

Singleton Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,981 patients
 Emergency presentations:² 2,855 patients

Same period last year	Change since one year ago
2,918	2%
2,805	2%

Singleton Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 203 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 766 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,700 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
242	
9 minutes	8 minutes
30 minutes	26 minutes
834	
26 minutes	20 minutes
72 minutes	72 minutes
1,571	
36 minutes	26 minutes
95 minutes	104 minutes
158	
32 minutes	23 minutes
95 minutes	104 minutes

Singleton Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,981 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
2,918	2%
89%	

* 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).

Singleton Hospital: Patients presenting to the emergency department October to December 2018

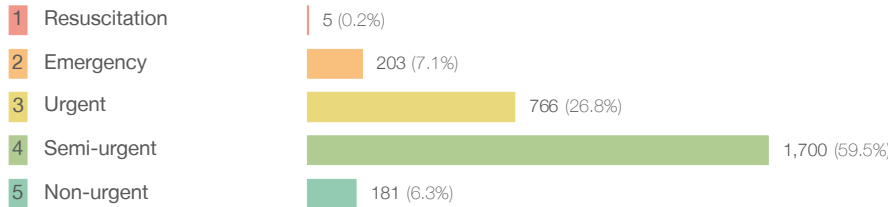
All presentations:¹ 2,981 patients

Same period last year
Change since one year ago

2,918 2%

Emergency presentations² by triage category: 2,855 patients

2,805 2%



< 5 *

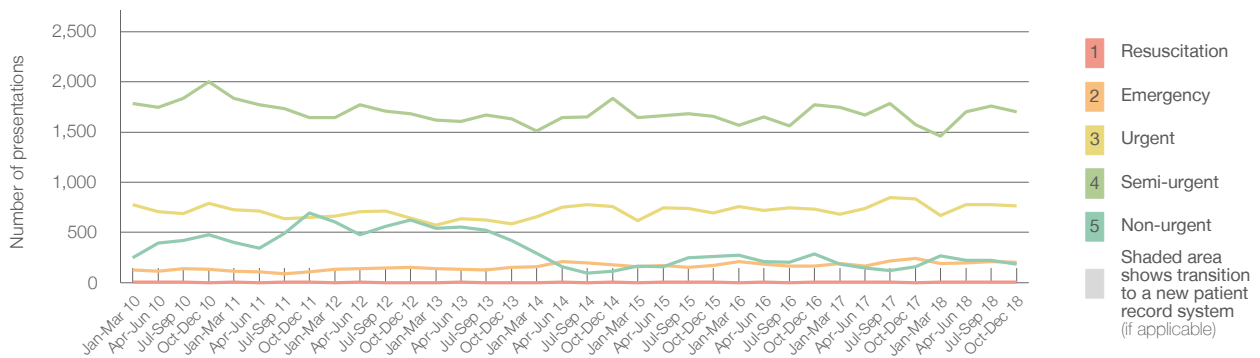
242 -15.4%

834 -8.2%

1,571 8.2%

158 14.6%

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	< 5	5	< 5	< 5	< 5	6	5	< 5	5
Emergency	137	105	157	155	183	174	164	242	203
Urgent	790	649	642	587	759	692	733	834	766
Semi-urgent	2,004	1,647	1,682	1,629	1,834	1,658	1,773	1,571	1,700
Non-urgent	479	696	623	419	117	259	283	158	181
All emergency presentations	3,410	3,102	3,104	2,790	2,893	2,789	2,958	2,805	2,855

Singleton Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 306 patients

Same period last year
Change since one year ago

263

ED Transfer of care time

Median time 3 minutes

5 minutes -2 minutes

90th percentile time 10 minutes

16 minutes -6 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.

