

Sutherland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations:² 12,367 patients

Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,669 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,010 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 925 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,783	
15 minutes	8 minutes
44 minutes	41 minutes
5,029	
30 minutes	21 minutes
90 minutes	103 minutes
4,582	
32 minutes	27 minutes
105 minutes	139 minutes
919	
29 minutes	24 minutes
118 minutes	138 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,459 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,480	-0.2%
68.4%	

* 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: Emergency department measures, July to September 2016.
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 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.
6. All presentations that have a departure time.

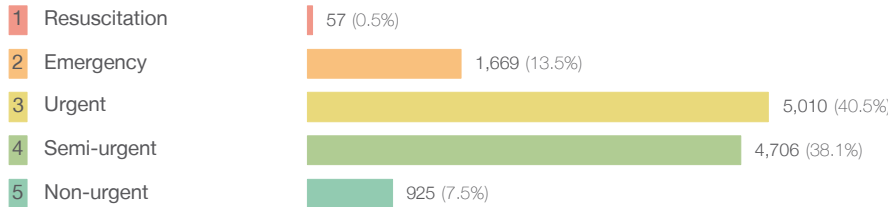
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

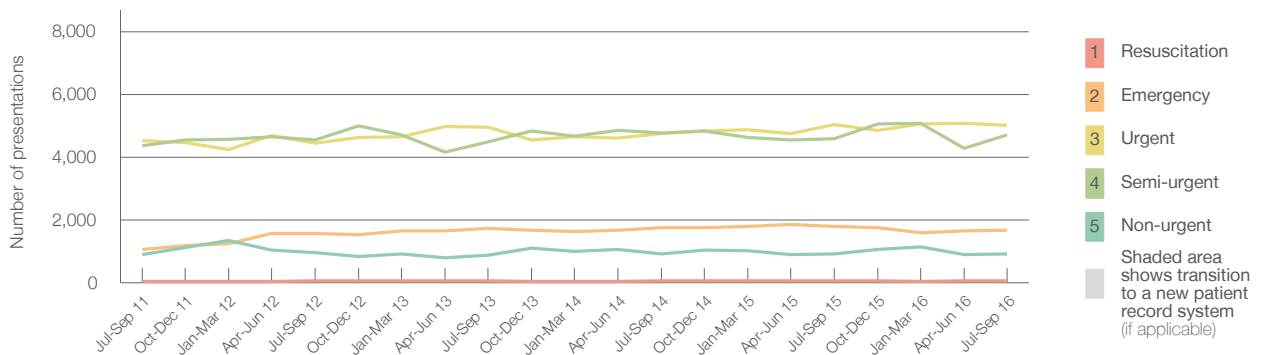
All presentations:¹ 12,462 patients

Emergency presentations² by triage category: 12,367 patients



Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%
60	-5.0%
1,783	-6.4%
5,029	-0.4%
4,582	2.7%
919	0.7%

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	46	53	62	58	60	57
Emergency	1,063	1,569	1,727	1,754	1,783	1,669
Urgent	4,528	4,440	4,945	4,760	5,029	5,010
Semi-urgent	4,356	4,557	4,476	4,776	4,582	4,706
Non-urgent	901	964	881	910	919	925
All emergency presentations	10,894	11,583	12,091	12,258	12,373	12,367

Sutherland Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,455 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,430	
14 minutes	0 minutes
45 minutes	-7 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.

