









Concord Repatriation General Hospital: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations: ¹ 10,662 patients	10,220	4%
Emergency presentations: ² 10,608 patients	10,196	4%

Concord Repatriation General Hospital: Time patients waited to start treatment ³

October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,310 patients	1,159	
Median time to start treatment ⁴  9 minutes	9 minutes	8 minutes
90th percentile time to start treatment ⁵  18 minutes	19 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,740 patients	4,431	
Median time to start treatment ⁴  22 minutes	26 minutes	20 minutes
90th percentile time to start treatment ⁵  72 minutes	89 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,054 patients	4,107	
Median time to start treatment ⁴  29 minutes	27 minutes	26 minutes
90th percentile time to start treatment ⁵  101 minutes	96 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 426 patients	453	
Median time to start treatment ⁴  26 minutes	22 minutes	23 minutes
90th percentile time to start treatment ⁵  101 minutes	83 minutes	104 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,659 patients	10,217	4%
Percentage of patients who spent four hours or less in the ED  74%	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: 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.

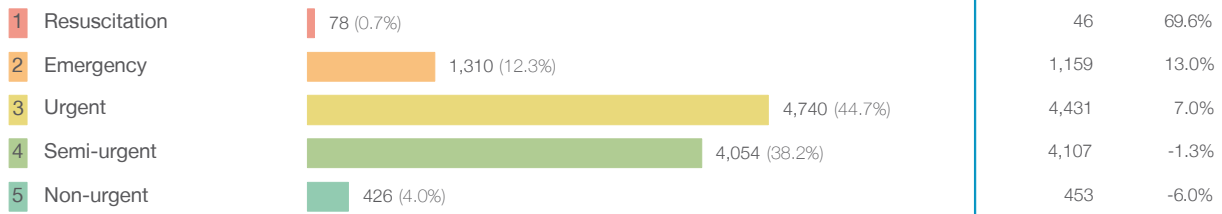
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

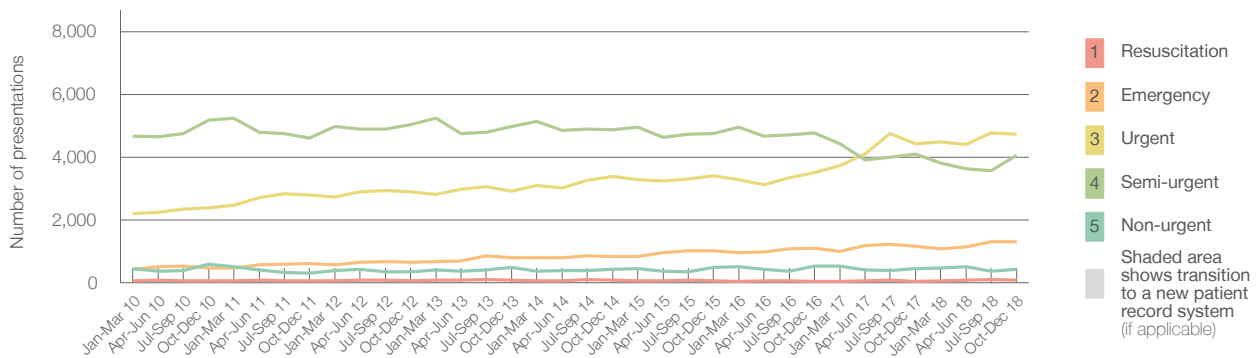
Concord Repatriation General Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 10,662 patients

Emergency presentations² by triage category: 10,608 patients



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	57	60	68	85	76	56	43	46	78
Emergency	462	619	658	802	828	1,010	1,101	1,159	1,310
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431	4,740
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107	4,054
Non-urgent	593	298	353	496	429	478	525	453	426
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,196	10,608

Concord Repatriation General Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,391 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.

