

## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 9,574 patients  
Emergency presentations:<sup>2</sup> 9,520 patients

Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,373 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,239 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,588 patients

Median time to start treatment<sup>4</sup> 14 minutes  
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
1,311	
5 minutes	8 minutes
16 minutes	41 minutes
2,072	
15 minutes	21 minutes
79 minutes	103 minutes
4,200	
20 minutes	27 minutes
125 minutes	139 minutes
1,633	
14 minutes	24 minutes
117 minutes	138 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
9,312	2.8%
68.4%	

\* 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.

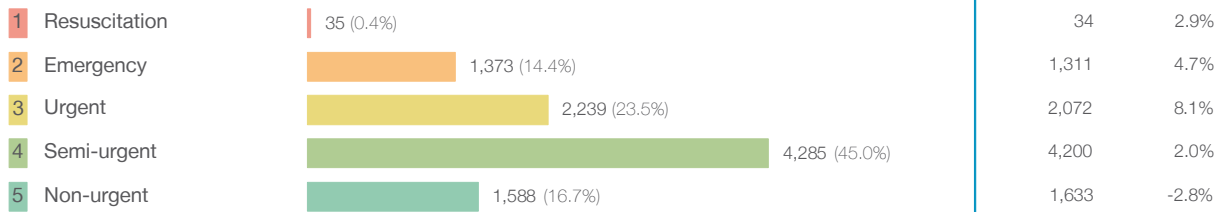
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department July to September 2016

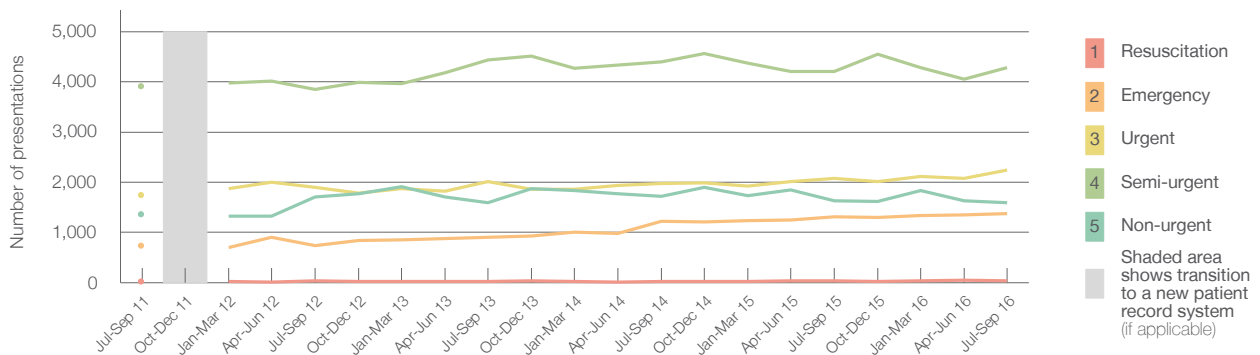
All presentations:<sup>1</sup> 9,574 patients

Emergency presentations<sup>2</sup> by triage category: 9,520 patients



Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%
34	2.9%
1,311	4.7%
2,072	8.1%
4,200	2.0%
1,633	-2.8%

Emergency presentations<sup>2</sup> 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	27	31	25	24	34	35
Emergency	742	732	898	1,221	1,311	1,373
Urgent	1,744	1,893	2,007	1,969	2,072	2,239
Semi-urgent	3,907	3,852	4,439	4,397	4,200	4,285
Non-urgent	1,357	1,710	1,589	1,714	1,633	1,588
All emergency presentations	7,777	8,218	8,958	9,325	9,250	9,520

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,094 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,007	
15 minutes	-3 minutes
55 minutes	-21 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.

