

Healthcare Quarterly

# Emergency department

Central Coast Local Health District  
Performance Profiles

April to June 2018

## Gosford Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 16,576 patients

Emergency presentations:<sup>2</sup> 16,481 patients

Same period last year	Change since one year ago
16,520	0%
16,393	1%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,282 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,776 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,752 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 477 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
2,175	
6 minutes	8 minutes
19 minutes	24 minutes
6,556	
22 minutes	19 minutes
77 minutes	63 minutes
7,000	
32 minutes	24 minutes
106 minutes	95 minutes
483	
31 minutes	21 minutes
105 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,576 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
16,520	0%
69%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

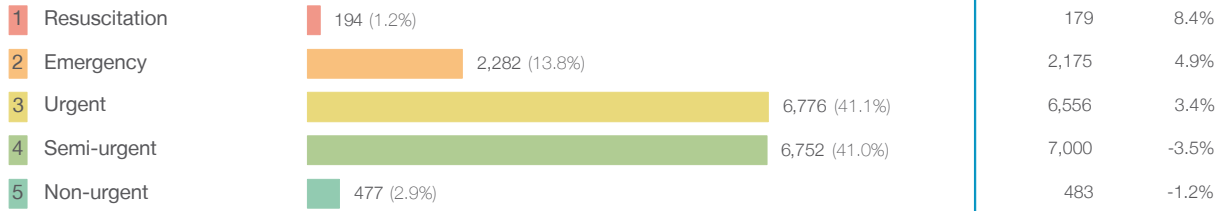
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Gosford Hospital: Patients presenting to the emergency department

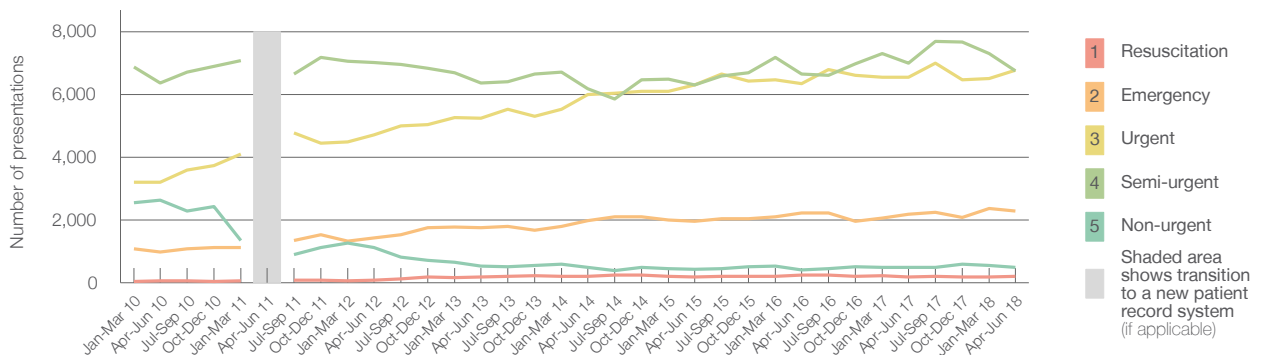
April to June 2018

All presentations:<sup>1</sup> 16,576 patients

Emergency presentations<sup>2</sup> by triage category: 16,481 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	51		80	175	192	178	243	179	194
Emergency	979		1,421	1,754	1,986	1,950	2,216	2,175	2,282
Urgent	3,197		4,711	5,245	6,001	6,298	6,350	6,556	6,776
Semi-urgent	6,372		7,018	6,372	6,174	6,304	6,651	7,000	6,752
Non-urgent	2,627		1,114	528	496	420	411	483	477
All emergency presentations	13,226		14,344	14,074	14,849	15,150	15,871	16,393	16,481

## Gosford Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,692 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.

## Gosford Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 2,282

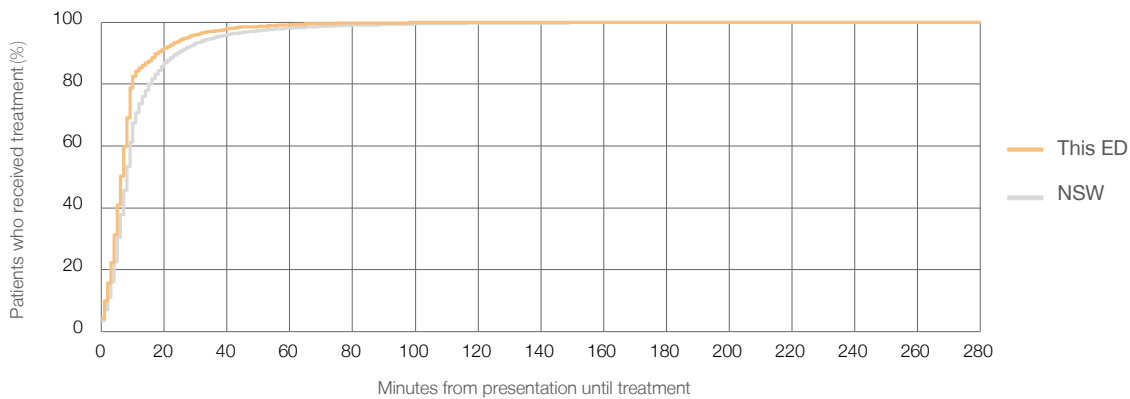
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,275

Median time to start treatment<sup>4</sup>  6 minutes

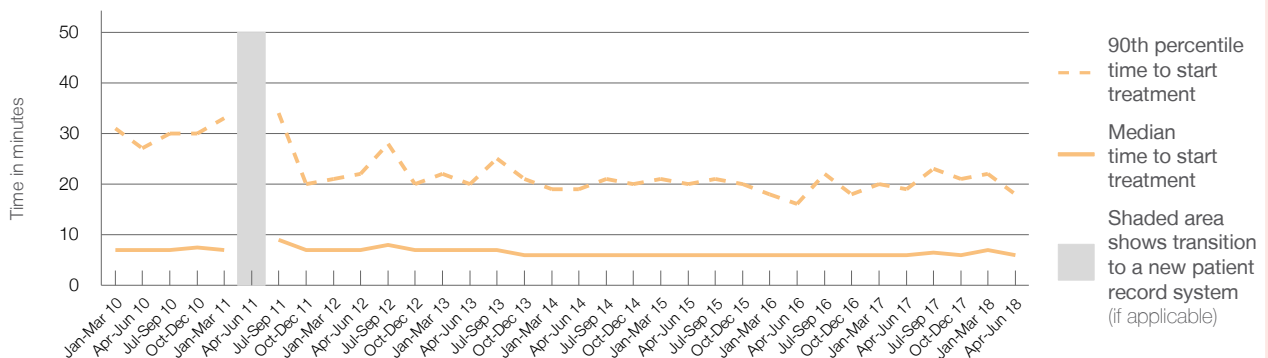
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
2,175	2,169
6 minutes	8 minutes
19 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7		7	7	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	27		22	20	19	20	16	19	18

