

## Concord Repatriation General Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 9,793 patients  
 Emergency presentations:<sup>2</sup> 9,757 patients

Same period last year	Change since one year ago
9,661	1%
9,636	1%



## Concord Repatriation General Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,135 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  16 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,413 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,621 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 508 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  72 minutes

Same period last year	NSW (this period)
1,173	
8 minutes	8 minutes
15 minutes	24 minutes
4,090	
18 minutes	19 minutes
45 minutes	63 minutes
3,905	
21 minutes	24 minutes
67 minutes	95 minutes
411	
17 minutes	21 minutes
75 minutes	96 minutes

## Concord Repatriation General Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,775 patients

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

Same period last year	Change since one year ago
9,660	1%
76%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

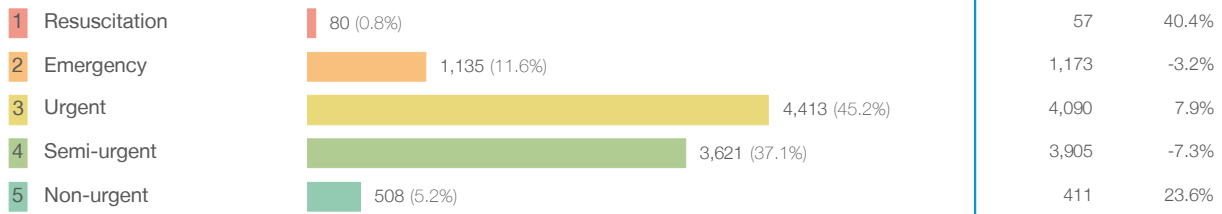
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Concord Repatriation General Hospital: Patients presenting to the emergency department

April to June 2018

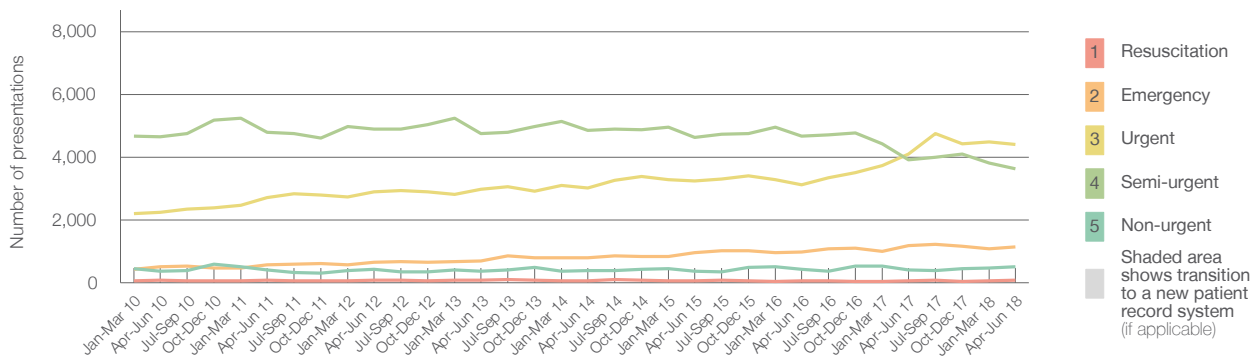
All presentations:<sup>1</sup> 9,793 patients

Emergency presentations<sup>2</sup> by triage category: 9,757 patients



	Same period last year	Change since one year ago
All presentations	9,661	1%
Emergency presentations	9,636	1%
Resuscitation	57	40.4%
Emergency	1,173	-3.2%
Urgent	4,090	7.9%
Semi-urgent	3,905	-7.3%
Non-urgent	411	23.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



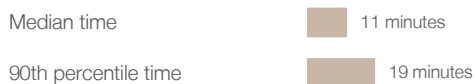
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	70	77	78	87	50	63	51	57	80
Emergency	509	560	648	700	791	963	968	1,173	1,135
Urgent	2,238	2,709	2,904	2,979	3,018	3,234	3,123	4,090	4,413
Semi-urgent	4,643	4,801	4,890	4,755	4,855	4,631	4,674	3,905	3,621
Non-urgent	361	405	432	369	393	357	430	411	508
All emergency presentations	7,821	8,552	8,952	8,890	9,107	9,248	9,246	9,636	9,757

## Concord Repatriation General Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,286 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,259	
Median time	12 minutes	-1 minute
90th percentile time	21 minutes	-2 minutes

