



Healthcare Quarterly

Performance Profiles

Emergency Department

Nepean Blue Mountains Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,328 patients
Emergency presentations:² 4,275 patients

	Same period last year	Change since one year ago
All presentations: ¹ 4,328 patients	4,296	0.7%
Emergency presentations: ² 4,275 patients	4,201	1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 609 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 996 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,198 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 131 minutes

	Same period last year	NSW (this period)
All presentations	591	
Triage 2	7 minutes	8 minutes
Triage 2 (90th percentile)	21 minutes	26 minutes
Triage 3	1,007	
Triage 3 (Median)	17 minutes	20 minutes
Triage 3 (90th percentile)	73 minutes	69 minutes
Triage 4	1,962	
Triage 4 (Median)	28 minutes	26 minutes
Triage 4 (90th percentile)	114 minutes	101 minutes
Triage 5	619	
Triage 5 (Median)	29 minutes	23 minutes
Triage 5 (90th percentile)	114 minutes	104 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,317 patients

Percentage of patients who spent four hours or less in the ED 77.7%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,317 patients	4,296	0.5%
Percentage of patients who spent four hours or less in the ED 77.7%	82.6%	

* 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 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.

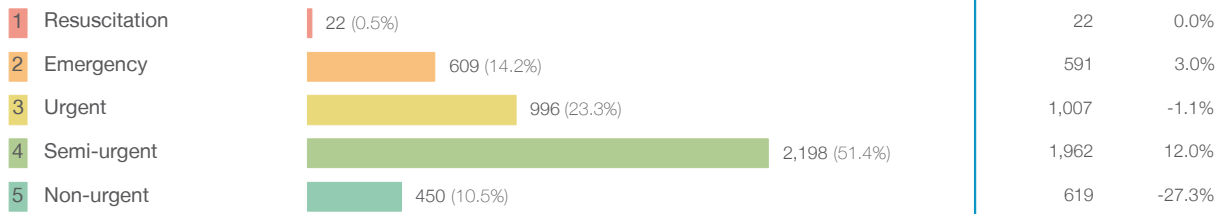
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2017

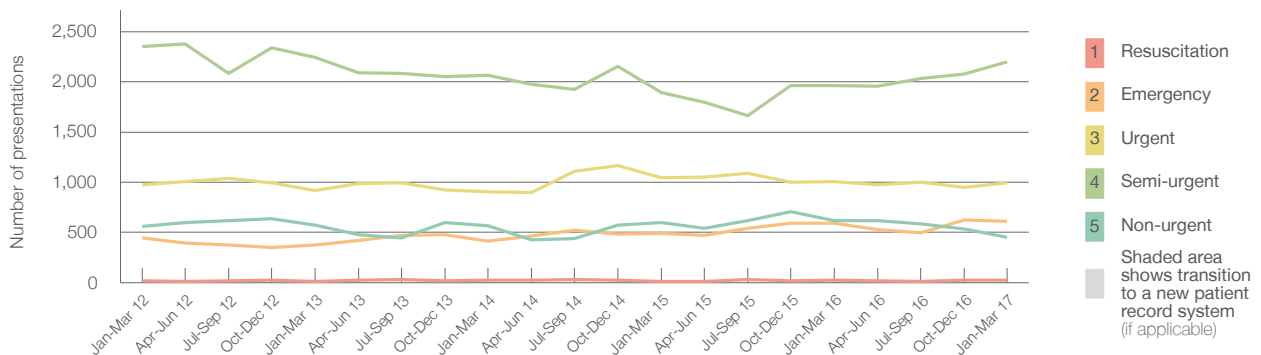
All presentations:¹ 4,328 patients

Emergency presentations² by triage category: 4,275 patients



Same period last year	Change since one year ago
4,296	0.7%
4,201	1.8%
22	0.0%
591	3.0%
1,007	-1.1%
1,962	12.0%
619	-27.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	16	14	22	10	22	22
Emergency	447	375	415	488	591	609
Urgent	977	919	902	1,042	1,007	996
Semi-urgent	2,351	2,243	2,068	1,895	1,962	2,198
Non-urgent	559	576	564	597	619	450
All emergency presentations	4,350	4,127	3,971	4,032	4,201	4,275

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 832 patients

ED Transfer of care time



Same period last year	Change since one year ago
578	
12 minutes	0 minutes
22 minutes	3 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 609

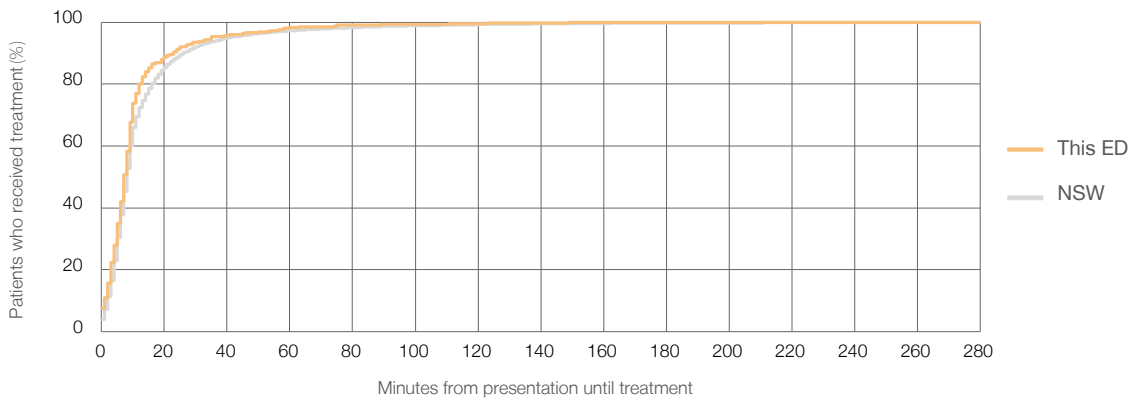
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ ■ 7 minutes

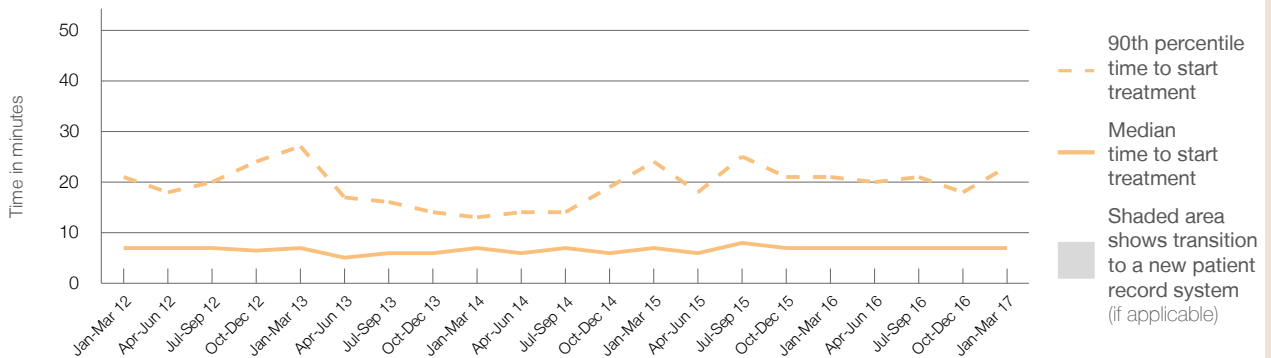
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
591	
586	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	27	13	24	21	23

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 996

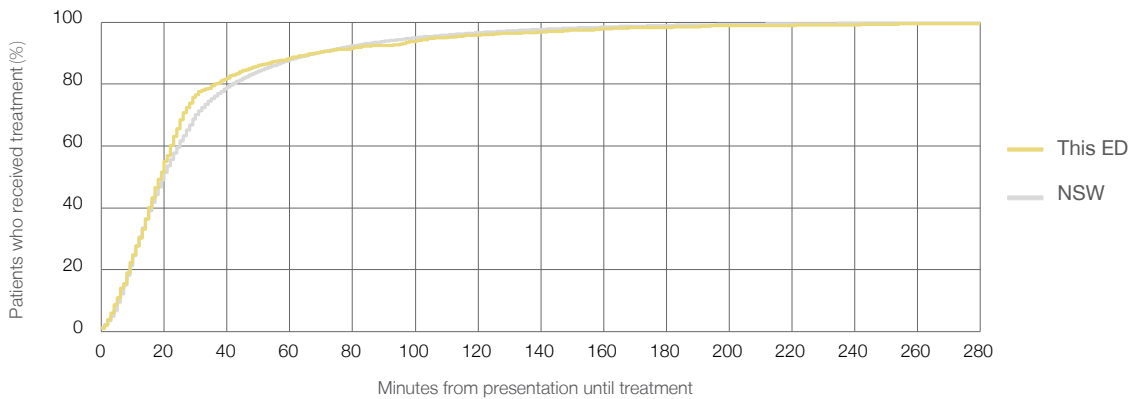
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 19 minutes

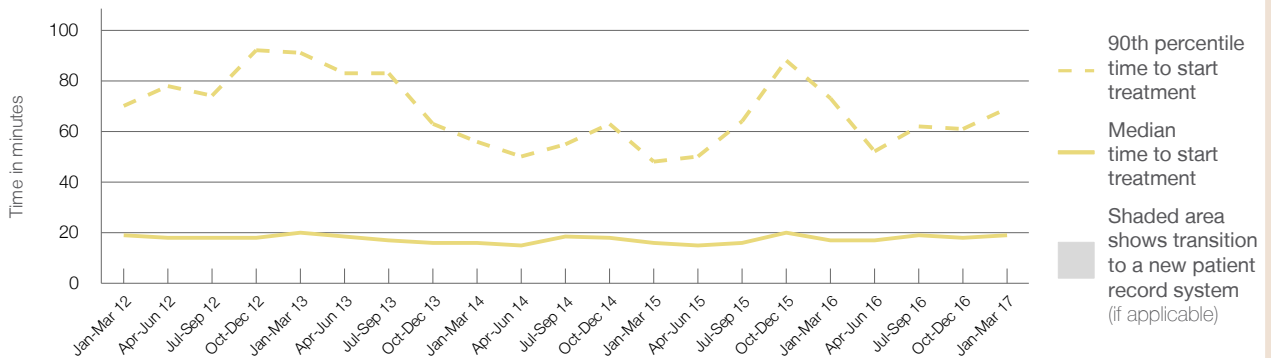
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,007	
958	
17 minutes	20 minutes
73 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	20	16	16	17	19
90th percentile time to start treatment ⁵ (minutes)	70	91	56	48	73	69

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,198

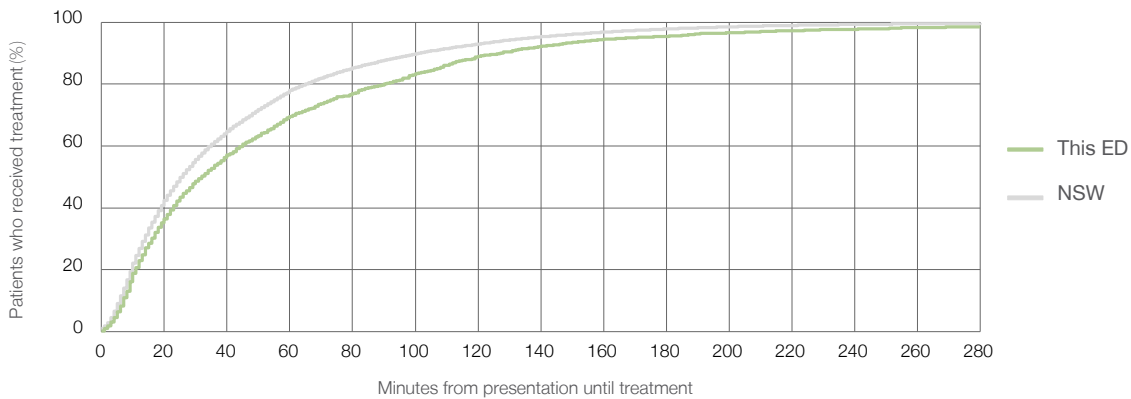
Number of triage 4 patients used to calculate waiting time:³ 1,973

