

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,469 patients
 Emergency presentations:² 6,185 patients

Same period last year	Change since one year ago
6,173	4.8%
5,912	4.6%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 832 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,723 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,110 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 490 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
633	
9 minutes	8 minutes
25 minutes	23 minutes
1,700	
18 minutes	20 minutes
41 minutes	65 minutes
3,093	
19 minutes	26 minutes
58 minutes	99 minutes
455	
20 minutes	23 minutes
75 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,469 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
6,173	4.8%
77.8%	

* 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.

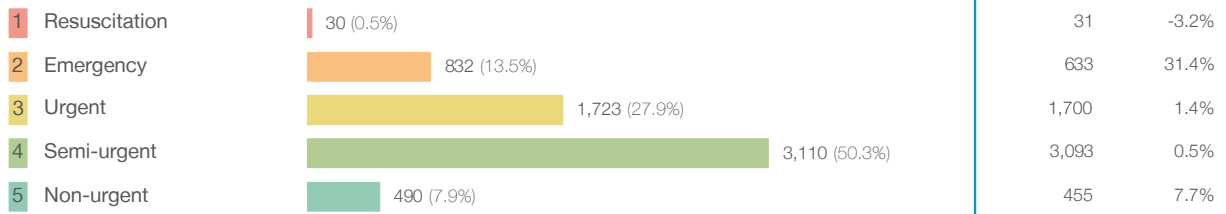
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2017

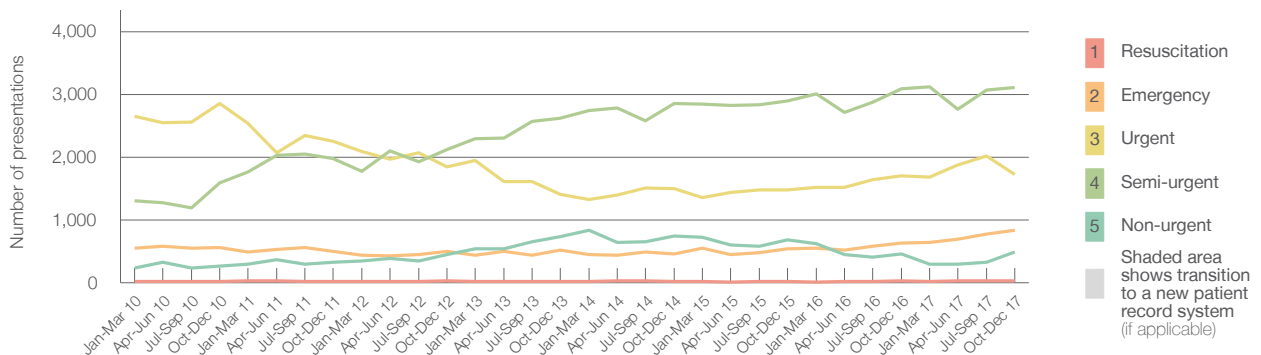
All presentations:¹ 6,469 patients

Emergency presentations² by triage category: 6,185 patients



	Same period last year	Change since one year ago
All presentations	6,173	4.8%
Emergency presentations ²	5,912	4.6%
1 Resuscitation	31	-3.2%
2 Emergency	633	31.4%
3 Urgent	1,700	1.4%
4 Semi-urgent	3,093	0.5%
5 Non-urgent	455	7.7%

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	18	20	26	14	24	17	31	30
Emergency	561	498	497	515	462	543	633	832
Urgent	2,860	2,251	1,848	1,404	1,494	1,477	1,700	1,723
Semi-urgent	1,587	1,979	2,124	2,620	2,856	2,897	3,093	3,110
Non-urgent	260	327	446	737	744	682	455	490
All emergency presentations	5,286	5,075	4,941	5,290	5,580	5,616	5,912	6,185

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 970 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	876	
Median time	15 minutes	-3 minutes
90th percentile time	35 minutes	-11 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 832

