

## Wyong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 15,972 patients



Emergency presentations:<sup>2</sup> 15,813 patients

Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,662 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 95th percentile time to start treatment<sup>5</sup>  46 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,927 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): 8,117 patients

Median time to start treatment<sup>4</sup>  28 minutes  
 95th percentile time to start treatment<sup>5</sup>  114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 95th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,371	
7 minutes	8 minutes
33 minutes	41 minutes
4,661	
23 minutes	21 minutes
95 minutes	103 minutes
8,299	
32 minutes	27 minutes
135 minutes	139 minutes
1,300	
25 minutes	24 minutes
104 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,971 patients

Percentage of patients who spent four hours or less in the ED  69.4%

Same period last year	Change since one year ago
15,899	0.5%
69.4%	

\* 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.

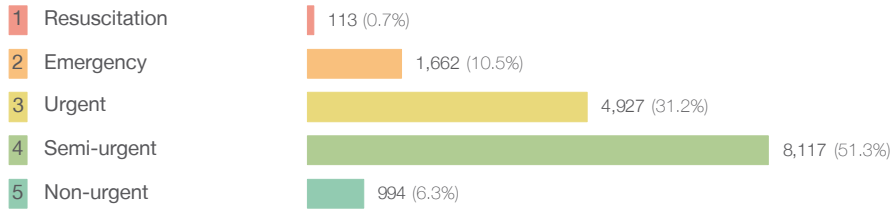
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

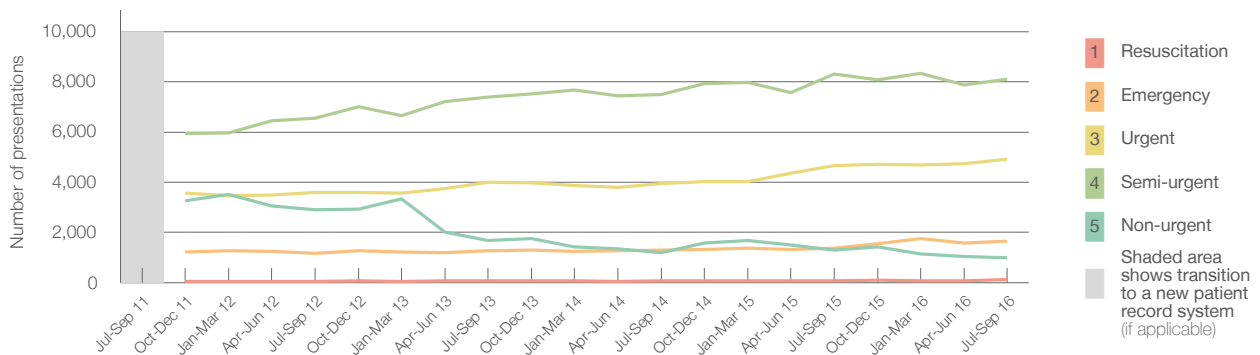
All presentations:<sup>1</sup> 15,972 patients

Emergency presentations<sup>2</sup> by triage category: 15,813 patients



Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%
79	43.0%
1,371	21.2%
4,661	5.7%
8,299	-2.2%
1,300	-23.5%

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		50	75	66	79	113
Emergency		1,172	1,260	1,288	1,371	1,662
Urgent		3,604	3,994	3,946	4,661	4,927
Semi-urgent		6,546	7,394	7,483	8,299	8,117
Non-urgent		2,907	1,676	1,190	1,300	994
All emergency presentations		14,279	14,399	13,973	15,710	15,813

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,078 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,918	
12 minutes	-2 minutes
66 minutes	-20 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.

