hours and 45 minutes	2 hours and 49 minutes
4 hours and 55 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 42m	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m	1h 45m	1h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 17m	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m	4h 55m	4h 58m

(†) 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

October to December 2018

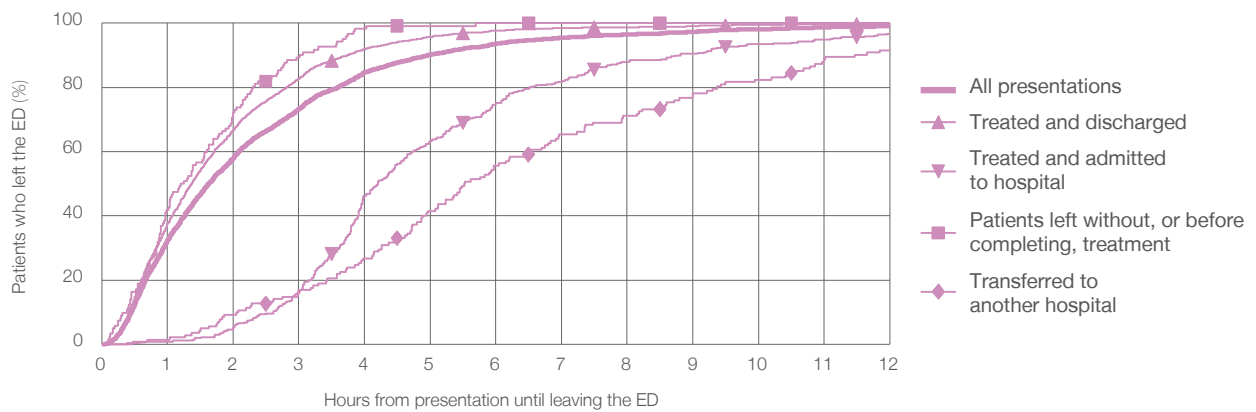
All presentations:¹ 3,449 patients

Presentations used to calculate time to leaving the ED:⁶ 3,448 patients

Treated and discharged	2,807 (81.4%)
Treated and admitted to hospital	367 (10.6%)
Patient left without, or before completing, treatment	123 (3.6%)
Transferred to another hospital	142 (4.1%)
Other	10 (0.3%)

Same period last year	Change since one year ago
3,070	12%
2,545	10.3%
321	14.3%
59	108.5%
129	10.1%
16	-37.5%

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



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

Treated and discharged	37.6%	66.7%	82.8%	92.0%	97.6%	98.8%	99.5%	99.8%
Treated and admitted to hospital	0.8%	5.2%	16.9%	46.3%	75.2%	88.0%	93.5%	96.7%
Patient left without, or before completing, treatment	41.8%	72.1%	89.3%	98.4%	100%	100%	100%	100%
Transferred to another hospital	1.4%	9.2%	16.2%	26.8%	55.6%	71.1%	82.4%	91.5%
All presentations	32.5%	58.1%	73.3%	84.7%	93.6%	96.5%	98.2%	99.1%

(†) 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 spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 3,449 patients

