

Campbelltown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,904 patients
 Emergency presentations:² 17,739 patients

Same period last year	Change since one year ago
16,810	6.5%
16,661	6.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,861 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,370 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,386 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,021 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,798	
7 minutes	8 minutes
19 minutes	23 minutes
6,863	
16 minutes	20 minutes
66 minutes	65 minutes
6,130	
24 minutes	26 minutes
110 minutes	99 minutes
1,777	
30 minutes	23 minutes
119 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
60.2%	

* 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, July to September 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 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.

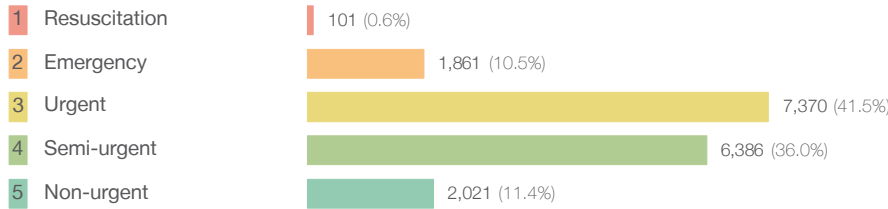
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Campbelltown Hospital: Patients presenting to the emergency department October to December 2017

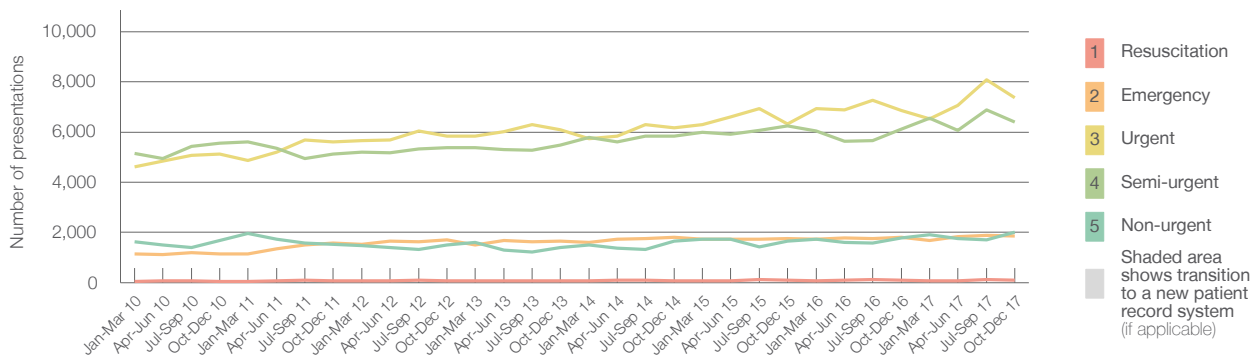
All presentations:¹ 17,904 patients

Emergency presentations² by triage category: 17,739 patients



Same period last year	Change since one year ago
16,810	6.5%
16,661	6.5%
93	8.6%
1,798	3.5%
6,863	7.4%
6,130	4.2%
1,777	13.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	59	78	76	73	76	108	93	101
Emergency	1,145	1,565	1,703	1,662	1,806	1,761	1,798	1,861
Urgent	5,117	5,595	5,837	6,102	6,175	6,326	6,863	7,370
Semi-urgent	5,568	5,135	5,385	5,478	5,839	6,243	6,130	6,386
Non-urgent	1,670	1,529	1,509	1,396	1,656	1,665	1,777	2,021
All emergency presentations	13,559	13,902	14,510	14,711	15,552	16,103	16,661	17,739

Campbelltown Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,092 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,041	
13 minutes	0 minutes
26 minutes	-3 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.