Sutherland 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: 1,669

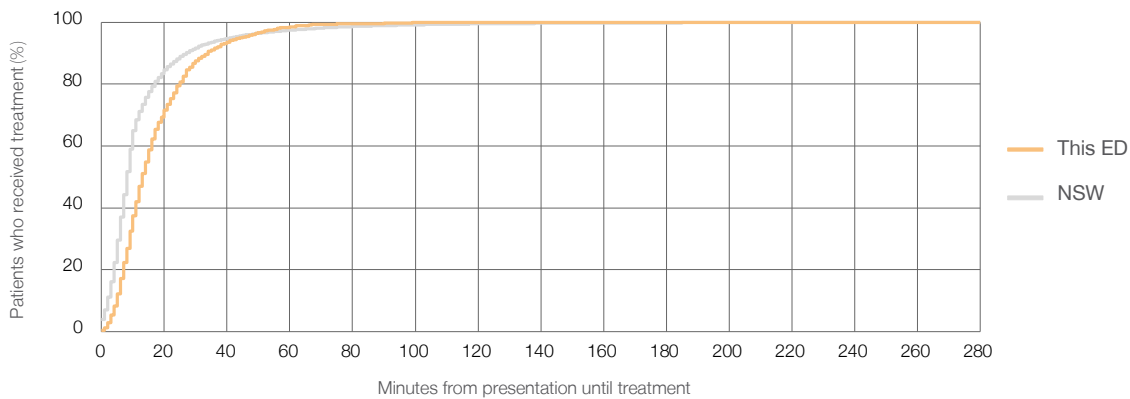
Number of triage 2 patients used to calculate waiting time:³ 1,666

Median time to start treatment⁴ 13 minutes

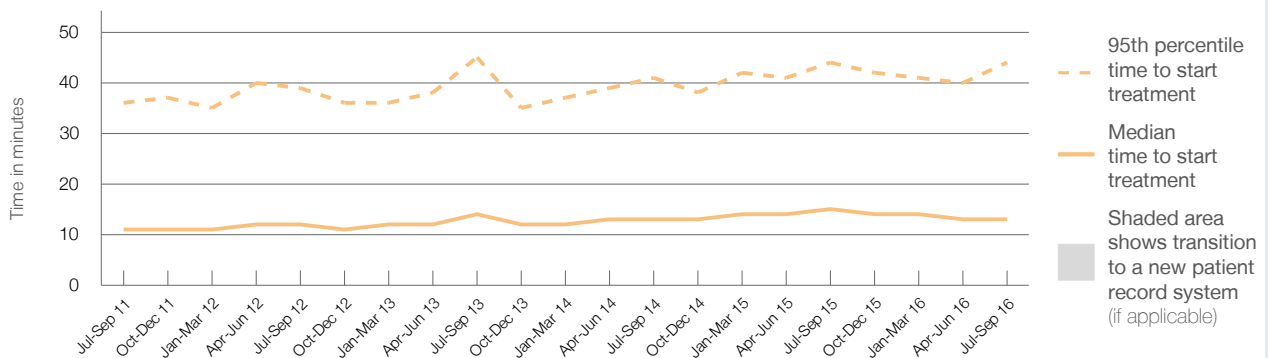
95th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
1,783	1,782
15 minutes	8 minutes
44 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)	11	12	14	13	15	13
95th percentile time to start treatment ⁵ (minutes)	36	39	45	41	44	44

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Sutherland 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: 5,010

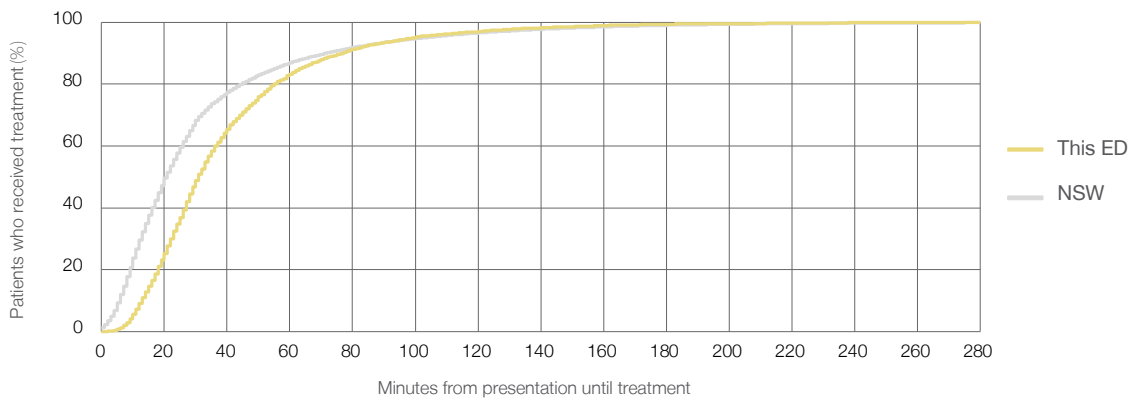
Number of triage 3 patients used to calculate waiting time:³ 4,945