## Hornsby and Ku-Ring-Gai 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: 1,373

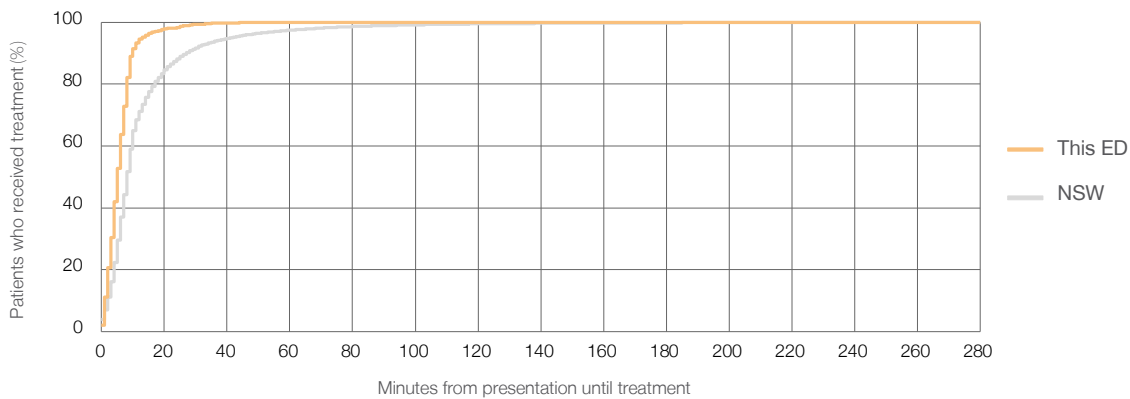
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,372

Median time to start treatment<sup>4</sup> 5 minutes

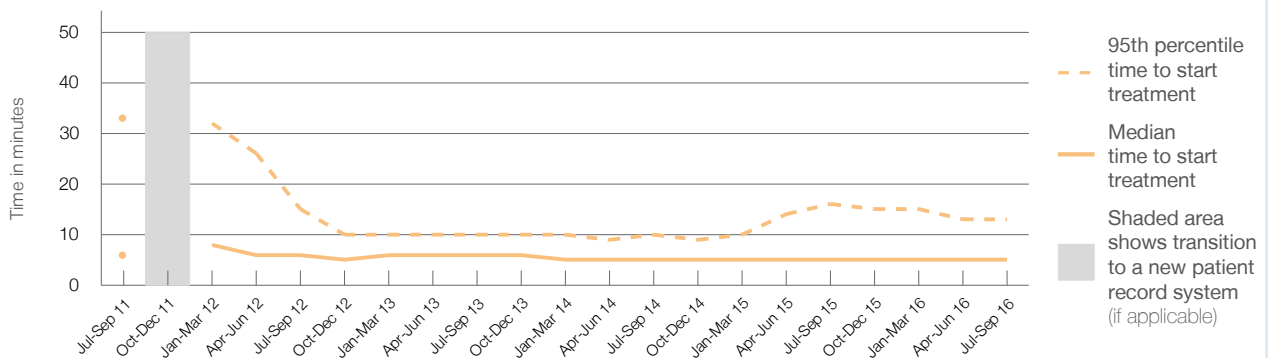
95th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
1,311	1,311
5 minutes	8 minutes
16 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	6	6	6	5	5	5
95th percentile time to start treatment <sup>5</sup> (minutes)	33	15	10	10	16	13

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## Hornsby and Ku-Ring-Gai 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: 2,239

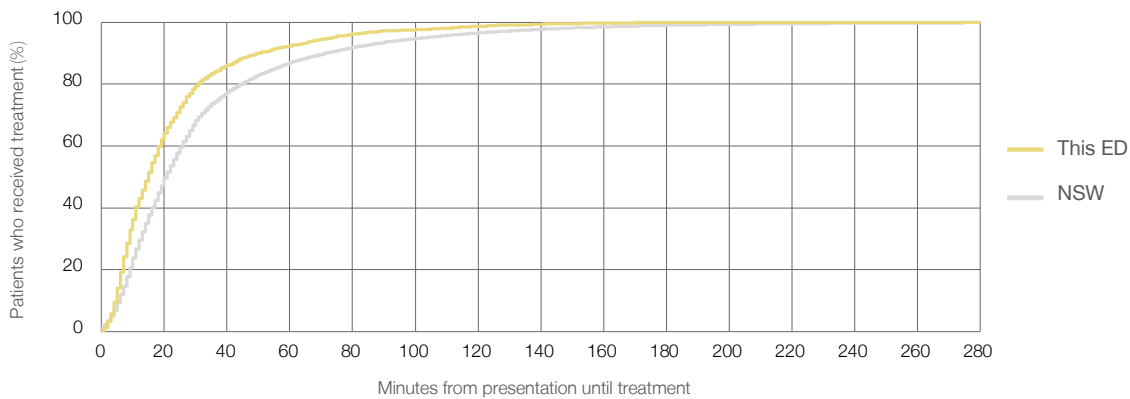
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,217

