

Healthcare Quarterly

# Emergency department

Western Sydney Local Health District  
Performance Profiles

April to June 2018

## Auburn Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 6,885 patients  
Emergency presentations:<sup>2</sup> 6,630 patients

Same period last year	Change since one year ago
6,681	3%
6,435	3%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,016 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,475 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,665 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 130 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
1,067	
9 minutes	8 minutes
23 minutes	24 minutes
2,363	
23 minutes	19 minutes
66 minutes	63 minutes
2,567	
34 minutes	24 minutes
133 minutes	95 minutes
415	
23 minutes	21 minutes
126 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,885 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
6,680	3%
77%	

\* 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.

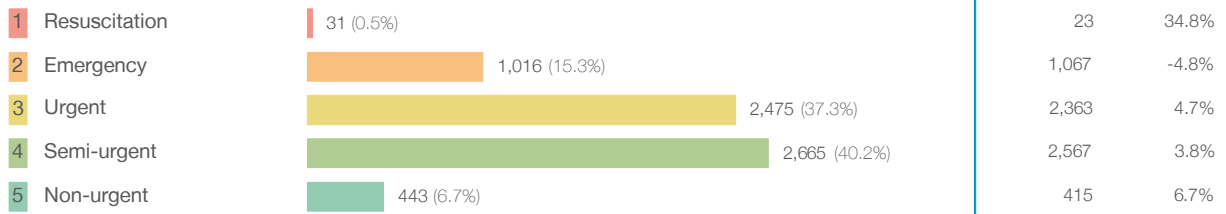
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Auburn Hospital: Patients presenting to the emergency department

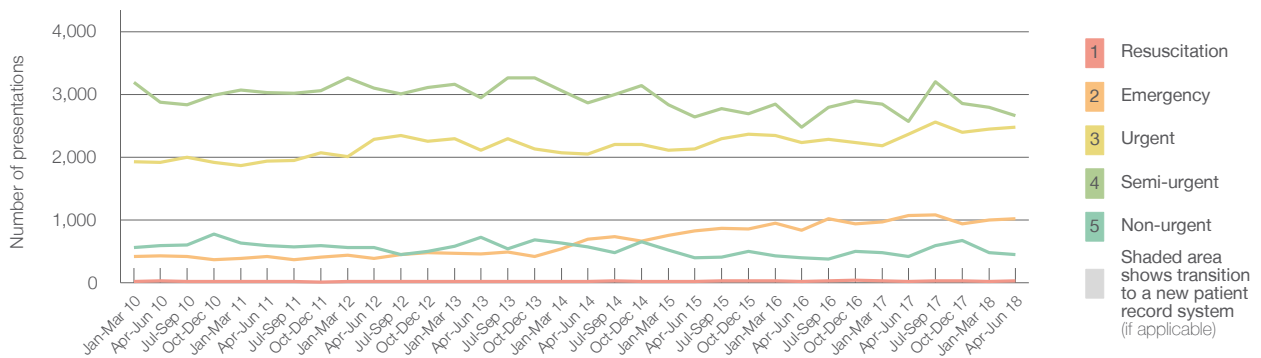
April to June 2018

All presentations:<sup>1</sup> 6,885 patients

Emergency presentations<sup>2</sup> by triage category: 6,630 patients



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	27	15	19	19	15	22	23	23	31
Emergency	428	414	388	455	689	828	838	1,067	1,016
Urgent	1,918	1,938	2,288	2,112	2,054	2,129	2,232	2,363	2,475
Semi-urgent	2,877	3,027	3,102	2,943	2,863	2,642	2,479	2,567	2,665
Non-urgent	587	591	564	726	568	392	393	415	443
All emergency presentations	5,837	5,985	6,361	6,255	6,189	6,013	5,965	6,435	6,630

## Auburn Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 976 patients

ED Transfer of care time



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

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

## Auburn 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: 1,016

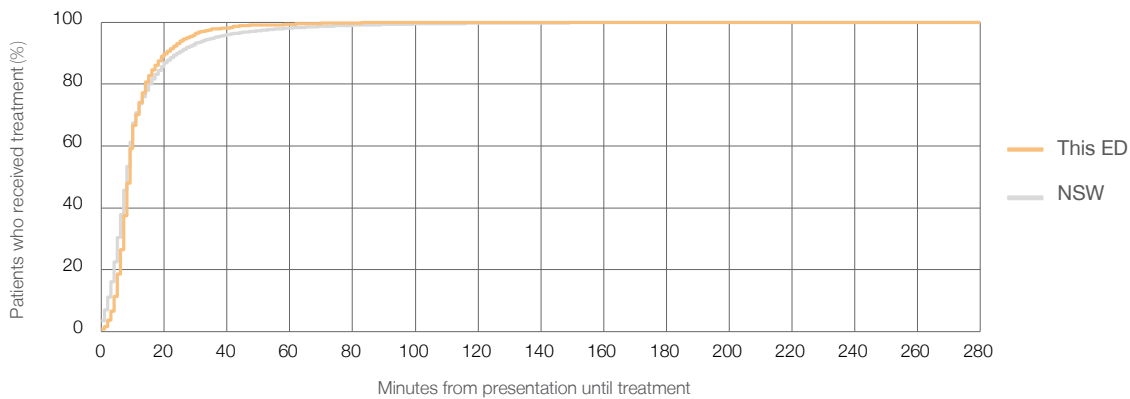
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,010

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

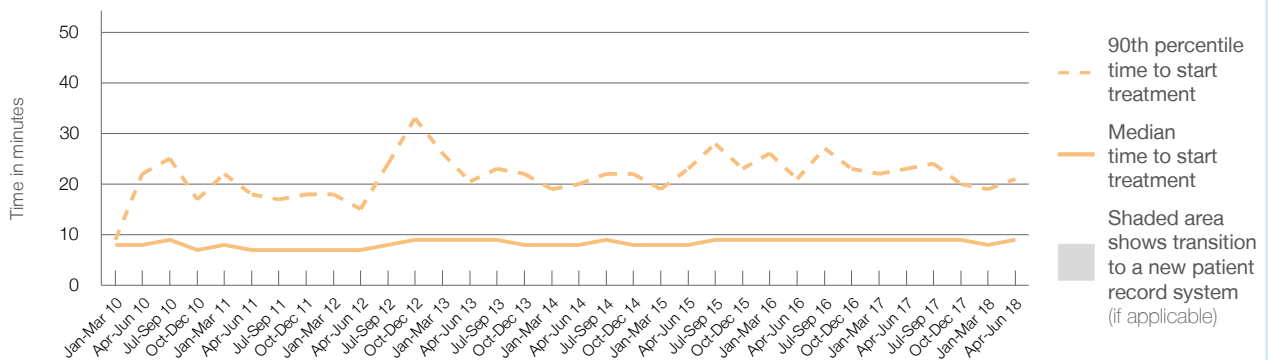
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,067	1,063
9 minutes	8 minutes
23 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)	8	7	7	9	8	8	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	18	15	21	20	23	21	23	21

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

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

## Auburn 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: 2,475

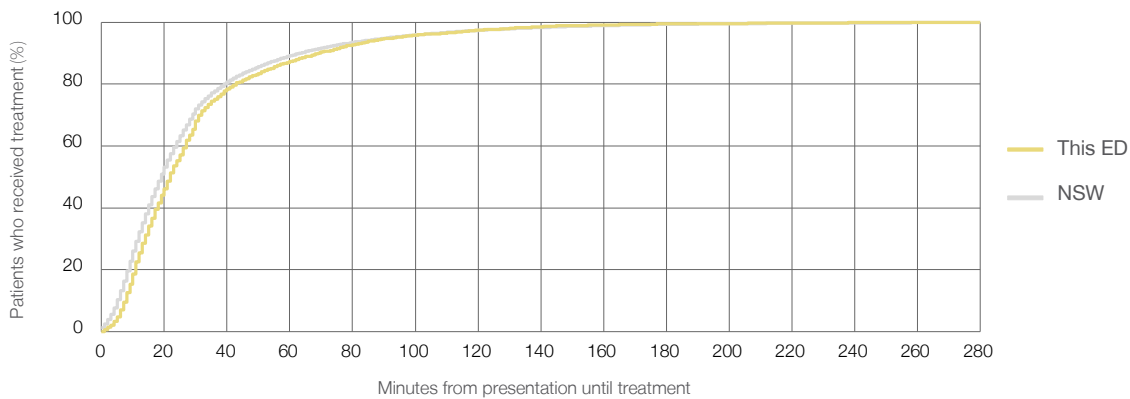
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,420

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

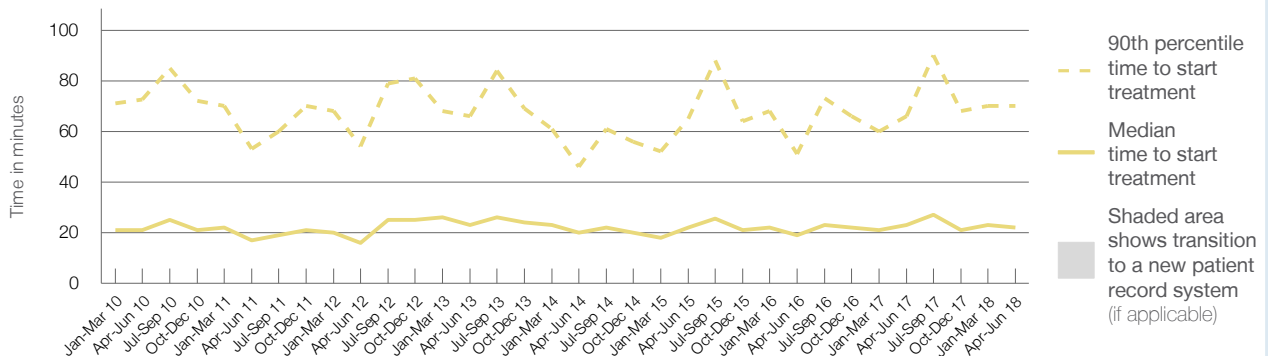
90th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
2,363	2,290
23 minutes	19 minutes
66 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)	21	17	16	23	20	22	19	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	73	53	54	66	46	65	51	66	70

(†) 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

April to June 2018

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

Number of triage 4 patients: 2,665

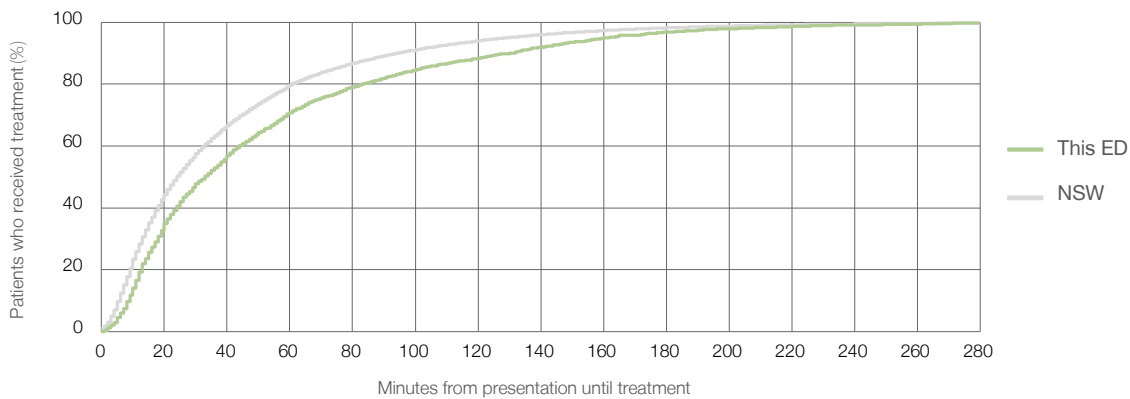
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,402

Median time to start treatment<sup>4</sup>  33 minutes

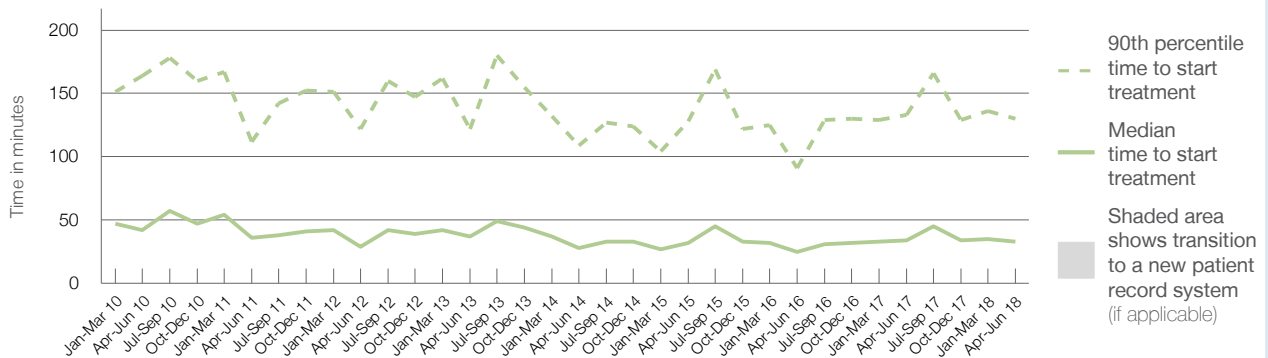
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
2,567	
2,299	
34 minutes	24 minutes
133 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)	42	36	29	37	28	32	25	34	33
90th percentile time to start treatment <sup>5</sup> (minutes)	164	112	122	122	109	128	91	133	130

