

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,701 patients
Emergency presentations:² 5,499 patients

Same period last year	Change since one year ago
5,596	1.9%
5,390	2.0%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 581 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,636 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,861 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
474	
12 minutes	8 minutes
34 minutes	41 minutes
1,481	
19 minutes	21 minutes
53 minutes	103 minutes
2,838	
21 minutes	27 minutes
86 minutes	139 minutes
581	
26 minutes	24 minutes
136 minutes	138 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,674 patients

Percentage of patients who spent four hours or less in the ED 77.8%

Same period last year	Change since one year ago
5,596	1.4%
81.3%	

* 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.

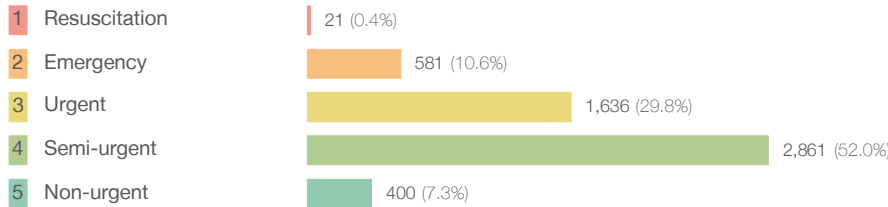
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2016

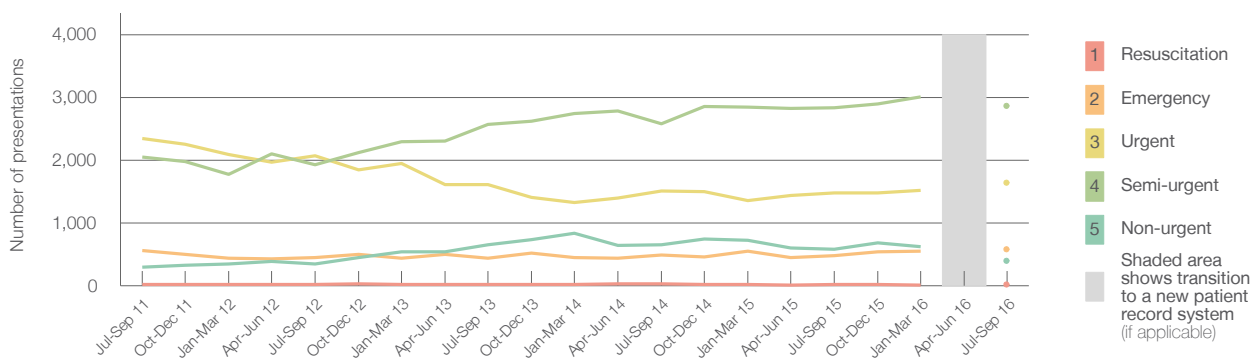
All presentations:¹ 5,701 patients

Emergency presentations² by triage category: 5,499 patients



Same period last year	Change since one year ago
5,596	1.9%
5,390	2.0%
16	31.3%
474	22.6%
1,481	10.5%
2,838	0.8%
581	-31.2%

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	15	24	20	25	16	21
Emergency	560	446	440	485	474	581
Urgent	2,344	2,068	1,607	1,505	1,481	1,636
Semi-urgent	2,051	1,922	2,567	2,580	2,838	2,861
Non-urgent	295	341	648	656	581	400
All emergency presentations	5,265	4,801	5,282	5,251	5,390	5,499

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 886 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,083	
16 minutes	3 minutes
39 minutes	16 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 581

