

Auburn Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 6,885 patients
Emergency presentations:² 6,630 patients

Same period last year	Change since one year ago
6,681	3%
6,435	3%

Auburn Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,016 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,475 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,665 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,067	
9 minutes	8 minutes
23 minutes	24 minutes
2,363	
23 minutes	19 minutes
66 minutes	63 minutes
2,567	
34 minutes	24 minutes
133 minutes	95 minutes
415	
23 minutes	21 minutes
126 minutes	96 minutes

Auburn Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 6,885 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
6,680	3%
77%	

* 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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

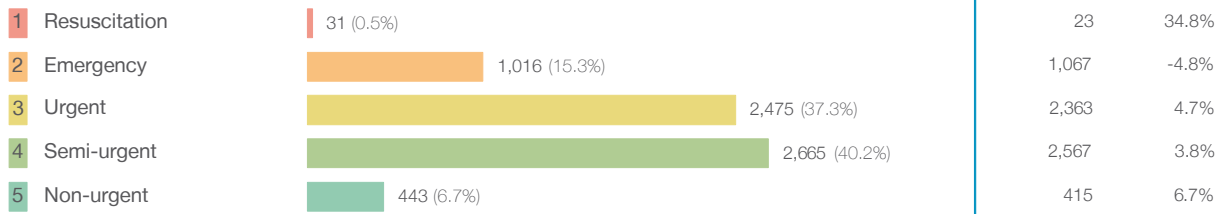
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Auburn Hospital: Patients presenting to the emergency department

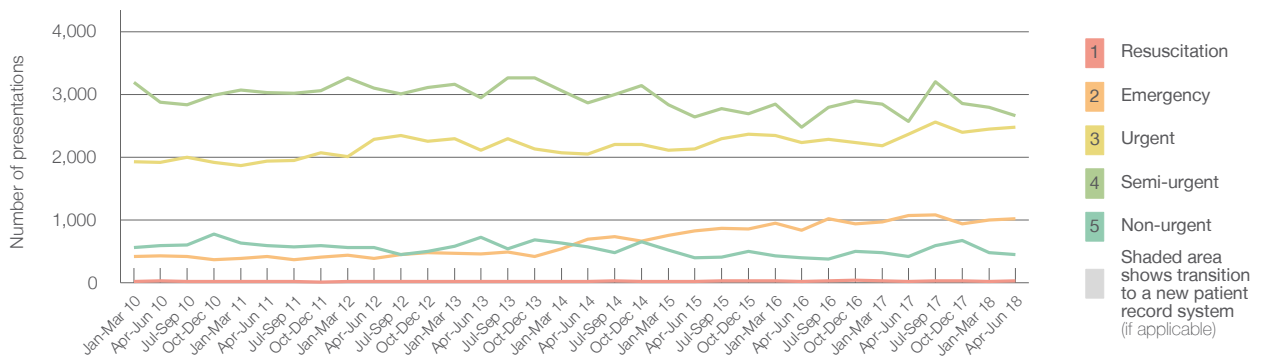
April to June 2018

All presentations:¹ 6,885 patients

Emergency presentations² by triage category: 6,630 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	27	15	19	19	15	22	23	23	31
Emergency	428	414	388	455	689	828	838	1,067	1,016
Urgent	1,918	1,938	2,288	2,112	2,054	2,129	2,232	2,363	2,475
Semi-urgent	2,877	3,027	3,102	2,943	2,863	2,642	2,479	2,567	2,665
Non-urgent	587	591	564	726	568	392	393	415	443
All emergency presentations	5,837	5,985	6,361	6,255	6,189	6,013	5,965	6,435	6,630

