

## Sutherland Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 12,050 patients



Emergency presentations:<sup>2</sup> 11,959 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,223                | -1.4%                     |
| 12,107                | -1.2%                     |

## Sutherland Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,648 patients

Median time to start treatment<sup>4</sup>  13 minutes  
95th percentile time to start treatment<sup>5</sup>  40 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,074 patients

Median time to start treatment<sup>4</sup>  28 minutes  
95th percentile time to start treatment<sup>5</sup>  86 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,279 patients

Median time to start treatment<sup>4</sup>  31 minutes  
95th percentile time to start treatment<sup>5</sup>  97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 894 patients

Median time to start treatment<sup>4</sup>  28 minutes  
95th percentile time to start treatment<sup>5</sup>  111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,858                 |                   |
| 14 minutes            | 8 minutes         |
| 41 minutes            | 36 minutes        |
| 4,753                 |                   |
| 28 minutes            | 20 minutes        |
| 86 minutes            | 92 minutes        |
| 4,543                 |                   |
| 30 minutes            | 25 minutes        |
| 97 minutes            | 128 minutes       |
| 891                   |                   |
| 27 minutes            | 23 minutes        |
| 121 minutes           | 132 minutes       |

## Sutherland Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,048 patients

Percentage of patients who spent four hours or less in the ED  71.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,223                | -1.4%                     |
| 71.7%                 |                           |

\* 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 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.

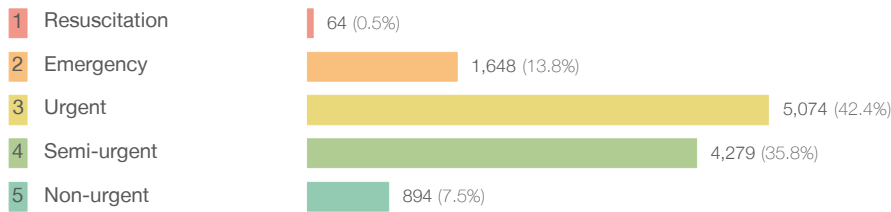
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Sutherland Hospital: Patients presenting to the emergency department

April to June 2016

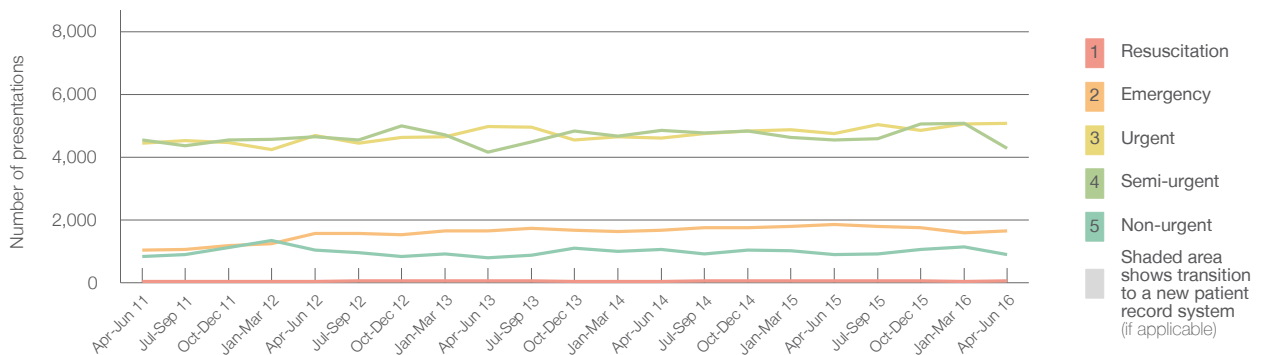
All presentations:<sup>1</sup> 12,050 patients

Emergency presentations<sup>2</sup> by triage category: 11,959 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,223                | -1.4%                     |
| 12,107                | -1.2%                     |
| 62                    | 3.2%                      |
| 1,858                 | -11.3%                    |
| 4,753                 | 6.8%                      |
| 4,543                 | -5.8%                     |
| 891                   | 0.3%                      |