Median time to start treatment⁴ 32 minutes

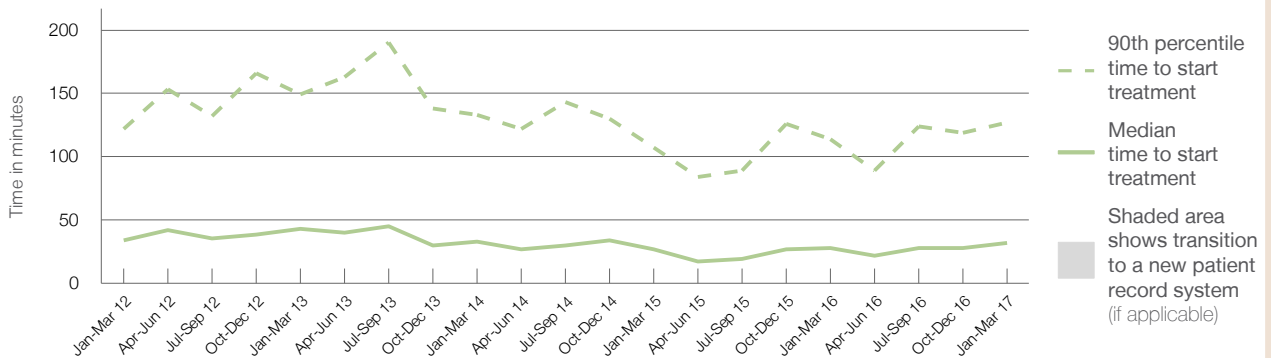
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,962	
1,812	
28 minutes	26 minutes
114 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	43	33	27	28	32
90th percentile time to start treatment ⁵ (minutes)	122	149	133	107	114	127

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 450

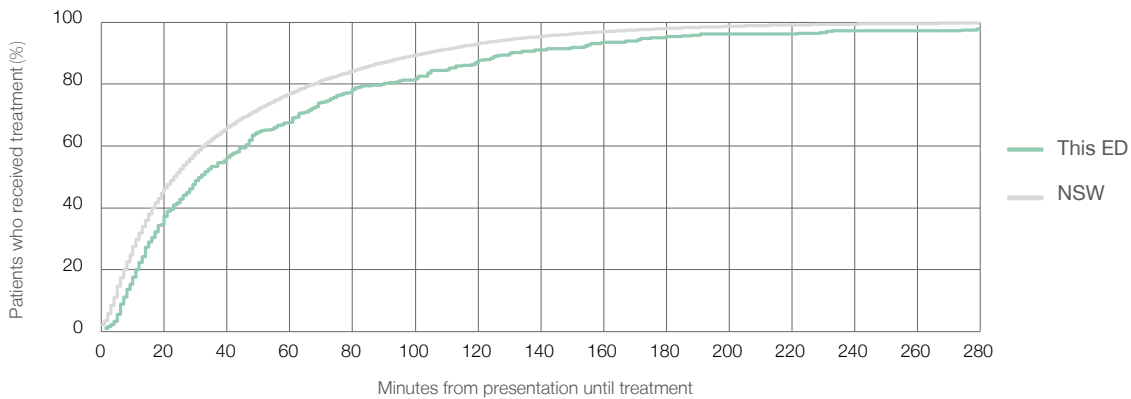
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 32 minutes

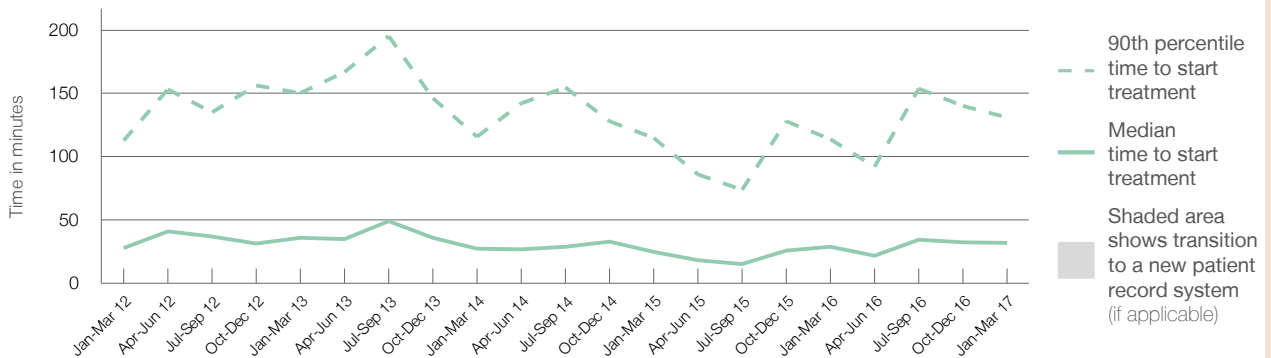
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
619	
532	
29 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	36	28	25	29	32
90th percentile time to start treatment ⁵ (minutes)	113	150	116	115	114	131

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 4,328 patients

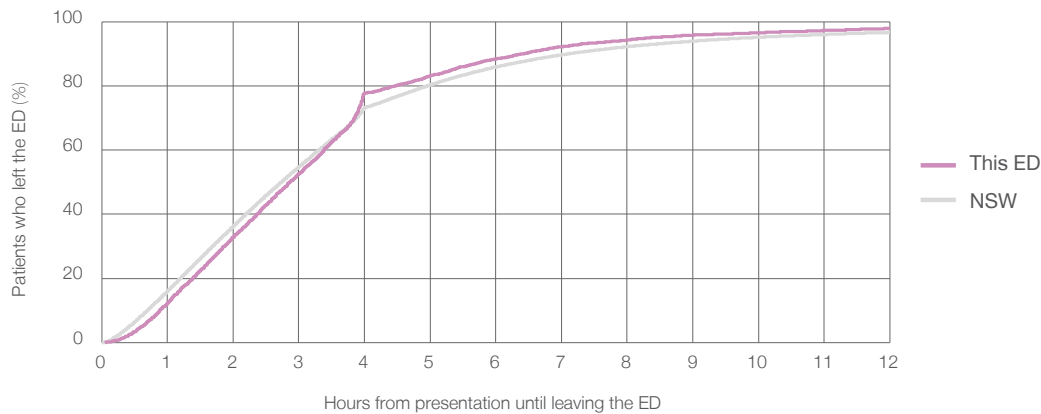
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

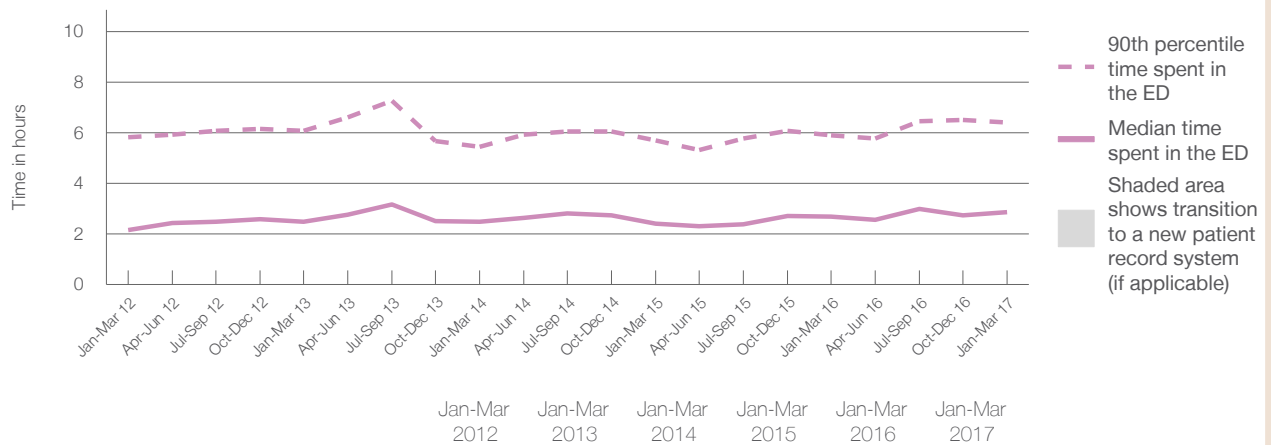
90th percentile time spent in the ED⁹ 6 hours and 25 minutes

Same period last year	NSW (this period)
4,296	4,296
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 54 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

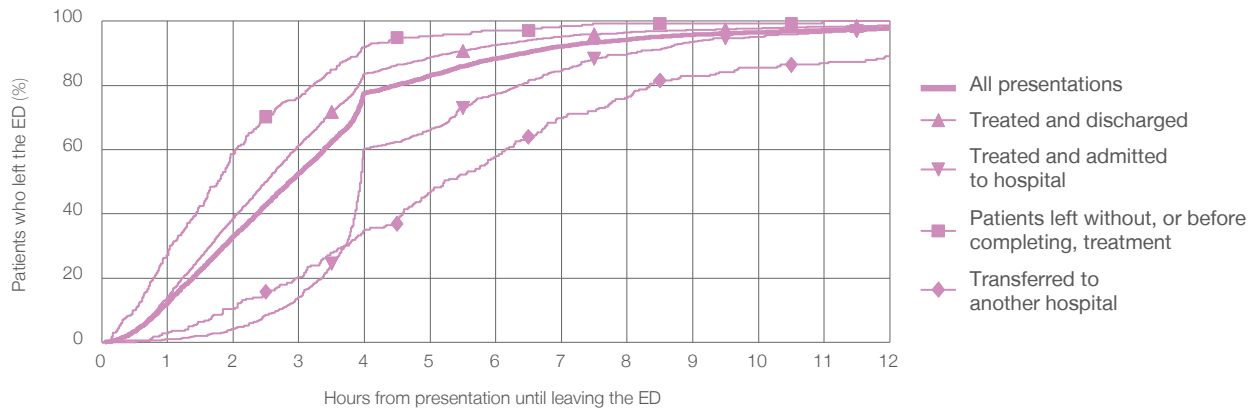
All presentations:¹ 4,328 patients

Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Treated and discharged	3,065 (70.8%)
Treated and admitted to hospital	597 (13.8%)
Patient left without, or before completing, treatment	281 (6.5%)
Transferred to another hospital	224 (5.2%)
Other	161 (3.7%)

Same period last year	Change since one year ago
4,296	0.5%
3,155	-2.9%
687	-13.1%
243	15.6%
207	8.2%
4	3925.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	14.1%	38.8%	61.4%	83.7%	92.6%	96.5%	97.7%	98.7%
Treated and admitted to hospital	1.0%	4.2%	14.1%	60.5%	77.4%	89.8%	95.1%	97.3%
Patient left without, or before completing, treatment	27.1%	58.6%	76.2%	91.9%	97.1%	99.3%	99.3%	100%
Transferred to another hospital	2.7%	10.4%	20.3%	35.1%	58.1%	76.1%	85.6%	89.2%
All presentations	12.3%	33.0%	52.6%	77.7%	88.4%	94.2%	96.5%	97.9%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,328 patients

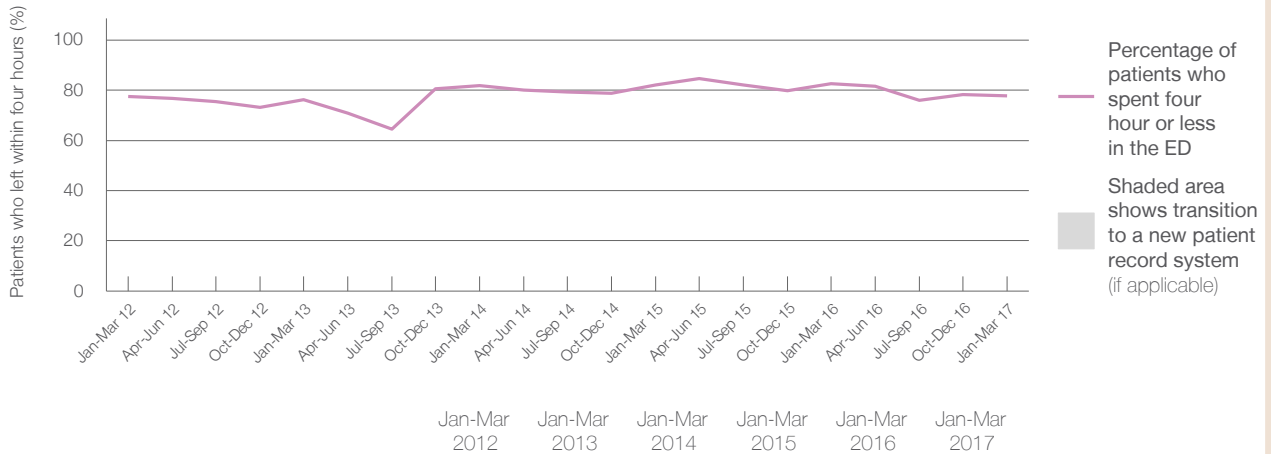
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

