

Auburn Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,191 patients
Emergency presentations:² 7,051 patients

Same period last year	Change since one year ago
7,178	0%
6,893	2%

Auburn Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 946 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,544 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,024 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 518 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
20 minutes	26 minutes
2,401	
21 minutes	20 minutes
68 minutes	72 minutes
2,850	
34 minutes	26 minutes
129 minutes	104 minutes
673	
29 minutes	23 minutes
113 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,190 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
7,178	0%
80%	

* 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: October to December 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.

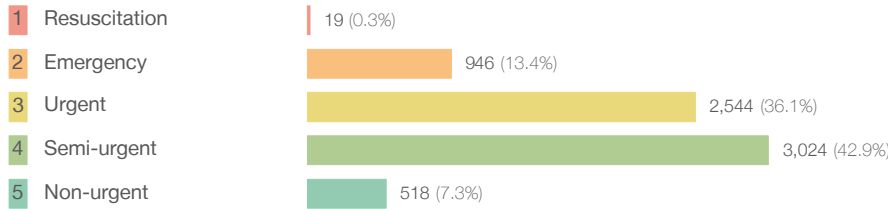
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Auburn Hospital: Patients presenting to the emergency department October to December 2018

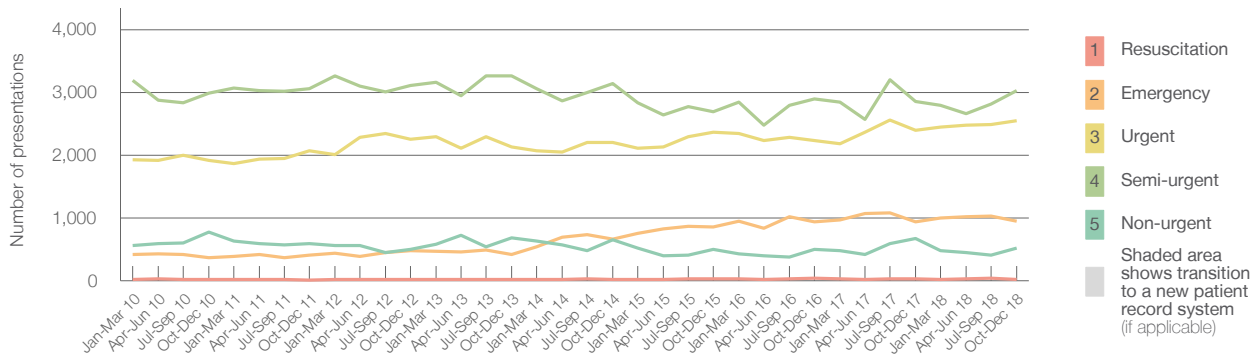
All presentations:¹ 7,191 patients

Emergency presentations² by triage category: 7,051 patients



	Same period last year	Change since one year ago
All presentations	7,178	0%
Emergency presentations	6,893	2%
1 Resuscitation	32	-40.6%
2 Emergency	937	1.0%
3 Urgent	2,401	6.0%
4 Semi-urgent	2,850	6.1%
5 Non-urgent	673	-23.0%

Emergency presentations² by quarter, January 2010 to December 2018 †

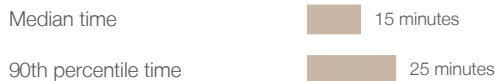


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	14	9	17	14	20	28	36	32	19
Emergency	363	402	476	419	659	856	936	937	946
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401	2,544
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850	3,024
Non-urgent	778	590	497	679	648	499	499	673	518
All emergency presentations	6,057	6,131	6,353	6,508	6,678	6,441	6,595	6,893	7,051

Auburn Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,076 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	901	
Median time	13 minutes	2 minutes
90th percentile time	23 minutes	2 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.

