



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Western Sydney Local Health District

July to September 2016

## Auburn Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 6,654 patients  
Emergency presentations:<sup>2</sup> 6,502 patients

Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%

## Auburn Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,020 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,280 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,794 patients

Median time to start treatment<sup>4</sup> 30 minutes  
95th percentile time to start treatment<sup>5</sup> 163 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
38 minutes	41 minutes
2,295	
25 minutes	21 minutes
120 minutes	103 minutes
2,772	
45 minutes	27 minutes
207 minutes	139 minutes
402	
27 minutes	24 minutes
196 minutes	138 minutes

## Auburn Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,610 patients

Percentage of patients who spent four hours or less in the ED 76.7%

Same period last year	Change since one year ago
6,713	-1.5%
75.2%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

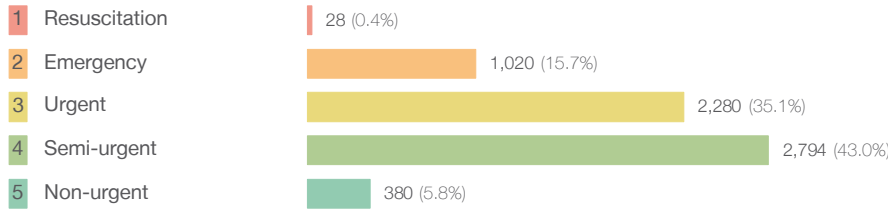
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Auburn Hospital: Patients presenting to the emergency department July to September 2016

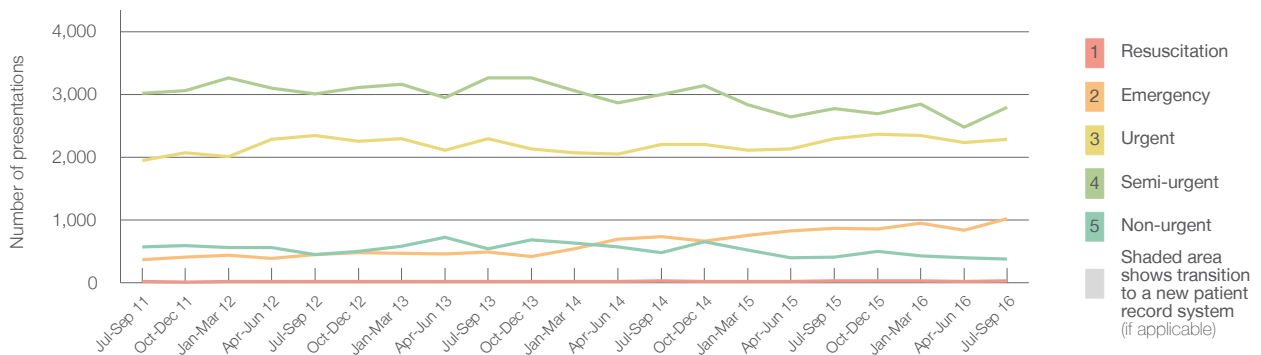
All presentations:<sup>1</sup> 6,654 patients

Emergency presentations<sup>2</sup> by triage category: 6,502 patients



Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%
30	-6.7%
863	18.2%
2,295	-0.7%
2,772	0.8%
402	-5.5%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	19	19	22	26	30	28
Emergency	365	451	486	733	863	1,020
Urgent	1,950	2,342	2,295	2,200	2,295	2,280
Semi-urgent	3,020	3,006	3,259	3,001	2,772	2,794
Non-urgent	565	447	544	482	402	380
All emergency presentations	5,919	6,265	6,606	6,442	6,362	6,502

## Auburn Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 876 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,061	
14 minutes	0 minutes
35 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.

## Auburn Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,020

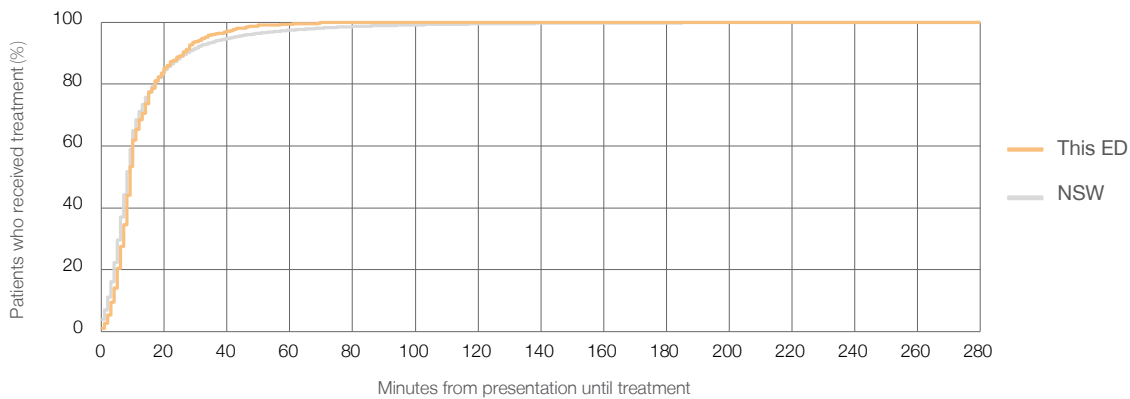
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 943

Median time to start treatment<sup>4</sup>  9 minutes

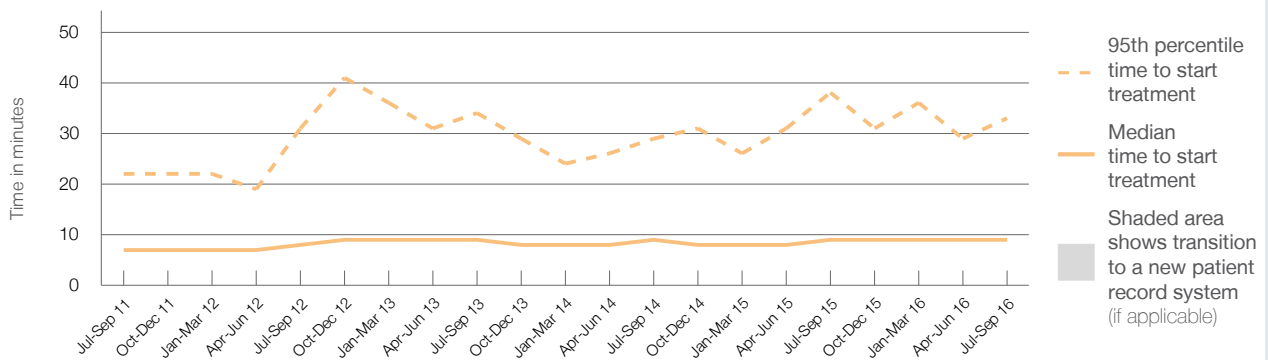
95th percentile time to start treatment<sup>5</sup>  33 minutes

Same period last year	NSW (this period)
863	849
9 minutes	8 minutes
38 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	9	9	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	22	31	34	29	38	33

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,280

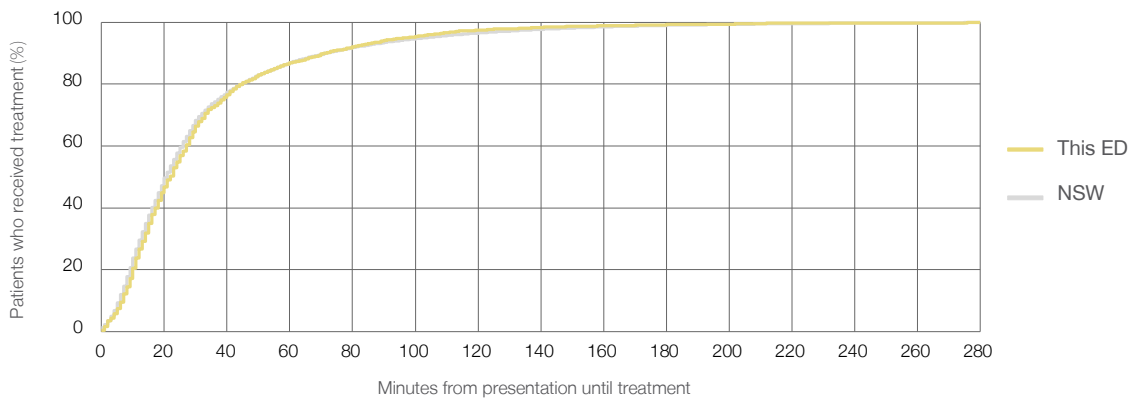
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,084

Median time to start treatment<sup>4</sup>  22 minutes

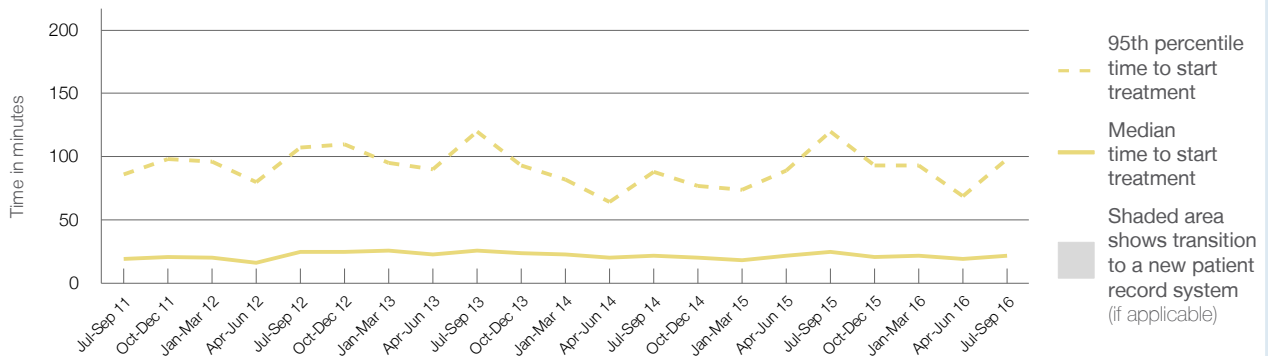
95th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
2,295	2,157
25 minutes	21 minutes
120 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	19	25	26	22	25	22
95th percentile time to start treatment <sup>5</sup> (minutes)	86	107	120	88	120	98

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,794

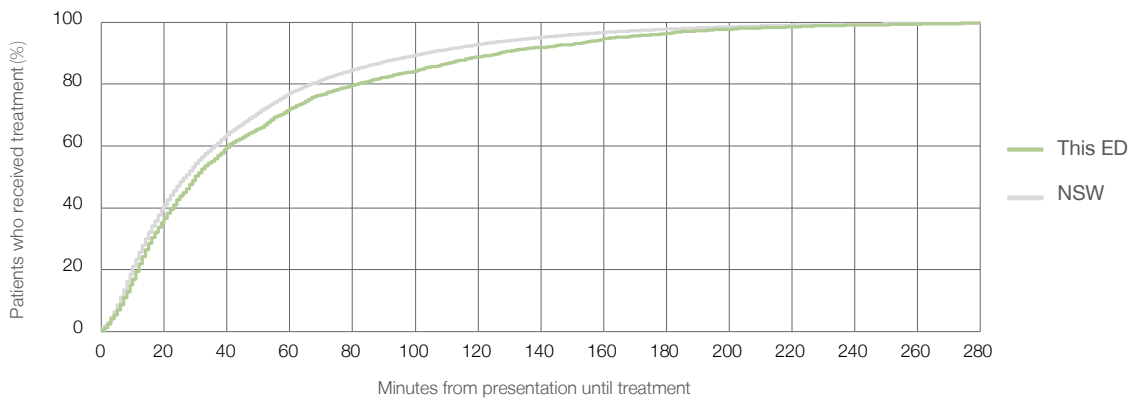
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,392

Median time to start treatment<sup>4</sup>  30 minutes

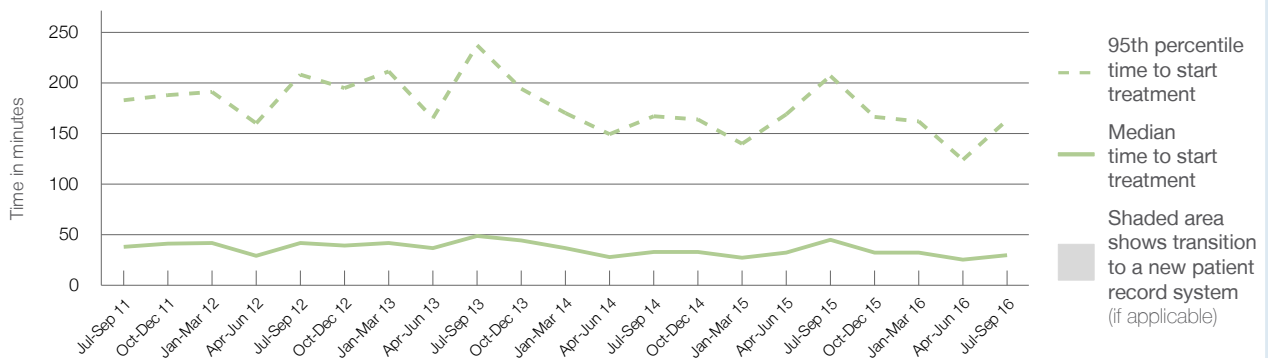
95th percentile time to start treatment<sup>5</sup>  163 minutes