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



|                             | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 39           | 43           | 51           | 43           | 62           | 64           |
| Emergency                   | 1,032        | 1,568        | 1,644        | 1,661        | 1,858        | 1,648        |
| Urgent                      | 4,453        | 4,693        | 4,976        | 4,599        | 4,753        | 5,074        |
| Semi-urgent                 | 4,545        | 4,644        | 4,166        | 4,863        | 4,543        | 4,279        |
| Non-urgent                  | 835          | 1,040        | 802          | 1,056        | 891          | 894          |
| All emergency presentations | 10,904       | 11,988       | 11,639       | 12,222       | 12,107       | 11,959       |

## Sutherland Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,191 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,251                 |                           |
| 14 minutes            | 0 minutes                 |
| 47 minutes            | -13 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

April to June 2016

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

Number of triage 2 patients: 1,648

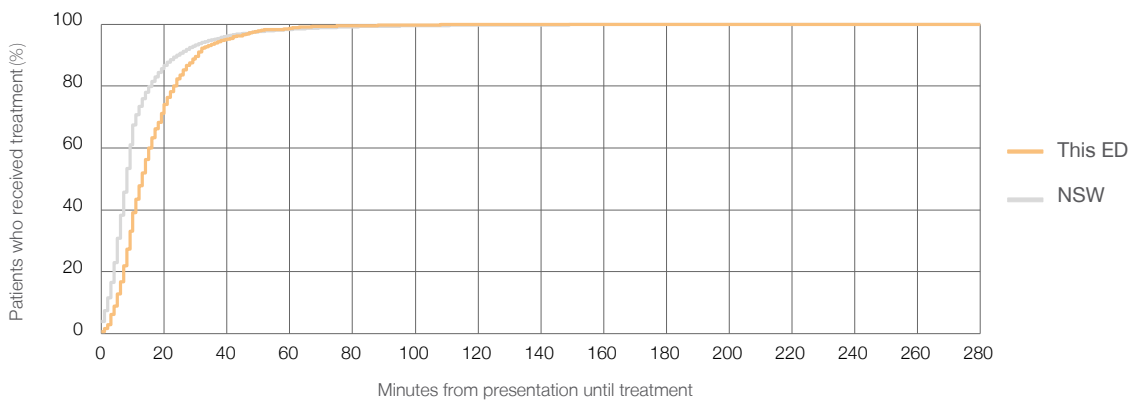
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,639

Median time to start treatment<sup>4</sup> 13 minutes

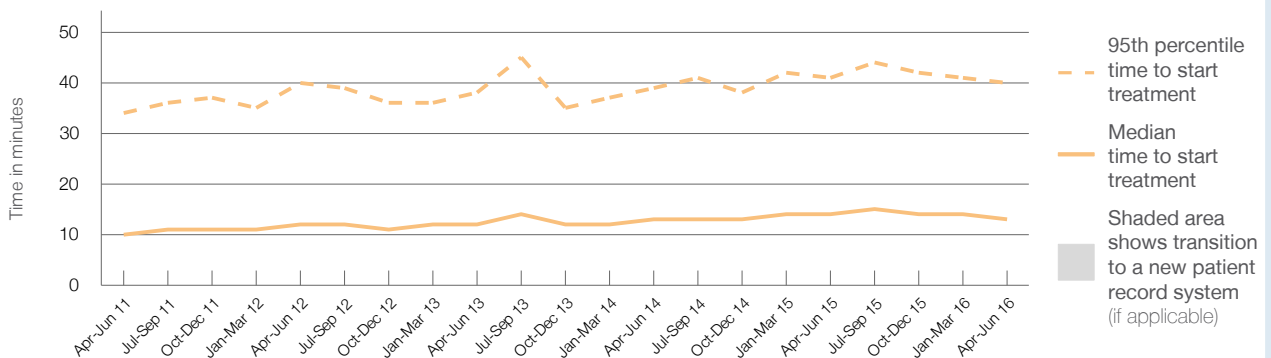
95th percentile time to start treatment<sup>5</sup> 40 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,858                 |                   |
| 1,852                 |                   |
| 14 minutes            | 8 minutes         |
| 41 minutes            | 36 minutes        |