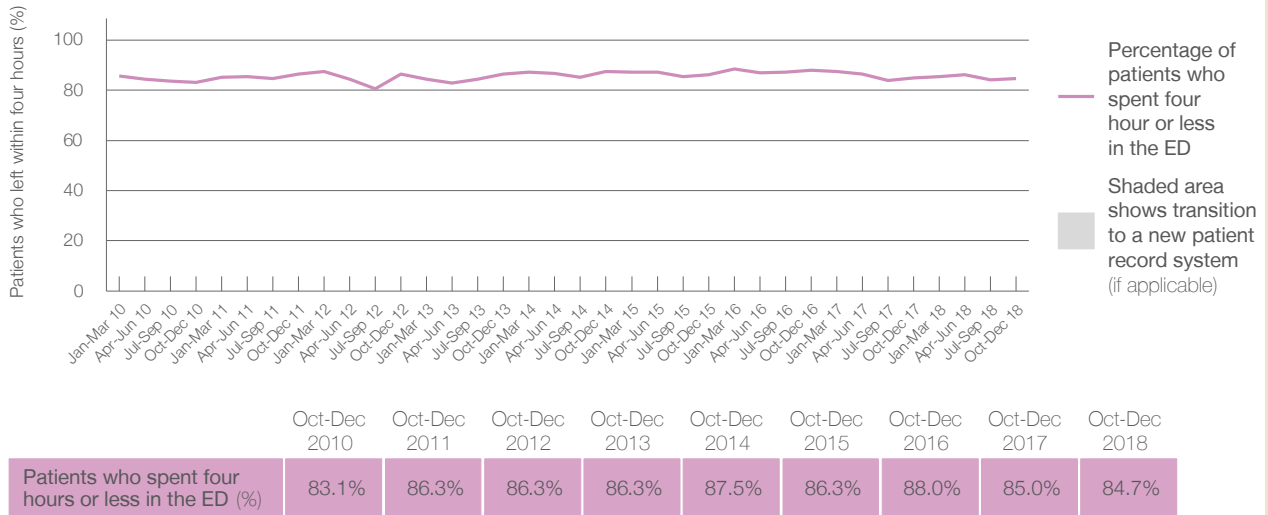
Presentations used to calculate time to leaving the ED: ⁶ 3,448 patients

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	3,070	12%
Presentations used to calculate time to leaving the ED	3,070	12%
Percentage of patients who spent four hours or less in the ED	85.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Nepean Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations:² 17,641 patients

Same period last year	Change since one year ago
17,981	-1%
17,651	0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,192 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,734 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 156 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,216 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,405 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,131	
14 minutes	8 minutes
49 minutes	26 minutes
5,196	
39 minutes	20 minutes
139 minutes	72 minutes
7,697	
37 minutes	26 minutes
135 minutes	104 minutes
1,506	
32 minutes	23 minutes
135 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,878 patients

Percentage of patients who spent four hours or less in the ED 56%

Same period last year	Change since one year ago
17,974	-1%
55%	

* 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: October to December 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.

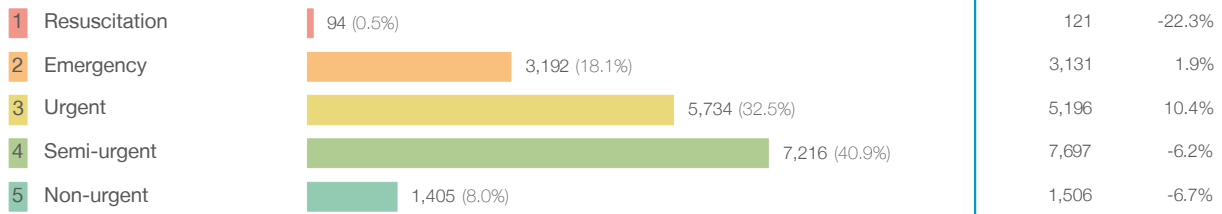
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