Singleton 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: 203

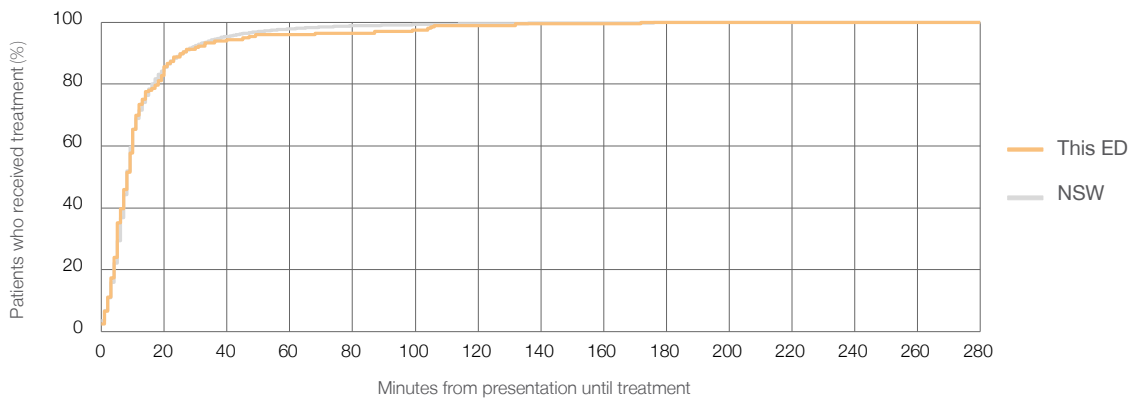
Number of triage 2 patients used to calculate waiting time:³ 196

Median time to start treatment⁴ 8 minutes

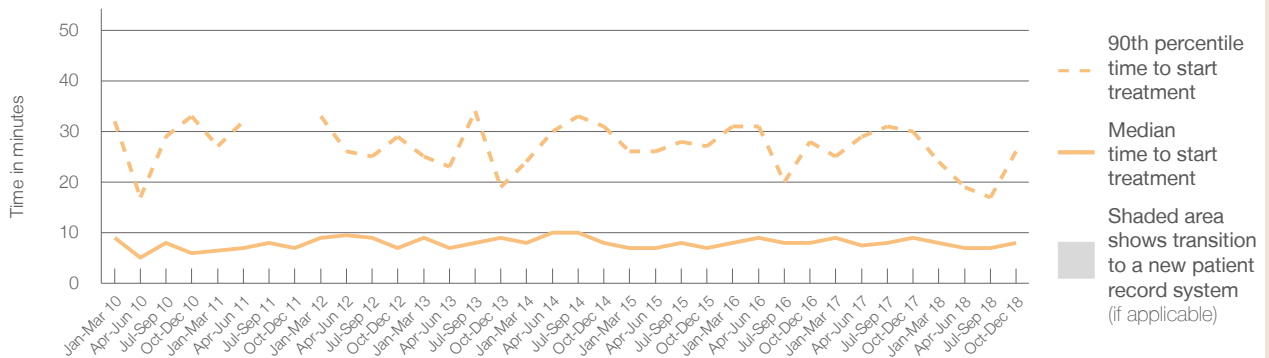
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
242	
228	
9 minutes	8 minutes
30 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)	6	7	7	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	33	*	29	19	31	27	28	30	26

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

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Singleton 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: 766

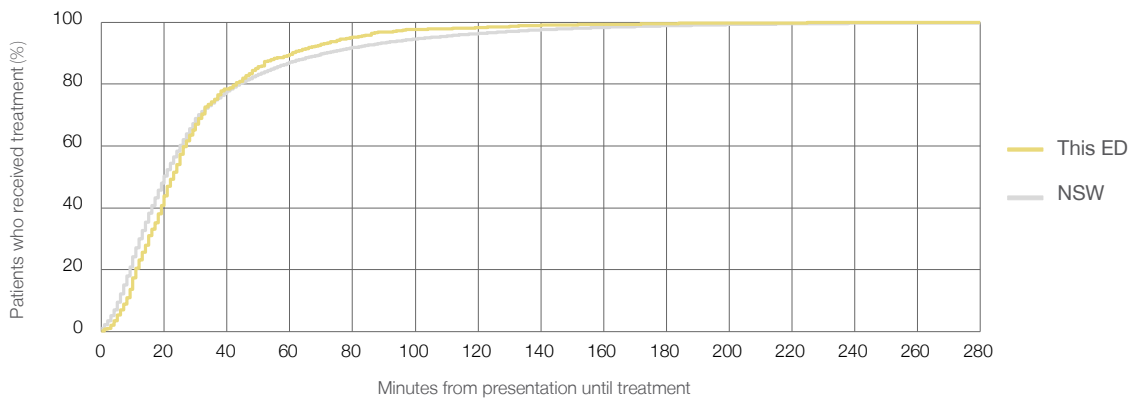
Number of triage 3 patients used to calculate waiting time:³ 744

