Gosford Hospital: Emergency department (ED) overview
July to September 2018

All presentations: 17,173 patients
Emergency presentations: 17,101 patients

Gosford Hospital: Time patients waited to start treatment
July to September 2018

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns):</td>
<td>7 minutes</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration):</td>
<td>25 minutes</td>
<td>89 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache):</td>
<td>38 minutes</td>
<td>120 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions):</td>
<td>34 minutes</td>
<td>110 minutes</td>
</tr>
</tbody>
</table>

Gosford Hospital: Time from presentation until leaving the ED
July to September 2018

Attendances used to calculate time to leaving the ED: 17,173 patients

Percentage of patients who spent four hours or less in the ED: 59%

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. 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 16 October 2018).
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Gosford Hospital: Patients presenting to the emergency department
July to September 2018

All presentations: 17,173 patients

Emergency presentations by triage category: 17,101 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>201 (1.2%)</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>2,400 (14.0%)</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>7,171 (41.9%)</td>
<td></td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>6,889 (40.3%)</td>
<td></td>
</tr>
<tr>
<td>Non-urgent</td>
<td>440 (2.6%)</td>
<td></td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to September 2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 10</td>
<td>50</td>
<td>1,083</td>
<td>3,579</td>
<td>6,718</td>
<td>2,284</td>
<td>13,714</td>
</tr>
<tr>
<td>Jul-Sep 11</td>
<td>69</td>
<td>1,345</td>
<td>4,775</td>
<td>6,653</td>
<td>904</td>
<td>13,746</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>113</td>
<td>1,530</td>
<td>4,994</td>
<td>6,958</td>
<td>804</td>
<td>14,399</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>191</td>
<td>1,789</td>
<td>5,525</td>
<td>6,399</td>
<td>511</td>
<td>14,415</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>233</td>
<td>2,107</td>
<td>6,028</td>
<td>5,853</td>
<td>389</td>
<td>14,610</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>190</td>
<td>2,034</td>
<td>6,648</td>
<td>6,596</td>
<td>451</td>
<td>15,922</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>234</td>
<td>2,230</td>
<td>6,799</td>
<td>6,615</td>
<td>447</td>
<td>16,325</td>
</tr>
<tr>
<td>Jul-Sep 17</td>
<td>211</td>
<td>2,237</td>
<td>6,983</td>
<td>7,696</td>
<td>496</td>
<td>17,623</td>
</tr>
<tr>
<td>Jul-Sep 18</td>
<td>201</td>
<td>2,400</td>
<td>7,171</td>
<td>6,889</td>
<td>440</td>
<td>17,101</td>
</tr>
</tbody>
</table>

Gosford Hospital: Patients arriving by ambulance
July to September 2018

Arrivals used to calculate transfer of care time: 4,906 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time Measure</th>
<th>Median</th>
<th>90th percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time</td>
<td>10 minutes</td>
<td>68 minutes</td>
</tr>
</tbody>
</table>

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
July to September 2018

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients:</td>
<td>2,400</td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time:</td>
<td>2,391</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>7 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>20 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 2 patients who received treatment by time, July to September 2018

![Graph showing percentage of triage 2 patients who received treatment by time.]

Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>7</td>
<td>9</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>90th percentile time to start treatment (minutes)</td>
<td>30</td>
<td>34</td>
<td>28</td>
<td>25</td>
<td>21</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>20</td>
</tr>
</tbody>
</table>

(†) 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
July to September 2018

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 3 patients: 7,171</td>
<td></td>
</tr>
<tr>
<td>Number of triage 3 patients used to calculate waiting time: 7,072</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment 4</td>
<td></td>
</tr>
<tr>
<td>25 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td></td>
</tr>
<tr>
<td>89 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,983</td>
<td>6,674</td>
</tr>
<tr>
<td>24 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>92 minutes</td>
<td>72 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 3 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018