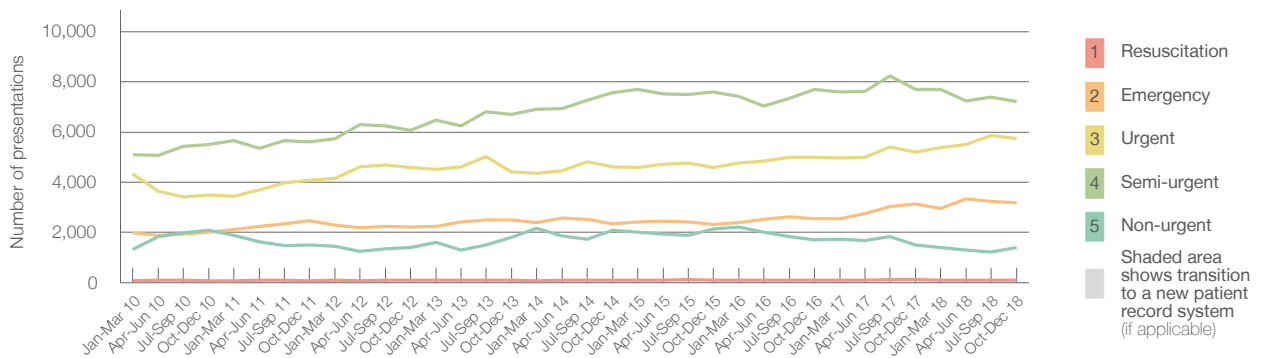
Nepean Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations² by triage category: 17,641 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	84	77	102	88	95	89	89	121	94
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,131	3,192
Urgent	3,498	4,066	4,593	4,397	4,611	4,578	4,988	5,196	5,734
Semi-urgent	5,496	5,607	6,066	6,702	7,579	7,586	7,704	7,697	7,216
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506	1,405
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,651	17,641

Nepean Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,035 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 October to December 2018

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

Number of triage 2 patients: 3,192

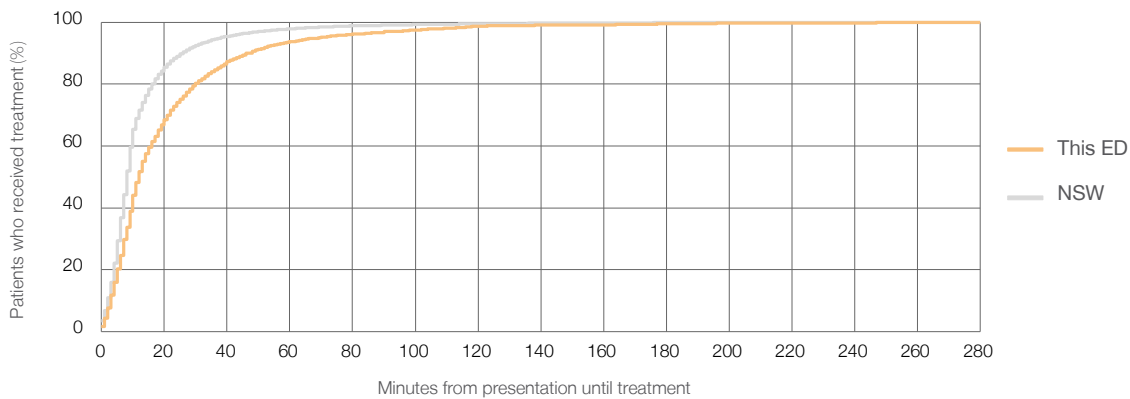
Number of triage 2 patients used to calculate waiting time:³ 3,149

Median time to start treatment⁴ 12 minutes

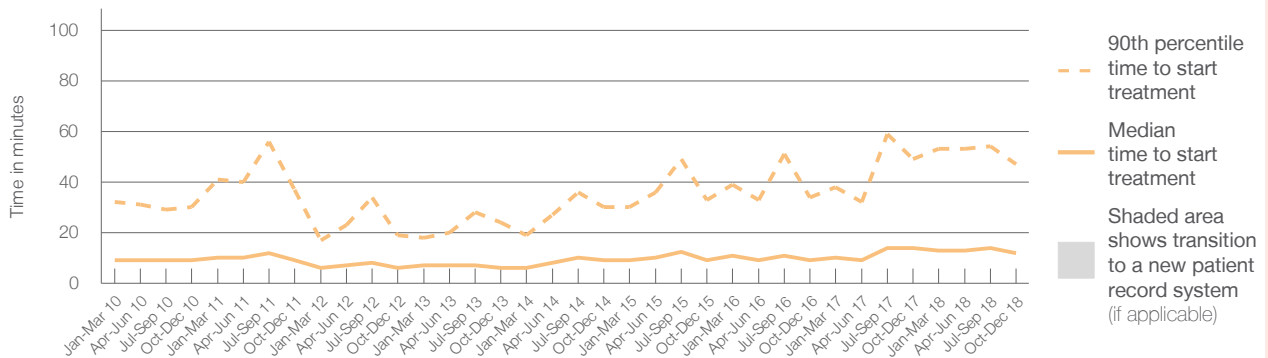
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,131	
3,115	
14 minutes	8 minutes
49 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	6	6	9	9	9	14	12
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49	47

