

## Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 6,280 patients  
Emergency presentations:<sup>2</sup> 6,042 patients

Same period last year	Change since one year ago
5,965	5%
5,655	7%

## Hawkesbury District Health Services: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 822 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,830 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): 3,074 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
688	
12 minutes	8 minutes
30 minutes	24 minutes
1,879	
17 minutes	19 minutes
51 minutes	63 minutes
2,762	
17 minutes	24 minutes
77 minutes	95 minutes
298	
14 minutes	21 minutes
40 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
5,965	5%
70%	

\* 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.

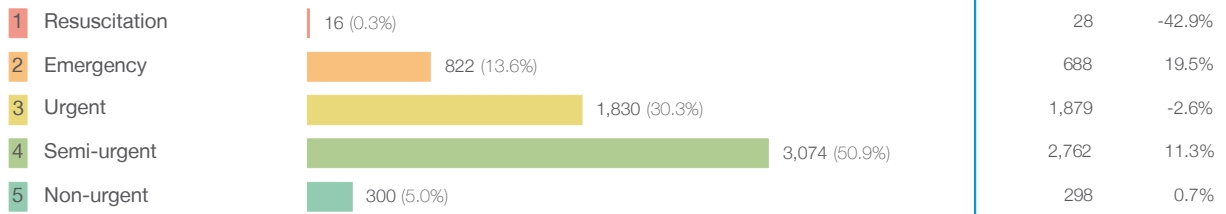
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Hawkesbury District Health Services: Patients presenting to the emergency department

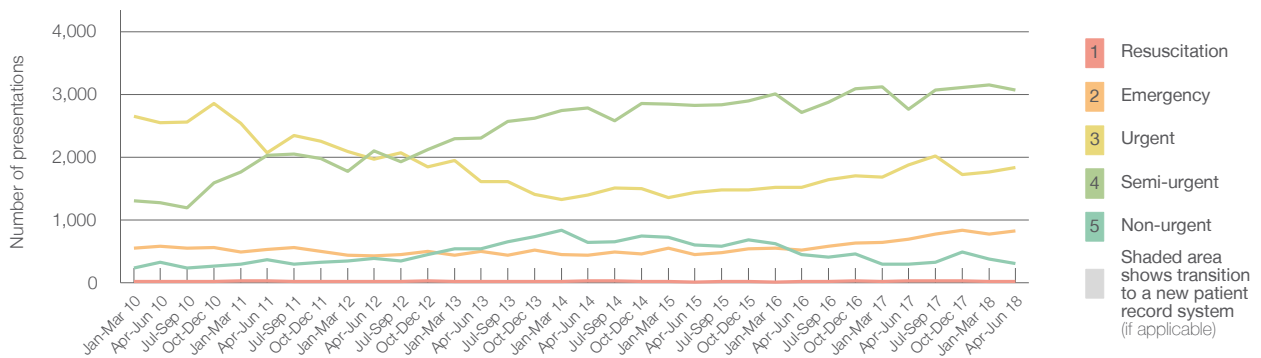
April to June 2018

All presentations:<sup>1</sup> 6,280 patients

Emergency presentations<sup>2</sup> by triage category: 6,042 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	23	29	16	18	25	8	24	28	16
Emergency	576	533	430	494	436	445	523	688	822
Urgent	2,547	2,072	1,963	1,613	1,392	1,442	1,515	1,879	1,830
Semi-urgent	1,272	2,024	2,105	2,303	2,780	2,820	2,709	2,762	3,074
Non-urgent	323	362	385	542	637	600	448	298	300
All emergency presentations	4,741	5,020	4,899	4,970	5,270	5,315	5,219	5,655	6,042

## Hawkesbury District Health Services: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 974 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.