Concord Repatriation General 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: 1,310

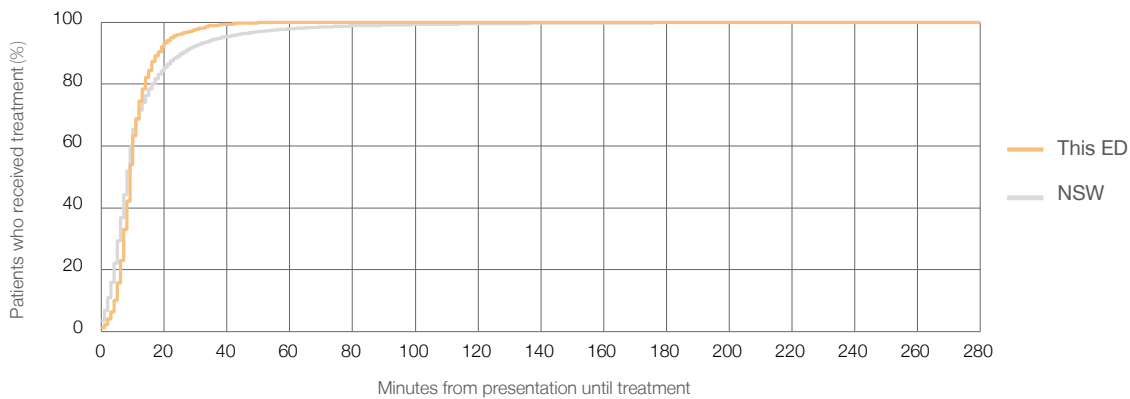
Number of triage 2 patients used to calculate waiting time:³ 1,290

Median time to start treatment⁴ 9 minutes

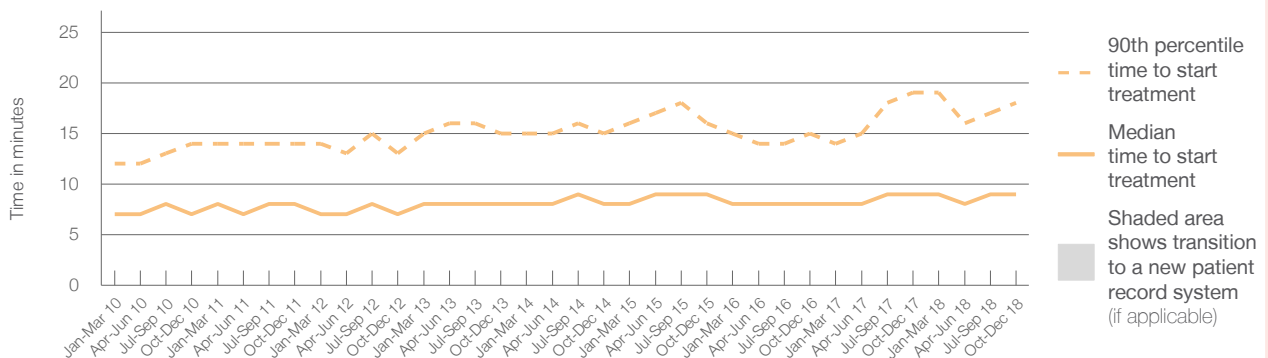
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,159	1,154
9 minutes	8 minutes
19 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	8	7	8	8	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)	14	14	13	15	15	16	15	19	18

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Concord Repatriation General 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: 4,740

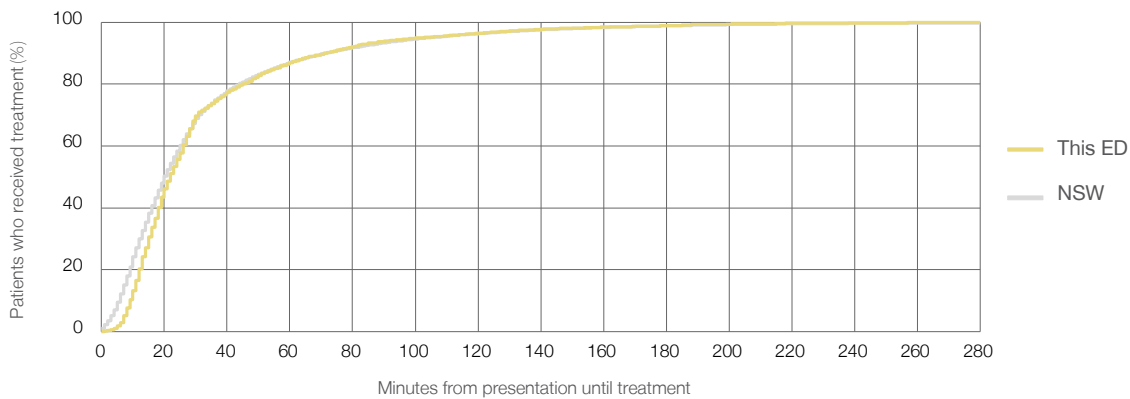
Number of triage 3 patients used to calculate waiting time:³ 4,614