## Wyong 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: 1,662

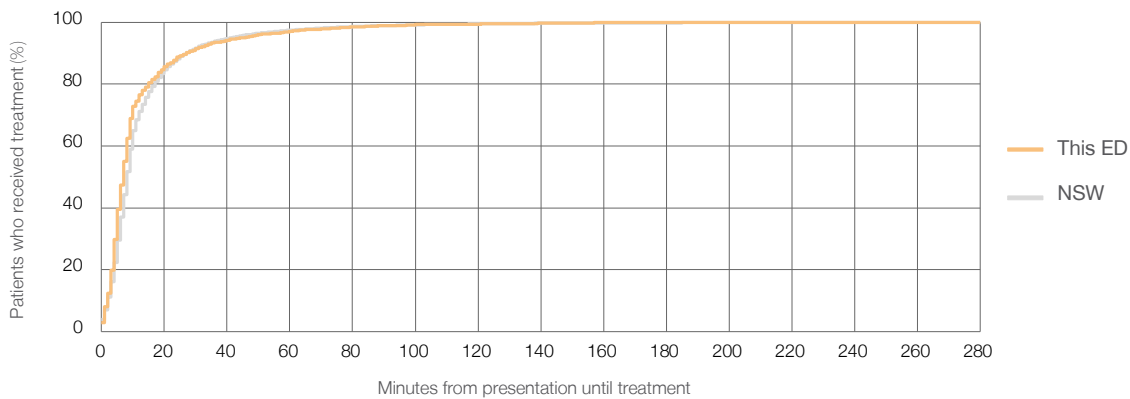
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,656

Median time to start treatment<sup>4</sup> 7 minutes

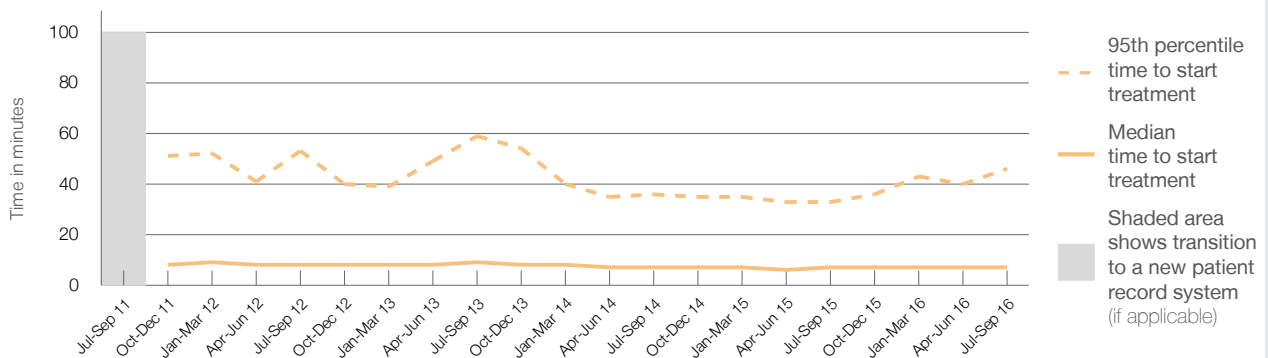
95th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
1,371	1,366
7 minutes	8 minutes
33 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)		8	9	7	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)		53	59	36	33	46

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## Wyong 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: 4,927

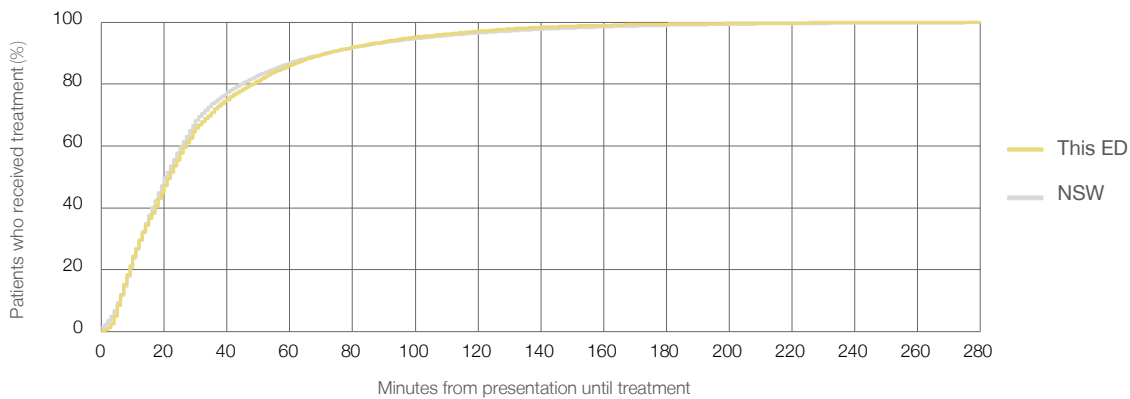
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,885