(†) 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 October to December 2018

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

Number of triage 3 patients: 5,734

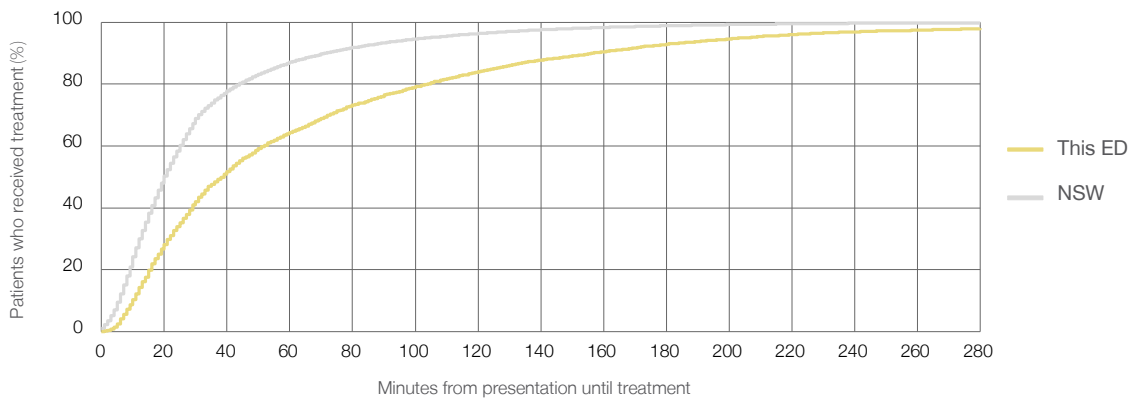
Number of triage 3 patients used to calculate waiting time:³ 5,322

Median time to start treatment⁴ 39 minutes

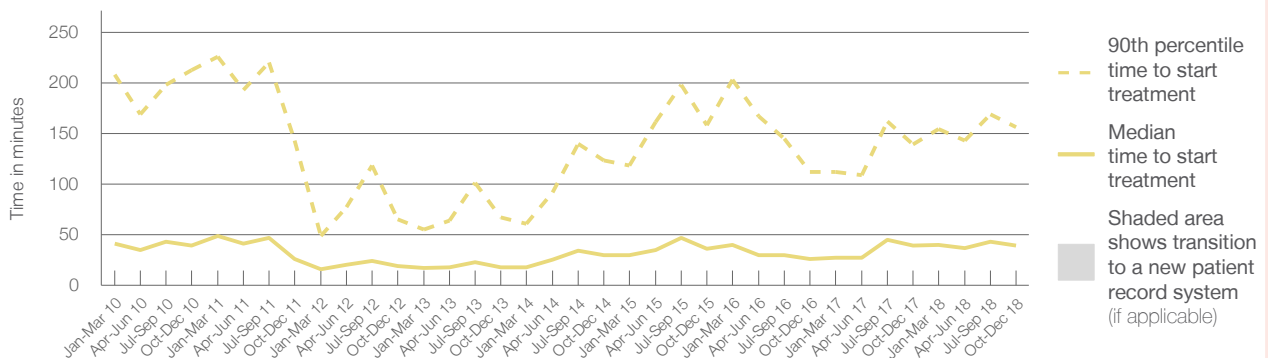
90th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
5,196	4,810
39 minutes	20 minutes
139 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	26	19	18	30	36	26	39	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139	156