Median time to start treatment⁴ 22 minutes

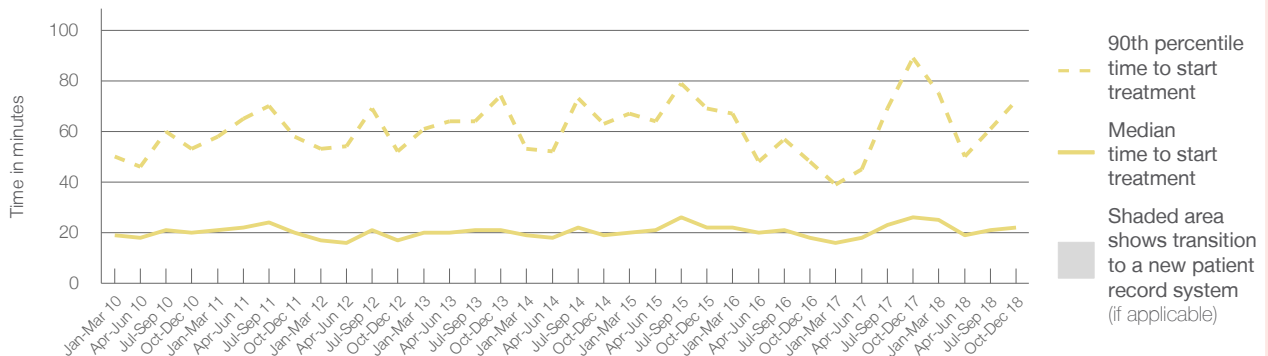
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
4,431	
4,271	
26 minutes	20 minutes
89 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)	20	20	17	21	19	22	18	26	22
90th percentile time to start treatment ⁵ (minutes)	53	58	52	74	63	69	48	89	72

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Concord Repatriation General 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: 4,054

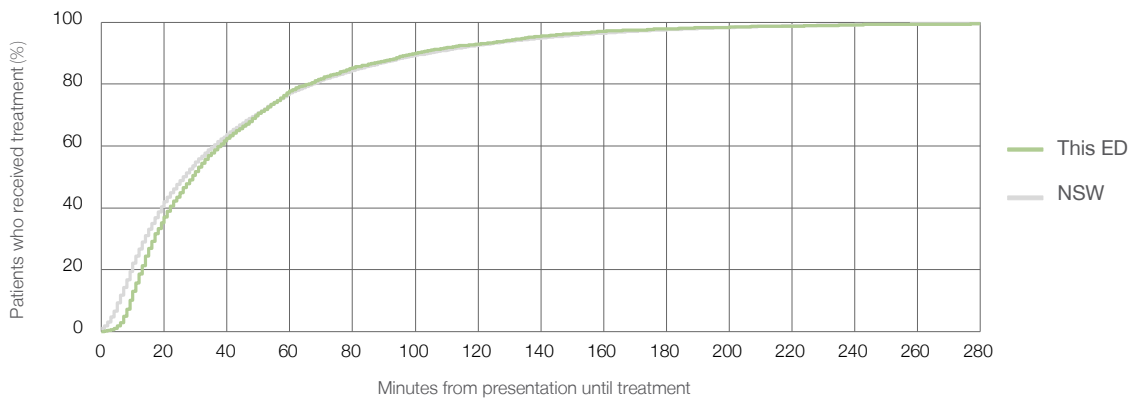
Number of triage 4 patients used to calculate waiting time:³ 3,788