Median time to start treatment⁴ 23 minutes

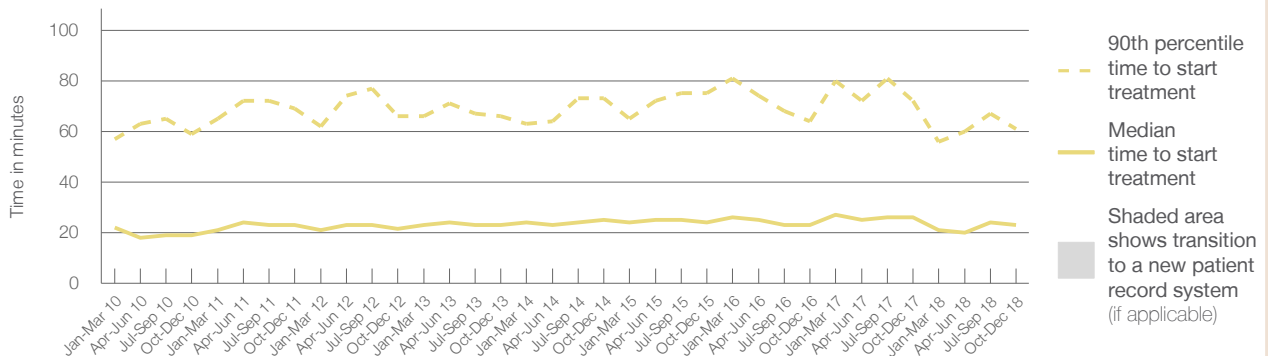
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
834	
814	
26 minutes	20 minutes
72 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)	19	23	22	23	25	24	23	26	23
90th percentile time to start treatment ⁵ (minutes)	59	69	66	66	73	75	64	72	61

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Singleton 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: 1,700

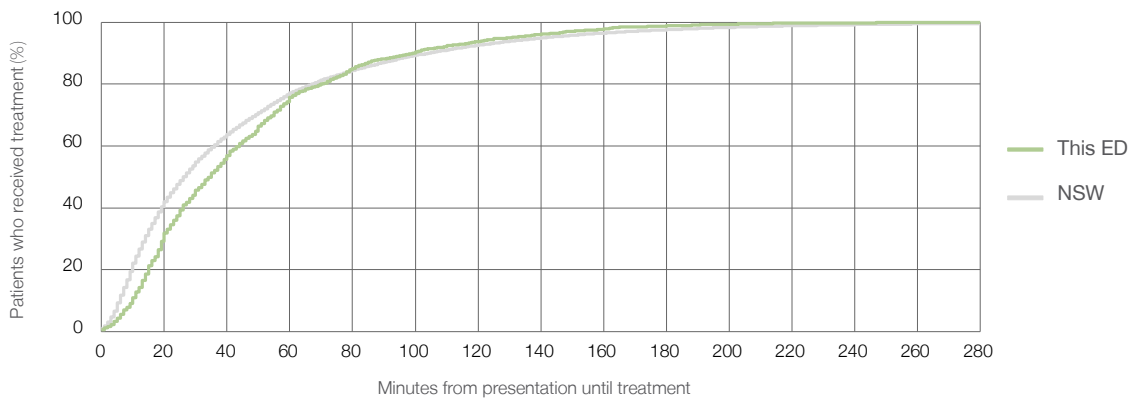
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 35 minutes

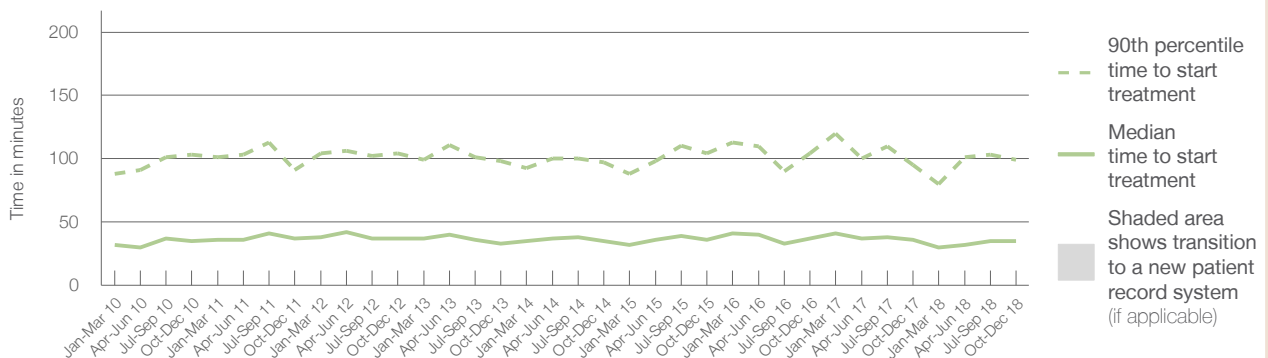
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,571	1,524
36 minutes	26 minutes
95 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	37	37	33	35	36	37	36	35
90th percentile time to start treatment ⁵ (minutes)	103	91	104	98	97	104	104	95	99

