

## Campbelltown Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 18,119 patients

Emergency presentations:<sup>2</sup> 17,895 patients

Same period last year	Change since one year ago
16,981	7%
16,793	7%

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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 1,854 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,668 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,161 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 90th percentile time to start treatment<sup>5</sup>  80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,106 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,823	
6 minutes	8 minutes
20 minutes	24 minutes
7,067	
14 minutes	19 minutes
73 minutes	63 minutes
6,078	
22 minutes	24 minutes
121 minutes	95 minutes
1,745	
25 minutes	21 minutes
117 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

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

Same period last year	Change since one year ago
16,980	7%
59%	

\* 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.

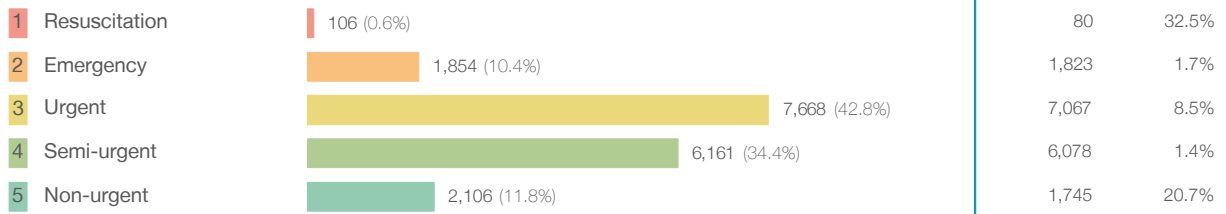
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Campbelltown Hospital: Patients presenting to the emergency department

April to June 2018

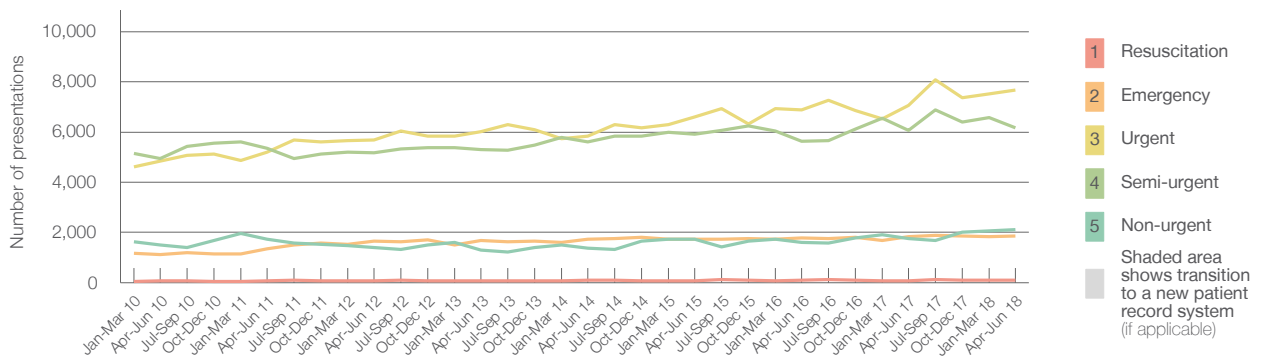
All presentations:<sup>1</sup> 18,119 patients

Emergency presentations<sup>2</sup> by triage category: 17,895 patients



Same period last year	Change since one year ago
16,981	7%
16,793	7%
80	32.5%
1,823	1.7%
7,067	8.5%
6,078	1.4%
1,745	20.7%

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	62	76	68	75	89	73	93	80	106
Emergency	1,125	1,345	1,661	1,678	1,722	1,729	1,788	1,823	1,854
Urgent	4,840	5,203	5,694	6,004	5,838	6,603	6,873	7,067	7,668
Semi-urgent	4,940	5,355	5,180	5,300	5,601	5,901	5,629	6,078	6,161
Non-urgent	1,489	1,725	1,397	1,297	1,378	1,732	1,598	1,745	2,106
All emergency presentations	12,456	13,704	14,000	14,354	14,628	16,038	15,981	16,793	17,895

## Campbelltown Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,572 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,885	
13 minutes	-1 minute
22 minutes	1 minute