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

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

## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 1,135

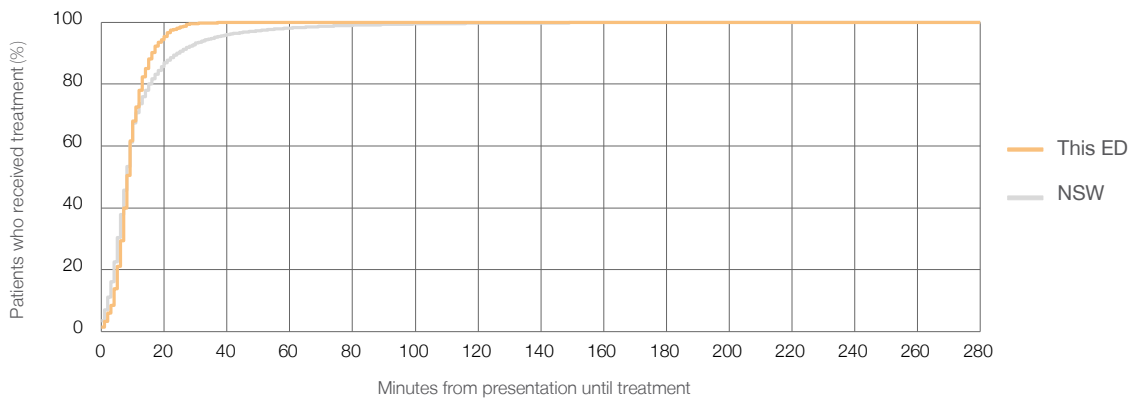
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,132

Median time to start treatment<sup>4</sup> ■ 8 minutes

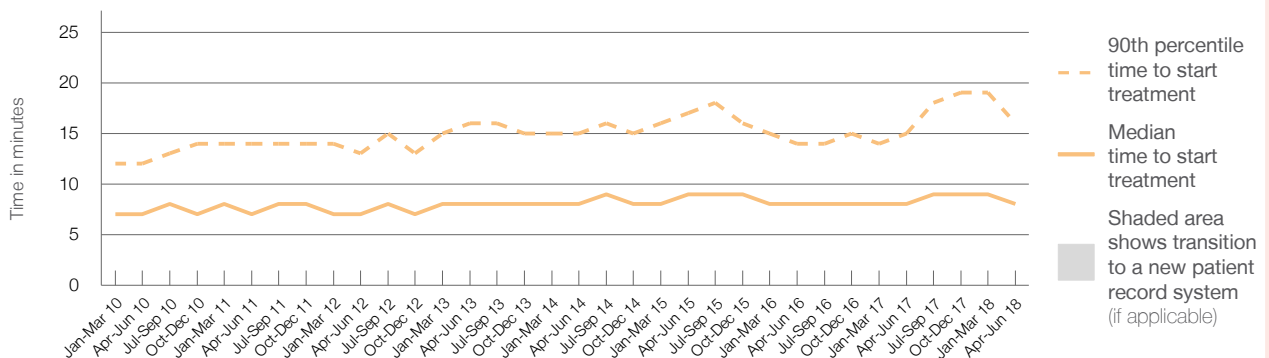
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
1,173	1,166
8 minutes	8 minutes
15 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	8	9	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	12	14	13	16	15	17	14	15	16

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 4,413

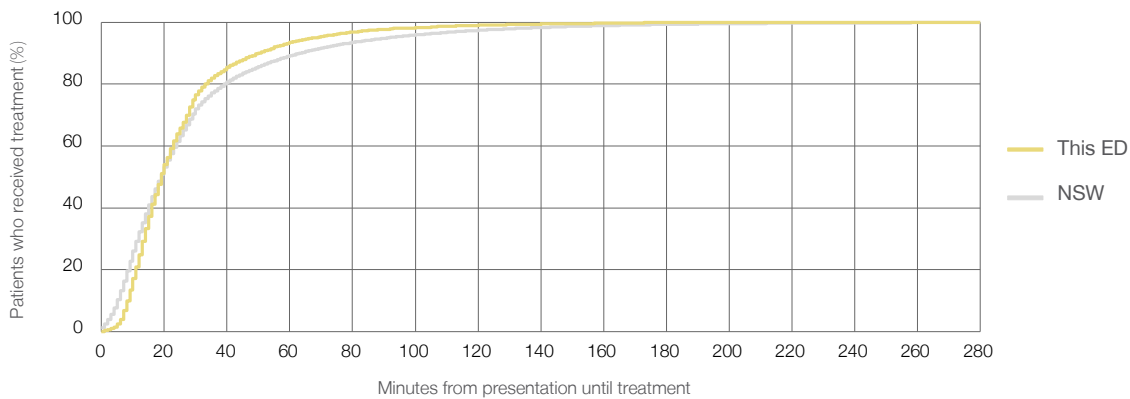
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,325