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

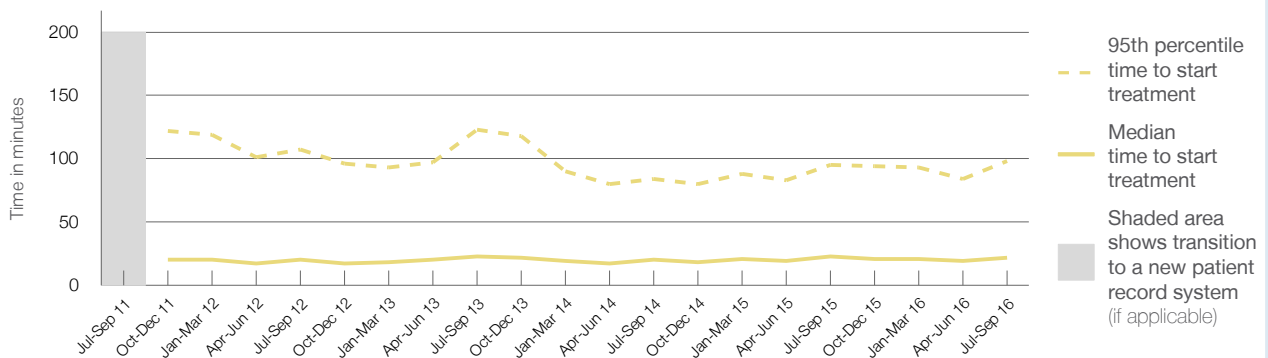
95th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
4,661	4,608
23 minutes	21 minutes
95 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)		20	23	20	23	22
95th percentile time to start treatment <sup>5</sup> (minutes)		107	123	84	95	98

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## Wyong 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: 8,117

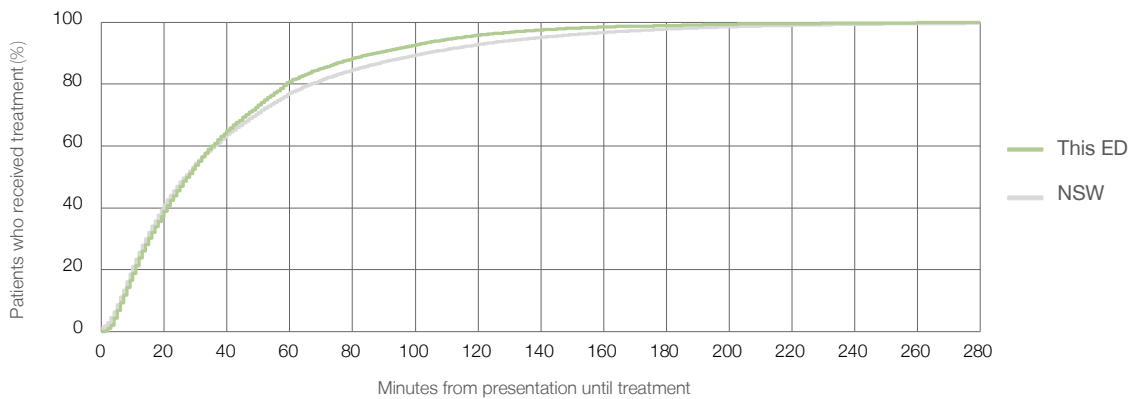
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,846

Median time to start treatment<sup>4</sup> 28 minutes

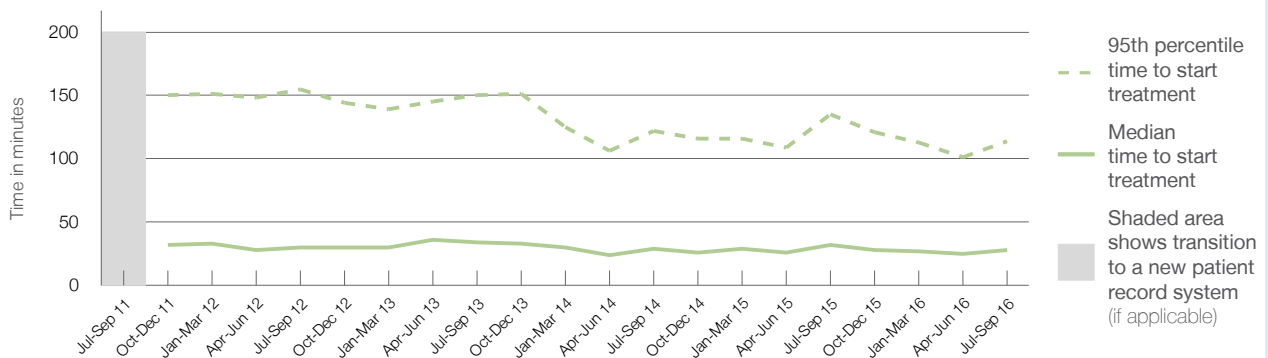
95th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
8,299	8,023
32 minutes	27 minutes
135 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)		30	34	29	32	28
95th percentile time to start treatment <sup>5</sup> (minutes)		155	150	122	135	114

