

## Nepean Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 17,714 patients

Emergency presentations:<sup>2</sup> 17,453 patients

Same period last year	Change since one year ago
17,281	3%
17,156	2%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,332 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,493 patients

Median time to start treatment<sup>4</sup> 37 minutes  
 90th percentile time to start treatment<sup>5</sup> 143 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,245 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 131 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,285 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
2,754	
9 minutes	8 minutes
32 minutes	24 minutes
4,994	
27 minutes	19 minutes
109 minutes	63 minutes
7,621	
29 minutes	24 minutes
108 minutes	95 minutes
1,686	
27 minutes	21 minutes
110 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,706 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
17,272	3%
61%	

\* 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 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.

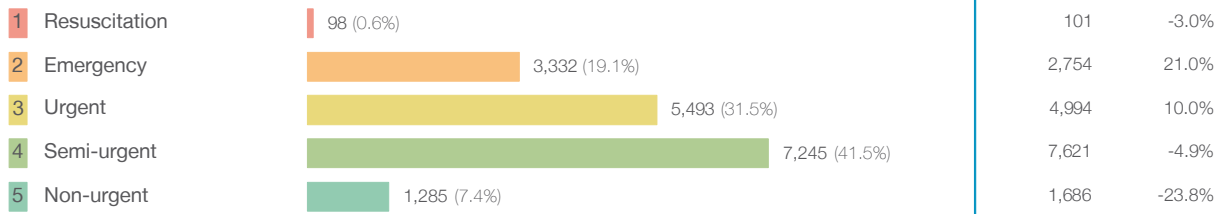
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Nepean Hospital: Patients presenting to the emergency department

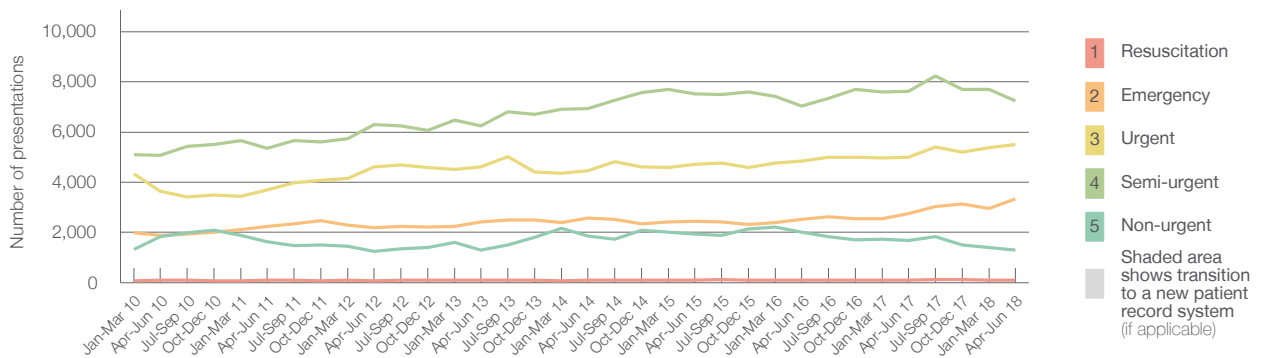
April to June 2018

All presentations:<sup>1</sup> 17,714 patients

Emergency presentations<sup>2</sup> by triage category: 17,453 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	90	87	78	105	102	107	98	101	98
Emergency	1,889	2,230	2,181	2,432	2,561	2,439	2,515	2,754	3,332
Urgent	3,644	3,684	4,614	4,611	4,472	4,705	4,843	4,994	5,493
Semi-urgent	5,069	5,352	6,295	6,238	6,932	7,508	7,048	7,621	7,245
Non-urgent	1,831	1,637	1,248	1,286	1,870	1,926	2,021	1,686	1,285
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,525	17,156	17,453

## Nepean Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,881 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.

