

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

October to December 2018

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

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

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

October to December 2018

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

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

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

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

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

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

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

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

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

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

October to December 2018

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

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

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

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

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

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

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

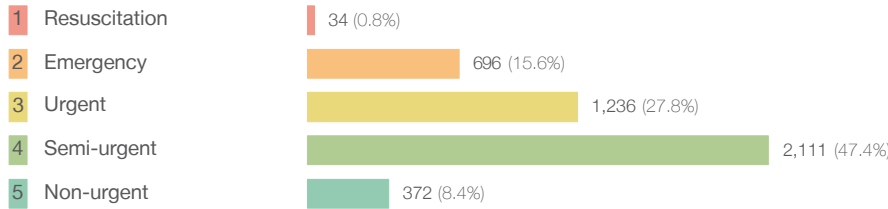
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 4,524 patients

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

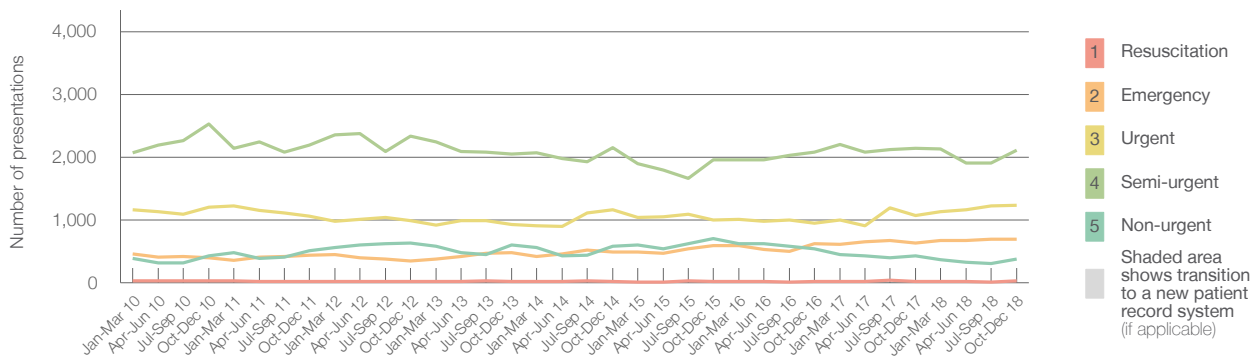
Emergency presentations² by triage category: 4,449 patients

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



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

Emergency presentations² by quarter, January 2010 to December 2018 †



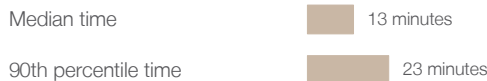
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	26	22	24	16	24	17	22	21	34
Emergency	393	441	347	477	486	595	623	632	696
Urgent	1,204	1,060	992	923	1,166	1,001	949	1,067	1,236
Semi-urgent	2,526	2,197	2,339	2,051	2,151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

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

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

Same period last year	Change since one year ago
721	

ED Transfer of care time



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

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

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

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

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

Number of triage 2 patients: 696

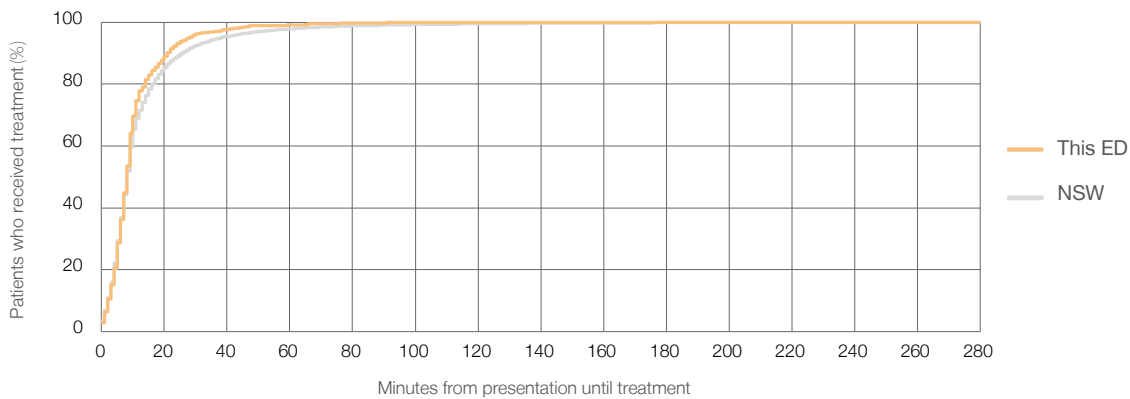
Number of triage 2 patients used to calculate waiting time:³ 695