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## Wyong 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: 994

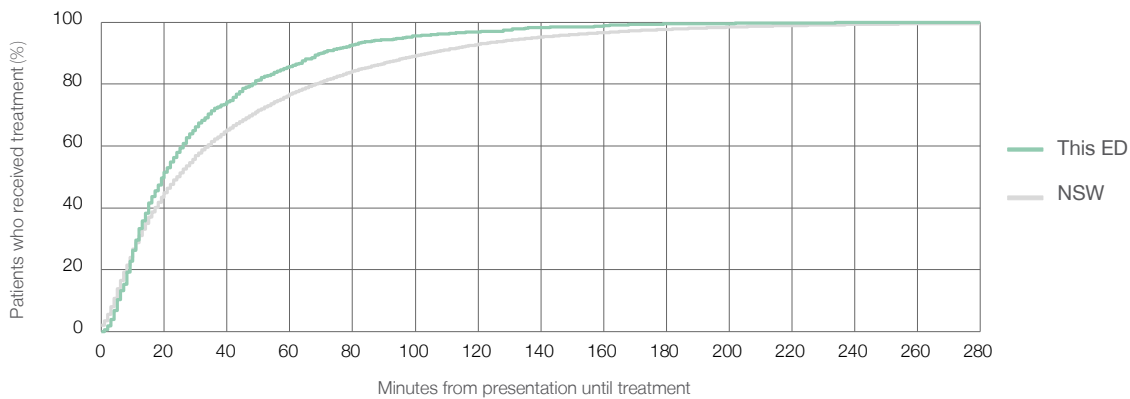
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 926

Median time to start treatment<sup>4</sup>  20 minutes

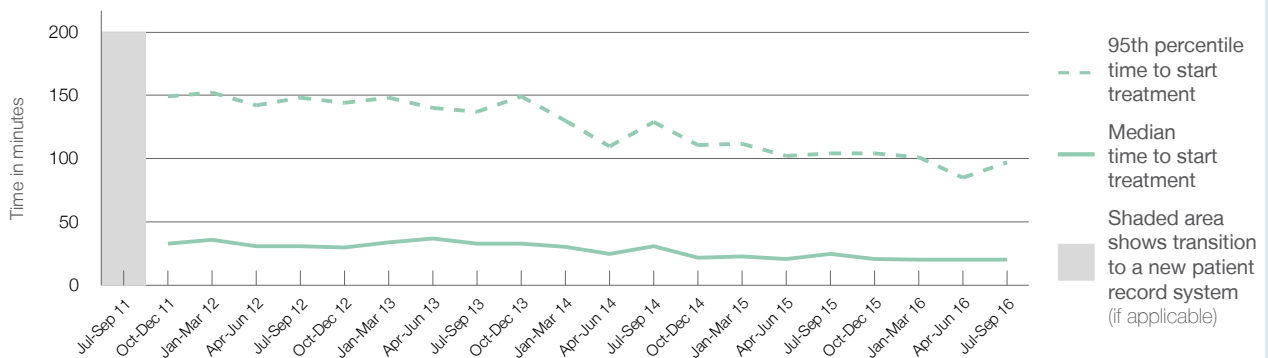
95th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,300	1,237
25 minutes	24 minutes
104 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	33	31	25	20
95th percentile time to start treatment <sup>5</sup> (minutes)		148	137	129	104	97

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## Wyong Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 15,972 patients