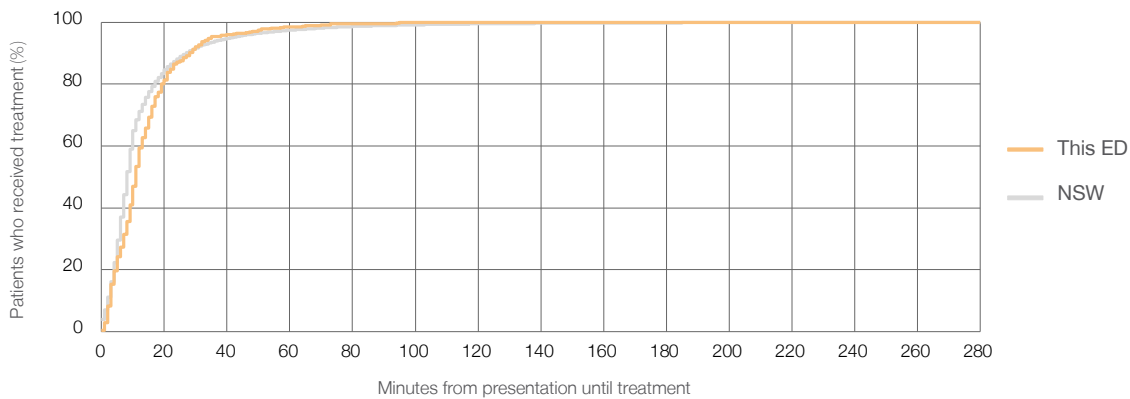
Number of triage 2 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 11 minutes

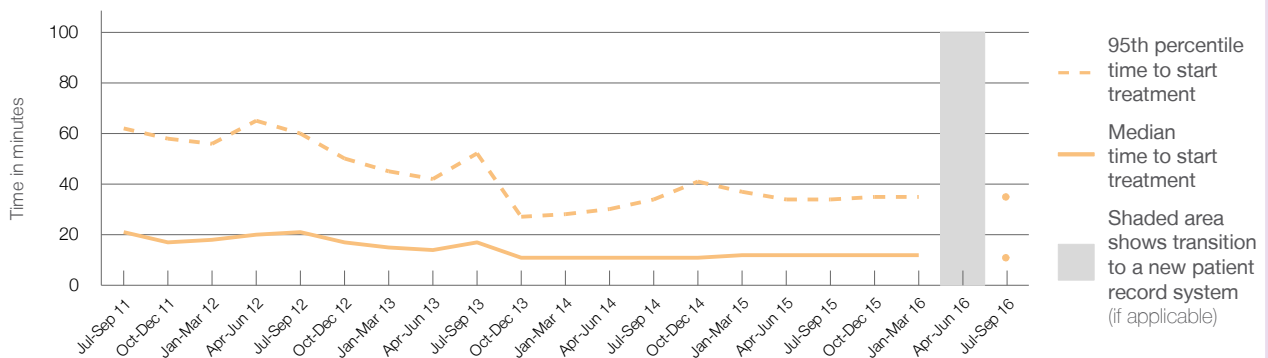
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
474	474
12 minutes	8 minutes
34 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)	21	21	17	11	12	11
95th percentile time to start treatment ⁵ (minutes)	62	60	52	34	34	35

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Hawkesbury District Health Services: 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: 1,636

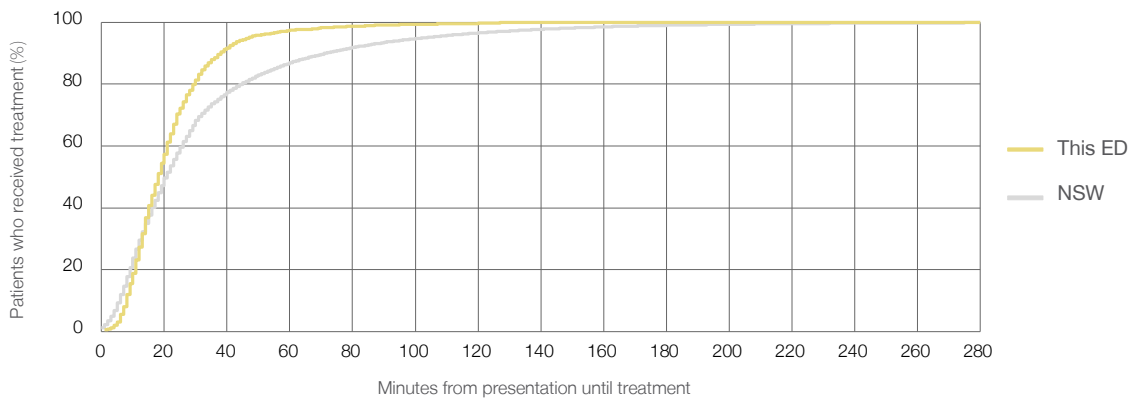
Number of triage 3 patients used to calculate waiting time:³ 1,634