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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 4
July to September 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)
Number of triage 4 patients: 6,889
Number of triage 4 patients used to calculate waiting time: 6,579
Median time to start treatment 4
90th percentile time to start treatment 5

<table>
<thead>
<tr>
<th></th>
<th>Gosford Hospital</th>
<th>Same period last year (NSW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of triage 4 patients</td>
<td>6,889</td>
<td>7,696</td>
</tr>
<tr>
<td>Number of triage 4 patients used to calculate waiting time</td>
<td>6,579</td>
<td>7,211</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>38 minutes</td>
<td>42 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>120 minutes</td>
<td>134 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 4 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018

Median time to start treatment 4
90th percentile time to start treatment 5

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4 (minutes)</td>
<td>45</td>
<td>55</td>
<td>46</td>
<td>53</td>
<td>42</td>
<td>47</td>
<td>39</td>
<td>42</td>
<td>38</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5 (minutes)</td>
<td>183</td>
<td>213</td>
<td>171</td>
<td>169</td>
<td>141</td>
<td>139</td>
<td>125</td>
<td>134</td>
<td>120</td>
</tr>
</tbody>
</table>

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  
July to September 2018

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

Number of triage 5 patients: 440
Number of triage 5 patients used to calculate waiting time: 369

- Median time to start treatment: 34 minutes
- 90th percentile time to start treatment: 110 minutes

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**Percentage of triage 5 patients who received treatment by time, July to September 2018**

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**Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018**

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(‡) 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
July to September 2018

All presentations: 17,173 patients
Presentations used to calculate time to leaving the ED: 17,173 patients

Median time spent in the ED

90th percentile time spent in the ED

Percentage of patients who left the ED by time, July to September 2018

Time patients spent in the ED, by quarter, January 2010 to September 2018

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

**By mode of separation**

**July to September 2018**

All presentations: 17,173 patients

Presentations used to calculate time to leaving the ED: 17,173 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>10,370 (60.4%)</td>
<td>-3%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>6,032 (35.1%)</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Patient left without, or before</td>
<td>656 (3.3%)</td>
<td>-2.6%</td>
</tr>
<tr>
<td>completing, treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>125 (0.7%)</td>
<td>-28.5%</td>
</tr>
<tr>
<td>Other</td>
<td>81 (0.5%)</td>
<td>30.2%</td>
</tr>
</tbody>
</table>

**Percentage of patients who left the ED by time and mode of separation, July to September 2018**

- **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.**

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**Performance Profiles:** Emergency department care July to September 2018

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer
Gosford Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED
July to September 2018

All presentations at the emergency department: \(^1\) 17,173 patients

Presentations used to calculate time to leaving the ED: \(^6\) 17,173 patients

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

![Graph showing percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018.](image)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Patients who spent four hours or less in the ED (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Jan-Mar</td>
<td>49.3%</td>
</tr>
<tr>
<td>2010 Apr-Jun</td>
<td>40.1%</td>
</tr>
<tr>
<td>2010 Jul-Sep</td>
<td>45.3%</td>
</tr>
<tr>
<td>2011 Jul-Sep</td>
<td>45.8%</td>
</tr>
<tr>
<td>2011 Jul-Sep</td>
<td>56.6%</td>
</tr>
<tr>
<td>2011 Jul-Sep</td>
<td>60.7%</td>
</tr>
<tr>
<td>2012 Jul-Sep</td>
<td>62.4%</td>
</tr>
<tr>
<td>2013 Jul-Sep</td>
<td>63.1%</td>
</tr>
<tr>
<td>2014 Jul-Sep</td>
<td>59.1%</td>
</tr>
</tbody>
</table>

\(^1\) Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

\(^6\) 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.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).
Wyong Hospital: Emergency department (ED) overview
July to September 2018

<table>
<thead>
<tr>
<th>All presentations:</th>
<th>16,893 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency presentations:</td>
<td>16,786 patients</td>
</tr>
</tbody>
</table>