Median time to start treatment<sup>4</sup> 19 minutes

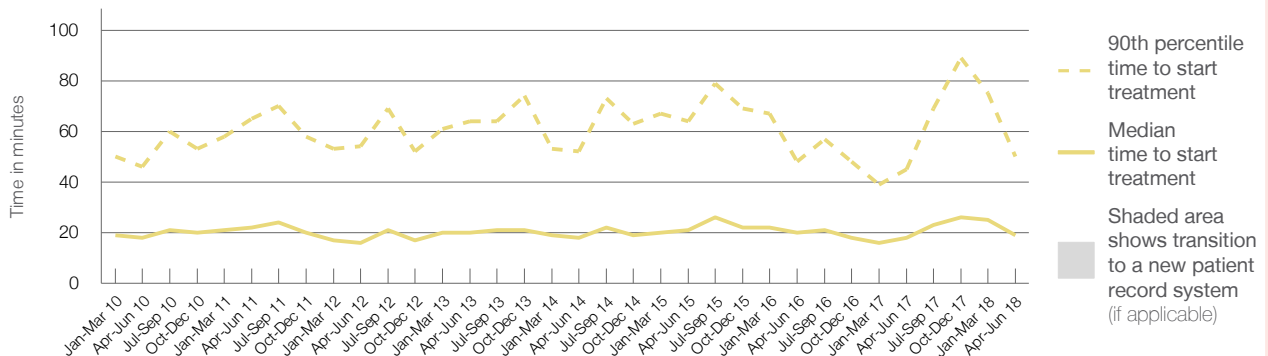
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
4,090	
3,996	
18 minutes	19 minutes
45 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	22	16	20	18	21	20	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	46	65	54	64	52	64	48	45	50

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,621

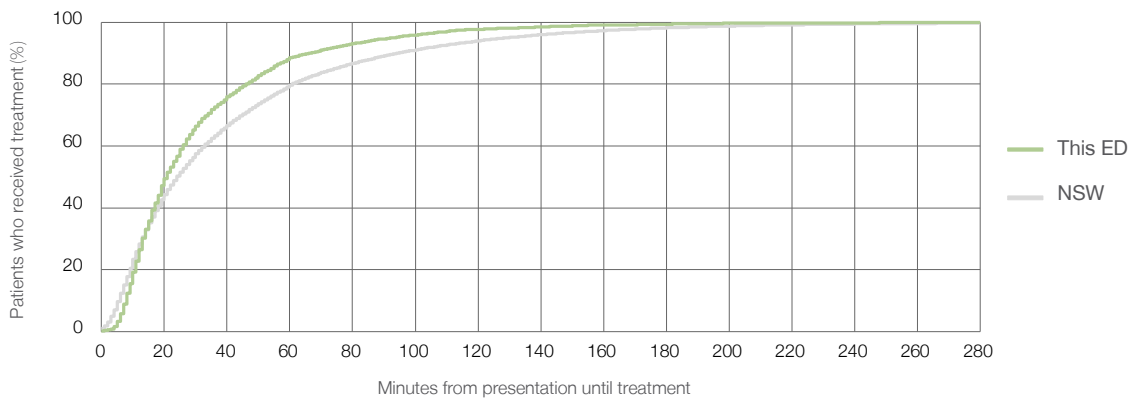
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,498