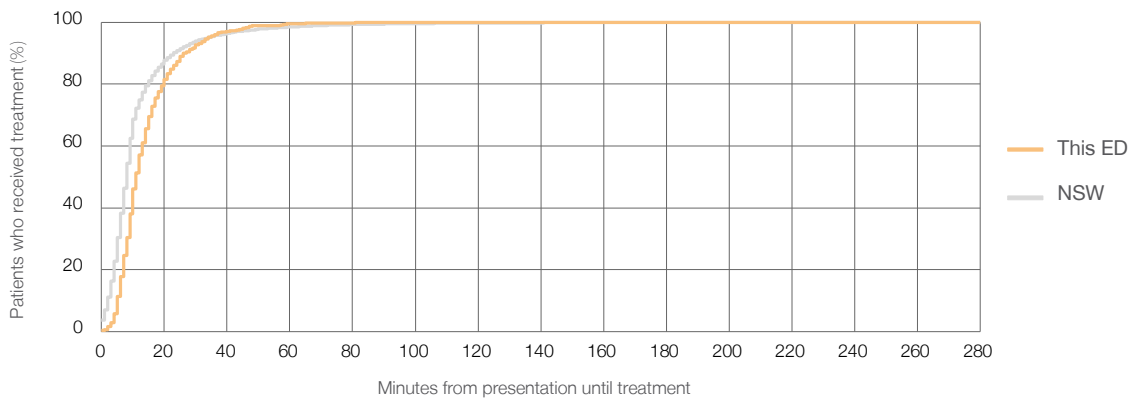
Number of triage 2 patients used to calculate waiting time:³ 831

Median time to start treatment⁴ 11 minutes

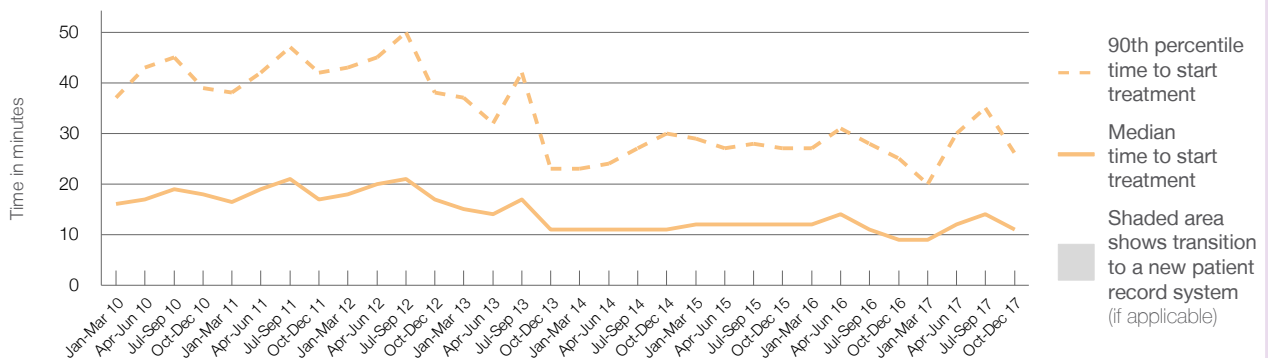
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
633	633
9 minutes	8 minutes
25 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)	18	17	17	11	11	12	9	11
90th percentile time to start treatment ⁵ (minutes)	39	42	38	23	30	27	25	26

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Hawkesbury District Health Services: 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: 1,723

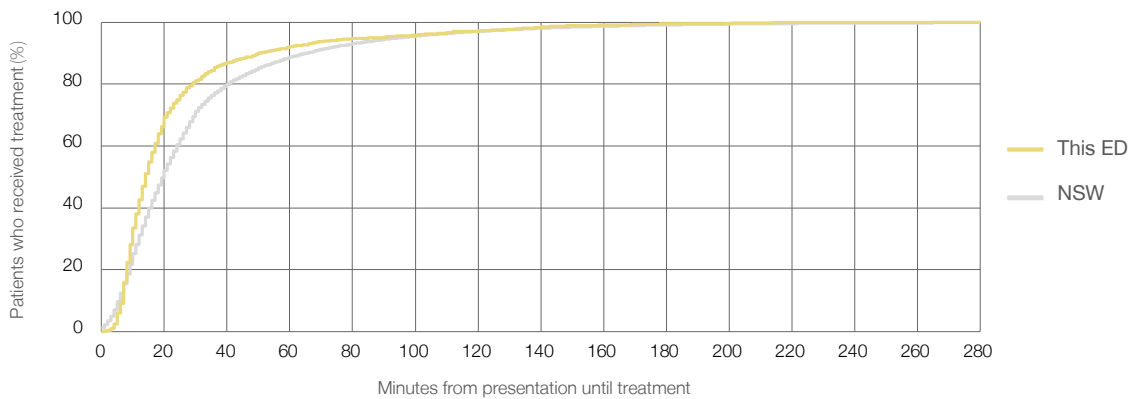
Number of triage 3 patients used to calculate waiting time:³ 1,702