Wyong Hospital: Time patients waited to start treatment
July to September 2018

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns):</th>
<th>1,819 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>8 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>39 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration):</th>
<th>5,679 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>26 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>90 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache):</th>
<th>8,202 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>31 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>93 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions):</th>
<th>955 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>18 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>71 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Wyong Hospital: Time from presentation until leaving the ED
July to September 2018

<table>
<thead>
<tr>
<th>Attendances used to calculate time to leaving the ED:</th>
<th>16,893 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED</td>
<td>65%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>17,444</td>
<td>-3%</td>
</tr>
<tr>
<td>17,352</td>
<td>-3%</td>
</tr>
<tr>
<td>1,794</td>
<td>7 minutes</td>
</tr>
<tr>
<td>8 minutes</td>
<td>27 minutes</td>
</tr>
<tr>
<td>4,965</td>
<td>25 minutes</td>
</tr>
<tr>
<td>82 minutes</td>
<td>94 minutes</td>
</tr>
<tr>
<td>9,268</td>
<td>8 minutes</td>
</tr>
<tr>
<td>21 minutes</td>
<td>103 minutes</td>
</tr>
<tr>
<td>9,268</td>
<td>72 minutes</td>
</tr>
<tr>
<td>8,202 patients</td>
<td>31 minutes</td>
</tr>
<tr>
<td>31 minutes</td>
<td>105 minutes</td>
</tr>
<tr>
<td>1,195</td>
<td>21 minutes</td>
</tr>
<tr>
<td>1,195</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. 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 16 October 2018).
Wyong Hospital: Patients presenting to the emergency department
July to September 2018

All presentations: 16,893 patients

Emergency presentations by triage category: 16,786 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number of Presentations</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>131 (0.8%)</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>1,819 (10.8%)</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>5,679 (33.8%)</td>
<td></td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>8,202 (48.9%)</td>
<td></td>
</tr>
<tr>
<td>Non-urgent</td>
<td>965 (5.7%)</td>
<td></td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to September 2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2010</td>
<td>33</td>
<td>1,121</td>
<td>3,508</td>
<td>5,125</td>
<td>3,042</td>
<td>12,829</td>
</tr>
<tr>
<td>Jul-Sep 2011</td>
<td>50</td>
<td>1,172</td>
<td>3,604</td>
<td>5,464</td>
<td>2,907</td>
<td>14,279</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>75</td>
<td>1,260</td>
<td>3,994</td>
<td>7,394</td>
<td>1,676</td>
<td>14,399</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>66</td>
<td>1,288</td>
<td>3,946</td>
<td>7,483</td>
<td>1,190</td>
<td>13,973</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>79</td>
<td>1,371</td>
<td>4,661</td>
<td>8,299</td>
<td>1,300</td>
<td>15,710</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>113</td>
<td>1,661</td>
<td>4,927</td>
<td>8,117</td>
<td>985</td>
<td>15,803</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>140</td>
<td>1,794</td>
<td>4,965</td>
<td>9,268</td>
<td>1,196</td>
<td>17,352</td>
</tr>
<tr>
<td>Jul-Sep 2017</td>
<td>131</td>
<td>1,819</td>
<td>5,679</td>
<td>8,202</td>
<td>955</td>
<td>16,786</td>
</tr>
<tr>
<td>Jul-Sep 2018</td>
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</tbody>
</table>

Wyong Hospital: Patients arriving by ambulance
July to September 2018

Arrivals used to calculate transfer of care time: 4,561 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time Measure</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time</td>
<td>11 minutes</td>
</tr>
<tr>
<td>90th percentile time</td>
<td>37 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number of Presentations</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>140</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>1,794</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>4,965</td>
<td></td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>9,268</td>
<td></td>
</tr>
<tr>
<td>Non-urgent</td>
<td>1,196</td>
<td></td>
</tr>
</tbody>
</table>

More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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
July to September 2018

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 1,819</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 1,806</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment: 8 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment: 39 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of triage 2 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018

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

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Wyong Hospital: Time patients waited to start treatment, triage 3
July to September 2018