Campbelltown Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,861

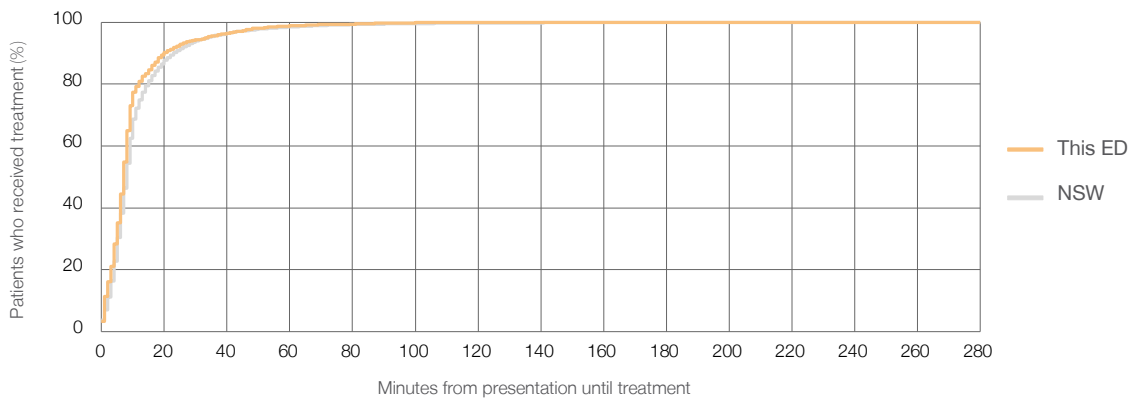
Number of triage 2 patients used to calculate waiting time:³ 1,858

Median time to start treatment⁴ 7 minutes

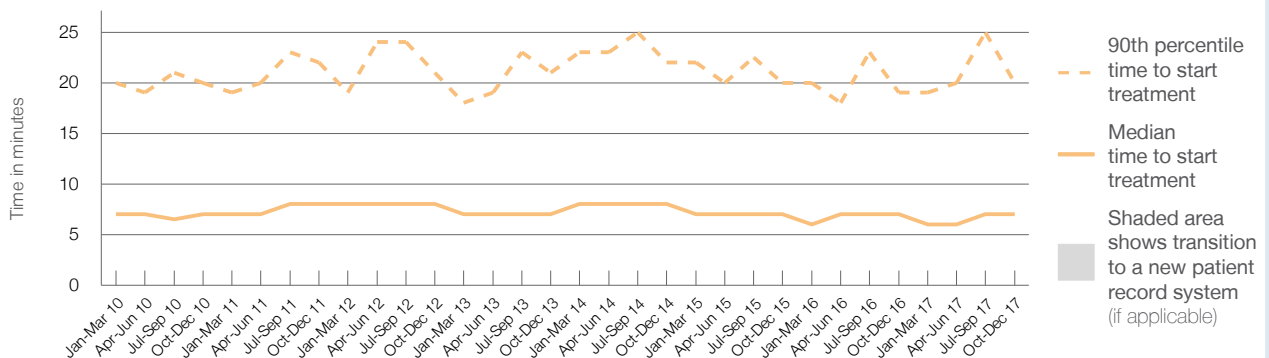
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,798	1,793
7 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	8	7	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	20	22	21	21	22	20	19	20

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Campbelltown Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 7,370

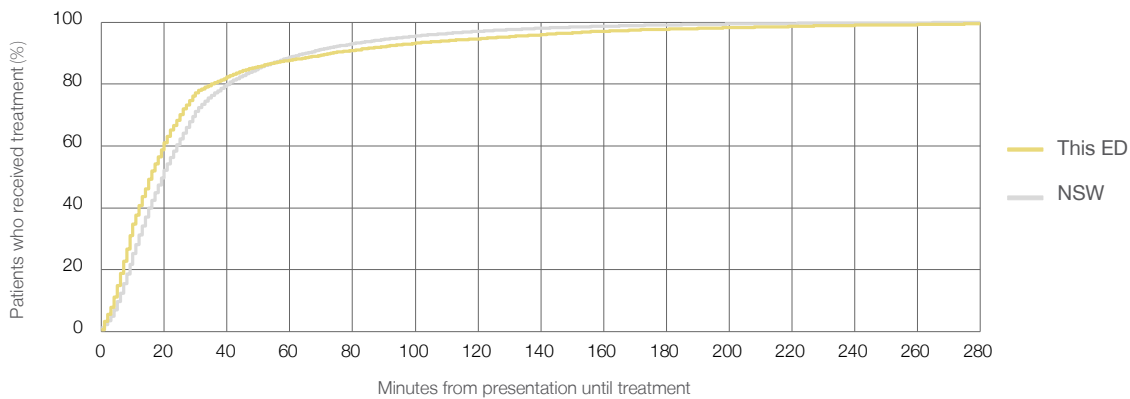
Number of triage 3 patients used to calculate waiting time:³ 7,199