Median time to start treatment⁴ 18 minutes

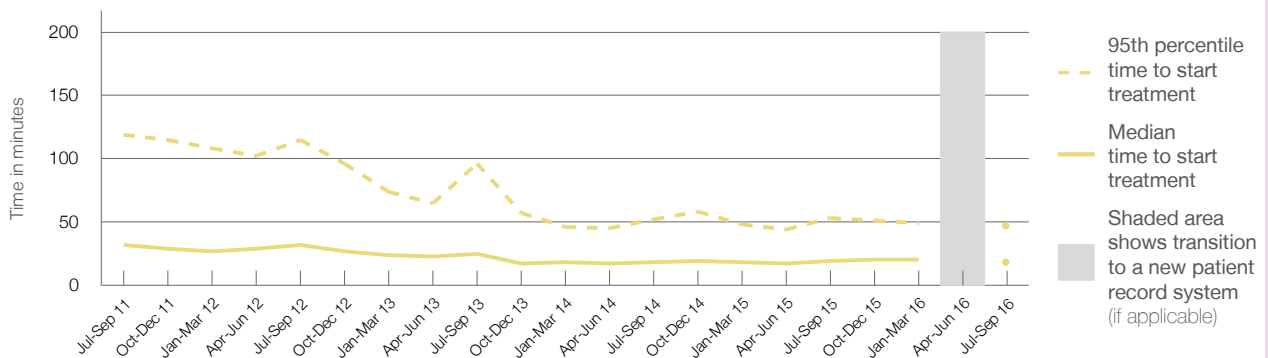
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,481	1,480
19 minutes	21 minutes
53 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)	32	32	25	18	19	18
95th percentile time to start treatment ⁵ (minutes)	119	115	96	52	53	47

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Hawkesbury District Health Services: 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: 2,861

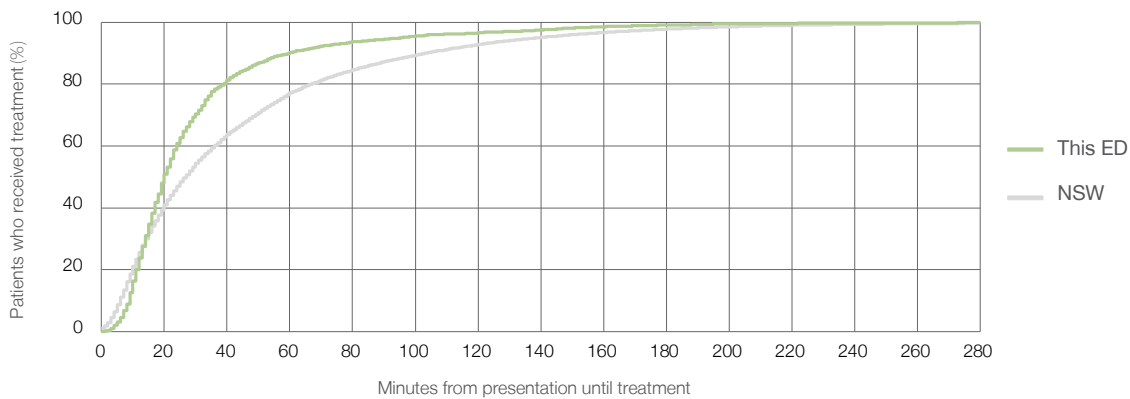
Number of triage 4 patients used to calculate waiting time:³ 2,853