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

April to June 2018

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

Number of triage 2 patients: 3,332

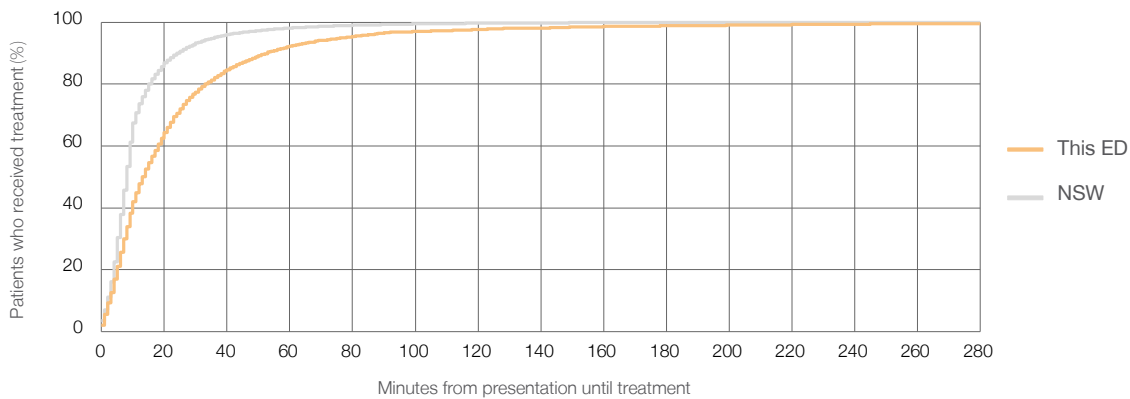
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,315

Median time to start treatment<sup>4</sup> 13 minutes

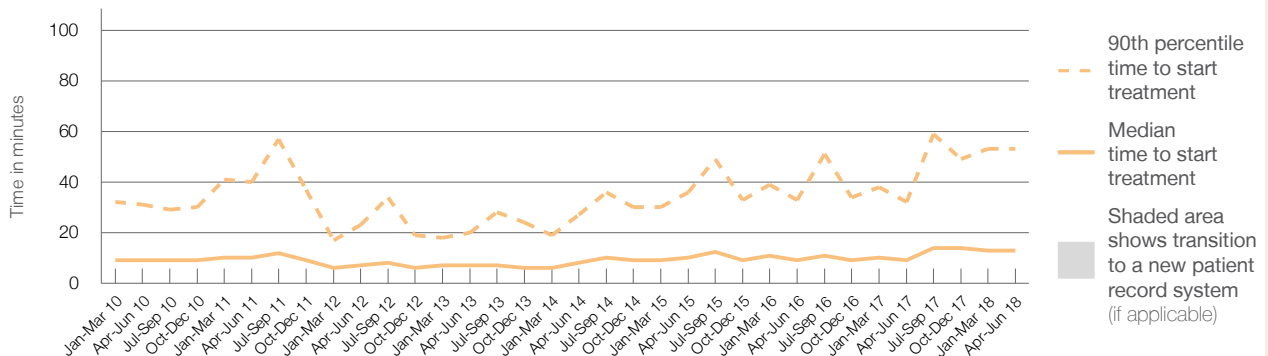
90th percentile time to start treatment<sup>5</sup> 53 minutes

Same period last year	NSW (this period)
2,754	2,735
9 minutes	8 minutes
32 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	10	7	7	8	10	9	9	13
90th percentile time to start treatment <sup>5</sup> (minutes)	31	40	23	20	27	36	33	32	53

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## Nepean Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 5,493

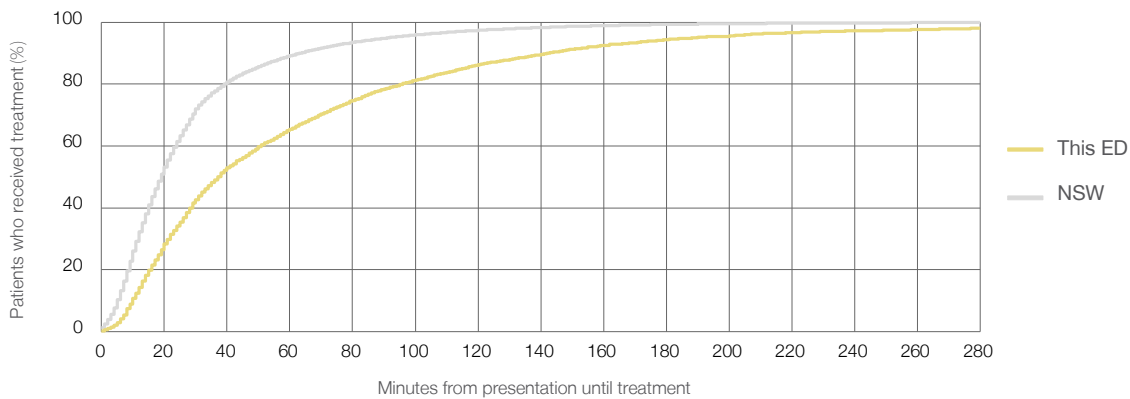
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,198