Median time to start treatment⁴ 16 minutes

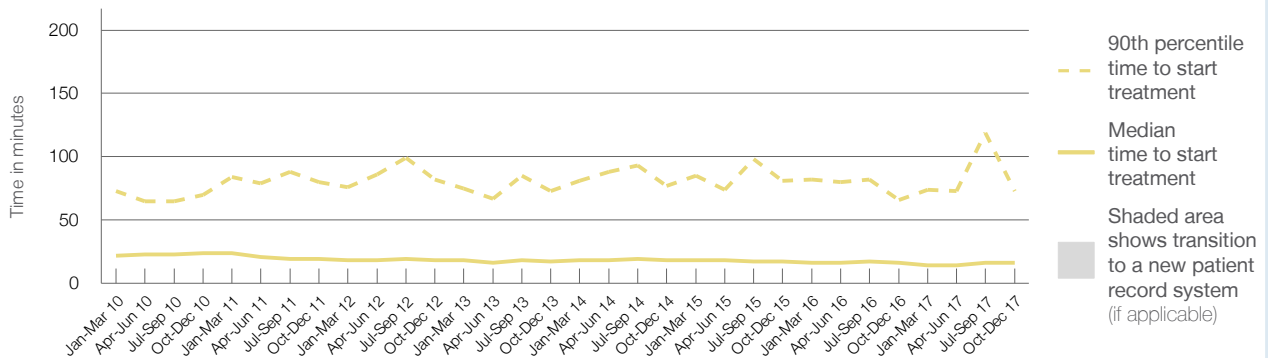
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,863	
6,736	
16 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	19	18	17	18	17	16	16
90th percentile time to start treatment ⁵ (minutes)	70	80	82	73	77	81	66	73

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Campbelltown Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,386

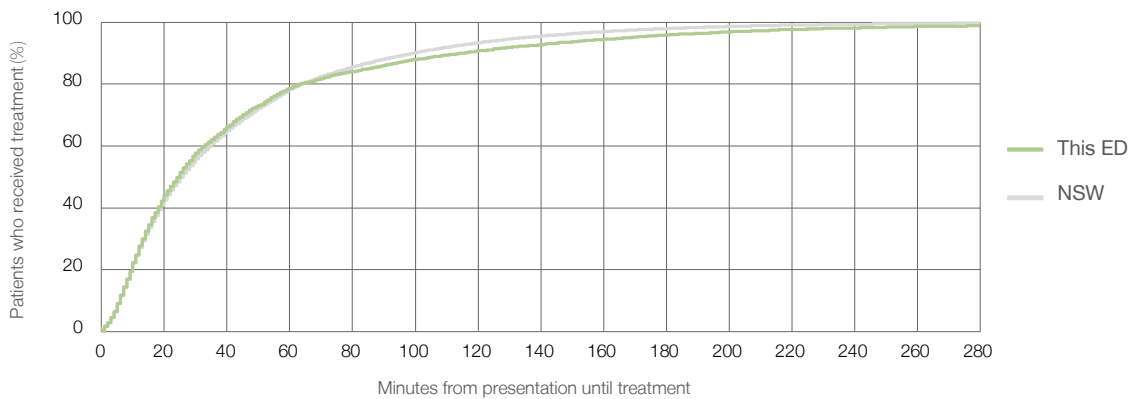
Number of triage 4 patients used to calculate waiting time:³ 5,972