Median time to start treatment<sup>4</sup> 15 minutes

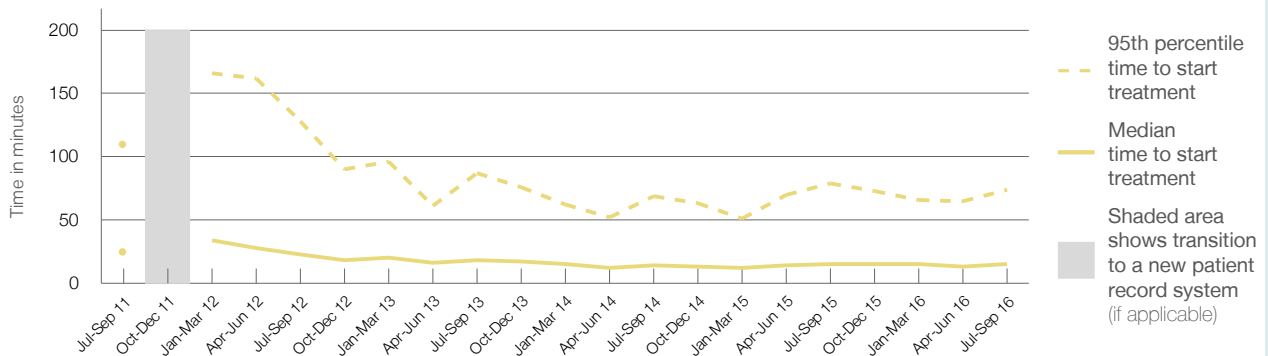
95th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
2,072	2,059
15 minutes	21 minutes
79 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	25	23	18	14	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)	110	128	87	69	79	74

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## Hornsby and Ku-Ring-Gai 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: 4,285

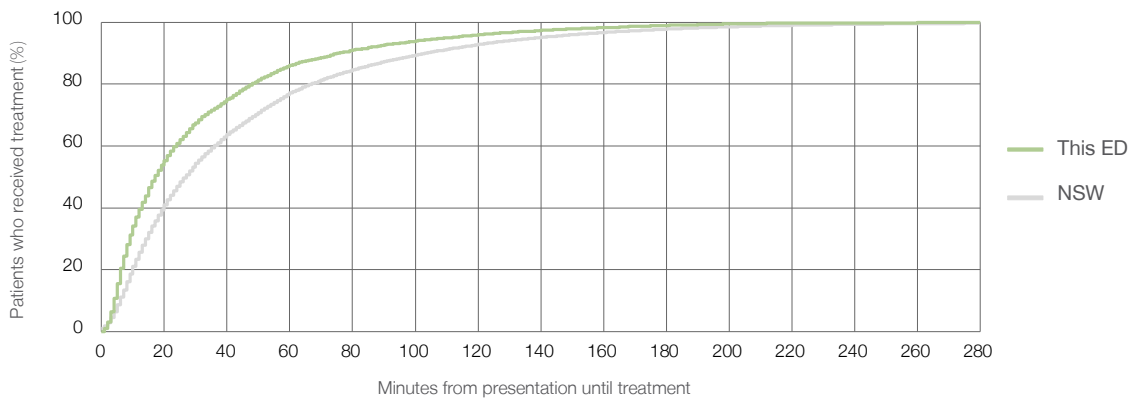
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,174

Median time to start treatment<sup>4</sup>  17 minutes

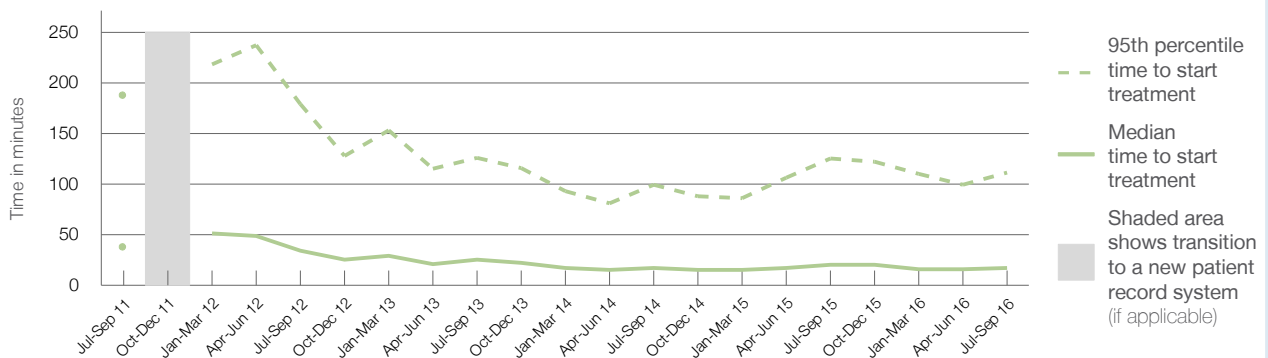
95th percentile time to start treatment<sup>5</sup>  111 minutes