(†) 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

April to June 2018

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

Number of triage 5 patients: 443

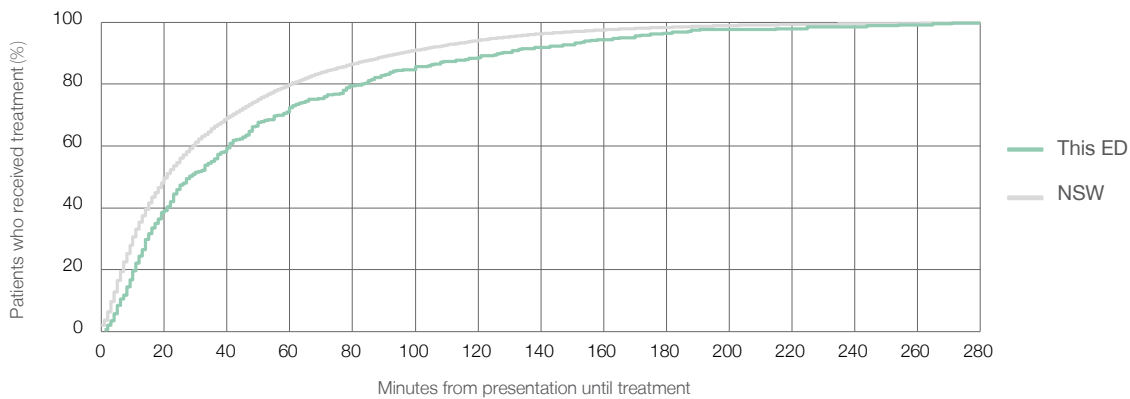
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 340

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

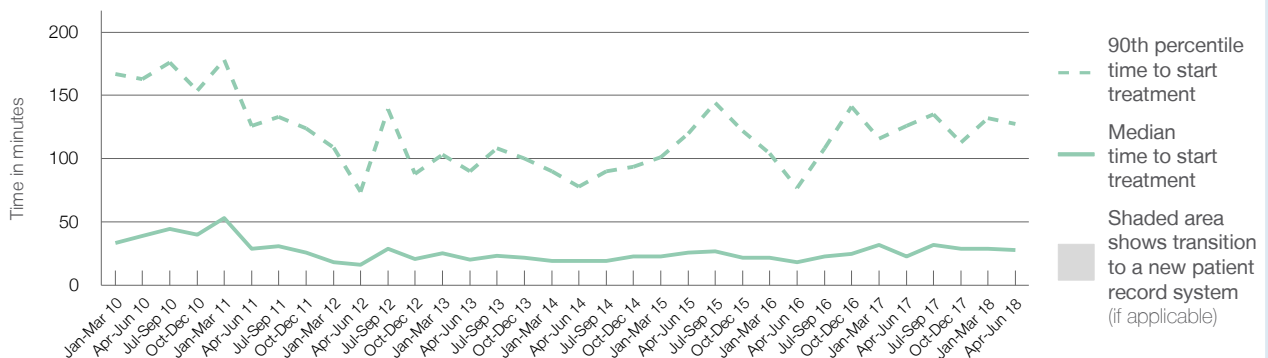
90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
415	
311	
23 minutes	21 minutes
126 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)	39	29	16	20	19	26	18	23	28
90th percentile time to start treatment <sup>5</sup> (minutes)	163	126	74	90	78	120	77	126	128

(†) 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

April to June 2018

All presentations:<sup>1</sup> 6,885 patients

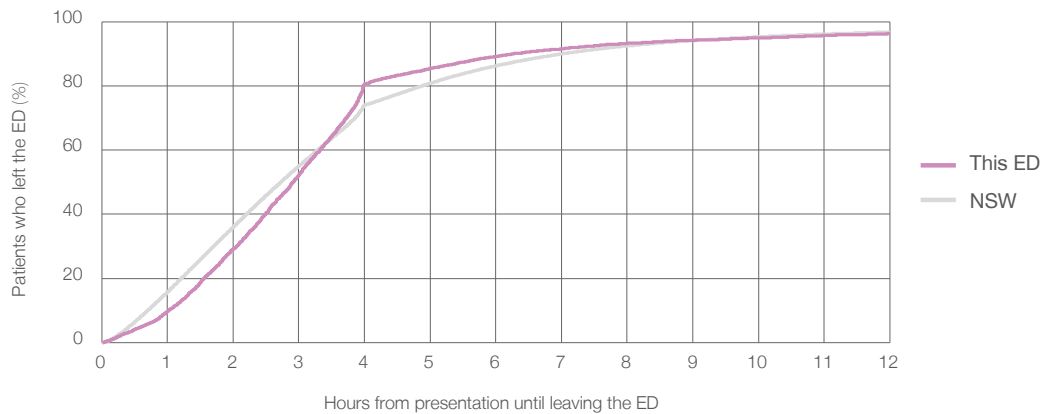
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,885 patients

Median time spent in the ED<sup>8</sup>  2 hours and 55 minutes

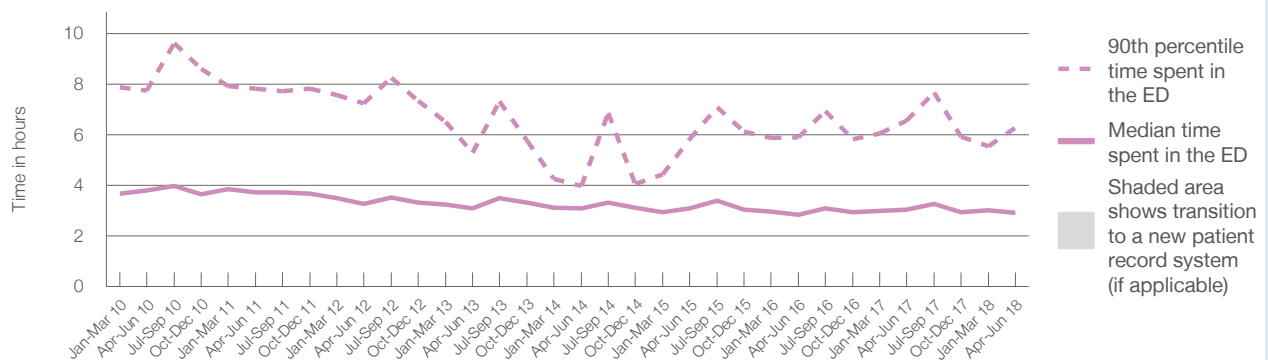
90th percentile time spent in the ED<sup>9</sup>  6 hours and 17 minutes

Same period last year	NSW (this period)
6,681	
6,680	
3 hours and 3 minutes	2 hours and 44 minutes
6 hours and 33 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	3h 43m	3h 16m	3h 5m	3h 5m	3h 6m	2h 51m	3h 3m	2h 55m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 45m	7h 50m	7h 15m	5h 18m	3h 59m	5h 50m	5h 54m	6h 33m	6h 17m

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

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

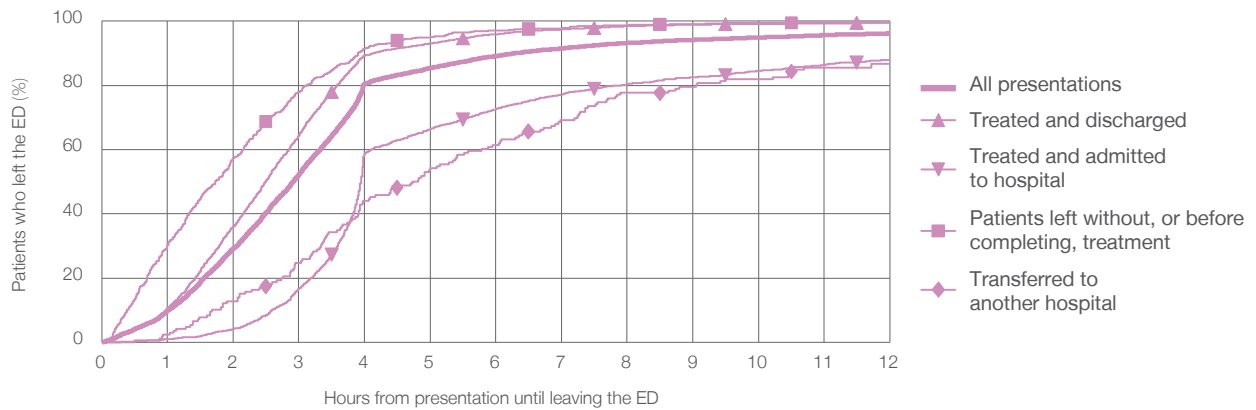
All presentations:<sup>1</sup> 6,885 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,885 patients

Treated and discharged	4,307 (62.6%)
Treated and admitted to hospital	1,797 (26.1%)
Patient left without, or before completing, treatment	586 (8.5%)
Transferred to another hospital	166 (2.4%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,680	3%
4,320	-0.3%
1,686	6.6%
491	19.3%
155	7.1%
29	0.0%

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	10.7%	36.1%	64.4%	89.4%	95.9%	98.5%	99.2%	99.6%
Treated and admitted to hospital	0.9%	4.2%	16.6%	58.9%	72.7%	80.4%	84.6%	88.0%
Patient left without, or before completing, treatment	30.4%	57.5%	78.0%	91.5%	97.1%	98.6%	99.5%	99.7%
Transferred to another hospital	2.4%	12.7%	24.7%	44.0%	61.4%	77.7%	81.9%	86.7%
All presentations	9.8%	29.2%	52.3%	80.6%	89.1%	93.3%	95.0%	96.2%

(†) 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  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,885 patients

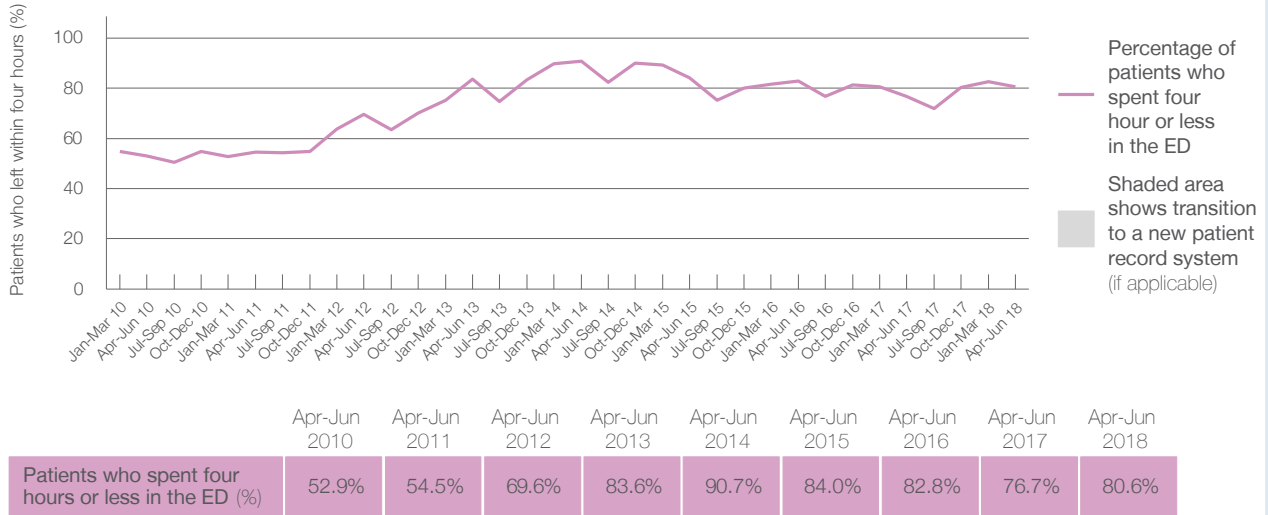
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,885 patients

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	6,681	3%
Presentations used to calculate time to leaving the ED	6,680	3%
Percentage of patients who spent four hours or less in the ED	76.7%	

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).