Median time to start treatment⁴ 31 minutes

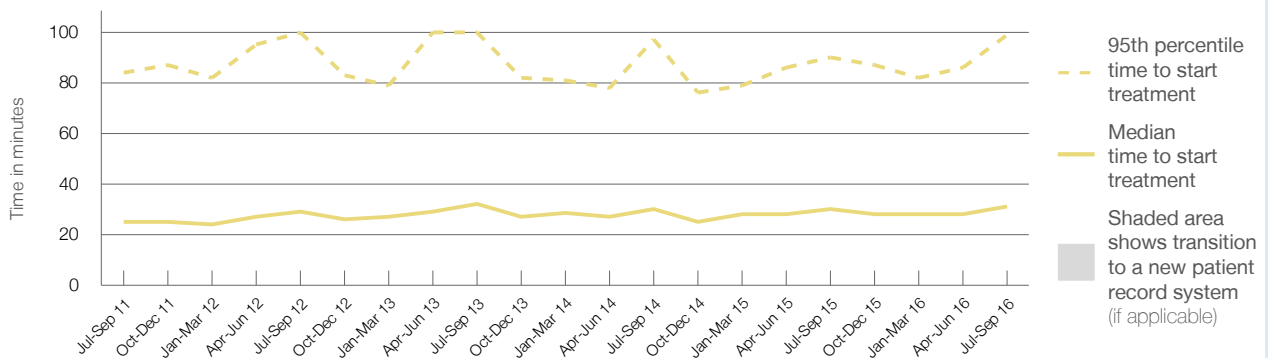
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
5,029	4,972
30 minutes	21 minutes
90 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)	25	29	32	30	30	31
95th percentile time to start treatment ⁵ (minutes)	84	100	100	97	90	99

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Sutherland 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: 4,706

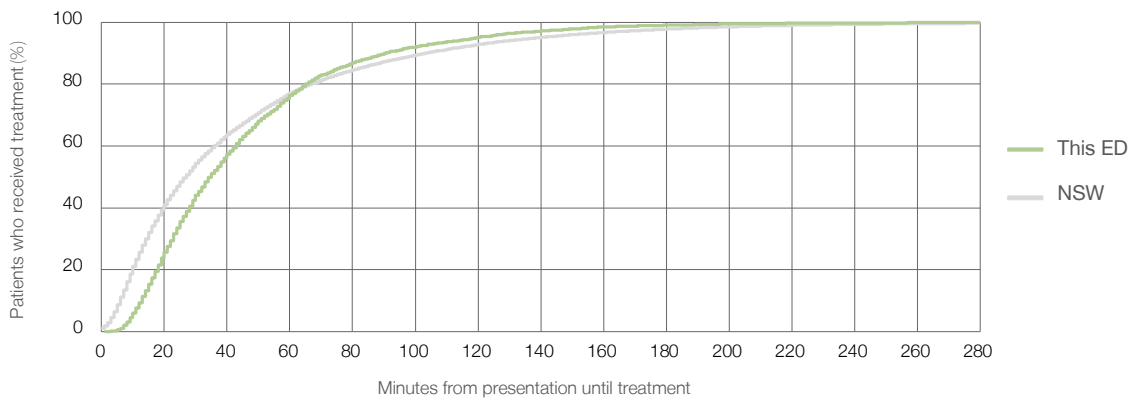
Number of triage 4 patients used to calculate waiting time:³ 4,586

