

## Belmont Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 5,746 patients  
Emergency presentations:<sup>2</sup> 5,703 patients

Same period last year	Change since one year ago
5,779	-0.6%
5,705	-0.0%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 459 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,257 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 44 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,752 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,227 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
407	
7 minutes	8 minutes
22 minutes	36 minutes
1,324	
18 minutes	20 minutes
72 minutes	92 minutes
3,043	
21 minutes	25 minutes
107 minutes	128 minutes
922	
23 minutes	23 minutes
138 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,746 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
5,779	-0.6%
70.0%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

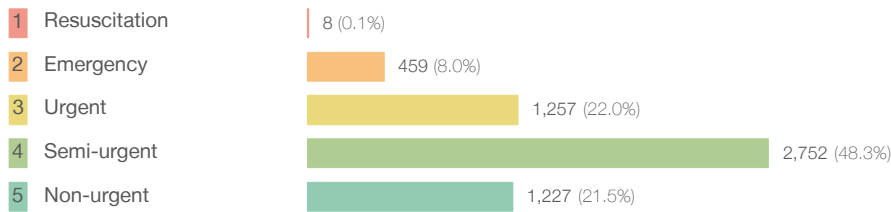
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Belmont Hospital: Patients presenting to the emergency department

April to June 2016

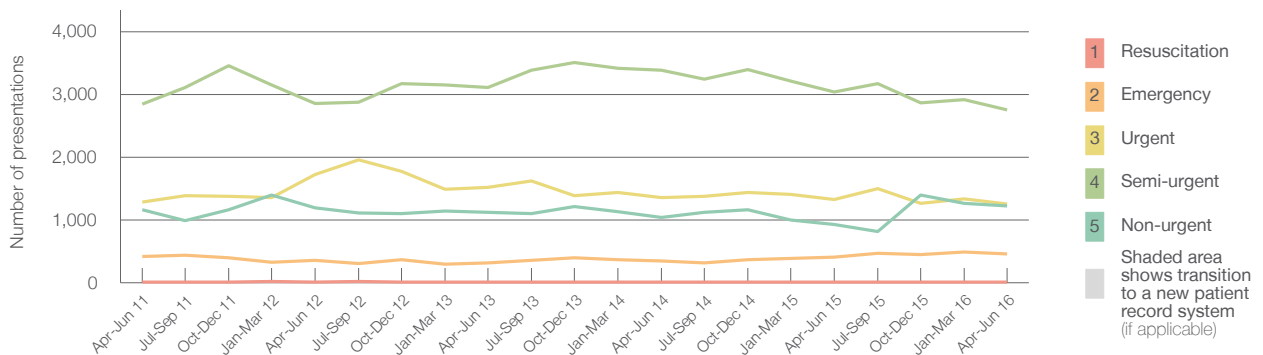
All presentations:<sup>1</sup> 5,746 patients

Emergency presentations<sup>2</sup> by triage category: 5,703 patients



Same period last year	Change since one year ago
5,779	-0.6%
5,705	-0.0%
9	-11.1%
407	12.8%
1,324	-5.1%
3,043	-9.6%
922	33.1%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	7	10	7	< 5	9	8
Emergency	414	354	317	354	407	459
Urgent	1,288	1,724	1,520	1,352	1,324	1,257
Semi-urgent	2,846	2,854	3,107	3,383	3,043	2,752
Non-urgent	1,162	1,189	1,123	1,038	922	1,227
All emergency presentations	5,717	6,131	6,074	6,127	5,705	5,703

## Belmont Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,138 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,296	
11 minutes	-1 minute
48 minutes	-23 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.