Median time to start treatment<sup>4</sup>  37 minutes

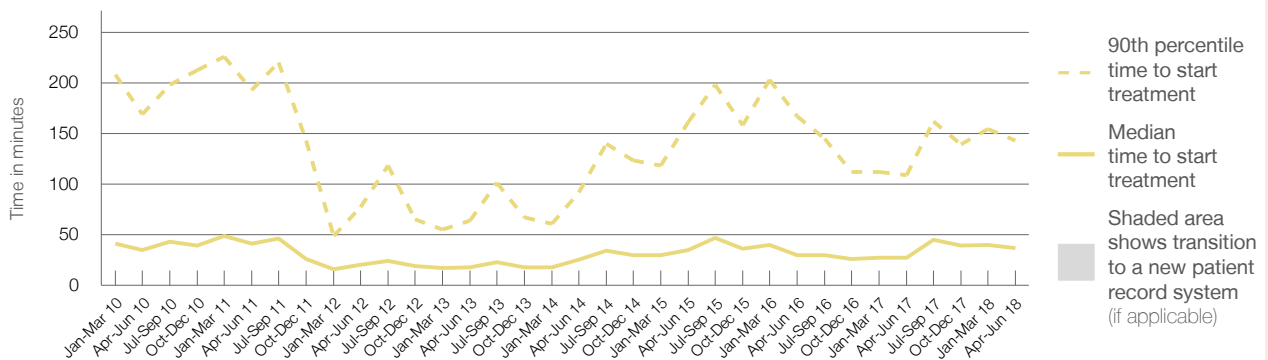
90th percentile time to start treatment<sup>5</sup>  143 minutes

Same period last year	NSW (this period)
4,994	
4,772	
27 minutes	19 minutes
109 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	35	41	20	18	25	35	30	27	37
90th percentile time to start treatment <sup>5</sup> (minutes)	169	193	77	64	92	161	167	109	143

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## Nepean Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 7,245

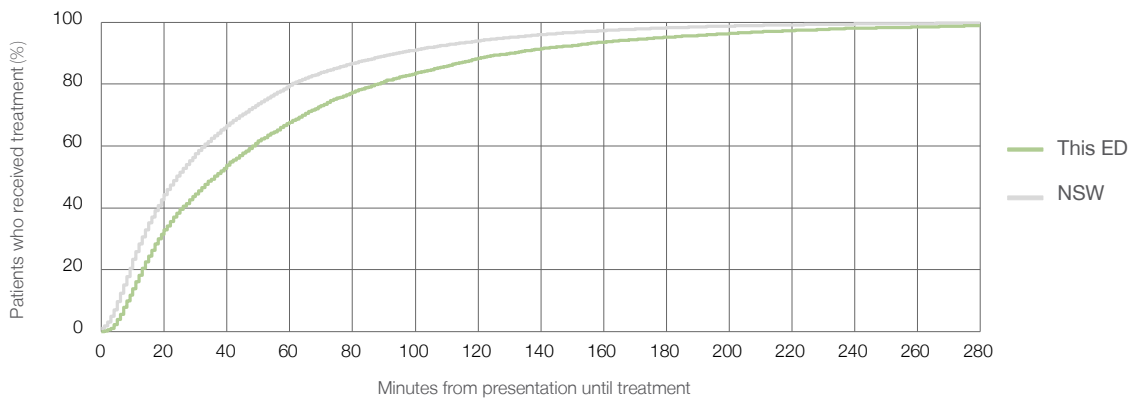
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,799