Auburn Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 976 patients

ED Transfer of care time



(†) 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

April to June 2018

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

Number of triage 2 patients: 1,016

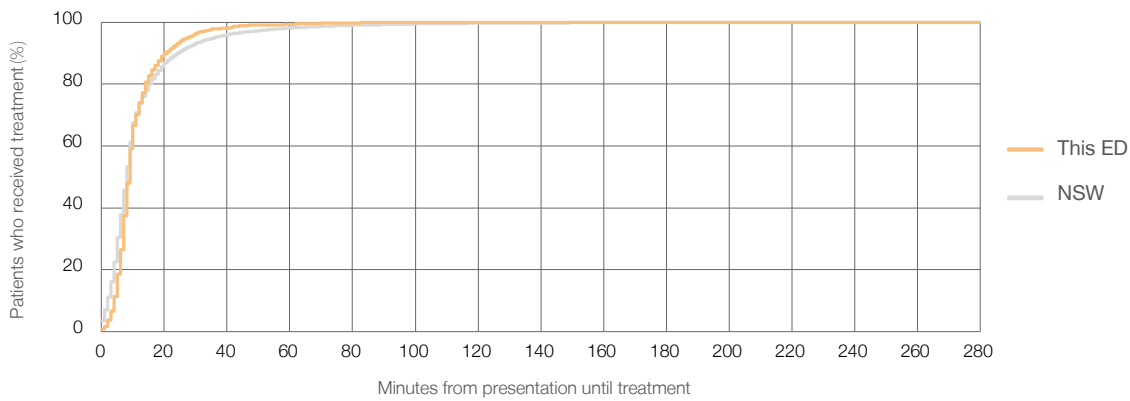
Number of triage 2 patients used to calculate waiting time:³ 1,010

Median time to start treatment⁴ ■ 9 minutes

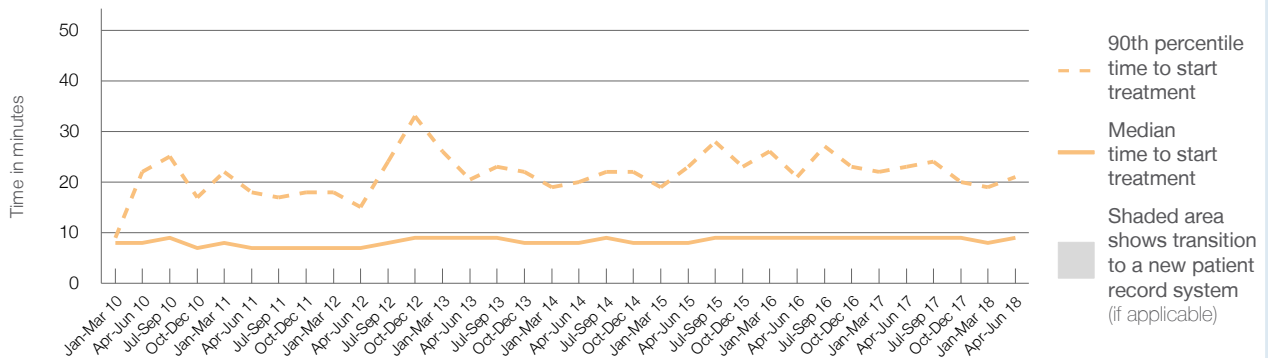
90th percentile time to start treatment⁵ ■ 21 minutes

Same period last year	NSW (this period)
1,067	1,063
9 minutes	8 minutes
23 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	8	7	7	9	8	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	18	15	21	20	23	21	23	21

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

April to June 2018

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

Number of triage 3 patients: 2,475

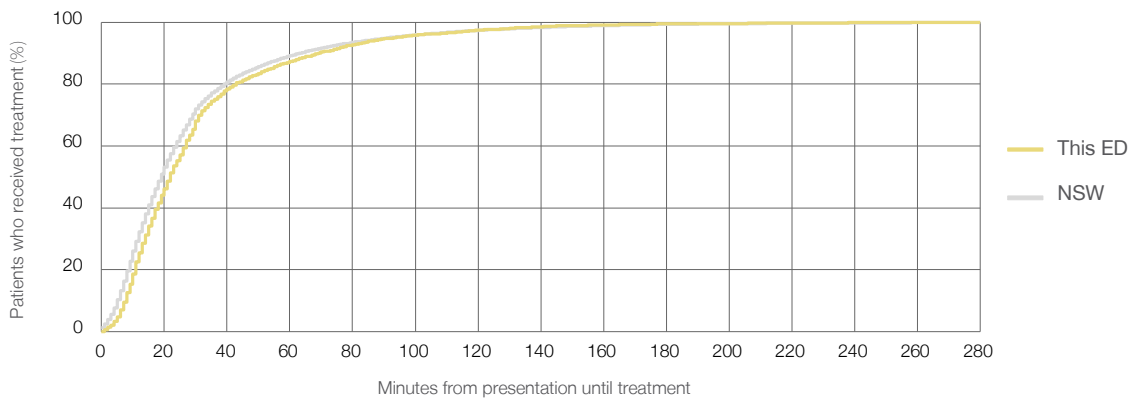
Number of triage 3 patients used to calculate waiting time:³ 2,420