Median time to start treatment⁴ 20 minutes

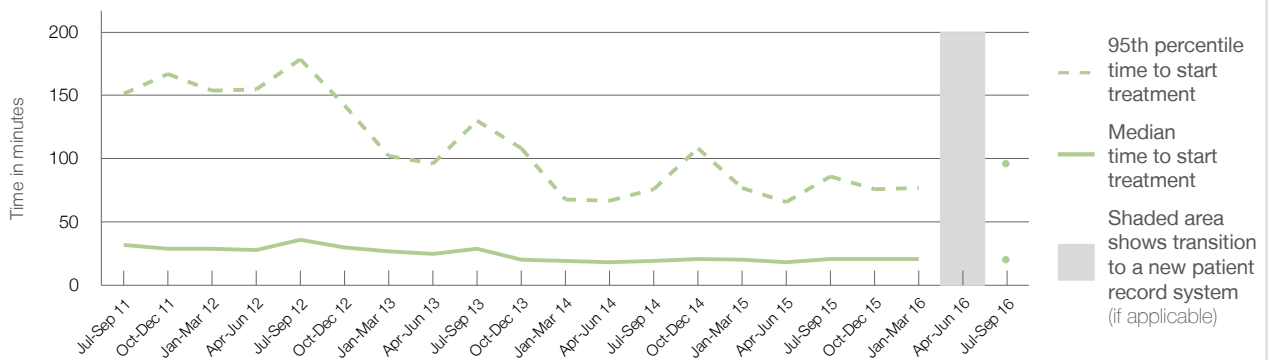
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,838	2,817
21 minutes	27 minutes
86 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)	32	36	29	19	21	20
95th percentile time to start treatment ⁵ (minutes)	151	179	130	76	86	96

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Hawkesbury District Health Services: 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: 400

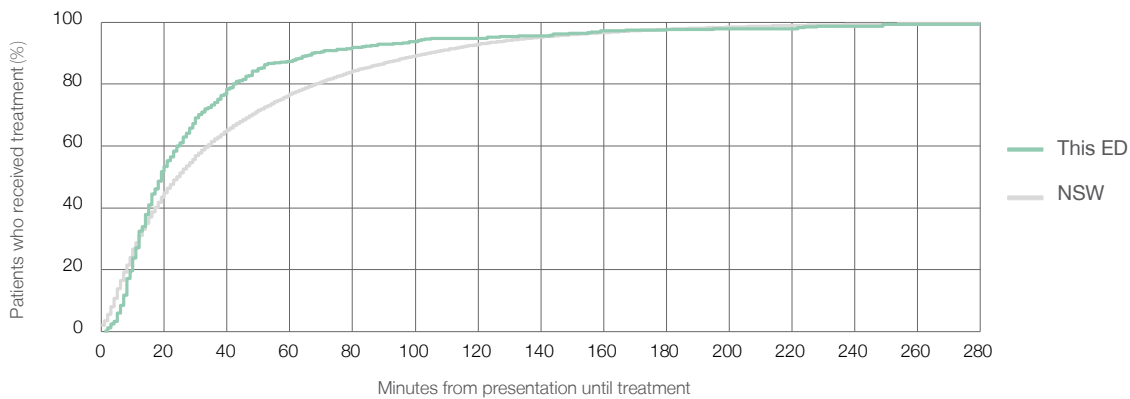
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 19 minutes