Median time to start treatment<sup>4</sup>  36 minutes

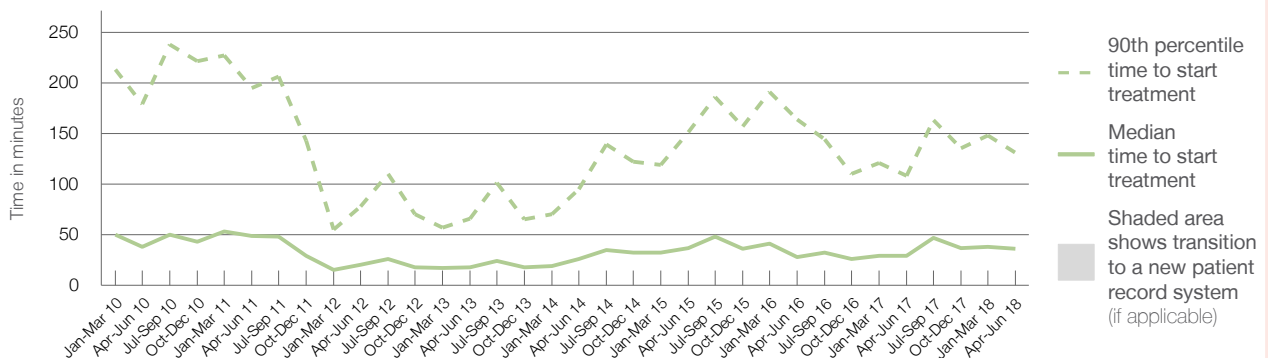
90th percentile time to start treatment<sup>5</sup>  131 minutes

Same period last year	NSW (this period)
7,621	7,139
29 minutes	24 minutes
108 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	38	49	20	18	26	37	28	29	36
90th percentile time to start treatment <sup>5</sup> (minutes)	179	195	78	66	95	151	164	108	131

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

April to June 2018

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

Number of triage 5 patients: 1,285

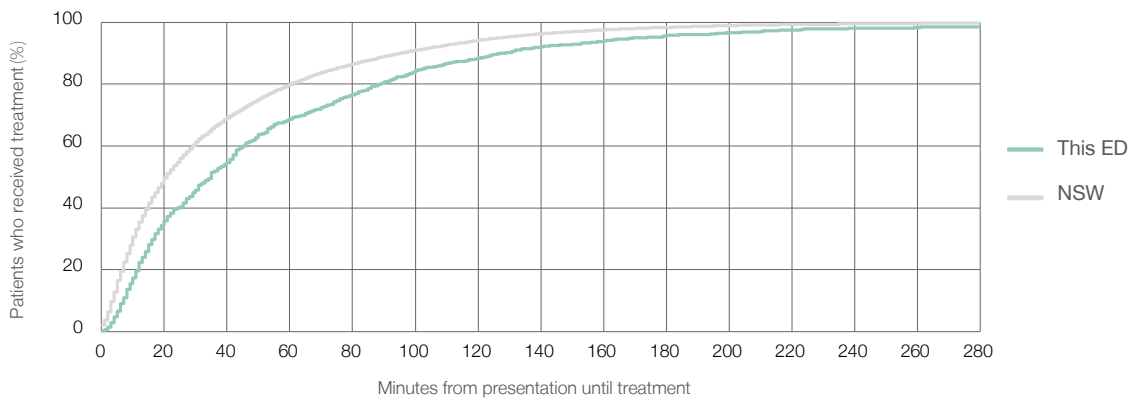
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,118

Median time to start treatment<sup>4</sup>  35 minutes

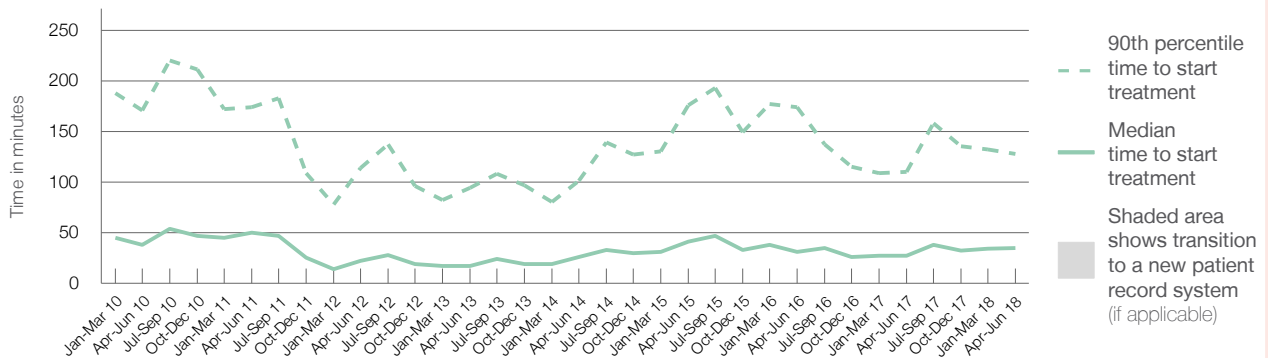
90th percentile time to start treatment<sup>5</sup>  128 minutes