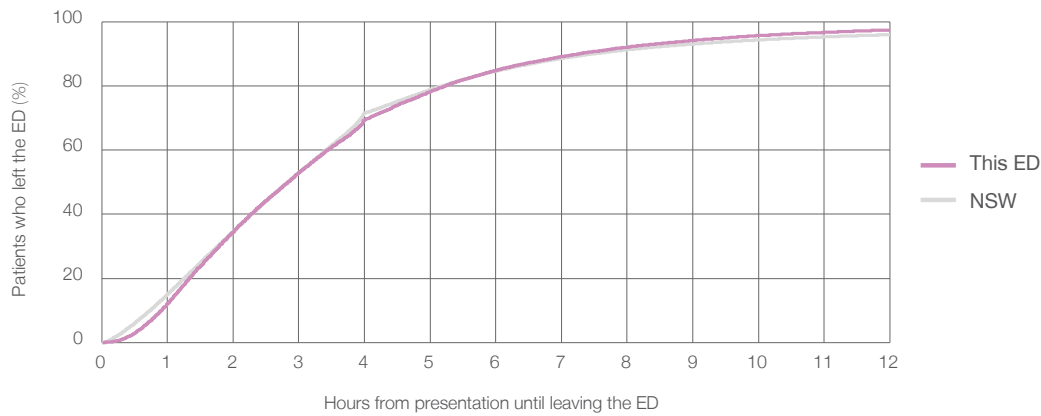
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,971 patients

Median time spent in the ED<sup>8</sup> 2 hours and 50 minutes

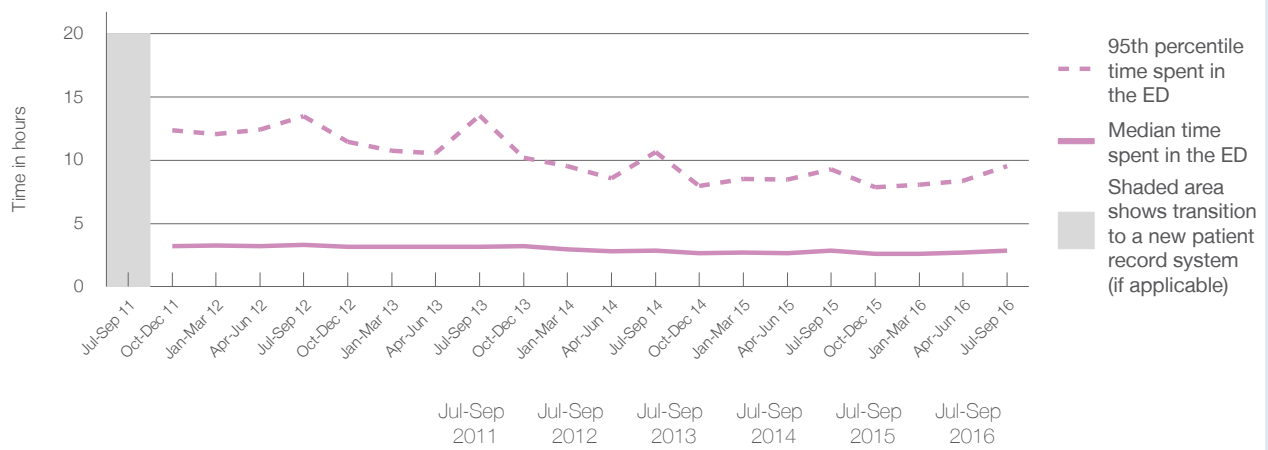
95th percentile time spent in the ED<sup>9</sup> 9 hours and 32 minutes

Same period last year	NSW (this period)
15,899	15,899
2 hours and 52 minutes	2 hours and 50 minutes
9 hours and 17 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 19m	3h 9m	2h 51m	2h 52m	2h 50m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		13h 29m	13h 32m	10h 40m	9h 17m	9h 32m

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

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

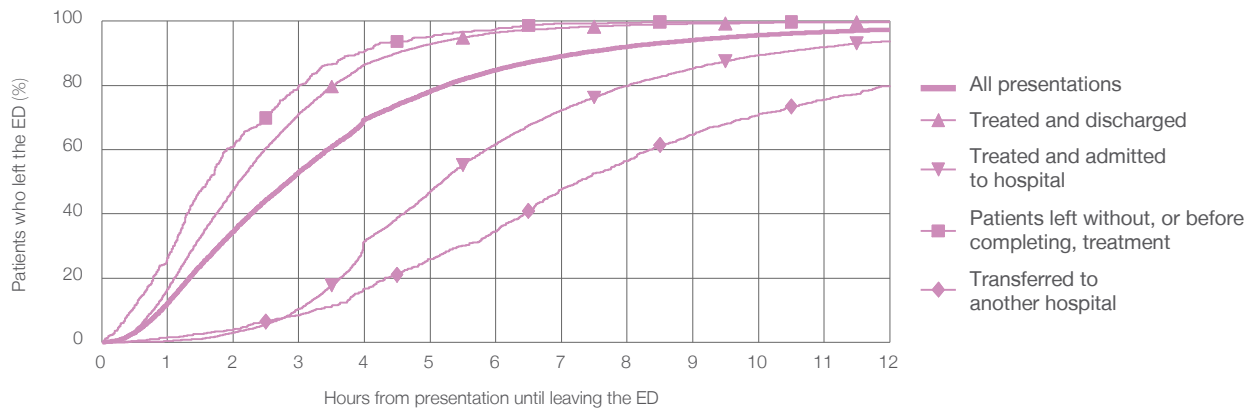
All presentations:<sup>1</sup> 15,972 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,971 patients