Median time to start treatment⁴ 35 minutes

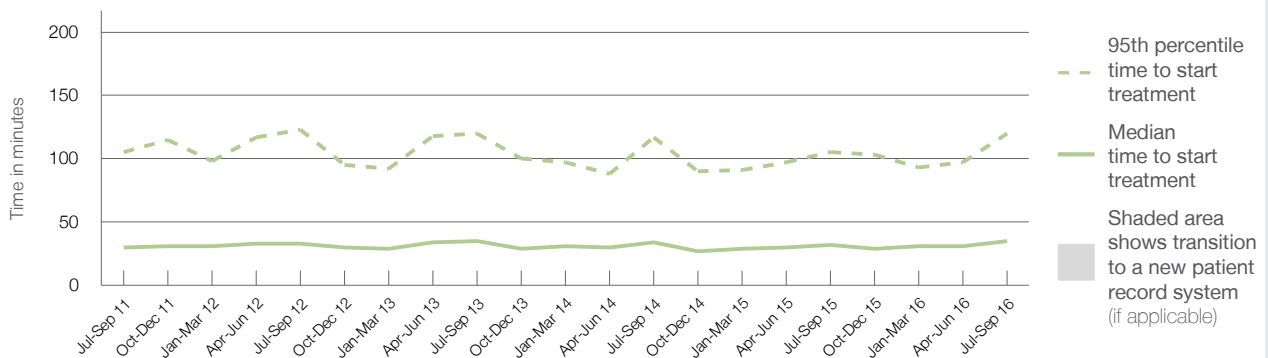
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
4,582	4,456
32 minutes	27 minutes
105 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)	30	33	35	34	32	35
95th percentile time to start treatment ⁵ (minutes)	105	123	120	117	105	120

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Sutherland 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: 925

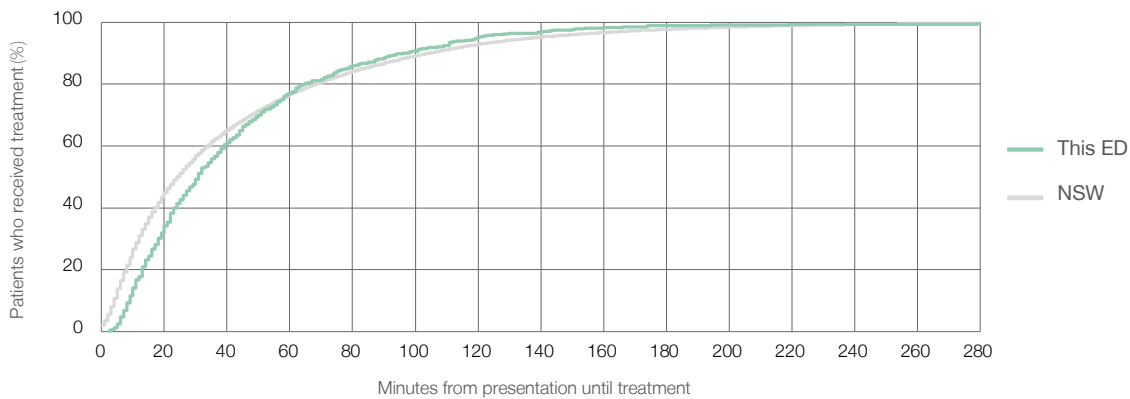
Number of triage 5 patients used to calculate waiting time:³ 827