(†) 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 April to June 2018

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

Number of triage 2 patients: 1,854

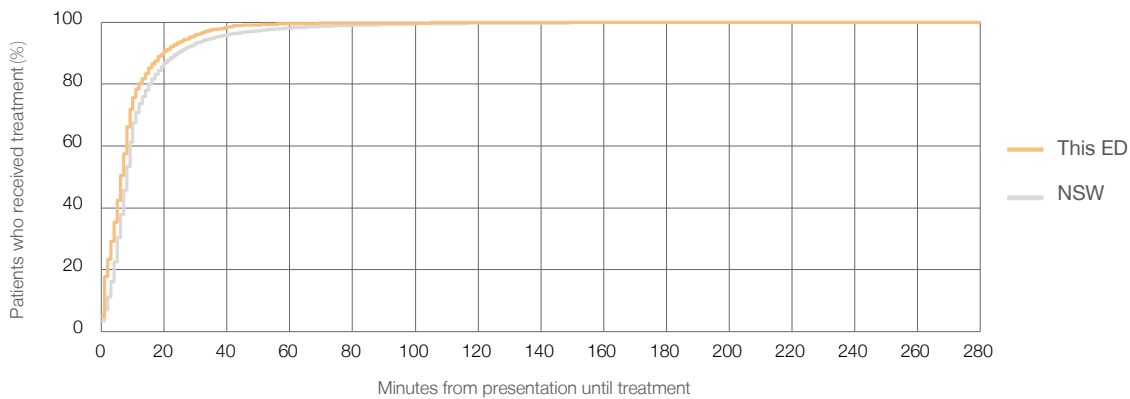
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,852

Median time to start treatment<sup>4</sup>  6 minutes

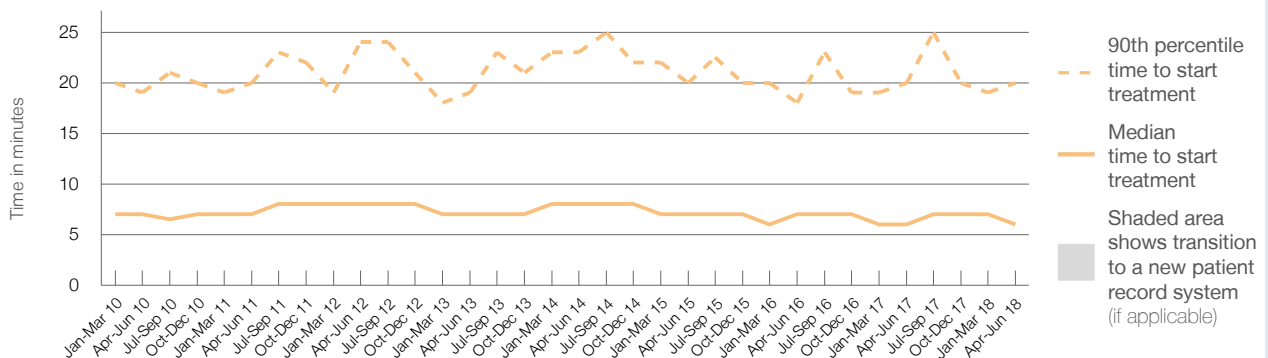
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,823	1,819
6 minutes	8 minutes
20 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)	7	7	8	7	8	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	19	20	24	19	23	20	18	20	20

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## Campbelltown 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: 7,668

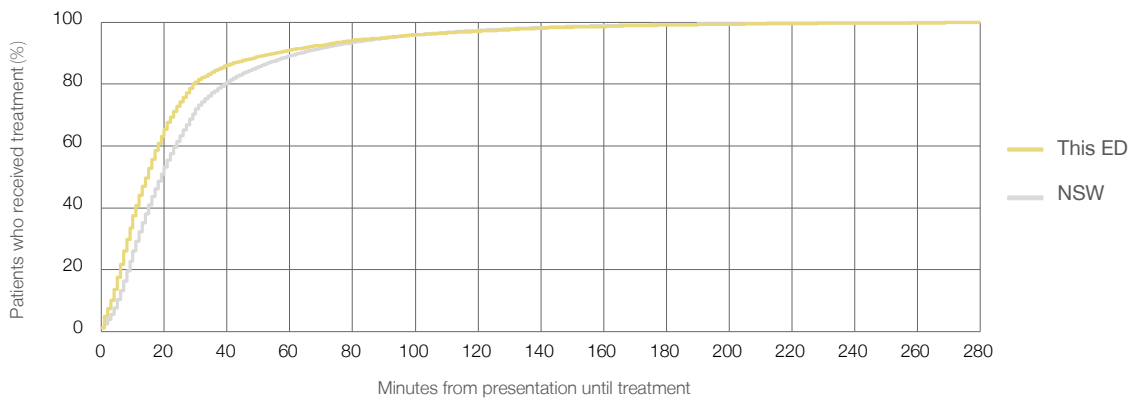
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,555