(§) 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 April to June 2018

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

Number of triage 2 patients: 822

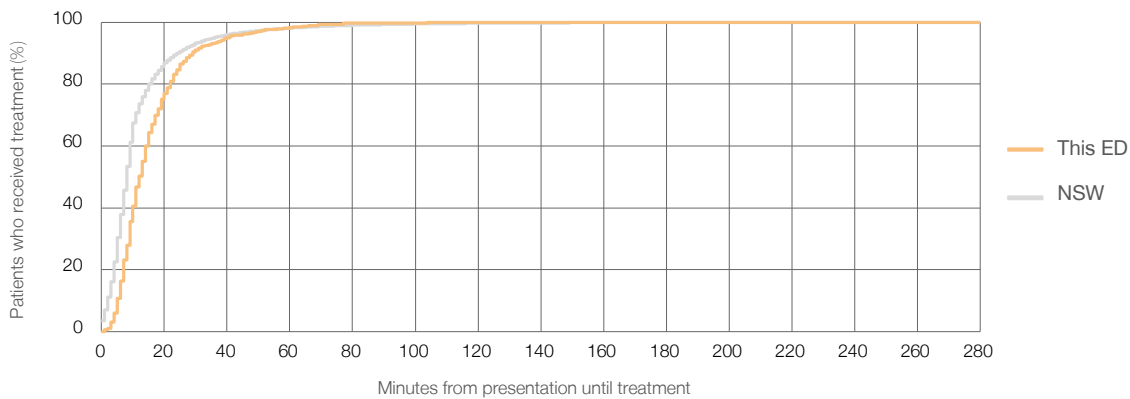
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 822

Median time to start treatment<sup>4</sup>  12 minutes

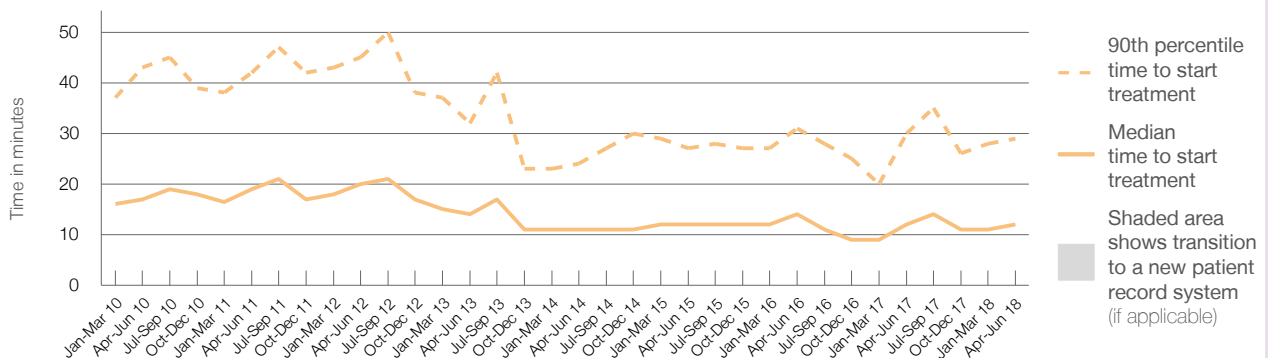
90th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
688	688
12 minutes	8 minutes
30 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)	17	19	20	14	11	12	14	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	43	42	45	32	24	27	31	30	29

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## Hawkesbury District Health Services: 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: 1,830

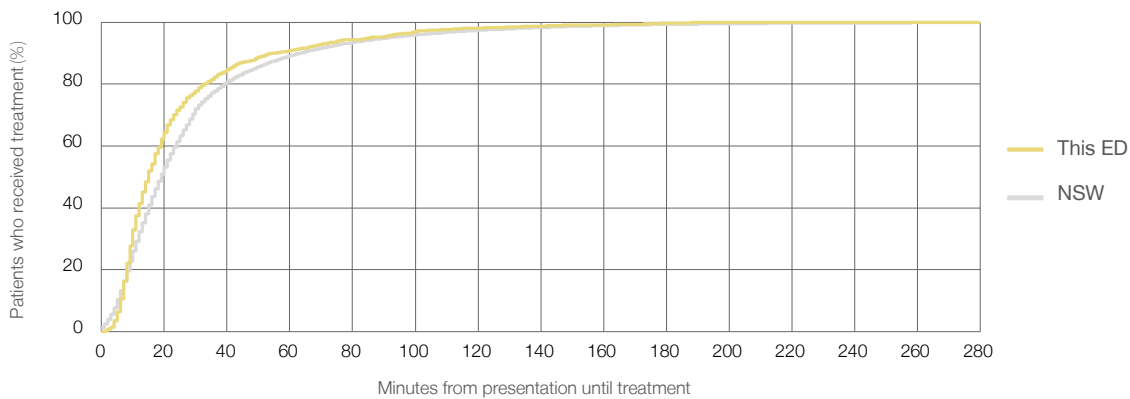
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,827