Median time to start treatment⁴ 14 minutes

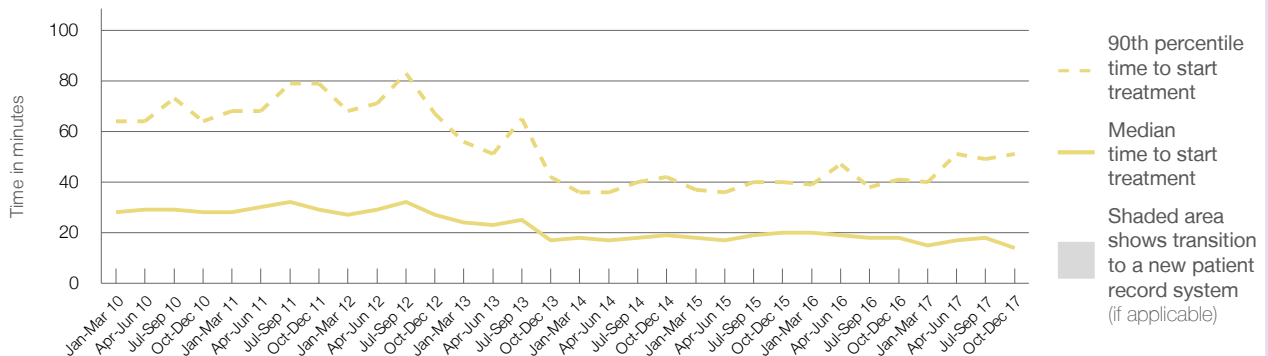
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,700	
1,698	
18 minutes	20 minutes
41 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)	28	29	27	17	19	20	18	14
90th percentile time to start treatment ⁵ (minutes)	64	79	67	42	42	40	41	51

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Hawkesbury District Health Services: 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: 3,110

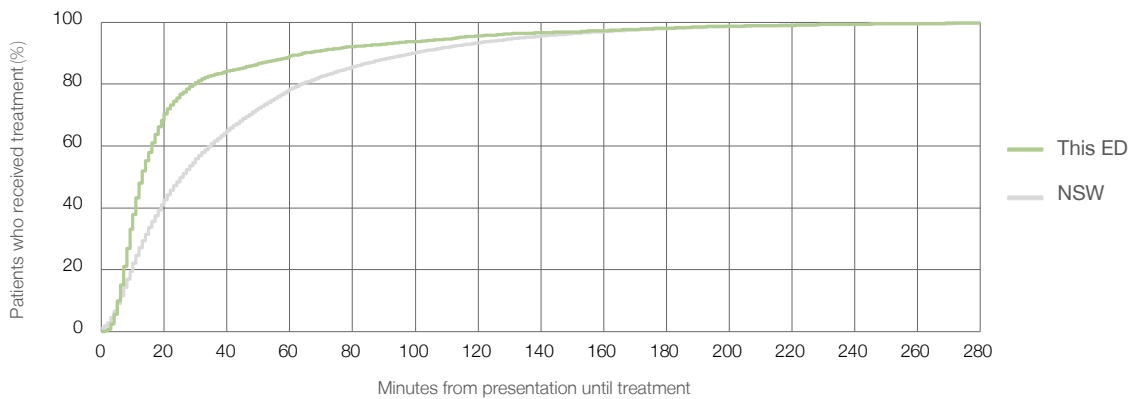
Number of triage 4 patients used to calculate waiting time:³ 3,036