Median time to start treatment⁴ 29 minutes

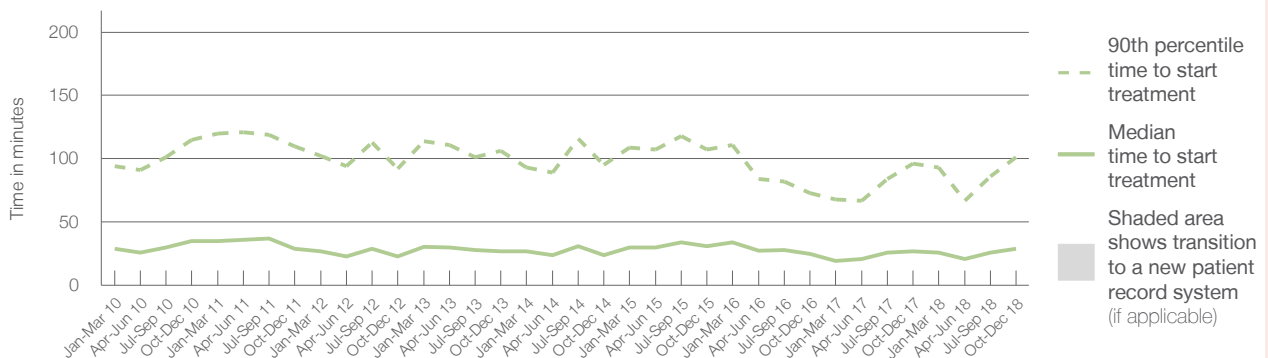
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
4,107	
3,817	
27 minutes	26 minutes
96 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)	35	29	23	27	24	31	25	27	29
90th percentile time to start treatment ⁵ (minutes)	115	110	92	106	95	107	73	96	101

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Concord Repatriation General 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: 426

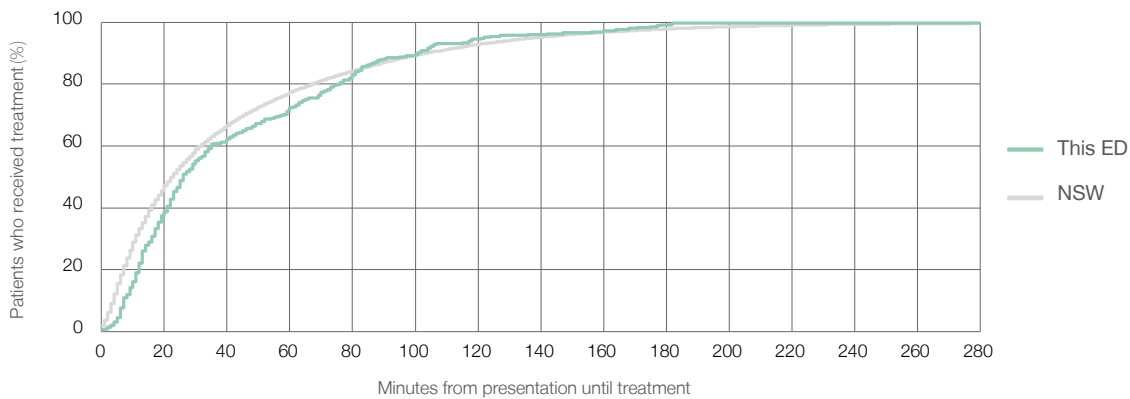
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 26 minutes

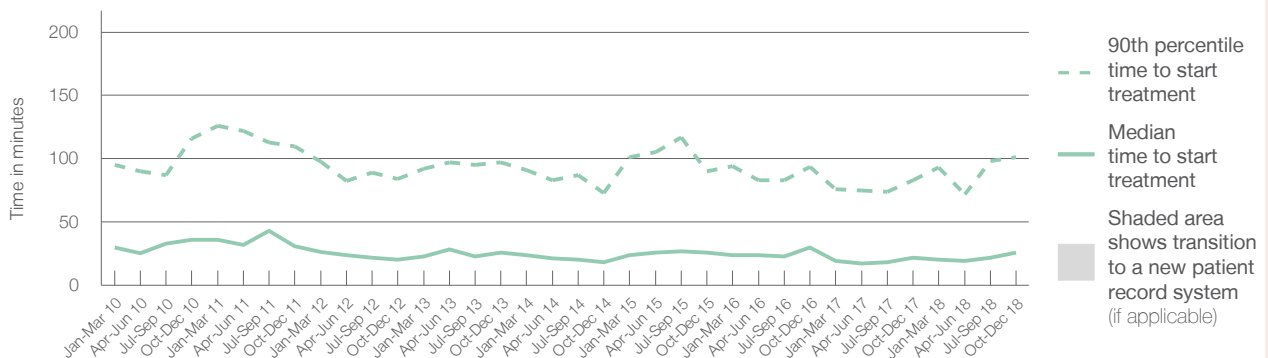
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
453	
384	
22 minutes	23 minutes
83 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)	36	31	20	26	18	26	30	22	26
90th percentile time to start treatment ⁵ (minutes)	116	110	84	97	73	90	94	83	101

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Concord Repatriation General Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,662 patients