(†) 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 October to December 2018

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

Number of triage 4 patients: 7,216

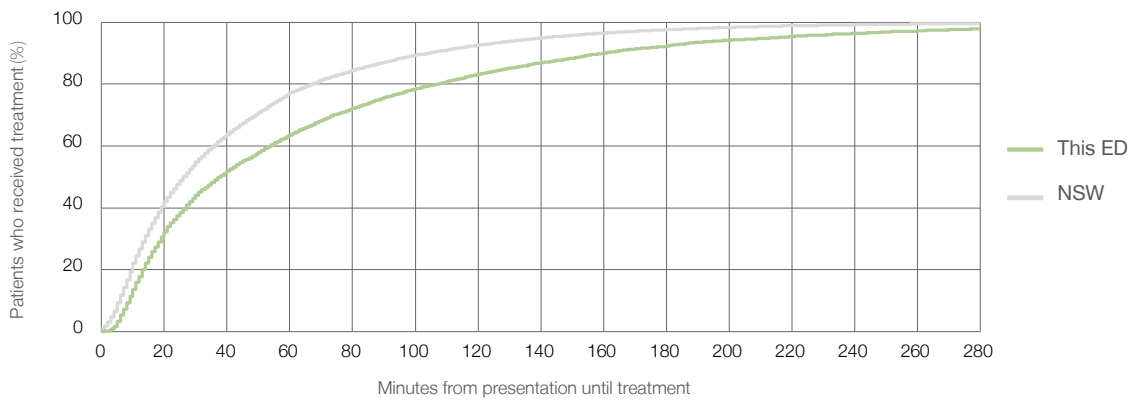
Number of triage 4 patients used to calculate waiting time:³ 6,603

Median time to start treatment⁴ 38 minutes

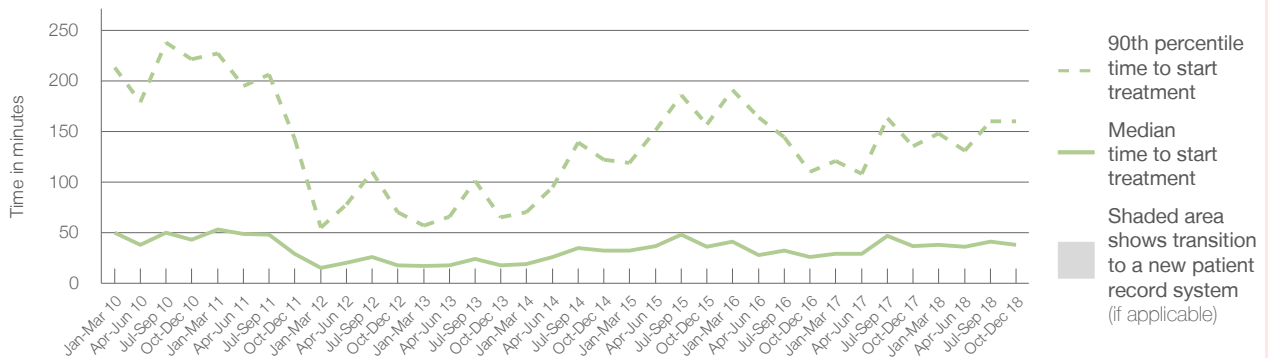
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
7,697	
6,966	
37 minutes	26 minutes
135 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	29	18	18	32	36	26	37	38
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135	160