Same period last year	NSW (this period)
2,772	2,278
45 minutes	27 minutes
207 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	38	42	49	33	45	30
95th percentile time to start treatment <sup>5</sup> (minutes)	183	208	237	167	207	163

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 380

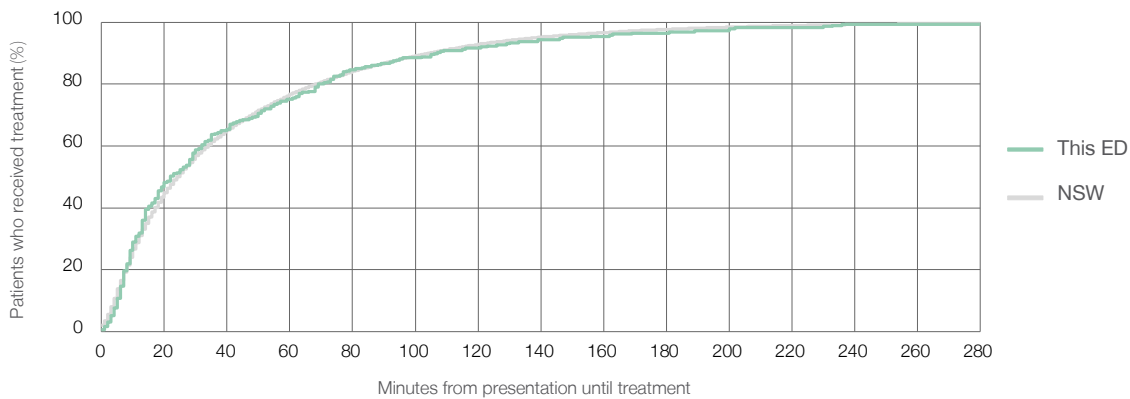
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 286

Median time to start treatment<sup>4</sup> 22 minutes

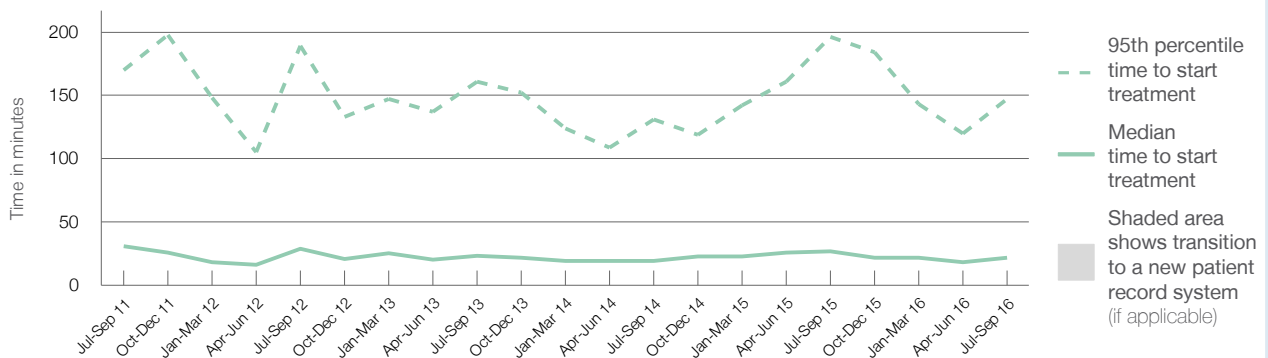
95th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
402	
295	
27 minutes	24 minutes
196 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	31	29	24	19	27	22
95th percentile time to start treatment <sup>5</sup> (minutes)	170	189	161	131	196	147

(†) 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.

## Auburn Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 6,654 patients

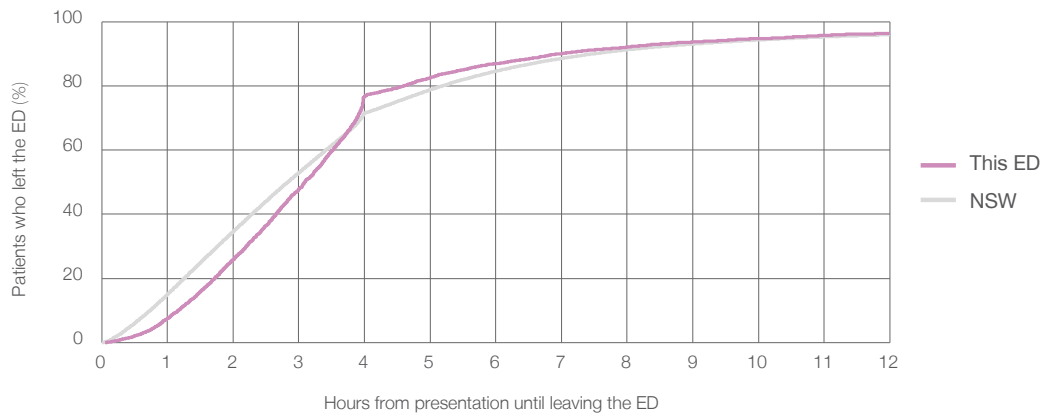
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,610 patients

Median time spent in the ED<sup>8</sup> 3 hours and 5 minutes

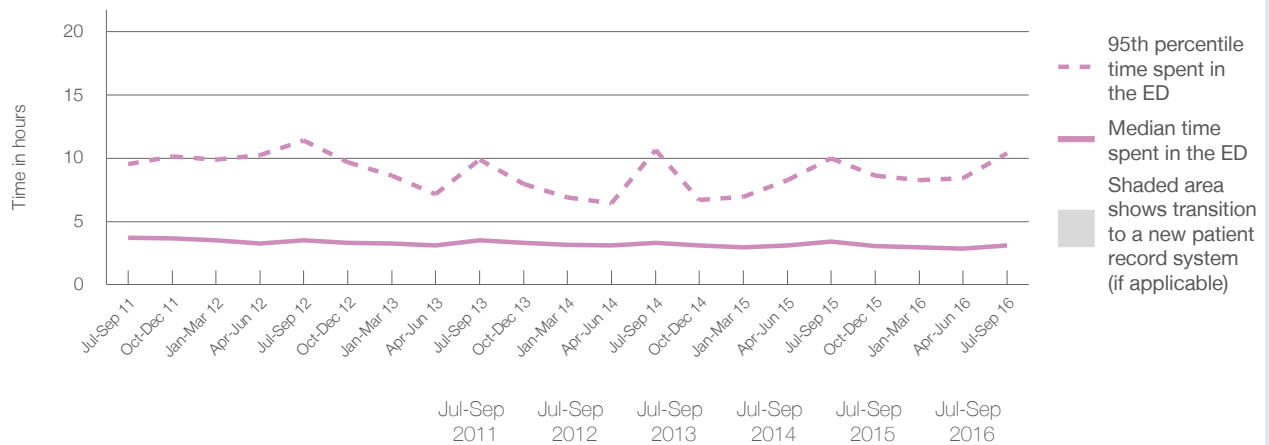
95th percentile time spent in the ED<sup>9</sup> 10 hours and 24 minutes

Same period last year	NSW (this period)
6,714	
6,713	
3 hours and 24 minutes	2 hours and 50 minutes
9 hours and 59 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 43m	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 31m	11h 25m	9h 52m	10h 39m	9h 59m	10h 24m

(†) 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.



**Auburn Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

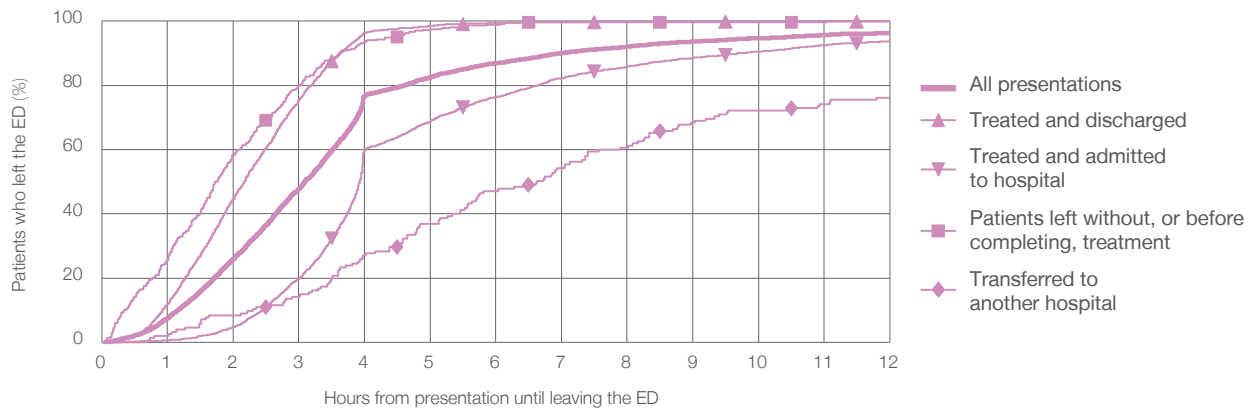
All presentations:<sup>1</sup> 6,654 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,610 patients

Treated and discharged	2,827 (42.5%)
Treated and admitted to hospital	2,891 (43.4%)
Patient left without, or before completing, treatment	379 (5.7%)
Transferred to another hospital	155 (2.3%)
Other	402 (6.0%)

Same period last year	Change since one year ago
6,713	-1.5%
3,207	-11.8%
2,737	5.6%
601	-36.9%
141	9.9%
28	1335.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡</sup>



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	12.0%	44.7%	75.5%	96.3%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	4.7%	19.8%	59.8%	76.4%	85.9%	90.6%	93.8%
Patient left without, or before completing, treatment	25.7%	58.2%	79.9%	93.3%	98.9%	99.7%	99.7%	100%
Transferred to another hospital	1.9%	8.4%	14.2%	27.1%	47.1%	60.6%	72.3%	76.1%
All presentations	7.6%	26.0%	47.9%	76.7%	87.0%	92.1%	94.7%	96.4%

(†) 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.

**Auburn Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 6,654 patients

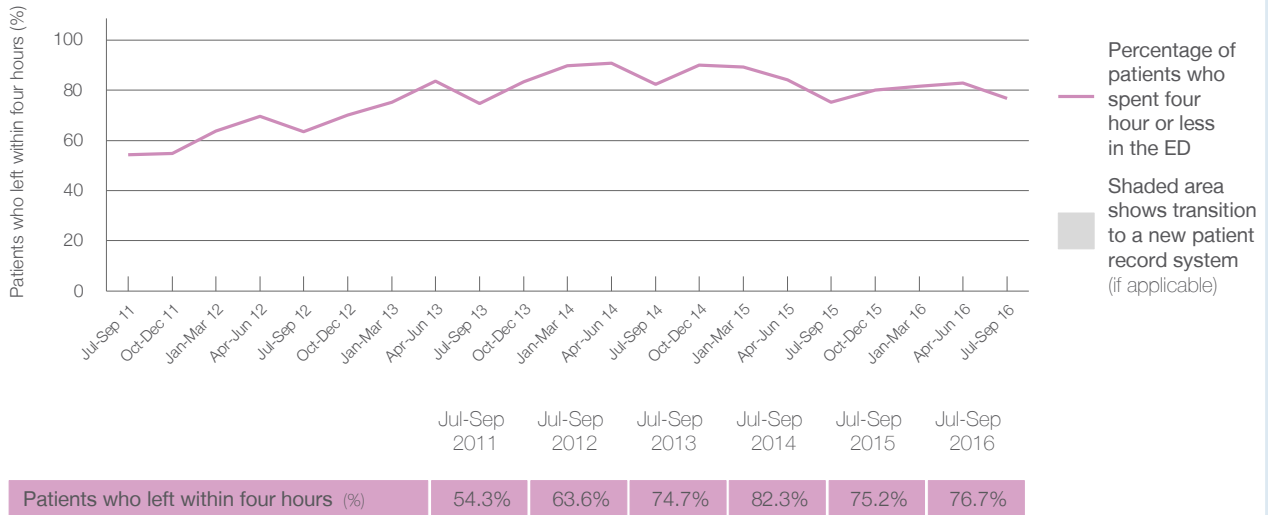
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,610 patients

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	6,714	-0.9%
Presentations used to calculate time to leaving the ED	6,713	-1.5%
Percentage of patients who spent four hours or less in the ED	75.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. 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.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Blacktown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 11,262 patients

Emergency presentations:<sup>2</sup> 11,170 patients

Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%

## Blacktown Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,434 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,936 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 151 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,043 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 95th percentile time to start treatment<sup>5</sup> 155 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
3,155	
12 minutes	8 minutes
55 minutes	41 minutes
3,465	
34 minutes	21 minutes
161 minutes	103 minutes
3,108	
41 minutes	27 minutes
163 minutes	139 minutes
902	
34 minutes	24 minutes
174 minutes	138 minutes