Same period last year	NSW (this period)
1,686	1,468
27 minutes	21 minutes
110 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	38	50	22	17	26	41	31	27	35
90th percentile time to start treatment <sup>5</sup> (minutes)	171	174	114	94	101	176	174	110	128

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## Nepean Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 17,714 patients

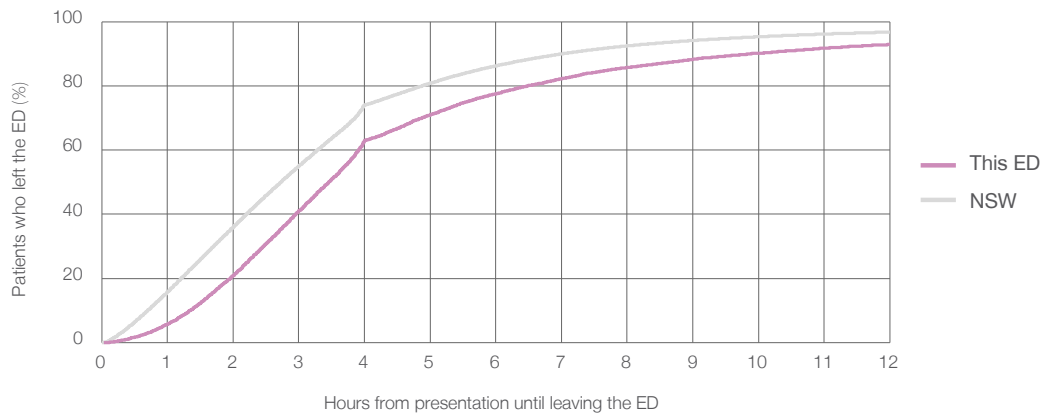
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,706 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

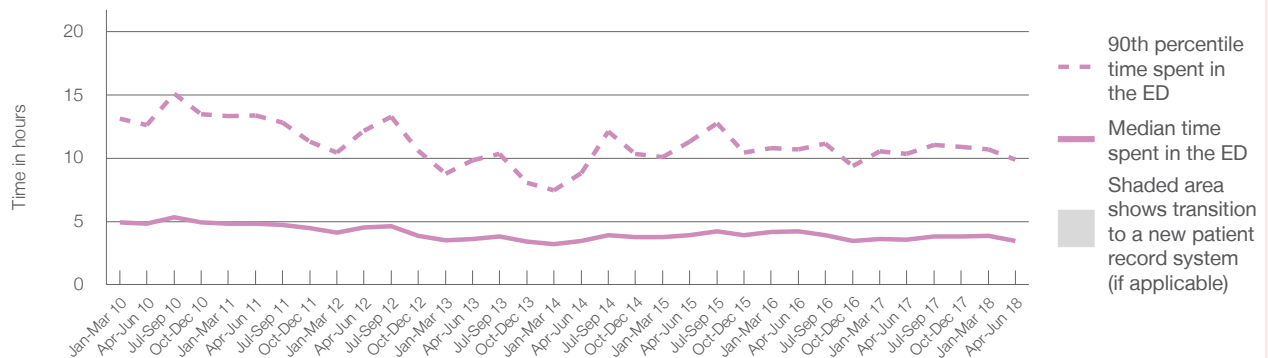
90th percentile time spent in the ED<sup>9</sup> 9 hours and 53 minutes

Same period last year	NSW (this period)
17,281	17,272
3 hours and 34 minutes	2 hours and 44 minutes
10 hours and 21 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 21m	9h 53m

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**Nepean Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