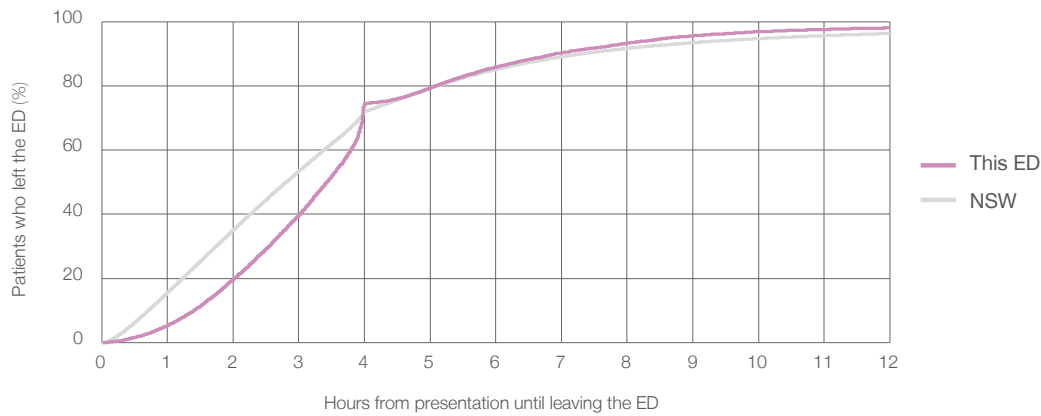
Presentations used to calculate time to leaving the ED:⁶ 10,659 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

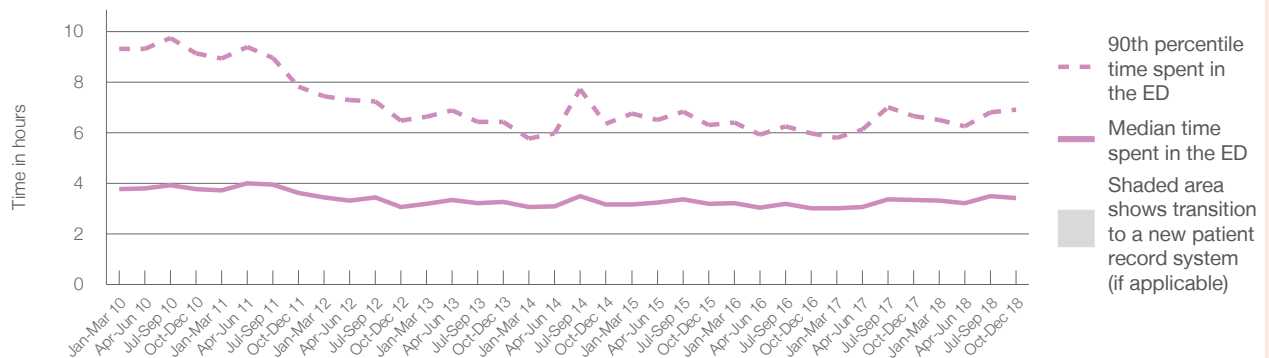
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
10,220	
10,217	
3 hours and 21 minutes	2 hours and 49 minutes
6 hours and 40 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 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m	6h 55m

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Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:¹ 10,662 patients

Presentations used to calculate time to leaving the ED:⁶ 10,659 patients

Treated and discharged 5,926 (55.6%)

Treated and admitted to hospital 4,067 (38.1%)

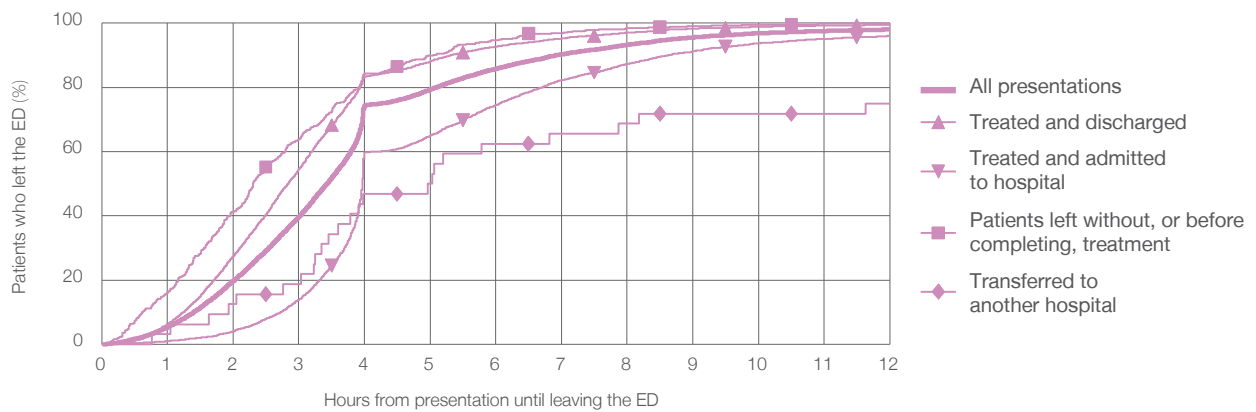
Patient left without, or before completing, treatment 500 (4.7%)