Median time to start treatment⁴ 8 minutes

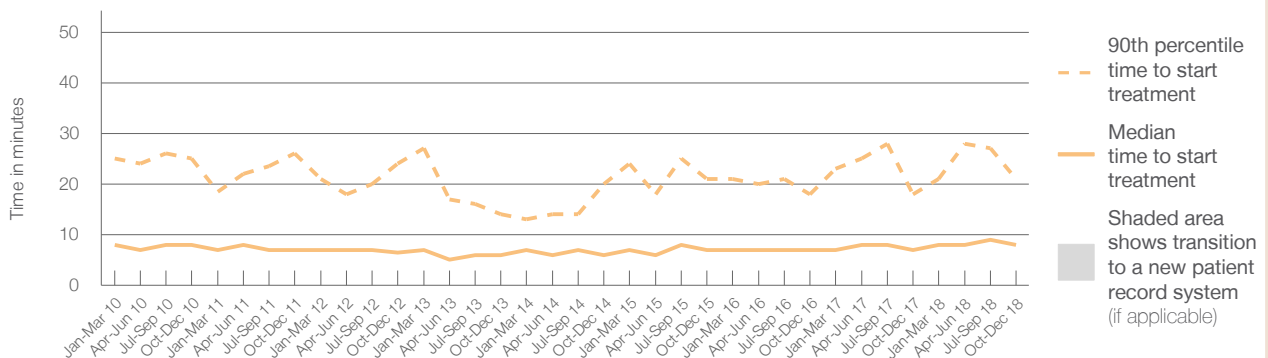
90th percentile time to start treatment⁵ 21 minutes

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

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



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



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

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,236

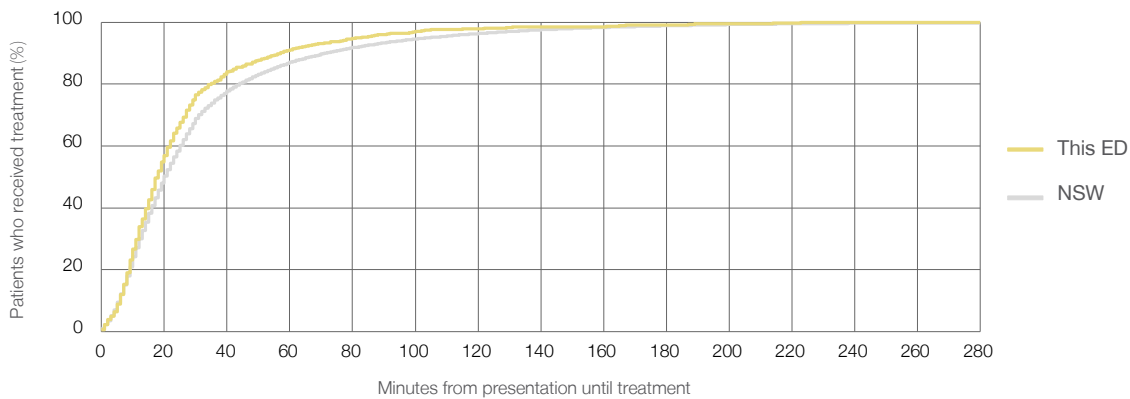
Number of triage 3 patients used to calculate waiting time:³ 1,224

Median time to start treatment⁴ 18 minutes

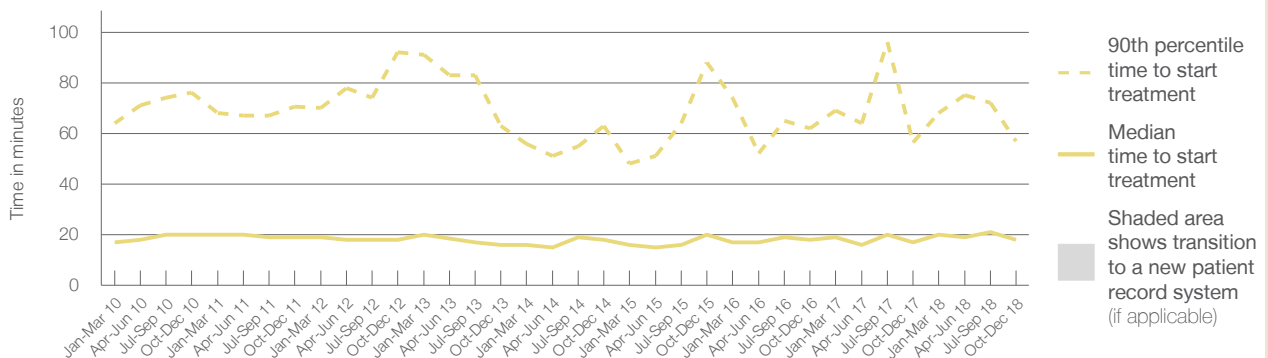
90th percentile time to start treatment⁵ 57 minutes