Auburn Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

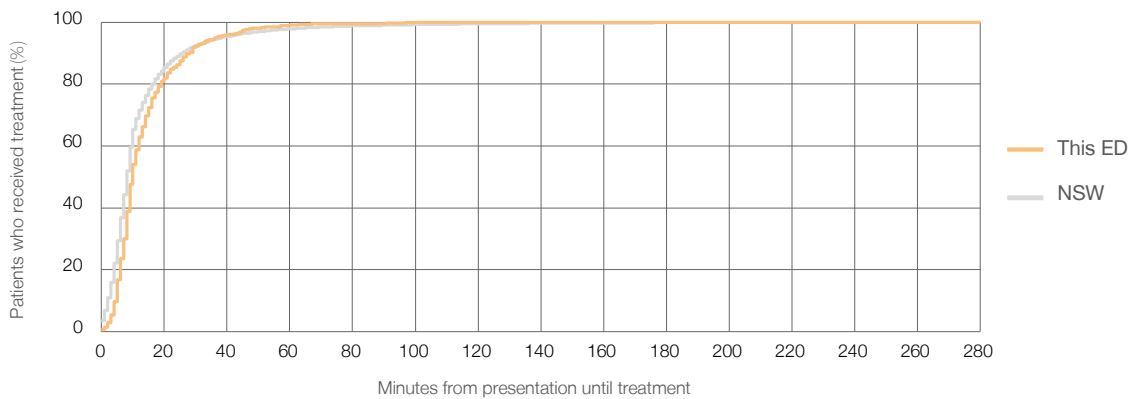
Number of triage 2 patients: 946

Number of triage 2 patients used to calculate waiting time:³ 940

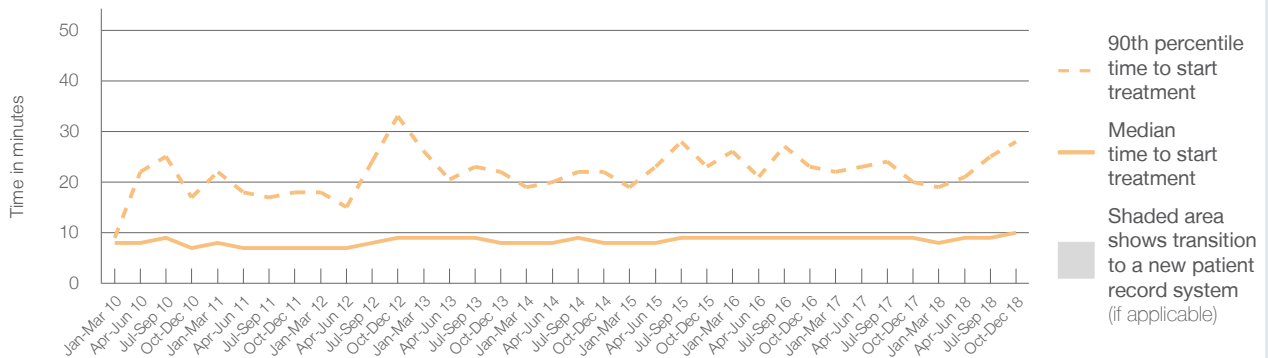
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
937	933
9 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	9	8	8	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	17	18	33	22	22	23	23	20	28

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Auburn Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,544

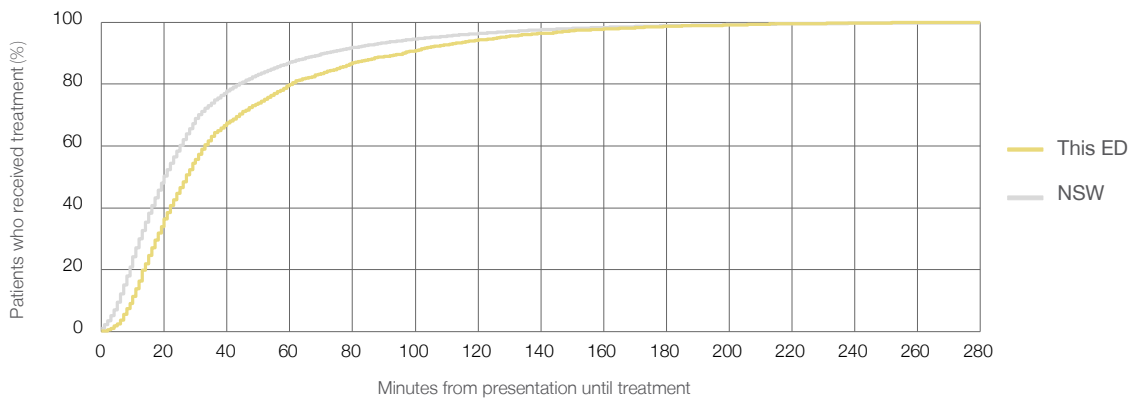
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

