

Concord Hospital: Emergency department (ED) overview

July to September 2016



All presentations:¹ 9,602 patients
 Emergency presentations:² 9,566 patients

Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%

Concord Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,082 patients

Median time to start treatment⁴  8 minutes
 95th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,348 patients

Median time to start treatment⁴  21 minutes
 95th percentile time to start treatment⁵  80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,714 patients

Median time to start treatment⁴  28 minutes
 95th percentile time to start treatment⁵  113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients

Median time to start treatment⁴  23 minutes
 95th percentile time to start treatment⁵  114 minutes

Same period last year	NSW (this period)
1,027	
9 minutes	8 minutes
21 minutes	41 minutes
3,294	
26 minutes	21 minutes
107 minutes	103 minutes
4,737	
34 minutes	27 minutes
156 minutes	139 minutes
341	
27 minutes	24 minutes
151 minutes	138 minutes

Concord Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,599 patients

Percentage of patients who spent four hours or less in the ED  73.2%

Same period last year	Change since one year ago
9,500	1.0%
67.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

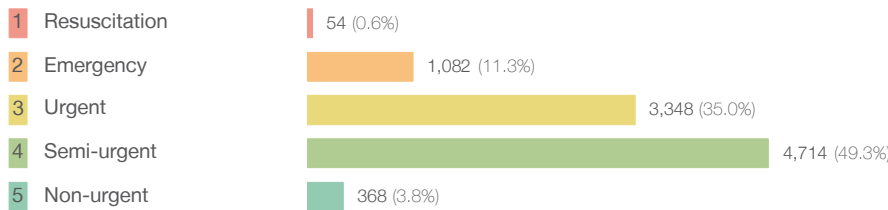
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Concord Hospital: Patients presenting to the emergency department July to September 2016

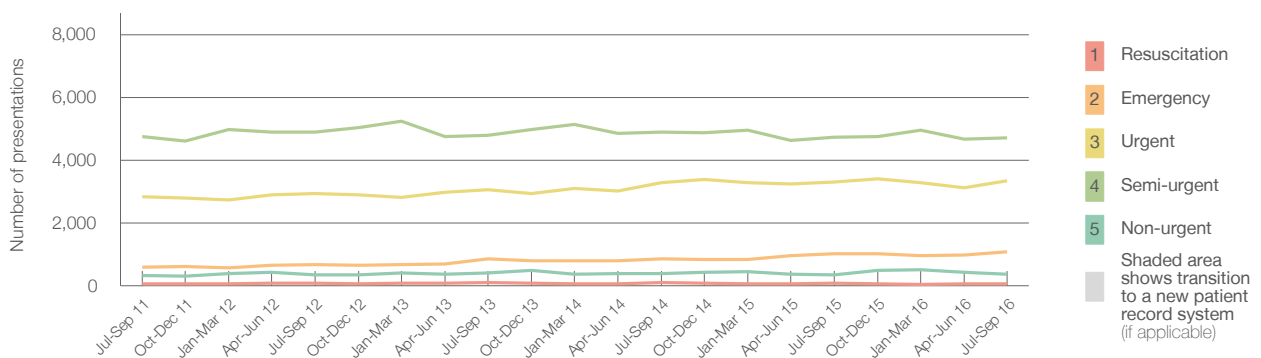
All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,566 patients



Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%
80	-32.5%
1,027	5.4%
3,294	1.6%
4,737	-0.5%
341	7.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	60	84	93	91	80	54
Emergency	586	662	859	861	1,027	1,082
Urgent	2,843	2,938	3,052	3,275	3,294	3,348
Semi-urgent	4,746	4,903	4,783	4,886	4,737	4,714
Non-urgent	322	343	407	376	341	368
All emergency presentations	8,557	8,930	9,194	9,489	9,479	9,566

Concord Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,327 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,339	
13 minutes	-2 minutes
36 minutes	-14 minutes