Median time to start treatment⁴ 31 minutes

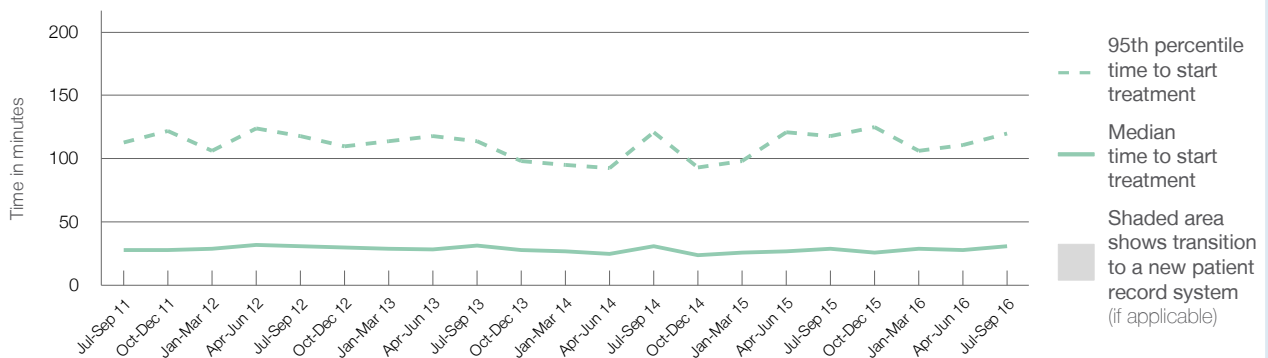
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
919	
847	
29 minutes	24 minutes
118 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	31	32	31	29	31
95th percentile time to start treatment ⁵ (minutes)	113	118	114	121	118	120

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Sutherland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,462 patients

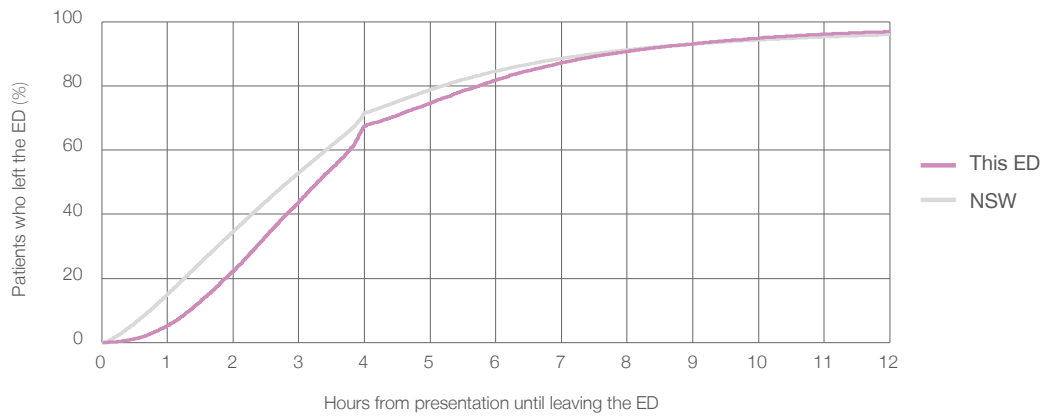
Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

95th percentile time spent in the ED⁹ 10 hours and 5 minutes

Same period last year	NSW (this period)
12,480	12,480
3 hours and 16 minutes	2 hours and 50 minutes
10 hours and 50 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 53m	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	17h 8m	11h 47m	10h 47m	10h 50m	10h 5m