Median time to start treatment⁴ 22 minutes

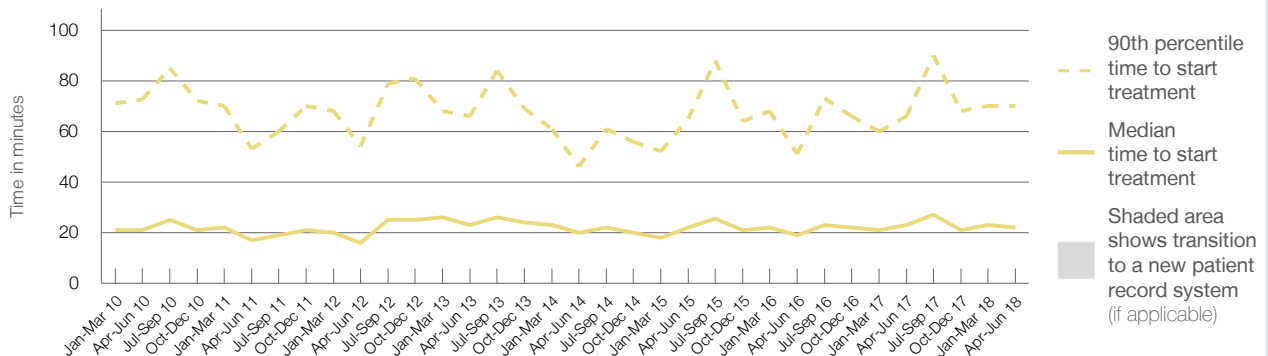
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,363	
2,290	
23 minutes	19 minutes
66 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	21	17	16	23	20	22	19	23	22
90th percentile time to start treatment ⁵ (minutes)	73	53	54	66	46	65	51	66	70

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Auburn Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 2,665

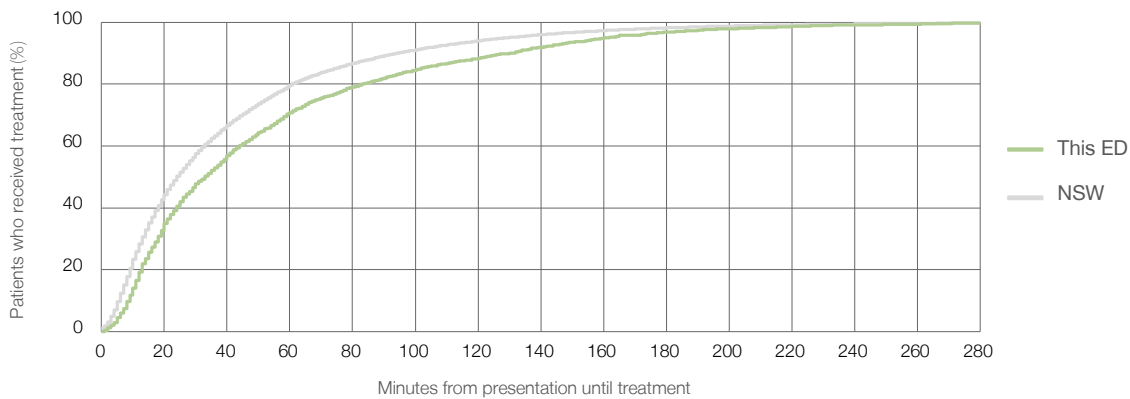
Number of triage 4 patients used to calculate waiting time:³ 2,402