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

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



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



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

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,111

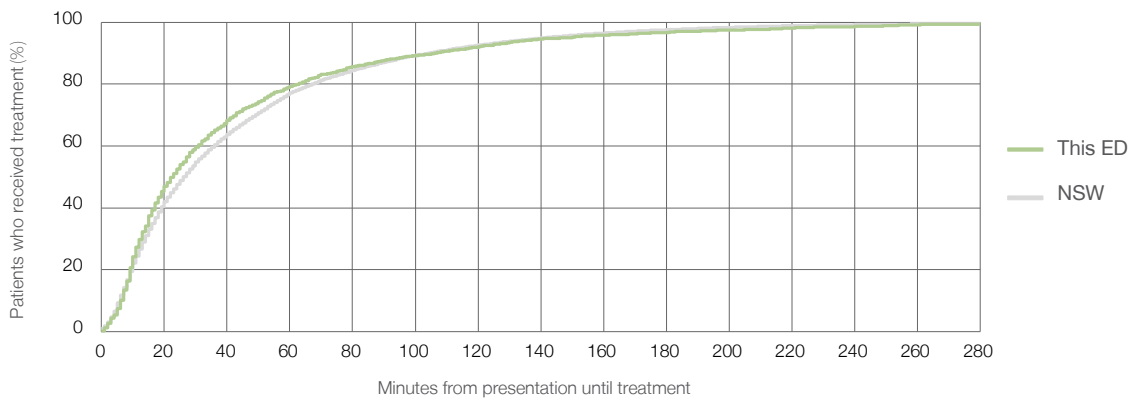
Number of triage 4 patients used to calculate waiting time:³ 2,019

Median time to start treatment⁴ 23 minutes

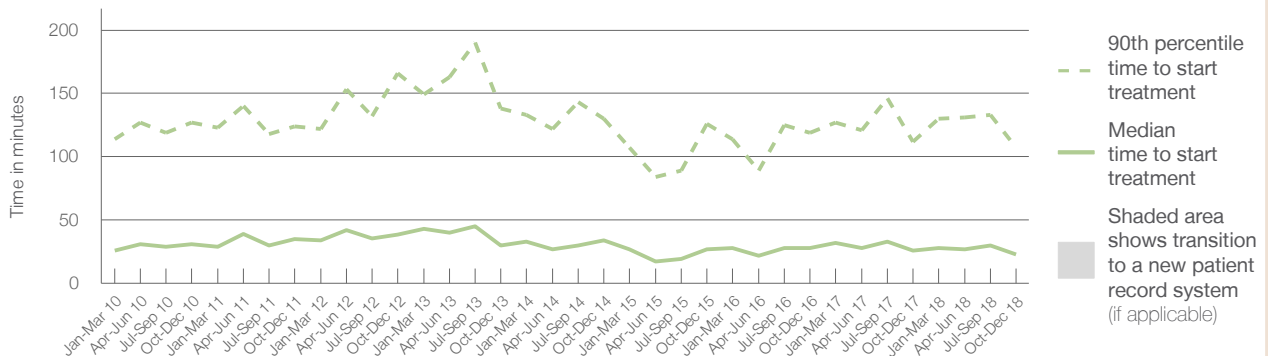
90th percentile time to start treatment⁵ 107 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,141	2,037
Median time to start treatment ⁴	26 minutes	26 minutes
90th percentile time to start treatment ⁵	112 minutes	104 minutes