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 6,776

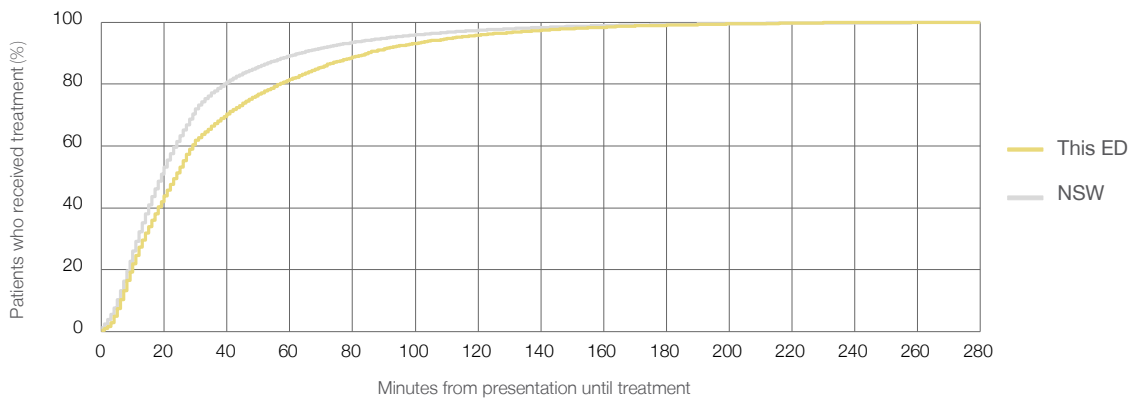
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,659

Median time to start treatment<sup>4</sup> 24 minutes

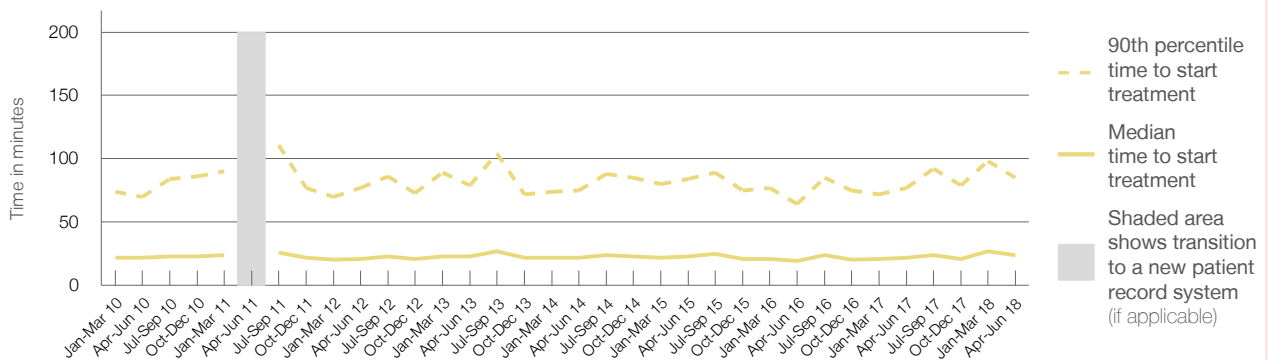
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
6,556	
6,464	
22 minutes	19 minutes
77 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22		21	23	22	23	19	22	24
90th percentile time to start treatment <sup>5</sup> (minutes)	70		77	79	75	84	64	77	85

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

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

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

Number of triage 4 patients: 6,752

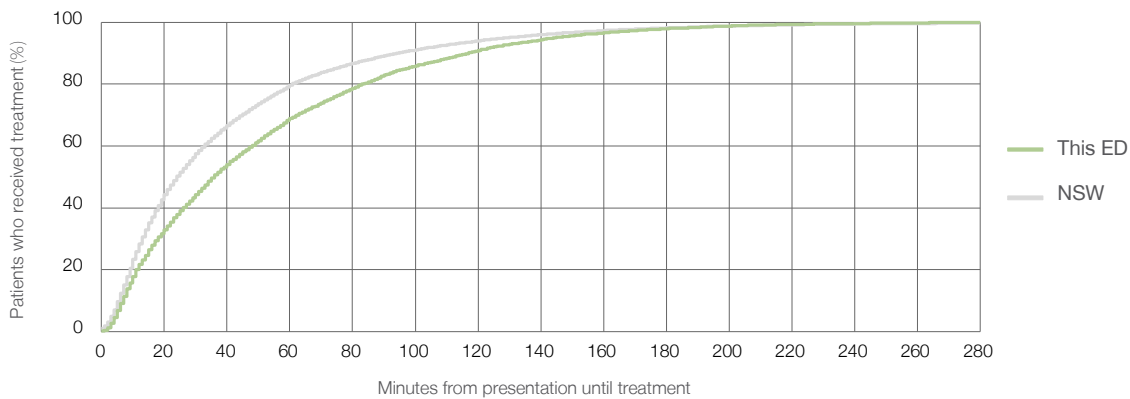
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,420

Median time to start treatment<sup>4</sup>  36 minutes

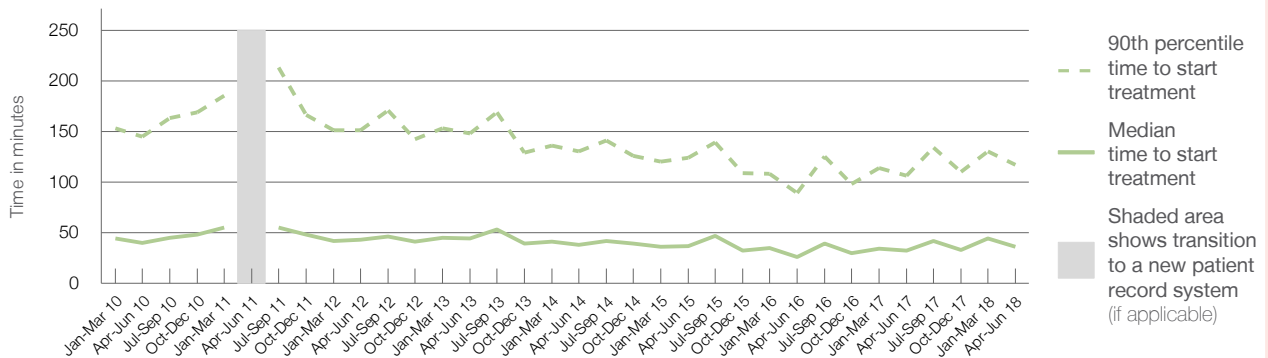
90th percentile time to start treatment<sup>5</sup>  117 minutes