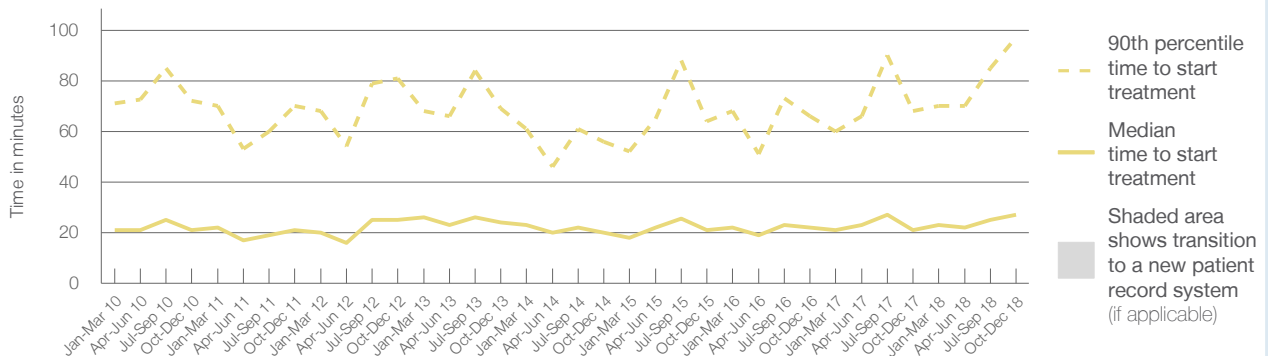
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,401	
2,347	
21 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	21	25	24	20	21	22	21	27
90th percentile time to start treatment ⁵ (minutes)	72	70	81	69	56	64	66	68	97

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Auburn Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,024

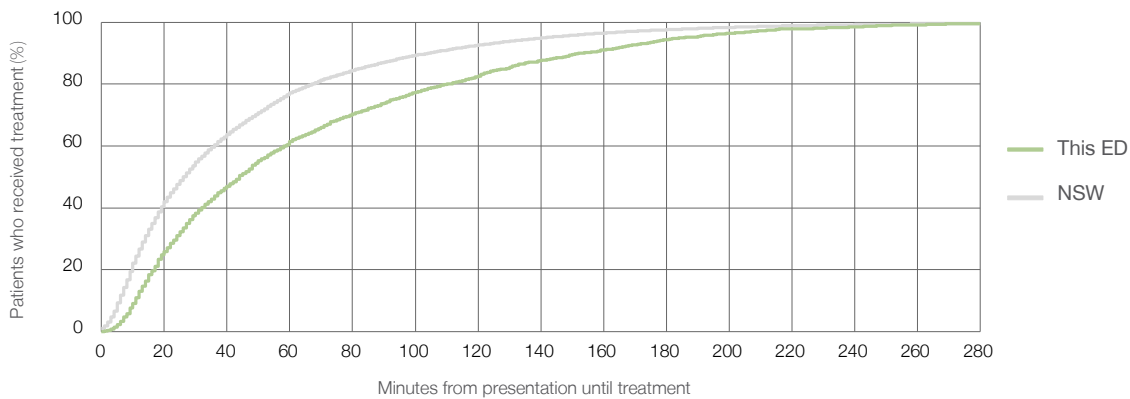
Number of triage 4 patients used to calculate waiting time:³ 2,622

Median time to start treatment⁴ 44 minutes

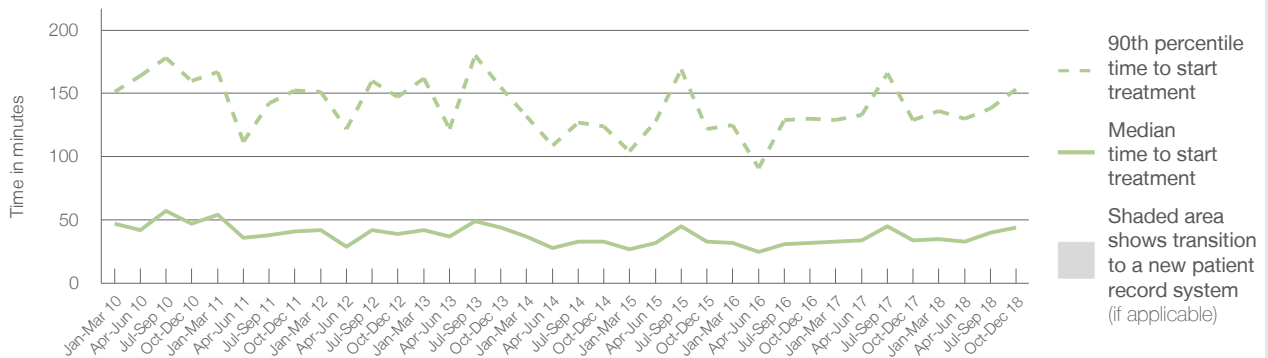
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
2,850	2,543
34 minutes	26 minutes
129 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	41	39	44	33	33	32	34	44
90th percentile time to start treatment ⁵ (minutes)	160	152	147	155	124	122	130	129	153