## Blacktown Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 12,878 patients

Emergency presentations:<sup>2</sup> 12,806 patients

Same period last year	Change since one year ago
12,002	7%
11,911	8%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,922 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,281 patients

Median time to start treatment<sup>4</sup>  23 minutes  
 90th percentile time to start treatment<sup>5</sup>  73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,544 patients

Median time to start treatment<sup>4</sup>  33 minutes  
 90th percentile time to start treatment<sup>5</sup>  96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 885 patients

Median time to start treatment<sup>4</sup>  33 minutes  
 90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
3,502	
14 minutes	8 minutes
41 minutes	24 minutes
4,225	
42 minutes	19 minutes
144 minutes	63 minutes
3,281	
46 minutes	24 minutes
148 minutes	95 minutes
754	
35 minutes	21 minutes
121 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
11,989	7%
53%	

\* 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.

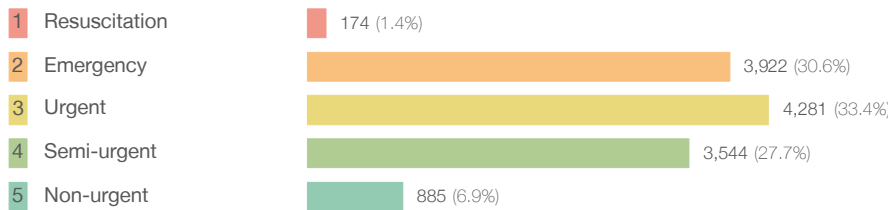
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Blacktown Hospital: Patients presenting to the emergency department

April to June 2018

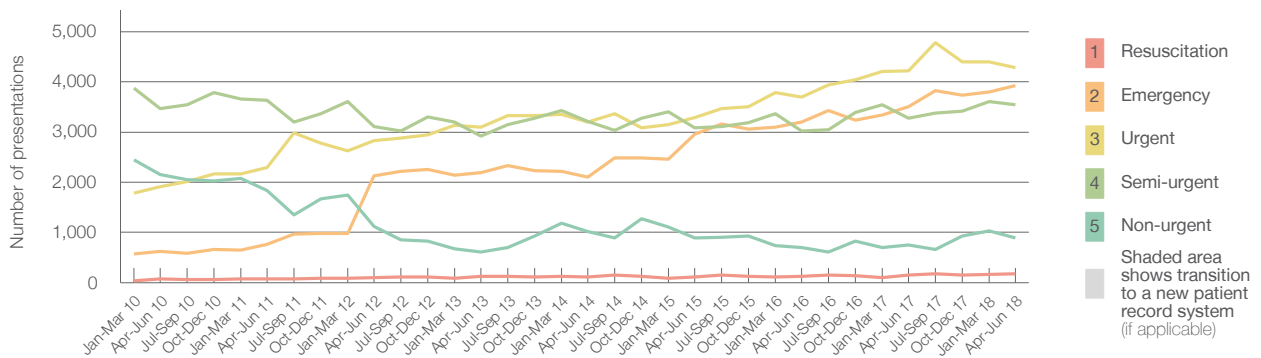
All presentations:<sup>1</sup> 12,878 patients

Emergency presentations<sup>2</sup> by triage category: 12,806 patients



Same period last year	Change since one year ago
12,002	7%
11,911	8%
149	16.8%
3,502	12.0%
4,225	1.3%
3,281	8.0%
754	17.4%

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	72	80	104	122	115	116	129	149	174
Emergency	619	761	2,131	2,188	2,099	2,953	3,199	3,502	3,922
Urgent	1,911	2,295	2,829	3,095	3,196	3,292	3,698	4,225	4,281
Semi-urgent	3,464	3,633	3,108	2,914	3,210	3,089	3,021	3,281	3,544
Non-urgent	2,153	1,831	1,124	613	1,015	887	700	754	885
All emergency presentations	8,219	8,600	9,296	8,932	9,635	10,337	10,747	11,911	12,806

## Blacktown Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,990 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,610	
17 minutes	-4 minutes
47 minutes	-22 minutes

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

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

April to June 2018

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

Number of triage 2 patients: 3,922

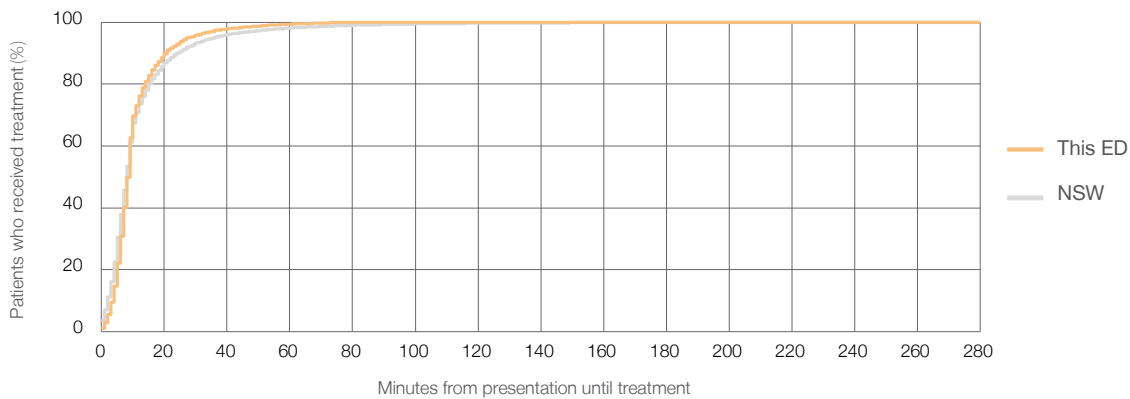
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,886

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

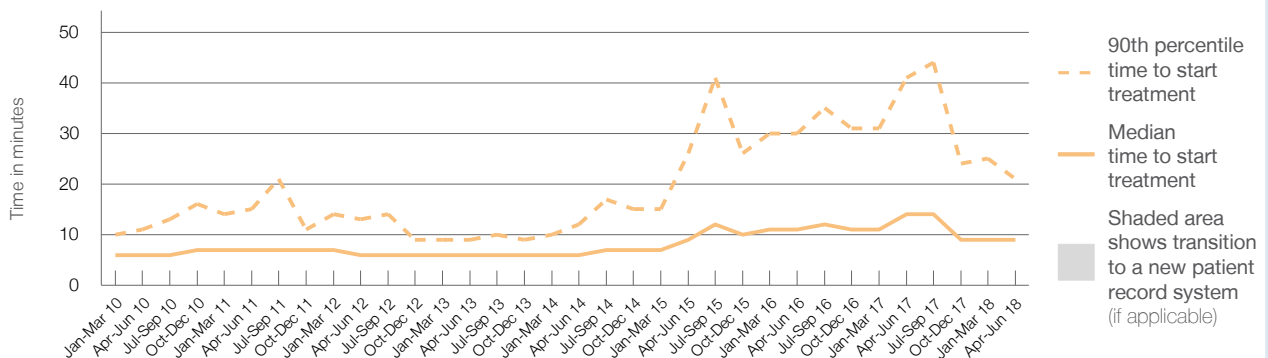
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
3,502	
3,468	
14 minutes	8 minutes
41 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)	6	7	6	6	6	9	11	14	9
90th percentile time to start treatment <sup>5</sup> (minutes)	11	15	13	9	12	26	30	41	21

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

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

## Blacktown 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: 4,281

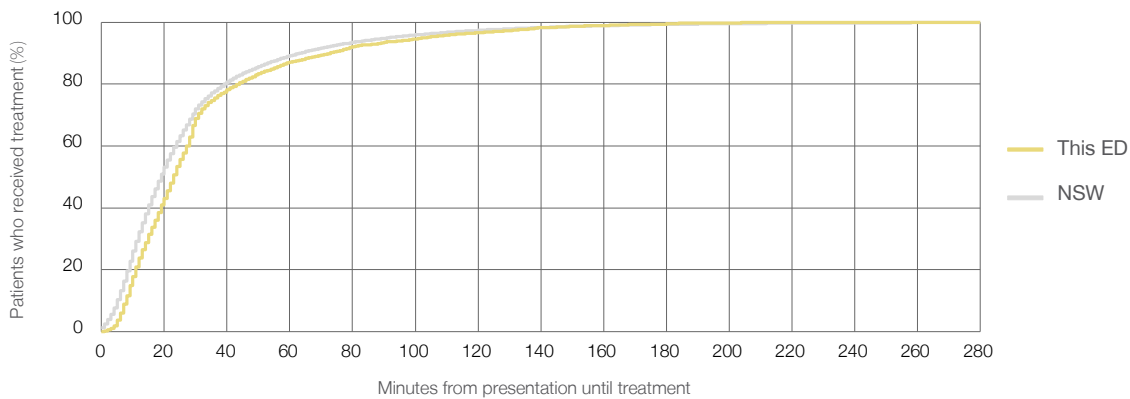
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,149

Median time to start treatment<sup>4</sup>  23 minutes

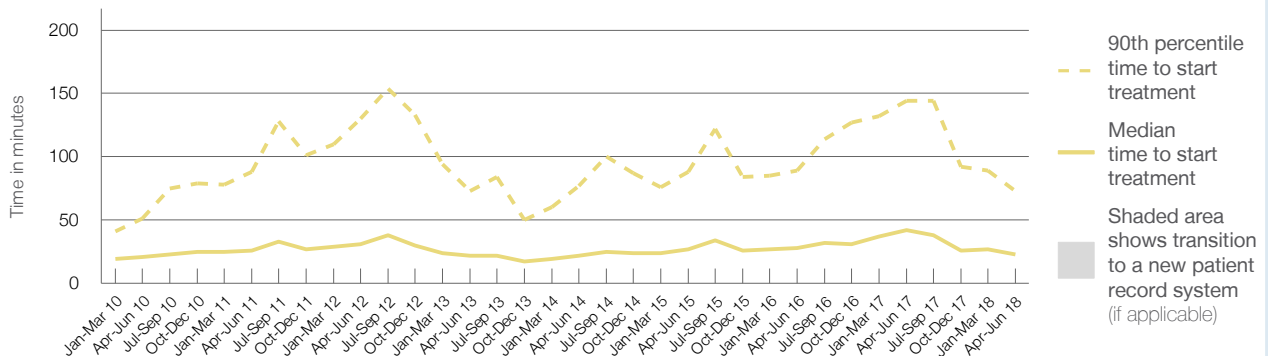
90th percentile time to start treatment<sup>5</sup>  73 minutes

Same period last year	NSW (this period)
4,225	4,011
42 minutes	19 minutes
144 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)	21	26	31	22	22	27	28	42	23
90th percentile time to start treatment <sup>5</sup> (minutes)	51	88	130	73	77	88	89	144	73

(†) 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

April to June 2018

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

Number of triage 4 patients: 3,544

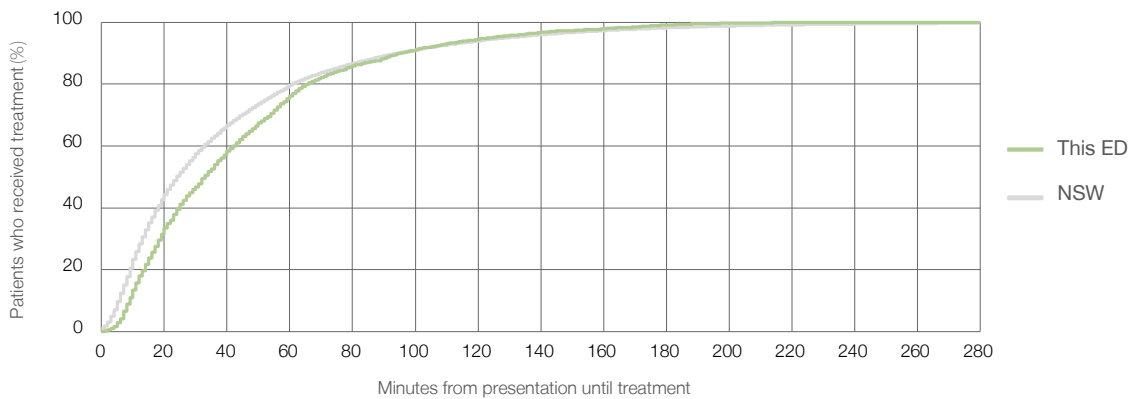
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,392