Same period last year	NSW (this period)
7,000	
6,704	
32 minutes	24 minutes
106 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	40		43	44	38	37	26	32	36
90th percentile time to start treatment <sup>5</sup> (minutes)	145		151	148	130	124	89	106	117

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 477

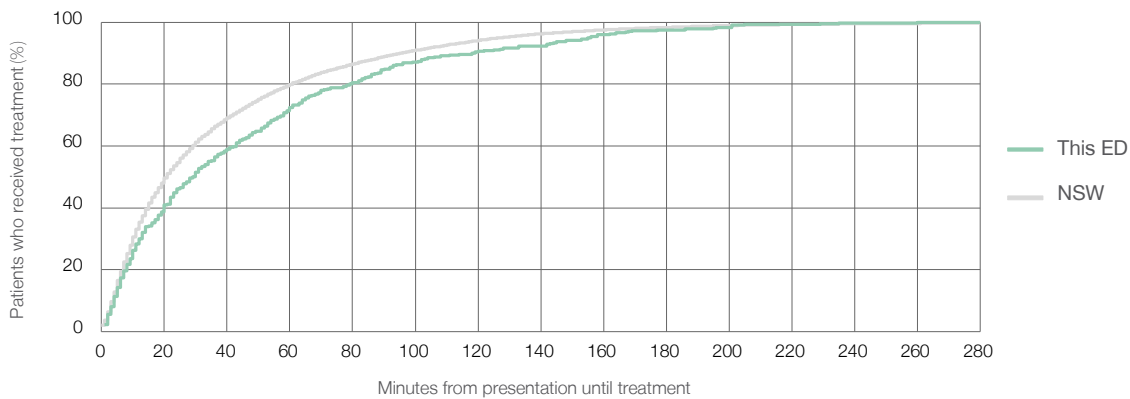
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 403

Median time to start treatment<sup>4</sup> 29 minutes

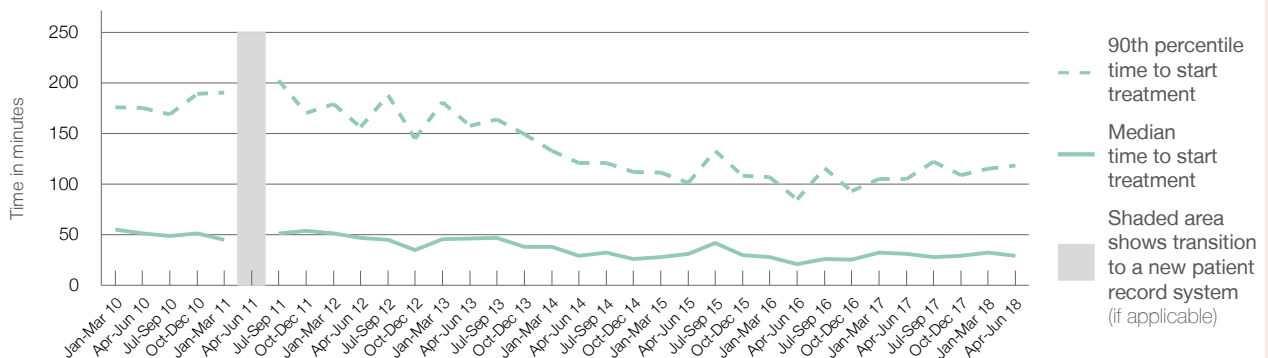
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
483	
419	
31 minutes	21 minutes
105 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	51		47	46	29	31	21	31	29
90th percentile time to start treatment <sup>5</sup> (minutes)	175		156	158	121	101	85	105	118

(†) 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.

## Gosford Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 16,576 patients

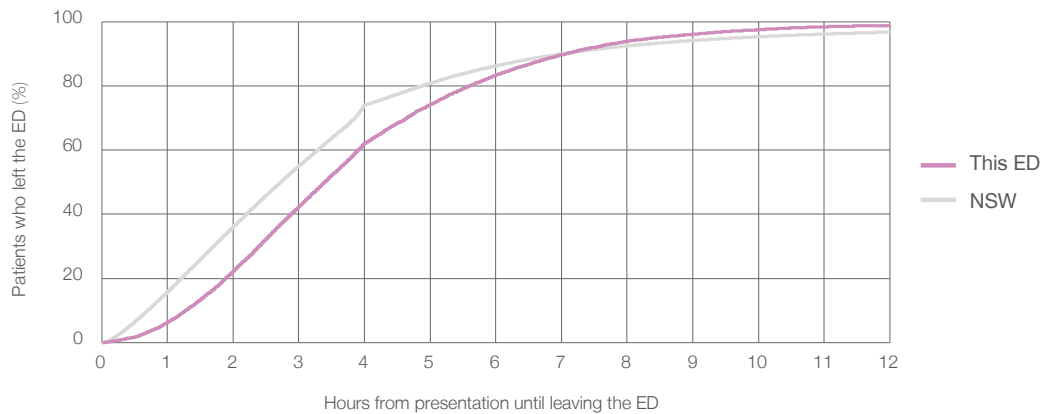
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,576 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