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Auburn Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 518

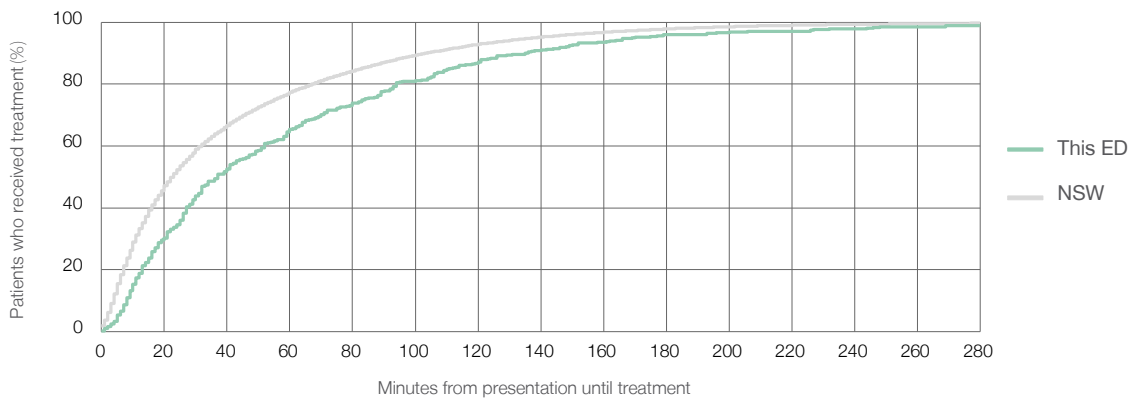
Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴ 37 minutes

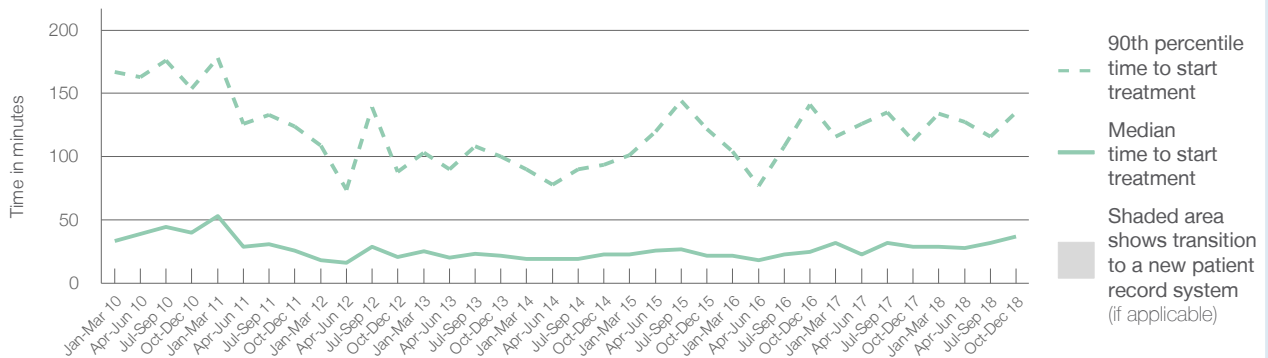
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
673	517
29 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	26	21	22	23	22	25	29	37
90th percentile time to start treatment ⁵ (minutes)	154	124	88	100	94	122	141	113	135

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Auburn Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,191 patients