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

April to June 2016

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

Number of triage 2 patients: 459

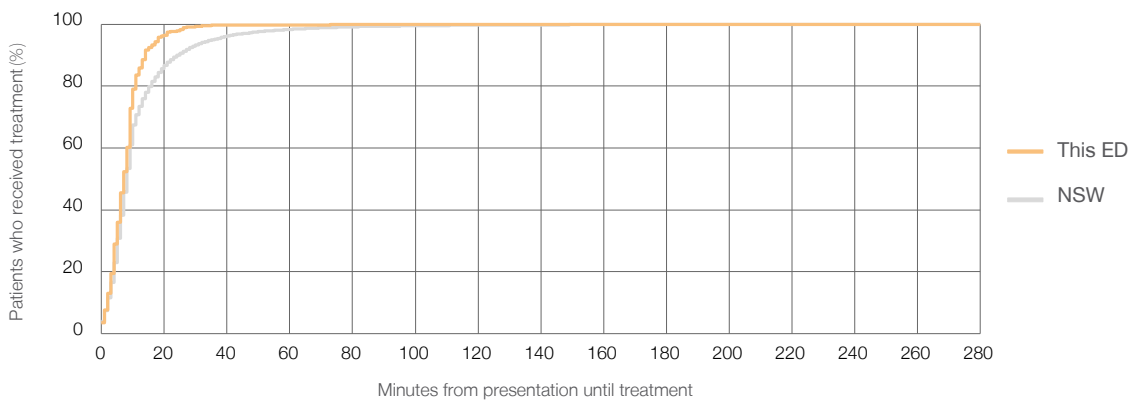
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 457

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

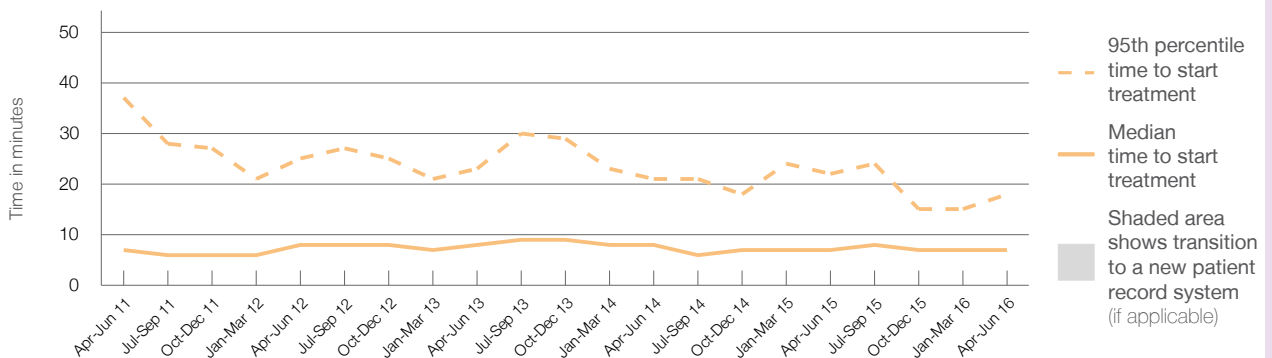
95th percentile time to start treatment<sup>5</sup> ■ 18 minutes

Same period last year	NSW (this period)
407	
404	
7 minutes	8 minutes
22 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	37	25	23	21	22	18

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

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

April to June 2016

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

Number of triage 3 patients: 1,257

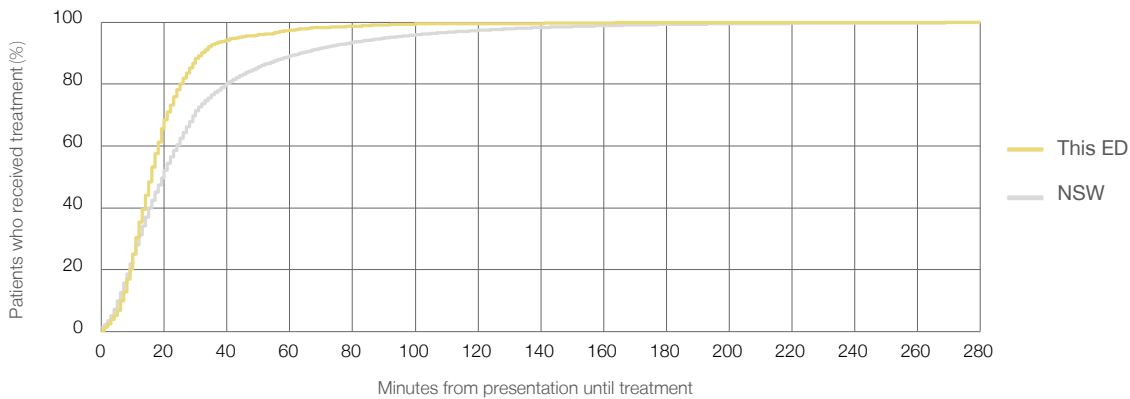
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,218