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Singleton 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: 181

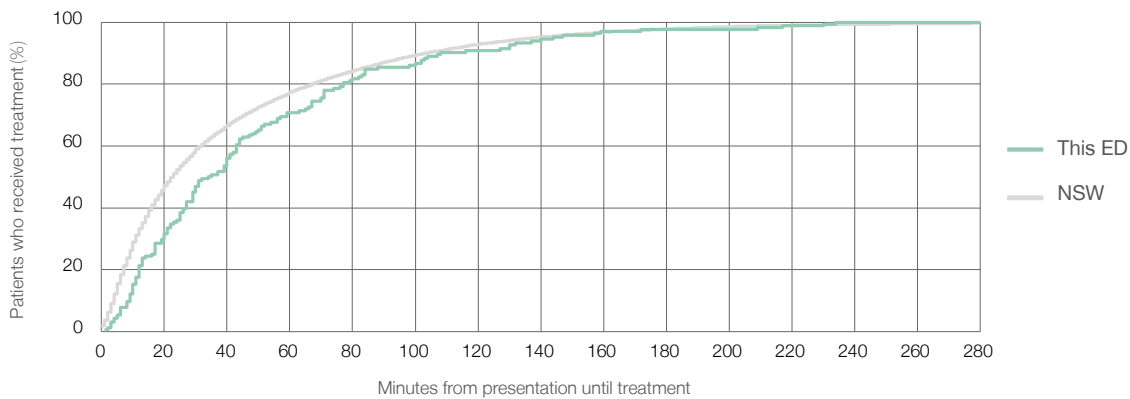
Number of triage 5 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 35 minutes

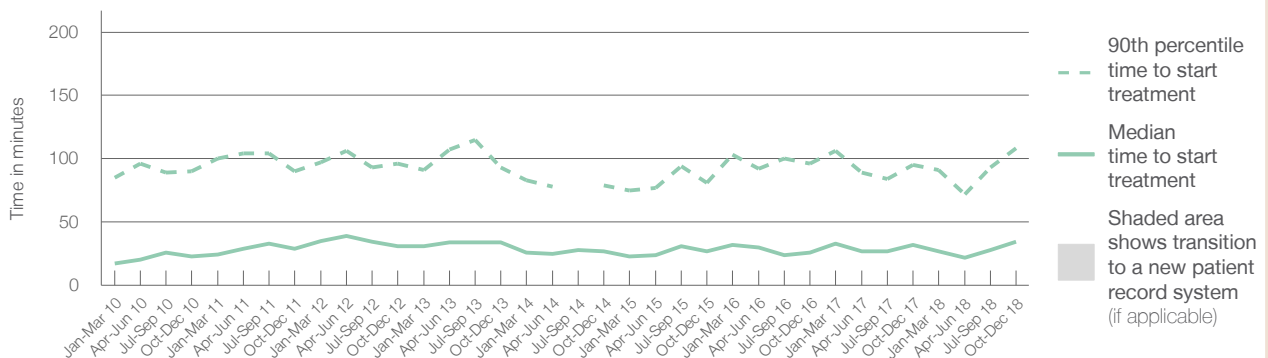
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
158	
142	
32 minutes	23 minutes
95 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)	23	29	31	34	27	27	26	32	35
90th percentile time to start treatment ⁵ (minutes)	90	90	96	93	79	81	96	95	108

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Singleton Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,981 patients