Median time to start treatment⁴ 13 minutes

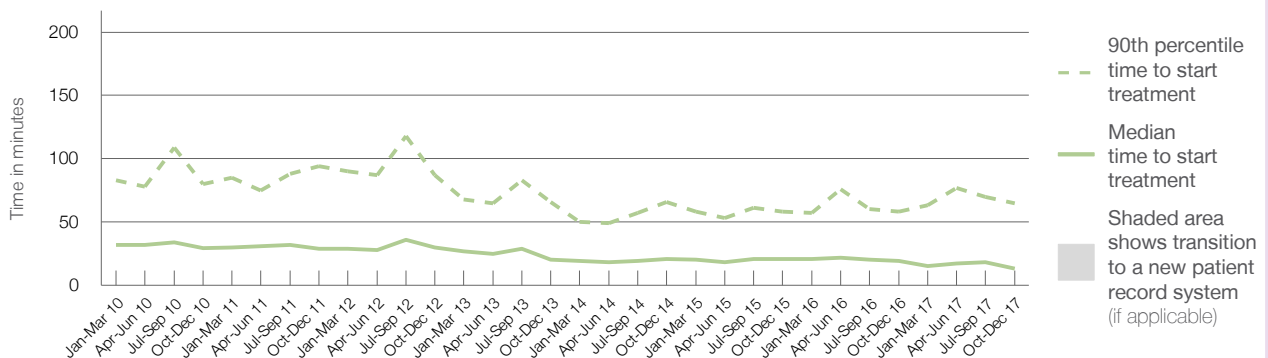
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,093	
3,087	
19 minutes	26 minutes
58 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)	30	29	30	20	21	21	19	13
90th percentile time to start treatment ⁵ (minutes)	80	94	87	66	66	58	58	65

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Hawkesbury District Health Services: 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: 490

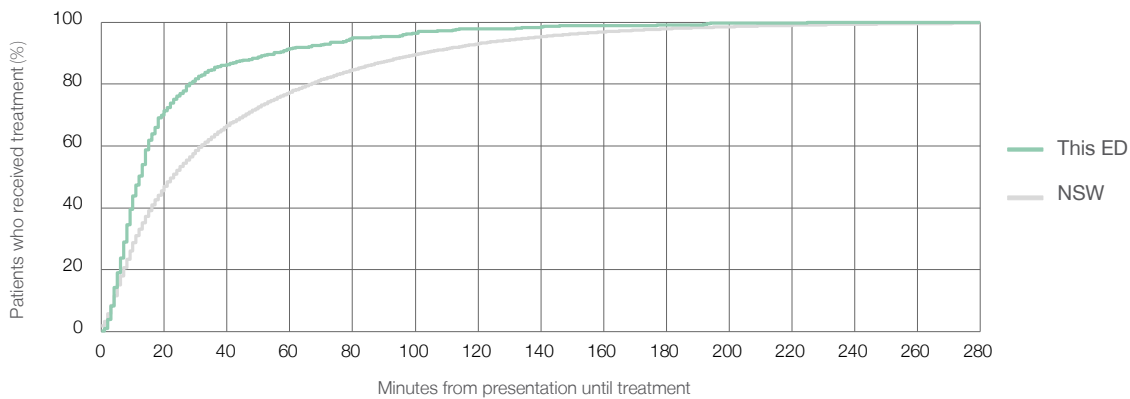
Number of triage 5 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 12 minutes