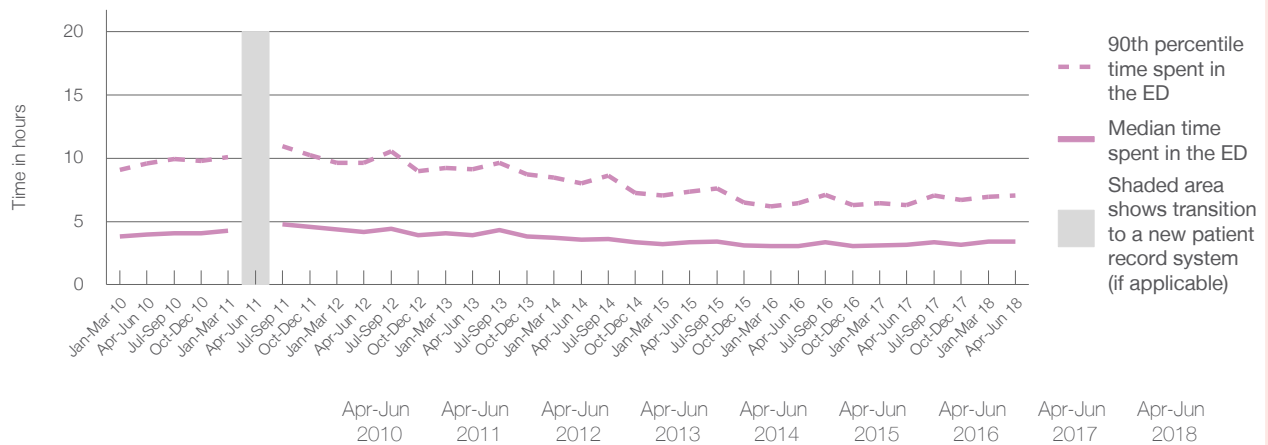
90th percentile time spent in the ED<sup>9</sup> 7 hours and 4 minutes

Same period last year	NSW (this period)
16,520	16,520
3 hours and 8 minutes	2 hours and 44 minutes
6 hours and 19 minutes	7 hours and 1 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 58m		4h 10m	3h 56m	3h 34m	3h 21m	3h 2m	3h 8m	3h 24m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 36m		9h 38m	9h 8m	8h 0m	7h 22m	6h 26m	6h 19m	7h 4m

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

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

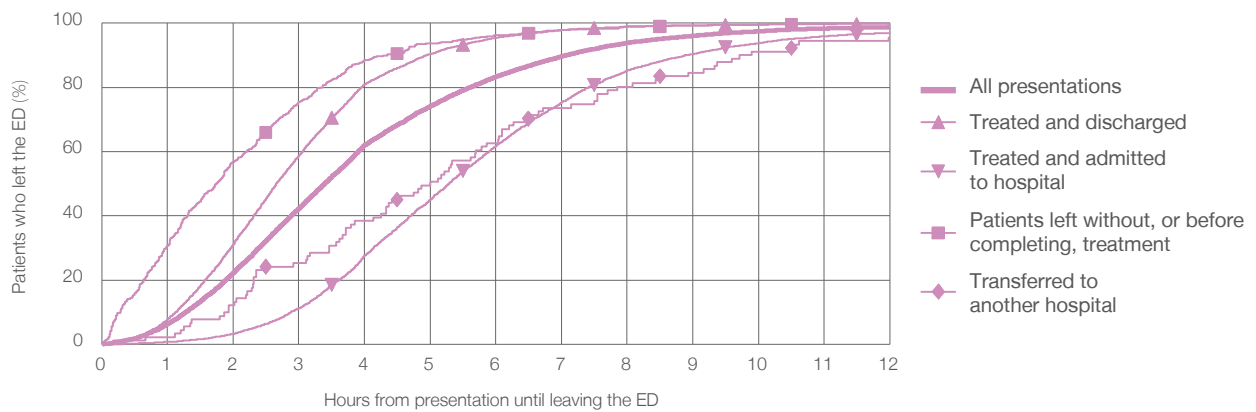
All presentations:<sup>1</sup> 16,576 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,576 patients

Treated and discharged	9,916 (59.8%)
Treated and admitted to hospital	5,912 (35.7%)
Patient left without, or before completing, treatment	611 (3.7%)
Transferred to another hospital	91 (0.5%)
Other	46 (0.3%)

Same period last year	Change since one year ago
16,520	0%
9,985	-0.7%
5,859	0.9%
538	13.6%
89	2.2%
49	-6.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	7.8%	31.2%	58.8%	81.0%	95.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	0.8%	3.2%	11.2%	27.6%	61.8%	85.3%	93.8%	97.0%
Patient left without, or before completing, treatment	30.6%	56.8%	75.6%	88.5%	96.2%	99.0%	99.5%	99.8%
Transferred to another hospital	2.2%	12.1%	25.3%	38.5%	62.6%	80.2%	91.2%	95.6%
All presentations	6.3%	22.2%	42.4%	62.1%	83.3%	93.9%	97.5%	98.8%

(†) 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.

## Gosford Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 16,576 patients

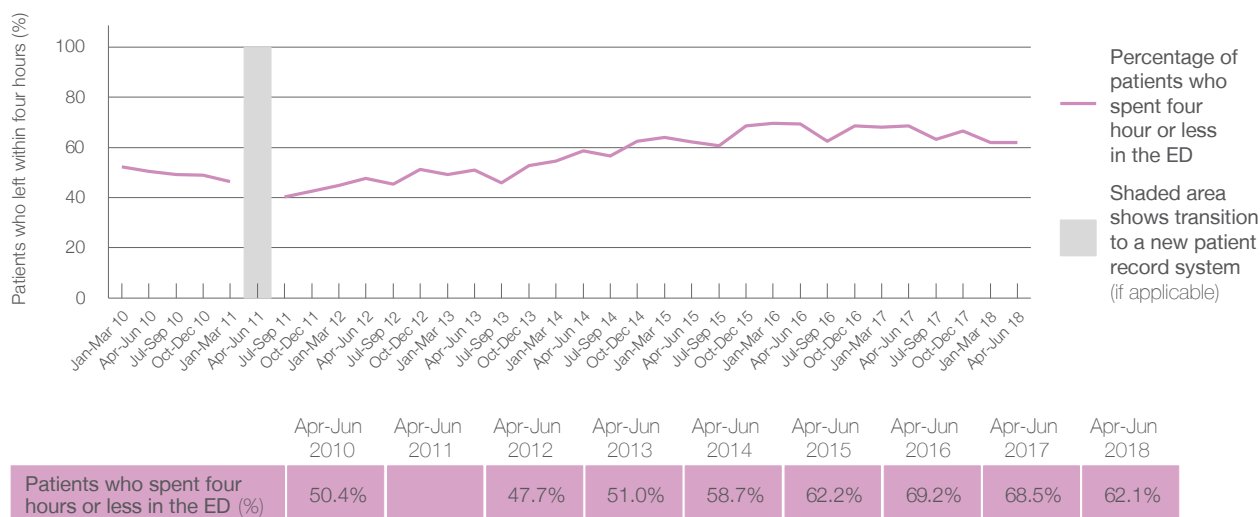
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,576 patients

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	16,520	0%
Presentations used to calculate time to leaving the ED	16,520	0%
Percentage of patients who spent four hours or less in the ED	68.5%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