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡</sup>



|  | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 10           | 12           | 12           | 13           | 14           | 13           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 34           | 40           | 38           | 39           | 41           | 40           |

(†) 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 3

April to June 2016

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

Number of triage 3 patients: 5,074

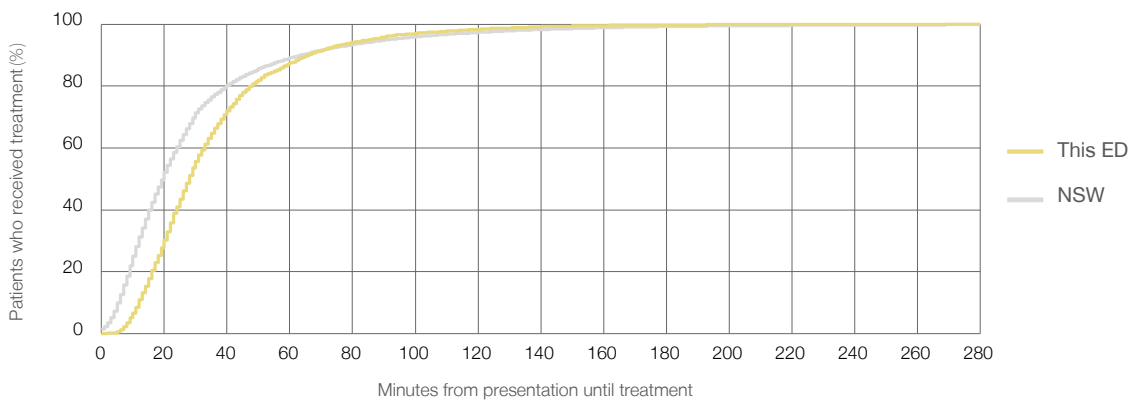
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,010

Median time to start treatment<sup>4</sup>  28 minutes

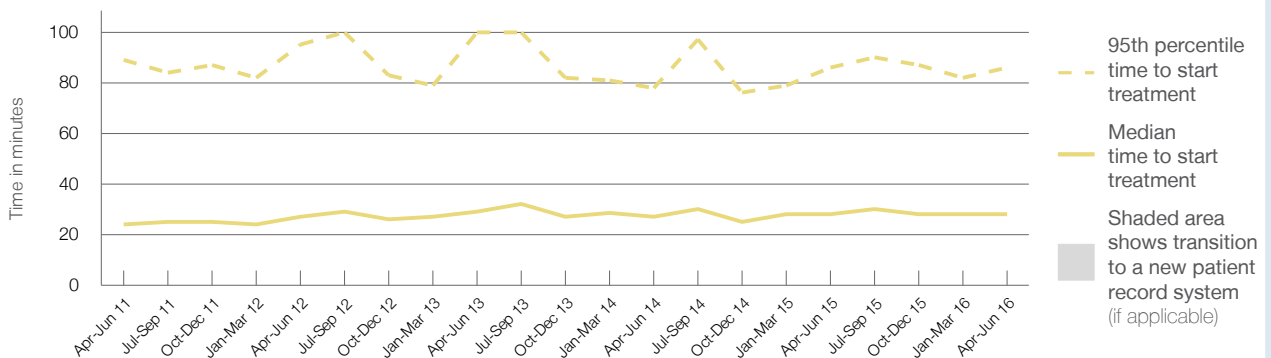
95th percentile time to start treatment<sup>5</sup>  86 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,753                 | 4,710             |
| 28 minutes            | 20 minutes        |
| 86 minutes            | 92 minutes        |

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016<sup>†‡</sup>



|  | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 24           | 27           | 29           | 27           | 28           | 28           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 89           | 95           | 100          | 78           | 86           | 86           |

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## Sutherland Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 4,279

