Healthcare Quarterly

Emergency department

Western Sydney Local Health District Performance Profiles

October to December 2018

bureau of health information

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Auburn Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	7,191 patients	7,178	0%
Emergency presentations:[2]	7,051 patients	6,893	2%

Auburn Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	946 patients	937	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	28 minutes	20 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,544 patients	2,401	
Median time to start treatment[4]	27 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	97 minutes	68 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,024 patients	2,850	
Median time to start treatment[4]	44 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5]	153 minutes	129 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	518 patients	673	
Median time to start treatment[4]	37 minutes	29 minutes	23 minutes
90th percentile time to start treatment[5]	135 minutes	113 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,190 patients	7,178	0%
Percentage of patients who spent four hours or less in the ED	77%	80%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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).

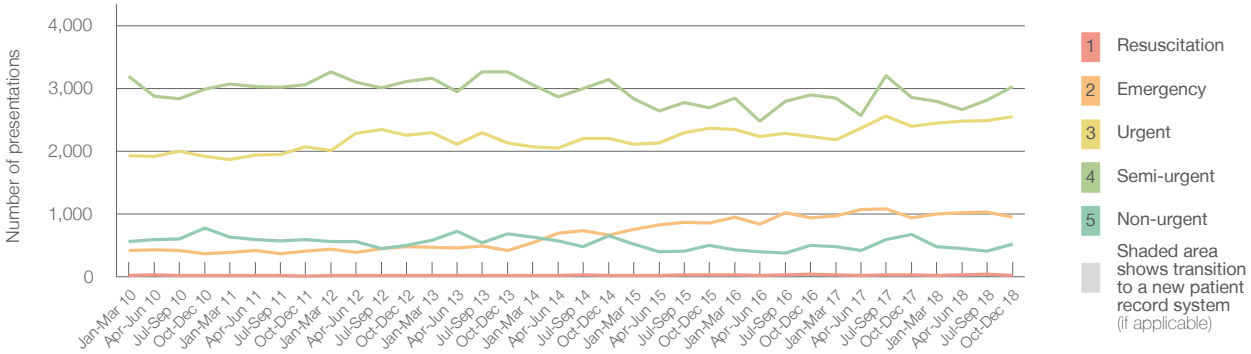
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Auburn Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	7,191 patients	7,178	0%
Emergency presentations[2] by triage category:	7,051 patients	6,893	2%
1 Resuscitation	19 (0.3%)	32	-40.6%
2 Emergency	946 (13.4%)	937	1.0%
3 Urgent	2,544 (36.1%)	2,401	6.0%
4 Semi-urgent	3,024 (42.9%)	2,850	6.1%
5 Non-urgent	518 (7.3%)	673	-23.0%

Emergency presentations[2] 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	14	9	17	14	20	28	36	32	19
Emergency	363	402	476	419	659	856	936	937	946
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401	2,544
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850	3,024
Non-urgent	778	590	497	679	648	499	499	673	518
All emergency presentations	6,057	6,131	6,353	6,508	6,678	6,441	6,595	6,893	7,051

Auburn Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,076 patients	901	
ED Transfer of care time			
Median time	15 minutes	13 minutes	2 minutes
90th percentile time	25 minutes	23 minutes	2 minutes

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

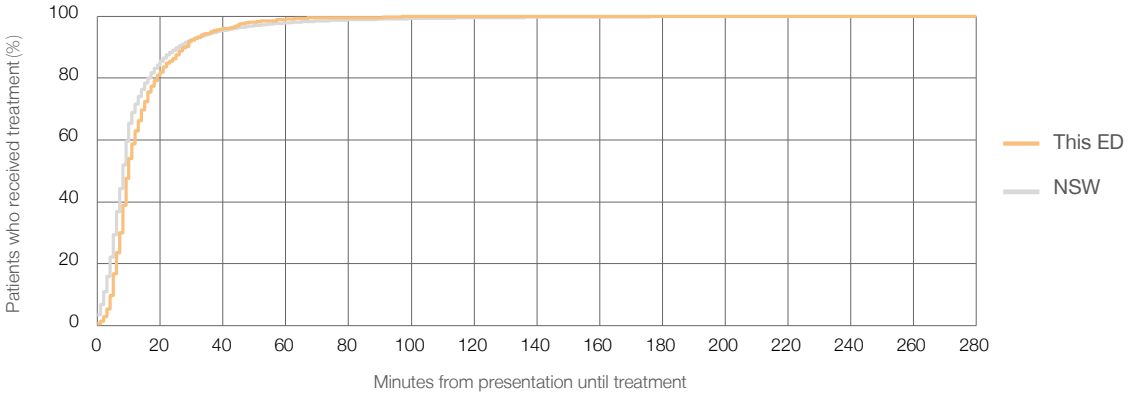
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

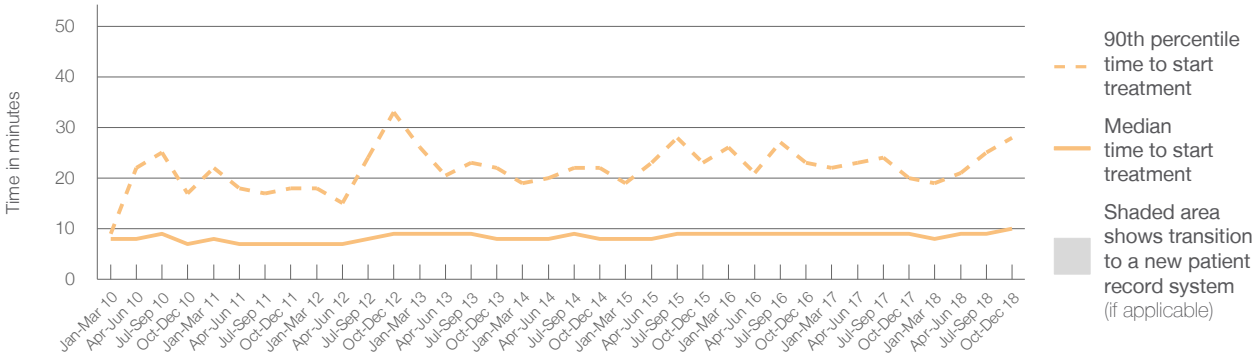
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 946	937	
Number of triage 2 patients used to calculate waiting time:[3] 940	933	
Median time to start treatment[4] 10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5] 28 minutes	20 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)	7	7	9	8	8	9	9	9	10
90th percentile time to start treatment[5] (minutes)	17	18	33	22	22	23	23	20	28

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

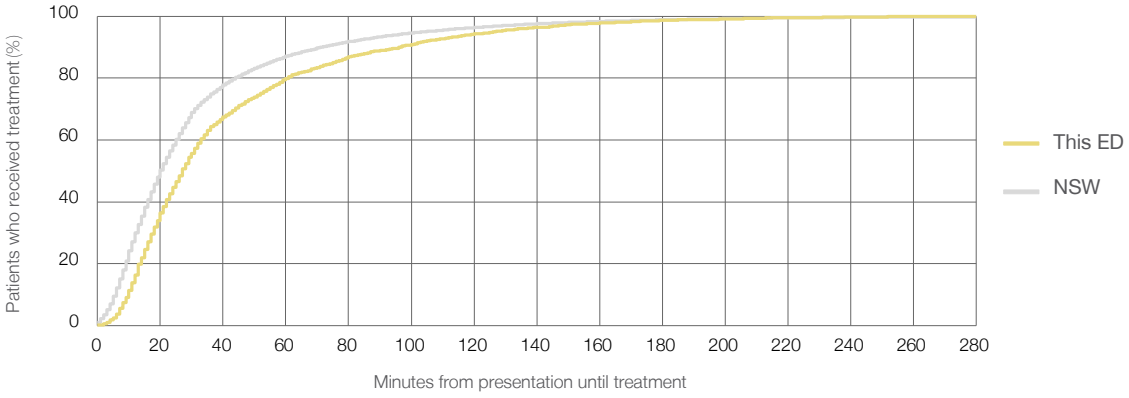
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Auburn Hospital: Time patients waited to start treatment, triage 3

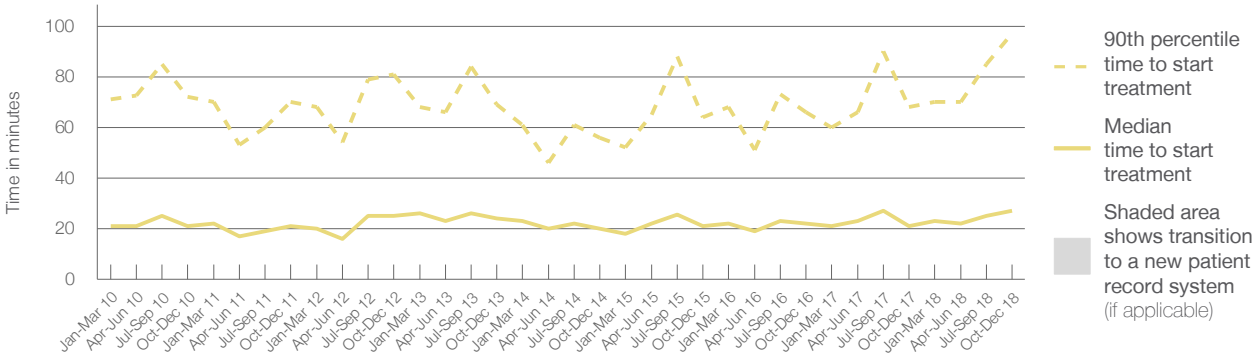
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 2,544	2,401	
Number of triage 3 patients used to calculate waiting time:[3] 2,433	2,347	
Median time to start treatment[4] 27 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5] 97 minutes	68 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)	21	21	25	24	20	21	22	21	27
90th percentile time to start treatment[5] (minutes)	72	70	81	69	56	64	66	68	97

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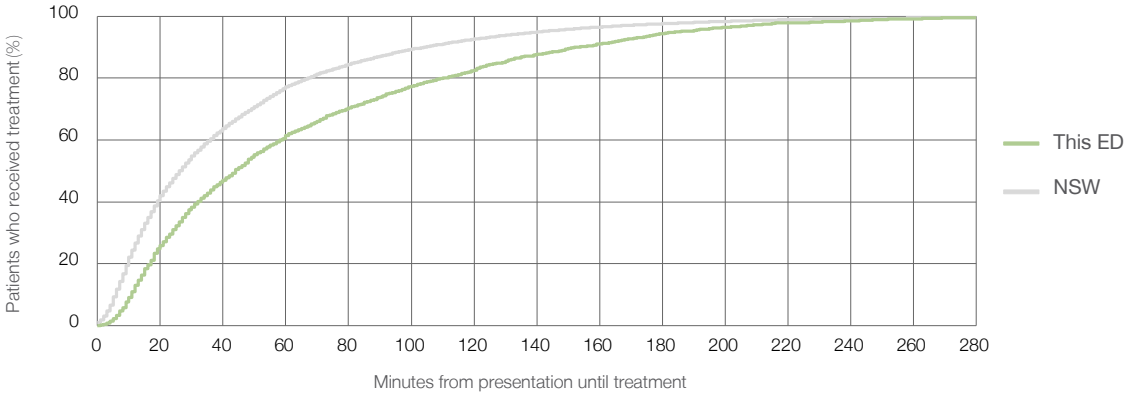
Auburn Hospital: Time patients waited to start treatment, triage 4