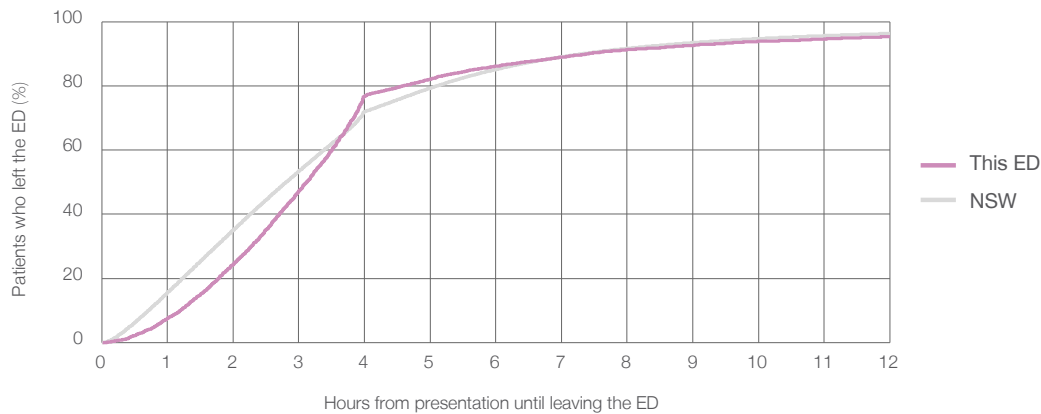
Presentations used to calculate time to leaving the ED:⁶ 7,190 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

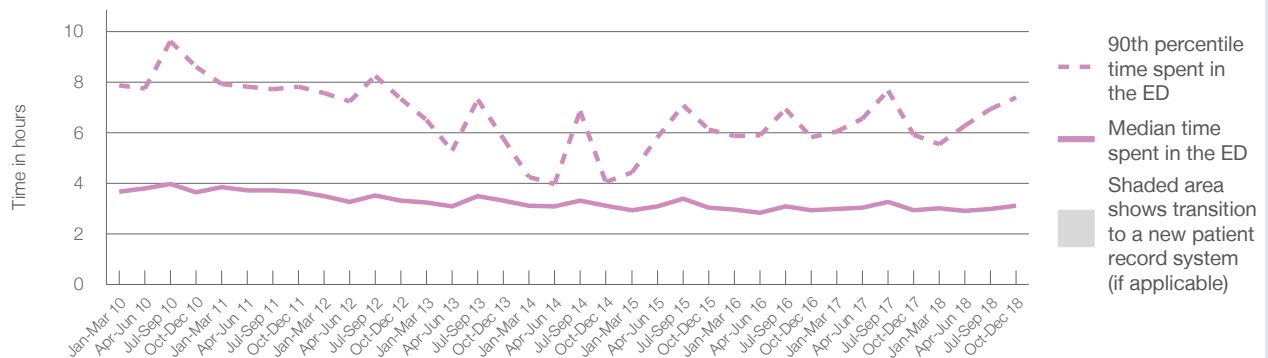
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
7,178	7,178
2 hours and 57 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m	7h 24m

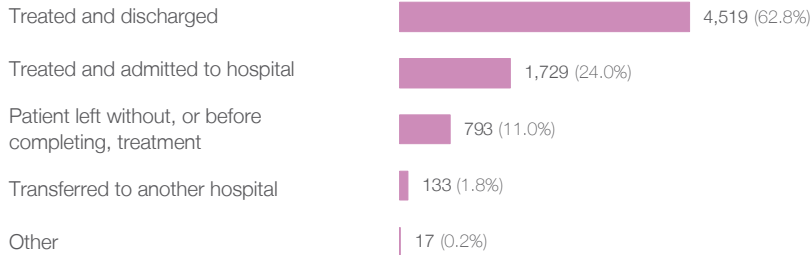
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Auburn Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