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

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

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

July to September 2016

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

Number of triage 2 patients: 1,082

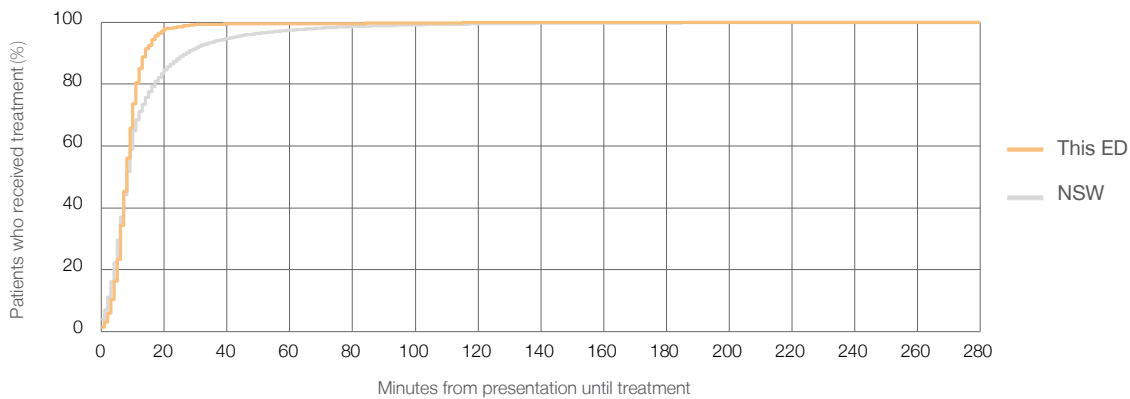
Number of triage 2 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 8 minutes

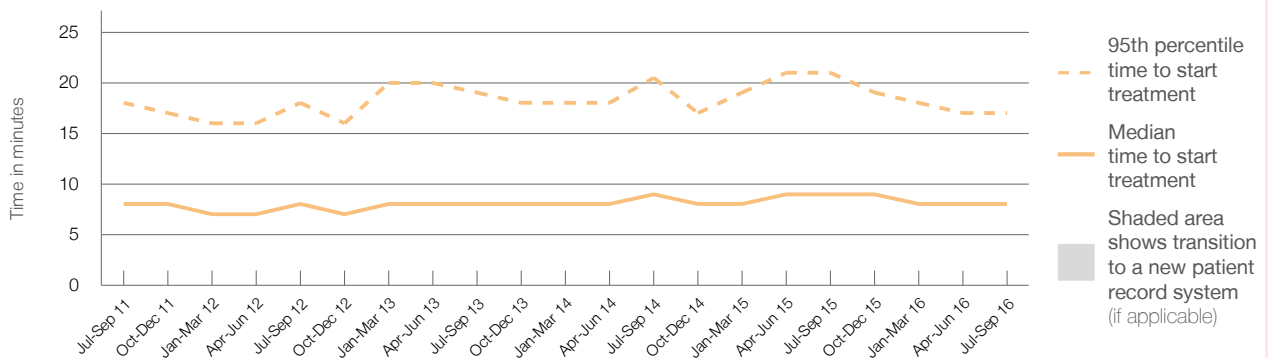
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,027	1,026
9 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	9	9	8
95th percentile time to start treatment ⁵ (minutes)	18	18	19	21	21	17

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Concord Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,348

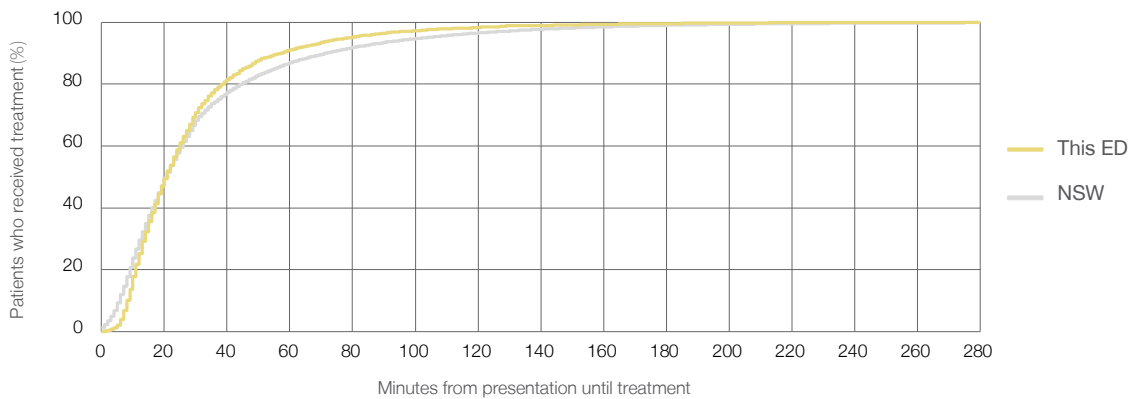
Number of triage 3 patients used to calculate waiting time:³ 3,276