Same period last year	NSW (this period)
4,200	4,064
20 minutes	27 minutes
125 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	38	34	25	17	20	17
95th percentile time to start treatment <sup>5</sup> (minutes)	188	179	126	99	125	111

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## Hornsby and Ku-Ring-Gai 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: 1,588

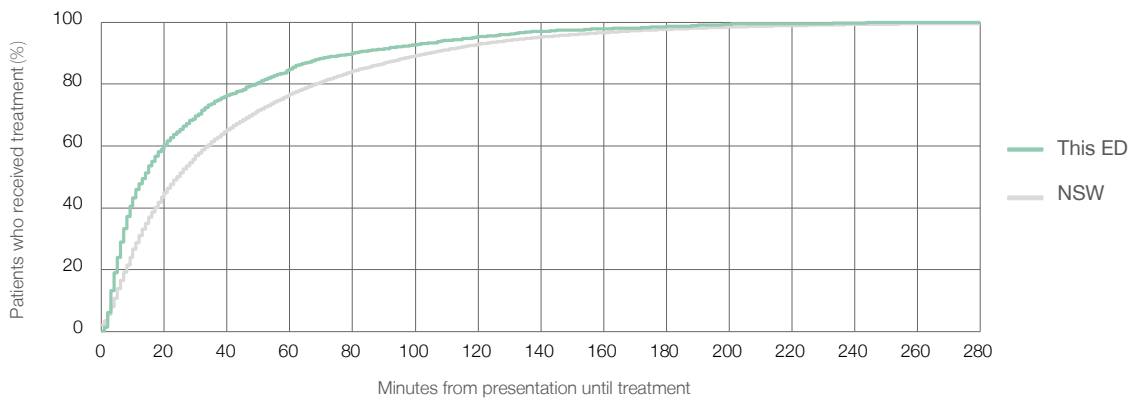
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,509

Median time to start treatment<sup>4</sup> 14 minutes

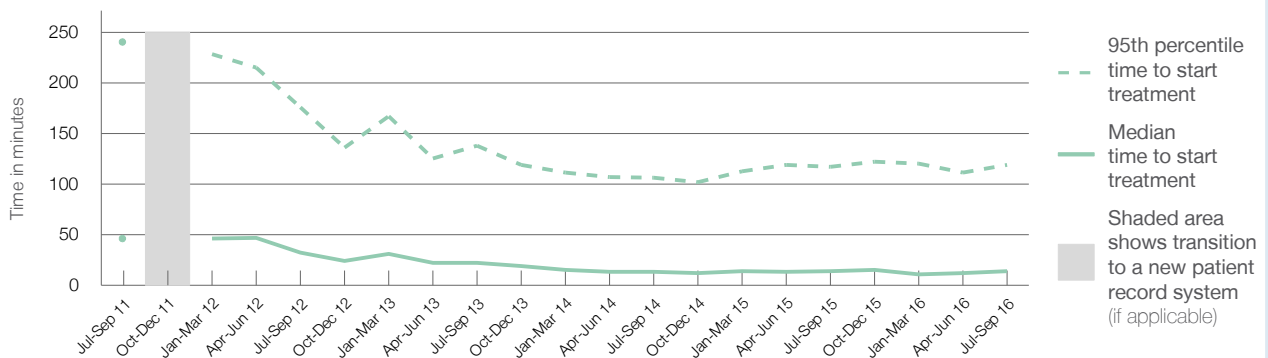
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
1,633	1,548
14 minutes	24 minutes
117 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	46	32	22	13	14	14
95th percentile time to start treatment <sup>5</sup> (minutes)	240	176	138	106	117	119