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: ¹ 4,328 patients	4,296	0.7%
Presentations used to calculate time to leaving the ED: ⁶ 4,317 patients	4,296	0.5%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	77.5%	76.3%	81.8%	82.0%	82.6%	77.7%
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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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: ¹ 6,085 patients	6,138	-0.9%
Emergency presentations: ² 5,757 patients	5,705	0.9%

Hawkesbury District Health Services: Time patients waited to start treatment³

January to March 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients	554	
Median time to start treatment ⁴ 9 minutes	12 minutes	8 minutes
90th percentile time to start treatment ⁵ 20 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,677 patients	1,514	
Median time to start treatment ⁴ 15 minutes	20 minutes	20 minutes
90th percentile time to start treatment ⁵ 40 minutes	39 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,118 patients	3,011	
Median time to start treatment ⁴ 15 minutes	21 minutes	26 minutes
90th percentile time to start treatment ⁵ 63 minutes	57 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients	618	
Median time to start treatment ⁴ 13 minutes	20 minutes	23 minutes
90th percentile time to start treatment ⁵ 57 minutes	71 minutes	104 minutes

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

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 6,085 patients	6,138	-0.9%
Percentage of patients who spent four hours or less in the ED 74.8%	82.4%	

* 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 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.

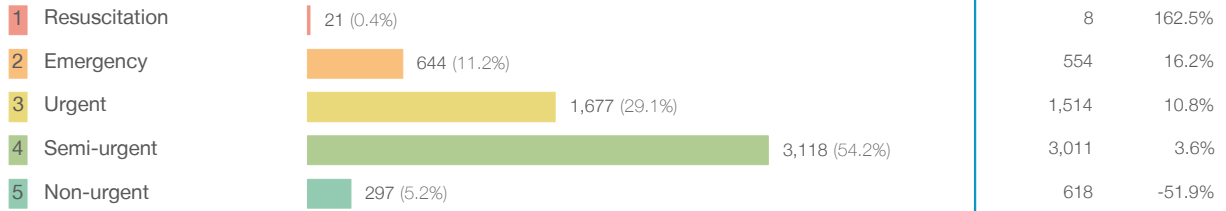
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

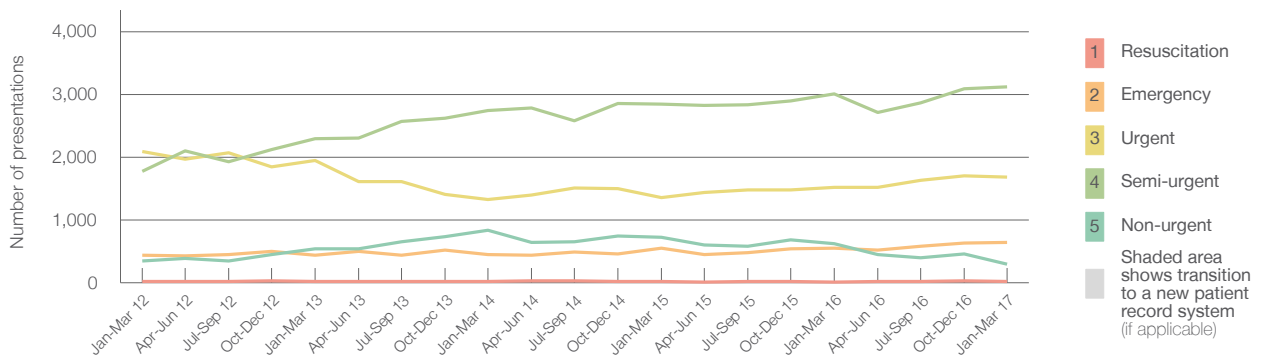
Hawkesbury District Health Services: Patients presenting to the emergency department January to March 2017

All presentations:¹ 6,085 patients

Emergency presentations² by triage category: 5,757 patients



Emergency presentations² by quarter, January 2012 to March 2017 * §

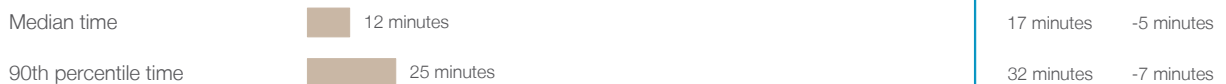


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	21	17	20	17	8	21
Emergency	436	434	447	545	554	644
Urgent	2,087	1,949	1,322	1,355	1,514	1,677
Semi-urgent	1,775	2,290	2,745	2,846	3,011	3,118
Non-urgent	343	540	838	720	618	297
All emergency presentations	4,662	5,230	5,372	5,483	5,705	5,757

Hawkesbury District Health Services: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 917 patients

ED Transfer of care time



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(§) 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.

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 644

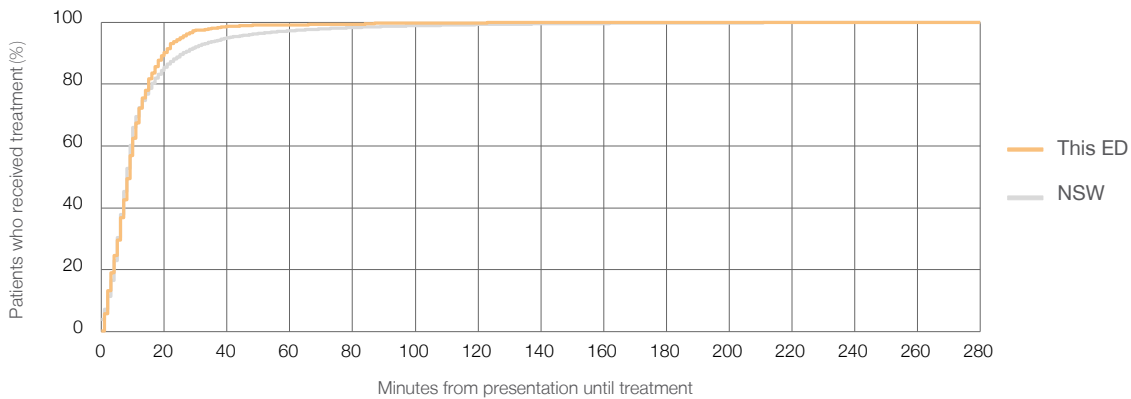
Number of triage 2 patients used to calculate waiting time:³ 644

Median time to start treatment⁴ 9 minutes

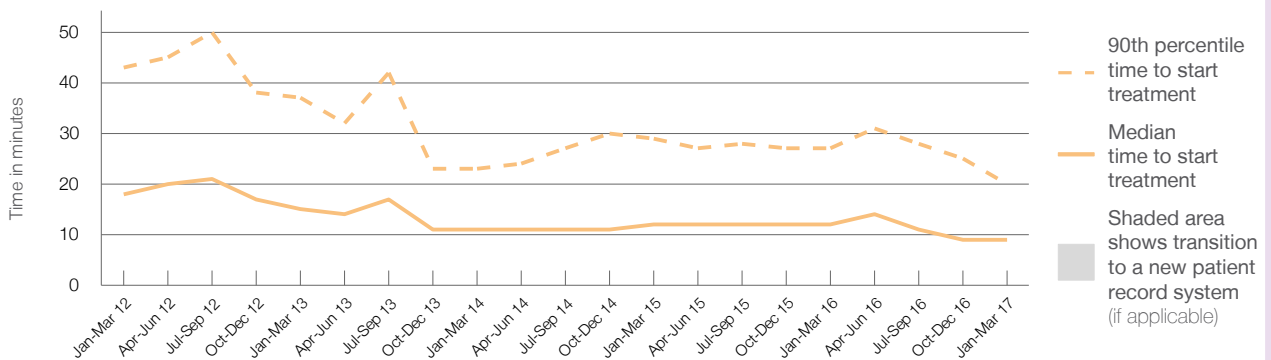
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
554	554
12 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	15	11	12	12	9
90th percentile time to start treatment ⁵ (minutes)	43	37	23	29	27	20

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,677

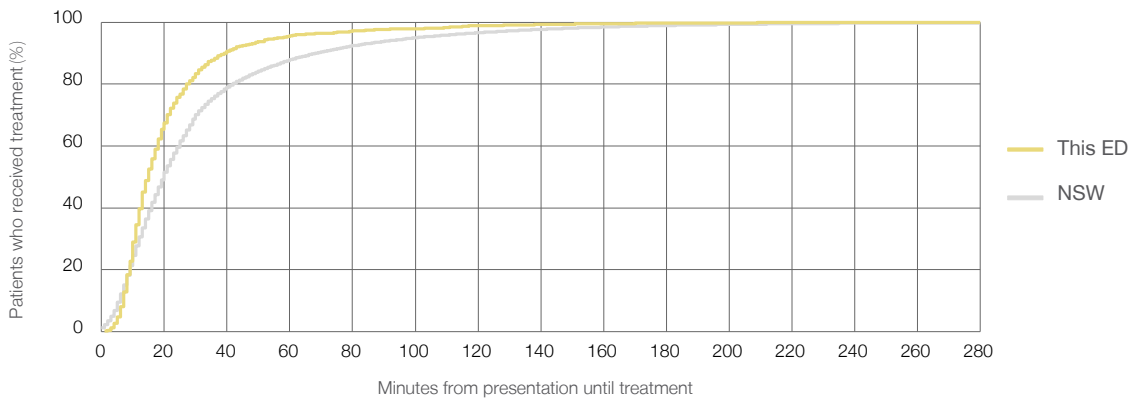
Number of triage 3 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴ 15 minutes

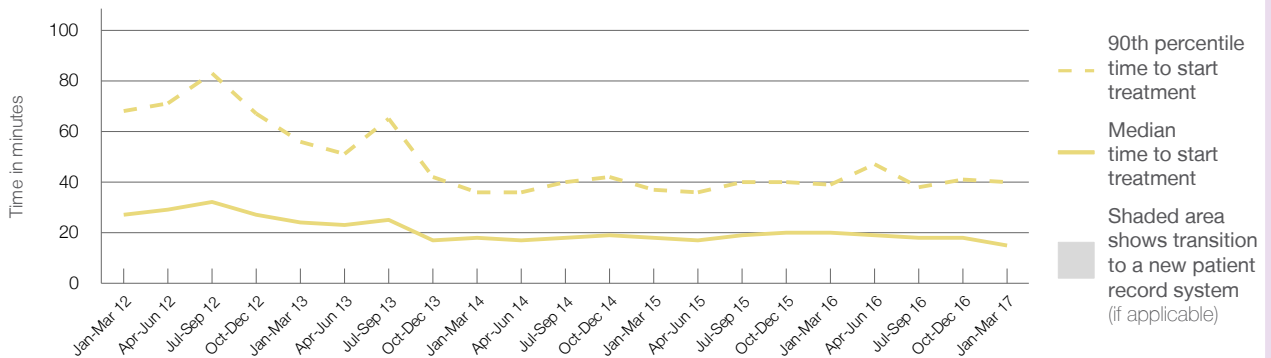
90th percentile time to start treatment⁵ 40 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,514	1,513
Median time to start treatment ⁴	20 minutes	20 minutes
90th percentile time to start treatment ⁵	39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	24	18	18	20	15
90th percentile time to start treatment ⁵ (minutes)	68	56	36	37	39	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.