October to December 2018

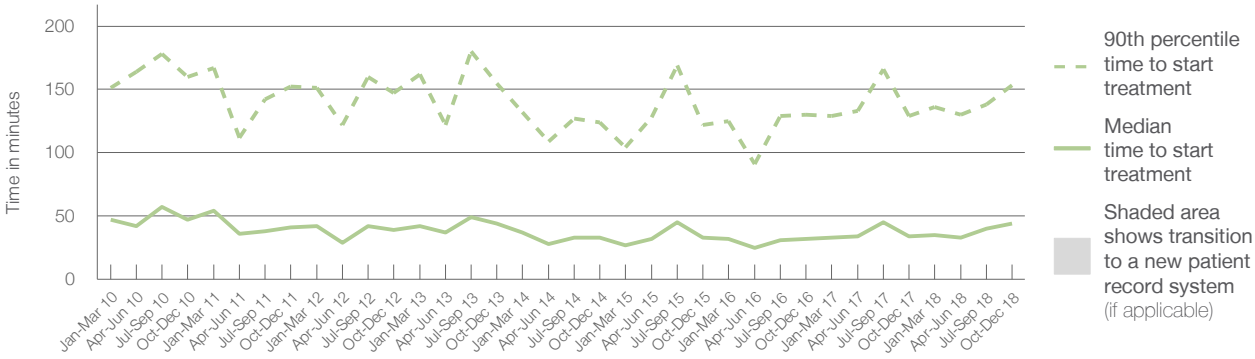
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 3,024	2,850	
Number of triage 4 patients used to calculate waiting time:[3] 2,622	2,543	
Median time to start treatment[4] 44 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5] 153 minutes	129 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)	47	41	39	44	33	33	32	34	44
90th percentile time to start treatment[5] (minutes)	160	152	147	155	124	122	130	129	153

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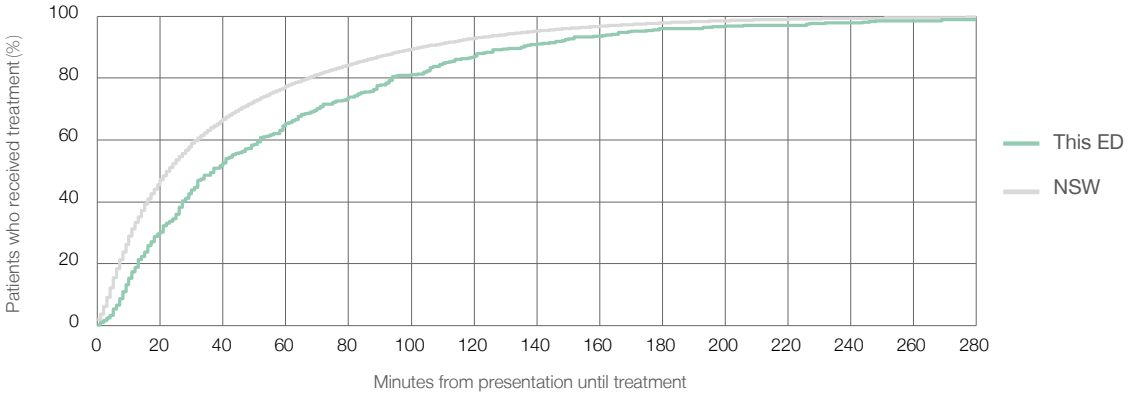
Auburn Hospital: Time patients waited to start treatment, triage 5

October to December 2018

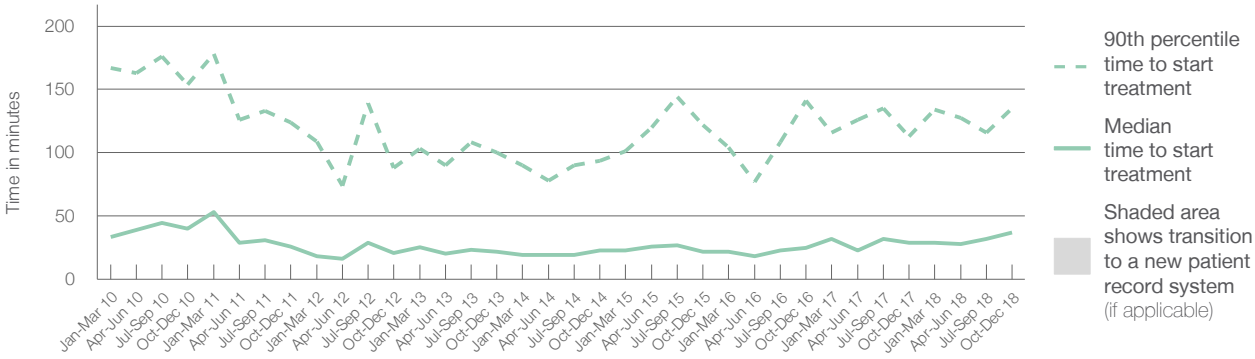
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	518	673	
Number of triage 5 patients used to calculate waiting time:[3]	413	517	
Median time to start treatment[4]	37 minutes	29 minutes	23 minutes
90th percentile time to start treatment[5]	135 minutes	113 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)	40	26	21	22	23	22	25	29	37
90th percentile time to start treatment[5] (minutes)	154	124	88	100	94	122	141	113	135

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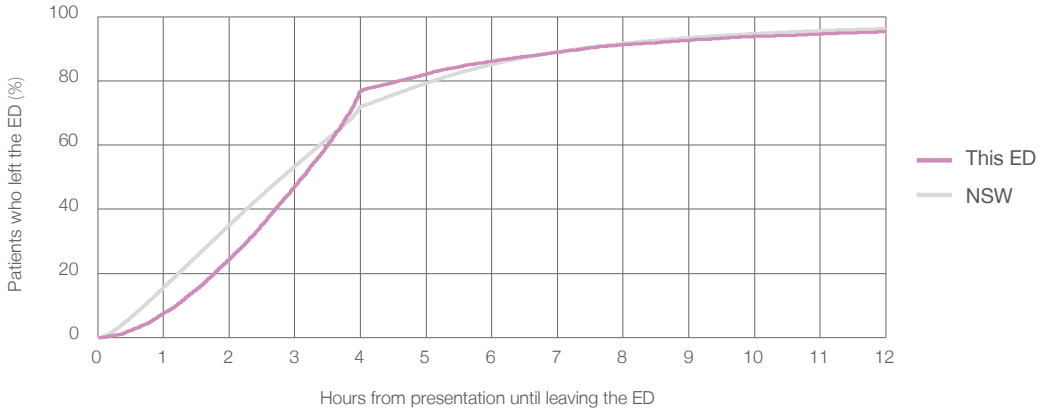
Auburn Hospital: Time patients spent in the ED

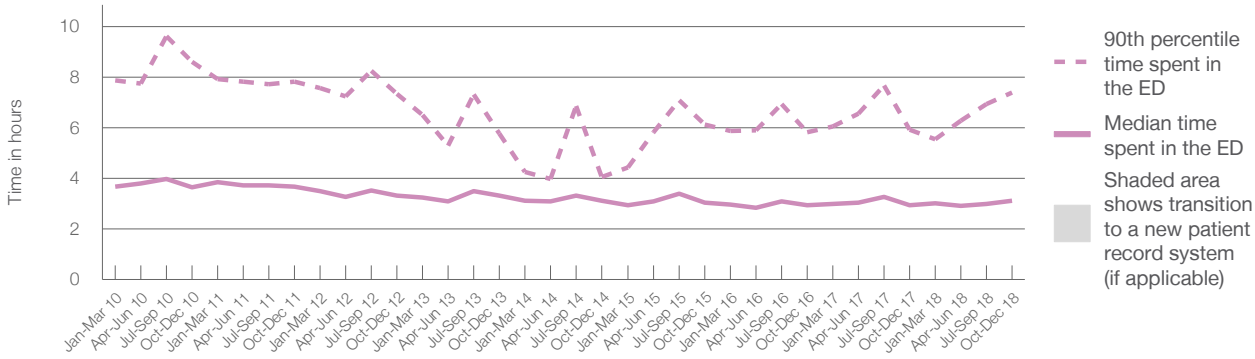
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 7,191 patients	7,178	
Presentations used to calculate time to leaving the ED:[6] 7,190 patients	7,178	
Median time spent in the ED [8] — 3 hours and 7 minutes	2 hours and 57 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] — 7 hours and 24 minutes	5 hours and 56 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)	3h 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m	3h 7m
90th percentile time spent in the ED [9] (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m	7h 24m

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

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

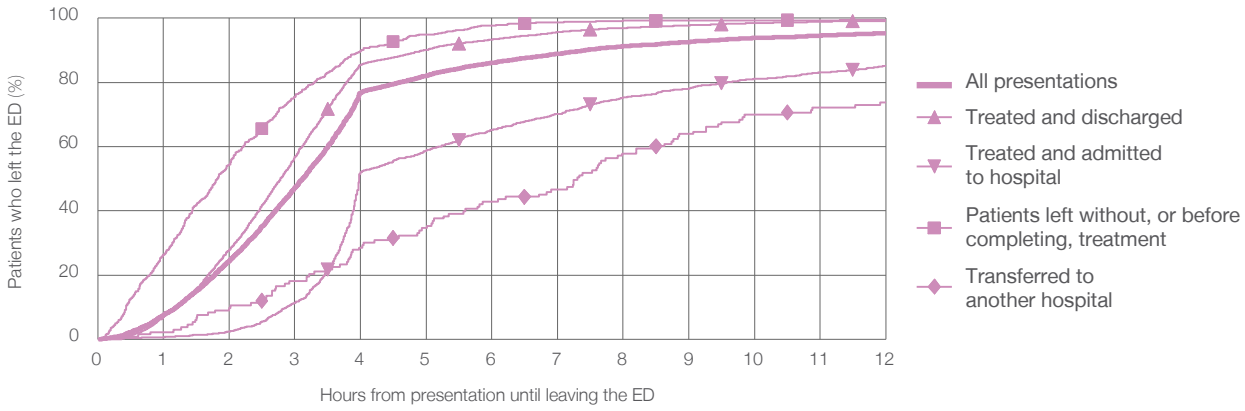
Auburn Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 7,191 patients

Presentations used to calculate time to leaving the ED:[6] 7,190 patients

		Same period last year	Change since one year ago
Treated and discharged	4,519 (62.8%)	4,806	-6.0%
Treated and admitted to hospital	1,729 (24.0%)	1,632	5.9%
Patient left without, or before completing, treatment	793 (11.0%)	580	36.7%
Transferred to another hospital	133 (1.8%)	137	-2.9%
Other	17 (0.2%)	23	-26.1%
		7,178	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	7.1%	27.9%	56.8%	85.5%	93.4%	96.9%	98.5%	99.2%
Treated and admitted to hospital	0.6%	2.4%	11.3%	51.9%	65.2%	75.3%	81.1%	85.2%
Patient left without, or before completing, treatment	26.2%	54.4%	75.7%	89.9%	97.7%	99.2%	99.4%	99.5%
Transferred to another hospital	2.3%	9.8%	18.0%	28.6%	42.9%	57.9%	69.9%	73.7%
All presentations	7.6%	24.5%	47.3%	76.8%	86.2%	91.3%	93.9%	95.4%