Median time to start treatment<sup>4</sup>  15 minutes

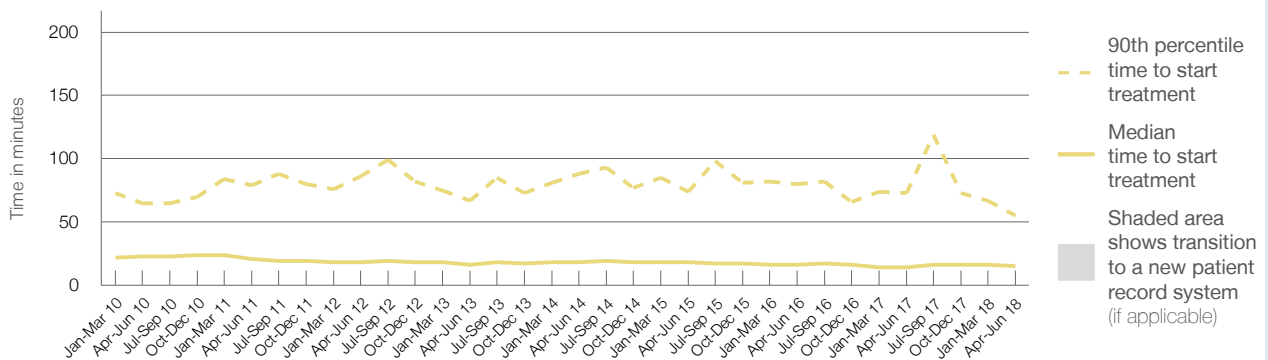
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
7,067	6,899
14 minutes	19 minutes
73 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)	23	21	18	16	18	18	16	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	65	79	86	67	88	74	80	73	55

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## Campbelltown 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: 6,161

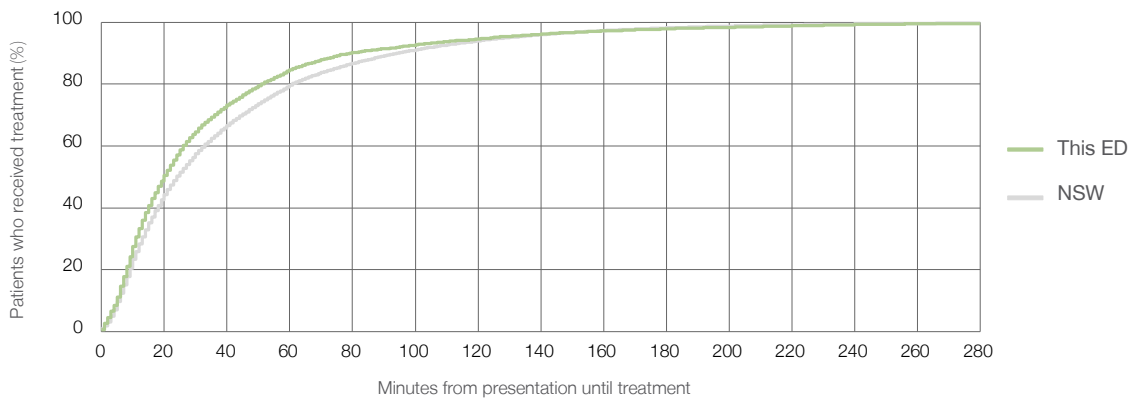
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,935