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

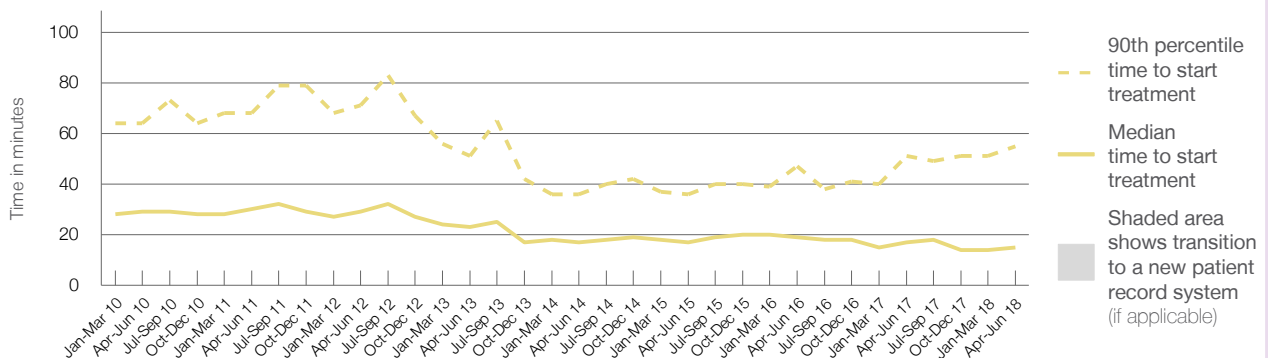
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
1,879	
1,870	
17 minutes	19 minutes
51 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)	29	30	29	23	17	17	19	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	64	68	71	51	36	36	47	51	55

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## Hawkesbury District Health Services: 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: 3,074

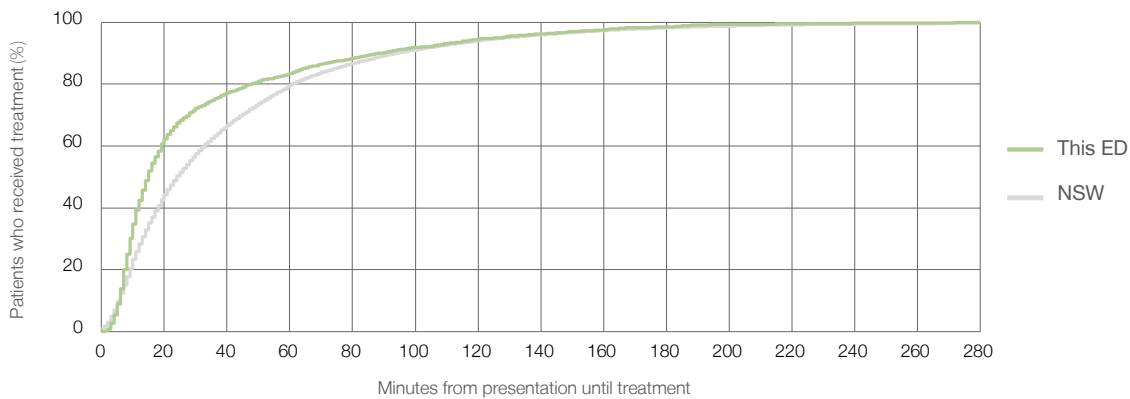
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,026