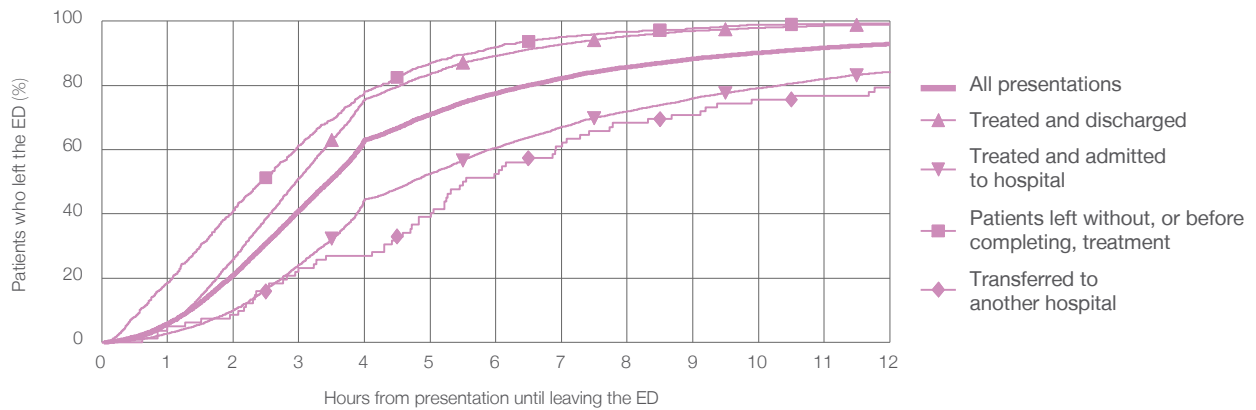
All presentations:<sup>1</sup> 17,714 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,706 patients

Treated and discharged	8,956 (50.6%)
Treated and admitted to hospital	7,246 (40.9%)
Patient left without, or before completing, treatment	1,214 (6.9%)
Transferred to another hospital	82 (0.5%)
Other	216 (1.2%)

Same period last year	Change since one year ago
17,272	3%
9,443	-5.2%
6,472	12.0%
1,012	20.0%
77	6.5%
277	-22.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	5.4%	26.0%	51.1%	75.6%	89.2%	95.3%	98.0%	99.0%
Treated and admitted to hospital	2.7%	10.0%	24.1%	44.5%	60.5%	71.9%	79.1%	84.3%
Patient left without, or before completing, treatment	18.5%	41.1%	61.3%	78.1%	91.9%	96.7%	98.8%	99.3%
Transferred to another hospital	4.9%	8.5%	23.2%	26.8%	52.4%	68.3%	75.6%	79.3%
All presentations	5.8%	21.0%	41.0%	63.0%	77.5%	85.7%	90.2%	92.9%

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## Nepean Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 17,714 patients

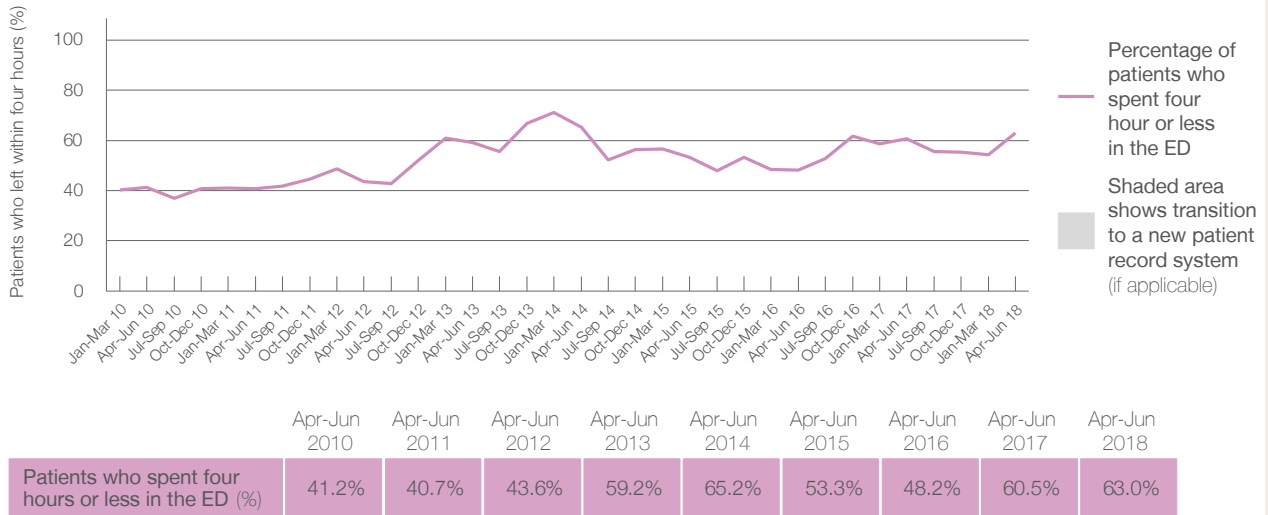
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,706 patients

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



Same period last year	Change since one year ago
17,281	3%
17,272	3%
60.5%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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 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 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).