## Blacktown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Percentage of patients who spent four hours or less in the ED 49.7%

Same period last year	Change since one year ago
10,893	3.2%
49.8%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

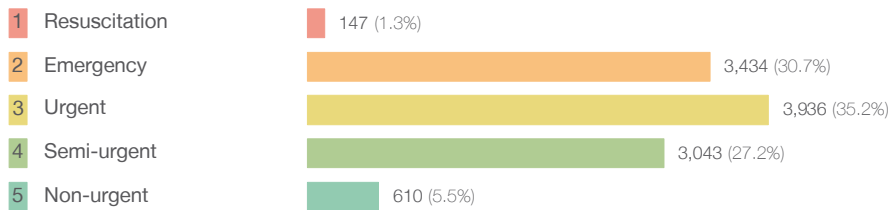
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Blacktown Hospital: Patients presenting to the emergency department July to September 2016

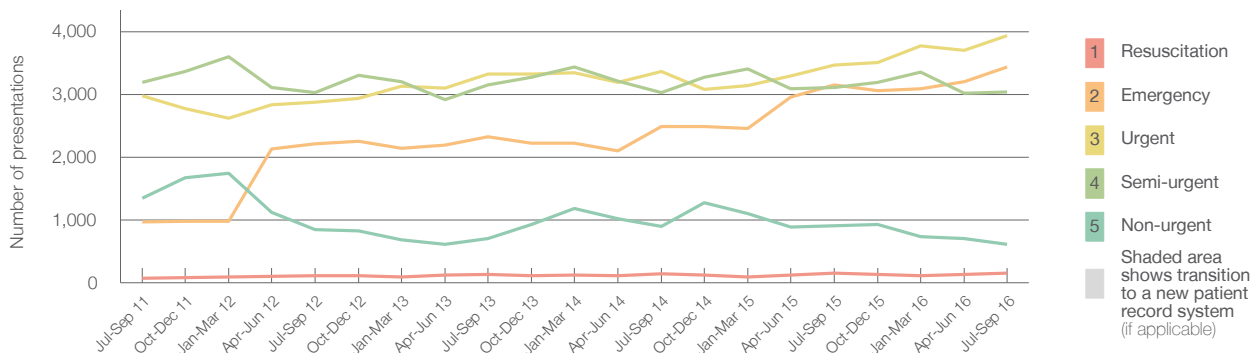
All presentations:<sup>1</sup> 11,262 patients

Emergency presentations<sup>2</sup> by triage category: 11,170 patients



Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%
147	0.0%
3,155	8.8%
3,465	13.6%
3,108	-2.1%
902	-32.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	71	111	131	145	147	147
Emergency	968	2,216	2,327	2,487	3,155	3,434
Urgent	2,979	2,878	3,327	3,365	3,465	3,936
Semi-urgent	3,194	3,024	3,154	3,029	3,108	3,043
Non-urgent	1,346	850	700	896	902	610
All emergency presentations	8,558	9,079	9,639	9,922	10,777	11,170

## Blacktown Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,381 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,331	
20 minutes	-2 minutes
124 minutes	-46 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 3,434

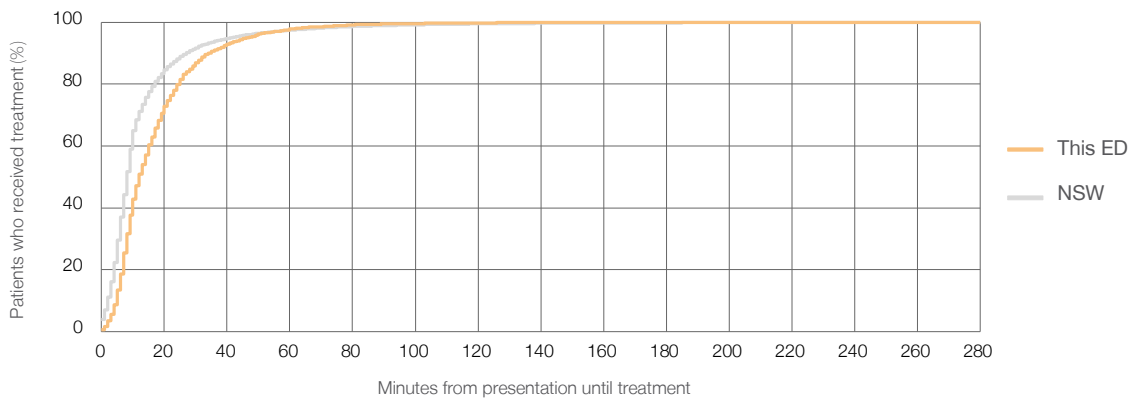
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,243

Median time to start treatment<sup>4</sup> 12 minutes

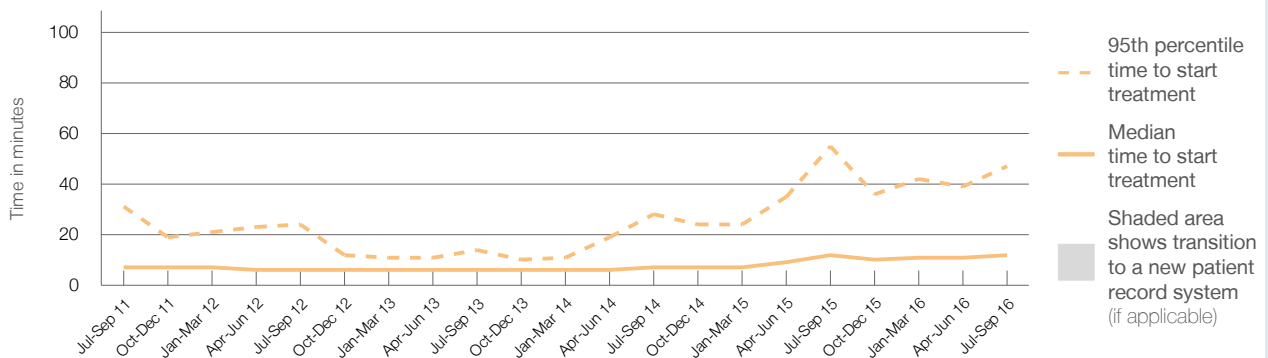
95th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
3,155	3,057
12 minutes	8 minutes
55 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	7	12	12
95th percentile time to start treatment <sup>5</sup> (minutes)	31	24	14	28	55	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.

## Blacktown Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,936

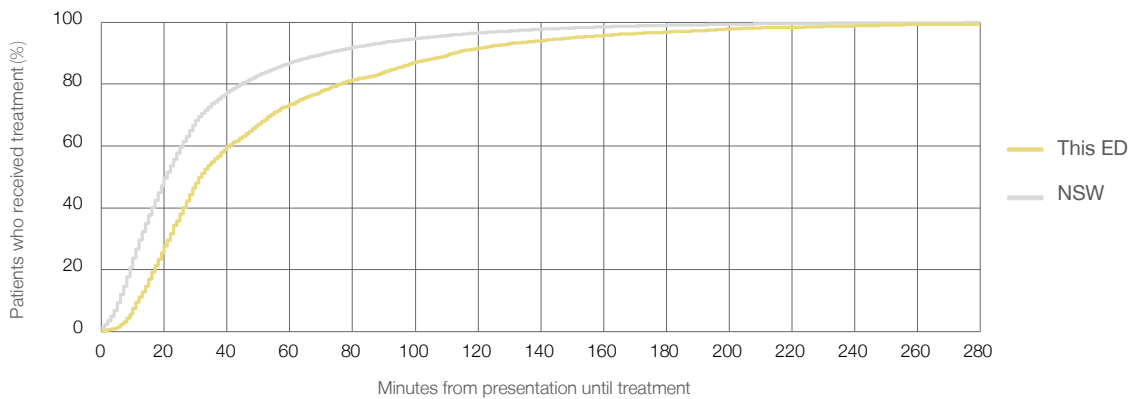
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,538

Median time to start treatment<sup>4</sup>  32 minutes

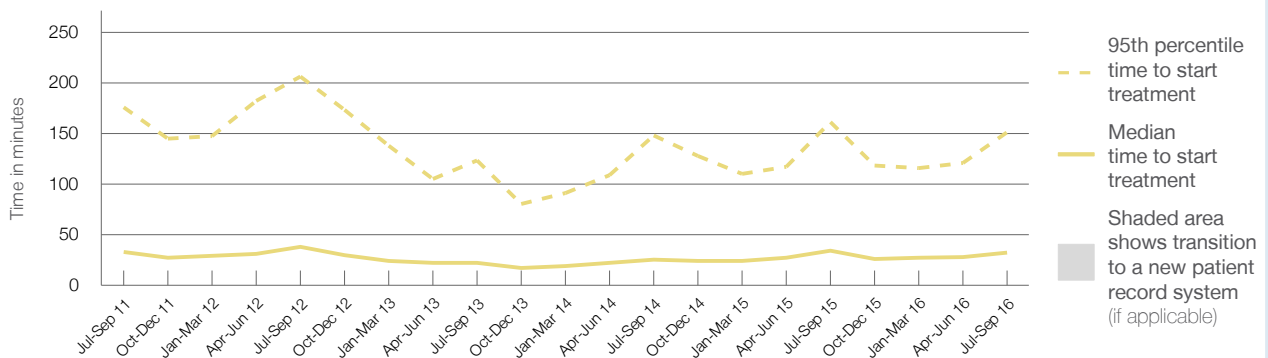
95th percentile time to start treatment<sup>5</sup>  151 minutes

Same period last year	NSW (this period)
3,465	
3,242	
34 minutes	21 minutes
161 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	33	38	22	25	34	32
95th percentile time to start treatment <sup>5</sup> (minutes)	176	206	123	148	161	151

(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,043

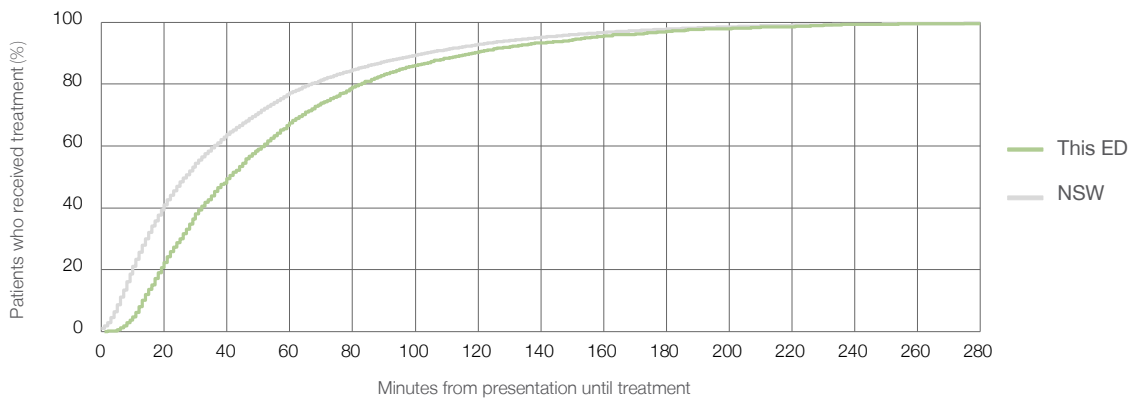
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,756

Median time to start treatment<sup>4</sup> 41 minutes

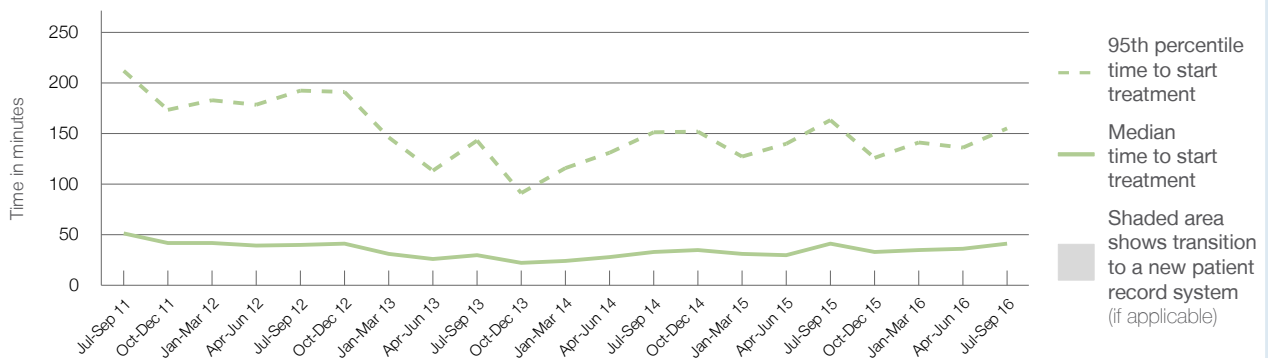
95th percentile time to start treatment<sup>5</sup> 155 minutes

Same period last year	NSW (this period)
3,108	2,827
41 minutes	27 minutes
163 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	51	40	30	33	41	41
95th percentile time to start treatment <sup>5</sup> (minutes)	212	192	143	151	163	155