(§) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,118

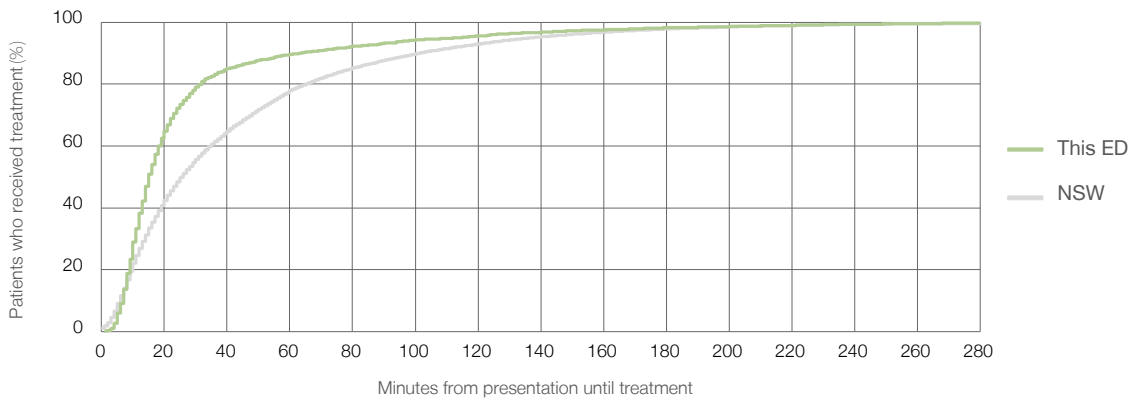
Number of triage 4 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 15 minutes

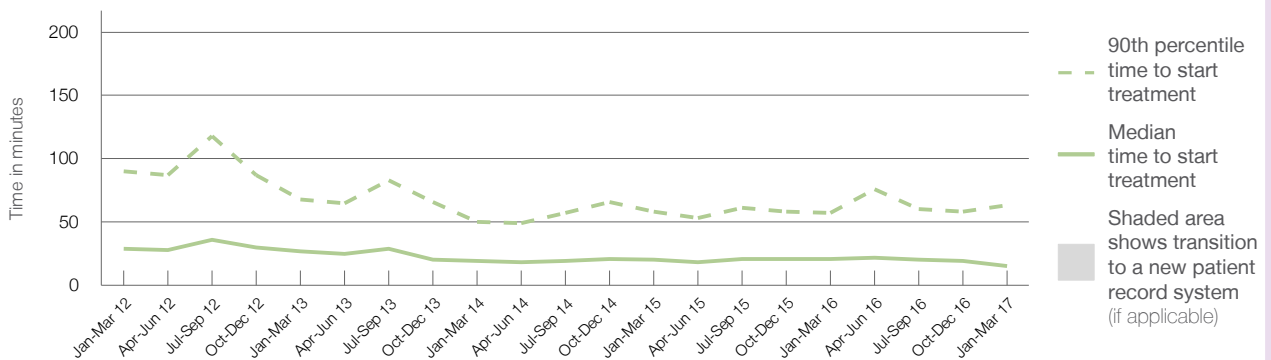
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,011	
2,995	
21 minutes	26 minutes
57 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	27	19	20	21	15
90th percentile time to start treatment ⁵ (minutes)	90	68	50	58	57	63

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 297

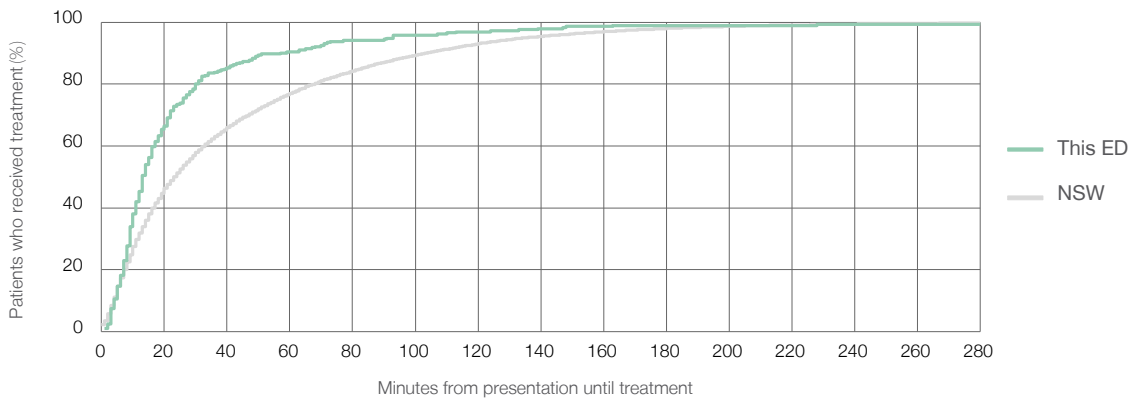
Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 13 minutes

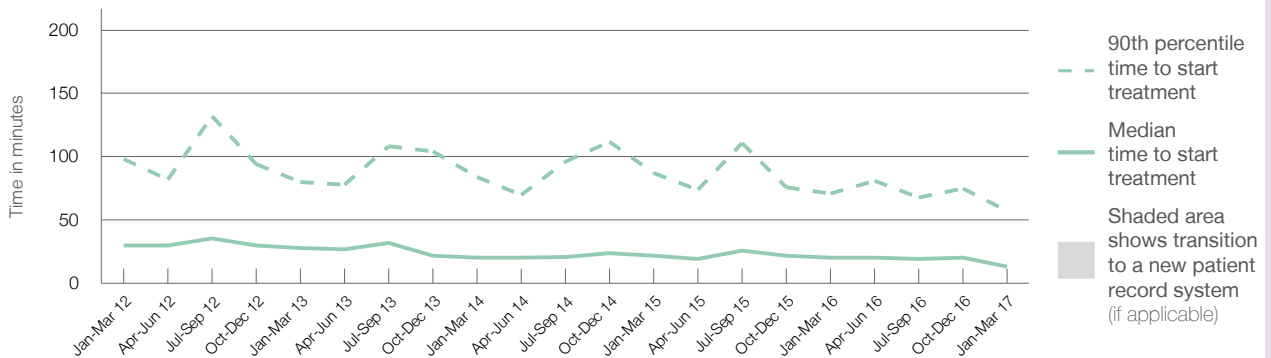
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
618	600
20 minutes	23 minutes
71 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	28	20	22	20	13
90th percentile time to start treatment ⁵ (minutes)	98	80	84	87	71	57

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,085 patients

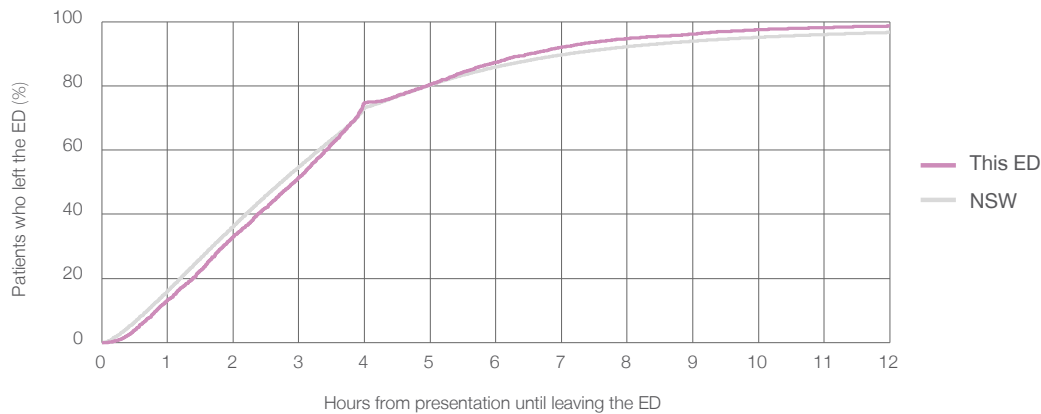
Presentations used to calculate time to leaving the ED:⁶ 6,085 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

90th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
6,138	6,138
2 hours and 36 minutes	2 hours and 44 minutes
5 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 19m	8h 3m	5h 31m	5h 45m	5h 41m	6h 32m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

January to March 2017

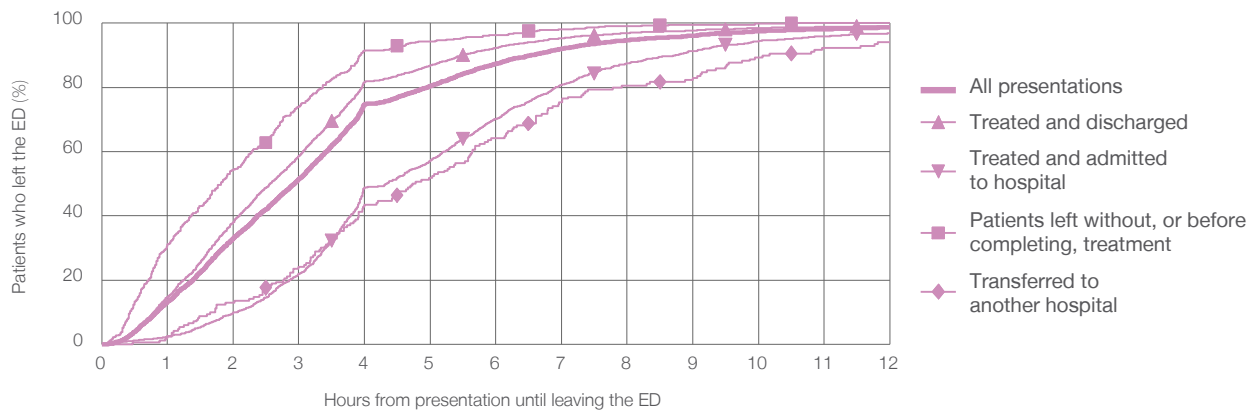
All presentations:¹ 6,085 patients

Presentations used to calculate time to leaving the ED:⁶ 6,085 patients

Treated and discharged	4,162 (68.4%)
Treated and admitted to hospital	1,245 (20.5%)
Patient left without, or before completing, treatment	500 (8.2%)
Transferred to another hospital	170 (2.8%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,138	-0.9%
4,281	-2.8%
1,169	6.5%
496	0.8%
182	-6.6%
10	-20.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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	14.8%	38.1%	58.6%	81.8%	92.4%	97.0%	98.5%	99.2%
Treated and admitted to hospital	2.5%	9.9%	22.0%	48.9%	70.2%	87.6%	94.5%	96.9%
Patient left without, or before completing, treatment	31.0%	54.4%	74.0%	91.6%	96.4%	99.2%	99.8%	100%
Transferred to another hospital	2.4%	12.9%	24.1%	43.5%	64.1%	80.6%	89.4%	94.1%
All presentations	13.3%	33.0%	51.5%	74.8%	87.4%	94.8%	97.5%	98.6%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hawkesbury District Health Services: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,085 patients

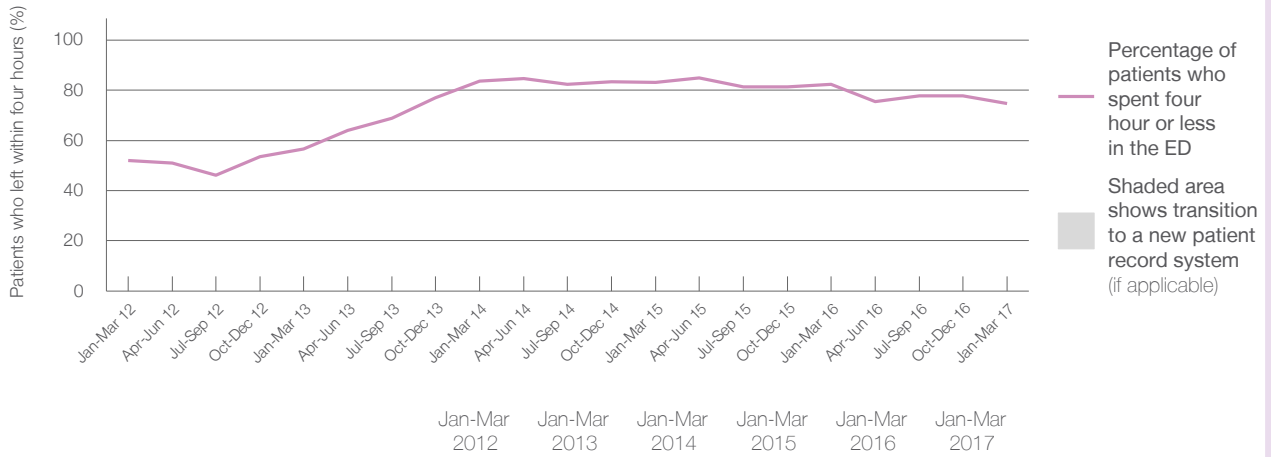
Presentations used to calculate time to leaving the ED:⁶ 6,085 patients

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	6,138	-0.9%
Presentations used to calculate time to leaving the ED	6,138	-0.9%
Percentage of patients who spent four hours or less in the ED	82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	52.0%	56.5%	83.7%	83.2%	82.4%	74.8%

* 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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,955 patients
Emergency presentations:² 2,851 patients

Same period last year	Change since one year ago
3,176	-7.0%
3,028	-5.8%

Lithgow Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 306 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 892 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,206 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
324	
4 minutes	8 minutes
11 minutes	26 minutes
906	
10 minutes	20 minutes
37 minutes	69 minutes
1,303	
10 minutes	26 minutes
50 minutes	101 minutes
477	
8 minutes	23 minutes
42 minutes	104 minutes

Lithgow Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,955 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
3,175	-6.9%
88.4%	

* 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 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.