Transferred to another hospital 32 (0.3%)

Other 137 (1.3%)

	Same period last year	Change since one year ago
	10,217	4%
Treated and discharged	6,049	-2.0%
Treated and admitted to hospital	3,557	14.3%
Patient left without, or before completing, treatment	439	13.9%
Transferred to another hospital	26	23.1%
Other	149	-8.1%

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

Treated and discharged	6.4%	27.5%	54.6%	83.3%	92.7%	97.0%	98.9%	99.5%
Treated and admitted to hospital	1.0%	4.1%	13.9%	59.8%	74.5%	87.3%	93.7%	96.1%
Patient left without, or before completing, treatment	16.2%	41.2%	63.8%	84.4%	94.8%	98.6%	99.6%	99.8%
Transferred to another hospital	3.1%	12.5%	18.8%	46.9%	62.5%	68.8%	71.9%	75.0%
All presentations	5.4%	19.7%	39.8%	74.4%	85.8%	93.3%	96.9%	98.1%

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Concord Repatriation General 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 10,662 patients

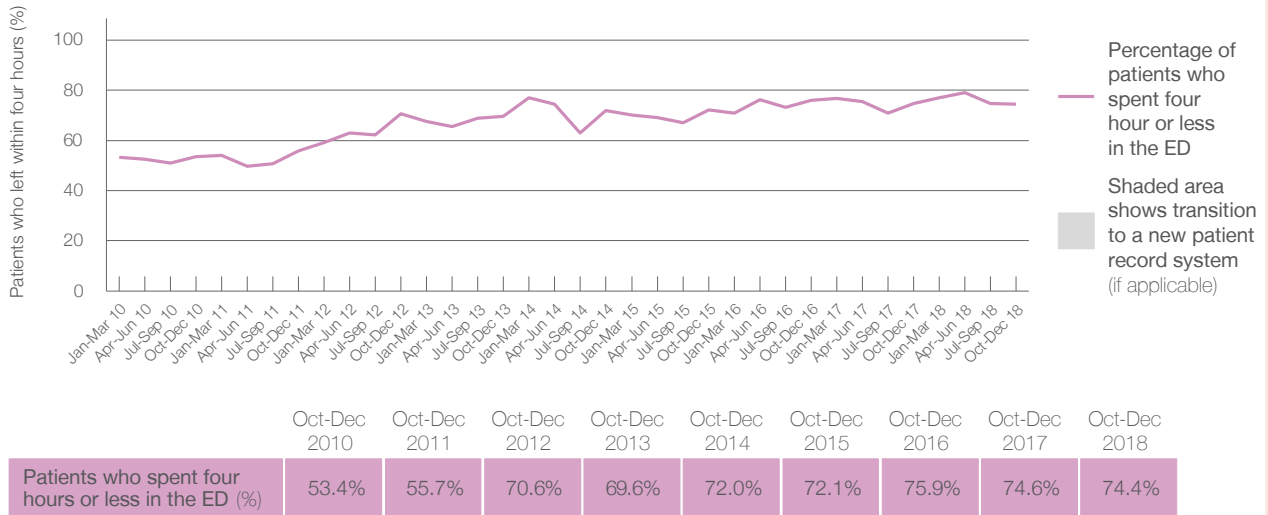
Presentations used to calculate time to leaving the ED: ⁶ 10,659 patients

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 10,662 patients	10,220	4%
Presentations used to calculate time to leaving the ED: ⁶ 10,659 patients	10,217	4%
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 December 2018 ^{†‡}



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

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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*.

- 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).