Median time to start treatment<sup>4</sup> 16 minutes

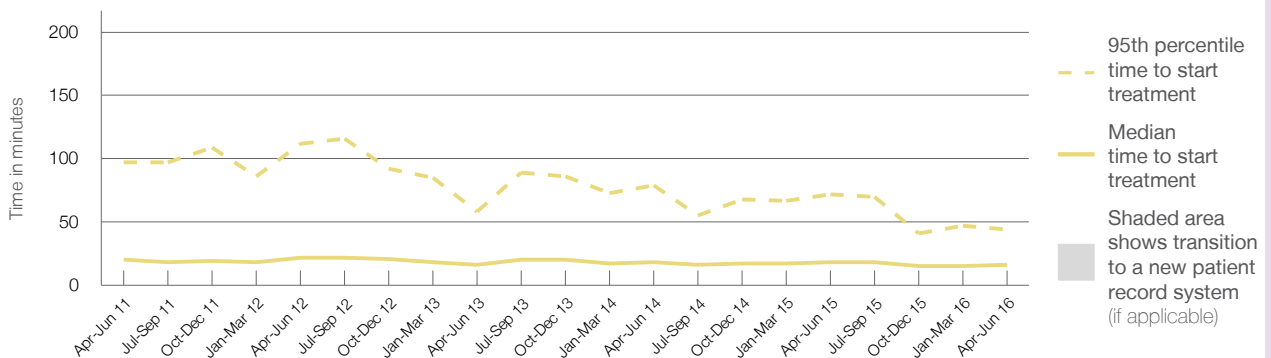
95th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
1,324	
1,283	
18 minutes	20 minutes
72 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	20	22	16	18	18	16
95th percentile time to start treatment <sup>5</sup> (minutes)	97	112	58	79	72	44

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## Belmont Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 2,752

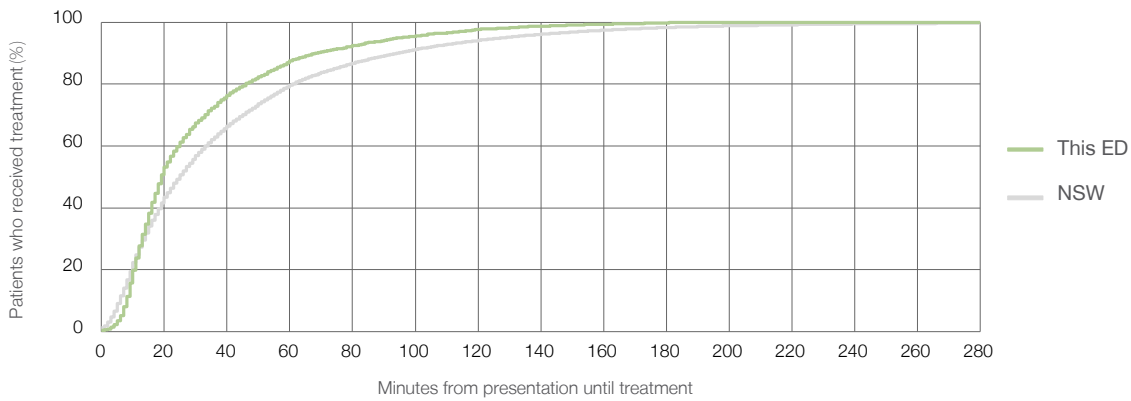
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,366

Median time to start treatment<sup>4</sup>  19 minutes

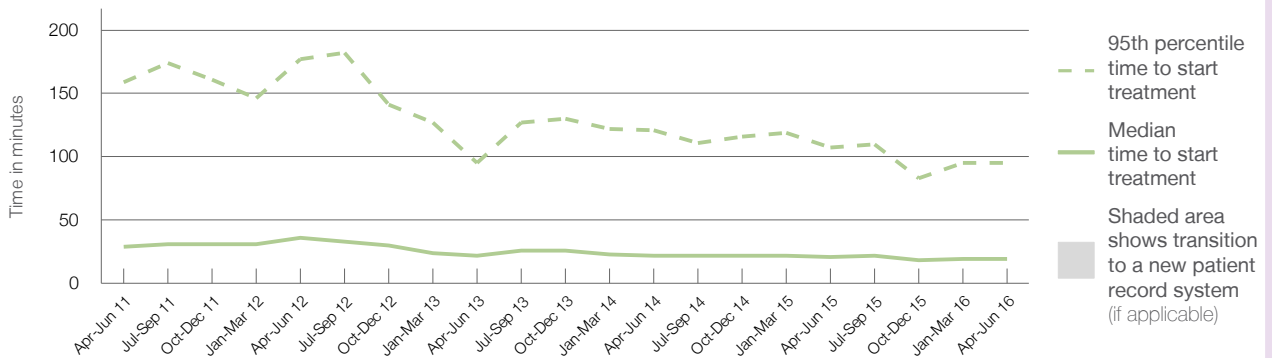
95th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
3,043	
2,604	
21 minutes	25 minutes
107 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	29	36	22	22	21	19
95th percentile time to start treatment <sup>5</sup> (minutes)	159	177	95	121	107	95