## Wyong Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 16,184 patients



Emergency presentations:<sup>2</sup> 16,071 patients

Same period last year	Change since one year ago
16,264	0%
16,147	0%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,595 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  29 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,139 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,147 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,097 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
1,569	
6 minutes	8 minutes
21 minutes	24 minutes
4,783	
18 minutes	19 minutes
55 minutes	63 minutes
8,584	
21 minutes	24 minutes
65 minutes	95 minutes
1,107	
18 minutes	21 minutes
61 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,184 patients

Percentage of patients who spent four hours or less in the ED  70%

Same period last year	Change since one year ago
16,264	0%
75%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

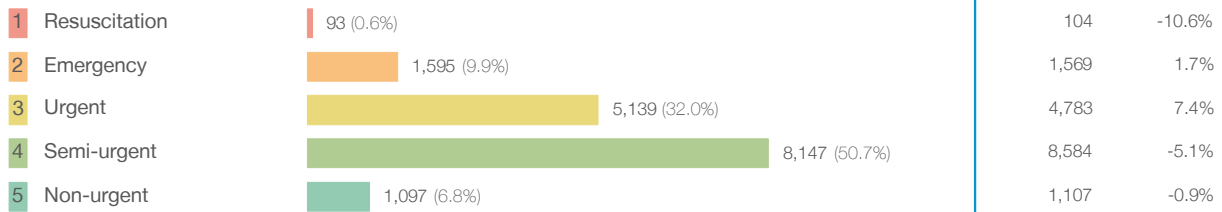
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Wyong Hospital: Patients presenting to the emergency department

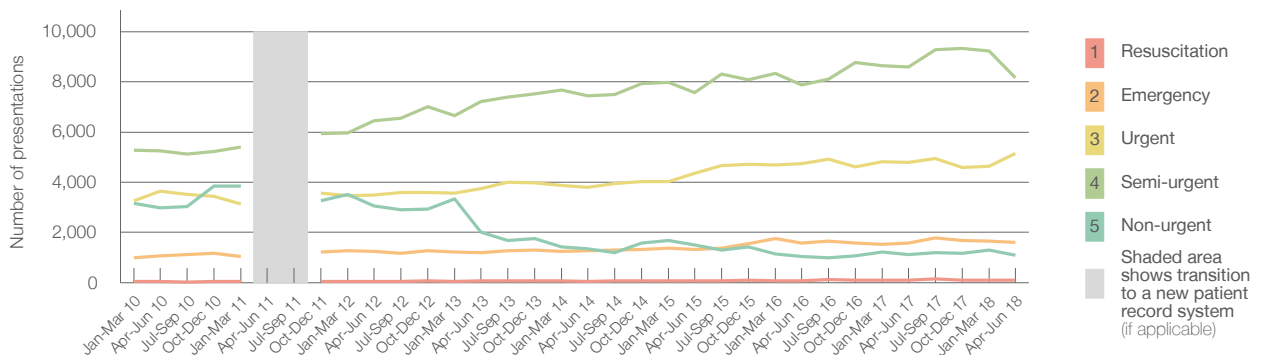
April to June 2018

All presentations:<sup>1</sup> 16,184 patients

Emergency presentations<sup>2</sup> by triage category: 16,071 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	51		51	62	51	69	76	104	93
Emergency	1,079		1,258	1,207	1,263	1,335	1,584	1,569	1,595
Urgent	3,637		3,494	3,742	3,792	4,370	4,742	4,783	5,139
Semi-urgent	5,239		6,441	7,216	7,437	7,566	7,881	8,584	8,147
Non-urgent	2,970		3,058	2,013	1,344	1,501	1,045	1,107	1,097
All emergency presentations	12,976		14,302	14,240	13,887	14,841	15,328	16,147	16,071

## Wyong Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,078 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.

## Wyong Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,595

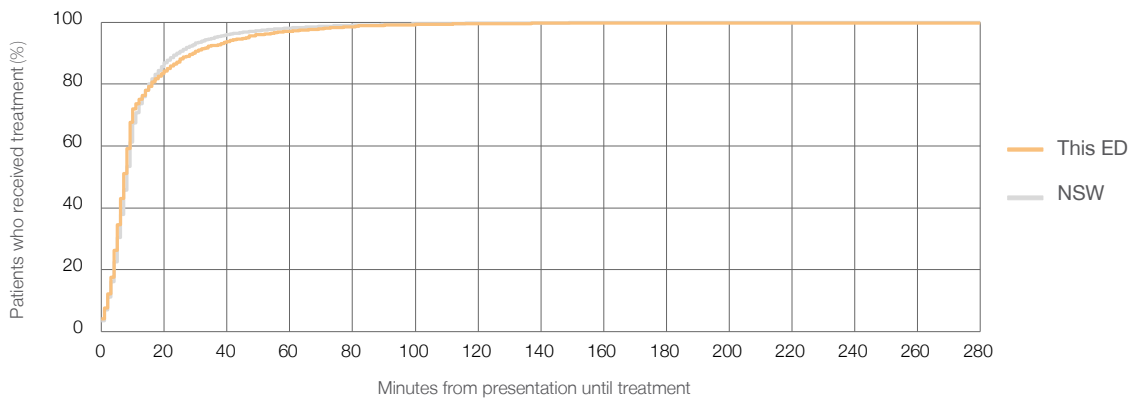
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,582

Median time to start treatment<sup>4</sup>  7 minutes

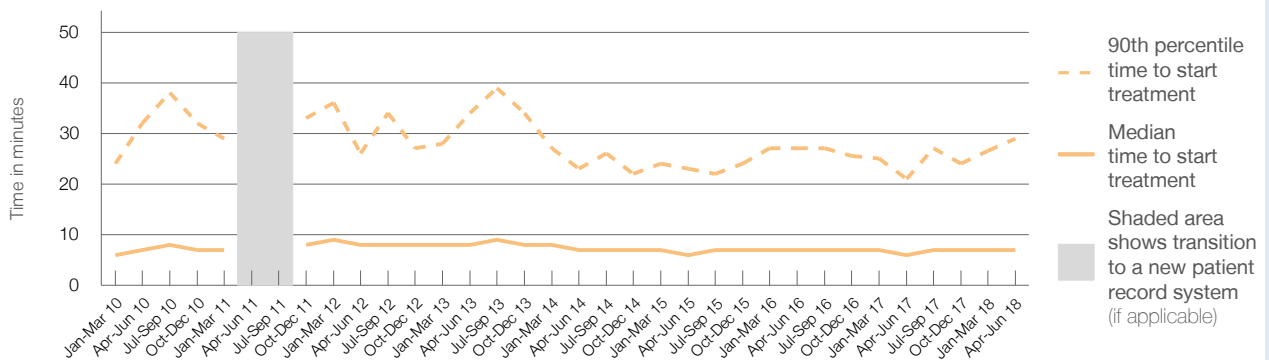
90th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
1,569	
1,564	
6 minutes	8 minutes
21 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7		8	8	7	6	7	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	32		26	34	23	23	27	21	29

(†) 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.