(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 610

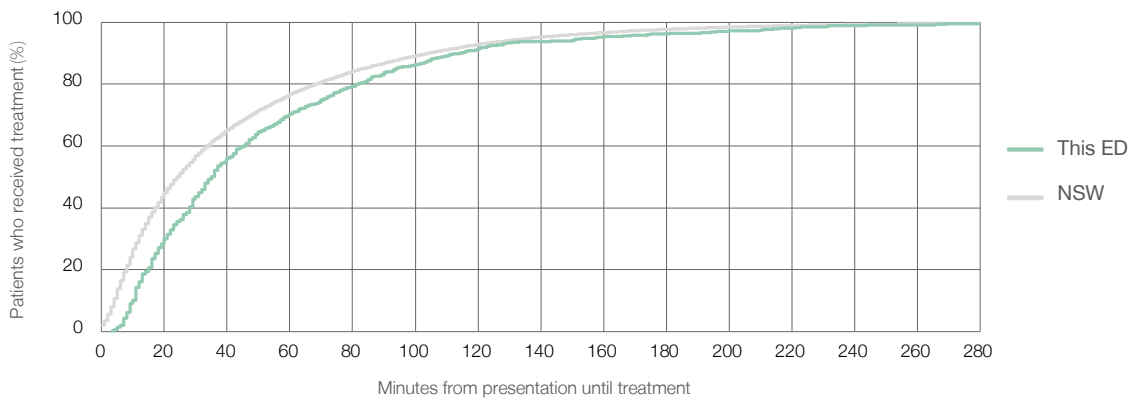
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 493

Median time to start treatment<sup>4</sup> 35 minutes

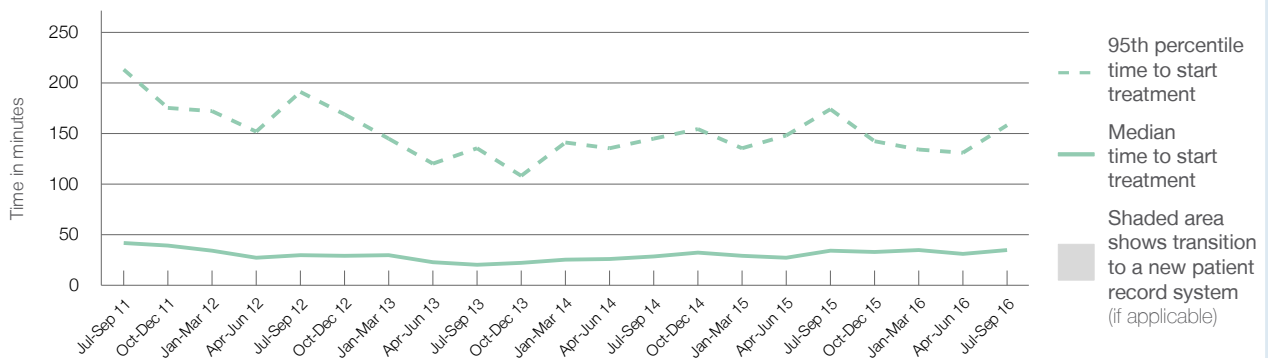
95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
902	686
34 minutes	24 minutes
174 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	42	30	20	29	34	35
95th percentile time to start treatment <sup>5</sup> (minutes)	213	191	135	145	174	158

(†) 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.



## Blacktown Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 11,262 patients

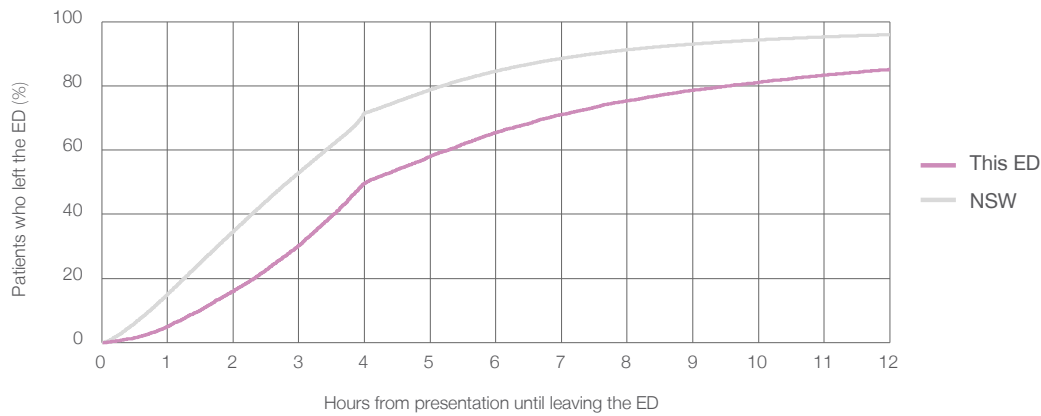
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Median time spent in the ED<sup>8</sup> 4 hours and 2 minutes

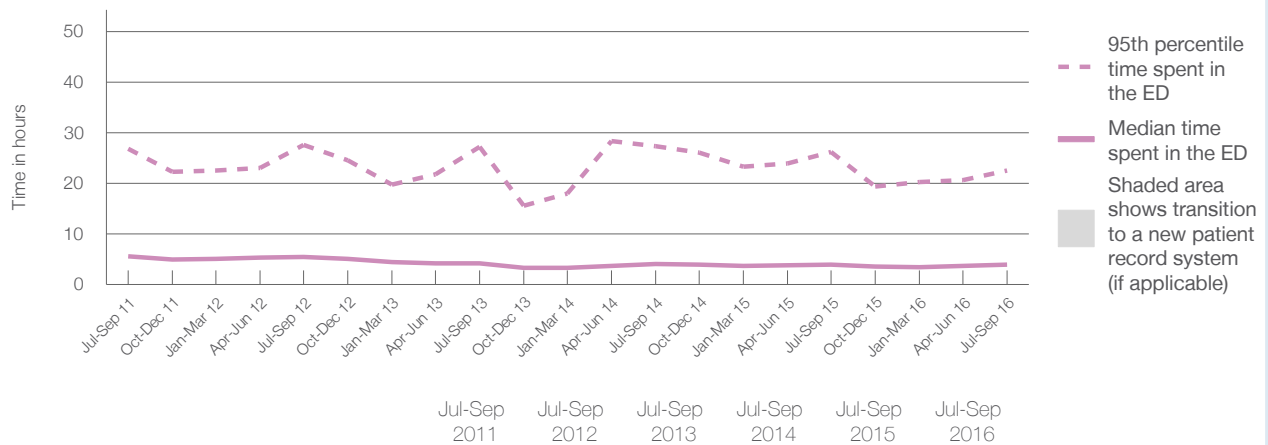
95th percentile time spent in the ED<sup>9</sup> 22 hours and 31 minutes

Same period last year	NSW (this period)
10,894	10,893
4 hours and 2 minutes	2 hours and 50 minutes
26 hours and 14 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 2m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	26h 51m	27h 40m	27h 15m	27h 22m	26h 14m	22h 31m

(†) 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.

**Blacktown Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

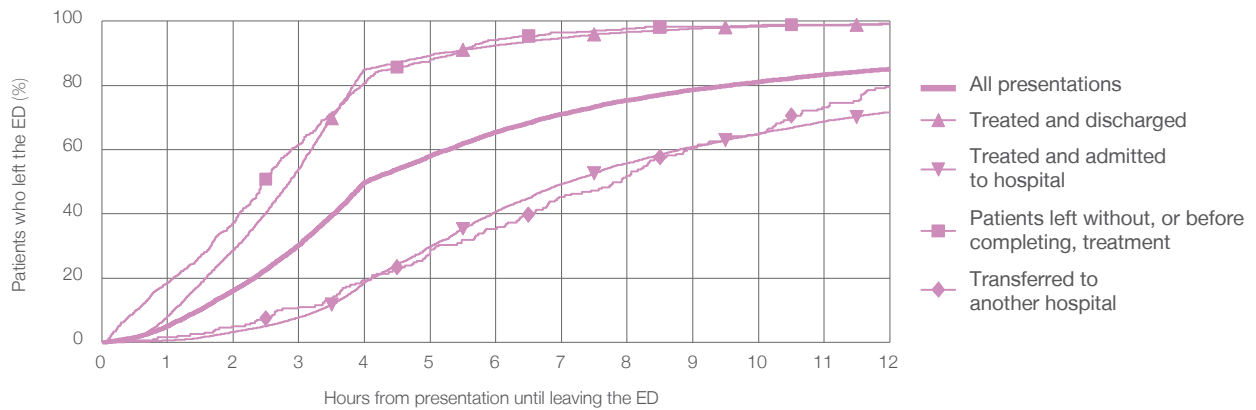
All presentations:<sup>1</sup> 11,262 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,241 patients

Treated and discharged	4,537 (40.3%)
Treated and admitted to hospital	5,314 (47.2%)
Patient left without, or before completing, treatment	678 (6.0%)
Transferred to another hospital	201 (1.8%)
Other	532 (4.7%)

Same period last year	Change since one year ago
10,893	3.2%
5,710	-20.5%
4,087	30.0%
798	-15.0%
254	-20.9%
45	1082.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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

Treated and discharged	8.1%	28.7%	54.1%	84.9%	92.5%	96.6%	98.3%	99.0%
Treated and admitted to hospital	0.5%	3.2%	7.7%	18.6%	40.7%	55.8%	64.9%	71.7%
Patient left without, or before completing, treatment	18.5%	37.3%	61.5%	80.8%	94.2%	97.6%	98.7%	99.3%
Transferred to another hospital	1.5%	5.0%	10.9%	19.4%	35.3%	51.7%	65.2%	79.6%
All presentations	5.0%	16.0%	30.3%	49.7%	65.5%	75.3%	81.1%	85.1%

(†) 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.

**Blacktown Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

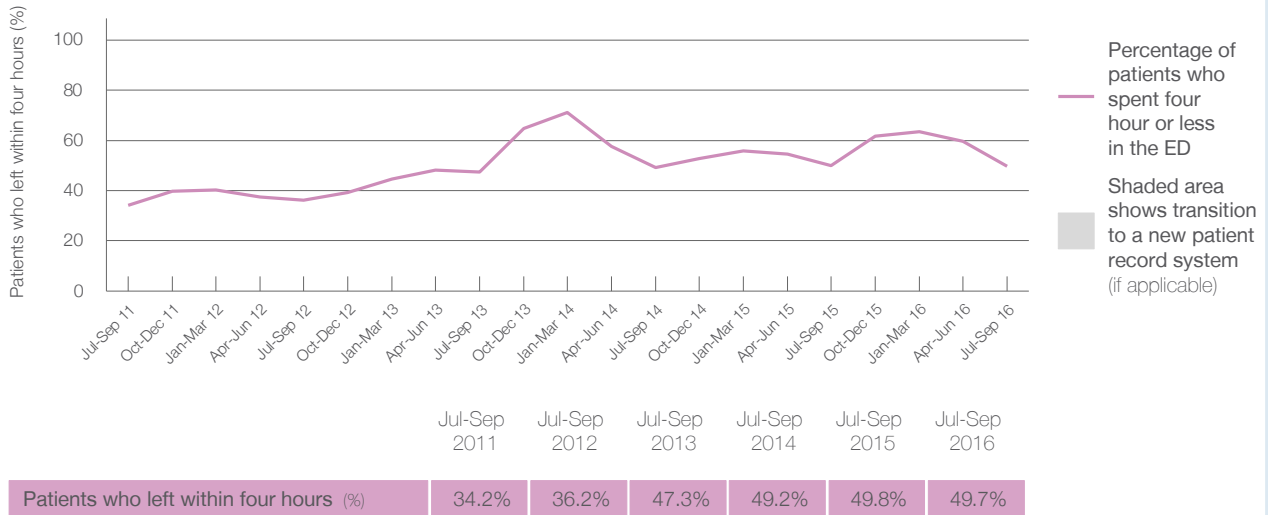
All presentations at the emergency department: <sup>1</sup> 11,262 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,241 patients

Percentage of patients who spent four hours or less in the ED  49.7%

Same period last year	Change since one year ago
10,894	3.4%
10,893	3.2%
49.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Mount Druitt Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 8,131 patients  
 Emergency presentations:<sup>2</sup> 8,022 patients

Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%

## Mount Druitt Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,262 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 95th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,300 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 150 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,551 patients

Median time to start treatment<sup>4</sup> 44 minutes  
 95th percentile time to start treatment<sup>5</sup> 157 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 880 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 95th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
1,208	
9 minutes	8 minutes
40 minutes	41 minutes
3,568	
38 minutes	21 minutes
174 minutes	103 minutes
2,667	
56 minutes	27 minutes
187 minutes	139 minutes
1,002	
51 minutes	24 minutes
168 minutes	138 minutes

## Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,125 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
8,551	-5.0%
59.8%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