Median time to start treatment<sup>4</sup> 33 minutes

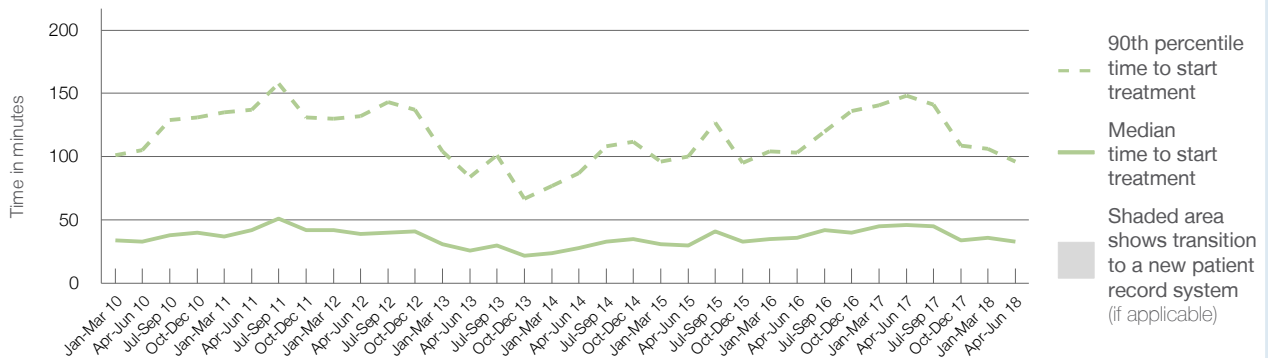
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
3,281	
3,065	
46 minutes	24 minutes
148 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)	33	42	39	26	28	30	36	46	33
90th percentile time to start treatment <sup>5</sup> (minutes)	105	137	132	84	87	100	103	148	96

(†) 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

April to June 2018

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

Number of triage 5 patients: 885

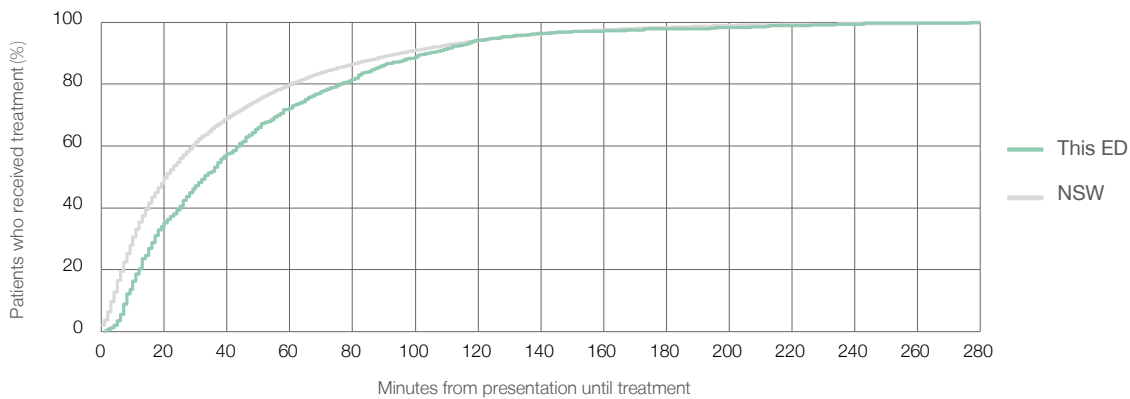
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 770

Median time to start treatment<sup>4</sup>  33 minutes

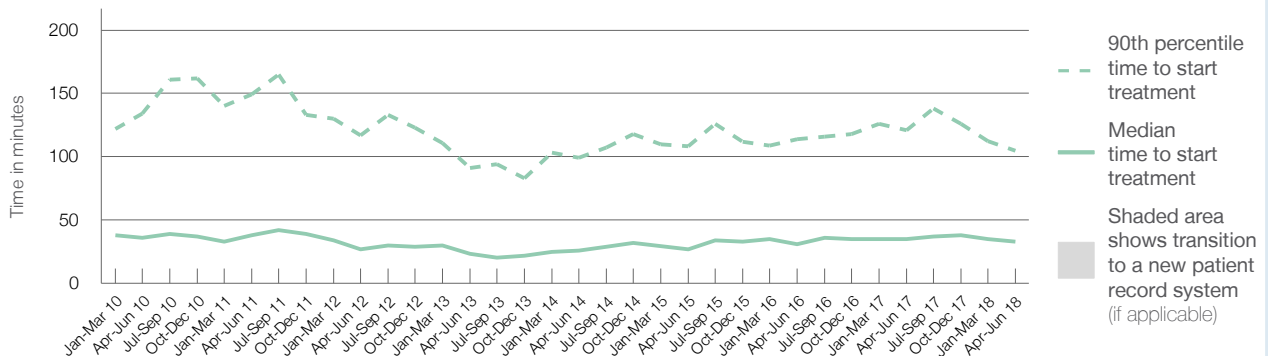
90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
754	605
35 minutes	21 minutes
121 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)	36	38	27	24	26	27	31	35	33
90th percentile time to start treatment <sup>5</sup> (minutes)	134	149	117	91	99	108	114	121	105

(†) 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

April to June 2018

All presentations:<sup>1</sup> 12,878 patients

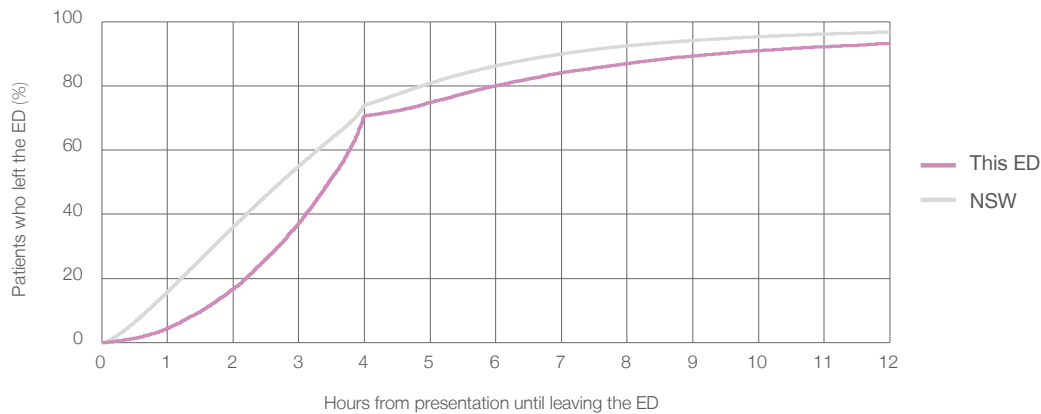
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

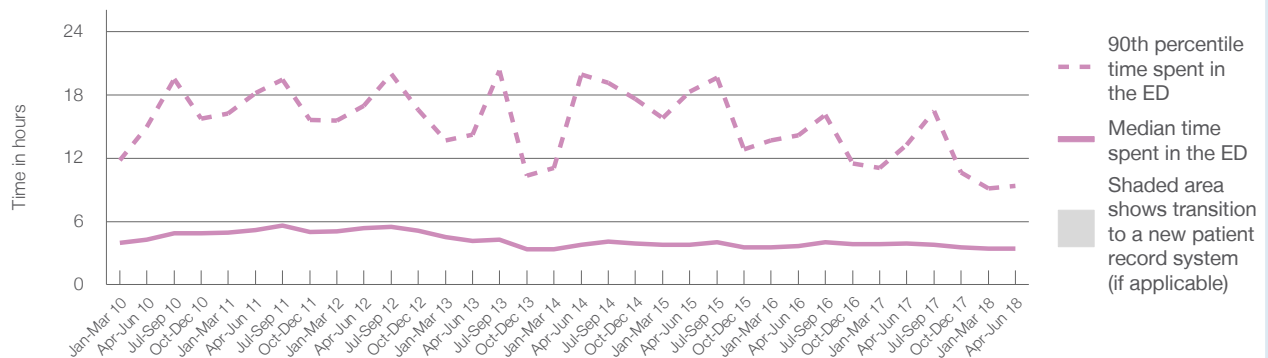
90th percentile time spent in the ED<sup>9</sup> 9 hours and 24 minutes

Same period last year	NSW (this period)
12,002	
11,989	
3 hours and 53 minutes	2 hours and 44 minutes
13 hours and 15 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)	4h 15m	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m	3h 53m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	14h 58m	18h 10m	16h 57m	14h 12m	19h 55m	18h 17m	14h 10m	13h 15m	9h 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.

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

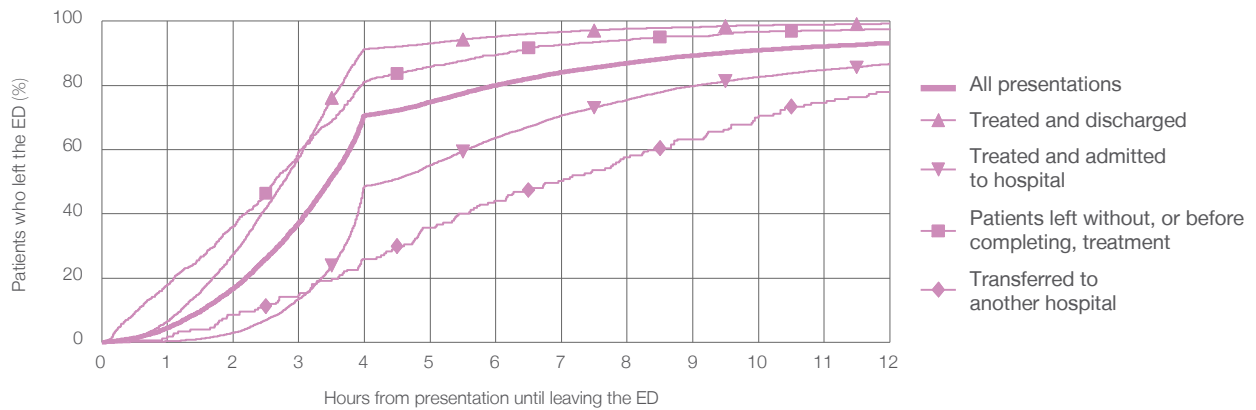
All presentations:<sup>1</sup> 12,878 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,869 patients

Treated and discharged	6,171 (47.9%)
Treated and admitted to hospital	5,793 (45.0%)
Patient left without, or before completing, treatment	671 (5.2%)
Transferred to another hospital	177 (1.4%)
Other	66 (0.5%)

Same period last year	Change since one year ago
11,989	7%
6,055	1.9%
4,828	20.0%
812	-17.4%
237	-25.3%
70	-5.7%

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	6.6%	27.5%	57.7%	91.2%	95.2%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.3%	3.0%	13.5%	48.5%	63.7%	75.5%	82.6%	86.7%
Patient left without, or before completing, treatment	17.9%	36.0%	59.3%	81.2%	89.5%	94.2%	96.7%	97.6%
Transferred to another hospital	1.7%	8.5%	14.7%	26.0%	44.1%	57.6%	70.6%	78.0%
All presentations	4.5%	16.8%	37.3%	70.6%	80.0%	86.9%	91.0%	93.2%

(†) 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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 12,878 patients

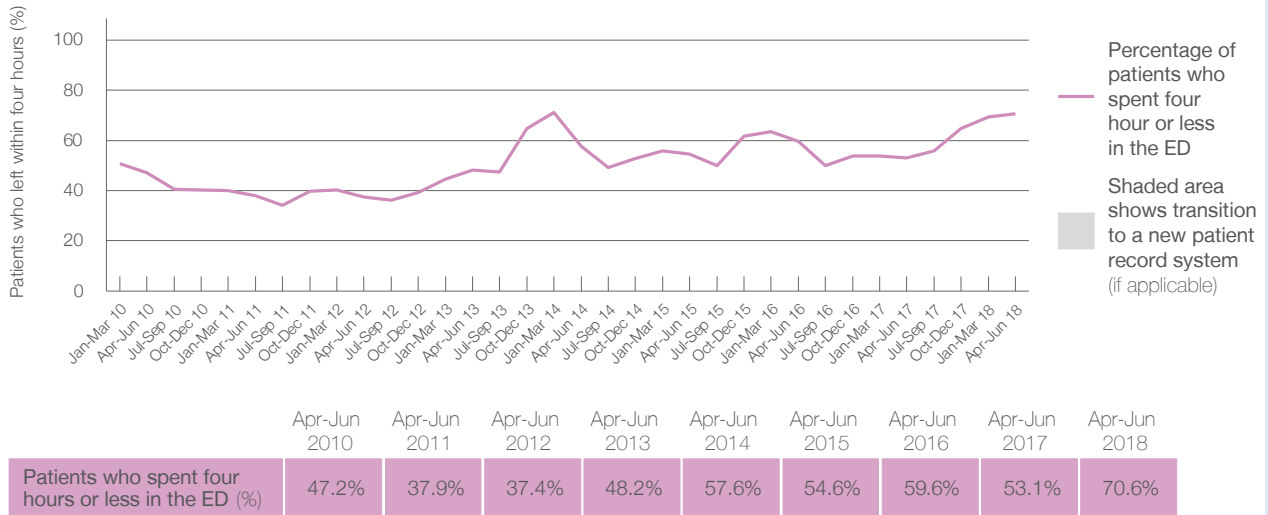
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,869 patients

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	12,002	7%
Presentations used to calculate time to leaving the ED	11,989	7%
Percentage of patients who spent four hours or less in the ED	53.1%	

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).