## Wyong Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 5,139

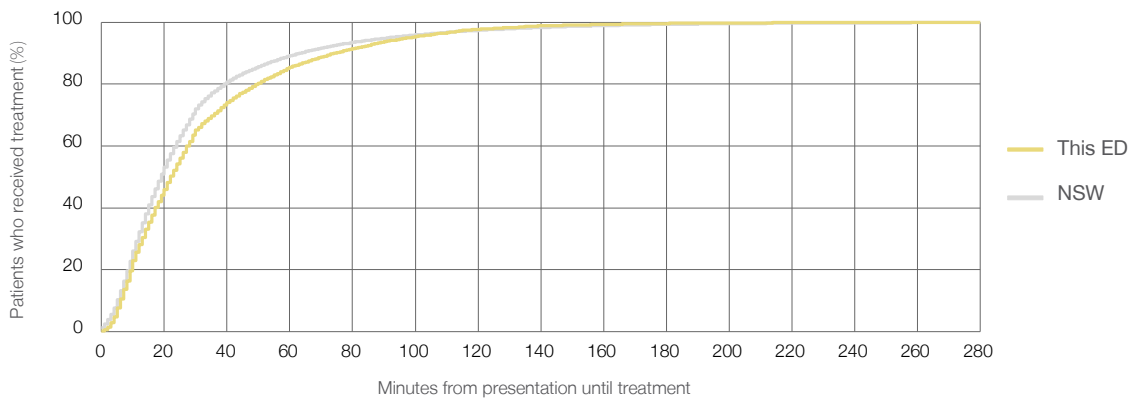
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,105

Median time to start treatment<sup>4</sup>  22 minutes

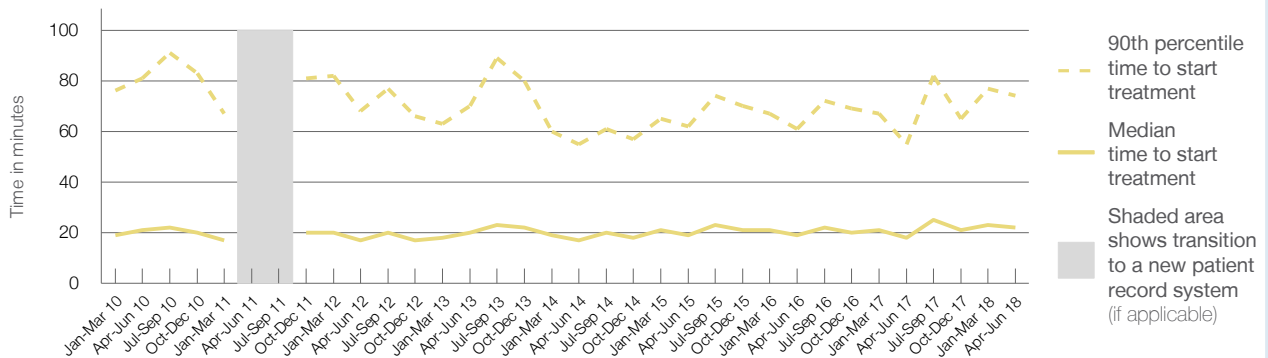
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
4,783	
4,757	
18 minutes	19 minutes
55 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21		17	20	17	19	19	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	81		68	70	55	62	61	55	74

(†) 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.

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

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

Number of triage 4 patients: 8,147

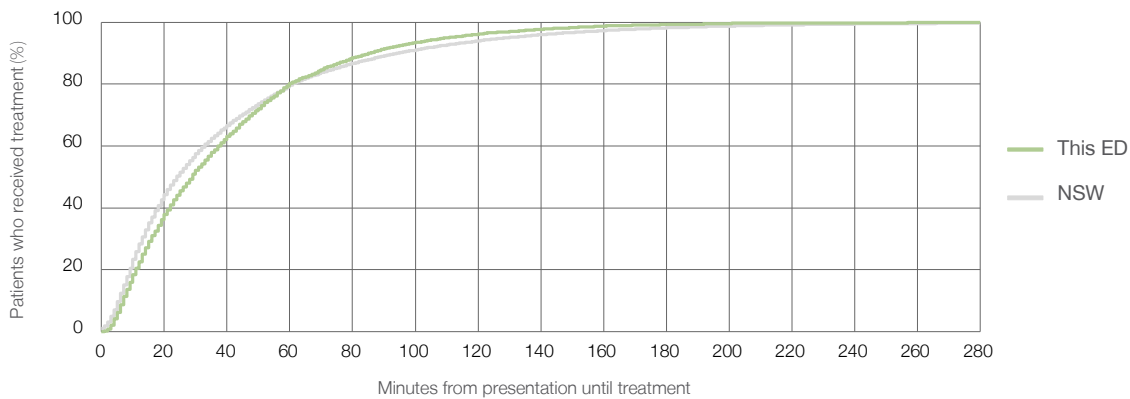
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,915

Median time to start treatment<sup>4</sup>  29 minutes

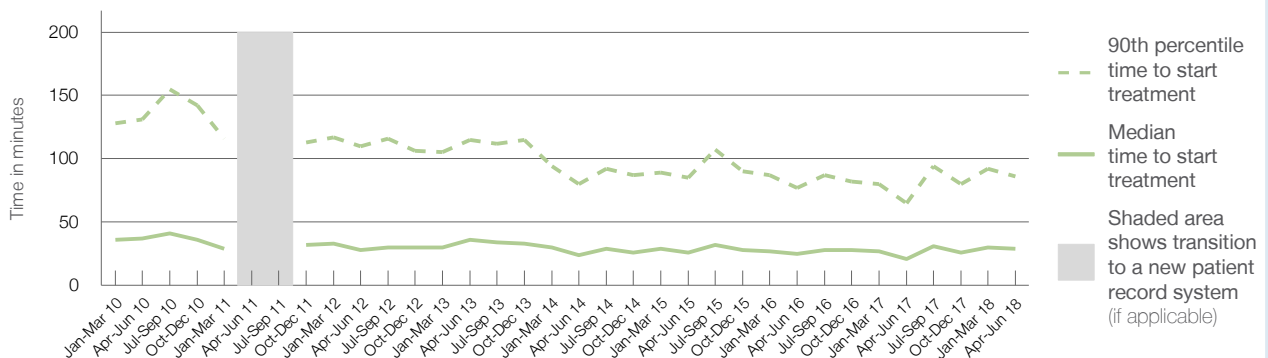
90th percentile time to start treatment<sup>5</sup>  86 minutes

Same period last year	NSW (this period)
8,584	8,454
21 minutes	24 minutes
65 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	37		28	36	24	26	25	21	29
90th percentile time to start treatment <sup>5</sup> (minutes)	131		110	115	80	85	77	65	86

(†) 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.