Median time to start treatment<sup>4</sup>  20 minutes

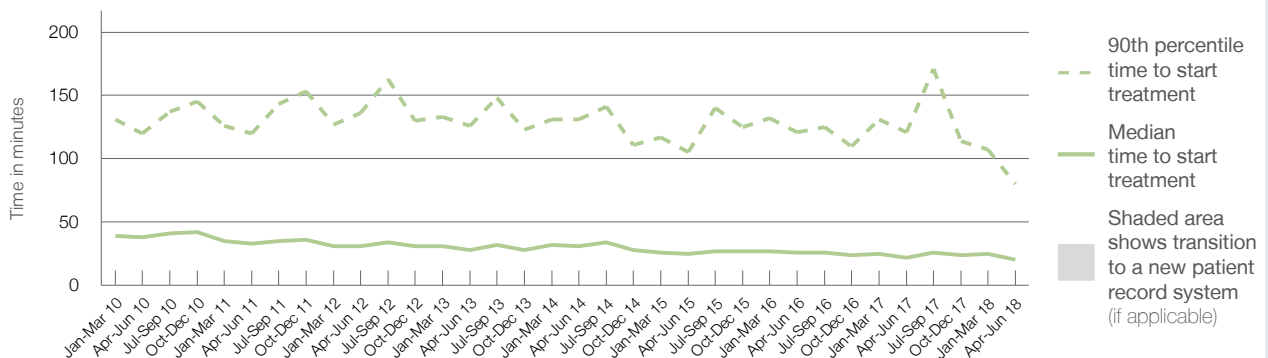
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
6,078	5,664
22 minutes	24 minutes
121 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	33	31	28	31	25	26	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	120	120	136	126	131	105	121	121	80

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## Campbelltown 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: 2,106

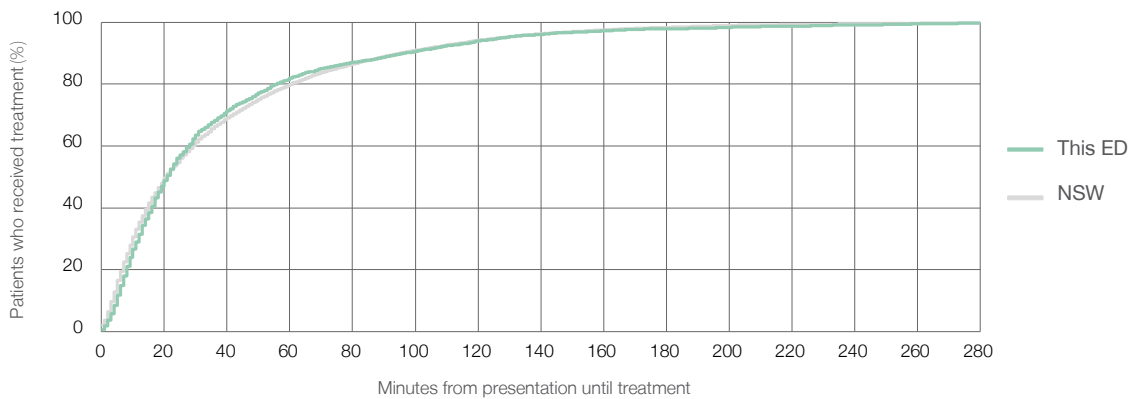
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,933

Median time to start treatment<sup>4</sup>  21 minutes

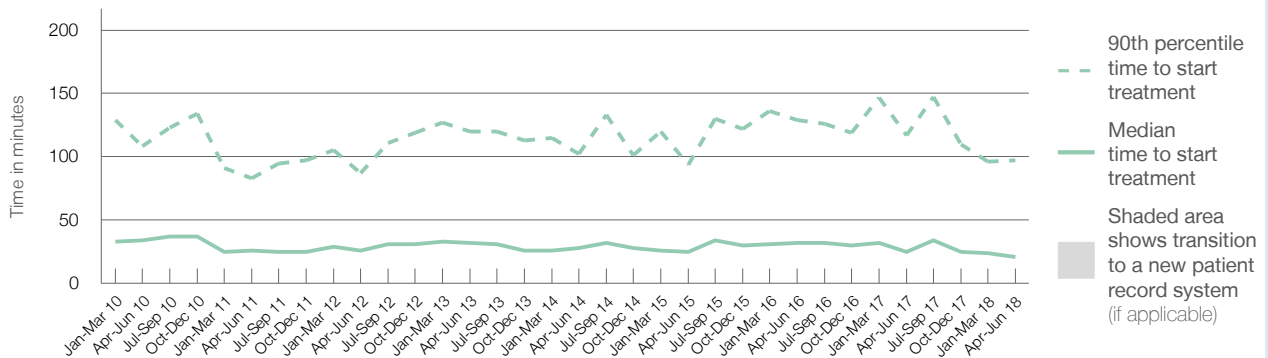
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,745	1,512
25 minutes	21 minutes
117 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)	34	26	26	32	28	25	32	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	108	83	87	120	102	94	129	117	97