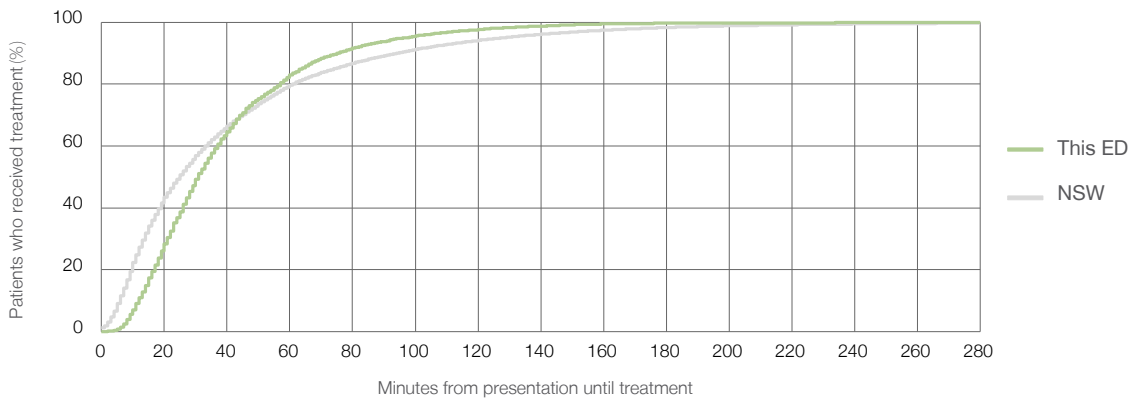
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,164

Median time to start treatment<sup>4</sup>  31 minutes

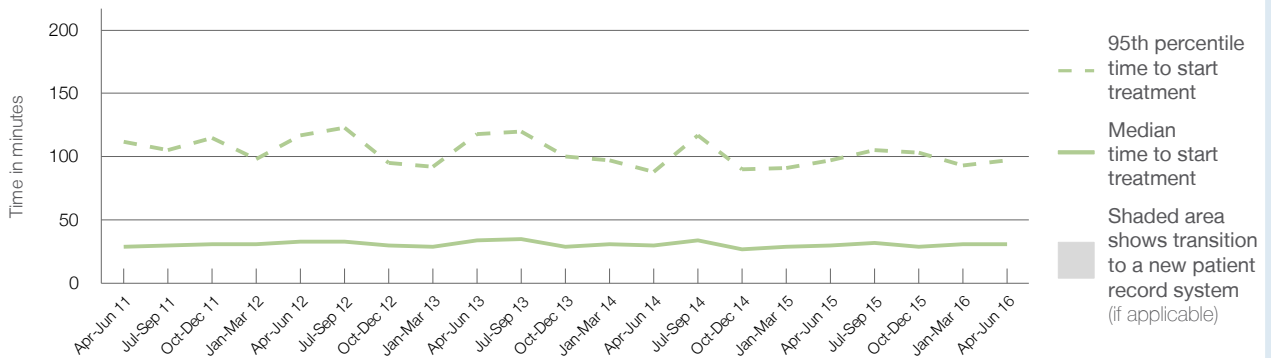
95th percentile time to start treatment<sup>5</sup>  97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,543                 | 4,453             |
| 30 minutes            | 25 minutes        |
| 97 minutes            | 128 minutes       |

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016<sup>†‡</sup>



|  | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 29           | 33           | 34           | 30           | 30           | 31           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 112          | 117          | 118          | 88           | 97           | 97           |

(†) 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 5

April to June 2016

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

Number of triage 5 patients: 894

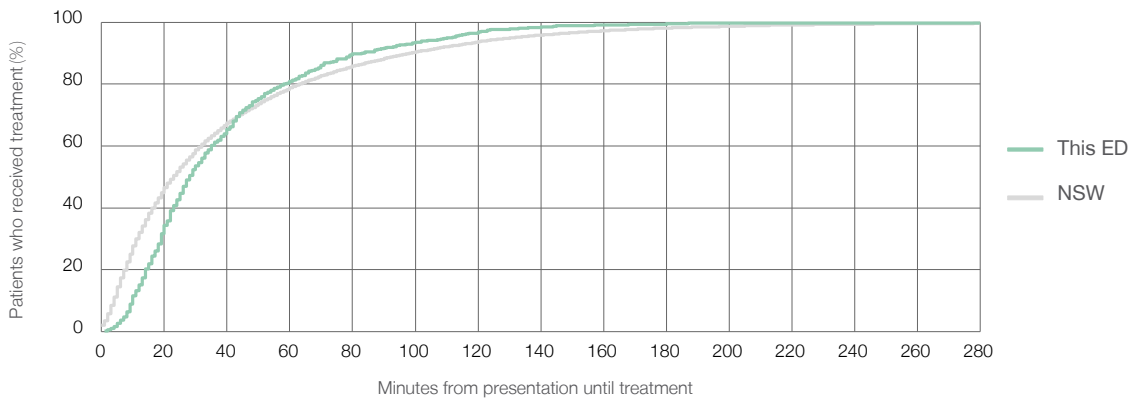
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 825