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

April to June 2016

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

Number of triage 5 patients: 1,227

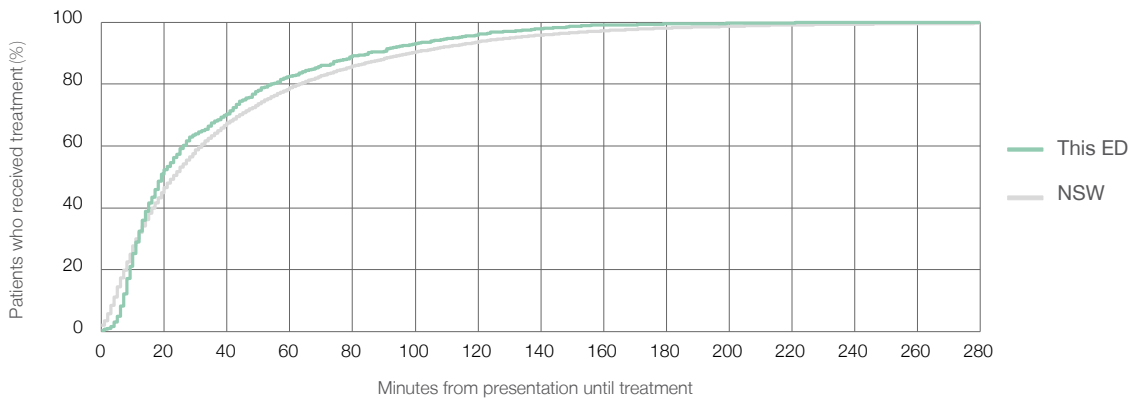
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 915

Median time to start treatment<sup>4</sup>  19 minutes

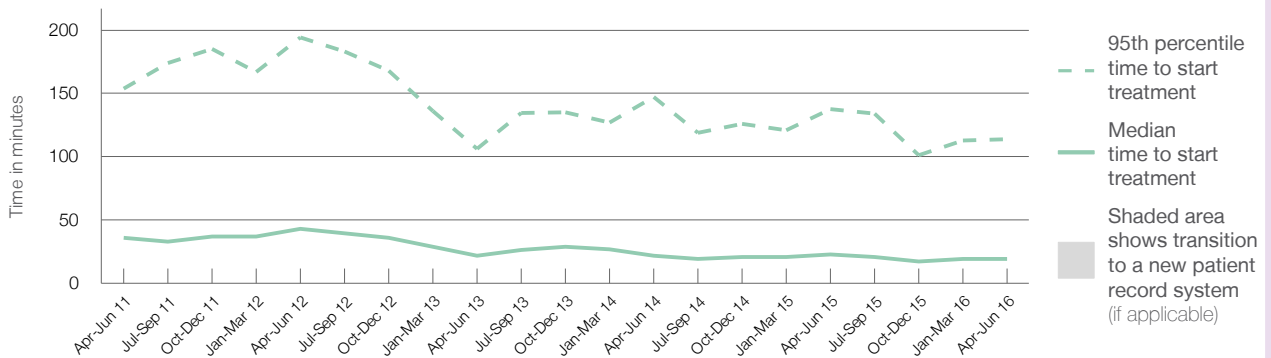
95th percentile time to start treatment<sup>5</sup>  114 minutes

Same period last year	NSW (this period)
922	680
23 minutes	23 minutes
138 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	36	43	22	22	23	19
95th percentile time to start treatment <sup>5</sup> (minutes)	154	194	106	147	138	114

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## Belmont Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 5,746 patients