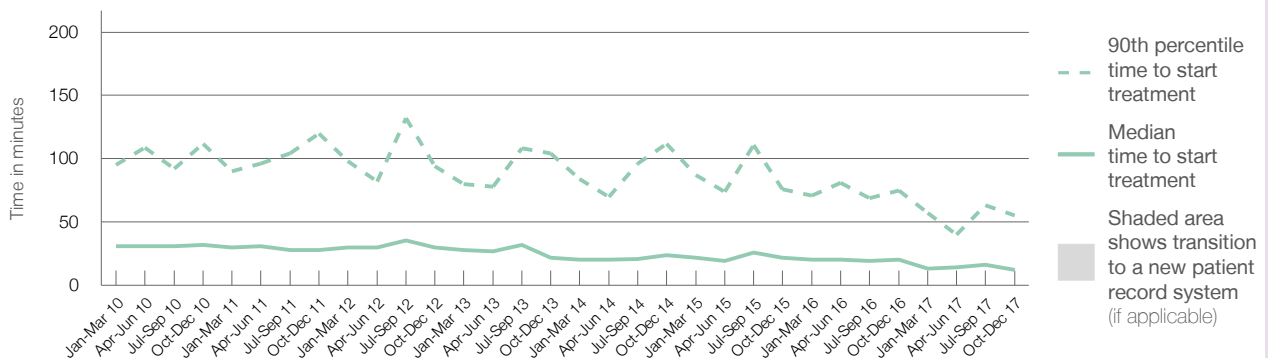
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
455	
450	
20 minutes	23 minutes
75 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)	32	28	30	22	24	22	20	12
90th percentile time to start treatment ⁵ (minutes)	112	120	94	104	112	76	75	55

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Hawkesbury District Health Services: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,469 patients

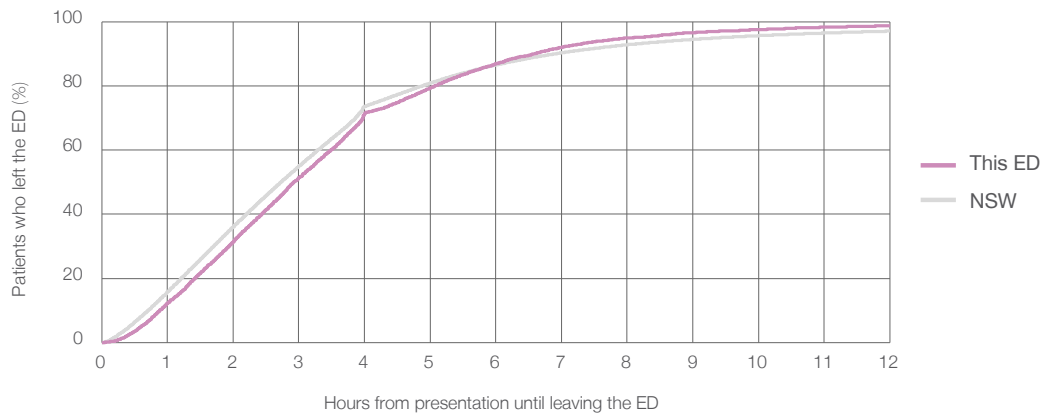
Presentations used to calculate time to leaving the ED:⁶ 6,469 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

90th percentile time spent in the ED⁹ 6 hours and 36 minutes

Same period last year	NSW (this period)
6,173	6,173
2 hours and 50 minutes	2 hours and 44 minutes
6 hours and 45 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)	3h 40m	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 50m	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m	6h 36m