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

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

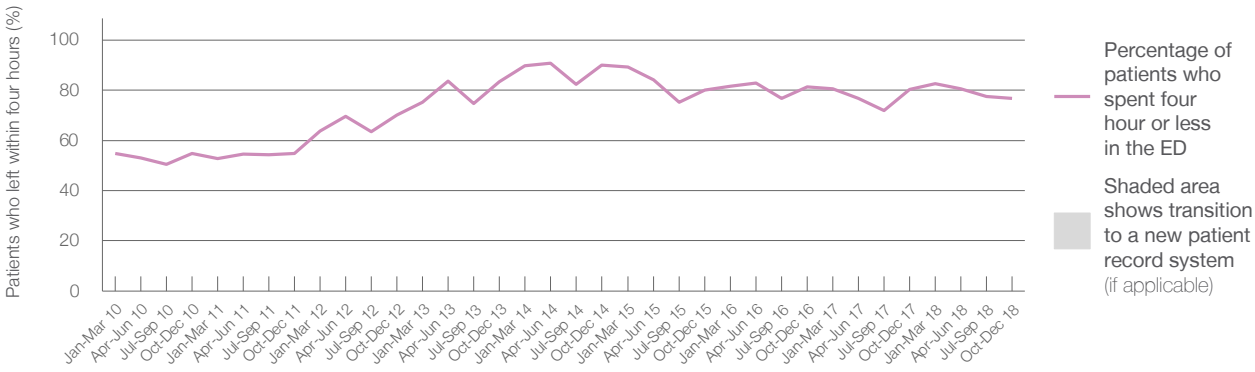
Auburn Hospital: Time spent in the ED

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

October to December 2018

	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 7,191 patients	7,178	0%
Presentations used to calculate time to leaving the ED: [6] 7,190 patients	7,178	0%
Percentage of patients who spent four hours or less in the ED: 76.8%	80.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	54.8%	54.8%	70.0%	83.4%	89.9%	79.9%	81.3%	80.3%	76.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Blacktown Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	13,815 patients	12,712	9%
Emergency presentations:[2]	13,728 patients	12,636	9%

Blacktown Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	4,171 patients	3,737	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	24 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	4,534 patients	4,392	
Median time to start treatment[4]	19 minutes	26 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	92 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,893 patients	3,422	
Median time to start treatment[4]	30 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5]	79 minutes	109 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	938 patients	934	
Median time to start treatment[4]	31 minutes	38 minutes	23 minutes
90th percentile time to start treatment[5]	111 minutes	126 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	13,815 patients	12,711	9%
Percentage of patients who spent four hours or less in the ED	66%	65%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

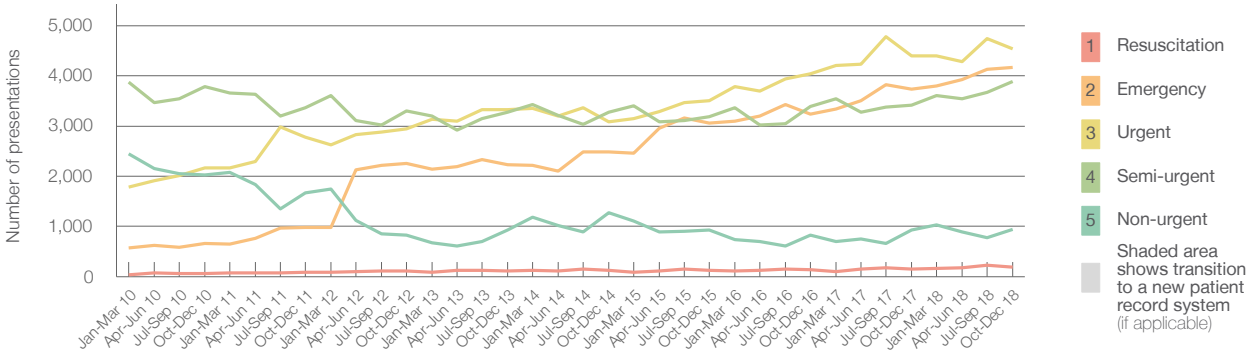
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Blacktown Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	13,815 patients	12,712	9%
Emergency presentations[2] by triage category:	13,728 patients	12,636	9%
1 Resuscitation	192 (1.4%)	151	27.2%
2 Emergency	4,171 (30.4%)	3,737	11.6%
3 Urgent	4,534 (33.0%)	4,392	3.2%
4 Semi-urgent	3,893 (28.4%)	3,422	13.8%
5 Non-urgent	938 (6.8%)	934	0.4%

Emergency presentations[2] 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	63	83	112	114	121	131	139	151	192
Emergency	666	975	2,257	2,225	2,491	3,062	3,239	3,737	4,171
Urgent	2,169	2,772	2,938	3,322	3,078	3,509	4,036	4,392	4,534
Semi-urgent	3,789	3,360	3,305	3,274	3,275	3,190	3,392	3,422	3,893
Non-urgent	2,026	1,667	828	931	1,272	929	833	934	938
All emergency presentations	8,713	8,857	9,440	9,866	10,237	10,821	11,639	12,636	13,728

Blacktown Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,336 patients	3,789	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
90th percentile time	26 minutes	27 minutes	-1 minute

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

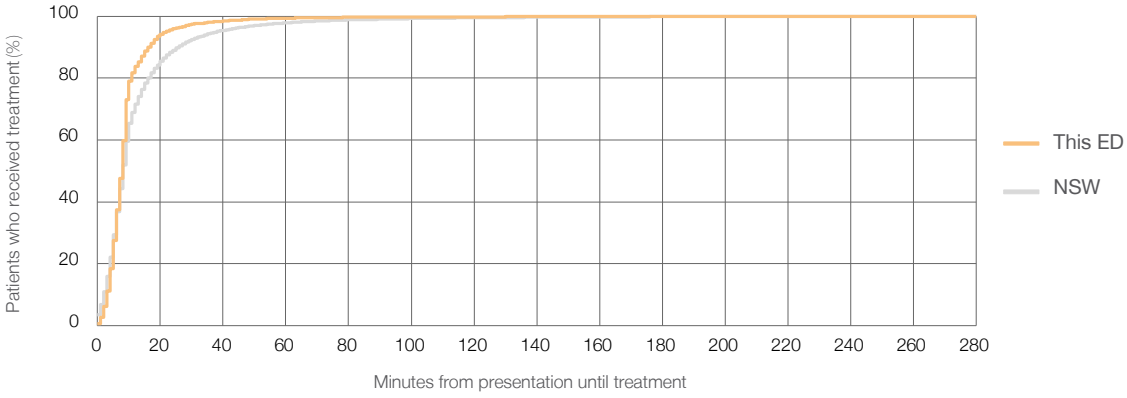
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

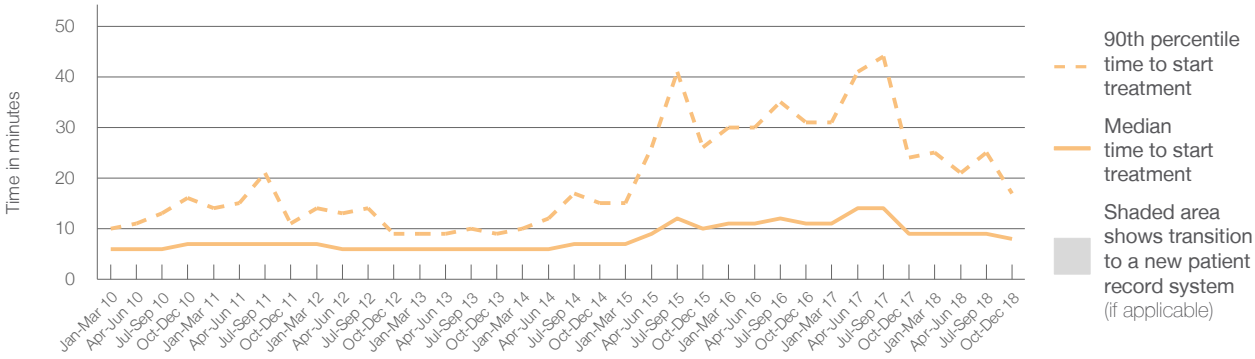
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 4,171		3,737	
Number of triage 2 patients used to calculate waiting time:[3] 4,122		3,723	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	24 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)	7	7	6	6	7	10	11	9	8
90th percentile time to start treatment[5] (minutes)	16	11	9	9	15	26	31	24	17

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

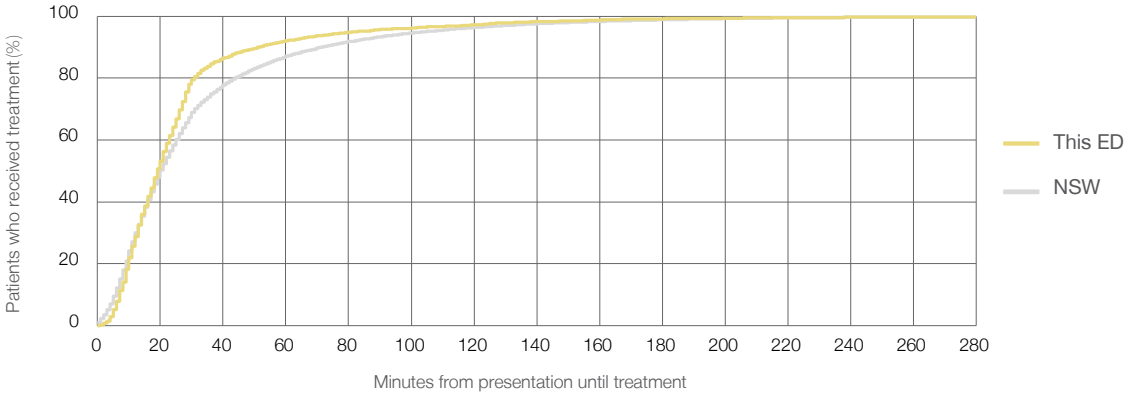
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

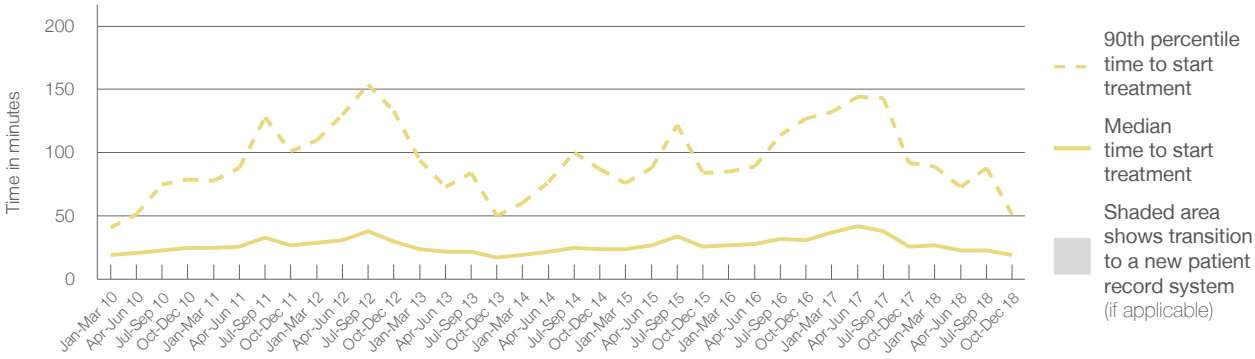
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	4,534	4,392	
Number of triage 3 patients used to calculate waiting time:[3]	4,296	4,235	
Median time to start treatment[4]	19 minutes	26 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	92 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)	25	27	30	17	24	26	31	26	19
90th percentile time to start treatment[5] (minutes)	79	101	133	50	87	84	127	92	51

(†) 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.