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 9,574 patients

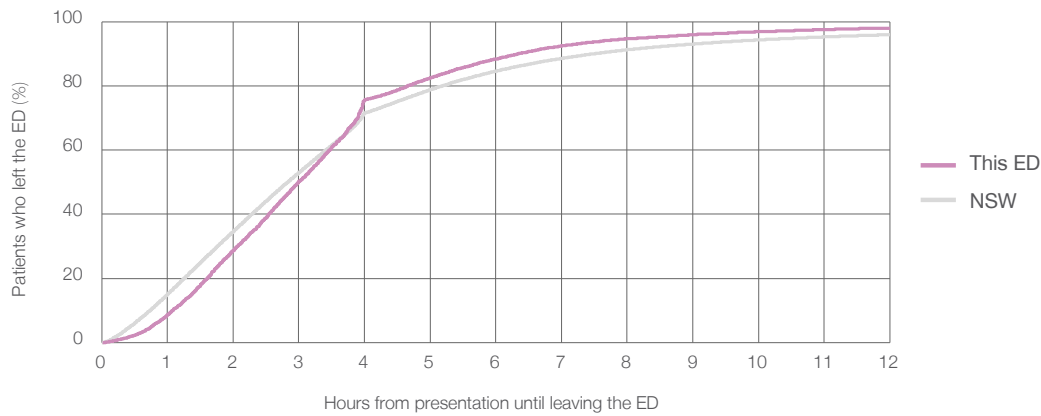
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

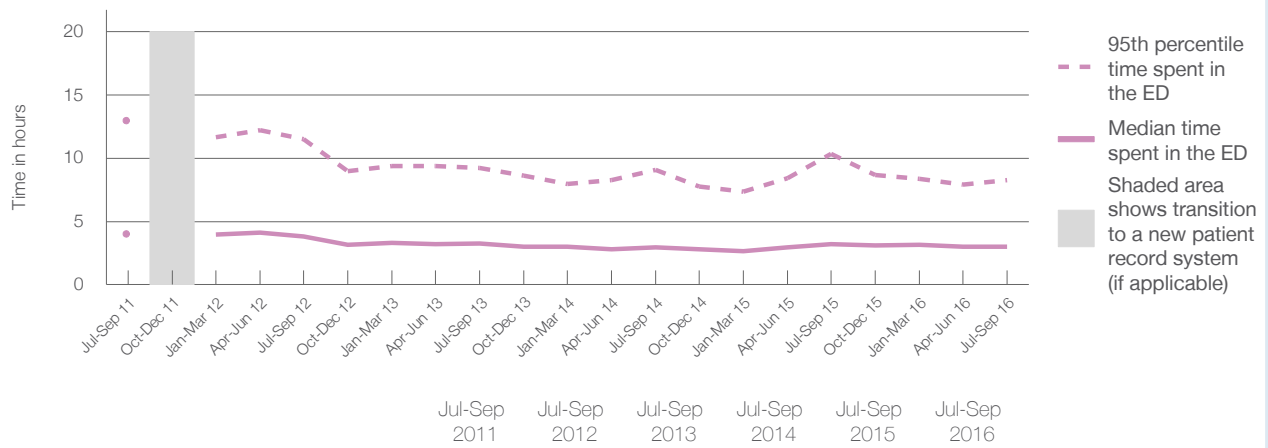
95th percentile time spent in the ED<sup>9</sup> 8 hours and 17 minutes

Same period last year	NSW (this period)
9,312	9,312
3 hours and 12 minutes	2 hours and 50 minutes
10 hours and 20 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 58m	11h 31m	9h 13m	9h 4m	10h 20m	8h 17m