Median time to start treatment<sup>4</sup> 28 minutes

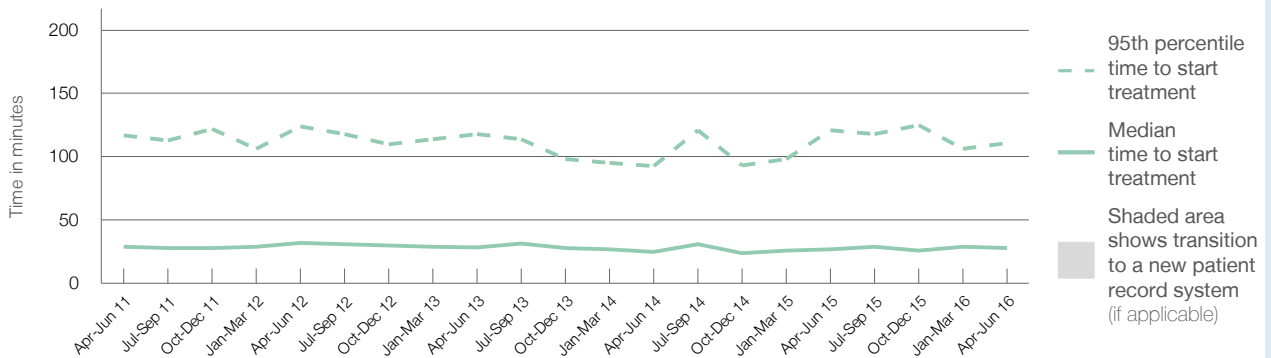
95th percentile time to start treatment<sup>5</sup> 111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 891                   |                   |
| 814                   |                   |
| 27 minutes            | 23 minutes        |
| 121 minutes           | 132 minutes       |

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016<sup>†‡</sup>



|  | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 29           | 32           | 29           | 25           | 27           | 28           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 117          | 124          | 118          | 93           | 121          | 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.

## Sutherland Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 12,050 patients

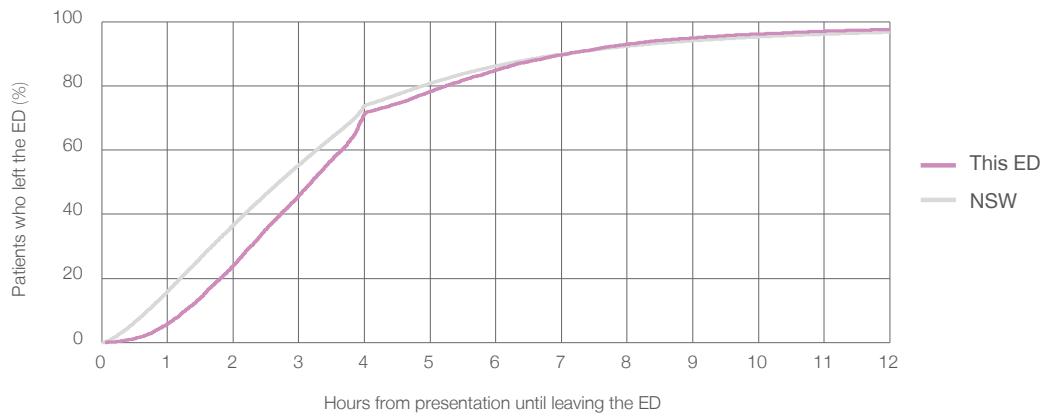
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,048 patients