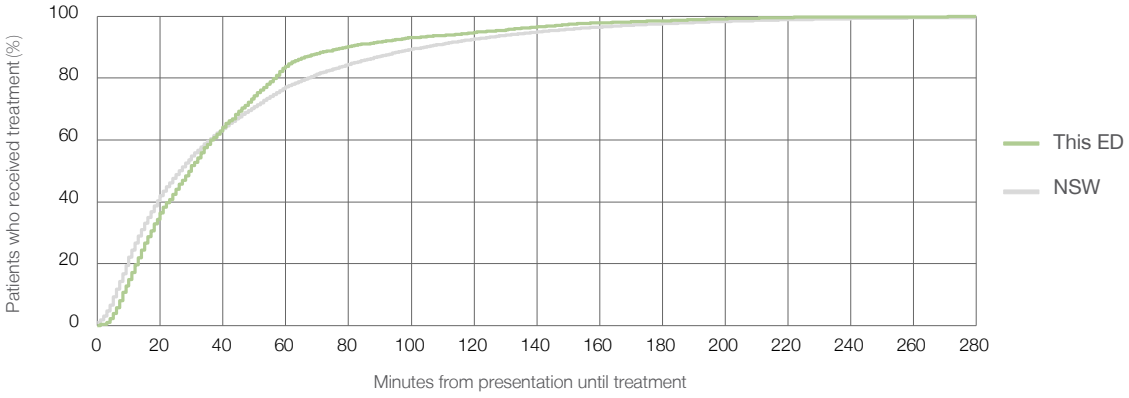
Blacktown Hospital: Time patients waited to start treatment, triage 4

October to December 2018

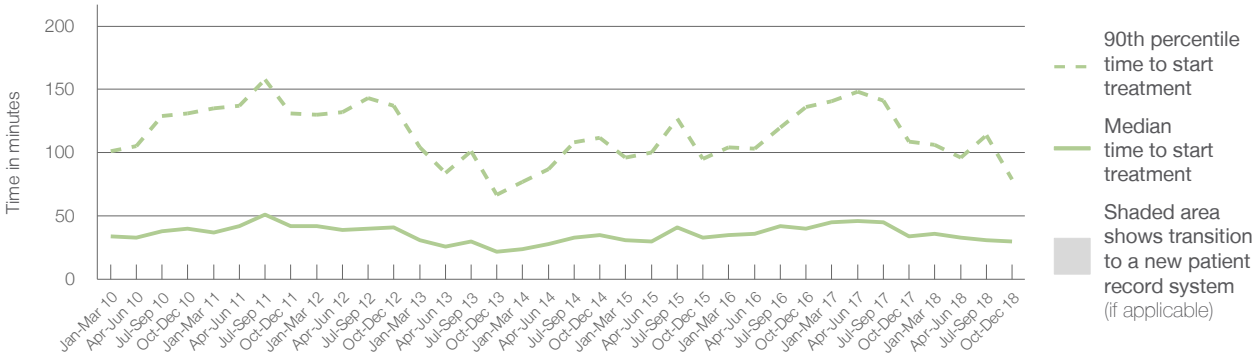
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,893	3,422	
Number of triage 4 patients used to calculate waiting time:[3]	3,640	3,271	
Median time to start treatment[4]	30 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5]	79 minutes	109 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)	40	42	41	22	35	33	40	34	30
90th percentile time to start treatment[5] (minutes)	131	131	137	67	112	95	136	109	79

(†) 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.

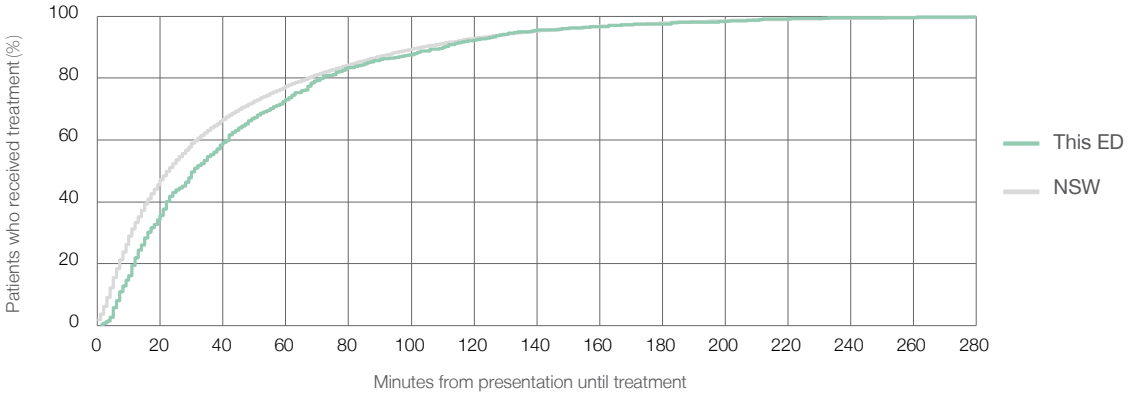
Blacktown Hospital: Time patients waited to start treatment, triage 5

October to December 2018

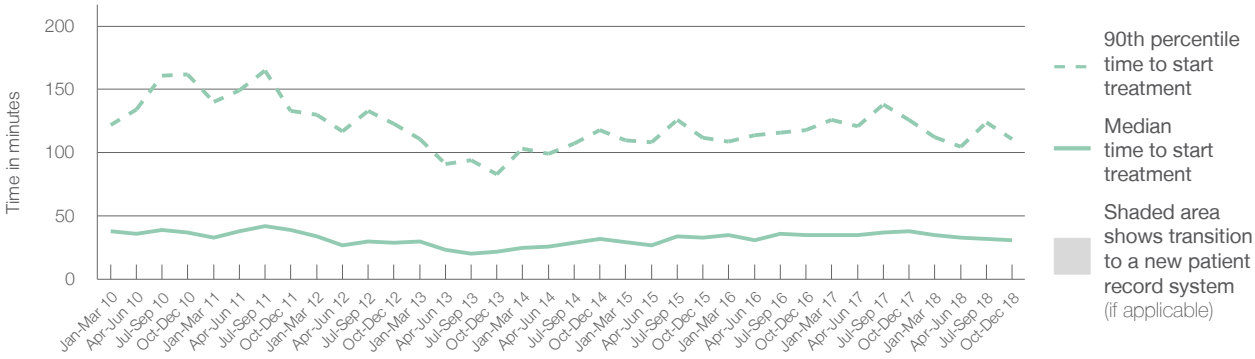
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 938	934	
Number of triage 5 patients used to calculate waiting time:[3] 803	762	
Median time to start treatment[4] 31 minutes	38 minutes	23 minutes
90th percentile time to start treatment[5] 111 minutes	126 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)	37	39	29	22	32	33	35	38	31
90th percentile time to start treatment[5] (minutes)	162	133	123	83	118	112	118	126	111

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

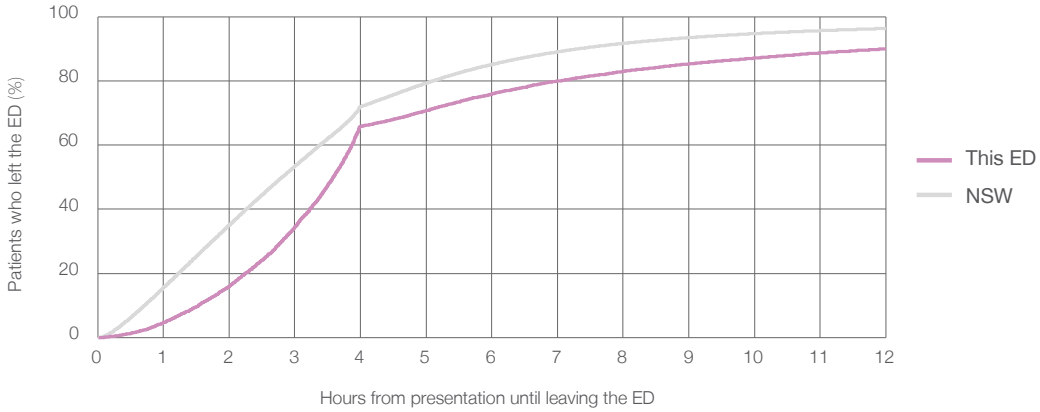
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients spent in the ED

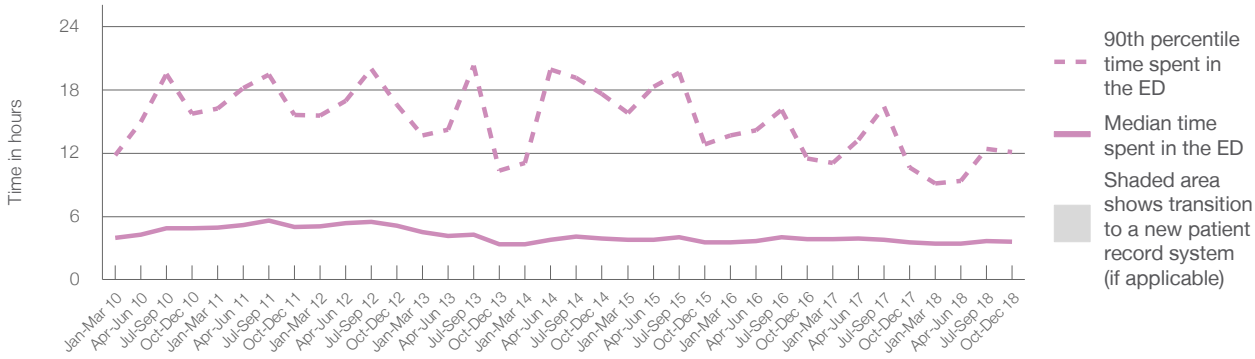
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 13,815 patients	12,712	
Presentations used to calculate time to leaving the ED:[6] 13,815 patients	12,711	
Median time spent in the ED[8] 3 hours and 35 minutes	3 hours and 33 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9] 12 hours and 6 minutes	10 hours and 38 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)	4h 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m	3h 35m
90th percentile time spent in the ED[9] (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m	12h 6m

(†) 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.

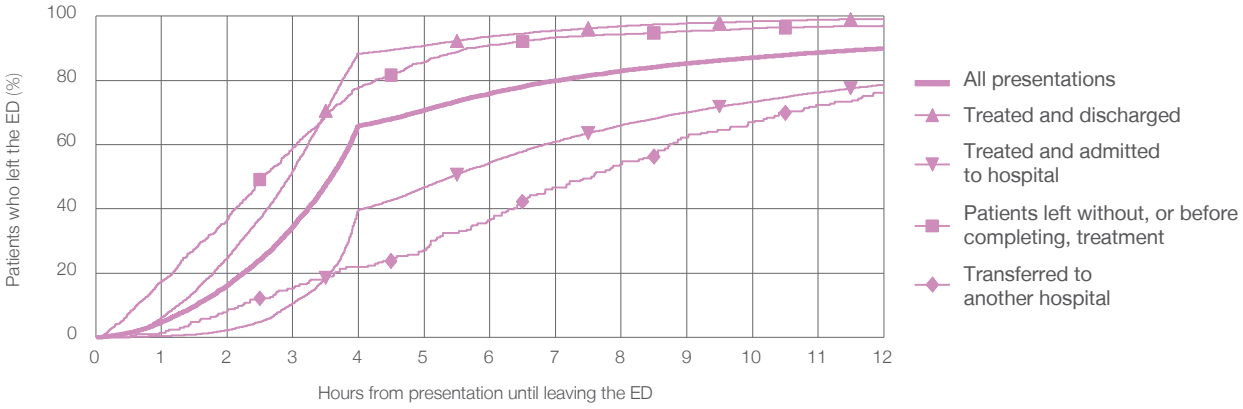
Blacktown Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 13,815 patients

Presentations used to calculate time to leaving the ED:[6] 13,815 patients

		Same period last year	Change since one year ago
Treated and discharged	6,559 (47.5%)	12,711	9%
Treated and admitted to hospital	5,869 (42.5%)	6,023	8.9%
Patient left without, or before completing, treatment	1,125 (8.1%)	5,733	2.4%
Transferred to another hospital	206 (1.5%)	725	55.2%
Other	56 (0.4%)	195	5.6%
		36	55.6%

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	6.1%	24.8%	51.9%	88.4%	93.7%	96.9%	98.4%	99.2%
Treated and admitted to hospital	0.3%	2.2%	10.6%	39.7%	54.4%	66.1%	73.3%	78.6%
Patient left without, or before completing, treatment	17.2%	36.7%	59.2%	77.8%	91.1%	94.3%	96.1%	97.2%
Transferred to another hospital	1.5%	8.3%	15.0%	21.8%	36.4%	53.9%	67.0%	76.2%
All presentations	4.7%	16.1%	34.5%	65.8%	76.0%	82.9%	87.1%	89.9%

(†) 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.