Median time to start treatment⁴ 21 minutes

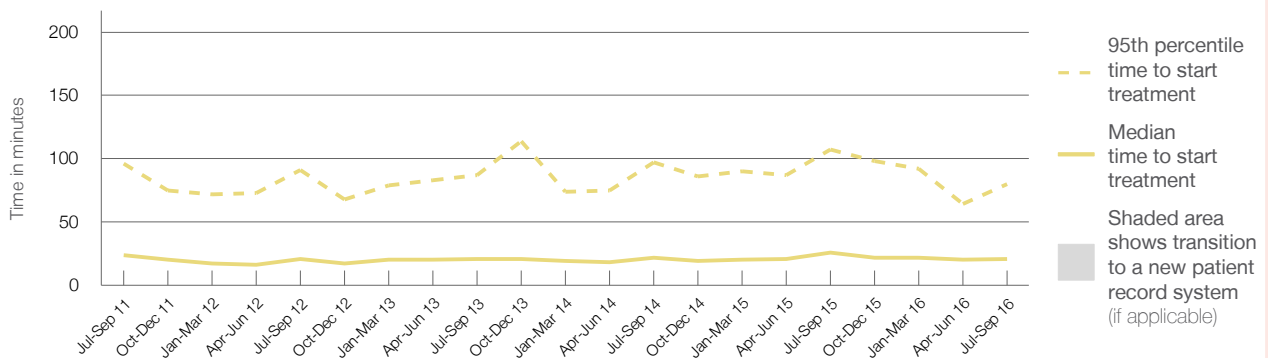
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
3,294	3,239
26 minutes	21 minutes
107 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	21	22	26	21
95th percentile time to start treatment ⁵ (minutes)	96	91	87	97	107	80

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Concord Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,714

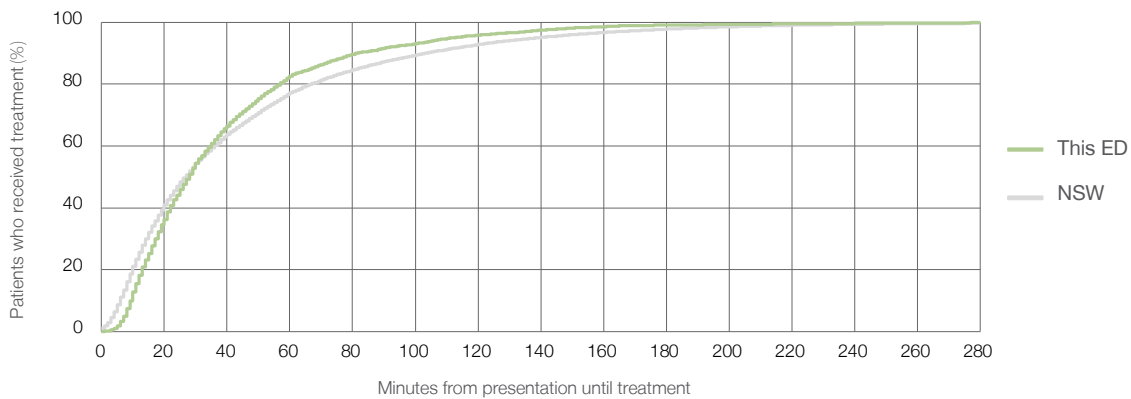
Number of triage 4 patients used to calculate waiting time:³ 4,454