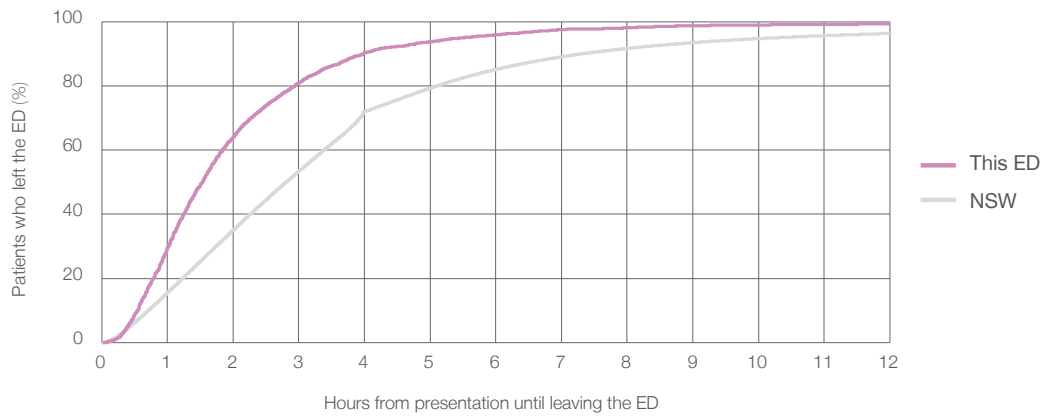
Presentations used to calculate time to leaving the ED:⁶ 2,981 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

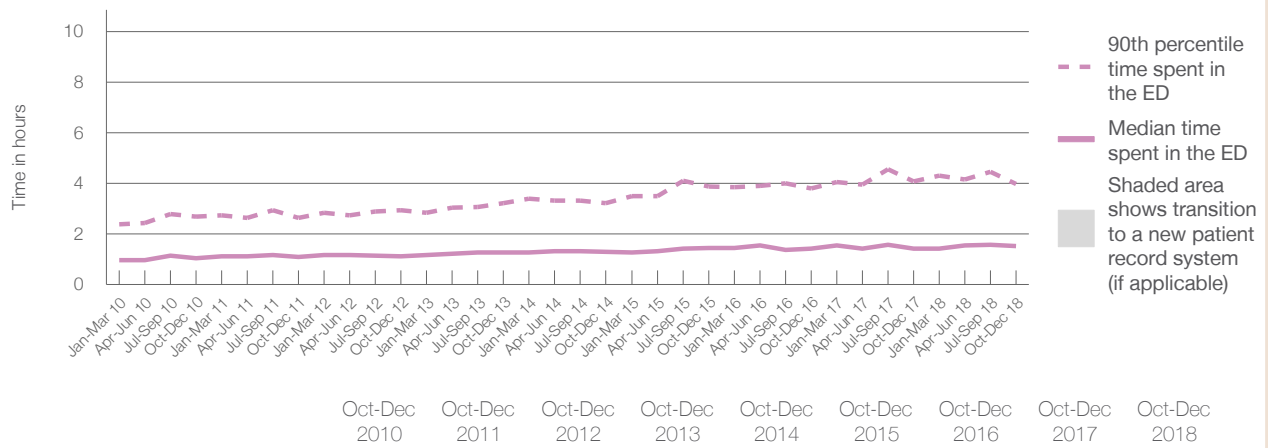
90th percentile time spent in the ED⁹ 3 hours and 59 minutes

Same period last year	NSW (this period)
2,918	2,918
1 hours and 26 minutes	2 hours and 49 minutes
4 hours and 5 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)	1h 3m	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m	1h 26m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 41m	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m	4h 5m	3h 59m

(†) 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.