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

April to June 2018

All presentations:<sup>1</sup> 8,615 patients  
Emergency presentations:<sup>2</sup> 8,557 patients

Same period last year	Change since one year ago
8,331	3%
8,219	4%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,692 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,614 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 817 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
1,399	
10 minutes	8 minutes
25 minutes	24 minutes
3,461	
28 minutes	19 minutes
103 minutes	63 minutes
2,436	
42 minutes	24 minutes
132 minutes	95 minutes
897	
39 minutes	21 minutes
124 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

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

Same period last year	Change since one year ago
8,324	3%
69%	

\* 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.

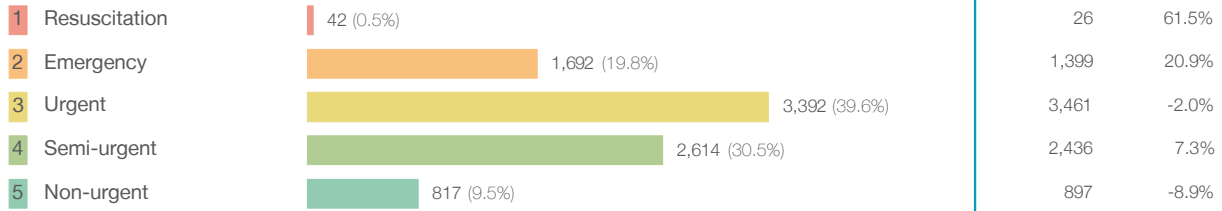
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Mount Druitt Hospital: Patients presenting to the emergency department

April to June 2018

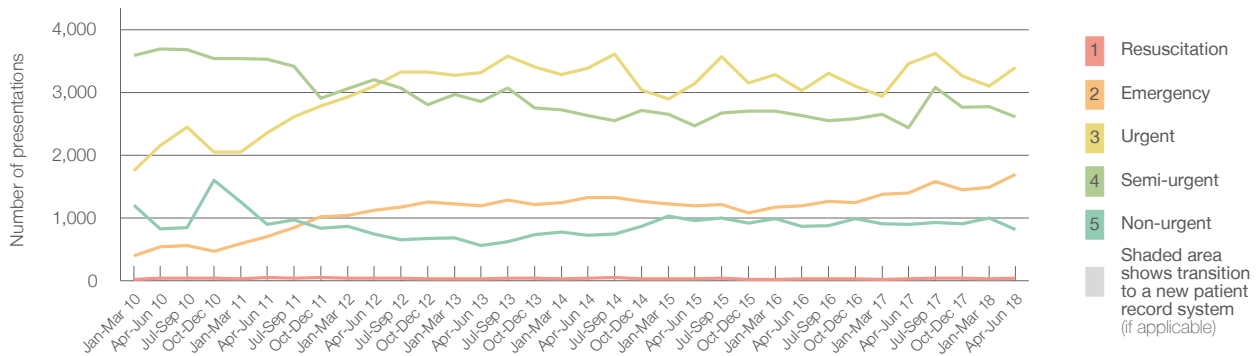
All presentations:<sup>1</sup> 8,615 patients

Emergency presentations<sup>2</sup> by triage category: 8,557 patients



Same period last year	Change since one year ago
8,331	3%
8,219	4%
26	61.5%
1,399	20.9%
3,461	-2.0%
2,436	7.3%
897	-8.9%

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	35	48	39	29	39	27	25	26	42
Emergency	544	700	1,125	1,189	1,326	1,190	1,188	1,399	1,692
Urgent	2,147	2,359	3,095	3,311	3,386	3,142	3,027	3,461	3,392
Semi-urgent	3,687	3,533	3,197	2,852	2,632	2,469	2,633	2,436	2,614
Non-urgent	827	895	747	560	720	958	861	897	817
All emergency presentations	7,240	7,535	8,203	7,941	8,103	7,786	7,734	8,219	8,557

## Mount Druitt Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,056 patients

ED Transfer of care time



Same period last year	Change since one year ago
818	
16 minutes	-2 minutes
35 minutes	-9 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 Druitt 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: 1,692

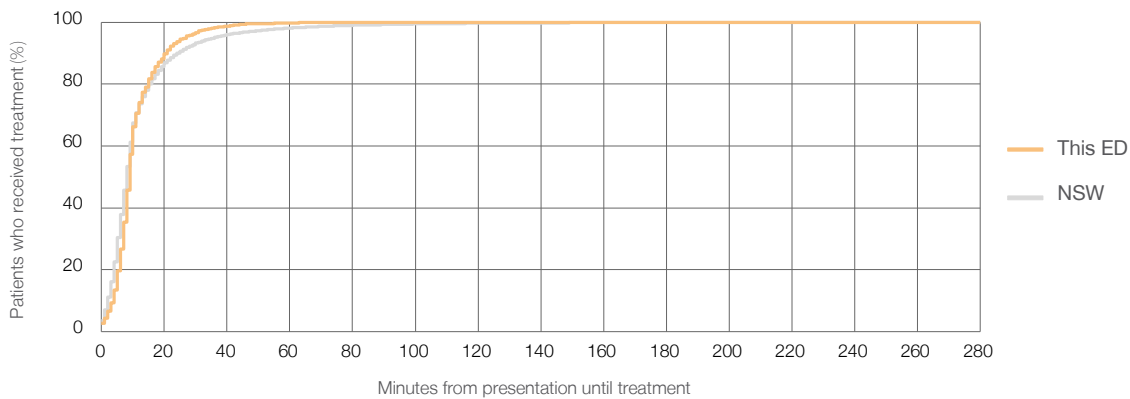
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,685

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

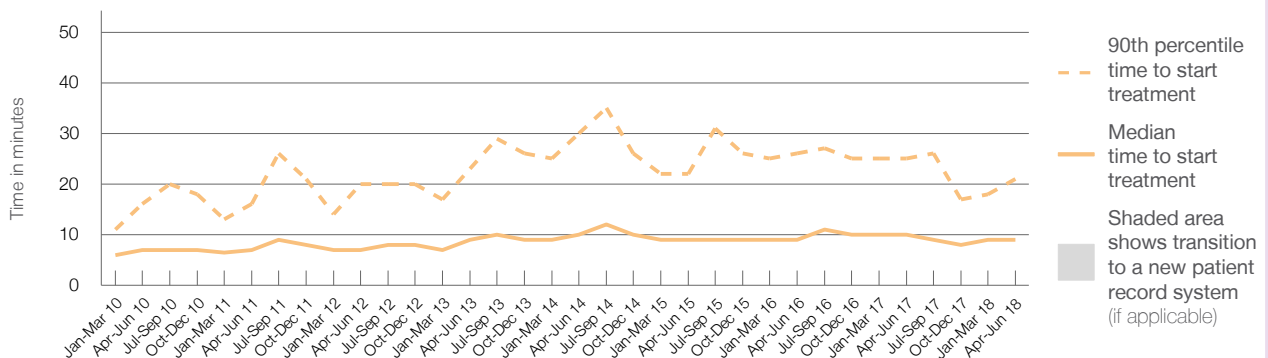
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
1,399	1,392
10 minutes	8 minutes
25 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<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	9	10	9	9	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	16	16	20	23	30	22	26	25	21

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

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

## Mount Druitt 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: 3,392

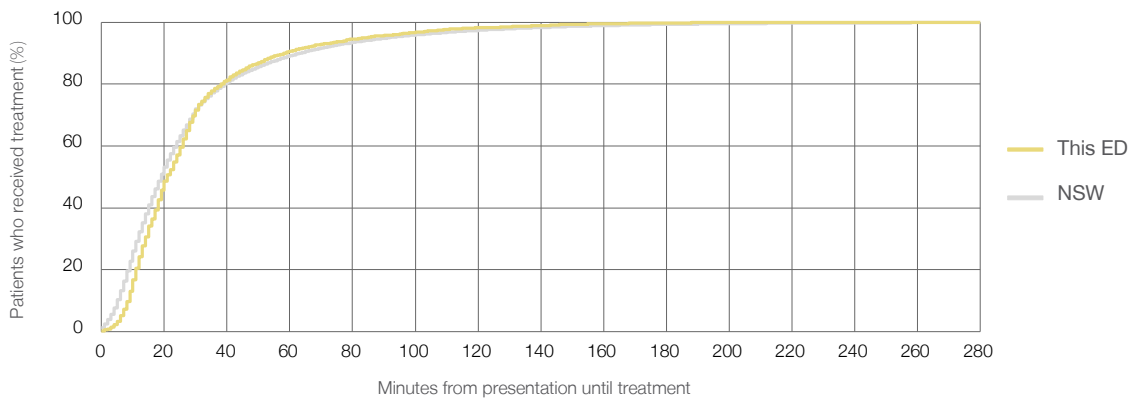
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,290

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

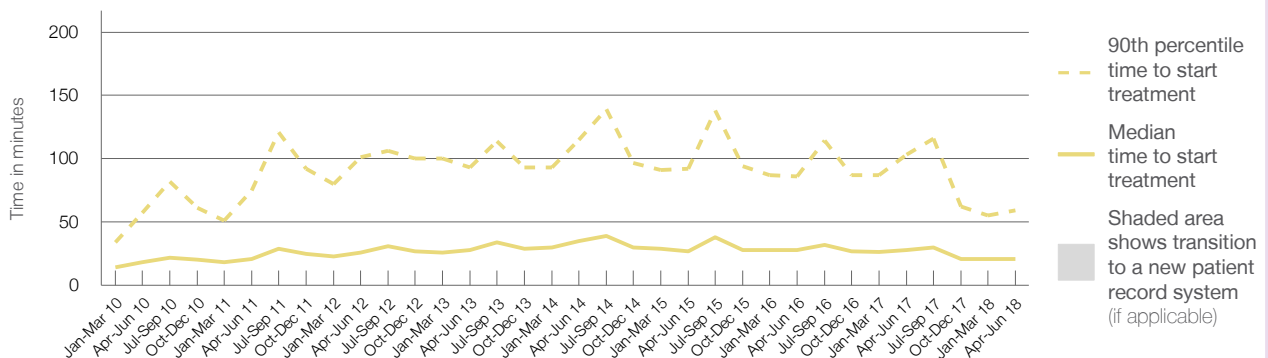
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,461	
3,284	
28 minutes	19 minutes
103 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	21	26	28	35	27	28	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)	57	75	101	93	115	92	86	103	59

(†) 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 4

April to June 2018

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

Number of triage 4 patients: 2,614

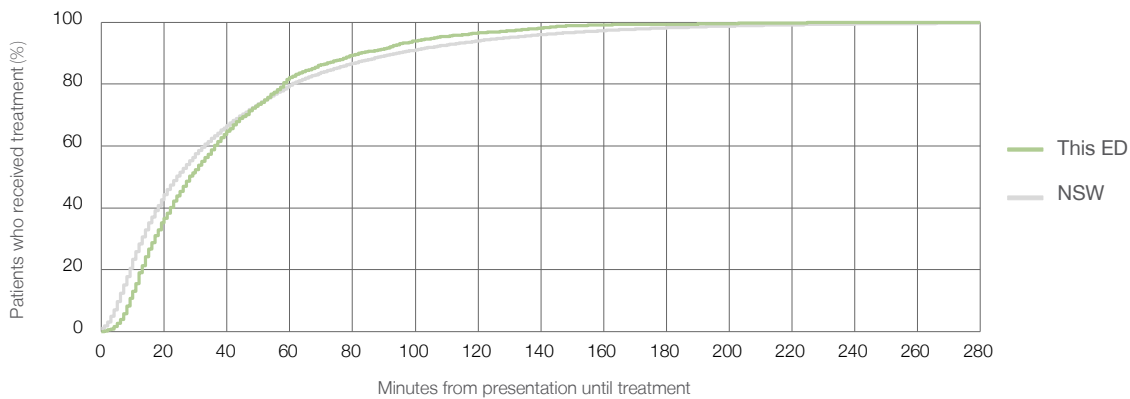
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,491

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

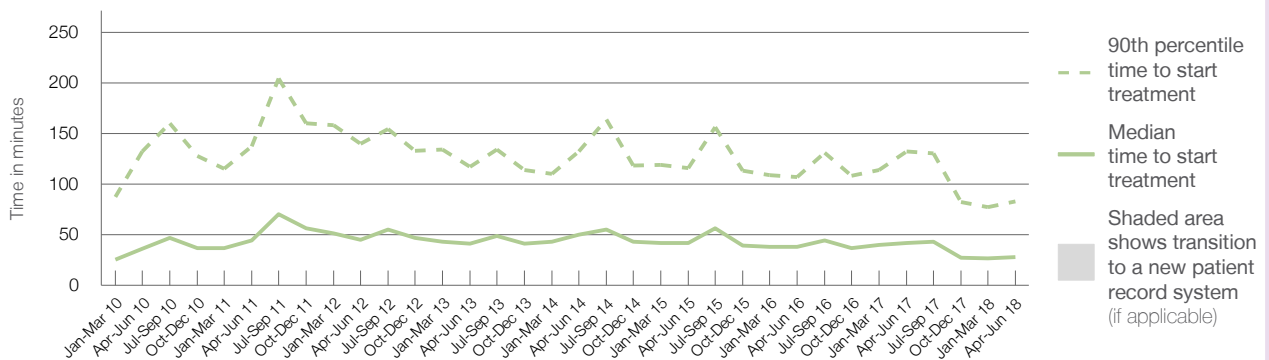
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
2,436	
2,258	
42 minutes	24 minutes
132 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)	36	44	45	41	50	42	38	42	28
90th percentile time to start treatment <sup>5</sup> (minutes)	132	137	140	117	132	116	107	132	83