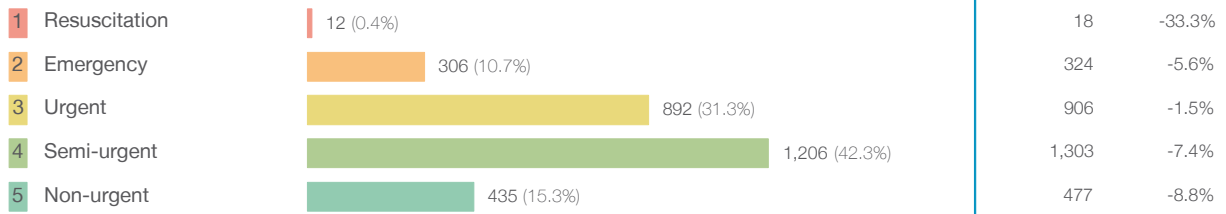
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

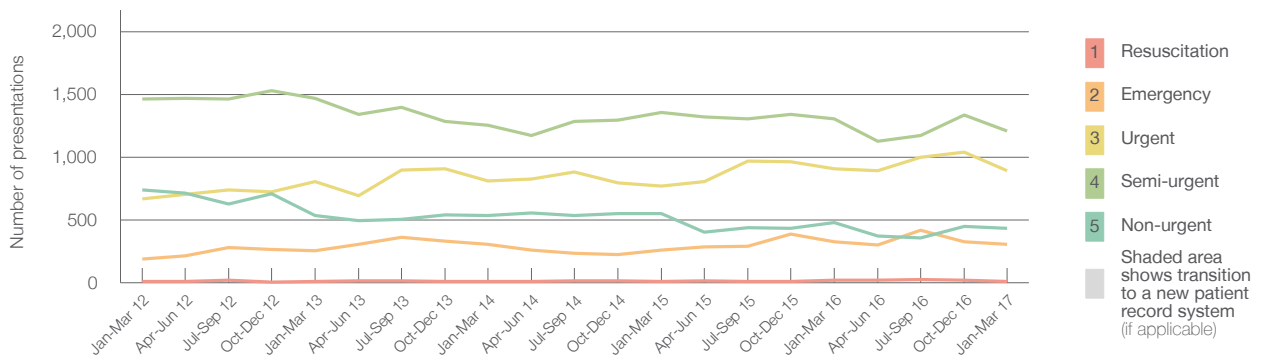
Lithgow Health Service: Patients presenting to the emergency department January to March 2017

All presentations:¹ 2,955 patients

Emergency presentations² by triage category: 2,851 patients



Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	8	7	10	12	18	12
Emergency	187	253	305	259	324	306
Urgent	668	804	810	767	906	892
Semi-urgent	1,461	1,466	1,254	1,358	1,303	1,206
Non-urgent	737	535	533	552	477	435
All emergency presentations	3,061	3,065	2,912	2,948	3,028	2,851

Lithgow Health Service: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 306

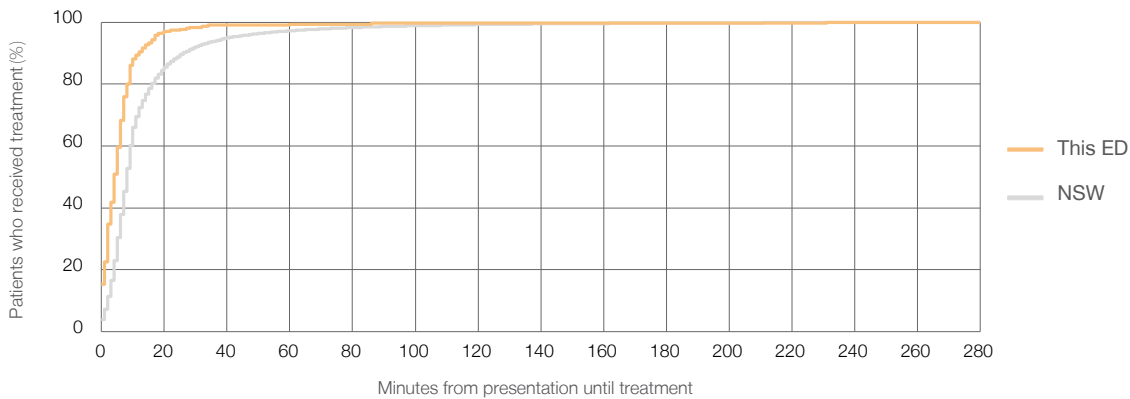
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 4 minutes

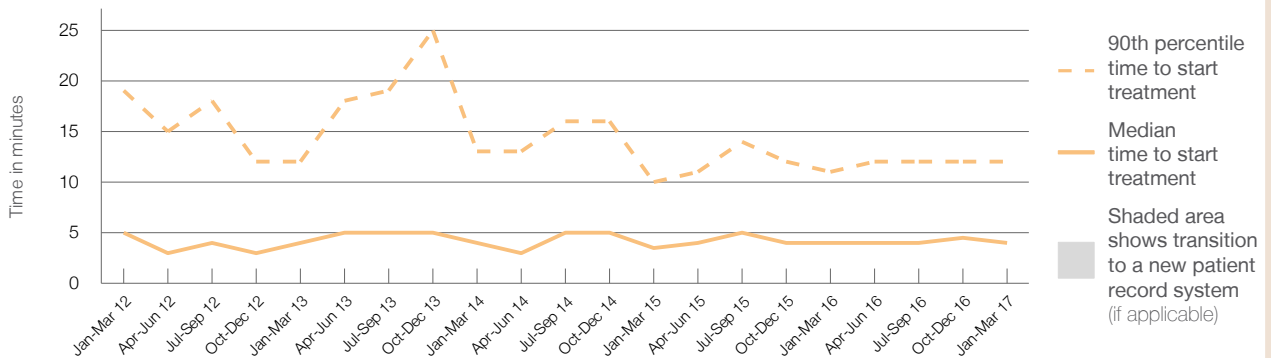
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
324	
321	
4 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	19	12	13	10	11	12

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 892

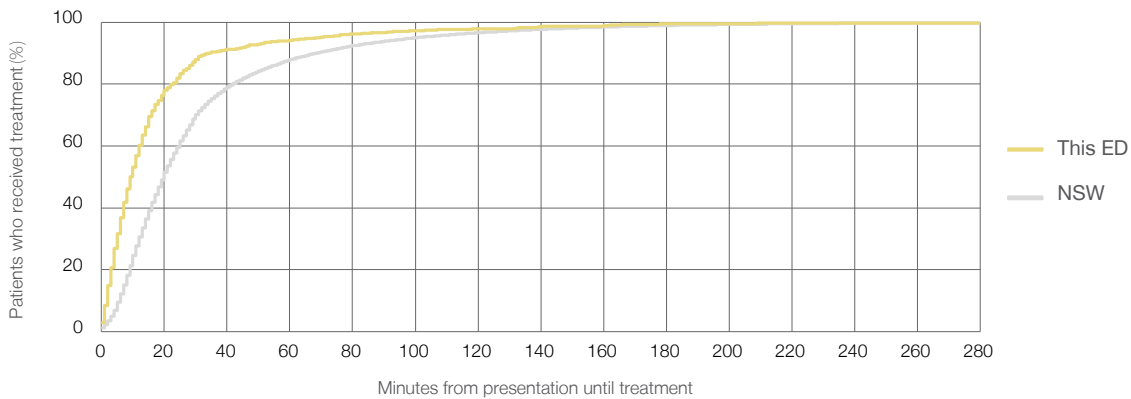
Number of triage 3 patients used to calculate waiting time:³ 875

Median time to start treatment⁴ 9 minutes

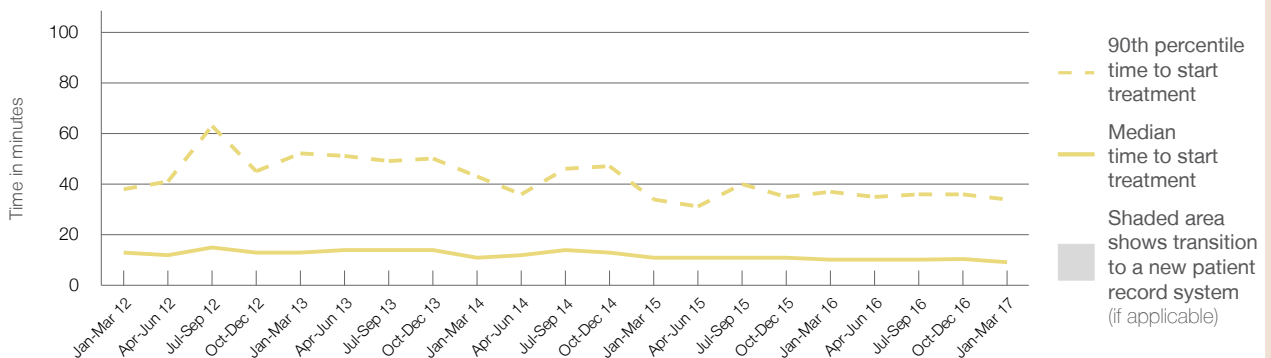
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
906	
877	
10 minutes	20 minutes
37 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	13	13	11	11	10	9
90th percentile time to start treatment ⁵ (minutes)	38	52	43	34	37	34

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,206

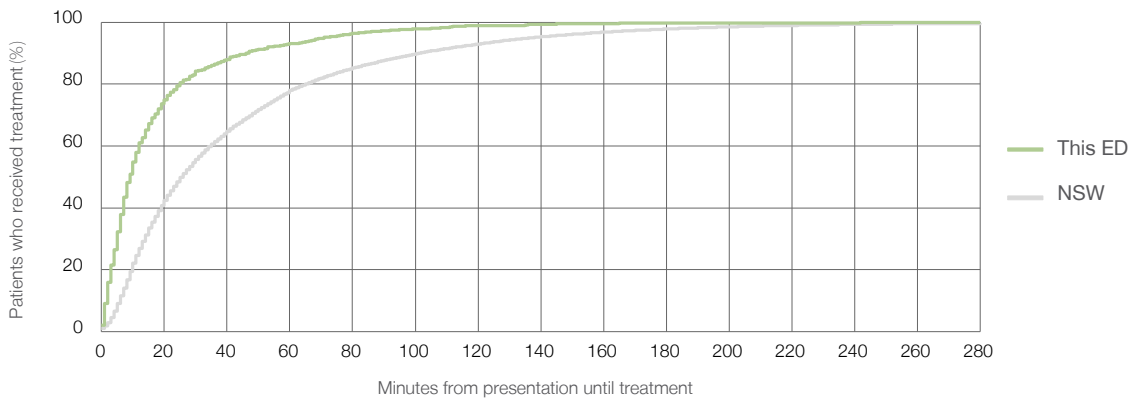
Number of triage 4 patients used to calculate waiting time:³ 1,160