Median time to start treatment<sup>4</sup>  21 minutes

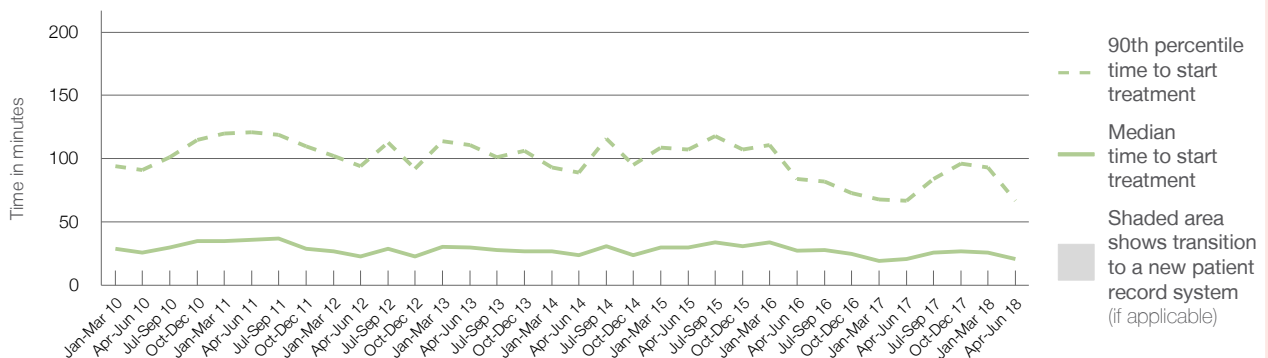
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
3,905	3,730
21 minutes	24 minutes
67 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	36	23	30	24	30	28	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	121	94	111	89	107	84	67	67

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 508

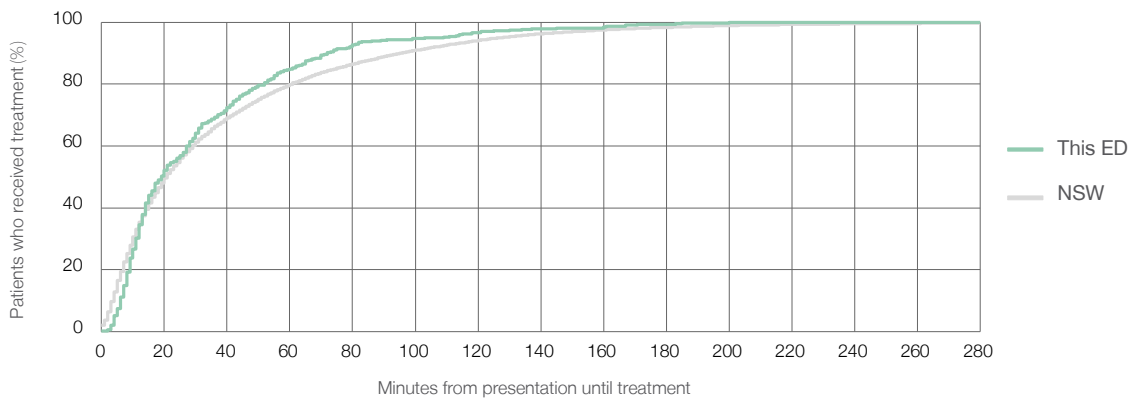
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 431

Median time to start treatment<sup>4</sup>  19 minutes

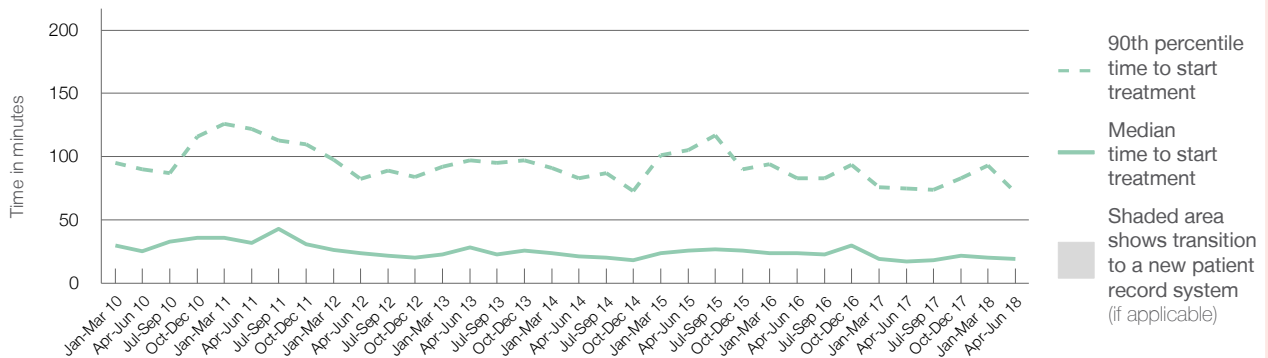
90th percentile time to start treatment<sup>5</sup>  72 minutes