Median time spent in the ED<sup>8</sup> 3 hours and 12 minutes

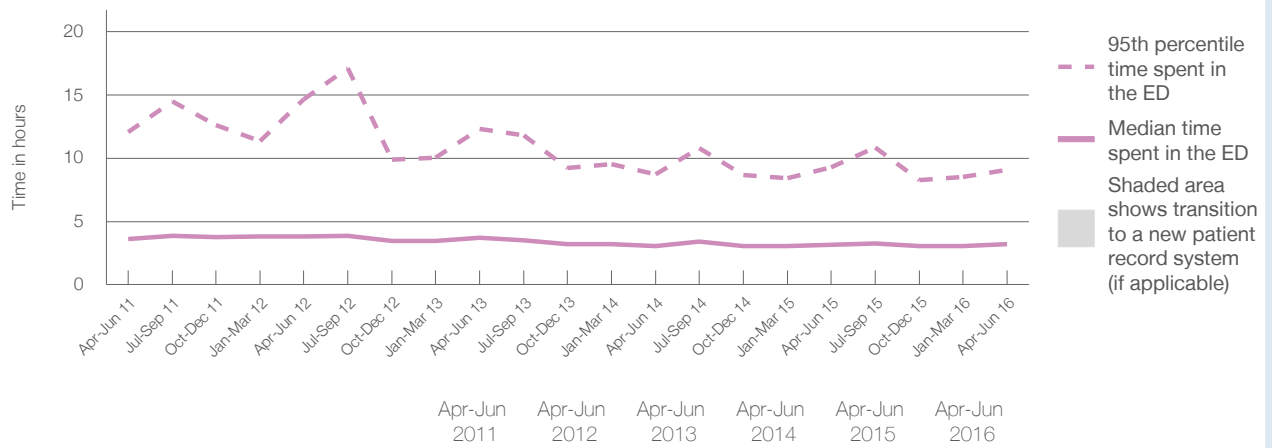
95th percentile time spent in the ED<sup>9</sup> 9 hours and 3 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 12,223                 | 12,223                 |
| 3 hours and 9 minutes  | 2 hours and 42 minutes |
| 9 hours and 18 minutes | 9 hours and 47 minutes |

### Percentage of patients who left the ED by time, April to June 2016



### Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



|  | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 3h 38m       | 3h 50m       | 3h 42m       | 3h 3m        | 3h 9m        | 3h 12m       |
| 95th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 12h 4m       | 14h 38m      | 12h 18m      | 8h 43m       | 9h 18m       | 9h 3m        |

(†) 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 spent in the ED

By mode of separation

April to June 2016

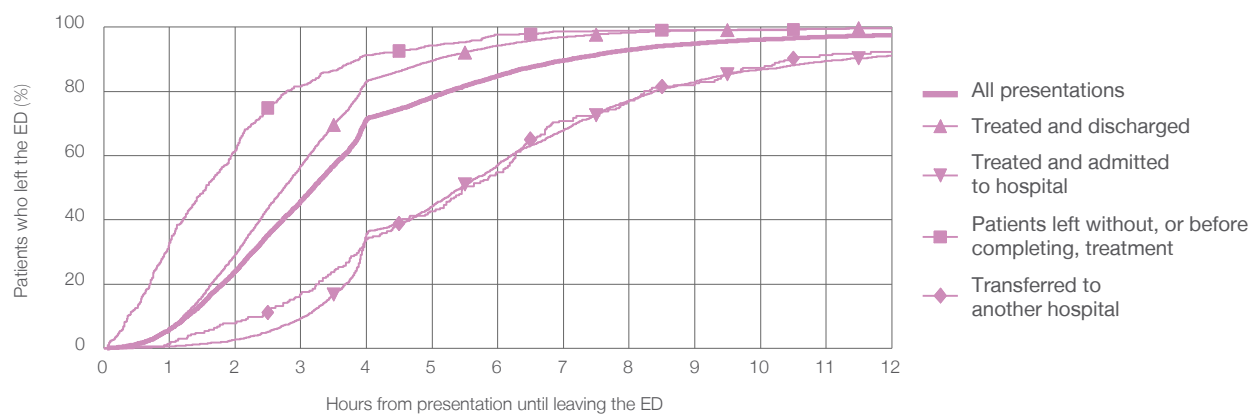
All presentations:<sup>1</sup> 12,050 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,048 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 8,443 (70.1%) |
| Treated and admitted to hospital                      | 2,867 (23.8%) |
| Patient left without, or before completing, treatment | 474 (3.9%)    |
| Transferred to another hospital                       | 206 (1.7%)    |
| Other   | 60 (0.5%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,223                | -1.4%                     |
| 8,576                 | -1.6%                     |
| 2,903                 | -1.2%                     |
| 482                   | -1.7%                     |
| 211                   | -2.4%                     |
| 51                    | 17.6%                     |