Median time to start treatment⁴ 25 minutes

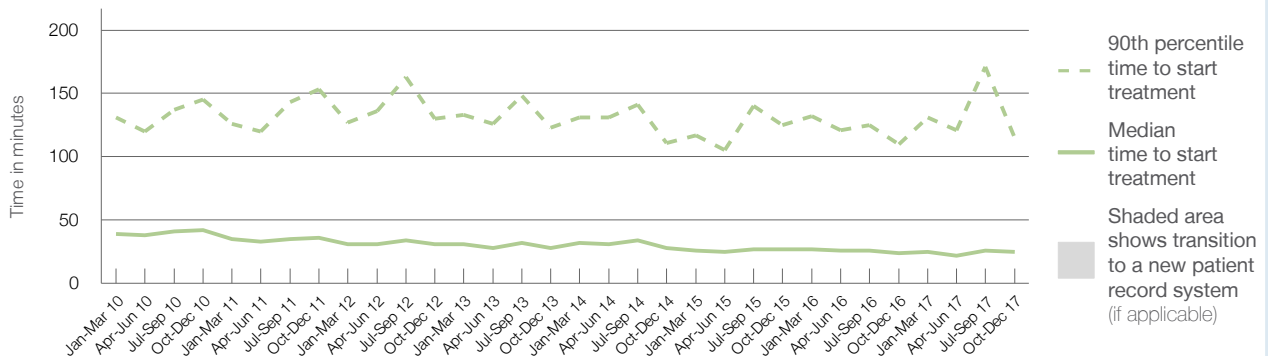
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
6,130	
5,774	
24 minutes	26 minutes
110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	42	36	31	28	28	27	24	25
90th percentile time to start treatment ⁵ (minutes)	145	153	130	123	111	125	110	115

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Campbelltown Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 2,021

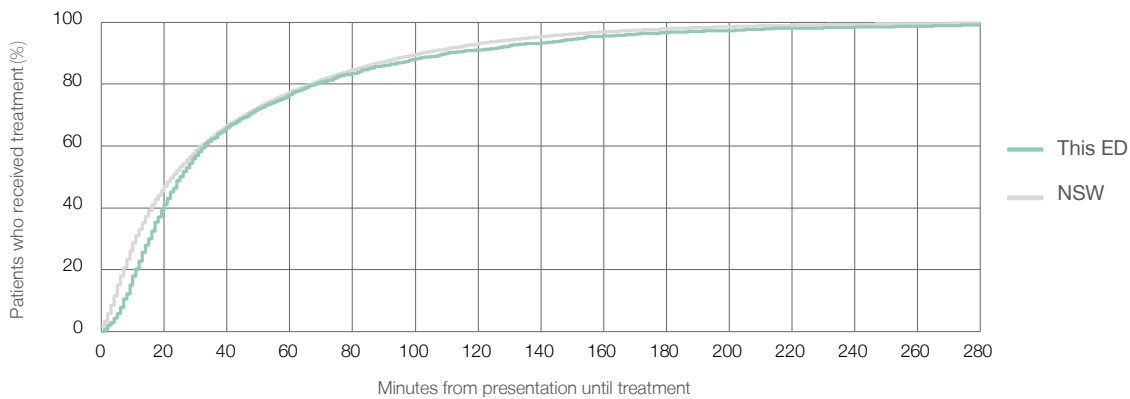
Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴ 25 minutes

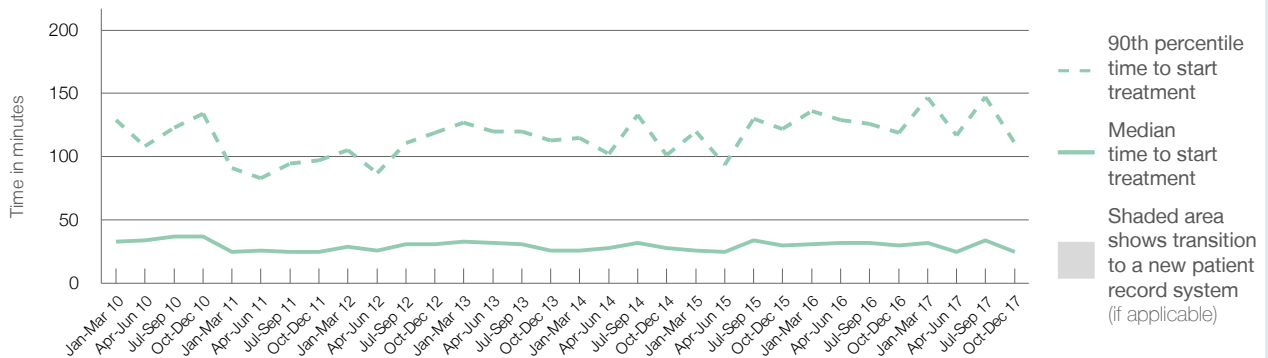
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,777	1,569
30 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	25	31	26	28	30	30	25
90th percentile time to start treatment ⁵ (minutes)	134	97	119	113	101	122	119	111