Median time to start treatment⁴ 9 minutes

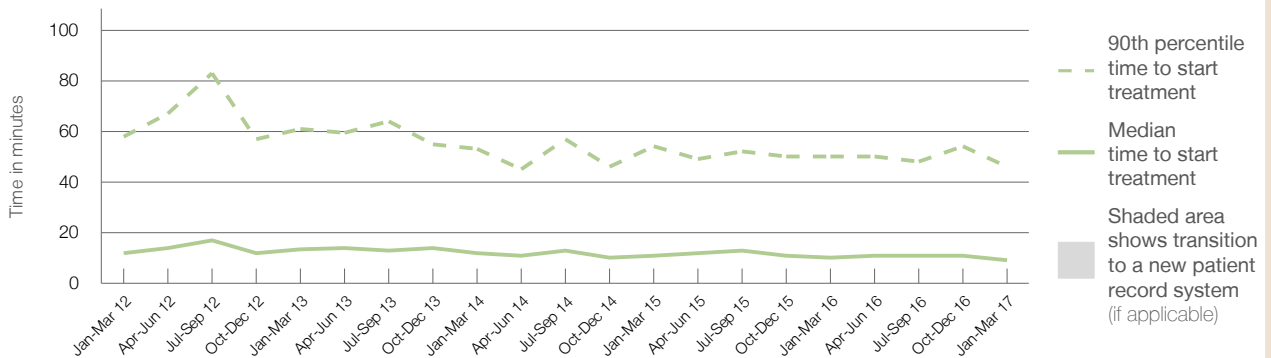
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,303	
1,241	
10 minutes	26 minutes
50 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	14	12	11	10	9
90th percentile time to start treatment ⁵ (minutes)	58	61	53	54	50	46

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 435

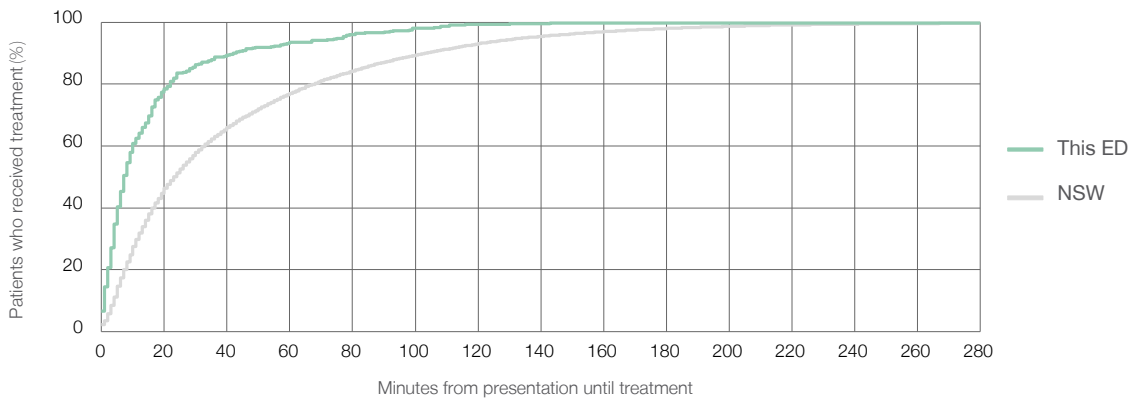
Number of triage 5 patients used to calculate waiting time:³ 406

Median time to start treatment⁴ 7 minutes

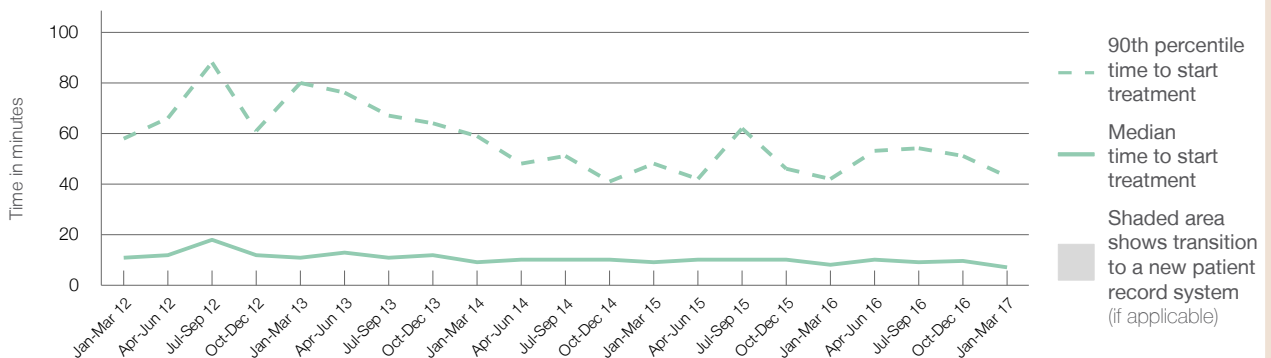
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
477	
435	
8 minutes	23 minutes
42 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	11	9	9	8	7
90th percentile time to start treatment ⁵ (minutes)	58	80	59	48	42	43

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,955 patients

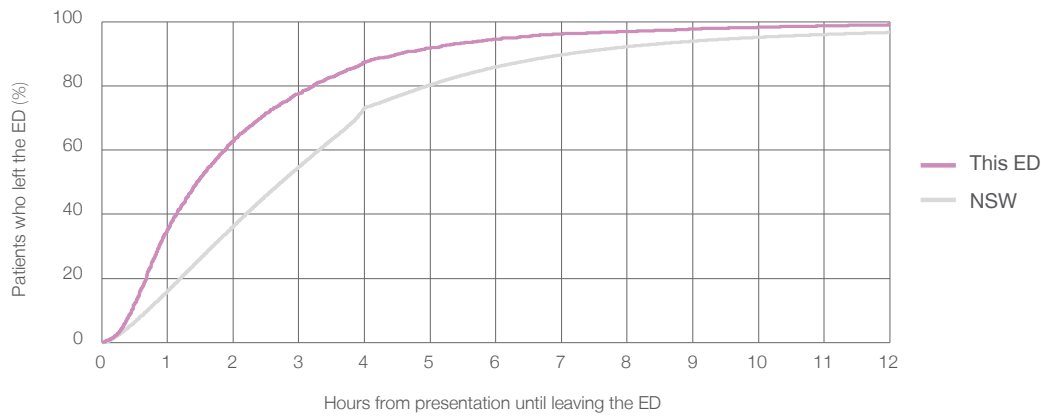
Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
3,176	3,175
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 18 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

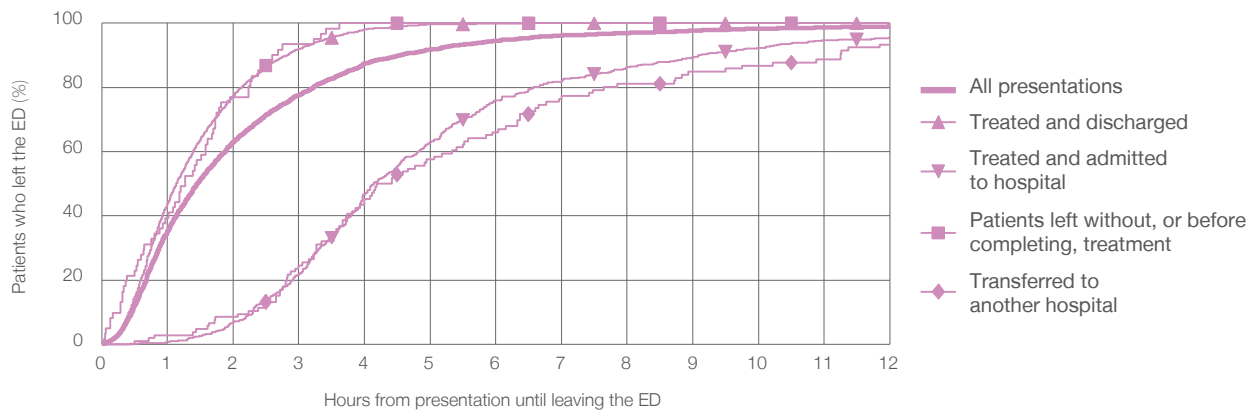
All presentations:¹ 2,955 patients

Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

Treated and discharged	2,273 (76.9%)
Treated and admitted to hospital	488 (16.5%)
Patient left without, or before completing, treatment	61 (2.1%)
Transferred to another hospital	106 (3.6%)
Other	27 (0.9%)

Same period last year	Change since one year ago
3,175	-6.9%
2,536	-10.4%
440	10.9%
74	-17.6%
115	-7.8%
11	145.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	44.0%	77.3%	92.0%	98.1%	99.9%	100%	100%	100%
Treated and admitted to hospital	0.8%	7.0%	21.7%	46.9%	76.0%	86.3%	92.4%	95.5%
Patient left without, or before completing, treatment	39.3%	77.0%	93.4%	100%	100%	100%	100%	100%
Transferred to another hospital	2.8%	8.5%	24.5%	45.3%	66.0%	81.1%	86.8%	93.4%
All presentations	35.3%	62.9%	77.6%	87.4%	94.6%	97.0%	98.2%	99.0%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,955 patients

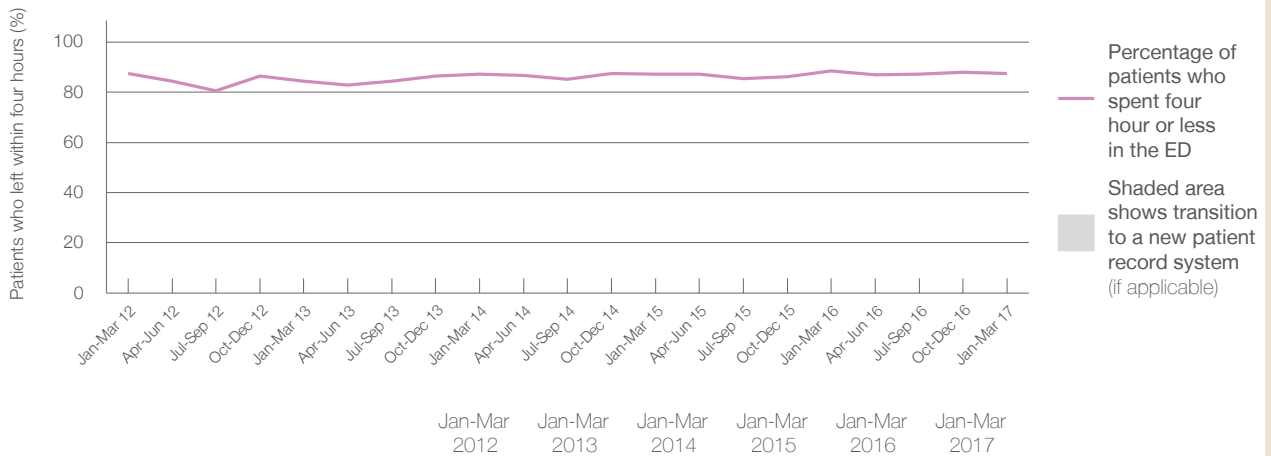
Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

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: ¹ 2,955 patients	3,176	-7.0%
Presentations used to calculate time to leaving the ED: ⁶ 2,955 patients	3,175	-6.9%
Percentage of patients who spent four hours or less in the ED	88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	87.5%	84.4%	87.3%	87.2%	88.4%	87.4%

* 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, 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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 17,075 patients

Emergency presentations:² 16,973 patients

Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%

Nepean Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,558 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,968 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,596 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,752 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,399	
10 minutes	8 minutes
39 minutes	26 minutes
4,777	
40 minutes	20 minutes
203 minutes	69 minutes
7,408	
41 minutes	26 minutes
190 minutes	101 minutes
2,224	
38 minutes	23 minutes
177 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 17,063 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
17,011	0.3%
48.5%	

* 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 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.