Blacktown Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	13,815 patients	12,712	9%
Presentations used to calculate time to leaving the ED: [6]	13,815 patients	12,711	9%
Percentage of patients who spent four hours or less in the ED	65.8%	64.7%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	40.2%	39.7%	39.2%	64.7%	52.8%	61.8%	53.8%	64.7%	65.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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).

Mount Druitt Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	8,762 patients	8,502	3%
Emergency presentations:[2]	8,706 patients	8,416	3%

Mount Druitt Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,603 patients	1,446	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	17 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,140 patients	3,258	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	56 minutes	62 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,060 patients	2,762	
Median time to start treatment[4]	30 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5]	87 minutes	82 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	873 patients	907	
Median time to start treatment[4]	25 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5]	103 minutes	86 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	8,762 patients	8,501	3%
Percentage of patients who spent four hours or less in the ED	80%	80%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

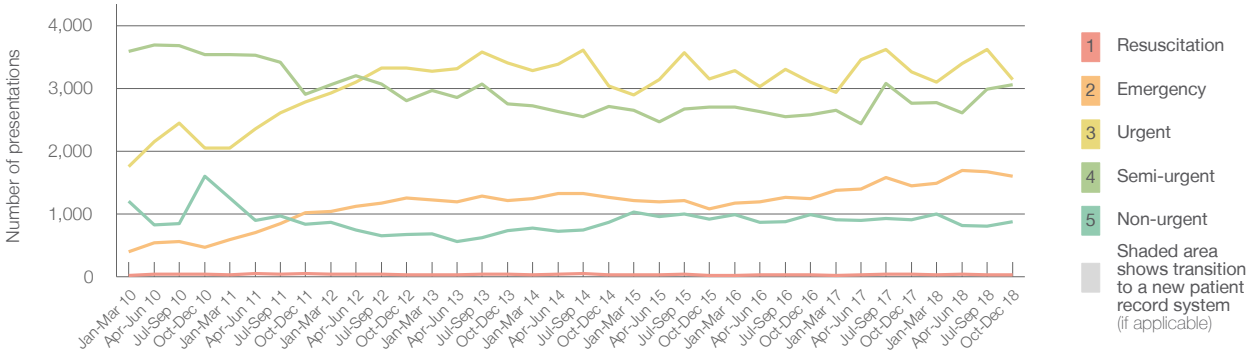
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mount Druitt Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	8,762 patients	8,502	3%
Emergency presentations[2] by triage category:	8,706 patients	8,416	3%
1 Resuscitation	30 (0.3%)	43	-30.2%
2 Emergency	1,603 (18.4%)	1,446	10.9%
3 Urgent	3,140 (36.1%)	3,258	-3.6%
4 Semi-urgent	3,060 (35.1%)	2,762	10.8%
5 Non-urgent	873 (10.0%)	907	-3.7%

Emergency presentations[2] 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	38	53	32	37	27	22	27	43	30
Emergency	465	1,014	1,258	1,217	1,260	1,080	1,245	1,446	1,603
Urgent	2,048	2,783	3,320	3,402	3,036	3,155	3,095	3,258	3,140
Semi-urgent	3,536	2,904	2,801	2,754	2,711	2,702	2,579	2,762	3,060
Non-urgent	1,602	837	667	730	870	919	991	907	873
All emergency presentations	7,689	7,591	8,078	8,140	7,904	7,878	7,937	8,416	8,706

Mount Druitt Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,216 patients	886	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	22 minutes	26 minutes	-4 minutes

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

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

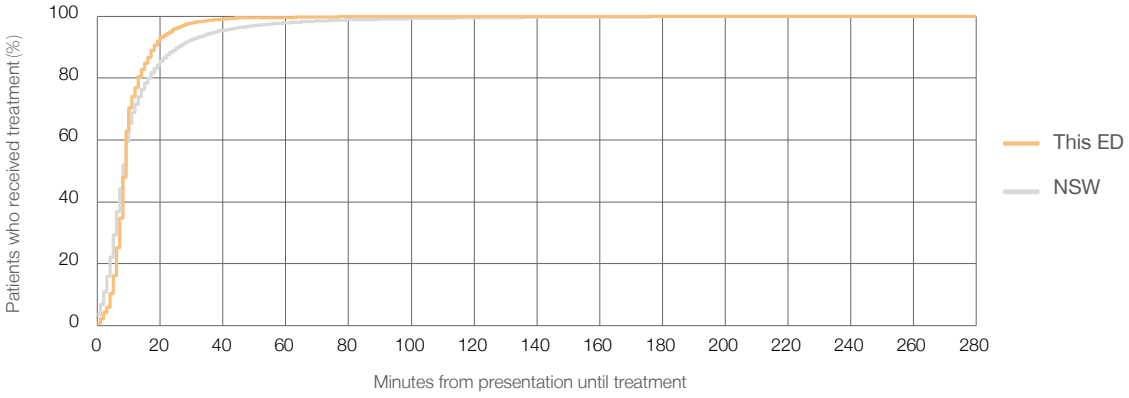
Mount Druitt Hospital: Time patients waited to start treatment, triage 2

October to December 2018

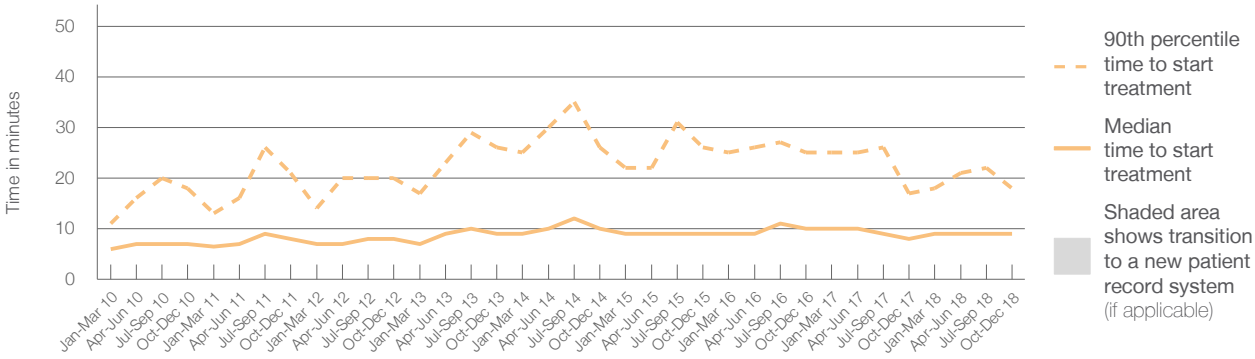
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	1,603	1,446	
Number of triage 2 patients used to calculate waiting time:[3]	1,588	1,443	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	17 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)	7	8	8	9	10	9	10	8	9
90th percentile time to start treatment[5] (minutes)	18	21	20	26	26	26	25	17	18

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

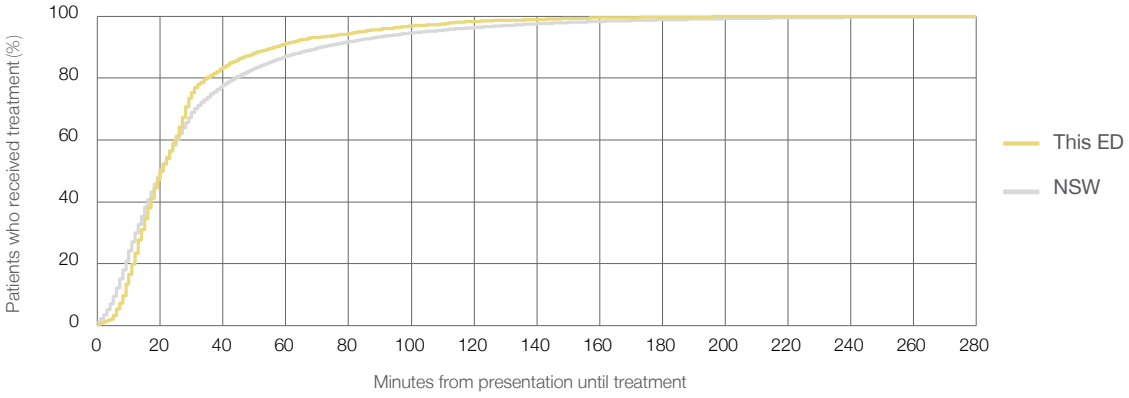
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

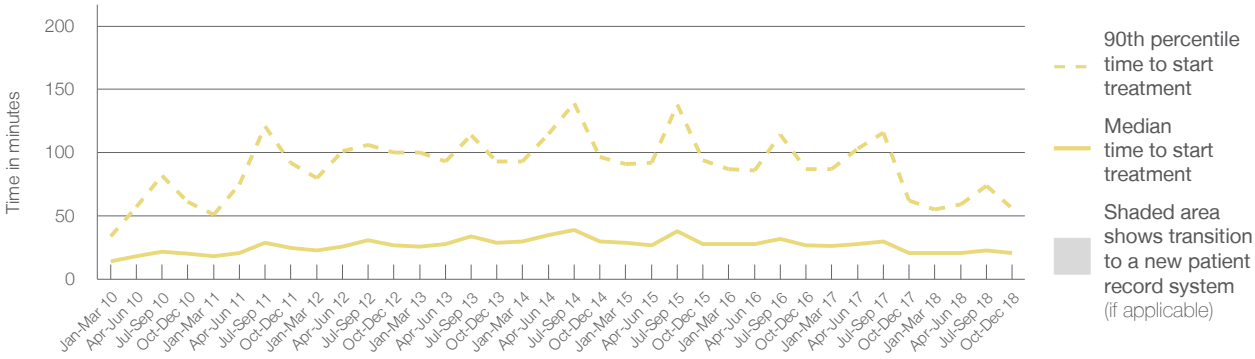
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 3,140	3,258	
Number of triage 3 patients used to calculate waiting time:[3] 3,029	3,173	
Median time to start treatment[4] 21 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5] 56 minutes	62 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	25	27	29	30	28	27	21	21
90th percentile time to start treatment[5] (minutes)	61	92	100	93	97	94	87	62	56

(†) 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.