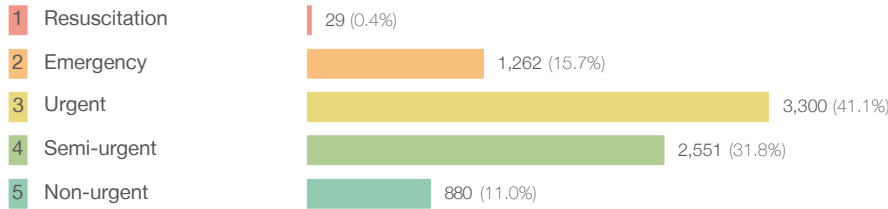
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2016

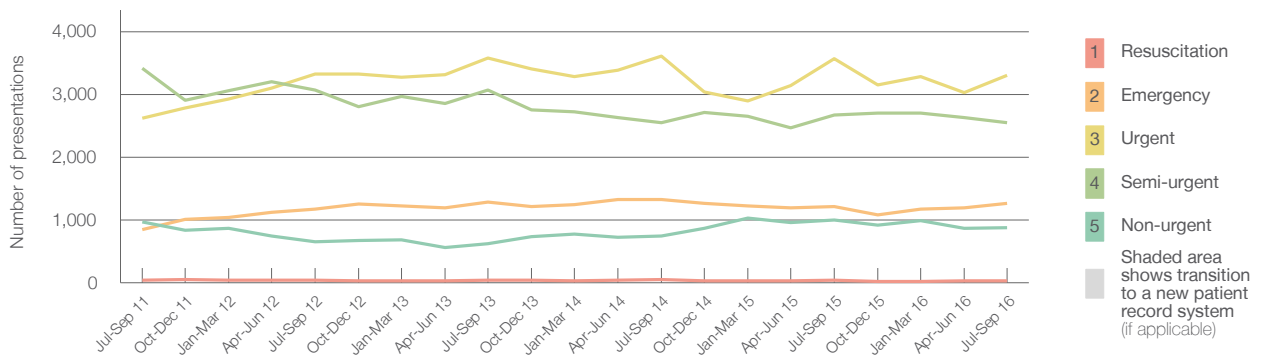
All presentations:<sup>1</sup> 8,131 patients

Emergency presentations<sup>2</sup> by triage category: 8,022 patients



Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%
38	-23.7%
1,208	4.5%
3,568	-7.5%
2,667	-4.3%
1,002	-12.2%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	41	44	39	45	38	29
Emergency	849	1,167	1,286	1,328	1,208	1,262
Urgent	2,617	3,325	3,581	3,606	3,568	3,300
Semi-urgent	3,412	3,071	3,073	2,548	2,667	2,551
Non-urgent	963	648	624	745	1,002	880
All emergency presentations	7,882	8,255	8,603	8,272	8,483	8,022

## Mount Druiitt Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 844 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,238	
15 minutes	1 minute
54 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.

## Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,262

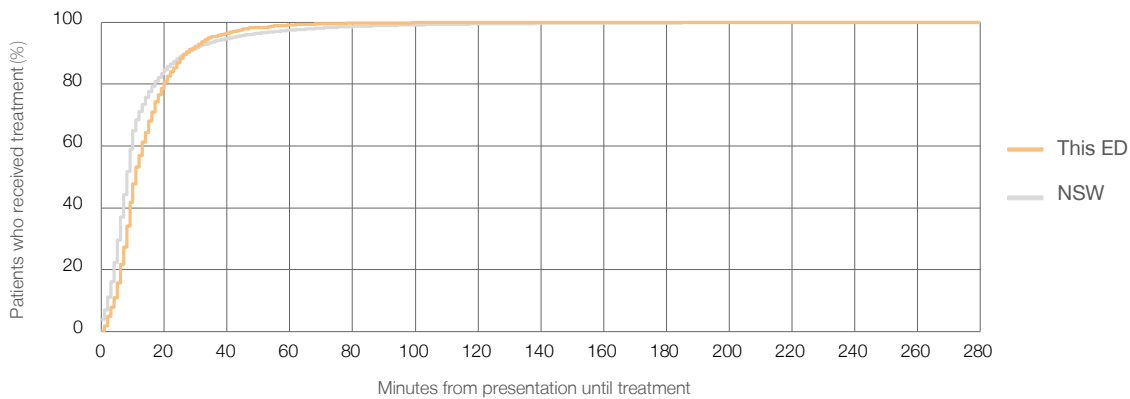
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,254

Median time to start treatment<sup>4</sup>  11 minutes

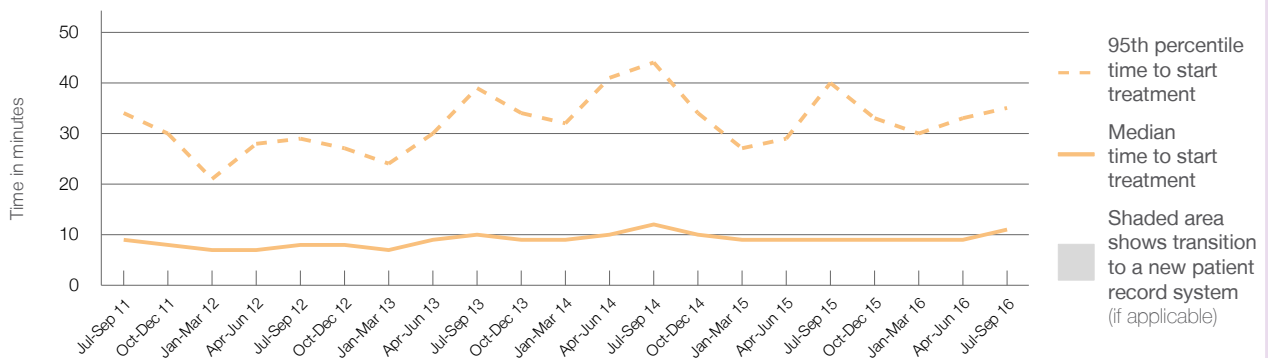
95th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
1,208	1,192
9 minutes	8 minutes
40 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	9	8	10	12	9	11
95th percentile time to start treatment <sup>5</sup> (minutes)	34	29	39	44	40	35

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,300

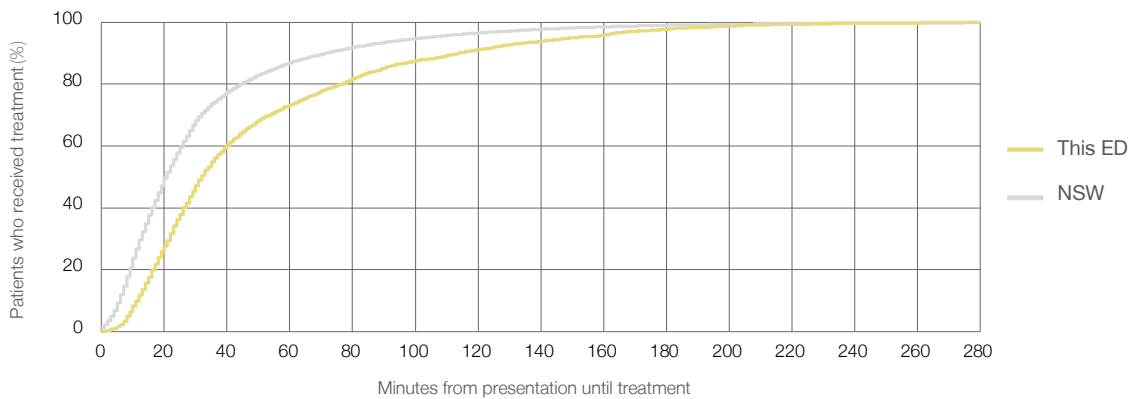
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,167

Median time to start treatment<sup>4</sup> 32 minutes

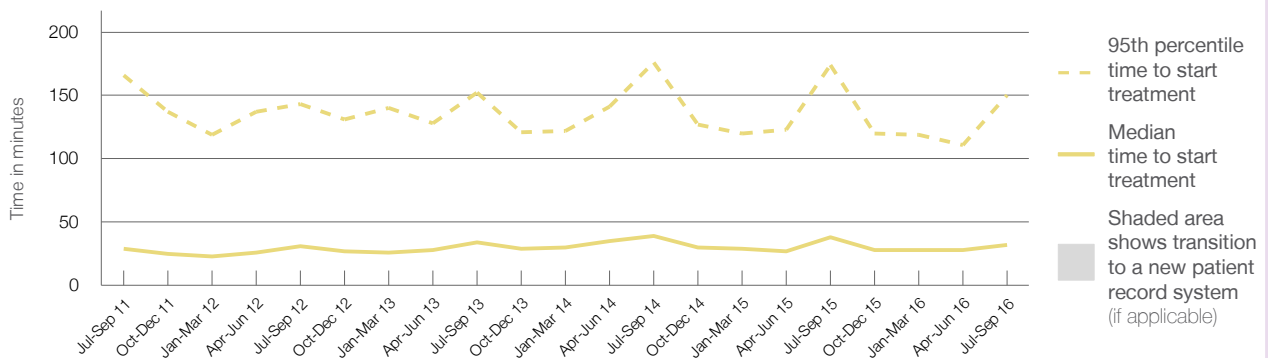
95th percentile time to start treatment<sup>5</sup> 150 minutes

Same period last year	NSW (this period)
3,568	3,300
38 minutes	21 minutes
174 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	29	31	34	39	38	32
95th percentile time to start treatment <sup>5</sup> (minutes)	166	143	152	176	174	150

(†) 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.

## Mount Druiitt Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,551

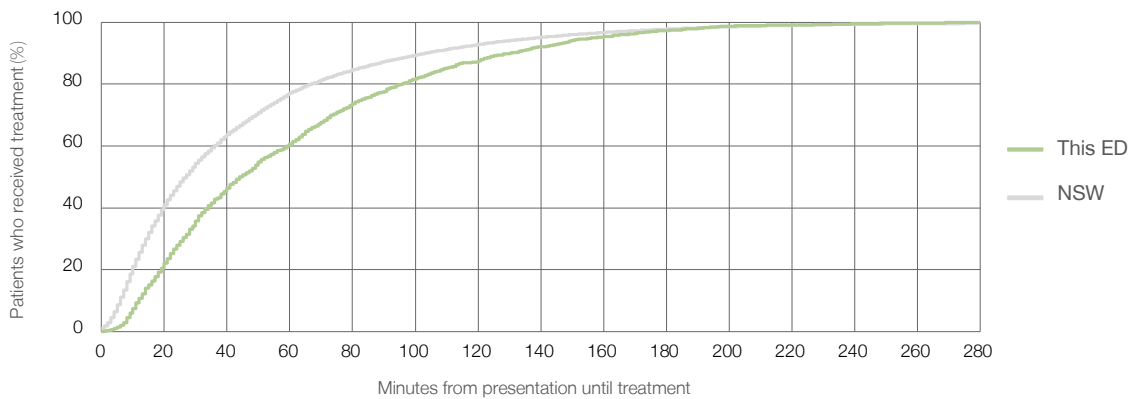
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,381

Median time to start treatment<sup>4</sup>  44 minutes

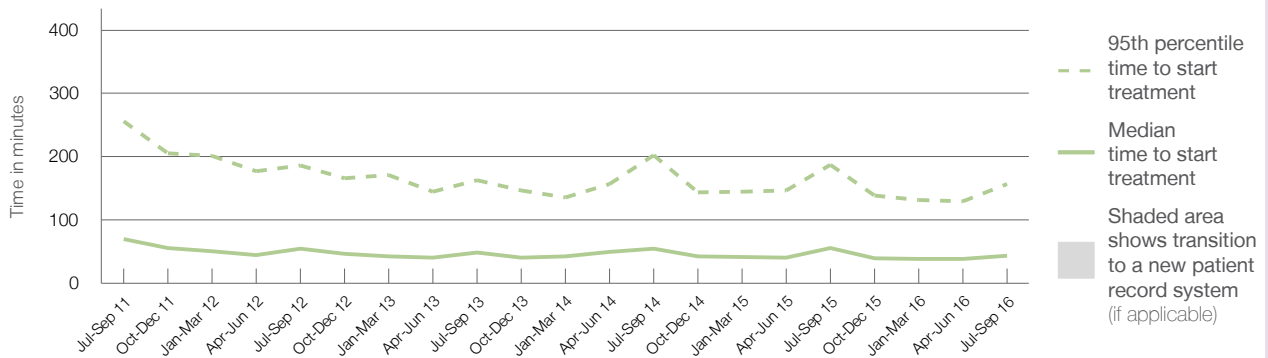
95th percentile time to start treatment<sup>5</sup>  157 minutes

Same period last year	NSW (this period)
2,667	2,317
56 minutes	27 minutes
187 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	70	55	49	55	56	44
95th percentile time to start treatment <sup>5</sup> (minutes)	256	186	163	202	187	157

(†) 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.



## Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 880

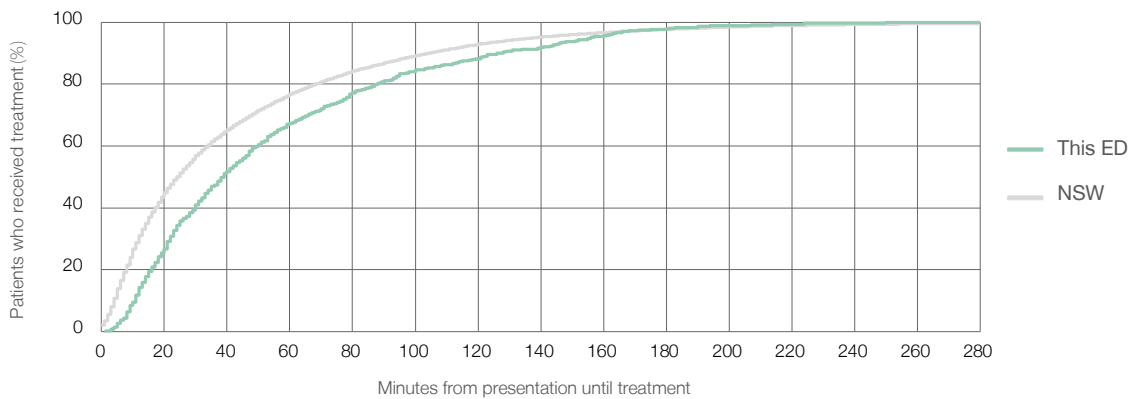
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 784

Median time to start treatment<sup>4</sup>  39 minutes

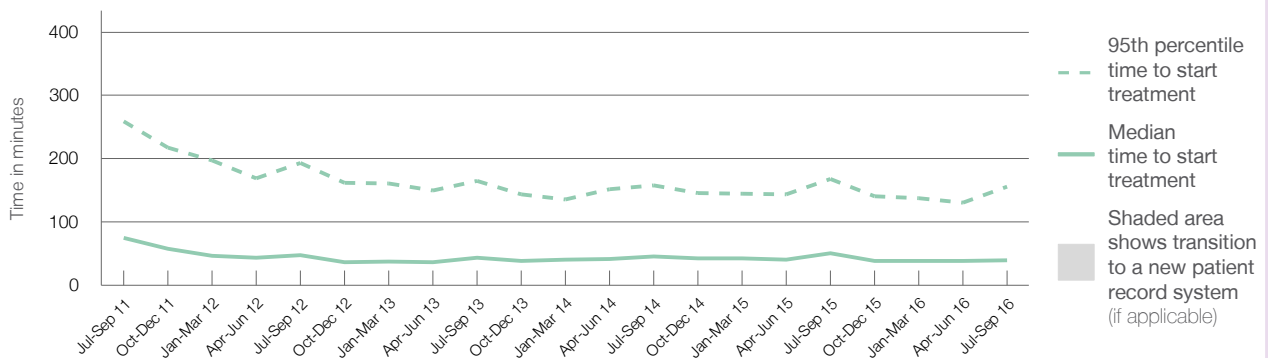
95th percentile time to start treatment<sup>5</sup>  156 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,002	826
Median time to start treatment <sup>4</sup>	51 minutes	24 minutes
95th percentile time to start treatment <sup>5</sup>	168 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	75	48	44	46	51	39
95th percentile time to start treatment <sup>5</sup> (minutes)	259	193	165	158	168	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.

## Mount Druitt Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 8,131 patients

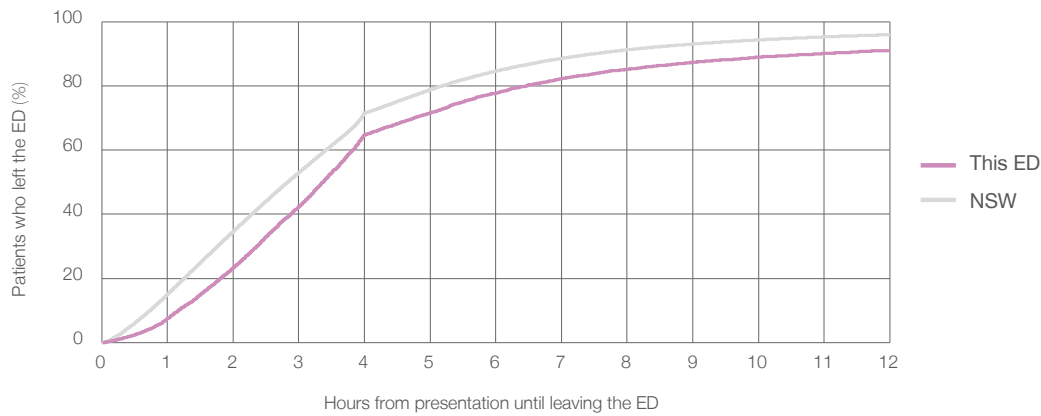
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,125 patients

Median time spent in the ED<sup>8</sup> 3 hours and 22 minutes

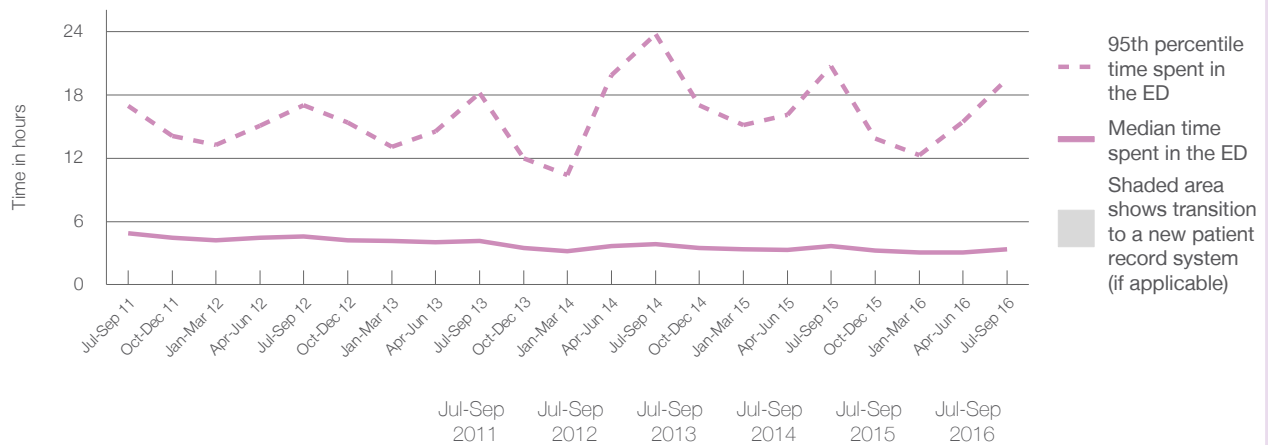
95th percentile time spent in the ED<sup>9</sup> 19 hours and 32 minutes

Same period last year	NSW (this period)
8,551	8,551
3 hours and 40 minutes	2 hours and 50 minutes
20 hours and 43 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 52m	4h 33m	4h 10m	3h 52m	3h 40m	3h 22m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	16h 58m	17h 0m	18h 11m	23h 44m	20h 43m	19h 32m

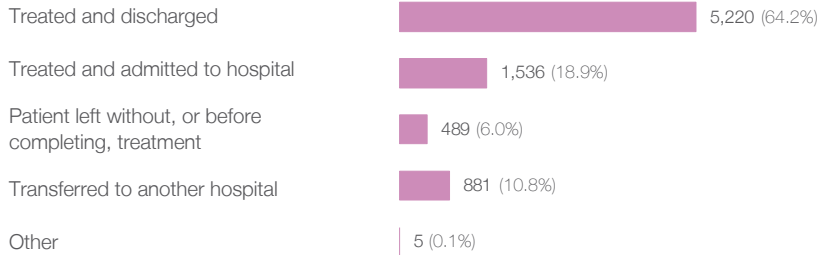
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

## Mount Druitt Hospital: Time patients spent in the ED By mode of separation July to September 2016

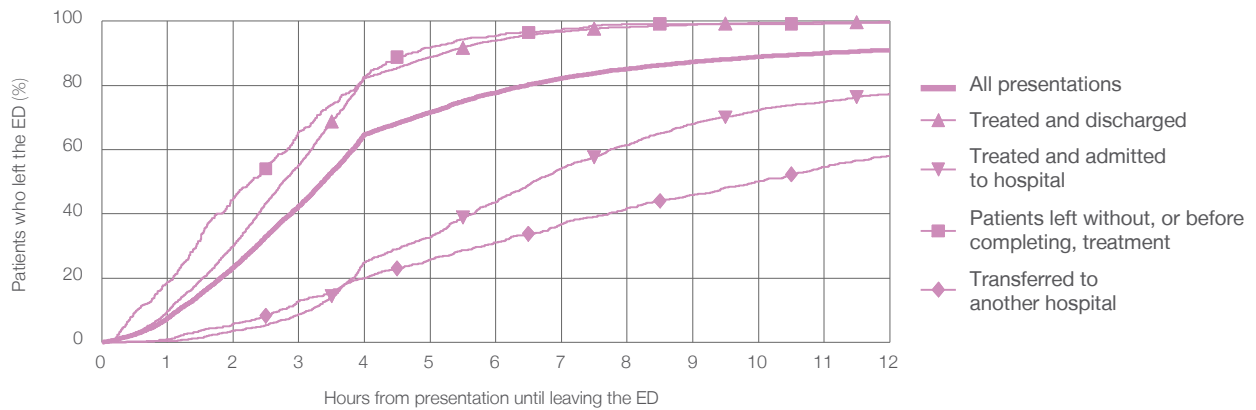
All presentations:<sup>1</sup> 8,131 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,125 patients



	Same period last year	Change since one year ago
	8,551	-5.0%
Treated and discharged	5,337	-2.2%
Treated and admitted to hospital	1,554	-1.2%
Patient left without, or before completing, treatment	716	-31.7%
Transferred to another hospital	938	-6.1%
Other	6	-16.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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	9.7%	30.1%	55.2%	82.3%	94.0%	98.2%	99.4%	99.8%
Treated and admitted to hospital	0.5%	3.6%	8.7%	25.0%	43.6%	61.5%	72.3%	77.3%
Patient left without, or before completing, treatment	18.8%	44.9%	65.6%	82.7%	95.5%	99.2%	99.2%	99.6%
Transferred to another hospital	1.0%	5.8%	12.8%	20.0%	31.1%	41.8%	50.1%	58.0%
All presentations	7.5%	23.3%	42.4%	64.7%	77.7%	85.1%	88.9%	91.0%

(†) 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.

## Mount Druitt Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: <sup>1</sup> 8,131 patients

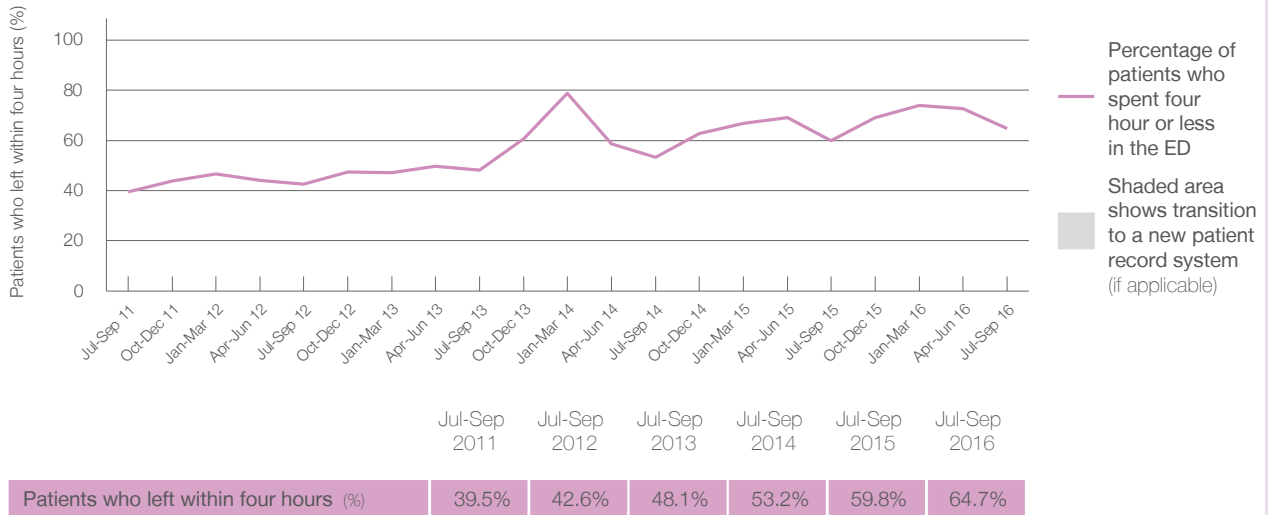
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,125 patients

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	8,551	-4.9%
Presentations used to calculate time to leaving the ED	8,551	-5.0%
Percentage of patients who spent four hours or less in the ED	59.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Westmead Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 18,661 patients

Emergency presentations:<sup>2</sup> 18,186 patients

Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%

## Westmead Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016



**Triage 2** Emergency (e.g. chest pain, severe burns): 6,027 patients

Median time to start treatment<sup>4</sup>  16 minutes  
95th percentile time to start treatment<sup>5</sup>  113 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,845 patients

Median time to start treatment<sup>4</sup>  39 minutes  
95th percentile time to start treatment<sup>5</sup>  182 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,759 patients