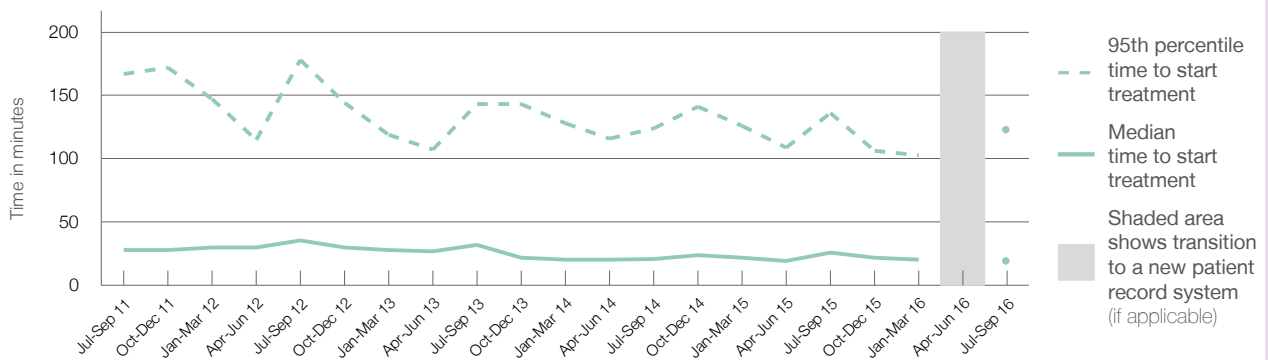
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
581	558
26 minutes	24 minutes
136 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)	28	36	32	21	26	19
95th percentile time to start treatment ⁵ (minutes)	167	178	143	124	136	123

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Hawkesbury District Health Services: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,701 patients

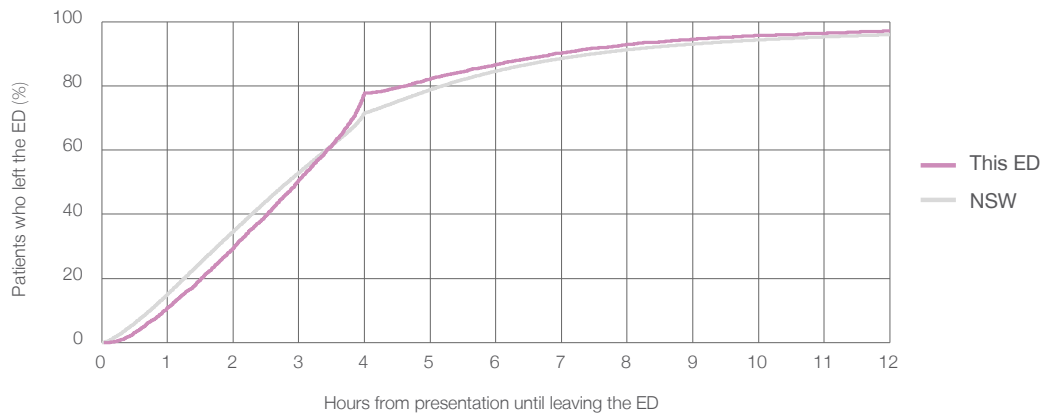
Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

95th percentile time spent in the ED⁹ 9 hours and 22 minutes

Same period last year	NSW (this period)
5,596	5,596
2 hours and 51 minutes	2 hours and 50 minutes
7 hours and 45 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)	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 13m	16h 36m	8h 52m	7h 51m	7h 45m	9h 22m

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Hawkesbury District Health Services: Time patients spent in the ED By mode of separation July to September 2016