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2017

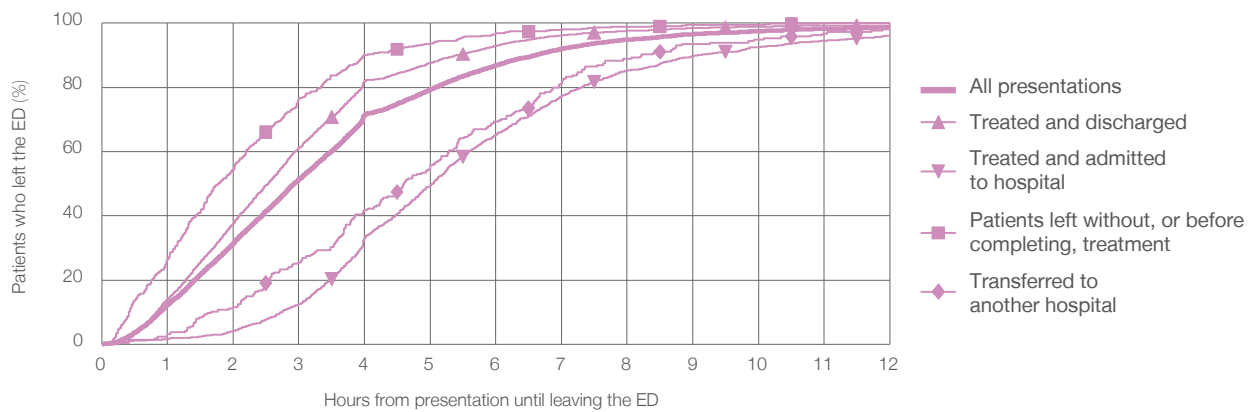
All presentations:¹ 6,469 patients

Presentations used to calculate time to leaving the ED:⁶ 6,469 patients

Treated and discharged	4,418 (68.3%)
Treated and admitted to hospital	1,309 (20.2%)
Patient left without, or before completing, treatment	510 (7.9%)
Transferred to another hospital	215 (3.3%)
Other	17 (0.3%)

Same period last year	Change since one year ago
6,173	4.8%
4,263	3.6%
1,230	6.4%
499	2.2%
174	23.6%
7	142.9%

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	14.0%	37.8%	61.1%	82.0%	93.0%	97.6%	98.9%	99.3%
Treated and admitted to hospital	1.6%	4.1%	12.5%	33.2%	65.2%	85.3%	92.6%	96.2%
Patient left without, or before completing, treatment	26.5%	54.5%	76.5%	90.2%	96.9%	98.8%	99.4%	100%
Transferred to another hospital	3.3%	11.6%	25.6%	41.9%	69.3%	88.8%	94.9%	98.1%
All presentations	12.3%	31.5%	51.4%	71.4%	86.9%	94.9%	97.5%	98.7%

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Hawkesbury District Health Services: 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 6,469 patients

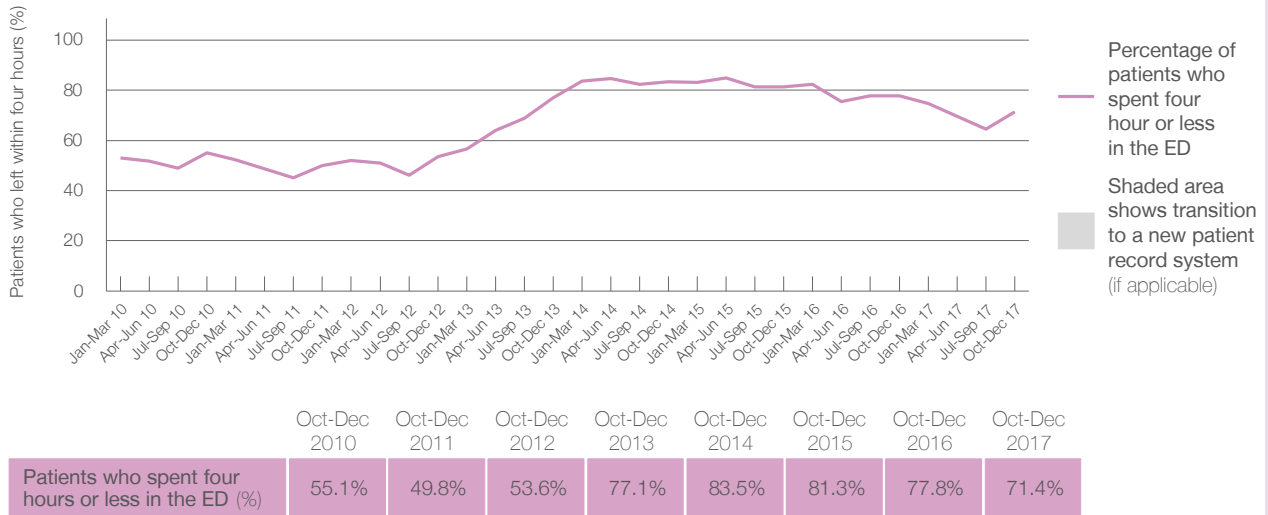
Presentations used to calculate time to leaving the ED: ⁶ 6,469 patients

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	6,173	4.8%
Presentations used to calculate time to leaving the ED	6,173	4.8%
Percentage of patients who spent four hours or less in the ED	77.8%	

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.

† 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, 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).