## Wyong Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,097

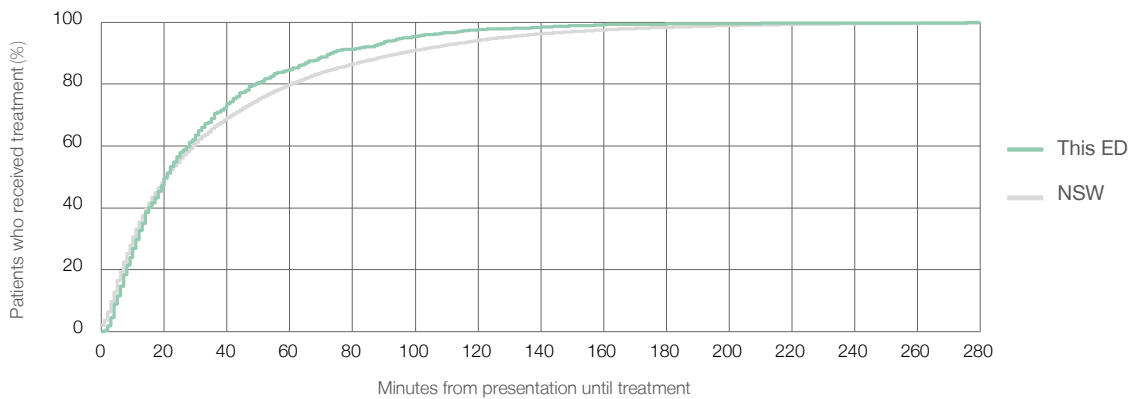
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,050

Median time to start treatment<sup>4</sup>  21 minutes

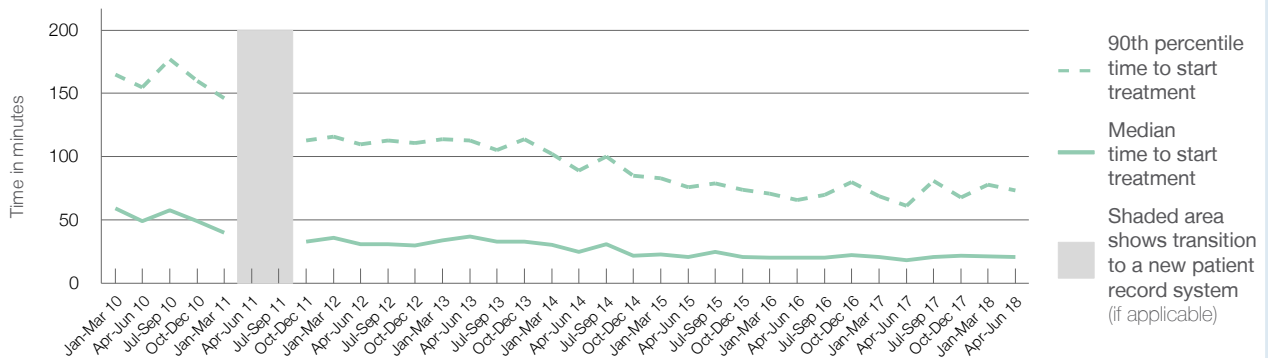
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
1,107	1,058
18 minutes	21 minutes
61 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	49		31	37	25	21	20	18	21
90th percentile time to start treatment <sup>5</sup> (minutes)	155		110	113	89	76	66	61	74

(†) 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.



## Wyong Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 16,184 patients

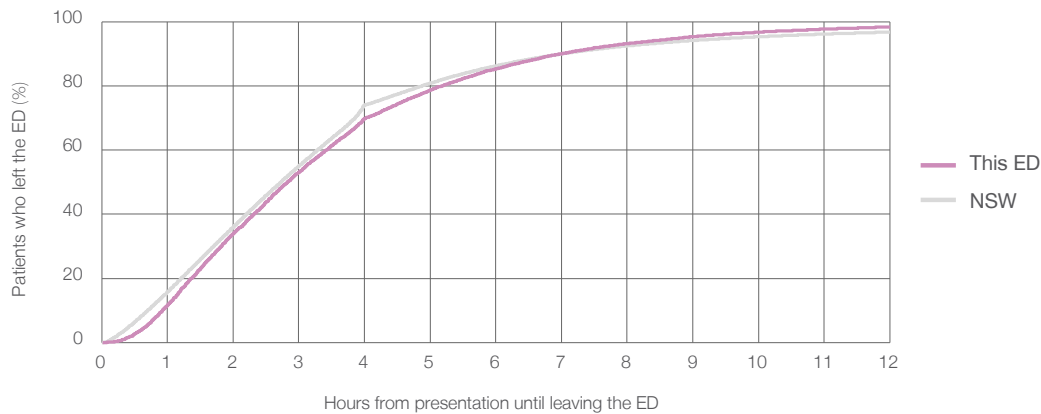
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,184 patients