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Campbelltown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,904 patients

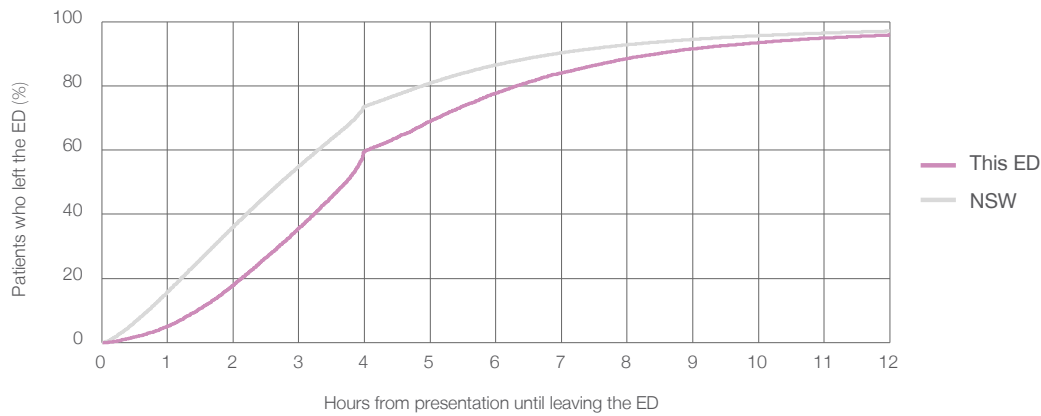
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

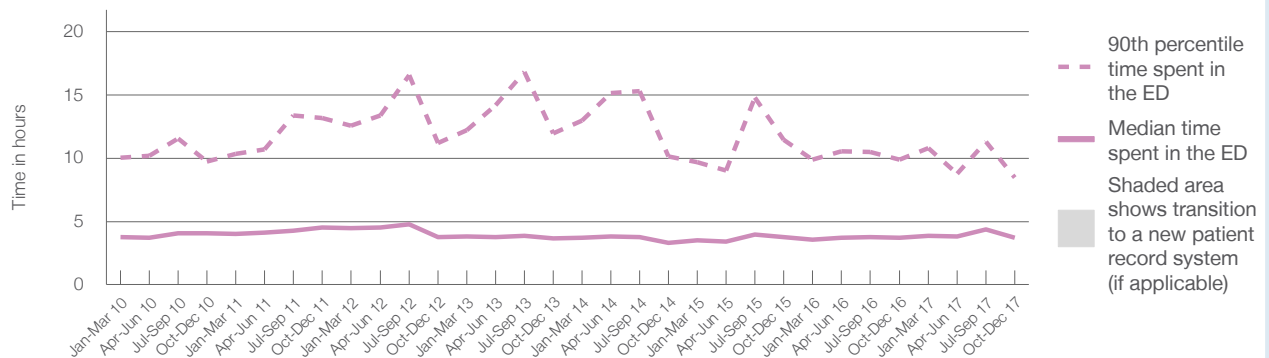
90th percentile time spent in the ED⁹ 8 hours and 28 minutes

Same period last year	NSW (this period)
16,810	16,810
3 hours and 43 minutes	2 hours and 44 minutes
9 hours and 52 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 52m	8h 28m

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Campbelltown Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