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

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

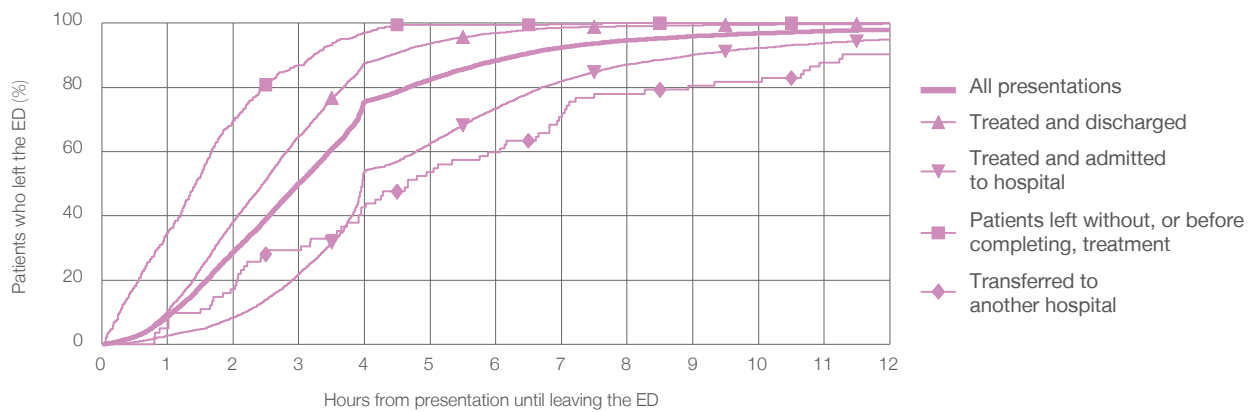
All presentations:<sup>1</sup> 9,574 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Treated and discharged	5,637 (58.9%)
Treated and admitted to hospital	3,428 (35.8%)
Patient left without, or before completing, treatment	424 (4.4%)
Transferred to another hospital	82 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,312	2.8%
5,898	-4.4%
2,878	19.1%
486	-12.8%
48	70.8%
2	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	10.4%	38.3%	64.8%	87.5%	97.0%	99.1%	99.6%	99.8%
Treated and admitted to hospital	2.7%	8.4%	21.9%	53.9%	73.5%	87.1%	92.3%	94.9%
Patient left without, or before completing, treatment	34.7%	69.8%	87.0%	97.2%	99.5%	100%	100%	100%
Transferred to another hospital	4.9%	17.1%	29.3%	42.7%	59.8%	78.0%	81.7%	90.2%
All presentations	8.7%	28.8%	50.2%	75.5%	88.4%	94.7%	96.9%	98.0%

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

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## Hornsby and Ku-Ring-Gai 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: <sup>1</sup> 9,574 patients

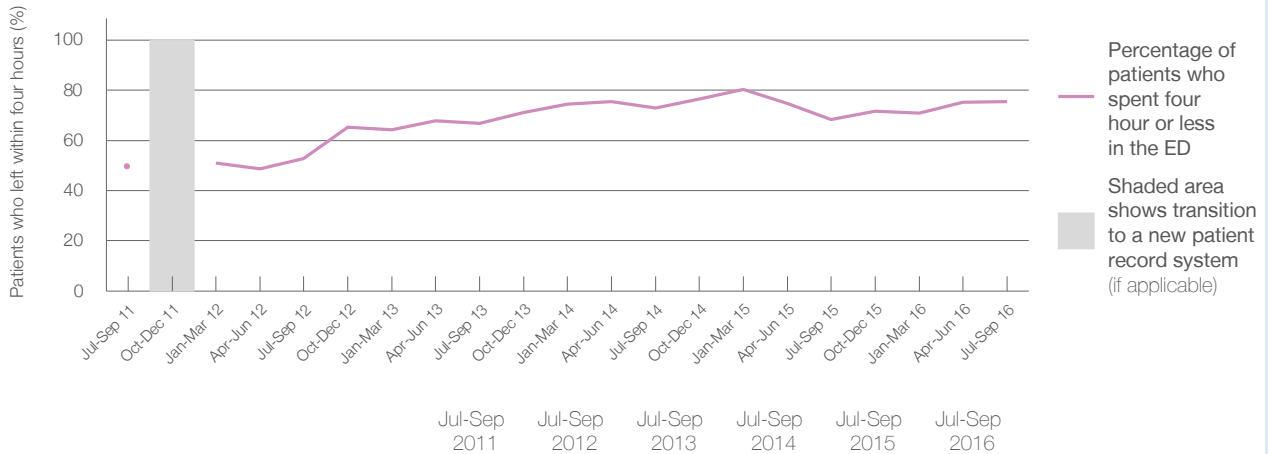
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,574 patients

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	9,312	2.8%
Presentations used to calculate time to leaving the ED	9,312	2.8%
Percentage of patients who spent four hours or less in the ED	68.4%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	49.6%	52.7%	66.8%	73.0%	68.4%	75.5%

\* 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).