Median time to start treatment⁴ 33 minutes

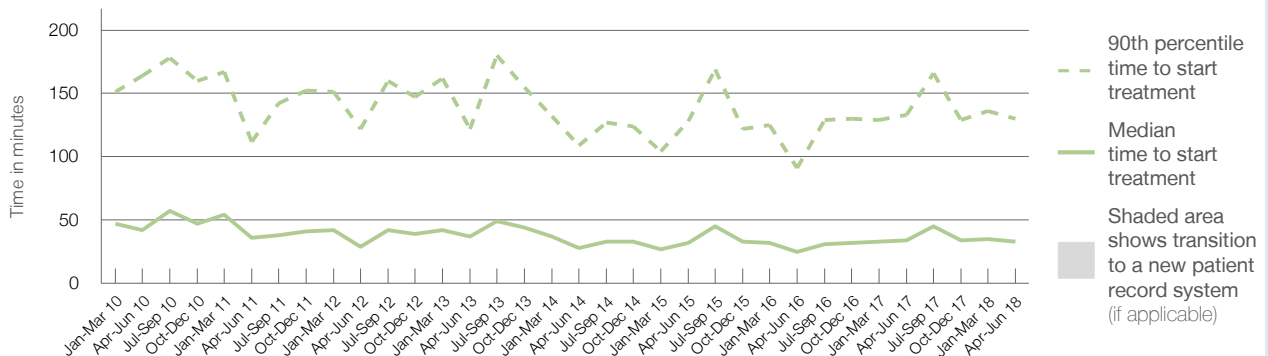
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
2,567	
2,299	
34 minutes	24 minutes
133 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	42	36	29	37	28	32	25	34	33
90th percentile time to start treatment ⁵ (minutes)	164	112	122	122	109	128	91	133	130

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

April to June 2018

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

Number of triage 5 patients: 443

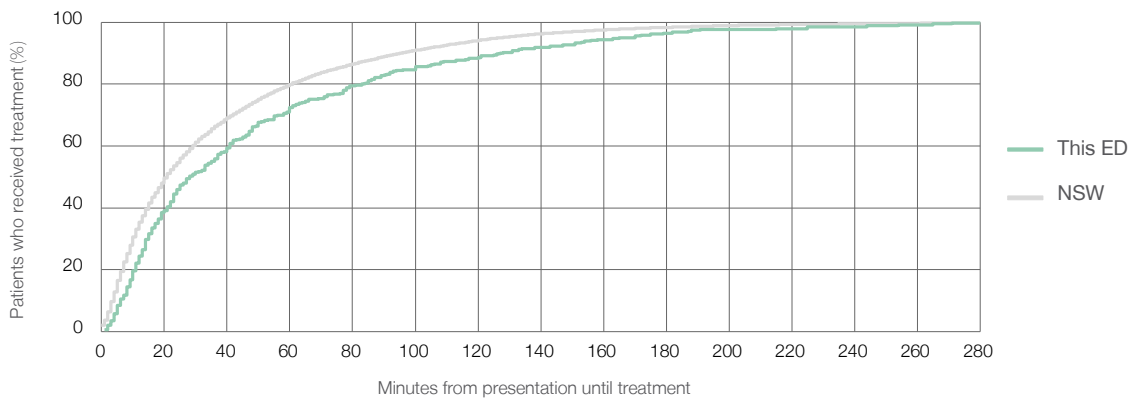
Number of triage 5 patients used to calculate waiting time:³ 340

Median time to start treatment⁴ 28 minutes

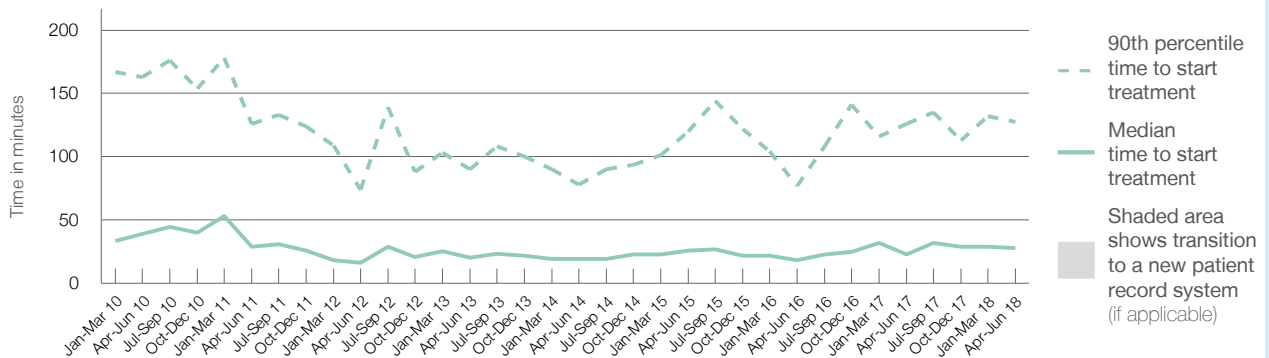
90th percentile time to start treatment⁵ 128 minutes

	Same period last year	NSW (this period)
	415	
	311	
	23 minutes	21 minutes
	126 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	39	29	16	20	19	26	18	23	28
90th percentile time to start treatment ⁵ (minutes)	163	126	74	90	78	120	77	126	128