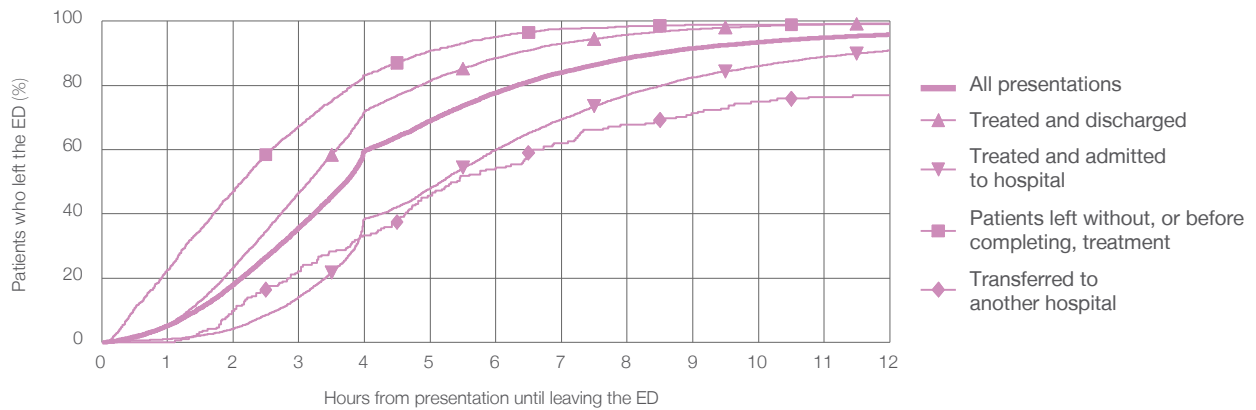
All presentations:¹ 17,904 patients

Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Treated and discharged	9,267 (51.8%)
Treated and admitted to hospital	6,875 (38.4%)
Patient left without, or before completing, treatment	1,548 (8.6%)
Transferred to another hospital	195 (1.1%)
Other	19 (0.1%)

Same period last year	Change since one year ago
16,810	6.5%
8,263	12.2%
6,941	-1.0%
1,367	13.2%
226	-13.7%
13	46.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	5.2%	23.3%	46.7%	71.9%	88.5%	95.8%	98.5%	99.4%
Treated and admitted to hospital	1.0%	4.2%	14.2%	38.5%	60.0%	77.0%	86.0%	91.0%
Patient left without, or before completing, treatment	22.5%	47.0%	67.4%	83.1%	95.0%	98.4%	99.0%	99.0%
Transferred to another hospital	0%	9.7%	22.1%	33.3%	54.4%	67.7%	74.9%	76.9%
All presentations	5.1%	17.9%	35.7%	59.6%	77.7%	88.5%	93.5%	95.9%

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Campbelltown Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

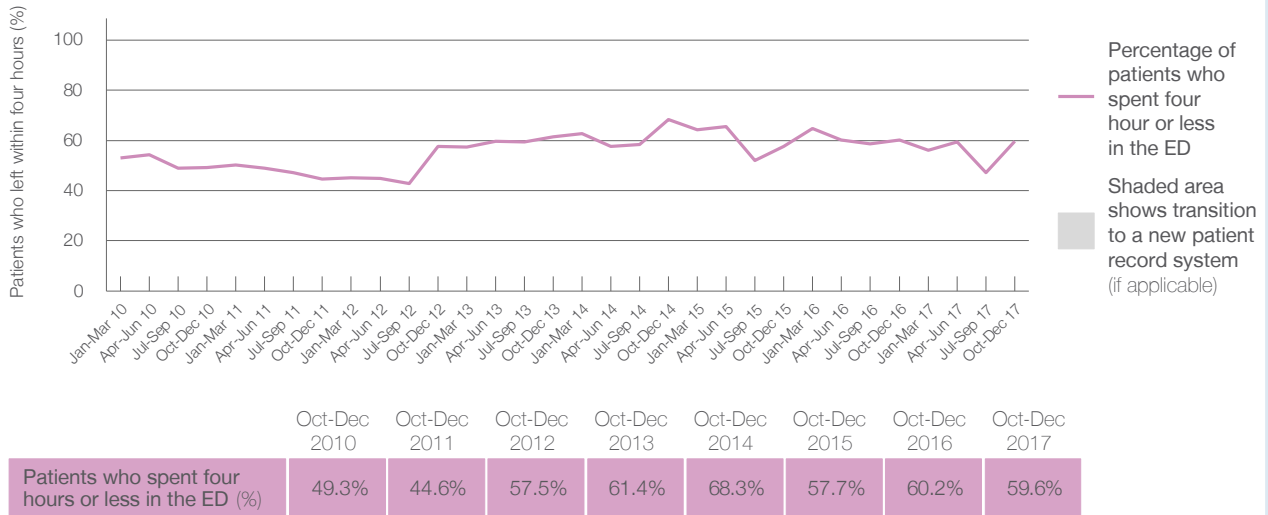
All presentations at the emergency department: ¹ 17,904 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
16,810	6.5%
60.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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- 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, July to September 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).