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

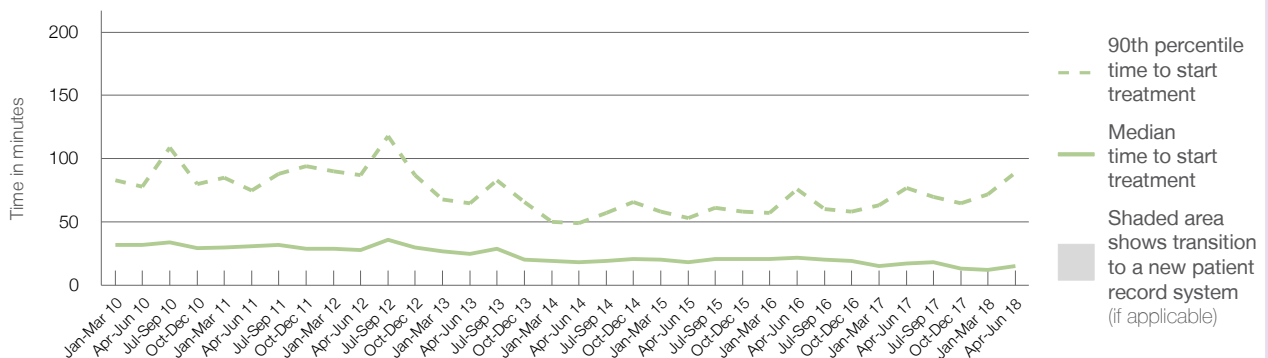
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
2,762	2,713
17 minutes	24 minutes
77 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)	32	31	28	25	18	18	22	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	78	75	87	65	49	53	76	77	89

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## Hawkesbury District Health Services: 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: 300

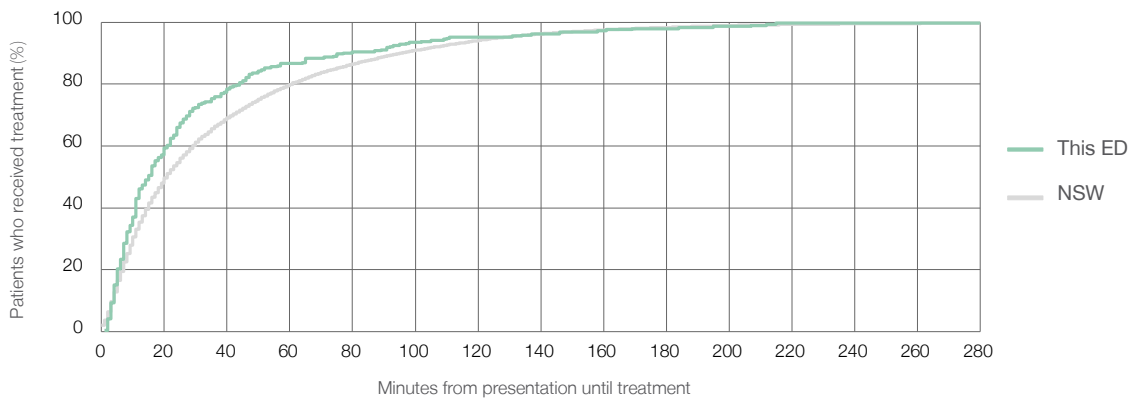
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 291

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

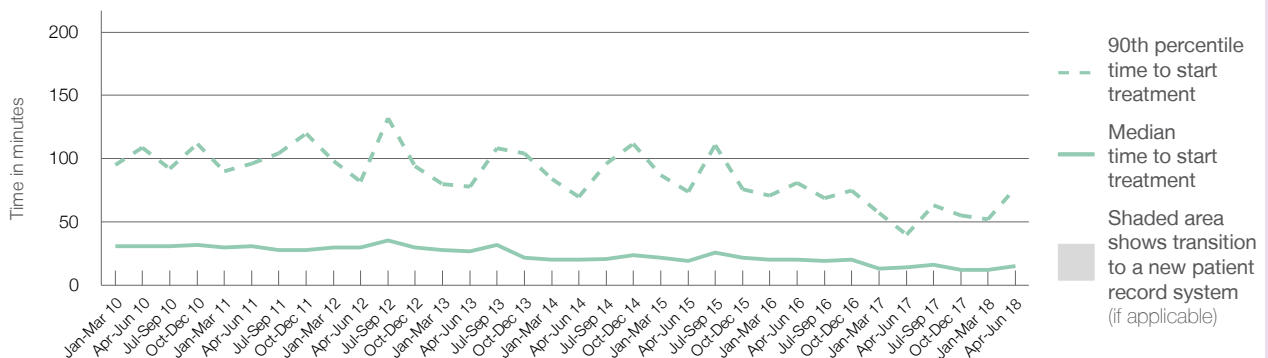
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
298	
279	
14 minutes	21 minutes
40 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)	31	31	30	27	20	19	21	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	109	96	82	78	70	74	81	40	77

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## Hawkesbury District Health Services: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,280 patients