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Auburn Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 6,885 patients

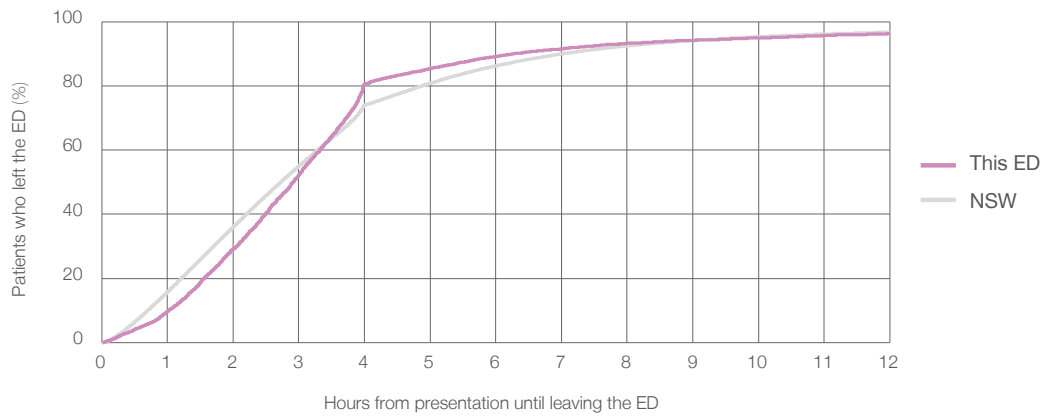
Presentations used to calculate time to leaving the ED:⁶ 6,885 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

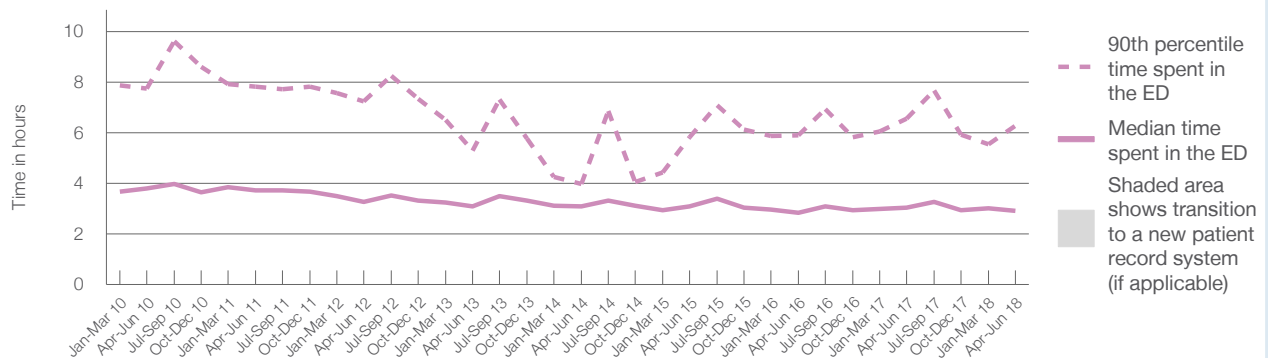
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
6,681	
6,680	
3 hours and 3 minutes	2 hours and 44 minutes
6 hours and 33 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 48m	3h 43m	3h 16m	3h 5m 5m	3h 5m	3h 6m	2h 51m	3h 3m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 45m	7h 50m	7h 15m	5h 18m	3h 59m	5h 50m	5h 54m	6h 33m	6h 17m

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Auburn Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