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>††</sup>



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                                | 6.0%   | 29.3%   | 56.8%   | 83.1%   | 94.3%   | 98.4%   | 99.3%    | 99.7%    |
| Treated and admitted to hospital                      | 0.6%   | 2.7%    | 9.3%    | 35.6%   | 57.1%   | 77.2%   | 86.8%    | 91.1%    |
| Patient left without, or before completing, treatment | 32.9%  | 61.6%   | 81.6%   | 91.4%   | 97.7%   | 98.9%   | 99.2%    | 99.8%    |
| Transferred to another hospital                       | 1.5%   | 7.8%    | 17.0%   | 34.0%   | 54.9%   | 77.2%   | 87.4%    | 92.2%    |
| All presentations                                     | 5.9%   | 24.0%   | 45.9%   | 71.3%   | 84.9%   | 93.0%   | 96.1%    | 97.5%    |

(†) 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.



## Sutherland Hospital: Time spent in the ED

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

April to June 2016

All presentations at the emergency department:<sup>1</sup> 12,050 patients

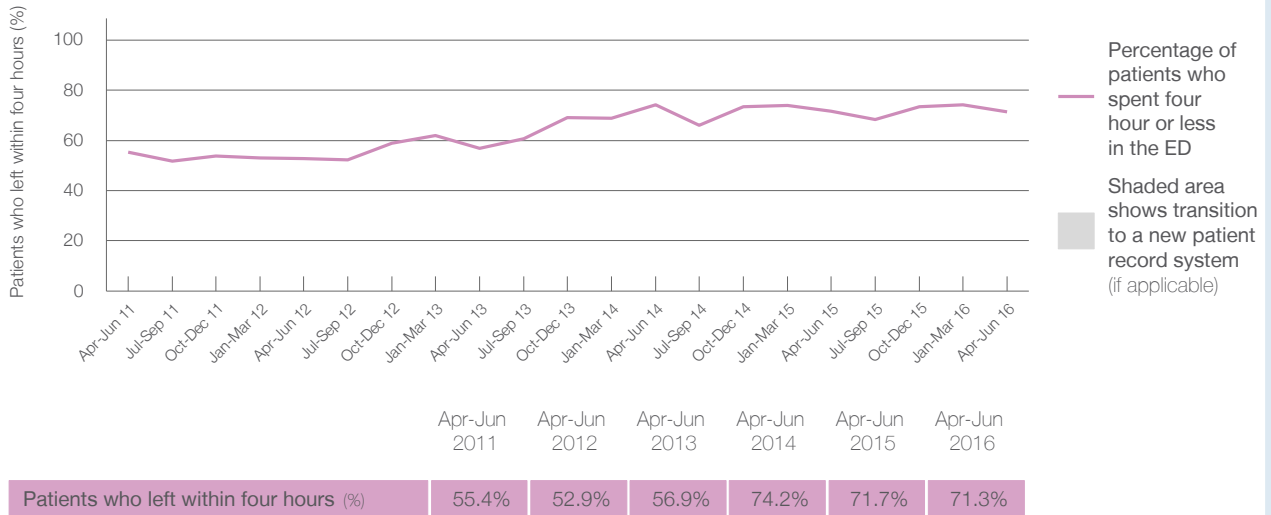
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,048 patients

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                 | 12,223                | -1.4%                     |
| Presentations used to calculate time to leaving the ED        | 12,223                | -1.4%                     |
| Percentage of patients who spent four hours or less in the ED | 71.7%                 |                           |

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



\* 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, January to March 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 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).