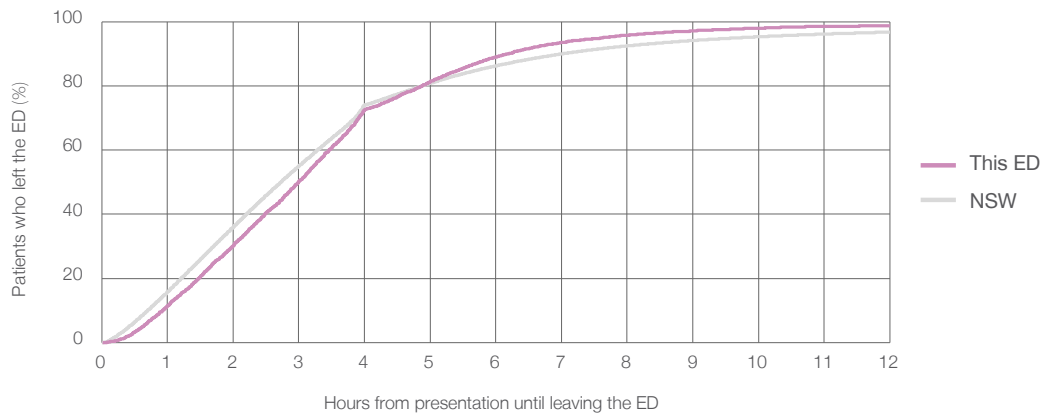
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

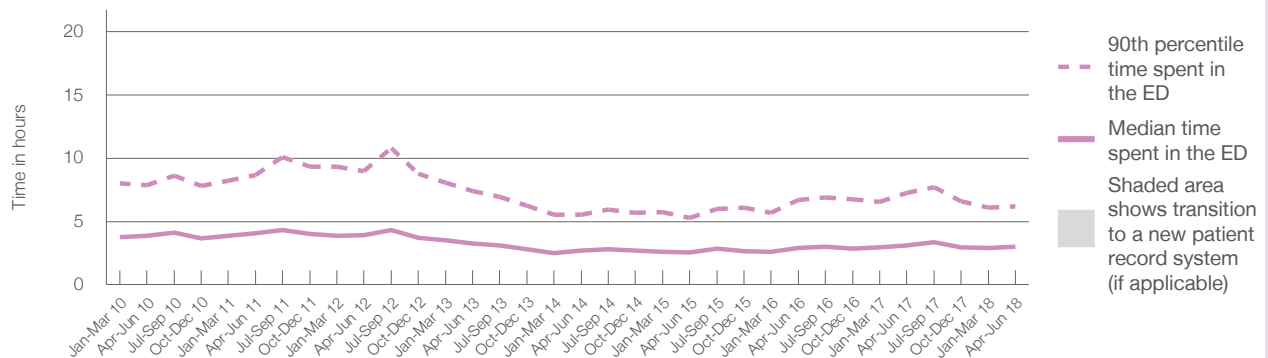
90th percentile time spent in the ED<sup>9</sup> 6 hours and 11 minutes

Same period last year	NSW (this period)
5,965	5,965
3 hours and 7 minutes	2 hours and 44 minutes
7 hours and 14 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 53m	4h 5m	3h 56m	3h 17m	2h 41m	2h 33m	2h 55m	3h 7m	3h 0m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 51m	8h 39m	8h 58m	7h 25m	5h 31m	5h 18m	6h 43m	7h 14m	6h 11m

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

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## Hawkesbury District Health Services: Time patients spent in the ED By mode of separation April to June 2018