Median time to start treatment⁴ 28 minutes

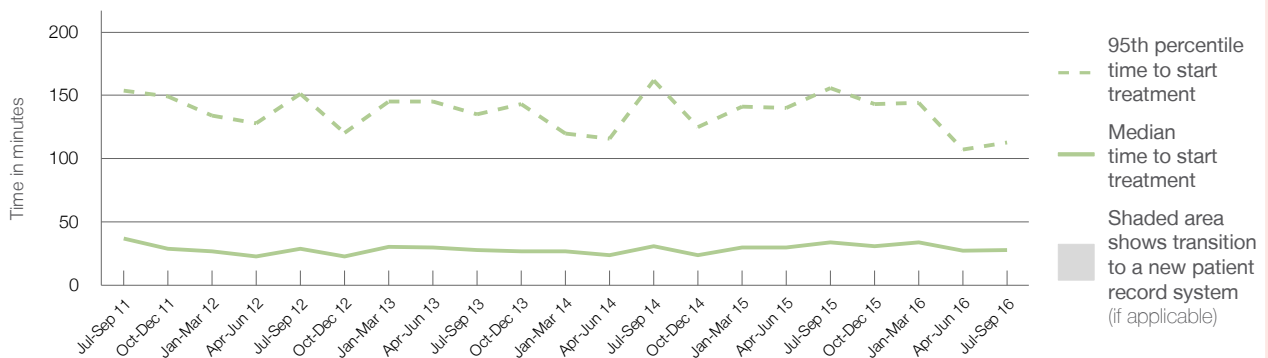
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,737	4,526
34 minutes	27 minutes
156 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	28	31	34	28
95th percentile time to start treatment ⁵ (minutes)	154	151	135	162	156	113

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Concord Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 368

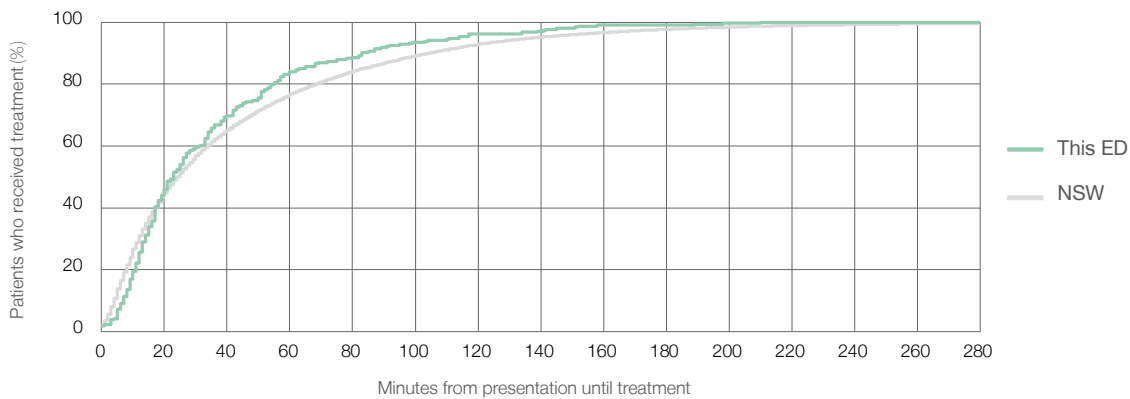
Number of triage 5 patients used to calculate waiting time:³ 307

Median time to start treatment⁴ 23 minutes

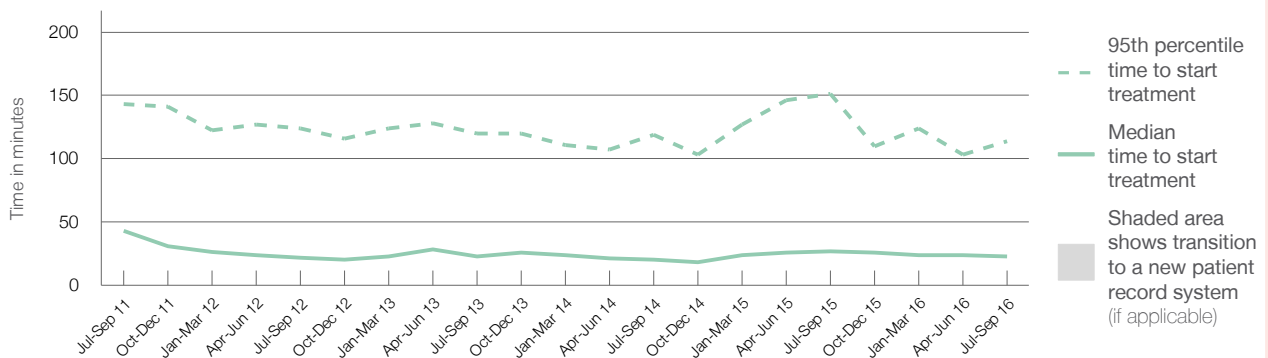
95th percentile time to start treatment⁵ 114 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	341	301
Median time to start treatment ⁴	27 minutes	24 minutes
95th percentile time to start treatment ⁵	151 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	22	23	20	27	23
95th percentile time to start treatment ⁵ (minutes)	143	124	120	119	151	114