Same period last year	NSW (this period)
411	
355	
17 minutes	21 minutes
75 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	32	24	29	22	26	24	17	19
90th percentile time to start treatment <sup>5</sup> (minutes)	90	122	83	97	83	105	83	75	72

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## Concord Repatriation General Hospital: Time patients spent in the ED April to June 2018

All presentations:<sup>1</sup> 9,793 patients

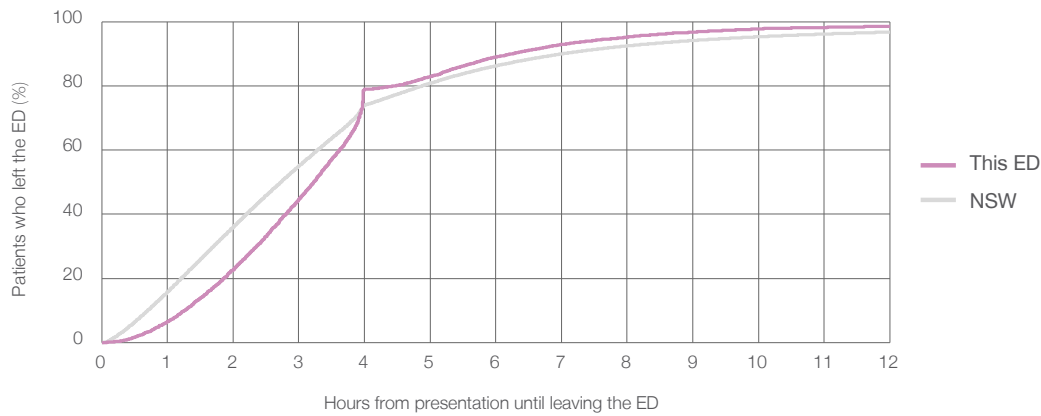
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,775 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

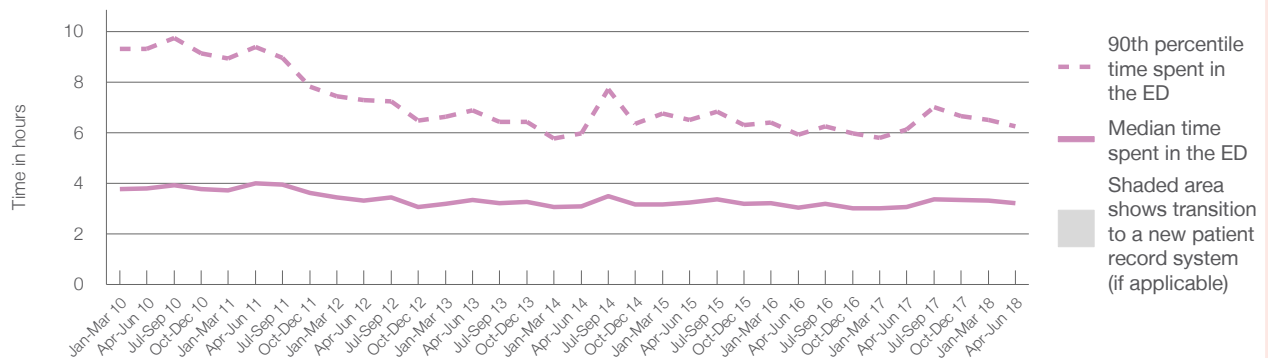
90th percentile time spent in the ED<sup>9</sup> 6 hours and 15 minutes

Same period last year	NSW (this period)
9,661	
9,660	
3 hours and 4 minutes	2 hours and 44 minutes
6 hours and 8 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 48m	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m	3h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m	6h 15m

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## Concord Repatriation General Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