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



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



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

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 372

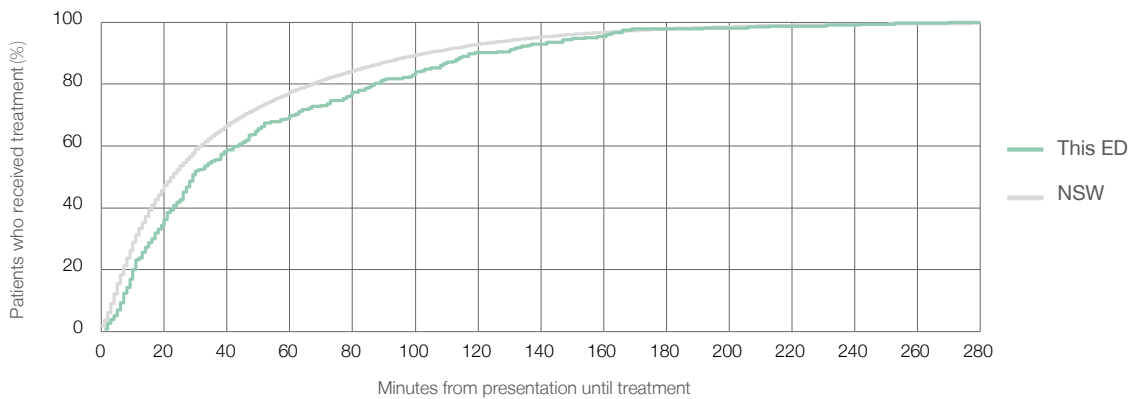
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 29 minutes

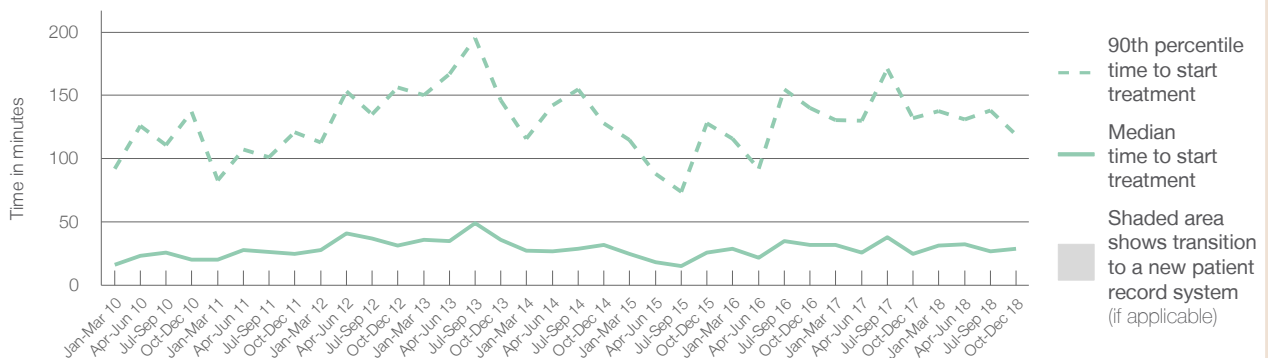
90th percentile time to start treatment⁵ 119 minutes

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

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



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



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

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,524 patients

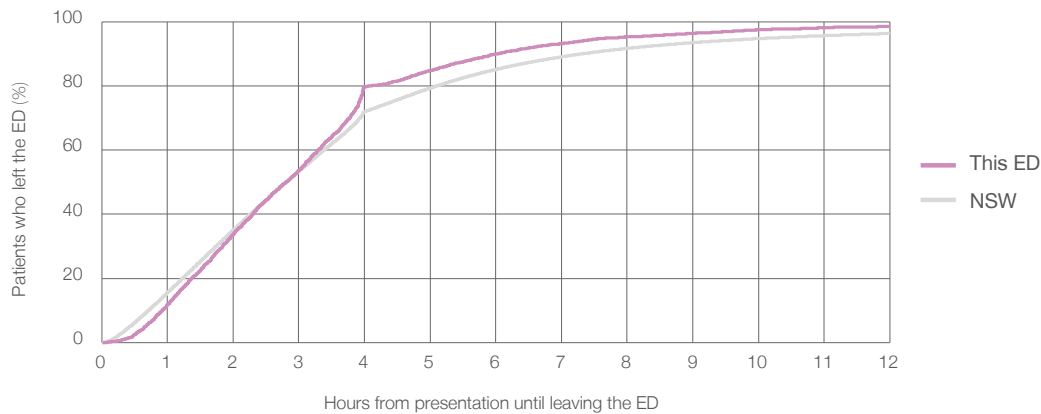
Presentations used to calculate time to leaving the ED:⁶ 4,523 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