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,405

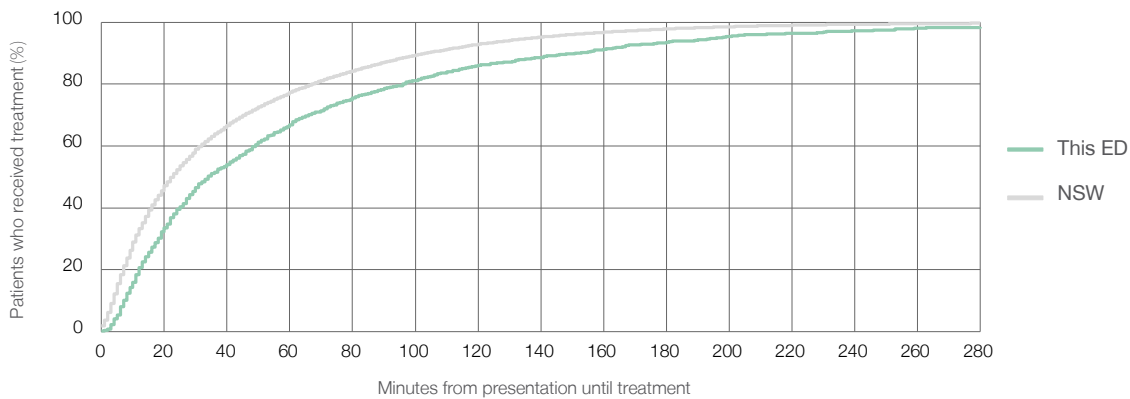
Number of triage 5 patients used to calculate waiting time:³ 1,205

Median time to start treatment⁴ 34 minutes

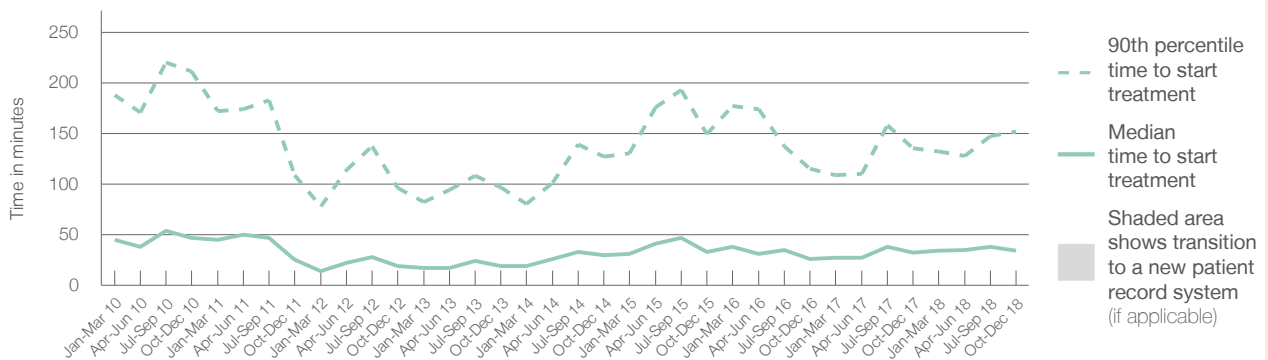
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
1,506	1,226
32 minutes	23 minutes
135 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	25	19	19	30	33	26	32	34
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135	152

(†) 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 spent in the ED

October to December 2018

All presentations:¹ 17,884 patients

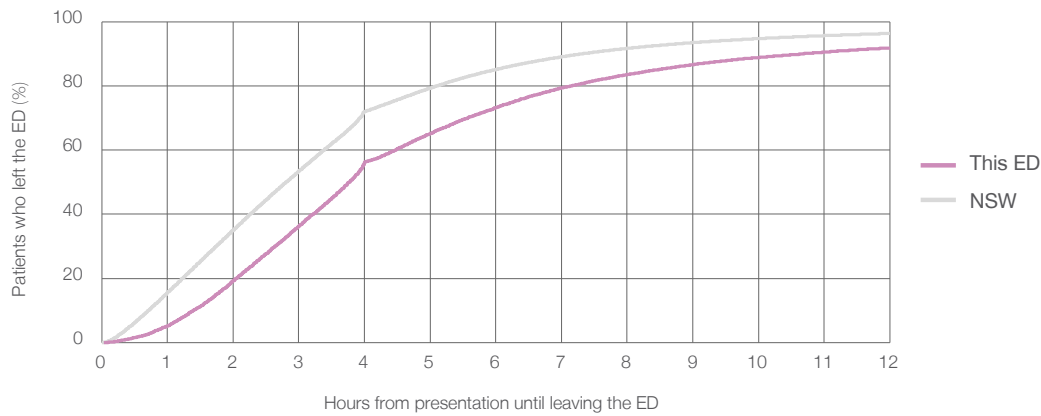
Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