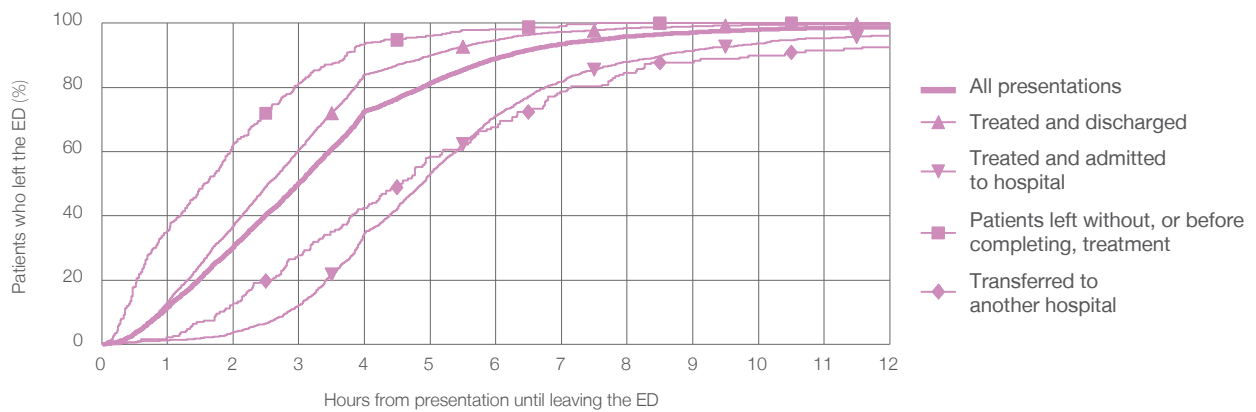
All presentations:<sup>1</sup> 6,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Treated and discharged	4,390 (69.9%)
Treated and admitted to hospital	1,364 (21.7%)
Patient left without, or before completing, treatment	328 (5.2%)
Transferred to another hospital	188 (3.0%)
Other	10 (0.2%)

Same period last year	Change since one year ago
5,965	5%
3,992	10.0%
1,342	1.6%
393	-16.5%
201	-6.5%
37	-73.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	36.9%	60.6%	84.0%	94.8%	98.4%	99.5%	99.7%
Treated and admitted to hospital	1.2%	3.7%	12.1%	34.7%	71.1%	88.0%	93.7%	96.2%
Patient left without, or before completing, treatment	35.4%	62.5%	81.4%	93.6%	98.2%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	27.7%	42.6%	67.6%	84.6%	89.9%	92.6%
All presentations	11.5%	30.4%	50.2%	72.6%	89.0%	95.8%	98.0%	98.8%

(†) 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.

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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**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,280 patients

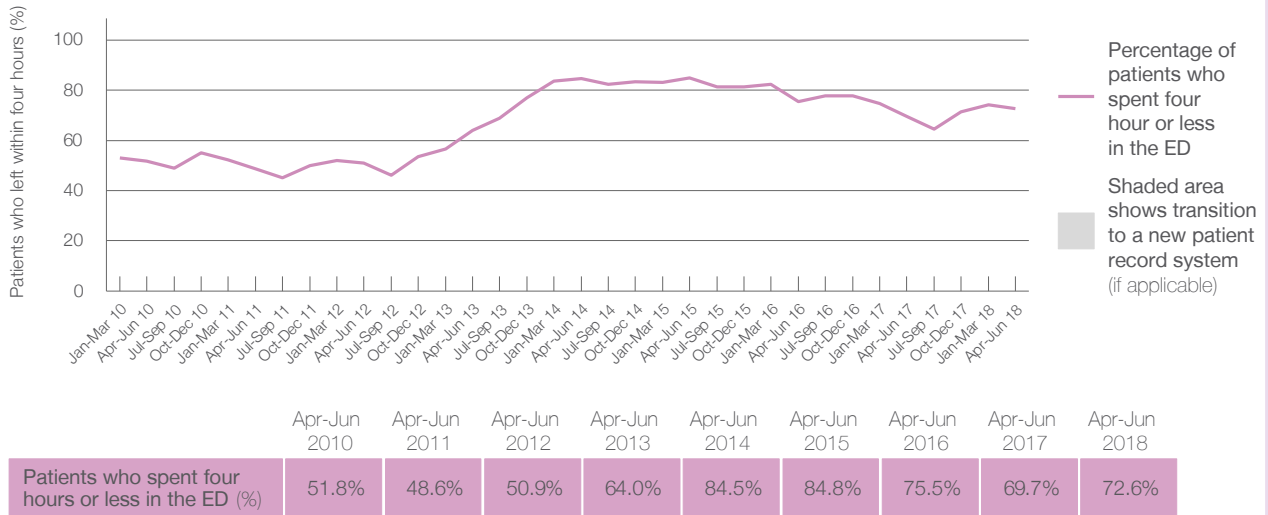
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,280 patients

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	5,965	5%
Presentations used to calculate time to leaving the ED	5,965	5%
Percentage of patients who spent four hours or less in the ED	69.7%	

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).