Singleton Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

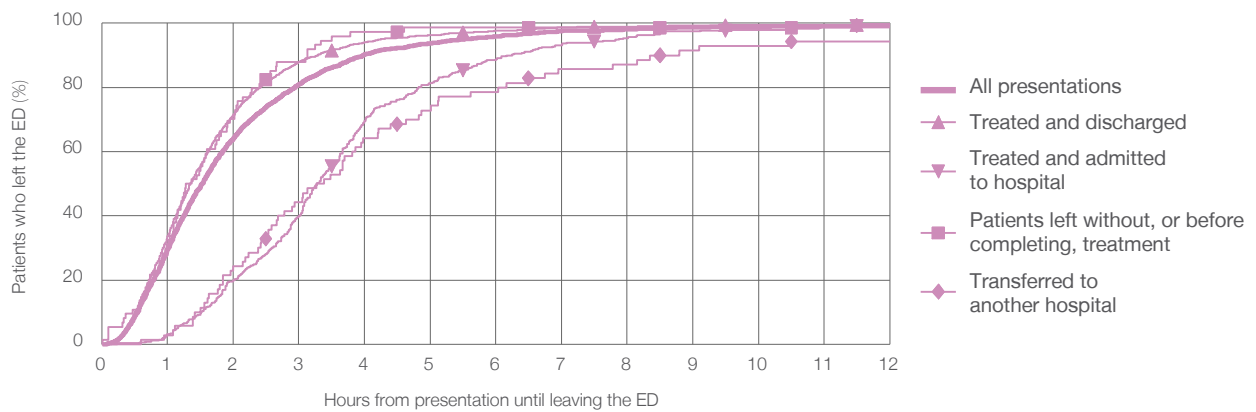
All presentations:¹ 2,981 patients

Presentations used to calculate time to leaving the ED:⁶ 2,981 patients

Treated and discharged	2,432 (81.6%)
Treated and admitted to hospital	348 (11.7%)
Patient left without, or before completing, treatment	74 (2.5%)
Transferred to another hospital	70 (2.3%)
Other	57 (1.9%)

Same period last year	Change since one year ago
2,918	2%
2,422	0.4%
296	17.6%
56	32.1%
91	-23.1%
53	7.5%

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	33.8%	71.5%	87.9%	94.1%	97.6%	98.9%	99.5%	99.7%
Treated and admitted to hospital	3.2%	19.8%	39.9%	69.5%	88.8%	95.4%	98.0%	99.7%
Patient left without, or before completing, treatment	31.1%	70.3%	87.8%	97.3%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	2.9%	24.3%	44.3%	64.3%	78.6%	87.1%	92.9%	94.3%
All presentations	29.7%	64.1%	80.9%	90.3%	95.9%	98.1%	99.0%	99.4%

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

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Singleton 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 2,981 patients

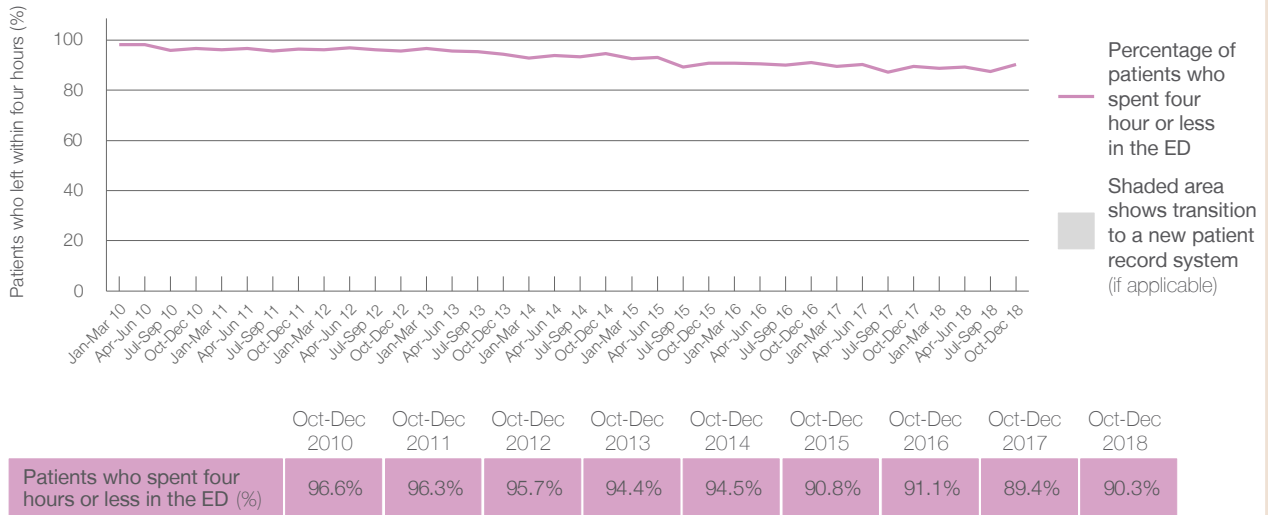
Presentations used to calculate time to leaving the ED: ⁶ 2,981 patients

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	2,918	2%
Presentations used to calculate time to leaving the ED	2,918	2%
Percentage of patients who spent four hours or less in the ED	89.4%	

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).