(†) 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 5 April to June 2018

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

Number of triage 5 patients: 817

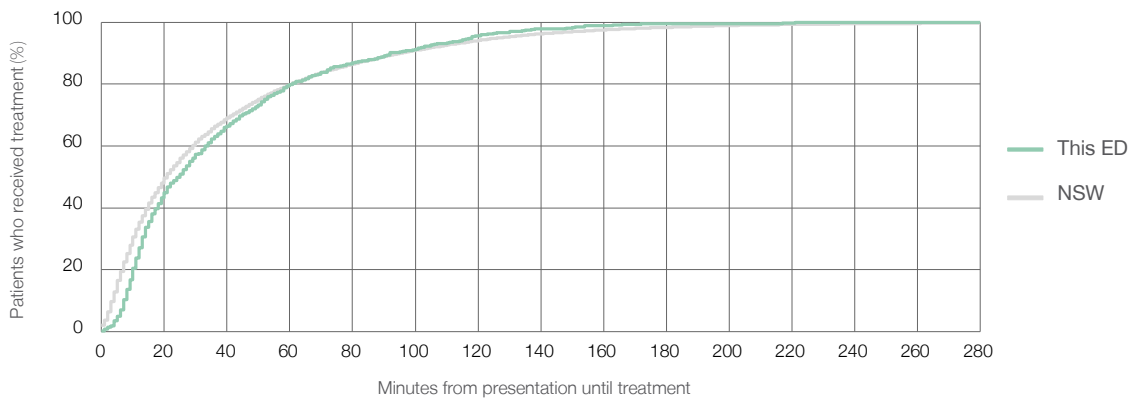
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 757

Median time to start treatment<sup>4</sup>  25 minutes

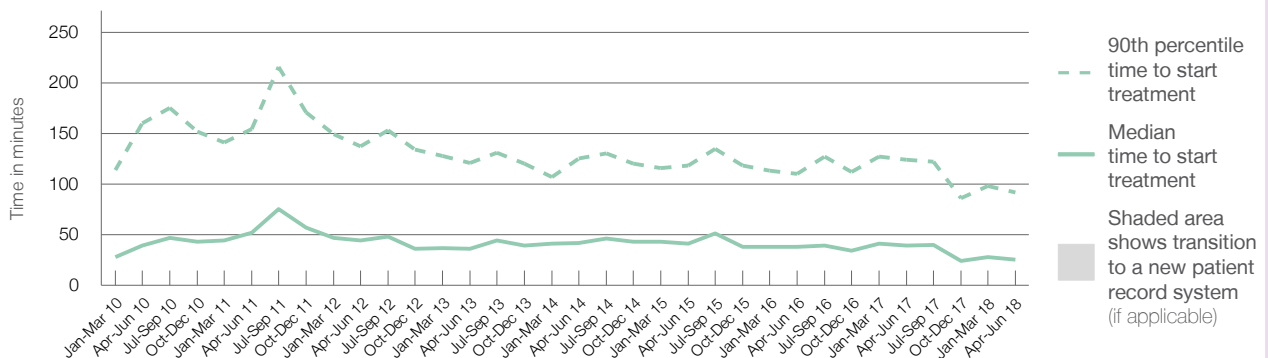
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
897	791
39 minutes	21 minutes
124 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)	39	52	44	36	42	41	38	39	25
90th percentile time to start treatment <sup>5</sup> (minutes)	160	154	137	121	125	118	110	124	92

(†) 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

April to June 2018

All presentations:<sup>1</sup> 8,615 patients

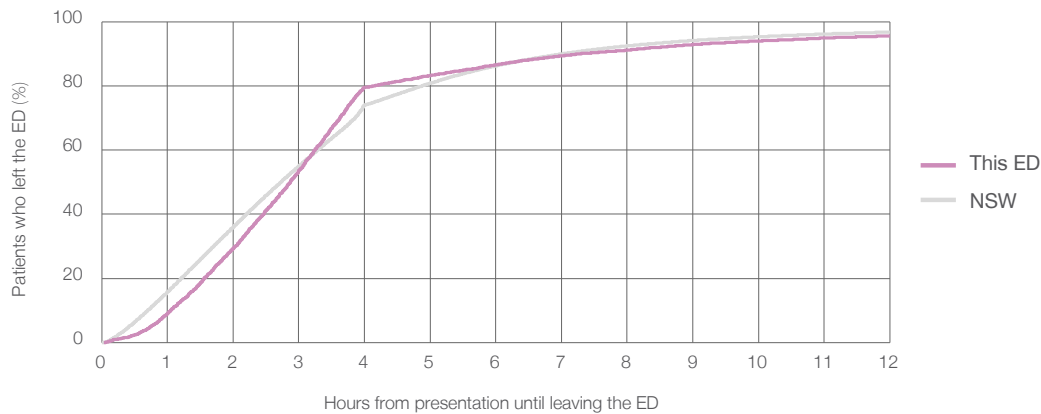
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

Median time spent in the ED<sup>8</sup>  2 hours and 52 minutes

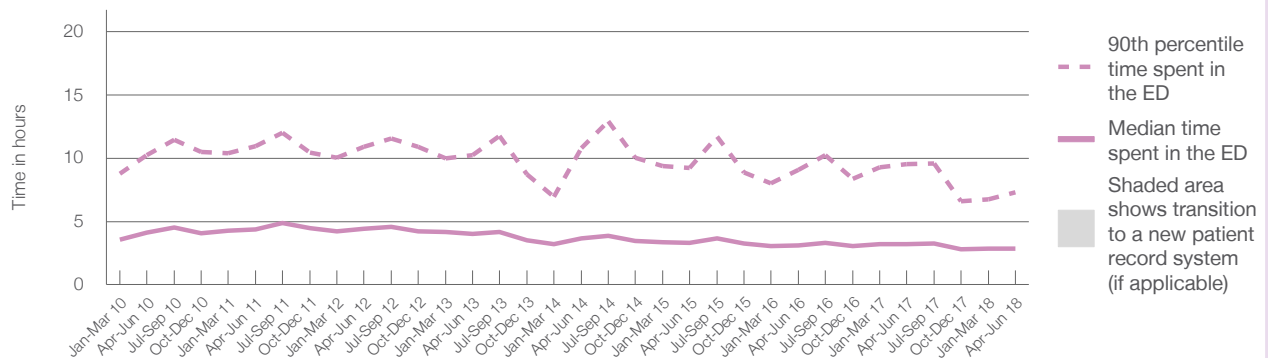
90th percentile time spent in the ED<sup>9</sup>  7 hours and 17 minutes

Same period last year	NSW (this period)
8,331	
8,324	
3 hours and 12 minutes	2 hours and 44 minutes
9 hours and 32 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)	4h 7m	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m	3h 12m	2h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 16m	10h 57m	10h 54m	10h 15m	10h 48m	9h 14m	9h 5m	9h 32m	7h 17m

(†) 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 spent in the ED

### By mode of separation

April to June 2018

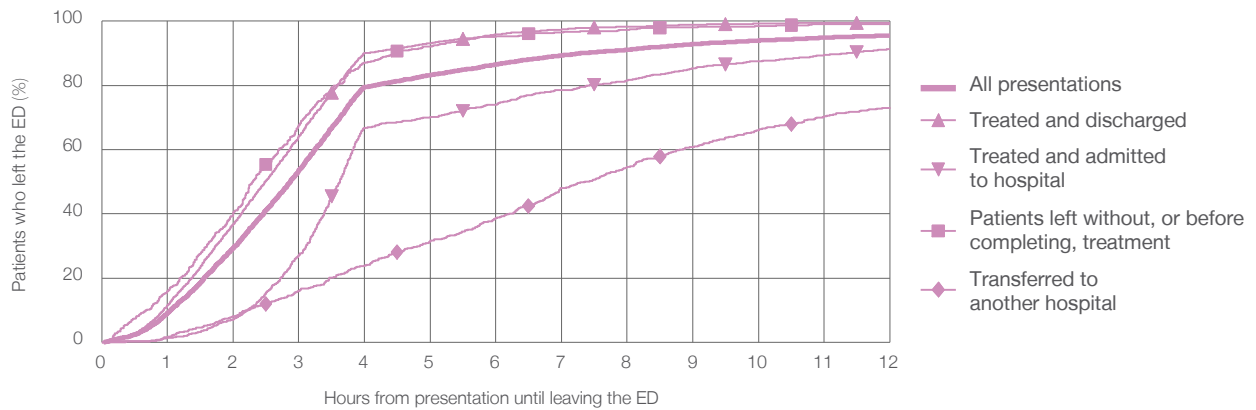
All presentations:<sup>1</sup> 8,615 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

Treated and discharged	5,859 (68.0%)
Treated and admitted to hospital	1,385 (16.1%)
Patient left without, or before completing, treatment	496 (5.8%)
Transferred to another hospital	869 (10.1%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,324	3%
5,598	4.7%
1,170	18.4%
647	-23.3%
909	-4.4%
7	-14.3%

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	11.6%	36.9%	64.1%	90.1%	95.9%	98.3%	99.2%	99.5%
Treated and admitted to hospital	1.3%	7.2%	27.2%	66.8%	74.0%	81.6%	87.5%	91.4%
Patient left without, or before completing, treatment	15.9%	40.5%	67.5%	87.1%	95.4%	97.4%	98.6%	99.2%
Transferred to another hospital	1.6%	8.1%	16.0%	23.8%	38.7%	54.7%	66.2%	73.2%
All presentations	9.2%	29.4%	53.6%	79.5%	86.5%	91.1%	94.0%	95.5%

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

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

## Mount Druitt 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> 8,615 patients

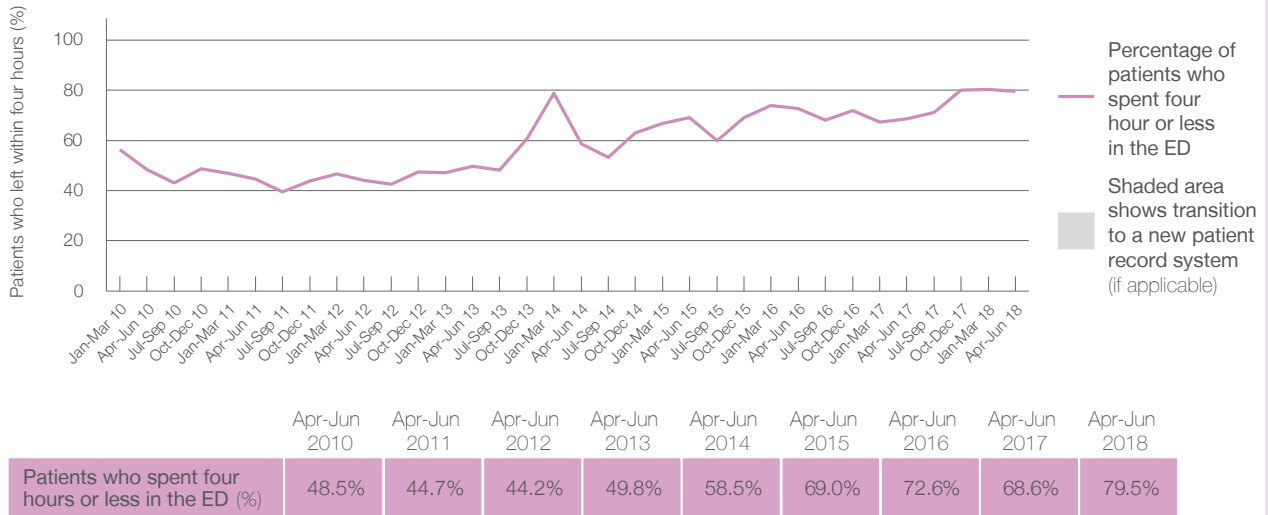
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,609 patients

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	8,331	3%
Presentations used to calculate time to leaving the ED	8,324	3%
Percentage of patients who spent four hours or less in the ED	68.6%	

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).