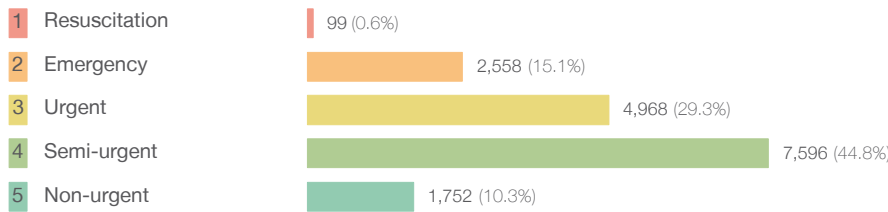
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Patients presenting to the emergency department January to March 2017

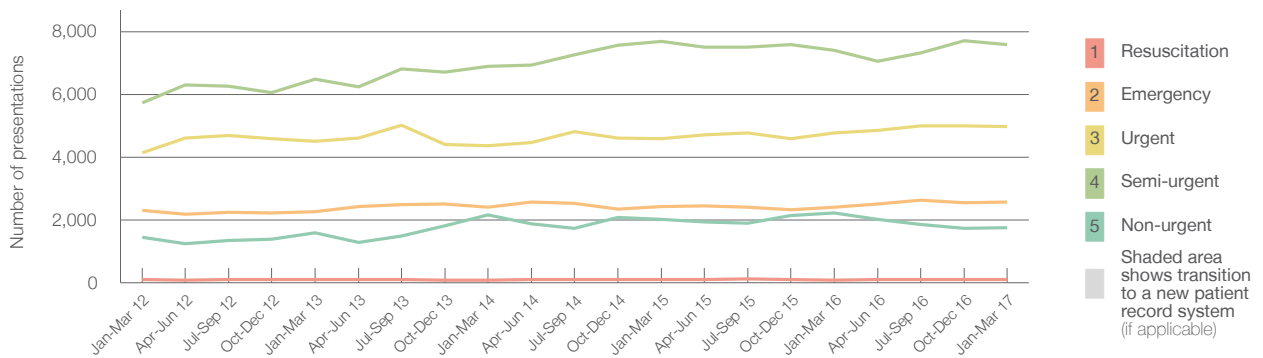
All presentations:¹ 17,075 patients

Emergency presentations² by triage category: 16,973 patients



Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%
87	13.8%
2,399	6.6%
4,777	4.0%
7,408	2.5%
2,224	-21.2%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	93	92	83	97	87	99
Emergency	2,305	2,253	2,403	2,428	2,399	2,558
Urgent	4,145	4,503	4,367	4,587	4,777	4,968
Semi-urgent	5,736	6,478	6,896	7,691	7,408	7,596
Non-urgent	1,447	1,596	2,153	2,007	2,224	1,752
All emergency presentations	13,726	14,922	15,902	16,810	16,895	16,973

Nepean Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,833 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,739	
11 minutes	0 minutes
33 minutes	-8 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 2,558

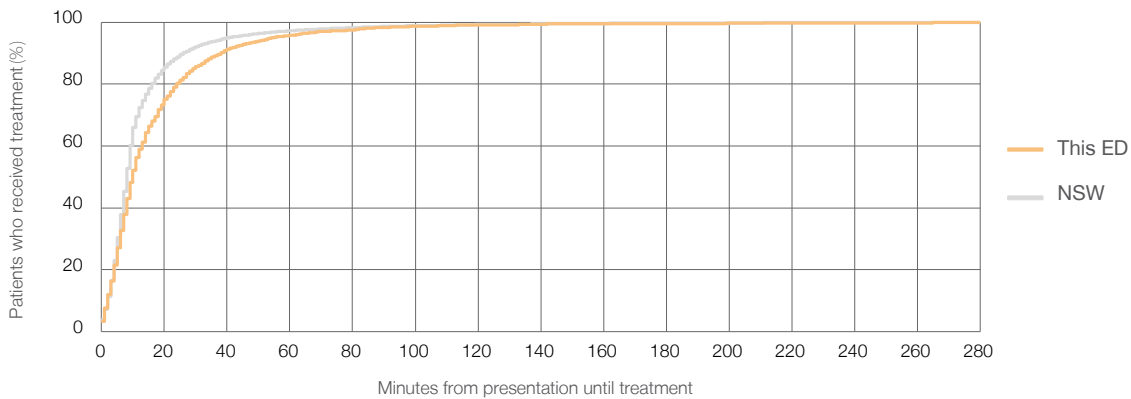
Number of triage 2 patients used to calculate waiting time:³ 2,541

Median time to start treatment⁴ 10 minutes

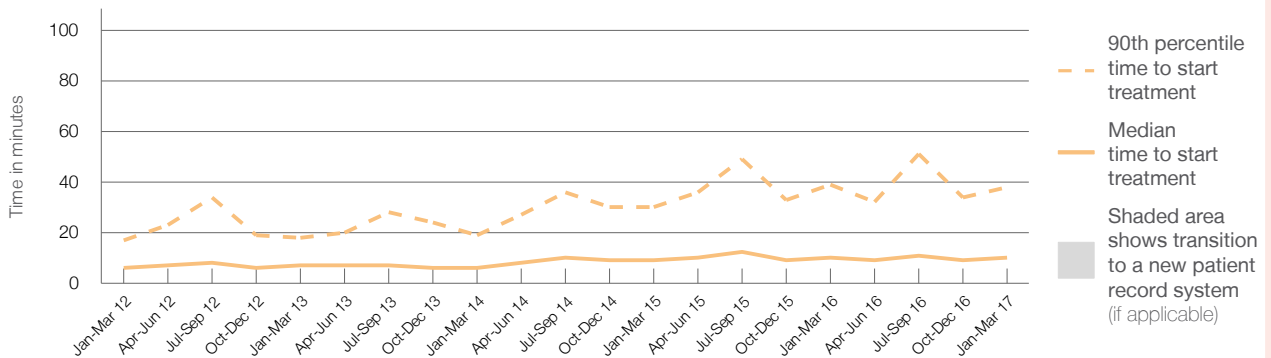
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,399	
2,335	
10 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	6	9	10	10
90th percentile time to start treatment ⁵ (minutes)	17	18	19	30	39	38

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 4,968

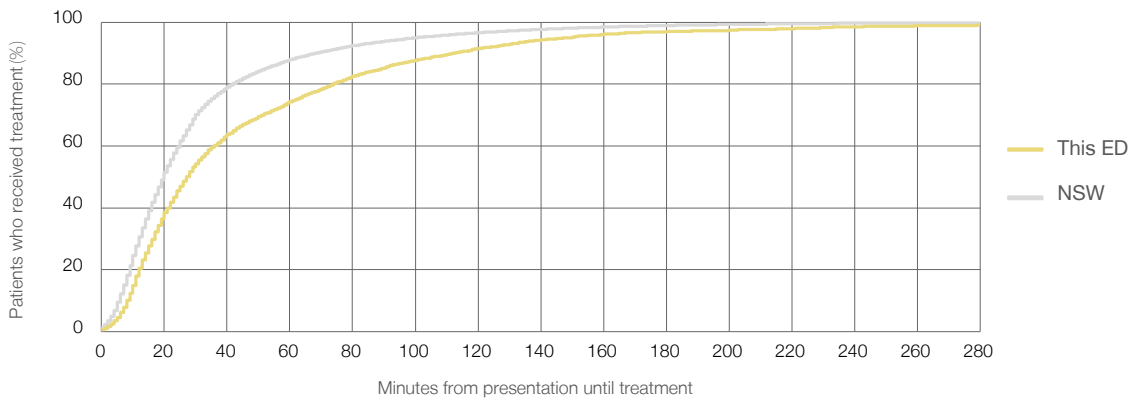
Number of triage 3 patients used to calculate waiting time:³ 4,686

Median time to start treatment⁴ 28 minutes

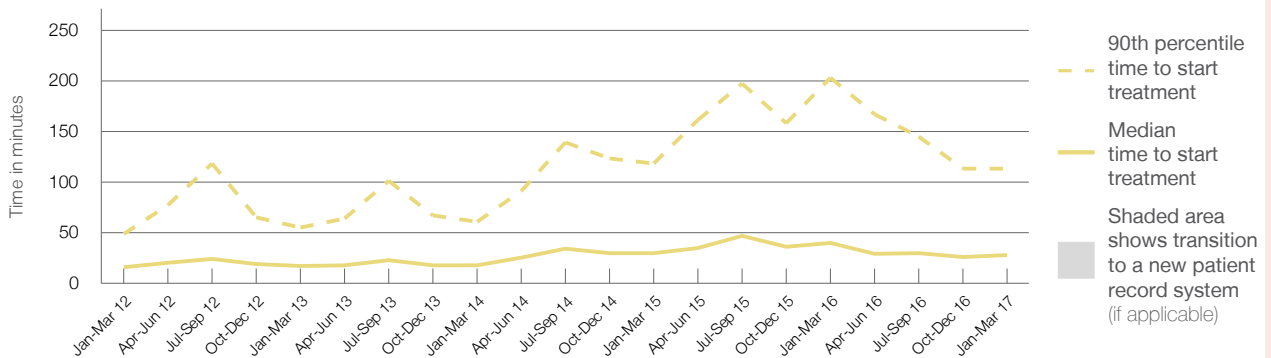
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,777	
4,244	
40 minutes	20 minutes
203 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	17	18	30	40	28
90th percentile time to start treatment ⁵ (minutes)	49	55	61	118	203	113

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,596

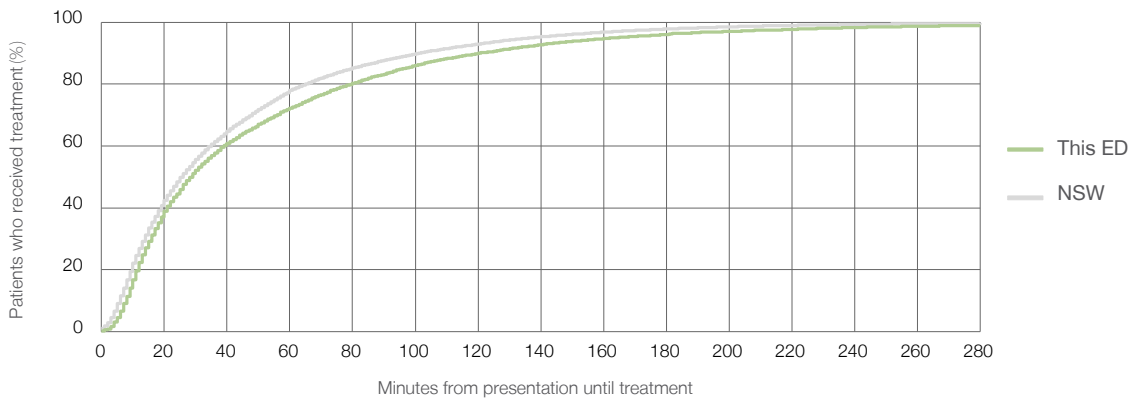
Number of triage 4 patients used to calculate waiting time:³ 7,006

Median time to start treatment⁴ 29 minutes

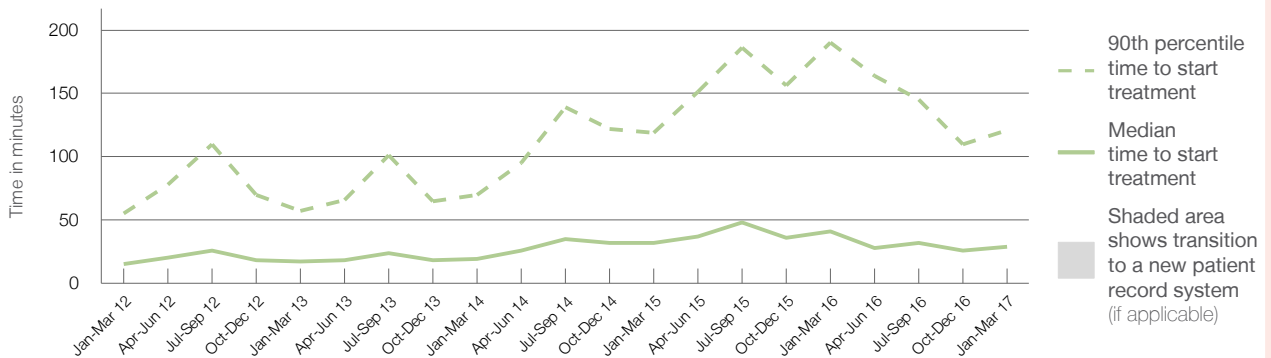
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
7,408	
6,405	
41 minutes	26 minutes
190 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	17	19	32	41	29
90th percentile time to start treatment ⁵ (minutes)	55	57	70	119	190	121