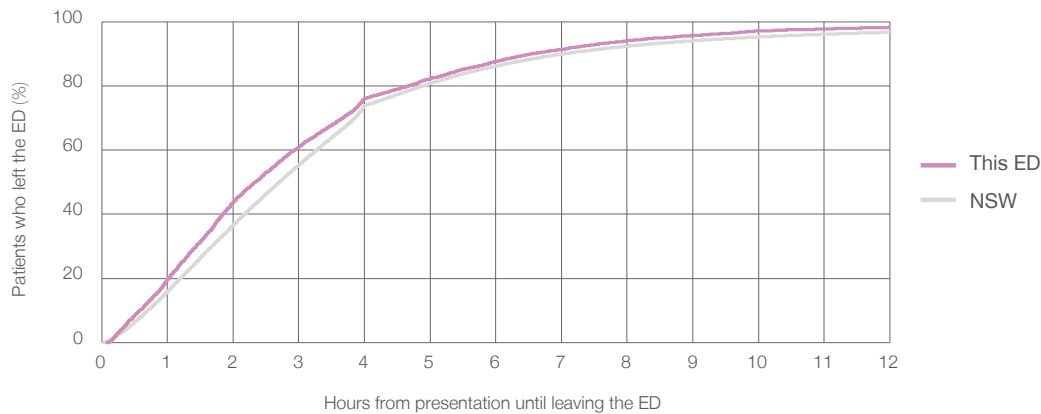
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,746 patients

Median time spent in the ED<sup>8</sup> 2 hours and 20 minutes

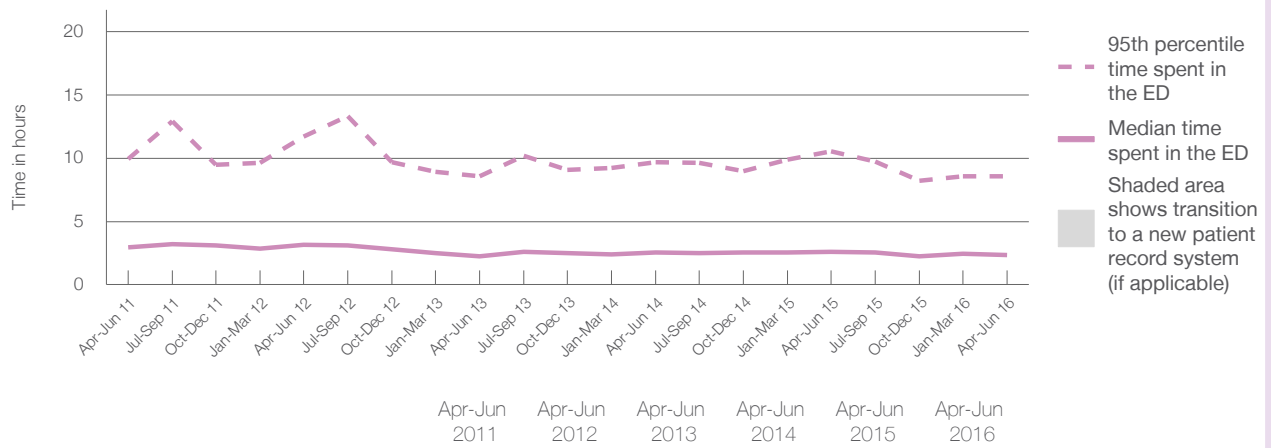
95th percentile time spent in the ED<sup>9</sup> 8 hours and 33 minutes

Same period last year	NSW (this period)
5,779	
5,779	
2 hours and 37 minutes	2 hours and 42 minutes
10 hours and 31 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



### Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 55m	11h 43m	8h 34m	9h 42m	10h 31m	8h 33m

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**Belmont Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