Treated and discharged	10,664 (66.8%)
Treated and admitted to hospital	4,109 (25.7%)
Patient left without, or before completing, treatment	448 (2.8%)
Transferred to another hospital	709 (4.4%)
Other	42 (0.3%)

Same period last year	Change since one year ago
15,899	0.5%
10,983	-2.9%
3,606	13.9%
501	-10.6%
760	-6.7%
49	-14.3%

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	16.6%	47.4%	71.1%	86.6%	96.5%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	3.0%	10.4%	31.5%	61.6%	79.8%	89.4%	93.8%
Patient left without, or before completing, treatment	26.3%	60.9%	79.9%	90.6%	97.8%	99.6%	99.8%	99.8%
Transferred to another hospital	1.6%	3.9%	8.3%	16.6%	34.6%	56.4%	71.2%	80.0%
All presentations	12.2%	34.6%	53.0%	69.4%	84.8%	92.0%	95.7%	97.4%

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**Wyong 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> 15,972 patients

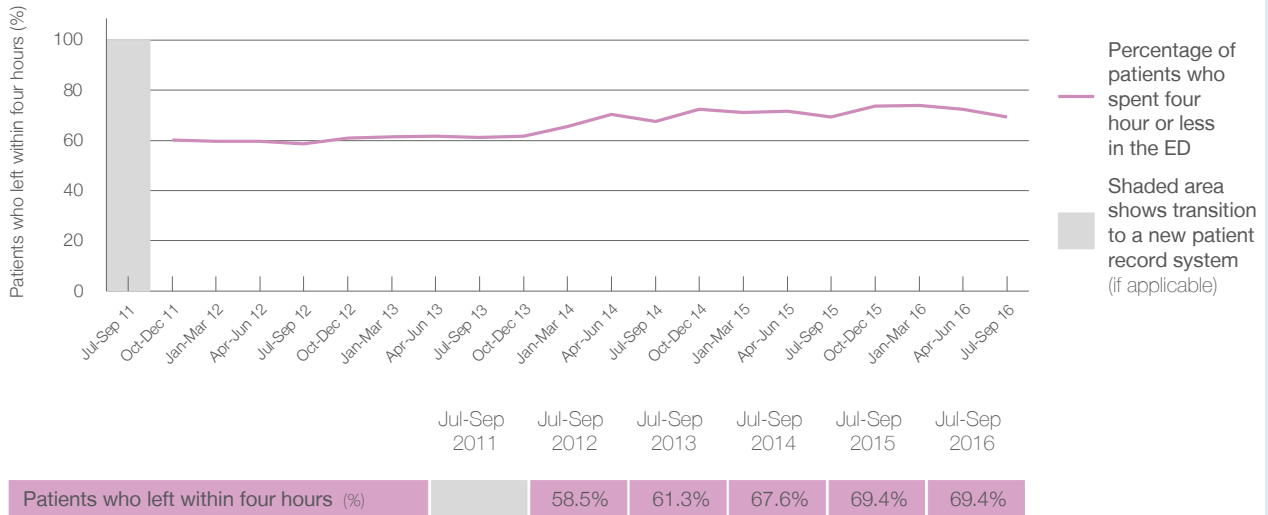
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,971 patients

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	15,899	0.5%
Presentations used to calculate time to leaving the ED	15,899	0.5%
Percentage of patients who spent four hours or less in the ED	69.4%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	61.3%	58.5%	61.3%	67.6%	69.4%	69.4%

\* 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).