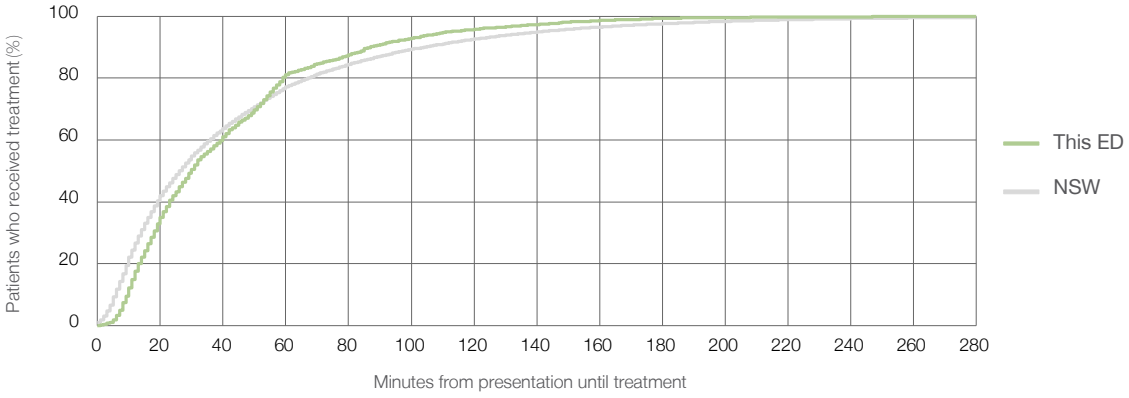
Mount Druitt Hospital: Time patients waited to start treatment, triage 4

October to December 2018

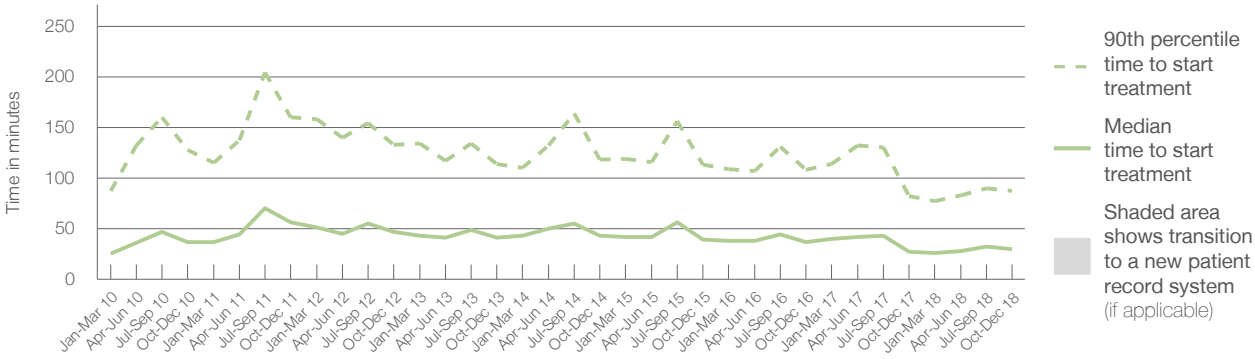
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,060	2,762	
Number of triage 4 patients used to calculate waiting time:[3]	2,874	2,641	
Median time to start treatment[4]	30 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5]	87 minutes	82 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)	37	56	47	41	43	39	37	27	30
90th percentile time to start treatment[5] (minutes)	128	160	133	114	118	113	108	82	87

(†) 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.

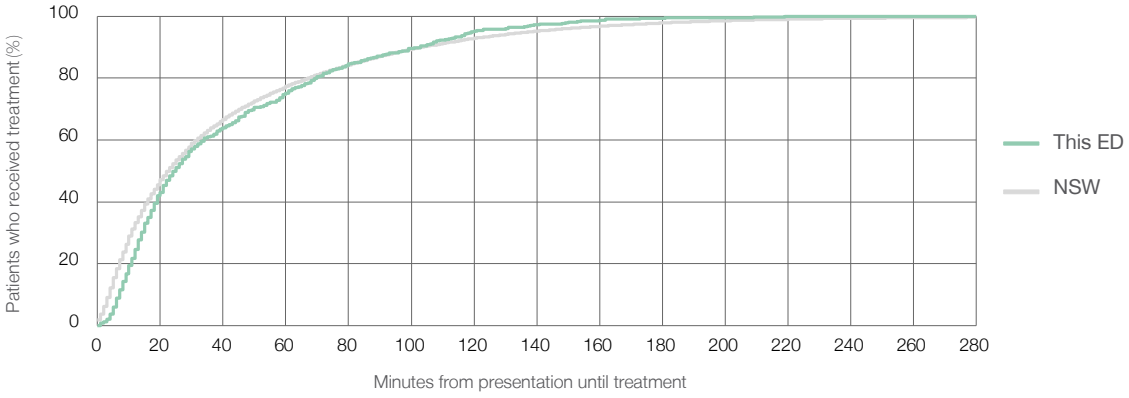
Mount Druitt Hospital: Time patients waited to start treatment, triage 5

October to December 2018

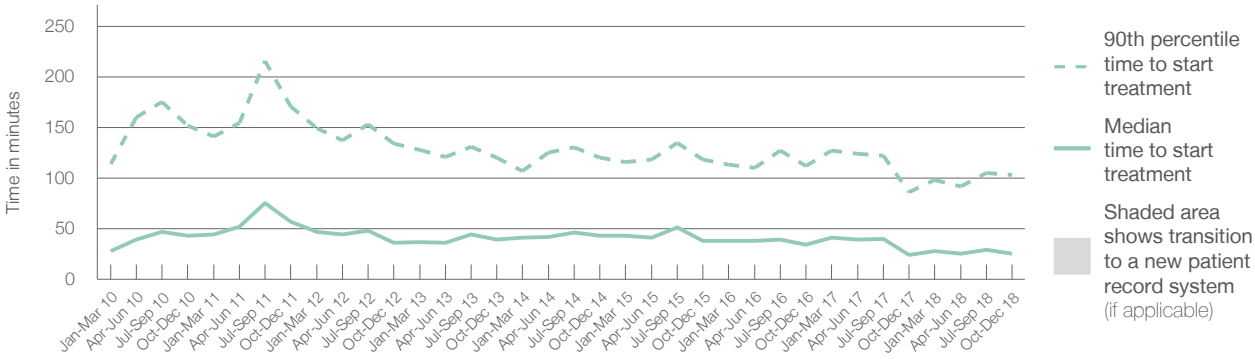
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 873	907	
Number of triage 5 patients used to calculate waiting time:[3] 796	836	
Median time to start treatment[4] 25 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5] 103 minutes	86 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)	43	57	36	39	43	38	34	24	25
90th percentile time to start treatment[5] (minutes)	152	171	134	120	120	118	112	86	103

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

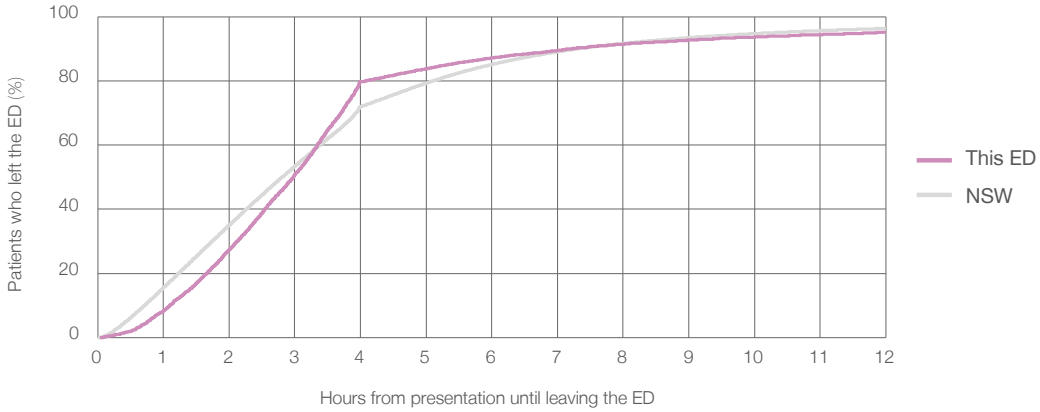
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mount Druitt Hospital: Time patients spent in the ED

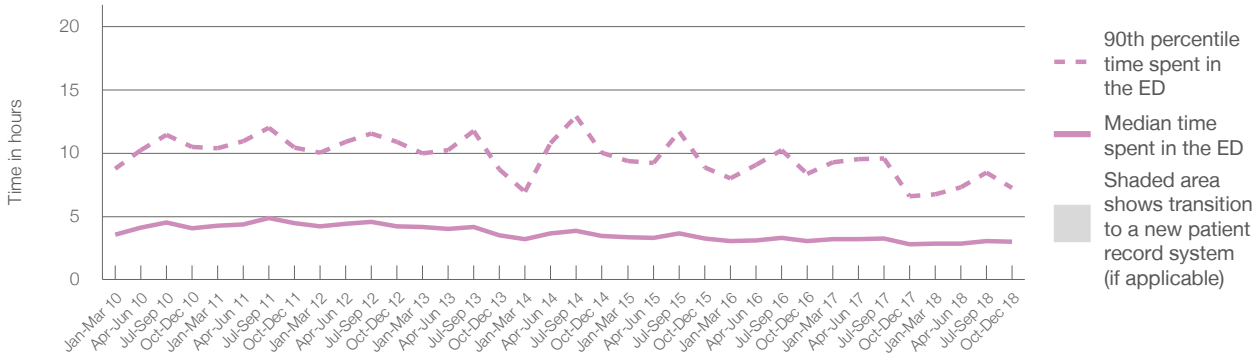
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	8,762 patients	8,502	
Presentations used to calculate time to leaving the ED:[6]	8,762 patients	8,501	
Median time spent in the ED[8]	2 hours and 59 minutes	2 hours and 49 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	7 hours and 14 minutes	6 hours and 37 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)	4h 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m	2h 59m
90th percentile time spent in the ED[9] (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 37m	7h 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.

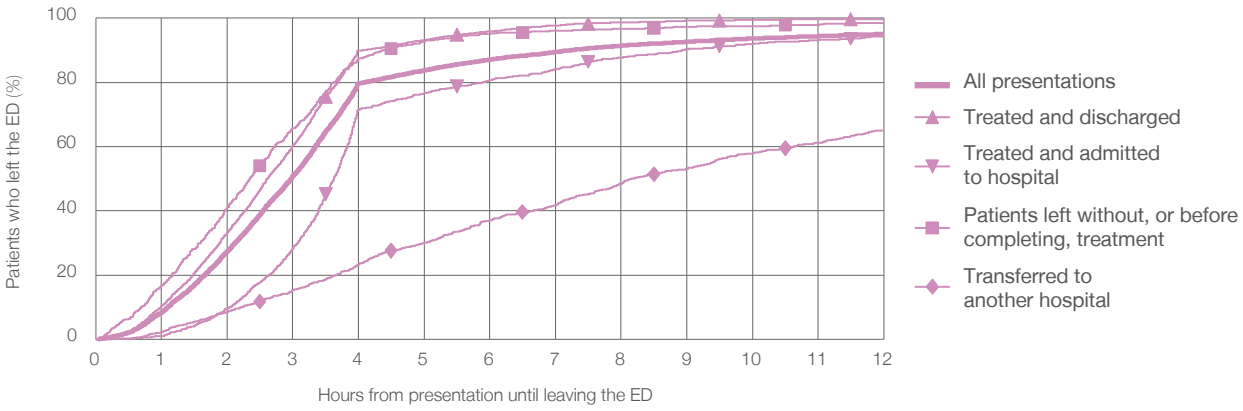
Mount Druitt Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 8,762 patients

Presentations used to calculate time to leaving the ED:[6] 8,762 patients

		Same period last year	Change since one year ago
Treated and discharged	5,830 (66.5%)	5,751	1.4%
Treated and admitted to hospital	1,351 (15.4%)	1,323	2.1%
Patient left without, or before completing, treatment	624 (7.1%)	518	20.5%
Transferred to another hospital	951 (10.9%)	903	5.3%
Other	6 (0.1%)	7	-14.3%
All presentations	8,762	8,501	3%

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	10.3%	33.2%	60.4%	90.0%	95.9%	98.7%	99.5%	99.7%
Treated and admitted to hospital	1.0%	9.5%	28.2%	71.5%	80.7%	87.8%	91.9%	94.4%
Patient left without, or before completing, treatment	16.7%	41.0%	65.9%	87.5%	95.2%	96.6%	97.6%	98.6%
Transferred to another hospital	2.2%	8.6%	15.2%	23.2%	37.0%	48.4%	57.8%	65.1%
All presentations	8.4%	27.4%	50.9%	79.7%	87.1%	91.4%	93.6%	95.1%

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

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

Mount Druitt Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	8,762 patients	8,502	3%
Presentations used to calculate time to leaving the ED: [6]	8,762 patients	8,501	3%
Percentage of patients who spent four hours or less in the ED	79.7%	80.0%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	48.7%	43.8%	47.3%	60.7%	62.8%	69.1%	71.9%	80.0%	79.7%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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).