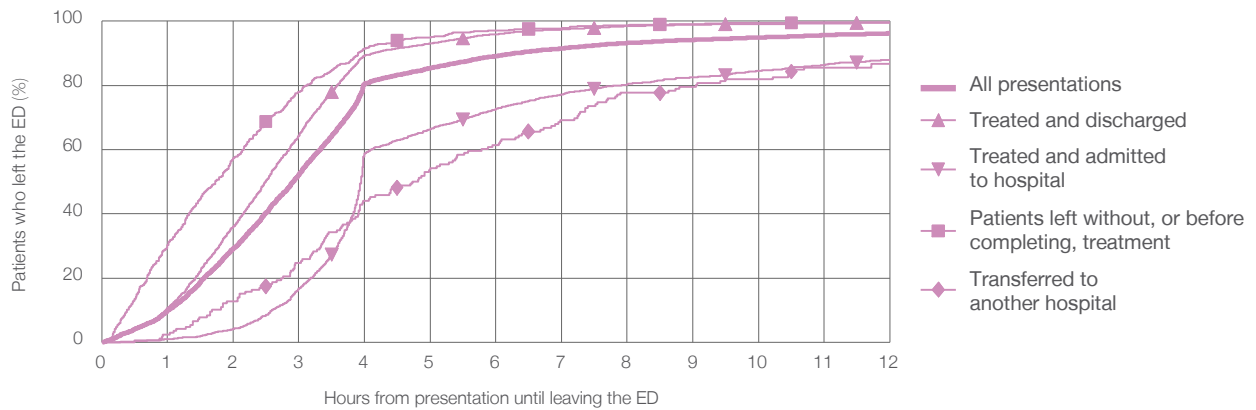
All presentations:¹ 6,885 patients

Presentations used to calculate time to leaving the ED:⁶ 6,885 patients

Treated and discharged	4,307 (62.6%)
Treated and admitted to hospital	1,797 (26.1%)
Patient left without, or before completing, treatment	586 (8.5%)
Transferred to another hospital	166 (2.4%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,680	3%
4,320	-0.3%
1,686	6.6%
491	19.3%
155	7.1%
29	0.0%

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



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	10.7%	36.1%	64.4%	89.4%	95.9%	98.5%	99.2%	99.6%
Treated and admitted to hospital	0.9%	4.2%	16.6%	58.9%	72.7%	80.4%	84.6%	88.0%
Patient left without, or before completing, treatment	30.4%	57.5%	78.0%	91.5%	97.1%	98.6%	99.5%	99.7%
Transferred to another hospital	2.4%	12.7%	24.7%	44.0%	61.4%	77.7%	81.9%	86.7%
All presentations	9.8%	29.2%	52.3%	80.6%	89.1%	93.3%	95.0%	96.2%

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Auburn Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 6,885 patients

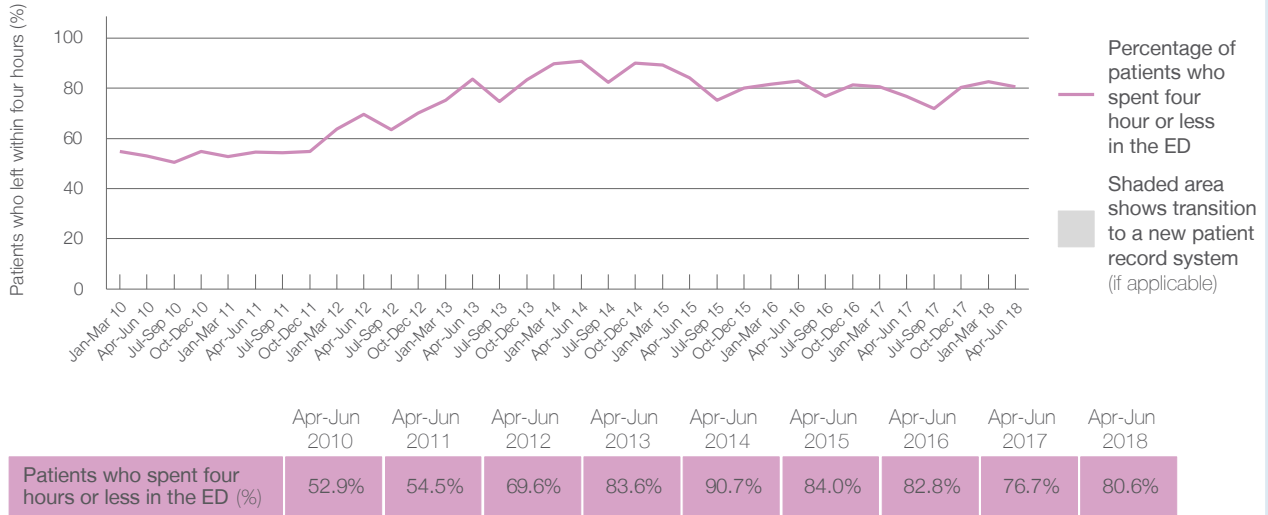
Presentations used to calculate time to leaving the ED: ⁶ 6,885 patients

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	6,681	3%
Presentations used to calculate time to leaving the ED	6,680	3%
Percentage of patients who spent four hours or less in the ED	76.7%	

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



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

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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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).