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

Number of triage 3 patients: 5,679
Number of triage 3 patients used to calculate waiting time: 5,593

Median time to start treatment

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>Number of patients</td>
<td>4,955</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>25 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>82 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 3 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018

---

Wyong Hospital: Time patients waited to start treatment, triage 4
July to September 2018

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 4 patients: 8,202</td>
<td></td>
</tr>
<tr>
<td>Number of triage 4 patients used to calculate waiting time: 7,883</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment 4</td>
<td>31 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td>93 minutes</td>
</tr>
</tbody>
</table>

**Percentage of triage 4 patients who received treatment by time, July to September 2018**

![Percentage of triage 4 patients who received treatment by time](image)

**Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018**

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>41 minutes</td>
<td>155 minutes</td>
</tr>
<tr>
<td>2011</td>
<td>30 minutes</td>
<td>116 minutes</td>
</tr>
<tr>
<td>2012</td>
<td>34 minutes</td>
<td>112 minutes</td>
</tr>
<tr>
<td>2013</td>
<td>29 minutes</td>
<td>92 minutes</td>
</tr>
<tr>
<td>2014</td>
<td>32 minutes</td>
<td>107 minutes</td>
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<tr>
<td>2015</td>
<td>28 minutes</td>
<td>87 minutes</td>
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<tr>
<td>2016</td>
<td>31 minutes</td>
<td>94 minutes</td>
</tr>
<tr>
<td>2017</td>
<td>31 minutes</td>
<td>93 minutes</td>
</tr>
</tbody>
</table>

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

---

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Wyong Hospital: Time patients waited to start treatment, triage 5
July to September 2018

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions)</th>
</tr>
</thead>
</table>

Number of triage 5 patients: 955
Number of triage 5 patients used to calculate waiting time: 898

Median time to start treatment: 18 minutes
90th percentile time to start treatment: 71 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018

Median time to start treatment: 58 minutes
90th percentile time to start treatment: 177 minutes

Same period
last year
NSW
(this period)

1,195 1,136
21 minutes 22 minutes
81 minutes 103 minutes

(\quad) Data points are not shown in graphs for quarters when patient numbers are too small.
(\quad) 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
July to September 2018

All presentations: 16,893 patients
Presentations used to calculate time to leaving the ED: 16,893 patients

Median time spent in the ED
3 hours and 5 minutes

90th percentile time spent in the ED
7 hours and 25 minutes

Percentage of patients who left the ED by time, July to September 2018

Time patients spent in the ED, by quarter, January 2010 to September 2018

---

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

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Wyong Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

All presentations: 16,893 patients
Presentations used to calculate time to leaving the ED: 16,893 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Number of Patients</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>11,347</td>
<td>67.2%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>4,251</td>
<td>25.2%</td>
</tr>
<tr>
<td>Patient left without, or before completing</td>
<td>634</td>
<td>3.8%</td>
</tr>
<tr>
<td>treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>623</td>
<td>3.7%</td>
</tr>
<tr>
<td>Other</td>
<td>38</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

**Performance Profiles: Emergency Department Care July to September 2018**

- Treated and discharged: 11,347 patients (67.2%)
- Treated and admitted to hospital: 4,251 patients (25.2%)
- Patient left without, or before completing treatment: 634 patients (3.8%)
- Transferred to another hospital: 623 patients (3.7%)
- Other: 38 patients (0.2%)

**Percentage of patients who left the ED by time and mode of separation, July to September 2018**

- All presentations: 16,893 patients
- Treated and discharged: 11,347 patients
- Treated and admitted to hospital: 4,251 patients
- Patient left without, or before completing treatment: 634 patients
- Transferred to another hospital: 623 patients

---

1. Data points are not shown in graphs for quarters when patient numbers are too small.
2. 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
July to September 2018

All presentations at the emergency department: 1
16,893 patients

Presentations used to calculate time to leaving the ED: 6
16,893 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
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