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## Campbelltown Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 18,119 patients

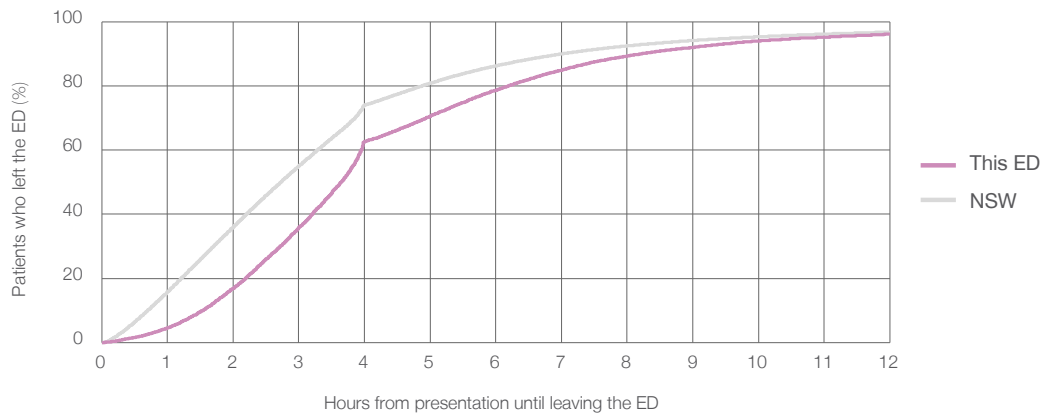
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

Median time spent in the ED<sup>8</sup> 3 hours and 39 minutes

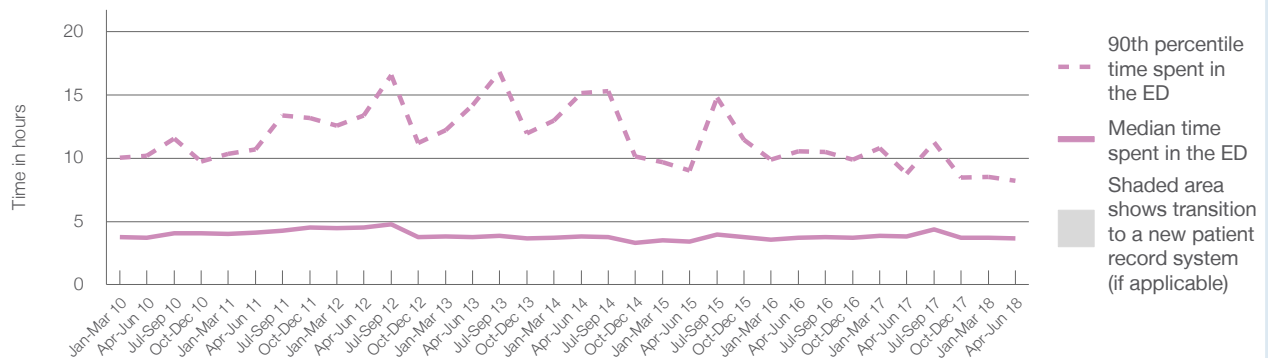
90th percentile time spent in the ED<sup>9</sup> 8 hours and 14 minutes

Same period last year	NSW (this period)
16,981	16,980
3 hours and 48 minutes	2 hours and 44 minutes
8 hours and 47 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)	3h 42m	4h 6m	4h 30m	3h 47m	3h 49m	3h 26m	3h 44m	3h 48m	3h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 12m	10h 42m	13h 22m	14h 11m	15h 9m	9h 1m	10h 31m	8h 47m	8h 14m