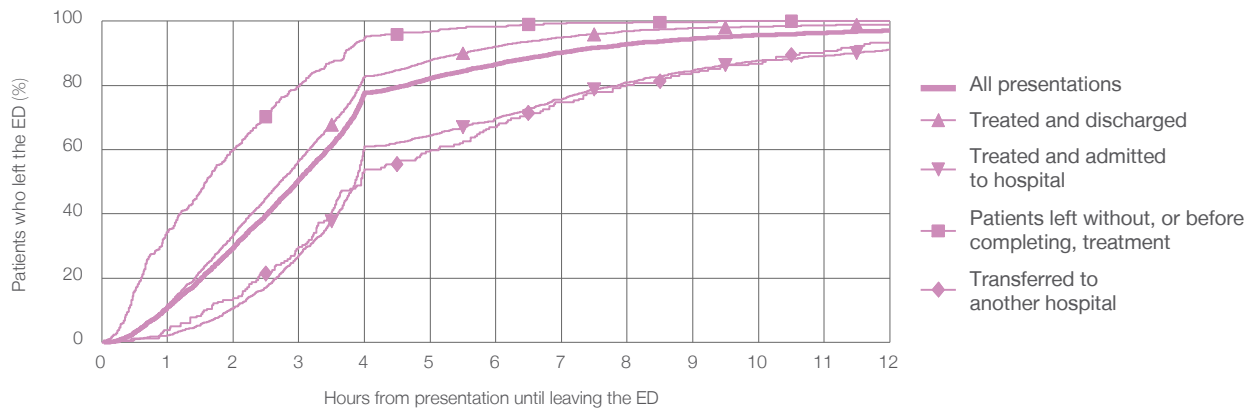
All presentations:¹ 5,701 patients

Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Treated and discharged	3,784 (66.4%)
Treated and admitted to hospital	1,301 (22.8%)
Patient left without, or before completing, treatment	397 (7.0%)
Transferred to another hospital	182 (3.2%)
Other	37 (0.6%)

Same period last year	Change since one year ago
5,596	1.4%
3,629	4.3%
1,196	8.8%
592	-32.9%
169	7.7%
10	270.0%

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	11.7%	33.5%	56.6%	82.8%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	2.1%	10.6%	27.1%	61.0%	69.7%	80.9%	87.7%	91.2%
Patient left without, or before completing, treatment	34.3%	59.9%	79.8%	95.0%	98.2%	99.5%	100%	100%
Transferred to another hospital	3.8%	13.7%	29.7%	53.8%	67.0%	80.2%	86.8%	93.4%
All presentations	10.9%	29.5%	50.7%	77.8%	86.6%	92.9%	95.7%	97.1%

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Hawkesbury District Health Services: 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 5,701 patients

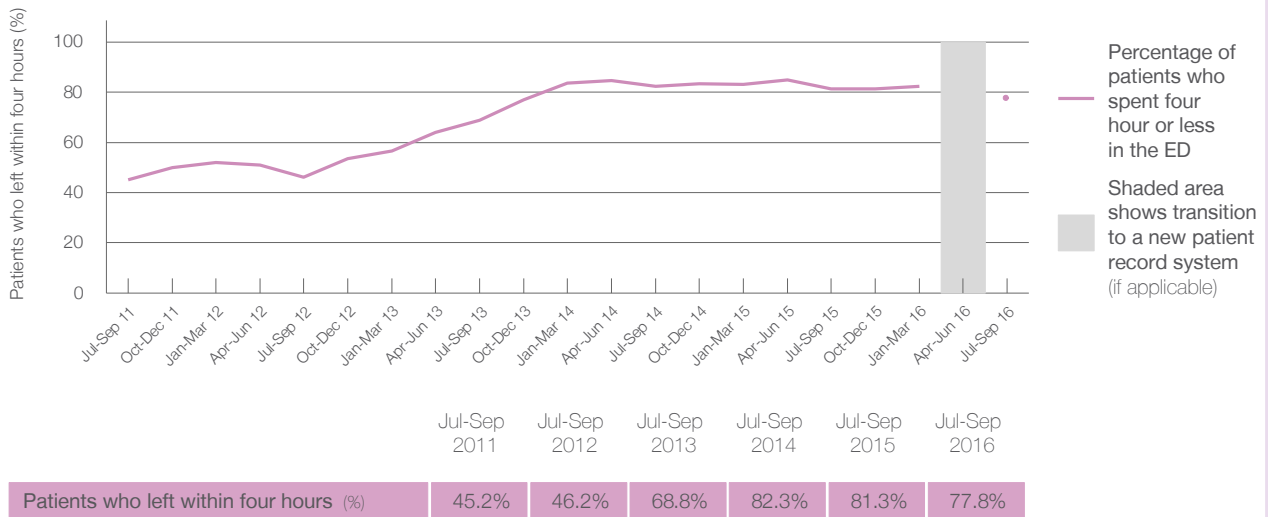
Presentations used to calculate time to leaving the ED: ⁶ 5,674 patients

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	5,596	1.9%
Presentations used to calculate time to leaving the ED	5,596	1.4%
Percentage of patients who spent four hours or less in the ED	81.3%	

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.

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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: 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).