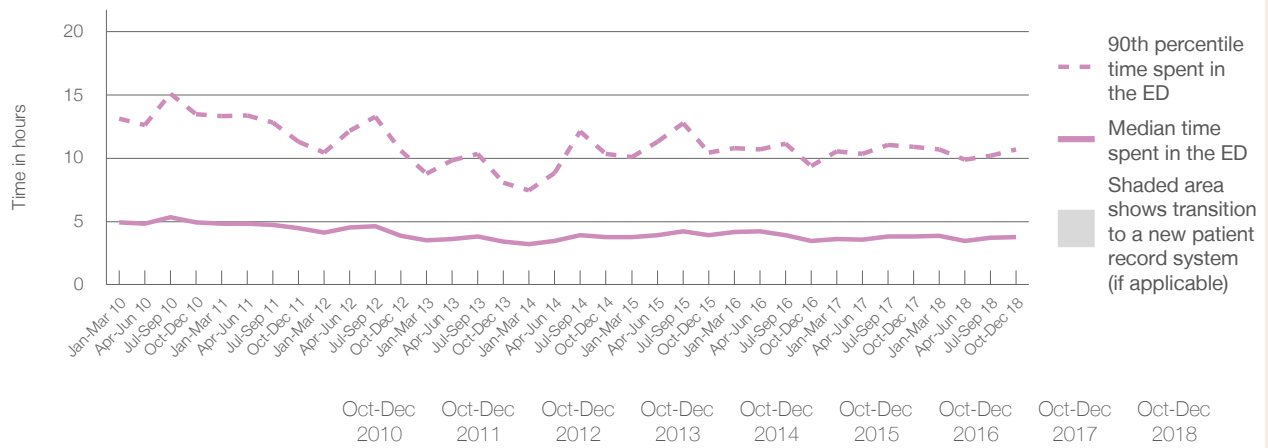
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
17,981	
17,974	
3 hours and 48 minutes	2 hours and 49 minutes
10 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m	10h 41m

(†) 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 spent in the ED

By mode of separation

October to December 2018

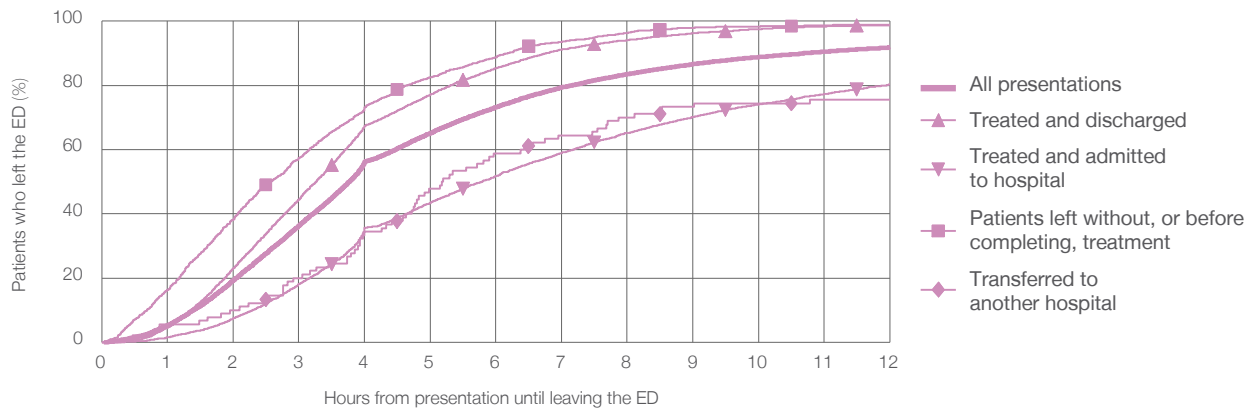
All presentations:¹ 17,884 patients

Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Treated and discharged	9,255 (51.8%)
Treated and admitted to hospital	6,606 (36.9%)
Patient left without, or before completing, treatment	1,598 (8.9%)
Transferred to another hospital	90 (0.5%)
Other	335 (1.9%)