Westmead Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	20,318 patients	19,296	5%
Emergency presentations:[2]	20,168 patients	19,151	5%

Westmead Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	6,310 patients	5,872	
Median time to start treatment[4]	13 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	62 minutes	39 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	7,452 patients	6,866	
Median time to start treatment[4]	34 minutes	25 minutes	20 minutes
90th percentile time to start treatment[5]	133 minutes	95 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,475 patients	4,508	
Median time to start treatment[4]	47 minutes	42 minutes	26 minutes
90th percentile time to start treatment[5]	140 minutes	122 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,356 patients	1,376	
Median time to start treatment[4]	40 minutes	46 minutes	23 minutes
90th percentile time to start treatment[5]	131 minutes	132 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	20,316 patients	19,294	5%
Percentage of patients who spent four hours or less in the ED	64%	58%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

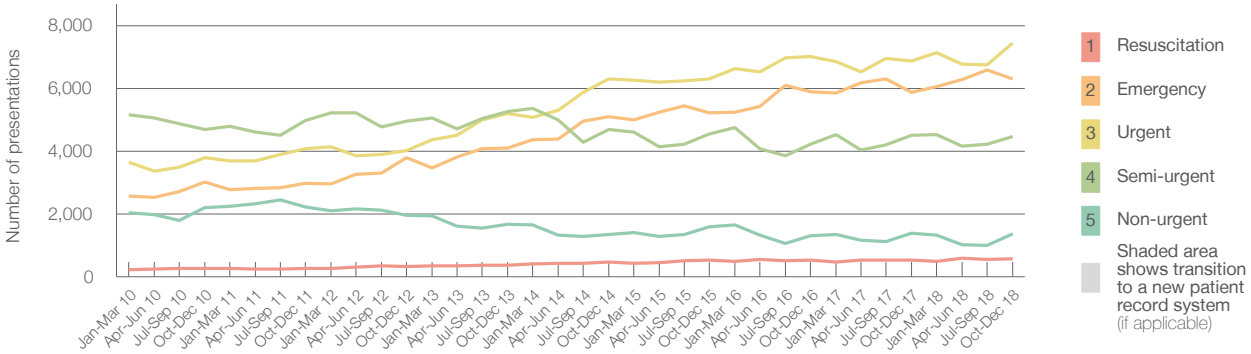
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Westmead Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	20,318 patients	19,296	5%
Emergency presentations[2] by triage category:	20,168 patients	19,151	5%
1 Resuscitation	575 (2.9%)	529	8.7%
2 Emergency	6,310 (31.3%)	5,872	7.5%
3 Urgent	7,452 (36.9%)	6,866	8.5%
4 Semi-urgent	4,475 (22.2%)	4,508	-0.7%
5 Non-urgent	1,356 (6.7%)	1,376	-1.5%

Emergency presentations[2] 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	269	270	315	370	472	527	532	529	575
Emergency	3,020	2,967	3,802	4,089	5,104	5,219	5,894	5,872	6,310
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866	7,452
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508	4,475
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376	1,356
All emergency presentations	13,988	14,522	15,055	16,611	17,892	18,189	18,979	19,151	20,168

Westmead Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	5,972 patients	5,378	
ED Transfer of care time			
Median time	13 minutes	12 minutes	1 minute
90th percentile time	26 minutes	23 minutes	3 minutes

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

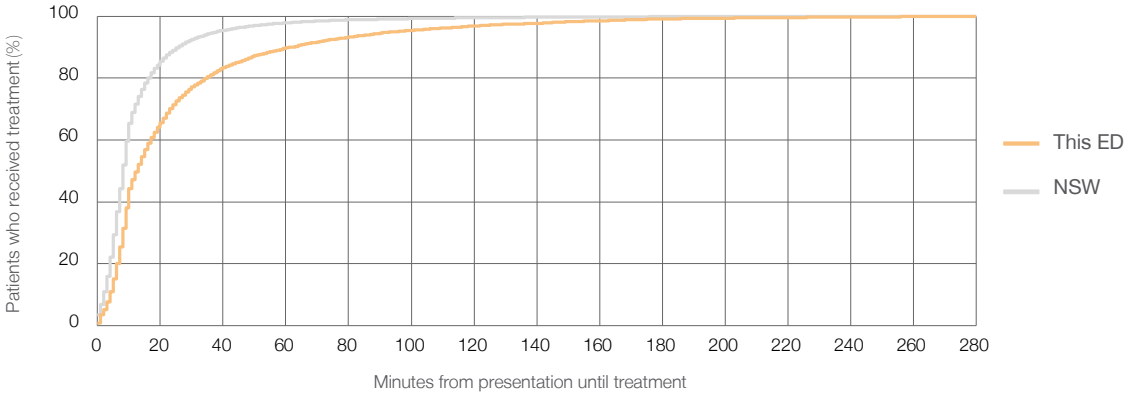
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

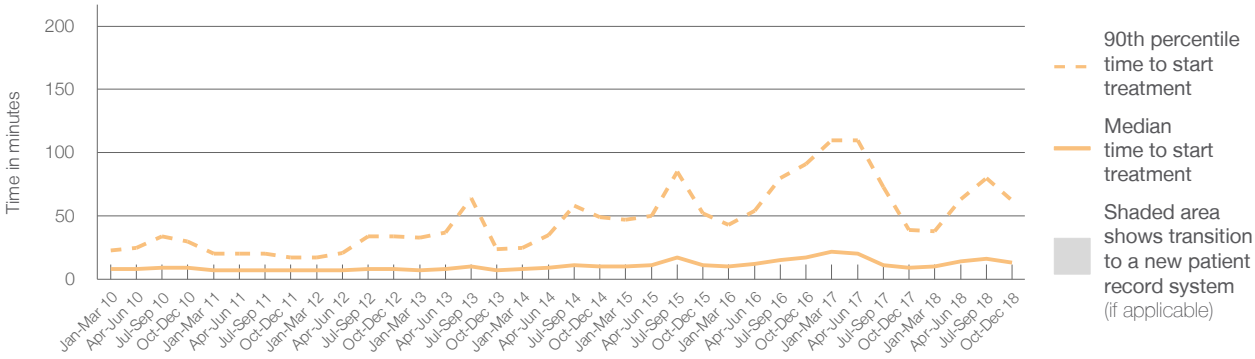
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 6,310	5,872	
Number of triage 2 patients used to calculate waiting time: [3] 6,195	5,800	
Median time to start treatment [4] 13 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5] 62 minutes	39 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)	9	7	8	7	10	11	17	9	13
90th percentile time to start treatment [5] (minutes)	30	17	34	24	49	52	91	39	62

(†) 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.

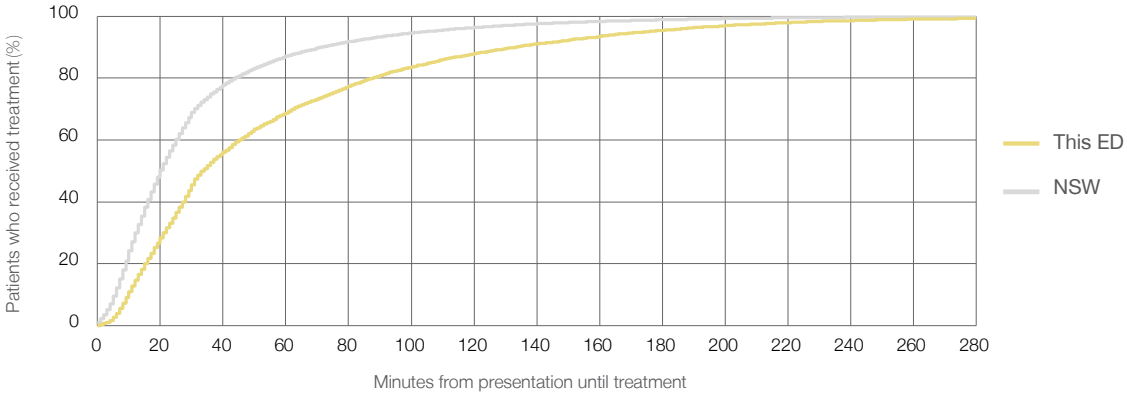
Westmead Hospital: Time patients waited to start treatment, triage 3

October to December 2018

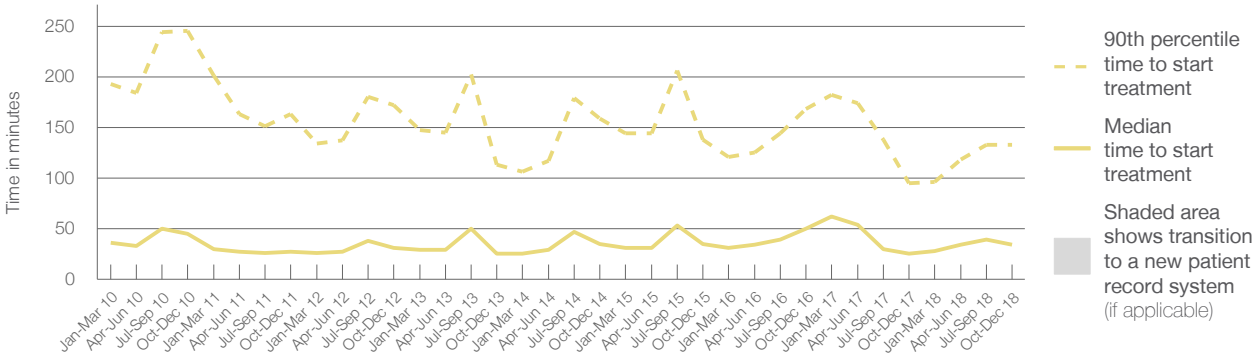
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

	Same period last year	NSW (this period)
Number of triage 3 patients: 7,452	6,866	
Number of triage 3 patients used to calculate waiting time:[3] 7,036	6,562	
Median time to start treatment[4] 34 minutes	25 minutes	20 minutes
90th percentile time to start treatment[5] 133 minutes	95 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)	45	27	31	25	35	35	50	25	34
90th percentile time to start treatment[5] (minutes)	245	163	172	113	159	138	168	95	133

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

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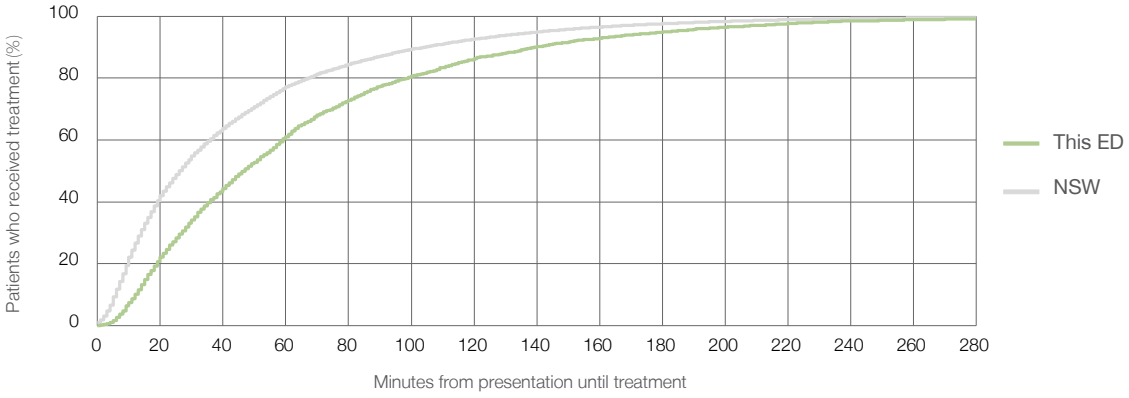
Westmead Hospital: Time patients waited to start treatment, triage 4