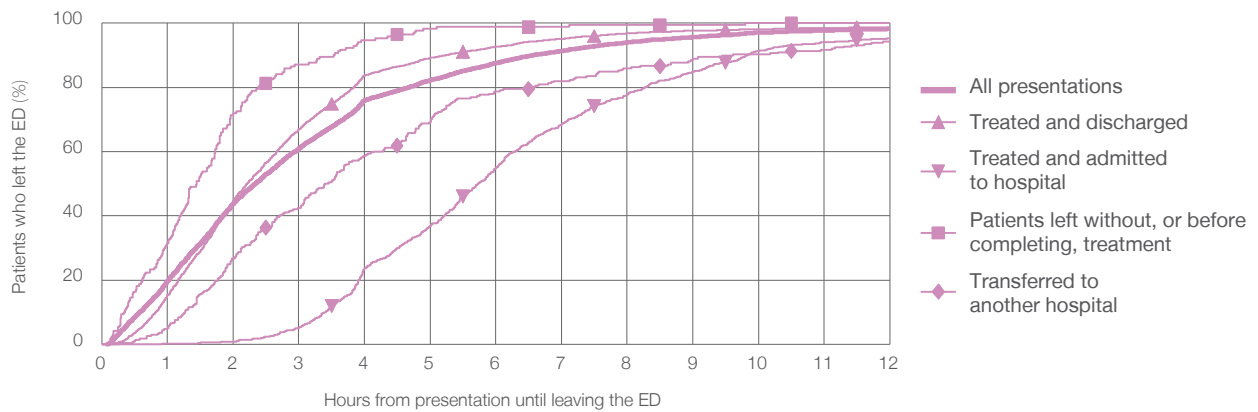
All presentations:<sup>1</sup> 5,746 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,746 patients

Treated and discharged	3,828 (66.6%)
Treated and admitted to hospital	819 (14.3%)
Patient left without, or before completing, treatment	171 (3.0%)
Transferred to another hospital	278 (4.8%)
Other	650 (11.3%)

Same period last year	Change since one year ago
5,779	-0.6%
3,791	1.0%
904	-9.4%
217	-21.2%
267	4.1%
600	8.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>†‡</sup>



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

Treated and discharged	15.3%	44.8%	66.9%	83.8%	92.7%	96.9%	98.2%	98.8%
Treated and admitted to hospital	0.1%	0.9%	5.3%	23.7%	54.9%	77.8%	91.3%	95.4%
Patient left without, or before completing, treatment	31.6%	71.9%	87.1%	94.7%	98.8%	99.4%	100%	100%
Transferred to another hospital	5.0%	26.6%	42.4%	58.6%	78.8%	86.0%	90.3%	94.2%
All presentations	19.8%	43.8%	60.9%	76.0%	87.6%	94.0%	97.1%	98.2%

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**Belmont Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

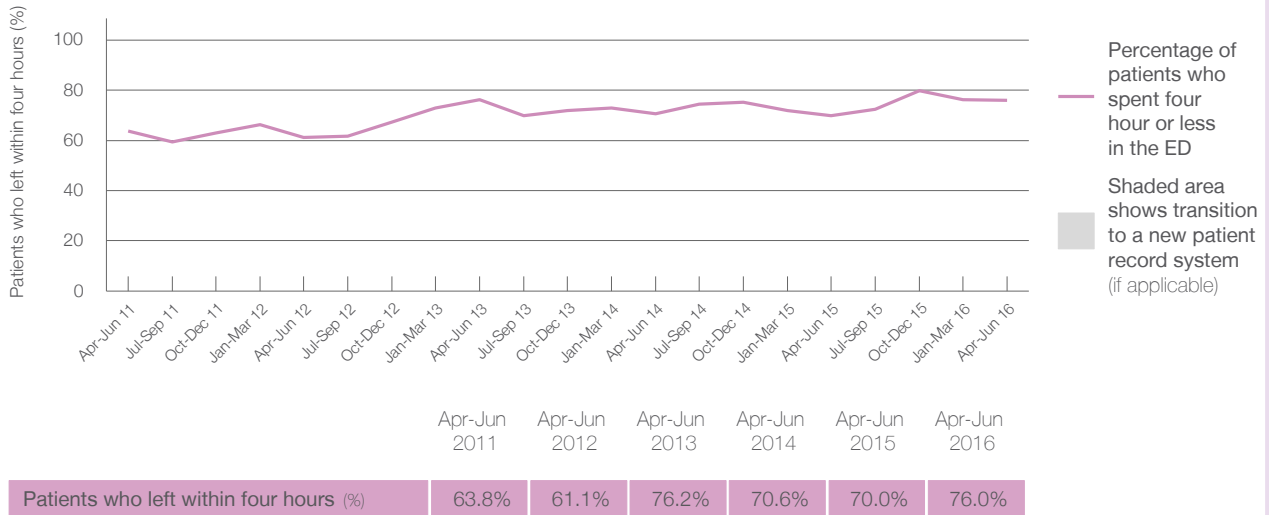
All presentations at the emergency department:<sup>1</sup> 5,746 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,746 patients

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



Same period last year	Change since one year ago
5,779	-0.6%
5,779	-0.6%
70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).