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

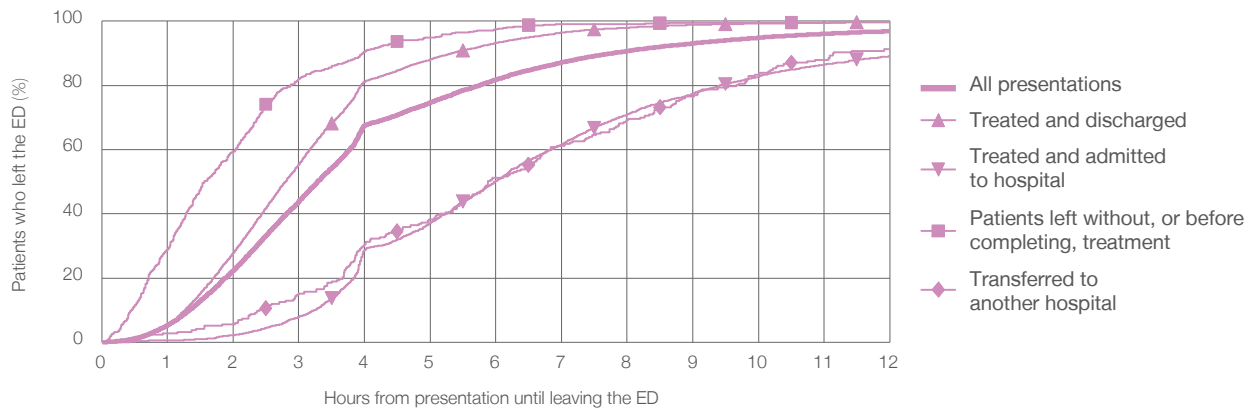
All presentations:¹ 12,462 patients

Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Treated and discharged	8,559 (68.7%)
Treated and admitted to hospital	3,144 (25.2%)
Patient left without, or before completing, treatment	492 (3.9%)
Transferred to another hospital	217 (1.7%)
Other	50 (0.4%)

Same period last year	Change since one year ago
12,480	-0.2%
8,573	-0.2%
3,161	-0.5%
509	-3.3%
196	10.7%
41	22.0%

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

Treated and discharged	5.5%	27.8%	55.5%	81.2%	93.2%	98.0%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.2%	7.9%	28.7%	50.1%	71.0%	82.7%	89.1%
Patient left without, or before completing, treatment	28.9%	59.3%	81.9%	90.4%	97.6%	99.2%	99.6%	99.8%
Transferred to another hospital	2.8%	5.5%	15.2%	30.4%	51.2%	69.1%	83.4%	91.2%
All presentations	5.3%	22.3%	43.9%	67.5%	81.8%	90.7%	94.9%	96.9%

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Sutherland 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 12,462 patients

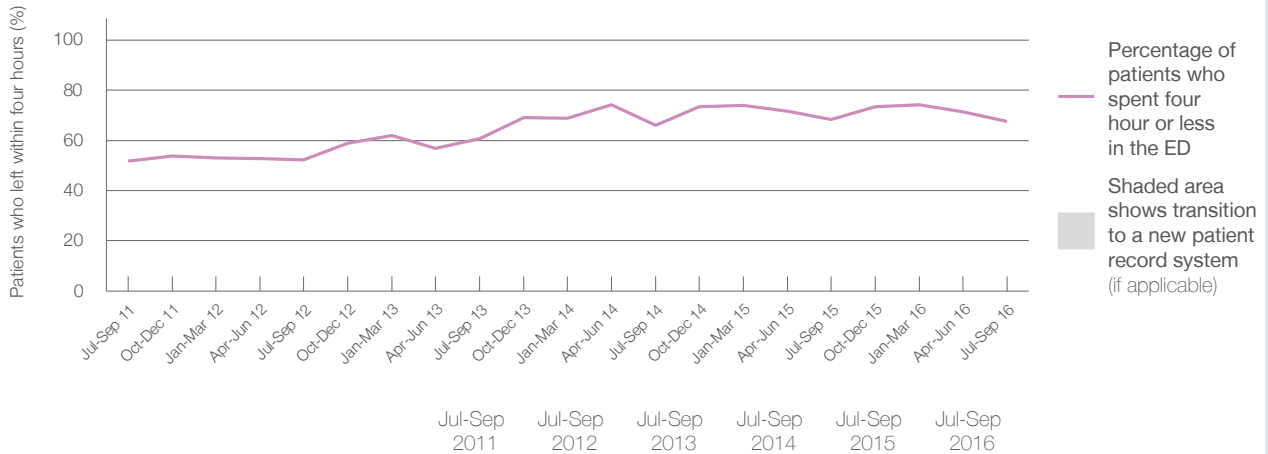
Presentations used to calculate time to leaving the ED: ⁶ 12,459 patients

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



Same period last year	Change since one year ago
12,480	-0.1%
12,480	-0.2%
68.4%	

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



Patients who left within four hours (%)	51.6%	52.3%	60.7%	65.9%	68.4%	67.5%
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- 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).