October to December 2018

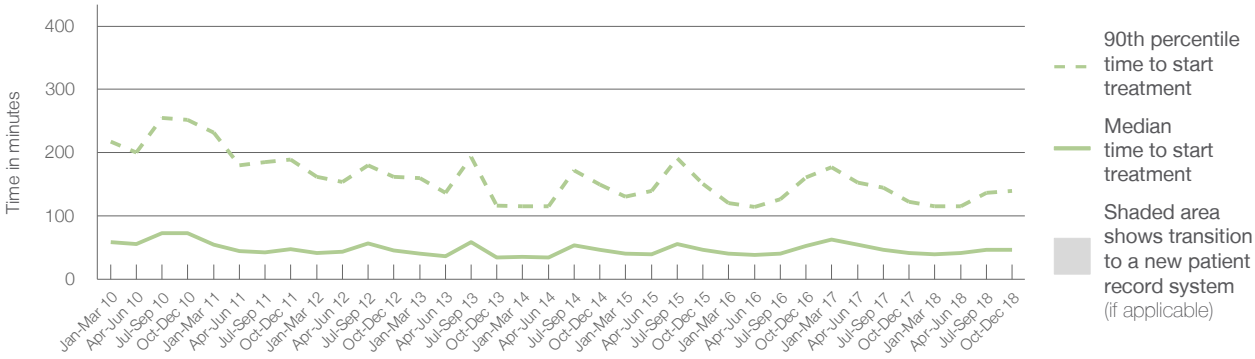
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,475	4,508	
Number of triage 4 patients used to calculate waiting time:[3]	4,155	4,221	
Median time to start treatment[4]	47 minutes	42 minutes	26 minutes
90th percentile time to start treatment[5]	140 minutes	122 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)	73	48	46	34	47	47	53	42	47
90th percentile time to start treatment[5] (minutes)	252	189	162	116	150	151	161	122	140

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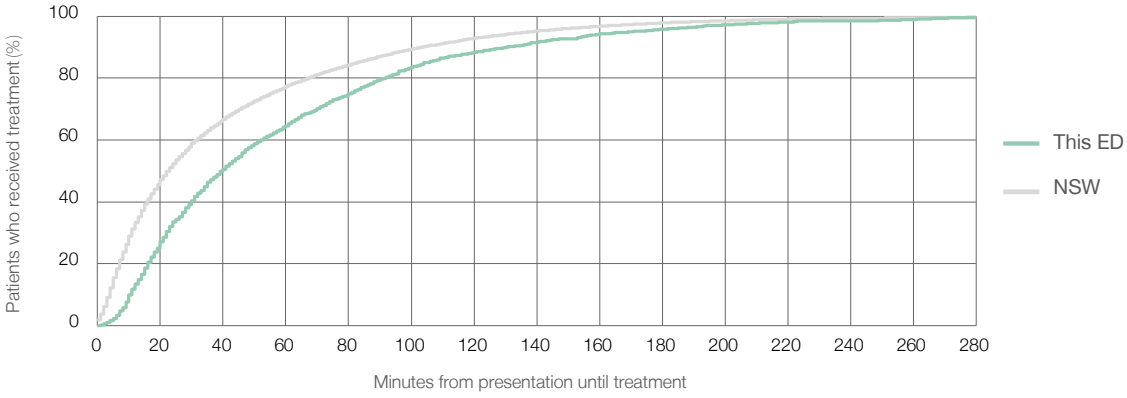
Westmead Hospital: Time patients waited to start treatment, triage 5

October to December 2018

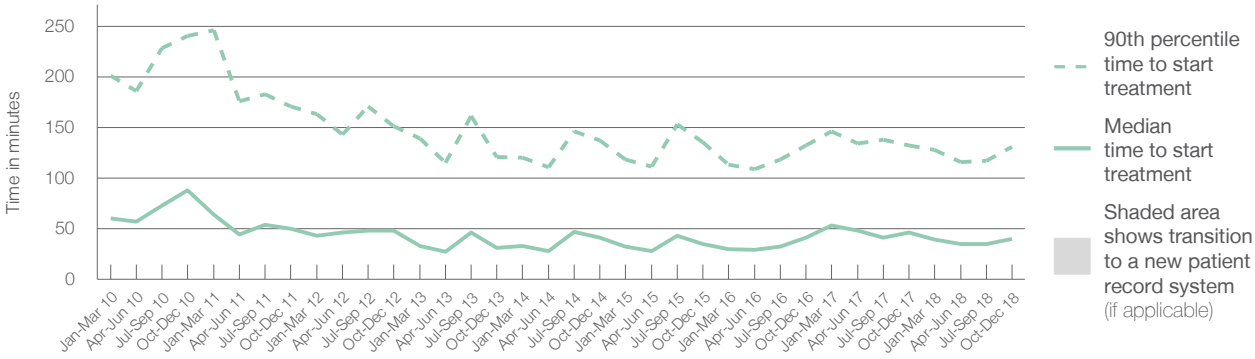
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,356	1,376	
Number of triage 5 patients used to calculate waiting time:[3]	1,228	1,238	
Median time to start treatment[4]	40 minutes	46 minutes	23 minutes
90th percentile time to start treatment[5]	131 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)	88	50	48	31	41	35	41	46	40
90th percentile time to start treatment[5] (minutes)	240	171	151	121	137	135	132	132	131

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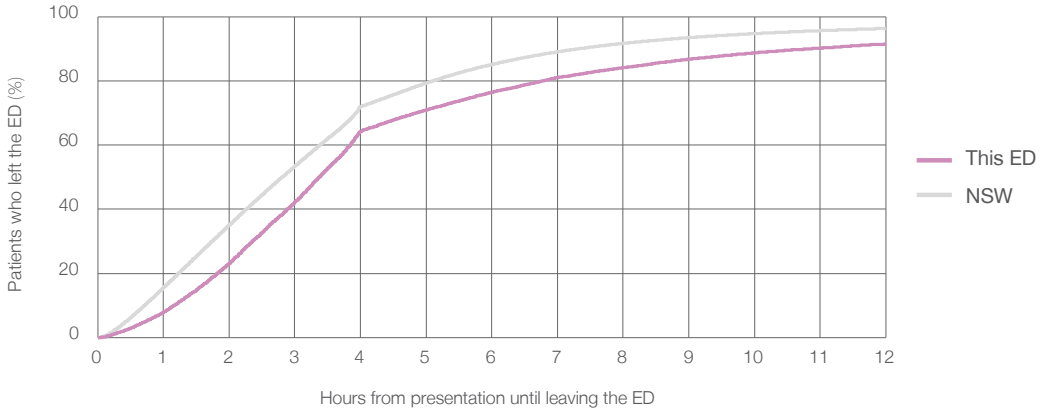
Westmead Hospital: Time patients spent in the ED

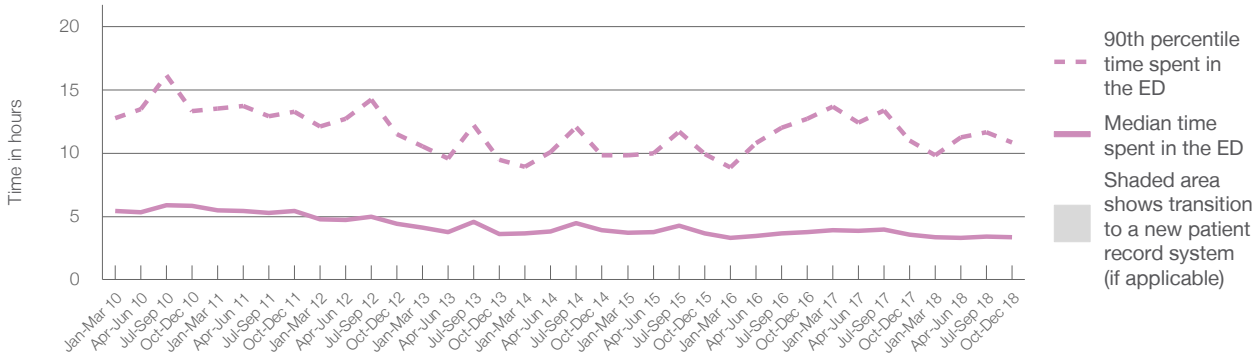
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	20,318 patients	19,296	
Presentations used to calculate time to leaving the ED:[6]	20,316 patients	19,294	
Median time spent in the ED[8]	3 hours and 23 minutes	3 hours and 35 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	10 hours and 51 minutes	11 hours and 1 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)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m	3h 23m
90th percentile time spent in the ED[9] (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m	10h 51m

(†) 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.

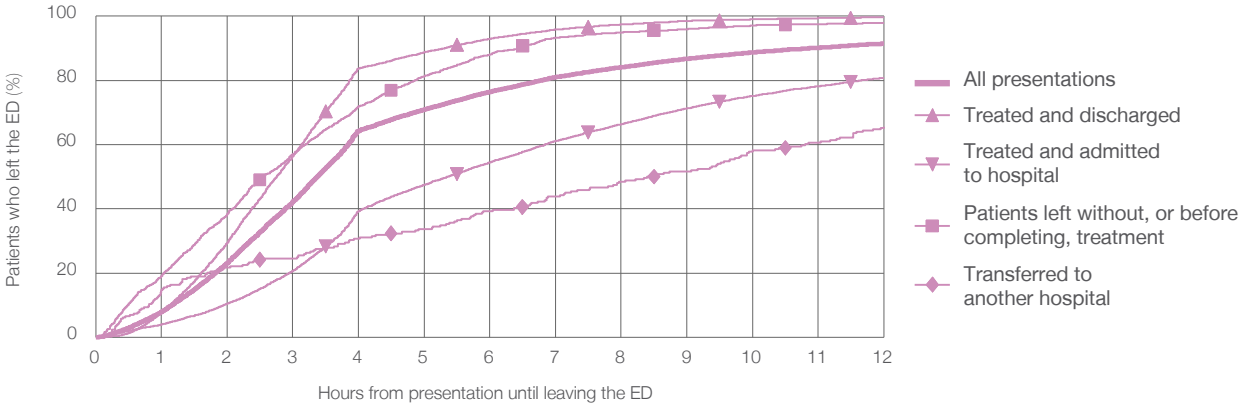
Westmead Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 20,318 patients

Presentations used to calculate time to leaving the ED:[6] 20,316 patients

		Same period last year	Change since one year ago
Treated and discharged	9,865 (48.6%)	19,294	5%
Treated and admitted to hospital	8,142 (40.1%)	9,074	8.7%
Patient left without, or before completing, treatment	1,729 (8.5%)	8,209	-0.8%
Transferred to another hospital	244 (1.2%)	1,356	27.5%
Other	338 (1.7%)	250	-2.4%
		407	-17.0%

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	7.7%	29.4%	56.4%	83.7%	93.0%	97.5%	99.0%	99.6%
Treated and admitted to hospital	4.1%	10.5%	20.8%	39.3%	54.4%	66.3%	75.1%	80.8%
Patient left without, or before completing, treatment	19.2%	38.5%	57.0%	71.9%	88.1%	95.0%	97.1%	98.0%
Transferred to another hospital	14.8%	21.7%	24.6%	30.7%	39.3%	48.4%	58.2%	65.6%
All presentations	8.0%	23.1%	42.2%	64.3%	76.5%	84.1%	88.7%	91.5%

(†) 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.

Westmead Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	20,318 patients	19,296	5%
Presentations used to calculate time to leaving the ED: [6]	20,316 patients	19,294	5%
Percentage of patients who spent four hours or less in the ED	64.3%	58.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	30.3%	34.8%	45.2%	61.7%	52.7%	57.9%	54.5%	58.3%	64.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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).