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Concord Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 9,602 patients

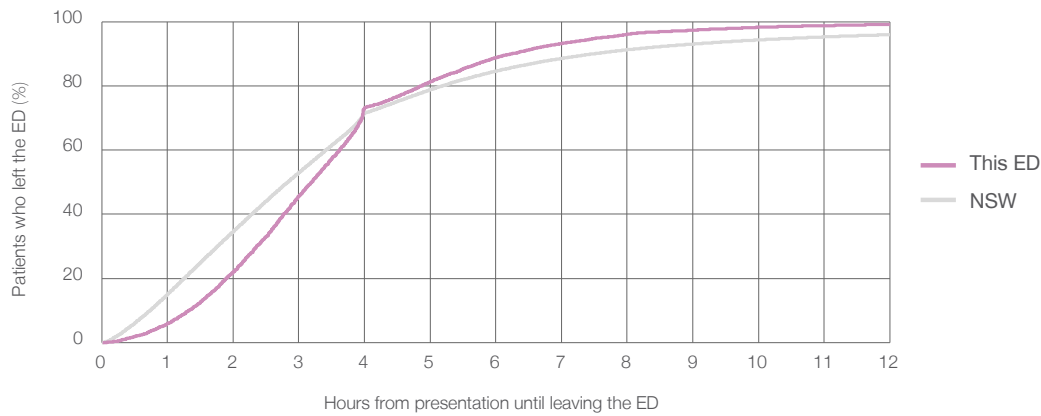
Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

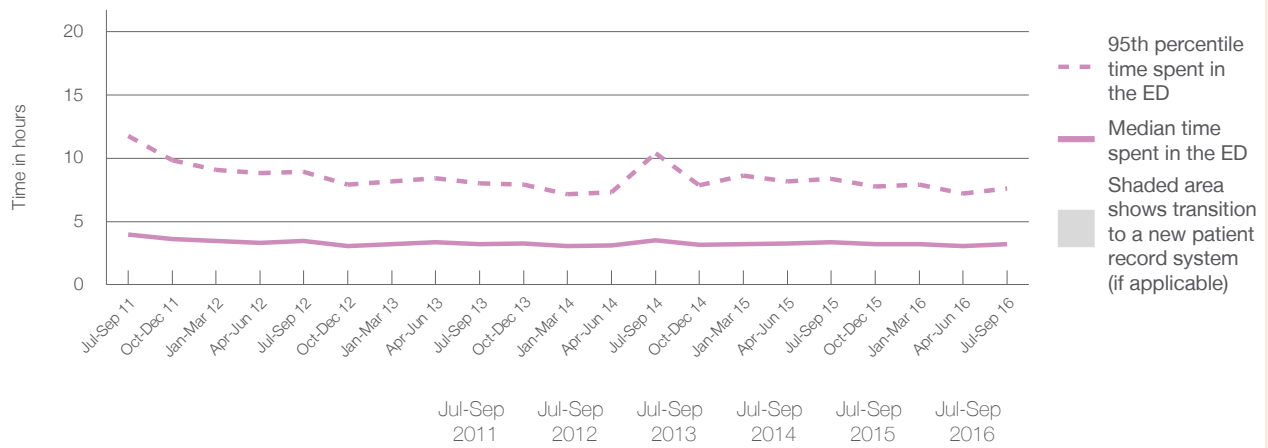
95th percentile time spent in the ED⁹ 7 hours and 36 minutes

Same period last year	NSW (this period)
9,502	
9,500	
3 hours and 23 minutes	2 hours and 50 minutes
8 hours and 24 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 45m	8h 55m	8h 0m	10h 24m	8h 24m	7h 36m