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

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

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



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



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

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

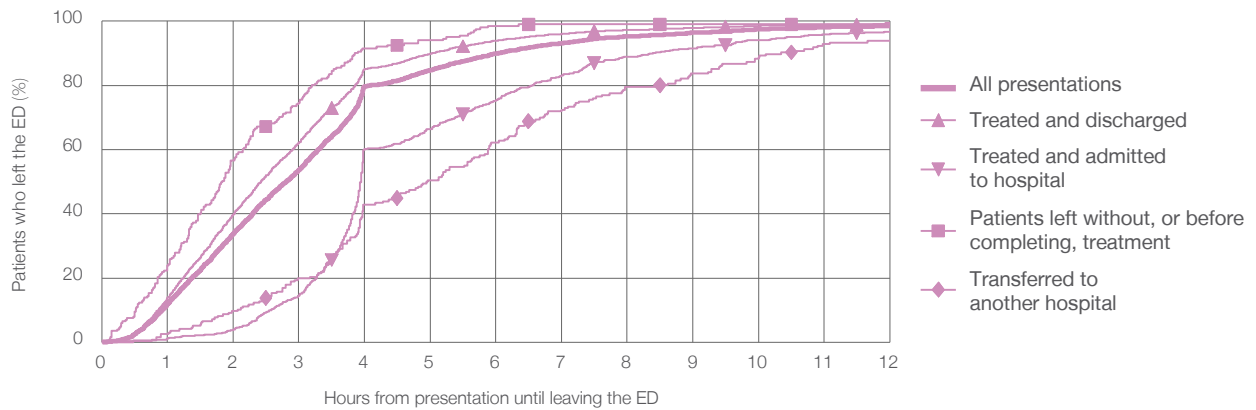
All presentations:¹ 4,524 patients

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

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

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

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



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

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

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

October to December 2018

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

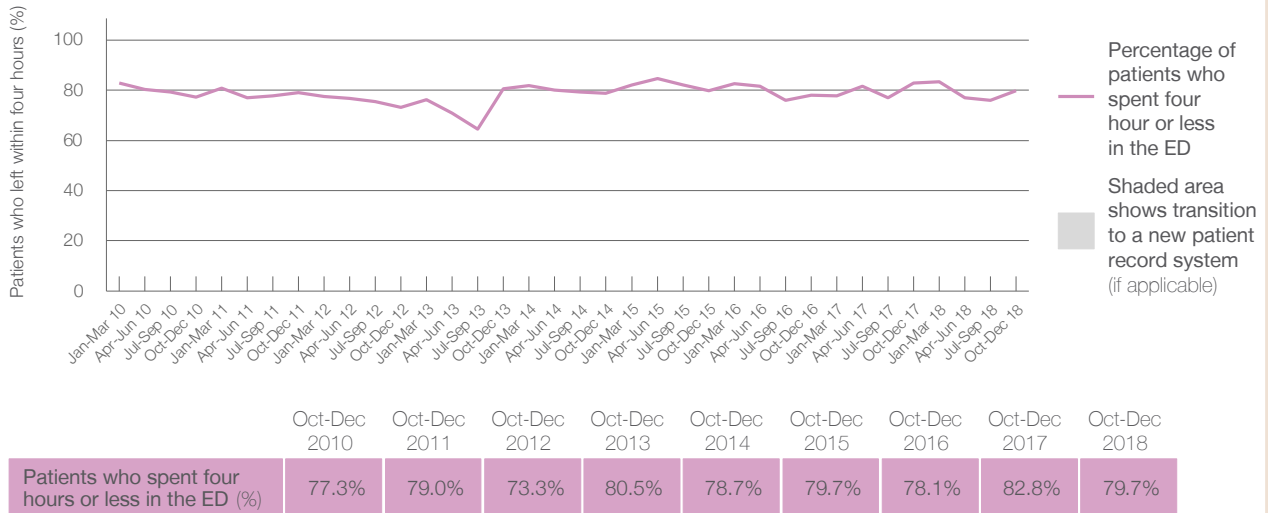
Presentations used to calculate time to leaving the ED: ⁶ 4,523 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,364	4%
Presentations used to calculate time to leaving the ED	4,364	4%
Percentage of patients who spent four hours or less in the ED	82.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



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

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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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).