Median time to start treatment<sup>4</sup>  40 minutes  
95th percentile time to start treatment<sup>5</sup>  167 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment<sup>4</sup>  32 minutes  
95th percentile time to start treatment<sup>5</sup>  159 minutes

Same period last year	NSW (this period)
5,450	
17 minutes	8 minutes
119 minutes	41 minutes
6,233	
53 minutes	21 minutes
263 minutes	103 minutes
4,230	
56 minutes	27 minutes
258 minutes	139 minutes
1,343	
43 minutes	24 minutes
218 minutes	138 minutes

## Westmead Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,644 patients

Percentage of patients who spent four hours or less in the ED  56.8%

Same period last year	Change since one year ago
18,185	2.5%
47.7%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

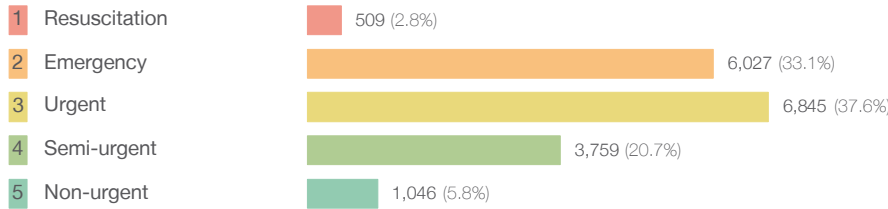
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Westmead Hospital: Patients presenting to the emergency department July to September 2016

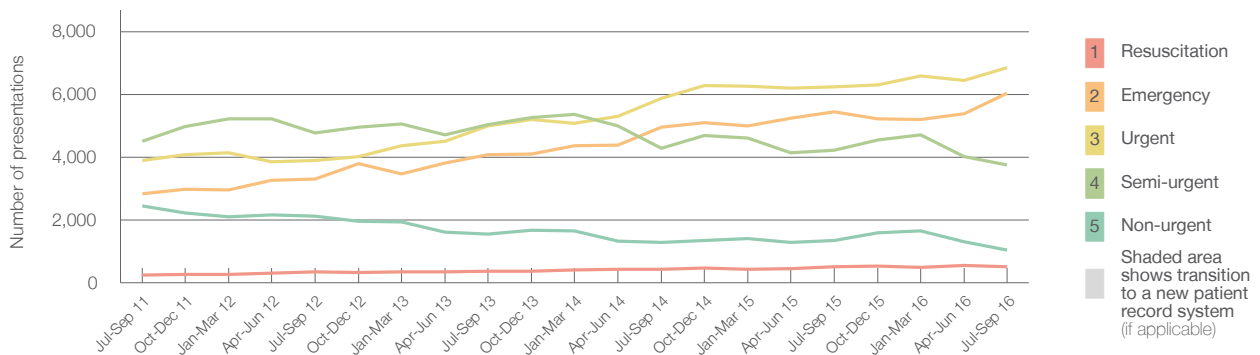
All presentations:<sup>1</sup> 18,661 patients

Emergency presentations<sup>2</sup> by triage category: 18,186 patients



Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%
506	0.6%
5,450	10.6%
6,233	9.8%
4,230	-11.1%
1,343	-22.1%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	249	337	367	424	506	509
Emergency	2,842	3,304	4,075	4,949	5,450	6,027
Urgent	3,901	3,895	5,000	5,882	6,233	6,845
Semi-urgent	4,505	4,770	5,041	4,284	4,230	3,759
Non-urgent	2,443	2,112	1,551	1,288	1,343	1,046
All emergency presentations	13,940	14,418	16,034	16,827	17,762	18,186

## Westmead Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,925 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,011	
15 minutes	-3 minutes
65 minutes	-31 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.

## Westmead Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 6,027

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,892

Median time to start treatment<sup>4</sup>

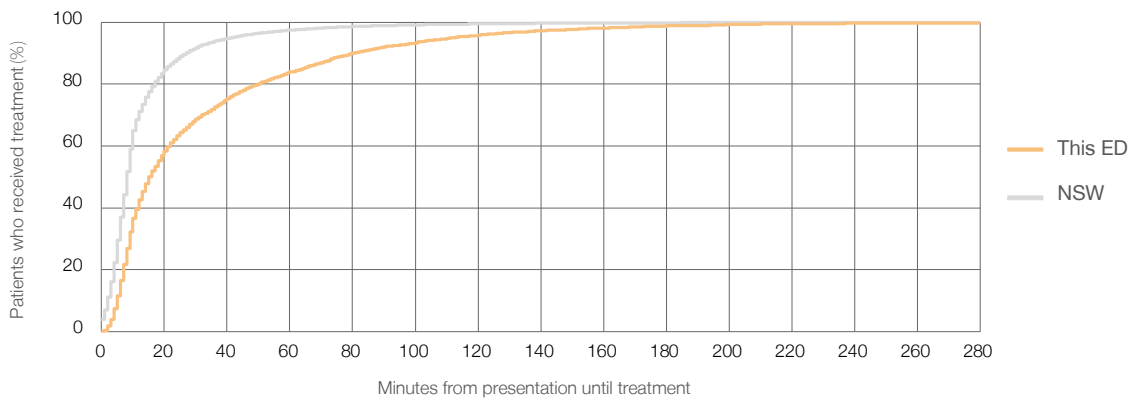
16 minutes

95th percentile time to start treatment<sup>5</sup>

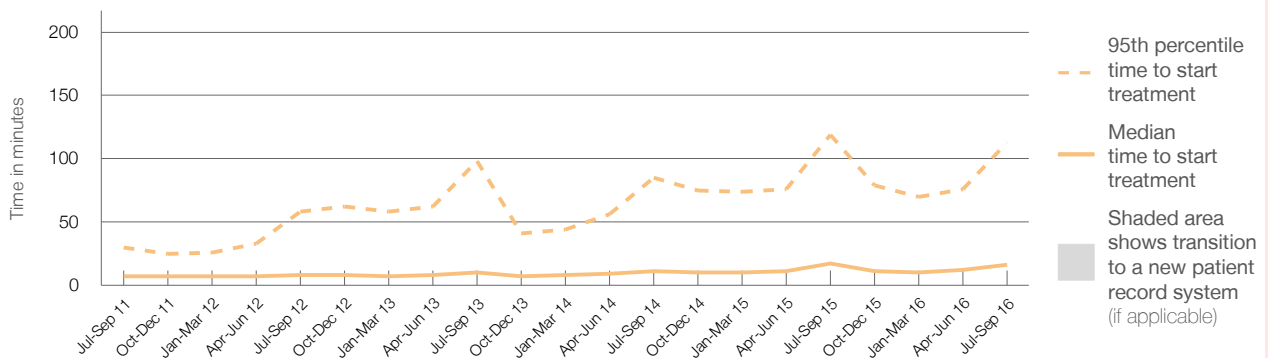
113 minutes

Same period last year	NSW (this period)
5,450	
5,297	
17 minutes	8 minutes
119 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	10	11	17	16
95th percentile time to start treatment <sup>5</sup> (minutes)	30	58	98	85	119	113

(†) 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.

## Westmead Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 6,845

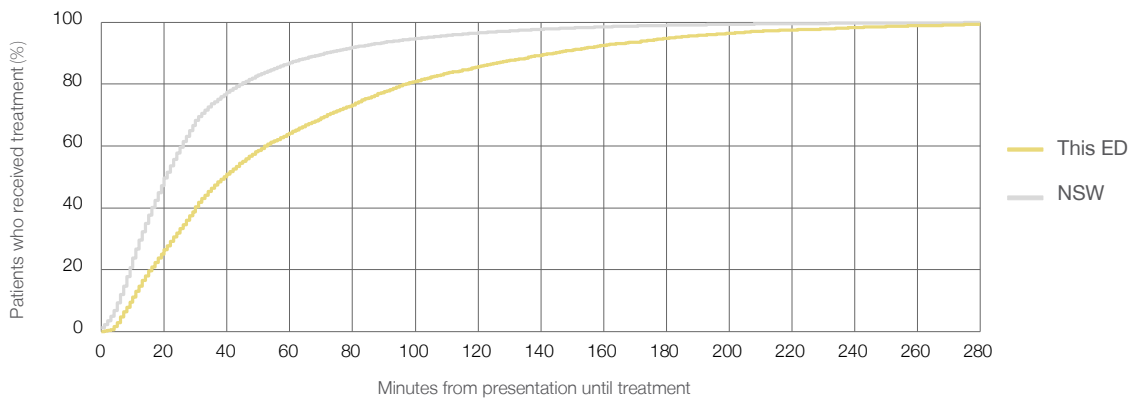
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,274

Median time to start treatment<sup>4</sup> 39 minutes

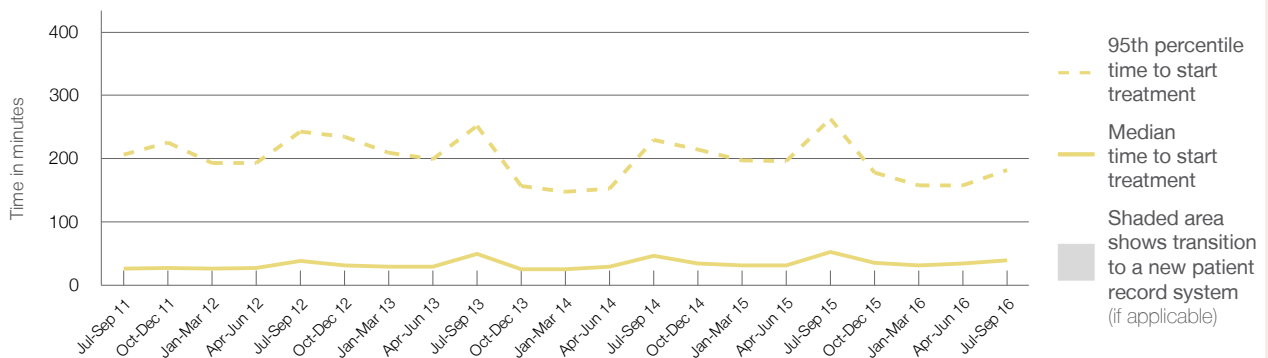
95th percentile time to start treatment<sup>5</sup> 182 minutes

Same period last year	NSW (this period)
6,233	
5,587	
53 minutes	21 minutes
263 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	26	38	50	47	53	39
95th percentile time to start treatment <sup>5</sup> (minutes)	206	243	252	230	263	182

(†) 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.



## Westmead Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,759

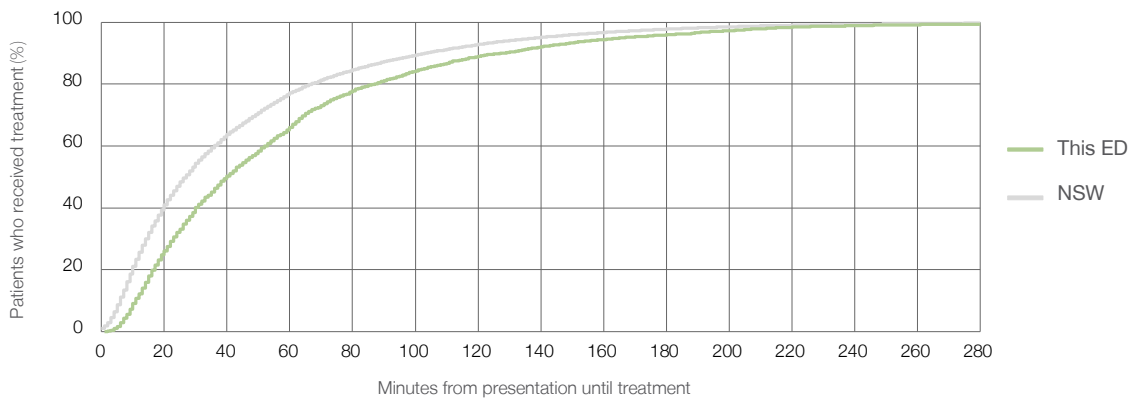
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,368

Median time to start treatment<sup>4</sup>  40 minutes

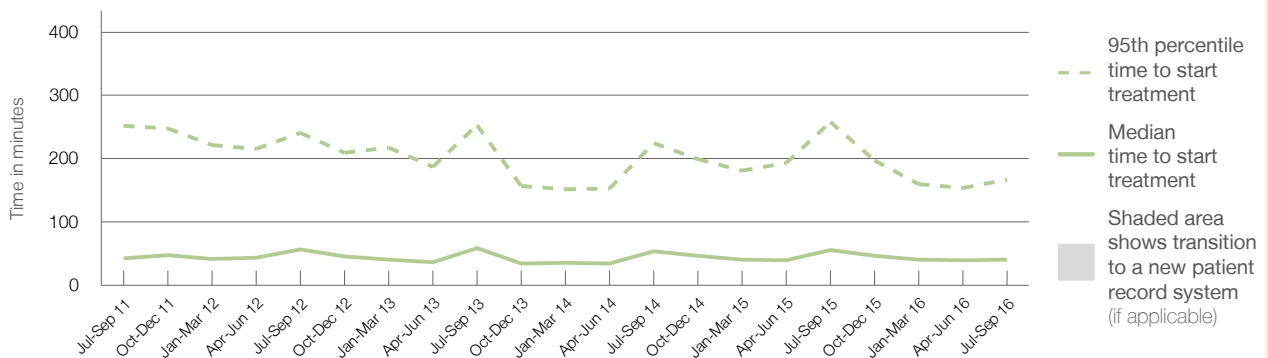
95th percentile time to start treatment<sup>5</sup>  167 minutes

Same period last year	NSW (this period)
4,230	3,559
56 minutes	27 minutes
258 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	43	57	59	54	56	40
95th percentile time to start treatment <sup>5</sup> (minutes)	252	241	253	225	258	167

(†) 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.