Same period last year	Change since one year ago
17,974	-1%
9,309	-0.6%
6,435	2.7%
1,854	-13.8%
71	26.8%
312	7.4%

Percentage of patients who left the ED by time and mode of separation, October to December 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	4.5%	23.0%	44.5%	67.5%	85.4%	94.1%	97.6%	98.8%
Treated and admitted to hospital	1.6%	7.5%	18.1%	35.7%	51.8%	65.2%	74.1%	80.3%
Patient left without, or before completing, treatment	16.4%	38.3%	57.3%	73.2%	88.8%	96.4%	98.4%	98.9%
Transferred to another hospital	5.6%	10.0%	20.0%	34.4%	58.9%	70.0%	74.4%	75.6%
All presentations	5.3%	19.3%	36.3%	56.3%	73.2%	83.5%	88.8%	91.8%

(†) 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.

Nepean Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 17,884 patients

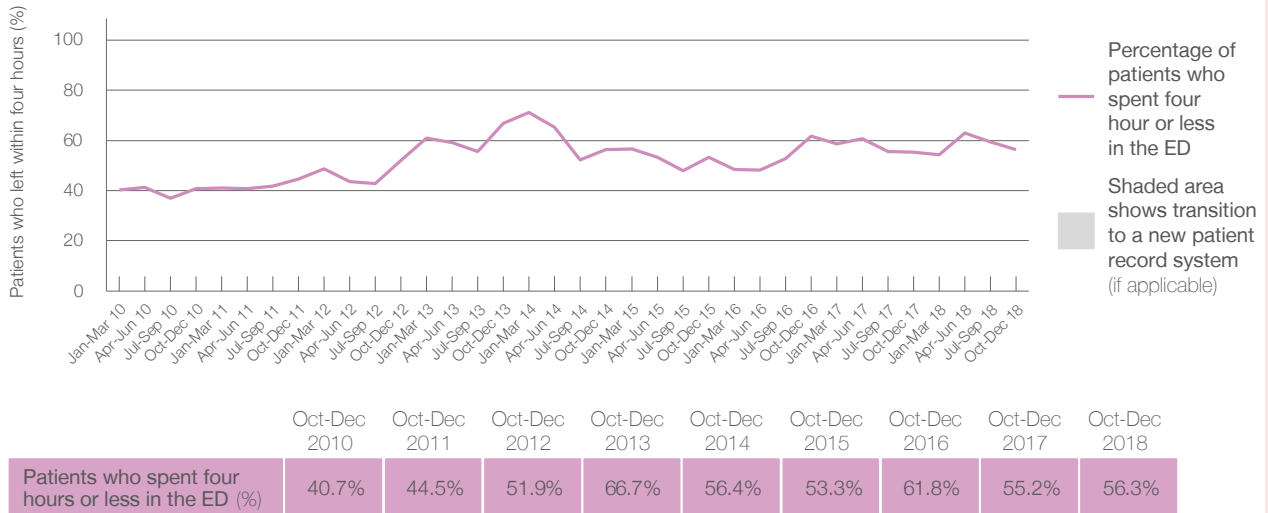
Presentations used to calculate time to leaving the ED: ⁶ 17,878 patients

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	17,981	-1%
Presentations used to calculate time to leaving the ED	17,974	-1%
Percentage of patients who spent four hours or less in the ED	55.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).