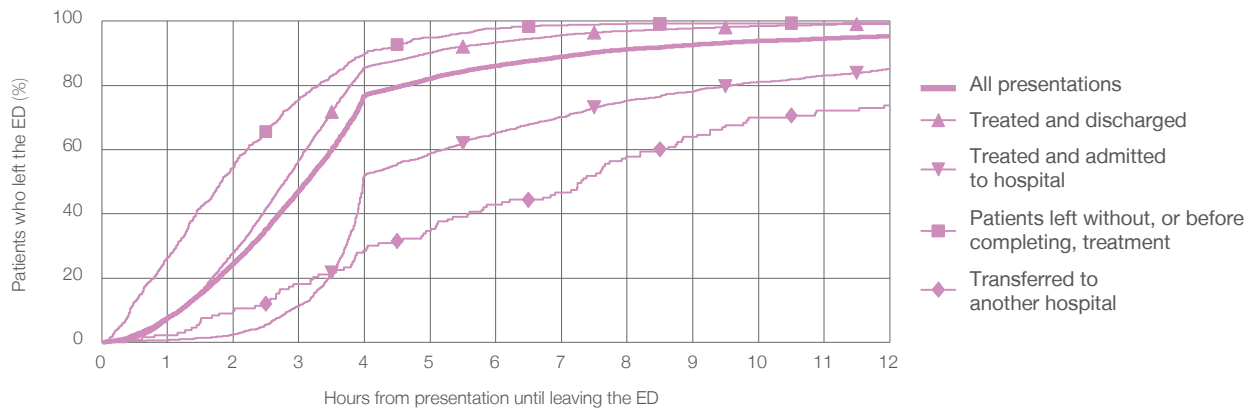
All presentations:¹ 7,191 patients

Presentations used to calculate time to leaving the ED:⁶ 7,190 patients



	Same period last year	Change since one year ago
All presentations	7,178	0%
Treated and discharged	4,806	-6.0%
Treated and admitted to hospital	1,632	5.9%
Patient left without, or before completing, treatment	580	36.7%
Transferred to another hospital	137	-2.9%
Other	23	-26.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.1%	27.9%	56.8%	85.5%	93.4%	96.9%	98.5%	99.2%
Treated and admitted to hospital	0.6%	2.4%	11.3%	51.9%	65.2%	75.3%	81.1%	85.2%
Patient left without, or before completing, treatment	26.2%	54.4%	75.7%	89.9%	97.7%	99.2%	99.4%	99.5%
Transferred to another hospital	2.3%	9.8%	18.0%	28.6%	42.9%	57.9%	69.9%	73.7%
All presentations	7.6%	24.5%	47.3%	76.8%	86.2%	91.3%	93.9%	95.4%

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Auburn Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 7,191 patients

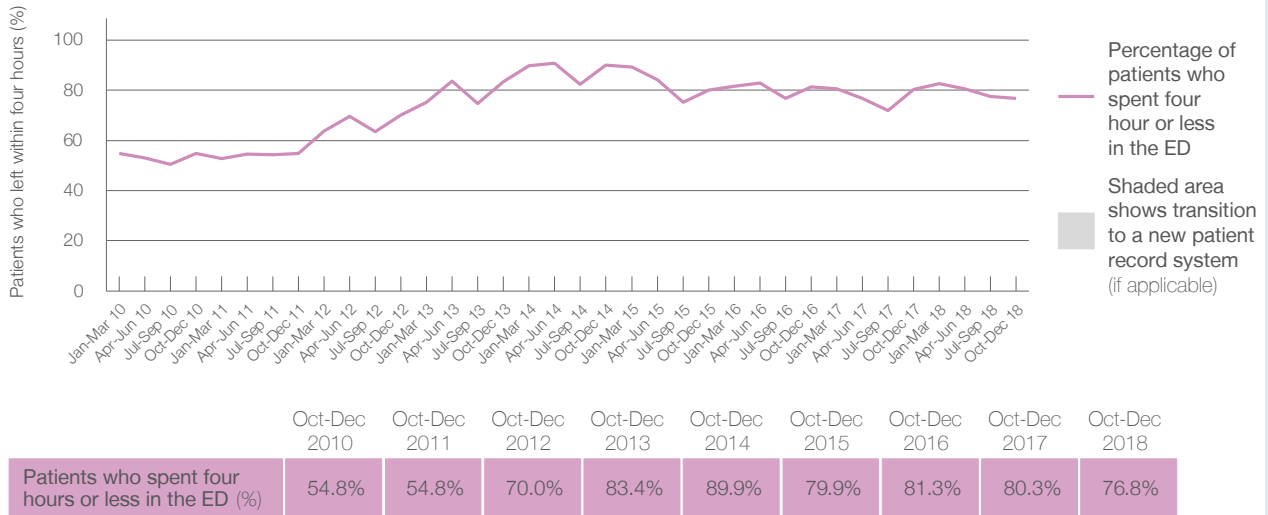
Presentations used to calculate time to leaving the ED: ⁶ 7,190 patients

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	7,178	0%
Presentations used to calculate time to leaving the ED	7,178	0%
Percentage of patients who spent four hours or less in the ED	80.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).