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

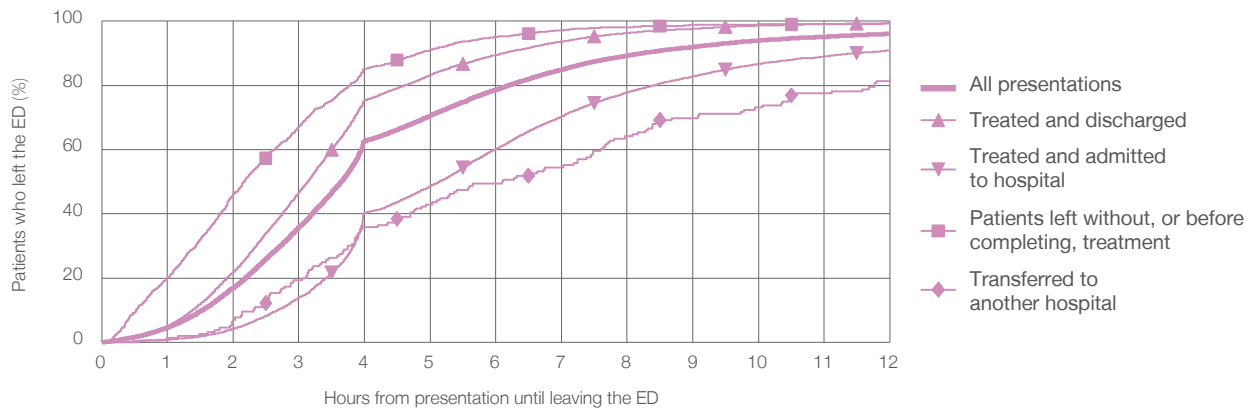
All presentations:<sup>1</sup> 18,119 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

Treated and discharged	9,851 (54.4%)
Treated and admitted to hospital	6,746 (37.2%)
Patient left without, or before completing, treatment	1,358 (7.5%)
Transferred to another hospital	156 (0.9%)
Other	8 (0%)

Same period last year	Change since one year ago
16,980	7%
9,066	8.7%
6,289	7.3%
1,437	-5.5%
186	-16.1%
3	166.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.1%	21.8%	46.7%	75.3%	89.5%	96.3%	98.6%	99.4%
Treated and admitted to hospital	0.8%	4.2%	13.9%	40.3%	60.2%	77.8%	86.7%	90.9%
Patient left without, or before completing, treatment	20.0%	46.2%	67.2%	85.1%	95.1%	98.2%	99.0%	99.3%
Transferred to another hospital	1.3%	7.1%	19.2%	35.9%	49.4%	64.1%	73.1%	82.1%
All presentations	4.6%	17.0%	35.8%	62.7%	78.7%	89.3%	94.0%	96.1%

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## Campbelltown 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> 18,119 patients

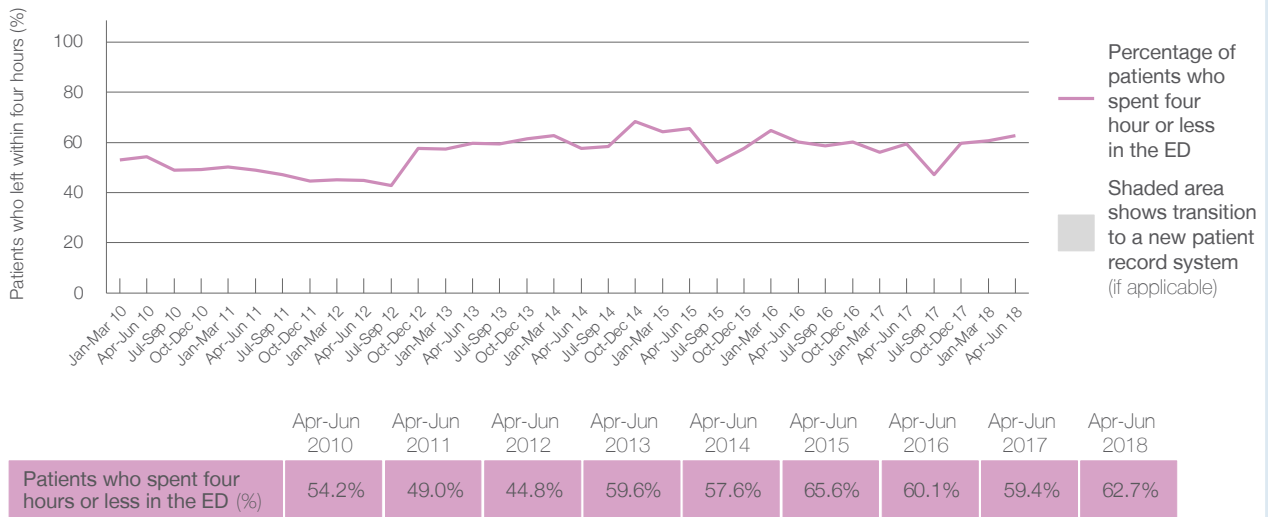
Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,119 patients

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



Same period last year	Change since one year ago
16,981	7%
16,980	7%
59.4%	

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).