## Westmead Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,046

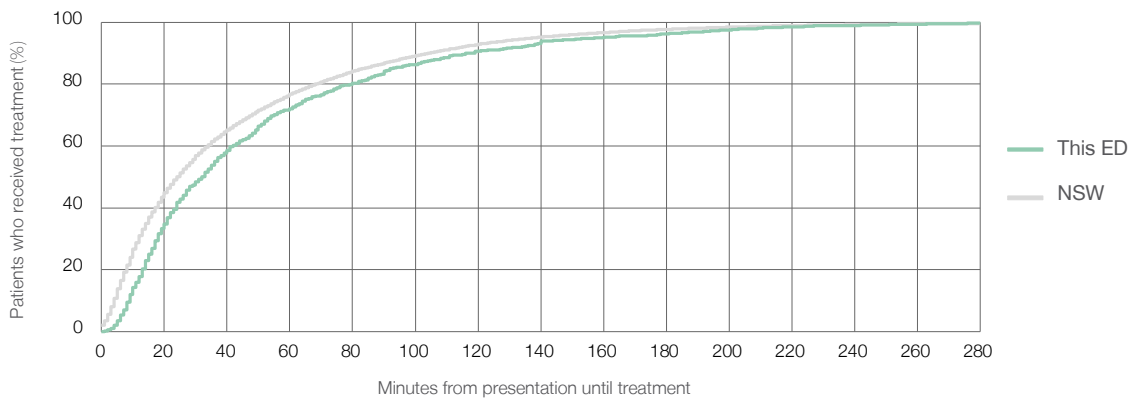
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 906

Median time to start treatment<sup>4</sup> 32 minutes

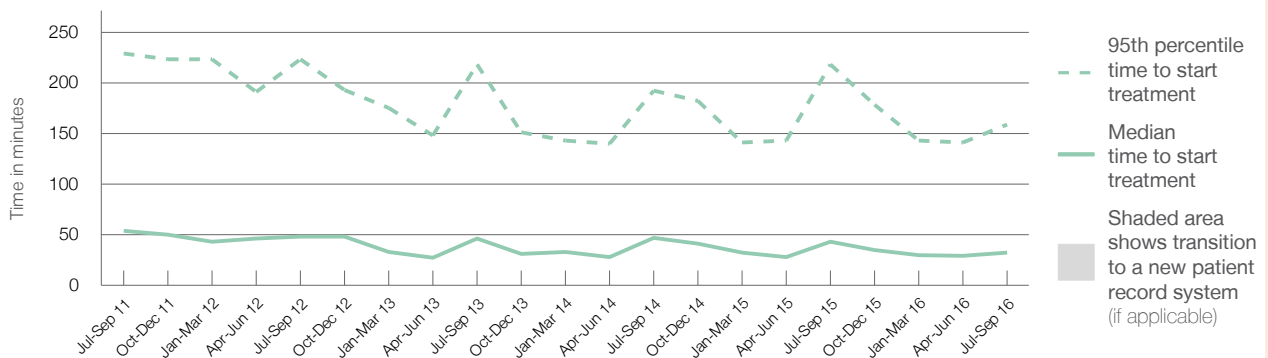
95th percentile time to start treatment<sup>5</sup> 159 minutes

Same period last year	NSW (this period)
1,343	1,067
43 minutes	24 minutes
218 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	54	48	46	47	43	32
95th percentile time to start treatment <sup>5</sup> (minutes)	229	223	218	192	218	159

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## Westmead Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 18,661 patients

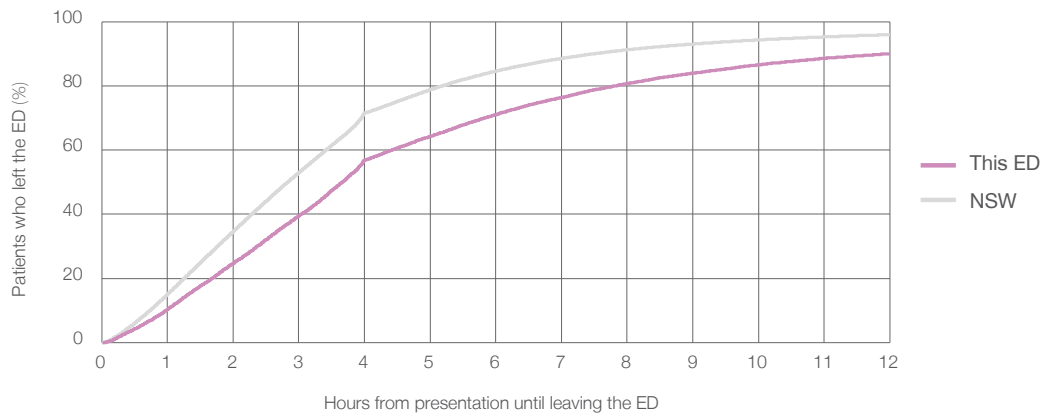
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,644 patients

Median time spent in the ED<sup>8</sup> 3 hours and 40 minutes

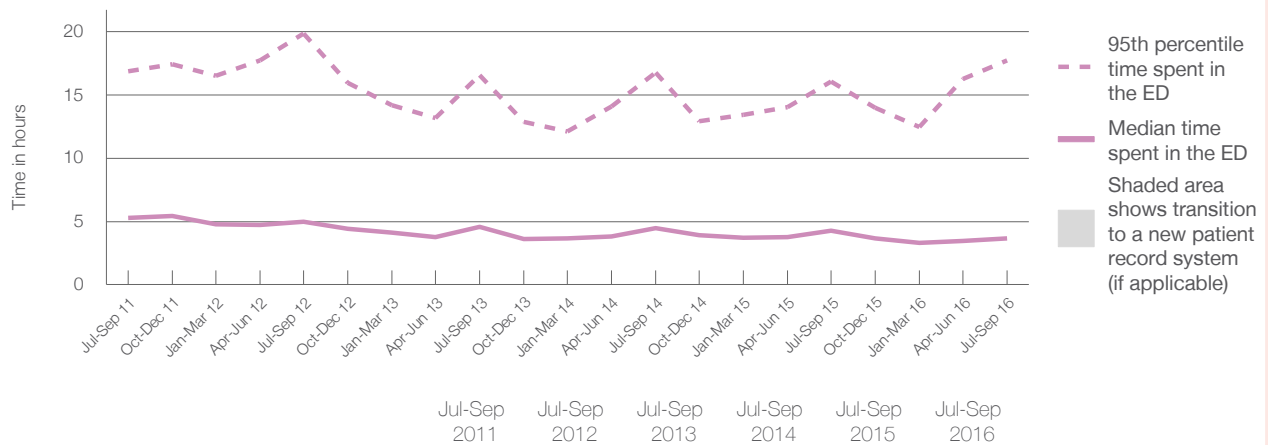
95th percentile time spent in the ED<sup>9</sup> 17 hours and 42 minutes

Same period last year	NSW (this period)
18,185	18,185
4 hours and 15 minutes	2 hours and 50 minutes
16 hours and 2 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	16h 53m	19h 50m	16h 33m	16h 45m	16h 2m	17h 42m

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## Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

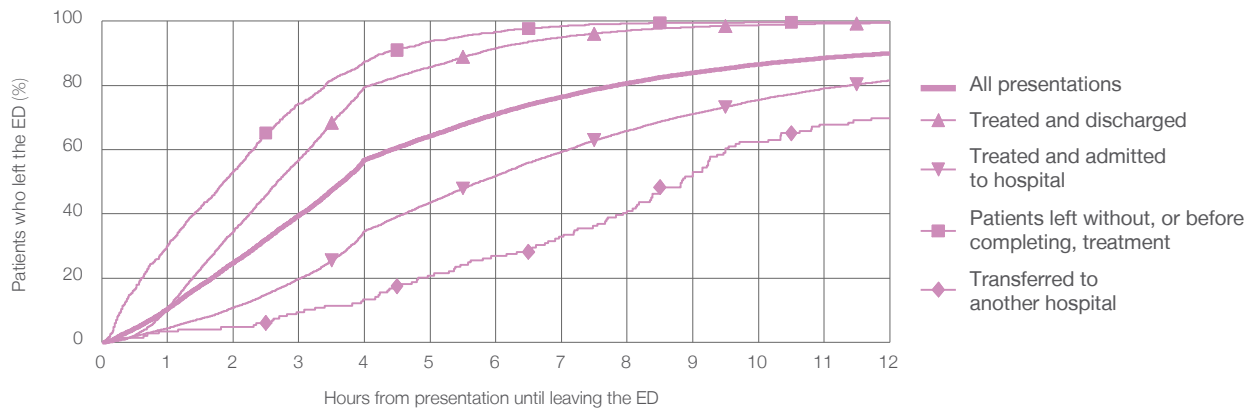
All presentations:<sup>1</sup> 18,661 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,644 patients

Treated and discharged	7,091 (38.0%)
Treated and admitted to hospital	9,650 (51.7%)
Patient left without, or before completing, treatment	1,245 (6.7%)
Transferred to another hospital	150 (0.8%)
Other	525 (2.8%)

Same period last year	Change since one year ago
18,185	2.5%
6,950	2.0%
8,825	9.3%
1,762	-29.3%
168	-10.7%
480	9.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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	10.6%	34.5%	56.9%	79.5%	91.6%	97.1%	98.8%	99.5%
Treated and admitted to hospital	4.3%	10.8%	19.8%	34.6%	51.8%	65.9%	75.5%	81.6%
Patient left without, or before completing, treatment	30.1%	53.2%	74.3%	87.5%	96.6%	99.3%	99.7%	99.7%
Transferred to another hospital	3.4%	4.7%	9.4%	13.4%	26.8%	40.9%	62.4%	69.8%
All presentations	10.4%	24.7%	39.5%	56.8%	71.0%	80.7%	86.5%	90.0%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Westmead Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

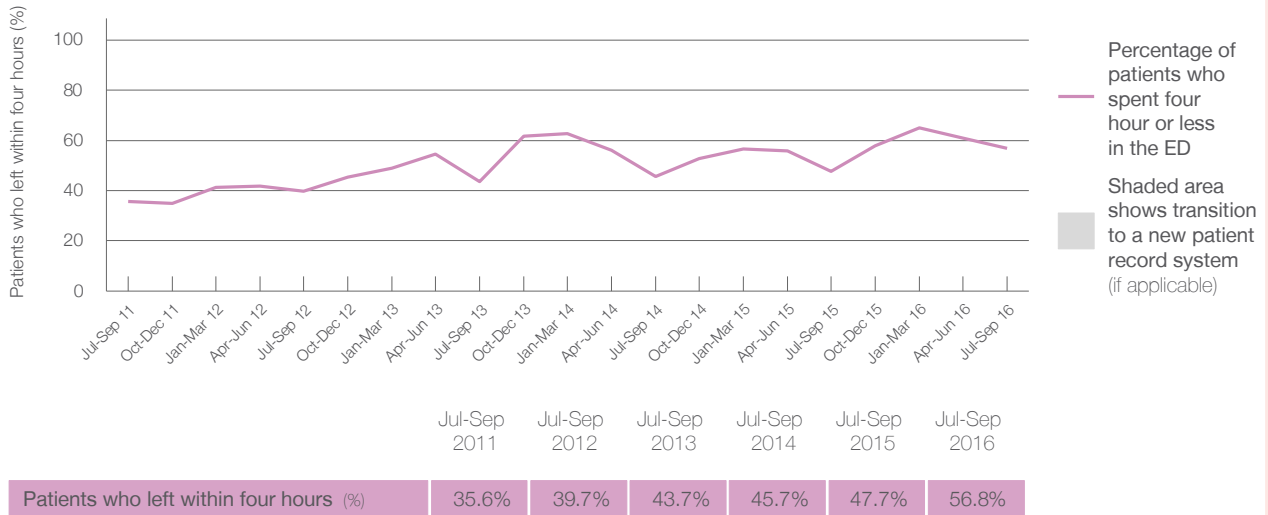
All presentations at the emergency department: <sup>1</sup> 18,661 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,644 patients

Percentage of patients who spent four hours or less in the ED  56.8%

Same period last year	Change since one year ago
18,185	2.6%
18,185	2.5%
47.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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.

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- 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.
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- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).