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,752

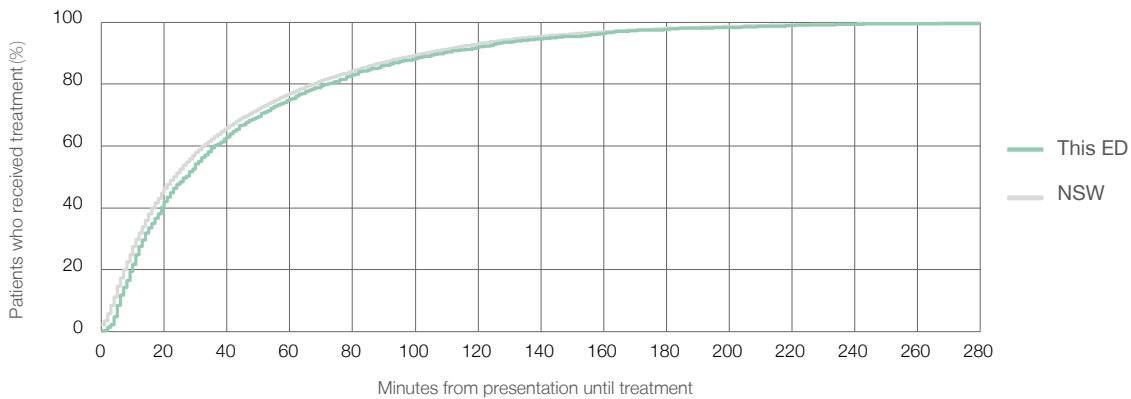
Number of triage 5 patients used to calculate waiting time:³ 1,499

Median time to start treatment⁴ 27 minutes

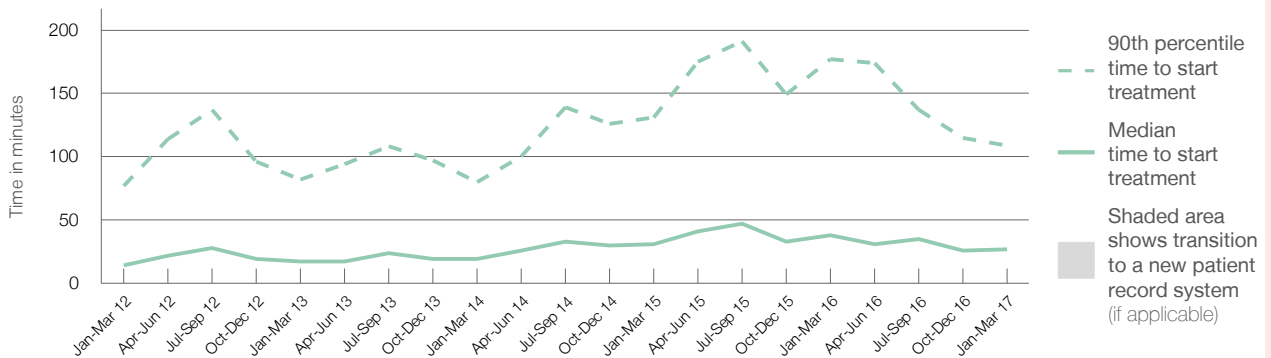
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,224	
1,755	
38 minutes	23 minutes
177 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	17	19	31	38	27
90th percentile time to start treatment ⁵ (minutes)	77	82	80	131	177	109

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 17,075 patients

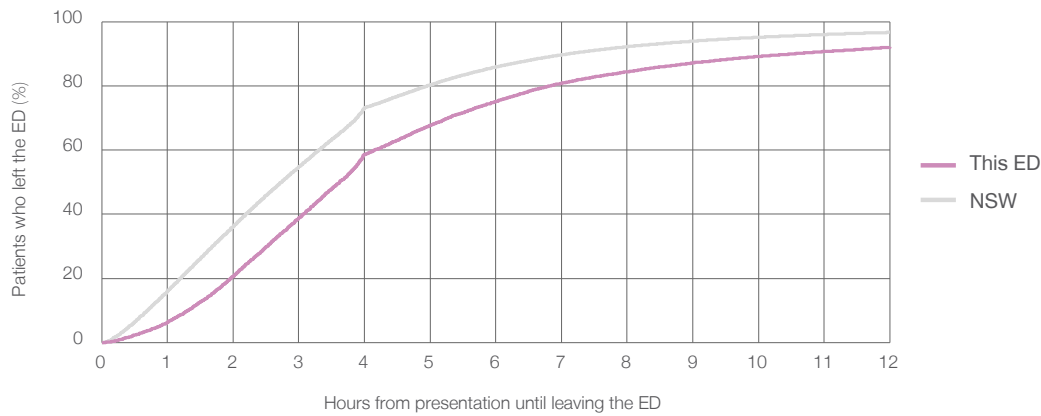
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

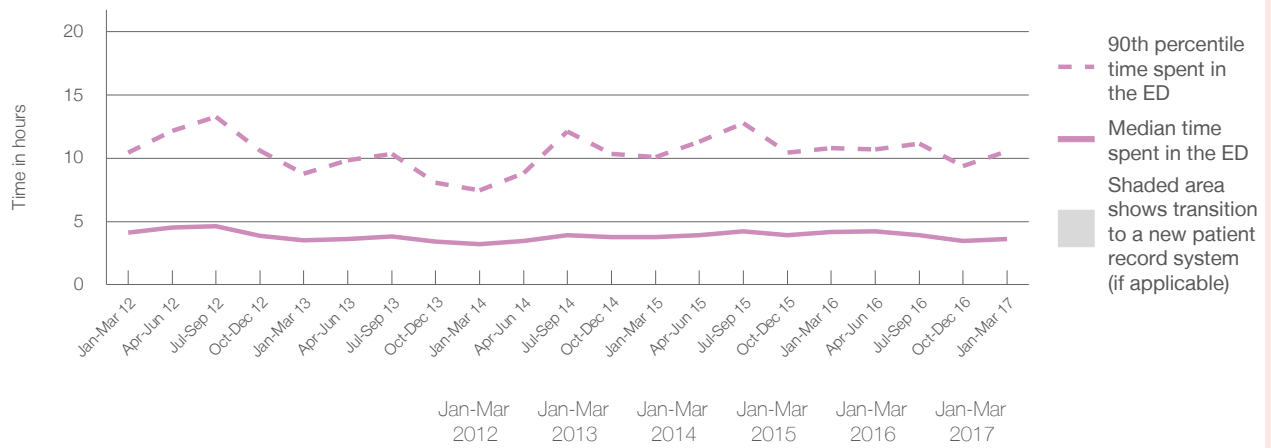
90th percentile time spent in the ED⁹ 10 hours and 33 minutes

Same period last year	NSW (this period)
17,011	17,011
4 hours and 10 minutes	2 hours and 44 minutes
10 hours and 47 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

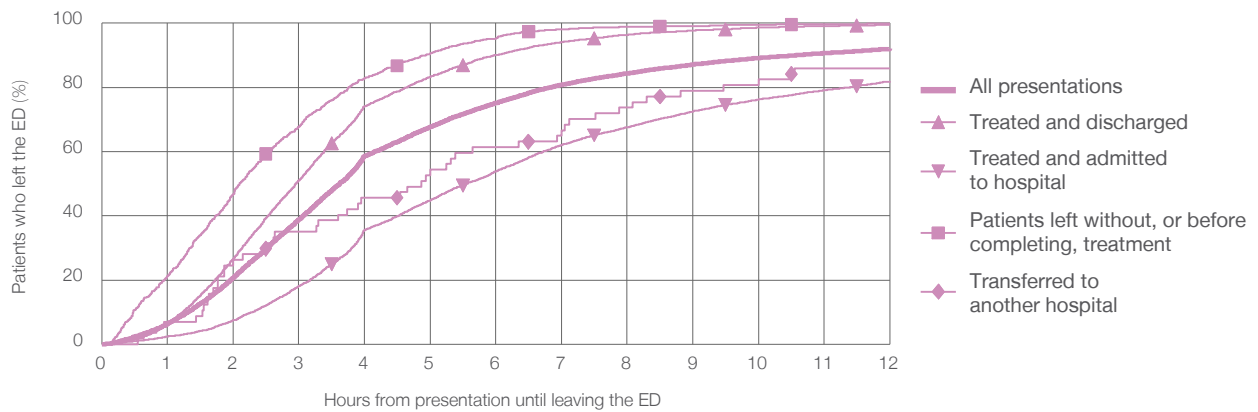
All presentations:¹ 17,075 patients

Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

Treated and discharged	8,293 (48.6%)
Treated and admitted to hospital	7,212 (42.2%)
Patient left without, or before completing, treatment	1,309 (7.7%)
Transferred to another hospital	57 (0.3%)
Other	204 (1.2%)

Same period last year	Change since one year ago
17,011	0.3%
8,191	1.2%
6,456	11.7%
2,244	-41.7%
53	7.5%
67	204.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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	6.3%	26.7%	51.1%	74.1%	90.1%	96.4%	98.6%	99.5%
Treated and admitted to hospital	2.4%	7.5%	18.0%	35.6%	53.9%	67.6%	76.3%	81.9%
Patient left without, or before completing, treatment	21.3%	46.8%	67.8%	82.9%	95.4%	98.8%	99.5%	99.8%
Transferred to another hospital	7.0%	26.3%	35.1%	45.6%	61.4%	73.7%	82.5%	86.0%
All presentations	6.4%	20.7%	38.8%	58.6%	75.2%	84.4%	89.2%	92.0%

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Nepean Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 17,075 patients

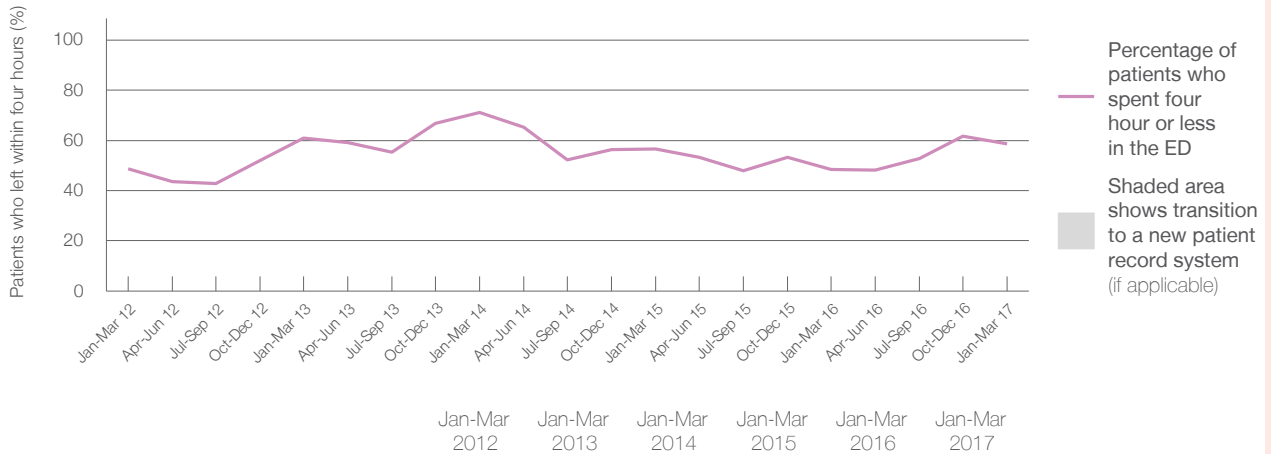
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

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: ¹ 17,075 patients	17,011	0.4%
Presentations used to calculate time to leaving the ED: ⁶ 17,063 patients	17,011	0.3%
Percentage of patients who spent four hours or less in the ED	48.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	48.6%	60.9%	71.2%	56.6%	48.5%	58.6%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).