## Westmead Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 18,988 patients

Emergency presentations:<sup>2</sup> 18,799 patients

Same period last year	Change since one year ago
18,621	2%
18,434	2%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,282 patients

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,761 patients

Median time to start treatment<sup>4</sup> 34 minutes

90th percentile time to start treatment<sup>5</sup> 118 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,150 patients

Median time to start treatment<sup>4</sup> 42 minutes

90th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,019 patients

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

90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
6,171	
20 minutes	8 minutes
110 minutes	24 minutes
6,531	
54 minutes	19 minutes
174 minutes	63 minutes
4,041	
55 minutes	24 minutes
153 minutes	95 minutes
1,168	
48 minutes	21 minutes
134 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,981 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
18,613	2%
53%	

\* 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).

## Westmead Hospital: Patients presenting to the emergency department

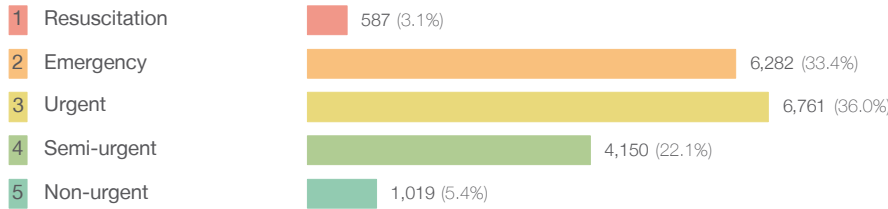
April to June 2018

All presentations:<sup>1</sup> 18,988 patients

Same period last year	Change since one year ago
18,621	2%

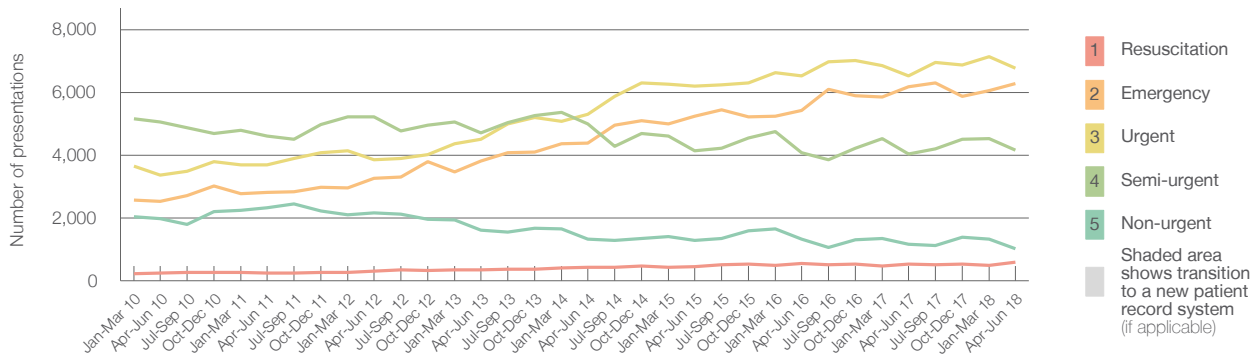
Emergency presentations<sup>2</sup> by triage category: 18,799 patients

Same period last year	Change since one year ago
18,434	2%



Same period last year	Change since one year ago
523	12.2%
6,171	1.8%
6,531	3.5%
4,041	2.7%
1,168	-12.8%

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	240	240	305	335	434	436	555	523	587
Emergency	2,529	2,809	3,262	3,817	4,390	5,249	5,417	6,171	6,282
Urgent	3,372	3,687	3,859	4,502	5,299	6,199	6,521	6,531	6,761
Semi-urgent	5,054	4,606	5,216	4,719	4,986	4,142	4,085	4,041	4,150
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,323	1,168	1,019
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,901	18,434	18,799

## Westmead Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,429 patients

Same period last year	Change since one year ago
5,384	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	1 minute
28 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.

## Westmead 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: 6,282

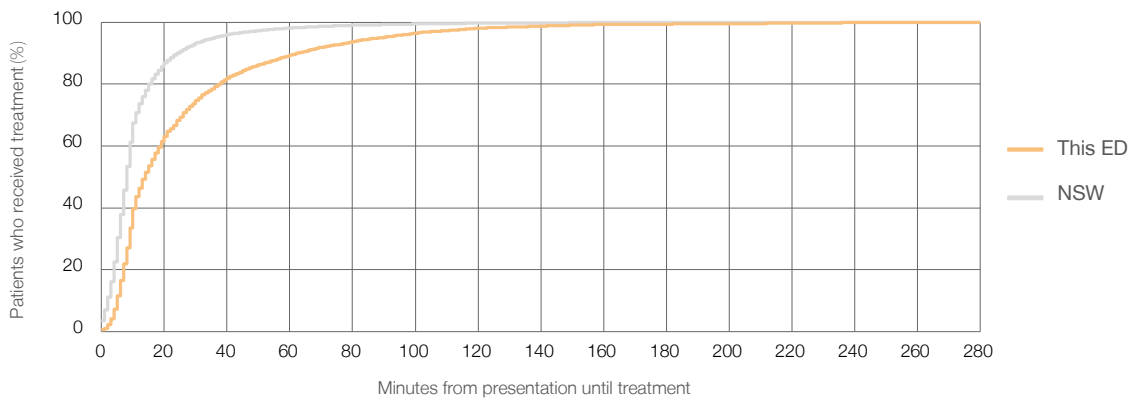
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 6,161

Median time to start treatment<sup>4</sup> 14 minutes

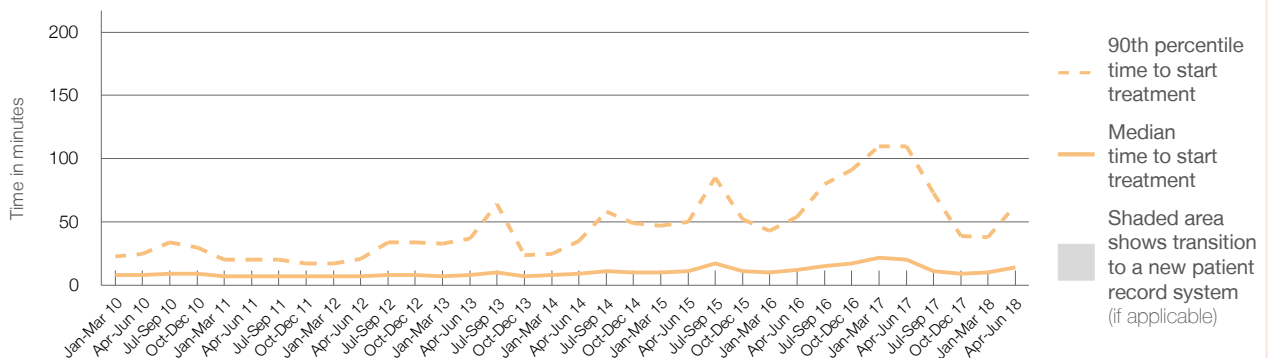
90th percentile time to start treatment<sup>5</sup> 63 minutes

Same period last year	NSW (this period)
6,171	
5,953	
20 minutes	8 minutes
110 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)	8	7	7	8	9	11	12	20	14
90th percentile time to start treatment <sup>5</sup> (minutes)	25	20	21	37	35	50	54	110	63

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

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

## Westmead 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: 6,761

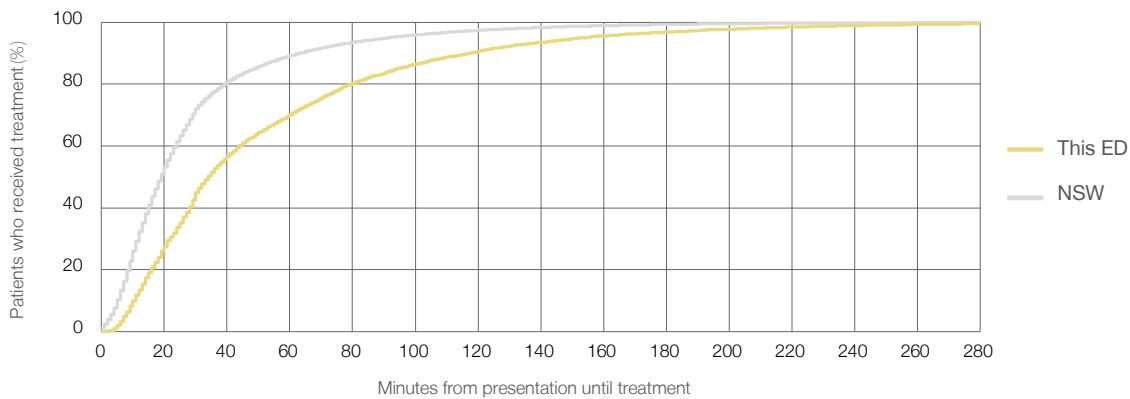
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,396

Median time to start treatment<sup>4</sup> 34 minutes

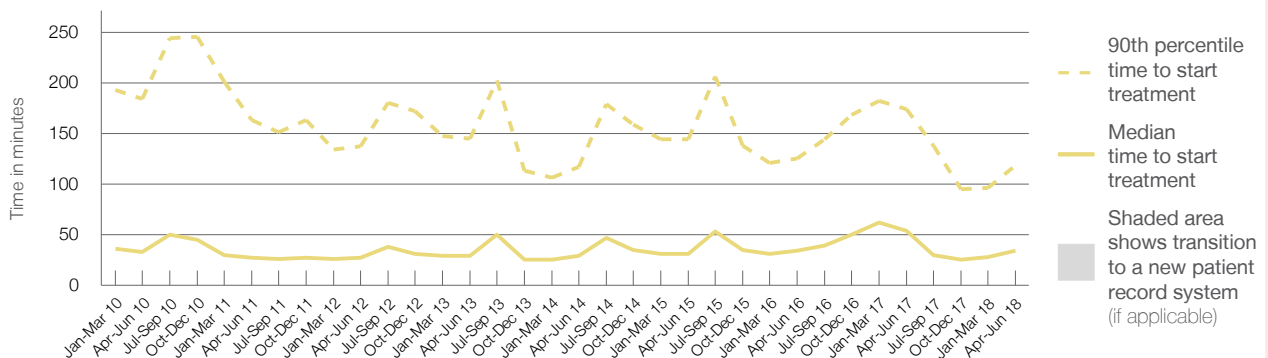
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
6,531	
5,901	
54 minutes	19 minutes
174 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)	33	27	27	29	29	31	34	54	34
90th percentile time to start treatment <sup>5</sup> (minutes)	184	163	137	145	117	144	125	174	118

(†) 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

April to June 2018

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

Number of triage 4 patients: 4,150

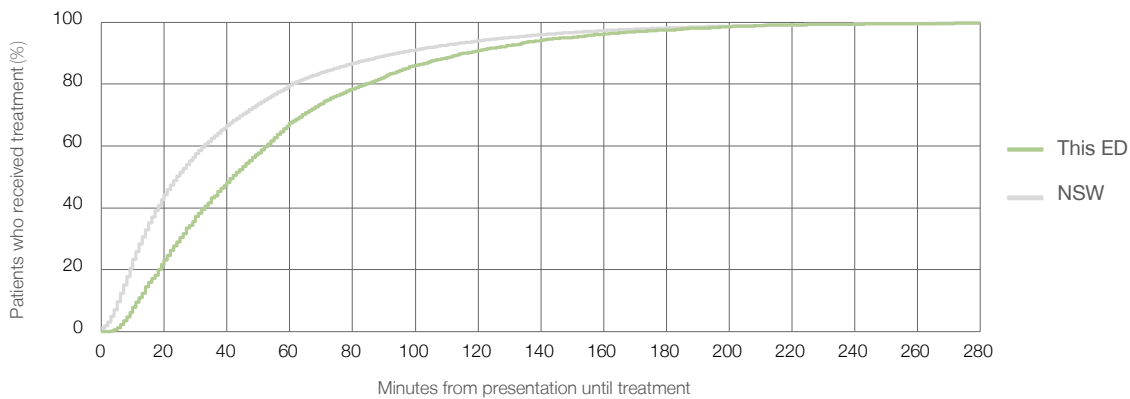
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,925