Median time spent in the ED<sup>8</sup>  2 hours and 50 minutes

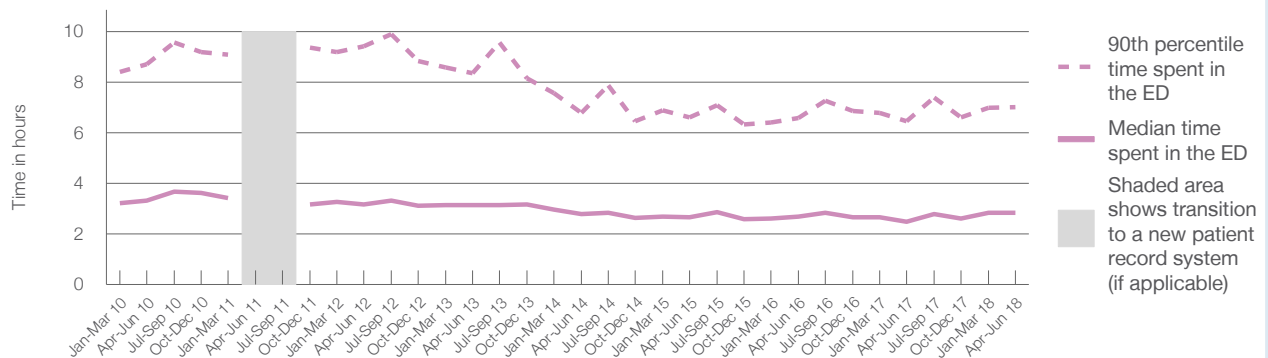
90th percentile time spent in the ED<sup>9</sup>  7 hours and 1 minutes

Same period last year	NSW (this period)
16,264	16,264
2 hours and 29 minutes	2 hours and 44 minutes
6 hours and 28 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 19m		3h 11m	3h 9m	2h 47m	2h 40m	2h 41m	2h 29m	2h 50m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 43m		9h 25m	8h 21m	6h 48m	6h 37m	6h 35m	6h 28m	7h 1m

(†) 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.

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

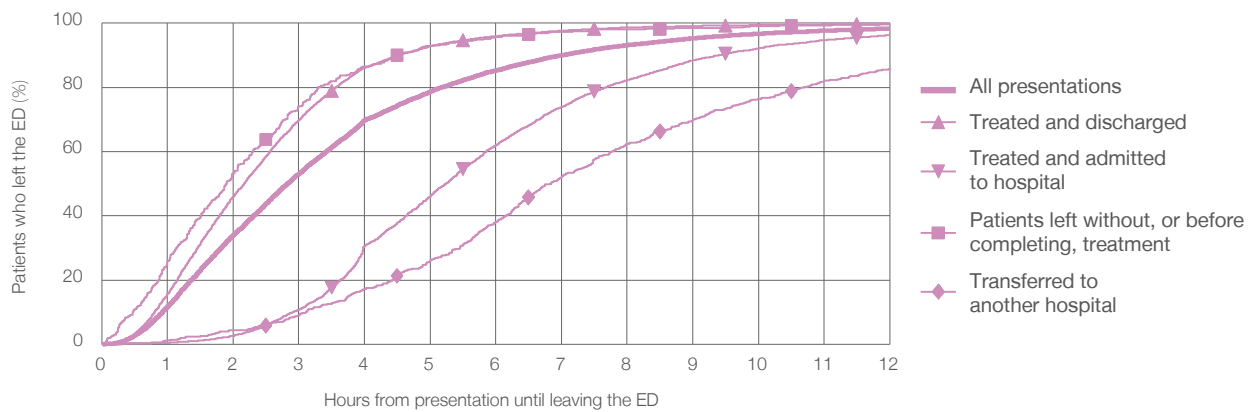
All presentations:<sup>1</sup> 16,184 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,184 patients

Treated and discharged	11,091 (68.5%)
Treated and admitted to hospital	3,968 (24.5%)
Patient left without, or before completing, treatment	453 (2.8%)
Transferred to another hospital	653 (4.0%)
Other	19 (0.1%)

Same period last year	Change since one year ago
16,264	0%
11,592	-4.3%
3,712	6.9%
269	68.4%
670	-2.5%
21	-9.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	15.7%	46.1%	69.9%	86.2%	95.9%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.5%	2.6%	10.8%	30.7%	62.0%	82.3%	92.2%	96.4%
Patient left without, or before completing, treatment	25.8%	53.2%	74.2%	86.5%	95.8%	98.0%	99.1%	99.8%
Transferred to another hospital	1.2%	4.3%	9.0%	17.2%	38.1%	62.5%	76.4%	85.9%
All presentations	11.8%	34.0%	53.1%	69.8%	85.3%	93.2%	96.7%	98.4%

(†) 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.

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

All presentations at the emergency department: <sup>1</sup> 16,184 patients

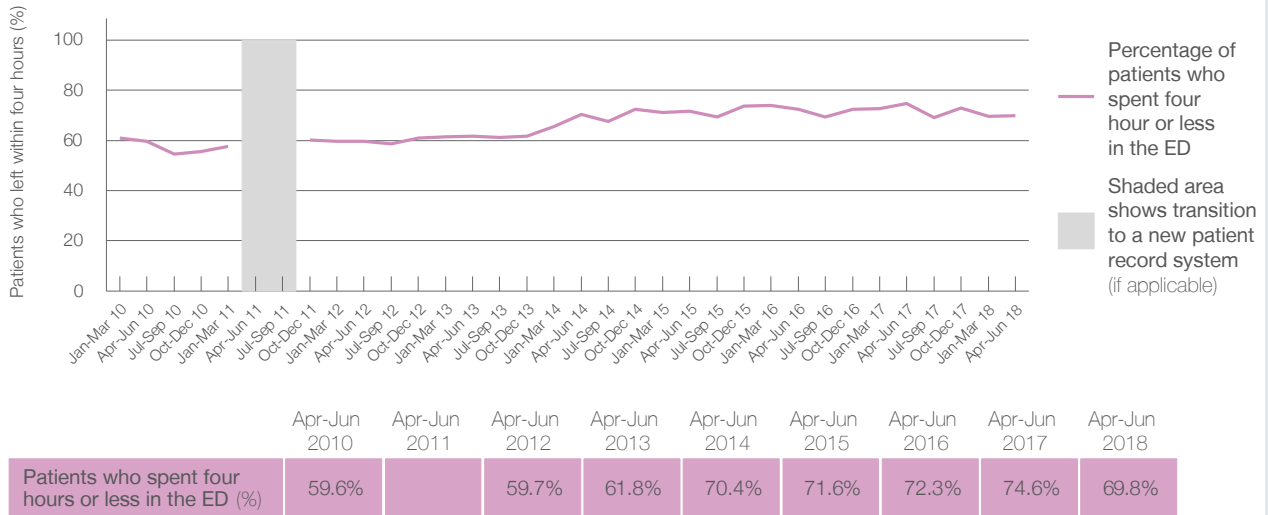
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,184 patients

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	16,264	0%
Presentations used to calculate time to leaving the ED	16,264	0%
Percentage of patients who spent four hours or less in the ED	74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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