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

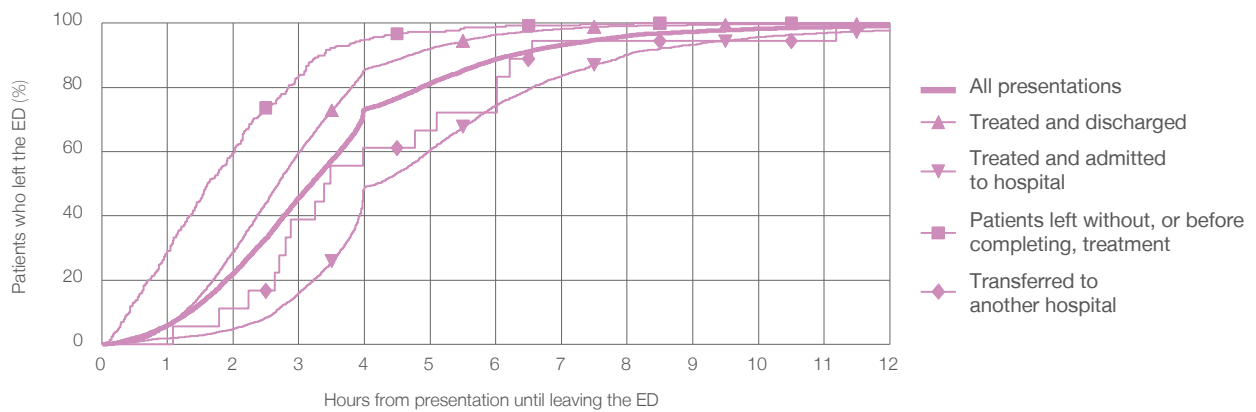
All presentations:¹ 9,602 patients

Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Treated and discharged	5,831 (60.7%)
Treated and admitted to hospital	3,321 (34.6%)
Patient left without, or before completing, treatment	300 (3.1%)
Transferred to another hospital	18 (0.2%)
Other	132 (1.4%)

Same period last year	Change since one year ago
9,500	1.0%
5,923	-1.6%
3,216	3.3%
280	7.1%
17	5.9%
66	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	28.8%	59.9%	85.6%	96.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.9%	4.7%	16.0%	49.0%	74.4%	90.2%	95.7%	97.8%
Patient left without, or before completing, treatment	29.0%	59.7%	83.7%	95.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	0%	11.1%	38.9%	61.1%	72.2%	94.4%	94.4%	100%
All presentations	5.9%	22.1%	45.7%	73.2%	88.8%	96.1%	98.2%	99.2%

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Concord Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,602 patients

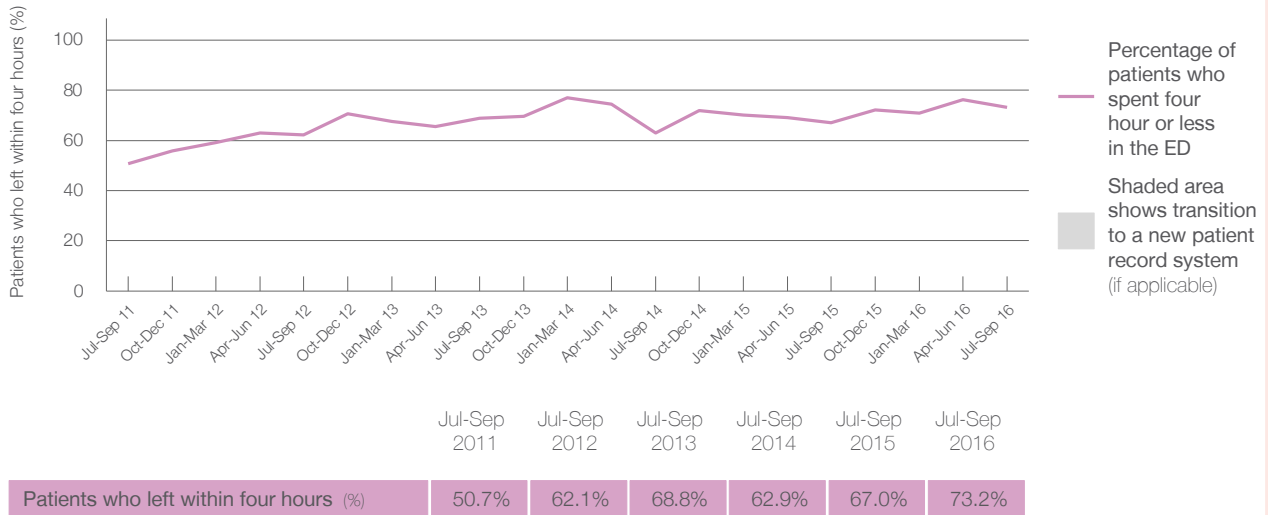
Presentations used to calculate time to leaving the ED: ⁶ 9,599 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,502	1.1%
Presentations used to calculate time to leaving the ED	9,500	1.0%
Percentage of patients who spent four hours or less in the ED	67.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).