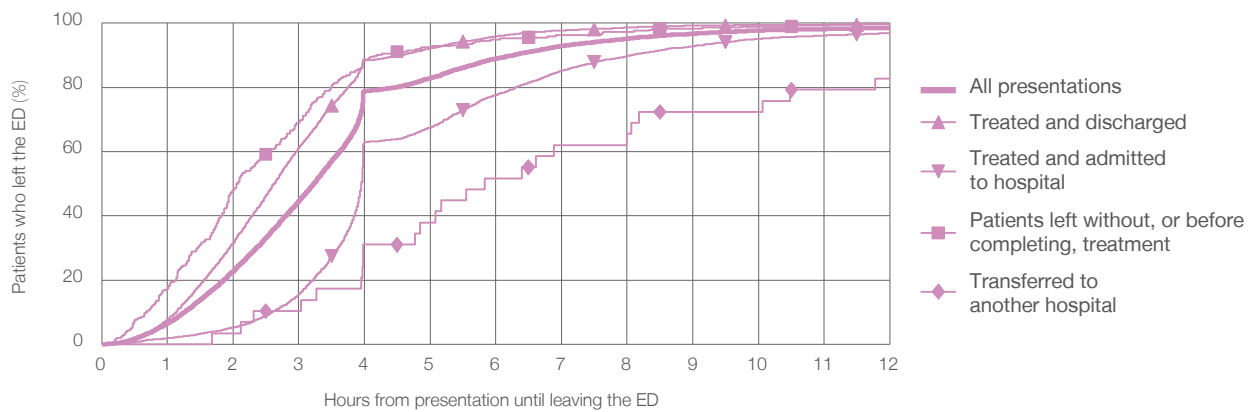
All presentations:<sup>1</sup> 9,793 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,775 patients

Treated and discharged	5,713 (58.3%)
Treated and admitted to hospital	3,616 (36.9%)
Patient left without, or before completing, treatment	294 (3.0%)
Transferred to another hospital	29 (0.3%)
Other	141 (1.4%)

Same period last year	Change since one year ago
9,660	1%
6,308	-9.4%
2,922	23.8%
269	9.3%
32	-9.4%
130	8.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	7.8%	31.5%	61.1%	88.4%	95.9%	98.7%	99.5%	99.6%
Treated and admitted to hospital	1.9%	5.2%	15.5%	63.1%	77.7%	89.8%	95.1%	96.9%
Patient left without, or before completing, treatment	17.3%	48.0%	69.0%	88.8%	94.9%	97.3%	99.0%	99.7%
Transferred to another hospital	0%	3.4%	10.3%	31.0%	51.7%	65.5%	72.4%	82.8%
All presentations	6.5%	22.7%	44.6%	78.9%	89.0%	95.2%	97.7%	98.5%

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## Concord Repatriation General Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 9,793 patients

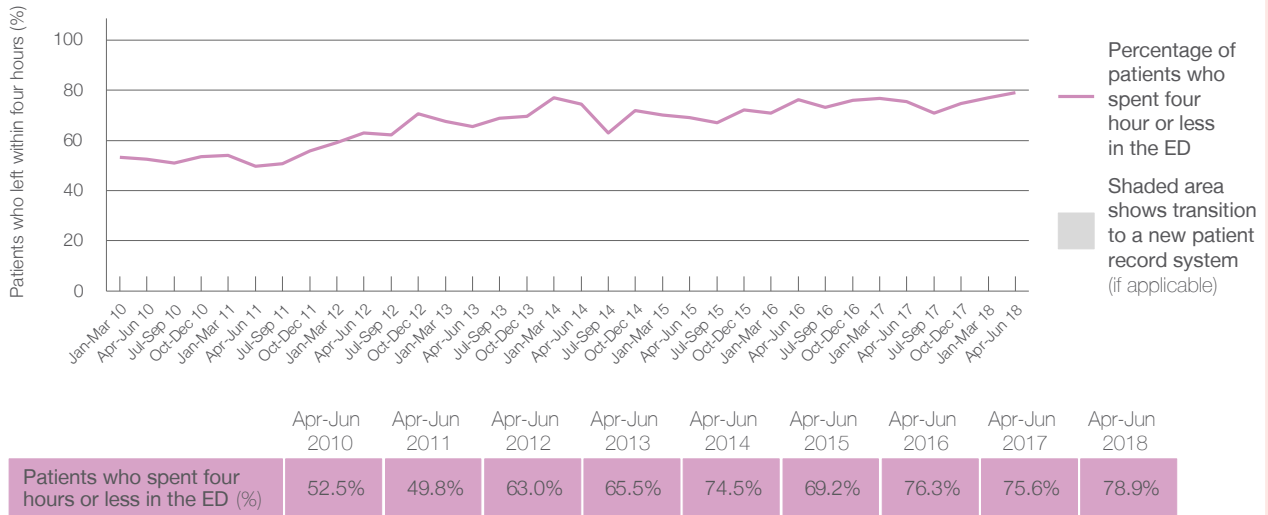
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,775 patients

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	9,661	1%
Presentations used to calculate time to leaving the ED	9,660	1%
Percentage of patients who spent four hours or less in the ED	75.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).