Median time to start treatment<sup>4</sup> 42 minutes

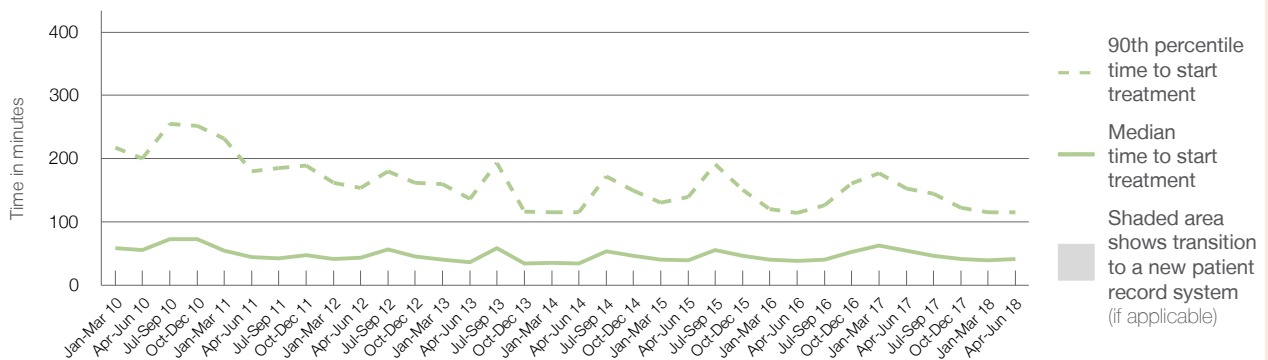
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
4,041	
3,587	
55 minutes	24 minutes
153 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)	56	45	44	36	34	39	39	55	42
90th percentile time to start treatment <sup>5</sup> (minutes)	200	180	154	137	115	140	114	153	115

(†) 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

April to June 2018

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

Number of triage 5 patients: 1,019

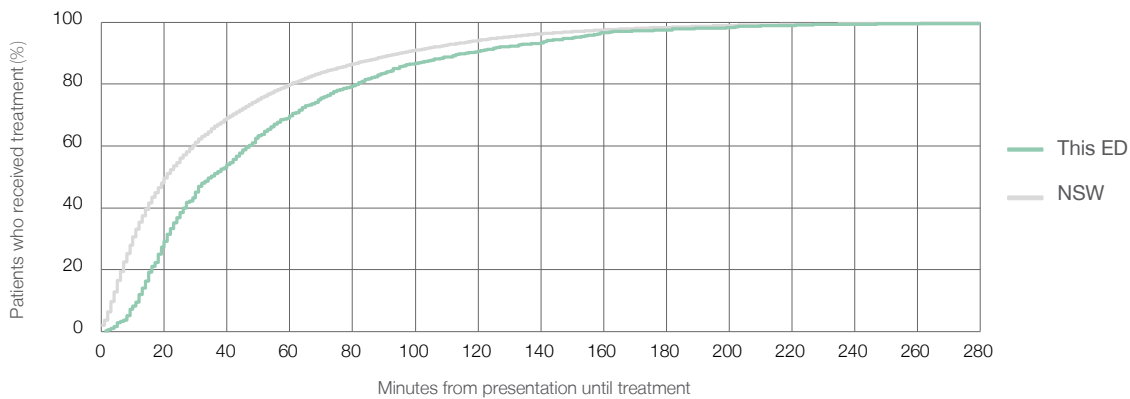
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 916

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

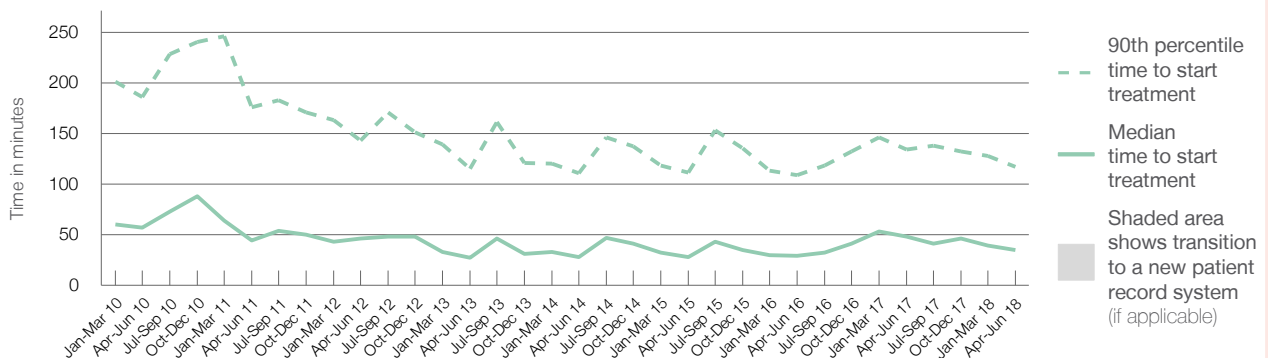
90th percentile time to start treatment<sup>5</sup>  117 minutes

Same period last year	NSW (this period)
1,168	1,000
48 minutes	21 minutes
134 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)	57	44	46	28	28	28	29	48	35
90th percentile time to start treatment <sup>5</sup> (minutes)	186	176	143	115	111	111	109	134	117

(†) 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 spent in the ED

April to June 2018

All presentations:<sup>1</sup> 18,988 patients

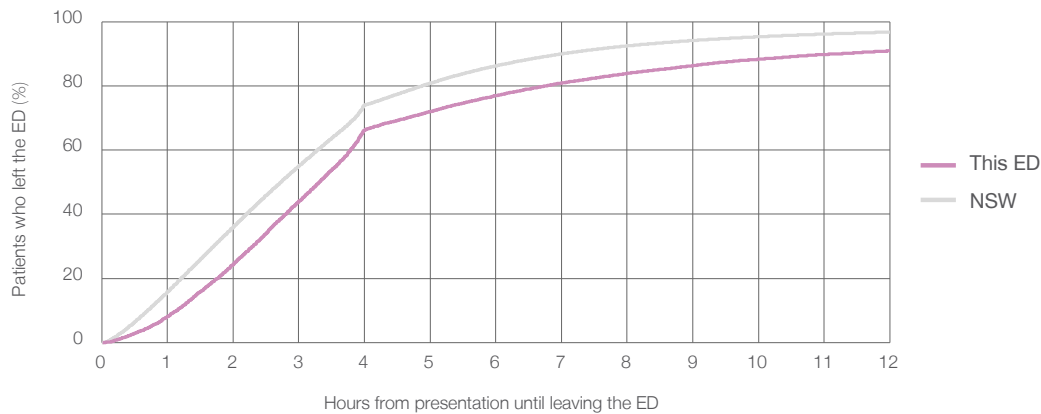
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,981 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

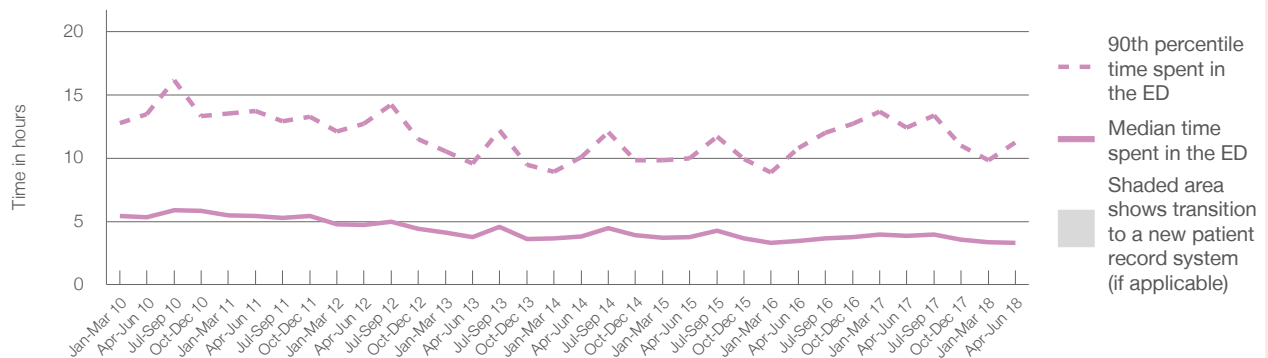
90th percentile time spent in the ED<sup>9</sup> 11 hours and 14 minutes

Same period last year	NSW (this period)
18,621	18,613
3 hours and 53 minutes	2 hours and 44 minutes
12 hours and 25 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)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m	3h 19m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 25m	11h 14m

(†) 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 spent in the ED**  
By mode of separation  
April to June 2018

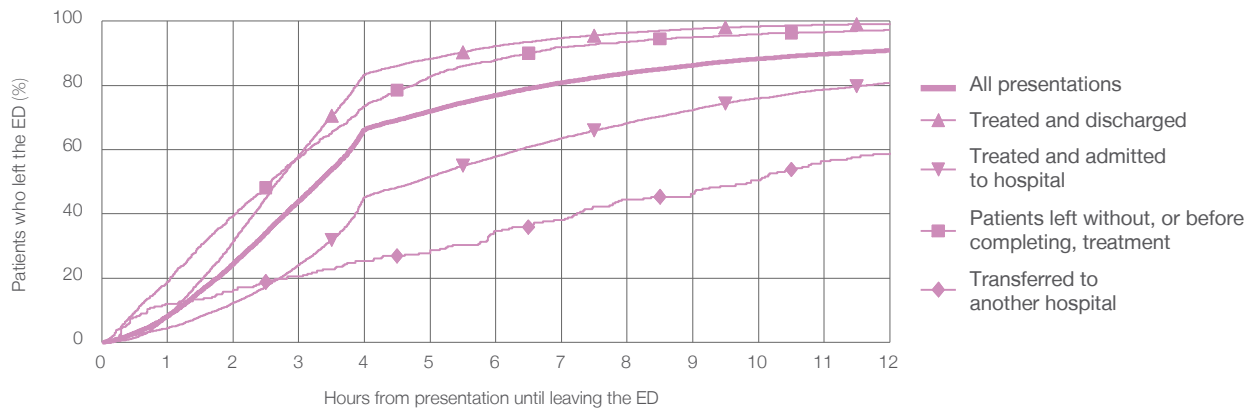
All presentations:<sup>1</sup> 18,988 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,981 patients

Treated and discharged	9,256 (48.7%)
Treated and admitted to hospital	7,879 (41.5%)
Patient left without, or before completing, treatment	1,249 (6.6%)
Transferred to another hospital	234 (1.2%)
Other	370 (1.9%)

Same period last year	Change since one year ago
18,613	2%
8,191	13.0%
8,064	-2.3%
1,604	-22.1%
272	-14.0%
490	-24.5%

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	8.3%	31.5%	58.3%	83.4%	92.2%	96.4%	98.4%	99.2%
Treated and admitted to hospital	4.5%	12.3%	24.2%	45.2%	57.9%	68.3%	76.0%	80.8%
Patient left without, or before completing, treatment	18.7%	39.5%	57.4%	73.5%	87.9%	93.6%	96.0%	97.3%
Transferred to another hospital	12.0%	16.2%	20.5%	25.2%	34.6%	44.4%	50.4%	59.0%
All presentations	8.2%	24.6%	44.1%	66.3%	77.0%	83.9%	88.3%	90.9%

(†) 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 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> 18,988 patients

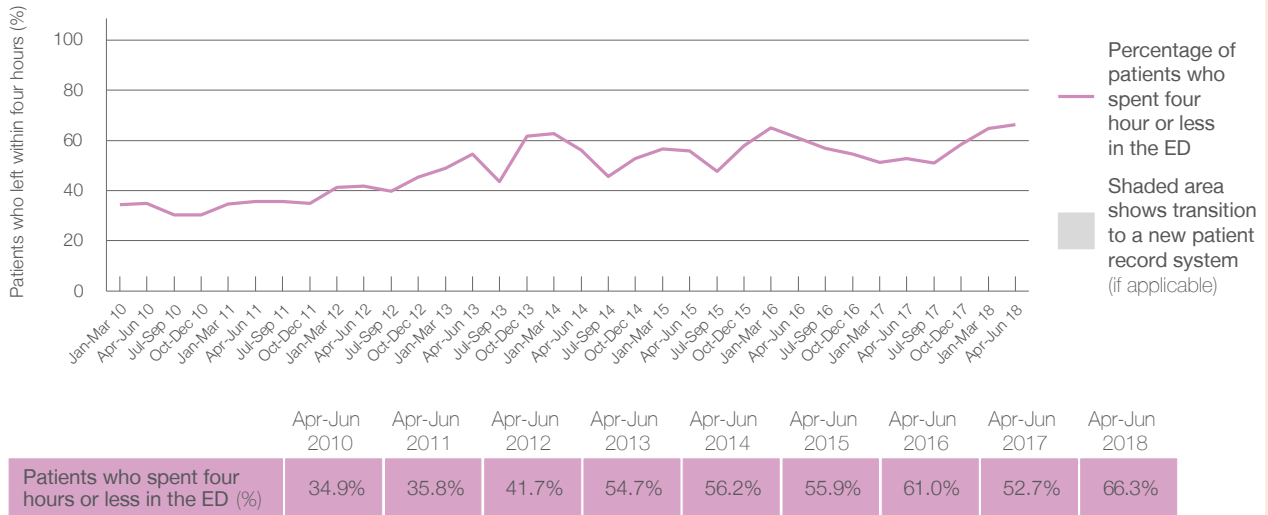
Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,981 patients

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	18,621	2%
Presentations used to calculate time to leaving the ED	18,613	2%
Percentage of patients who spent four hours or less in the ED	52.7%	

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.

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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*.

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- 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*.
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- 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).