

## Nepean Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 16,671 patients

Emergency presentations:<sup>2</sup> 16,524 patients

Same period last year	Change since one year ago
16,821	-0.9%
16,685	-1.0%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,514 patients

Median time to start treatment<sup>4</sup> 9 minutes

95th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,843 patients

Median time to start treatment<sup>4</sup> 29 minutes

95th percentile time to start treatment<sup>5</sup> 244 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,048 patients

Median time to start treatment<sup>4</sup> 28 minutes

95th percentile time to start treatment<sup>5</sup> 238 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,021 patients

Median time to start treatment<sup>4</sup> 31 minutes

95th percentile time to start treatment<sup>5</sup> 238 minutes

Same period last year	NSW (this period)
2,439	
9 minutes	8 minutes
50 minutes	36 minutes
4,705	
35 minutes	20 minutes
220 minutes	92 minutes
7,508	
37 minutes	25 minutes
210 minutes	128 minutes
1,926	
41 minutes	23 minutes
230 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Percentage of patients who spent four hours or less in the ED 48.2%

Same period last year	Change since one year ago
16,821	-0.9%
53.3%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

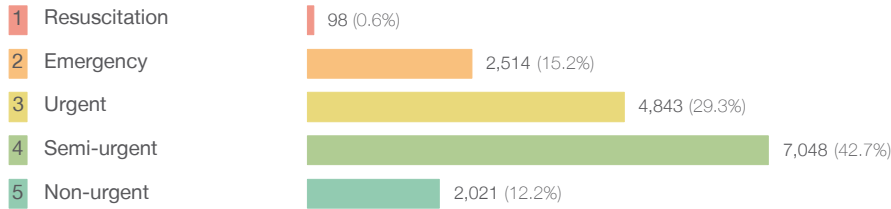
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Nepean Hospital: Patients presenting to the emergency department

April to June 2016

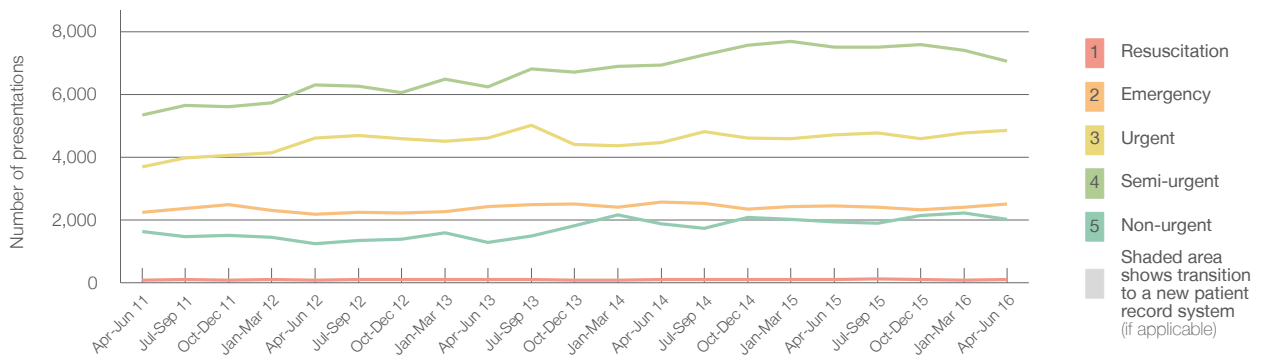
All presentations:<sup>1</sup> 16,671 patients

Emergency presentations<sup>2</sup> by triage category: 16,524 patients



Same period last year	Change since one year ago
16,821	-0.9%
16,685	-1.0%
107	-8.4%
2,439	3.1%
4,705	2.9%
7,508	-6.1%
1,926	4.9%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	87	78	105	102	107	98
Emergency	2,234	2,181	2,432	2,561	2,439	2,514
Urgent	3,680	4,614	4,611	4,472	4,705	4,843
Semi-urgent	5,352	6,295	6,238	6,932	7,508	7,048
Non-urgent	1,637	1,248	1,286	1,870	1,926	2,021
All emergency presentations	12,990	14,416	14,672	15,937	16,685	16,524

## Nepean Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,784 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,965	
13 minutes	-1 minute
95 minutes	-47 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.

## Nepean Hospital: Time patients waited to start treatment, triage 2 April to June 2016

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

Number of triage 2 patients: 2,514

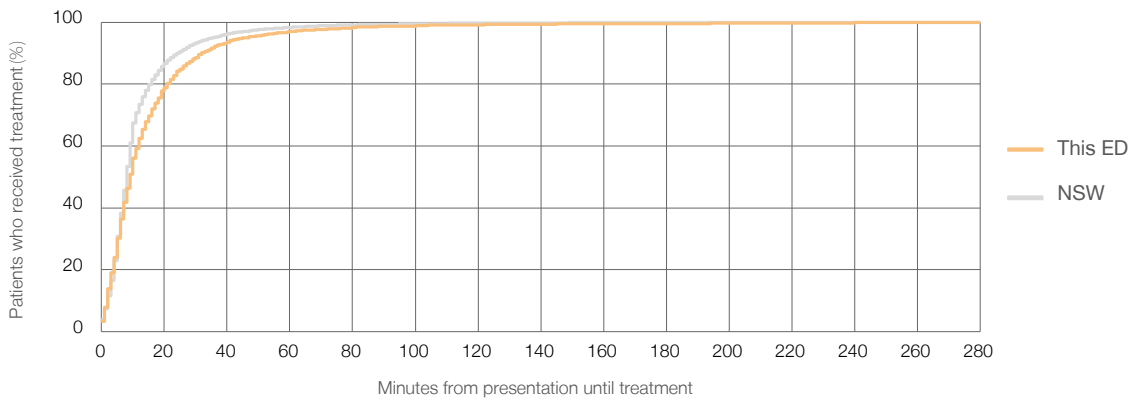
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,451

Median time to start treatment<sup>4</sup> 9 minutes

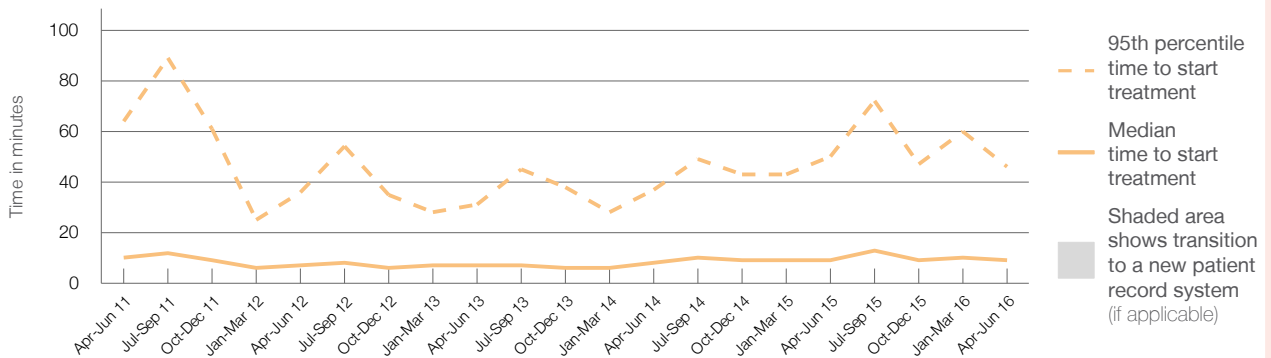
95th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
2,439	2,355
9 minutes	8 minutes
50 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	10	7	7	8	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	64	36	31	37	50	46

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## Nepean Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 4,843

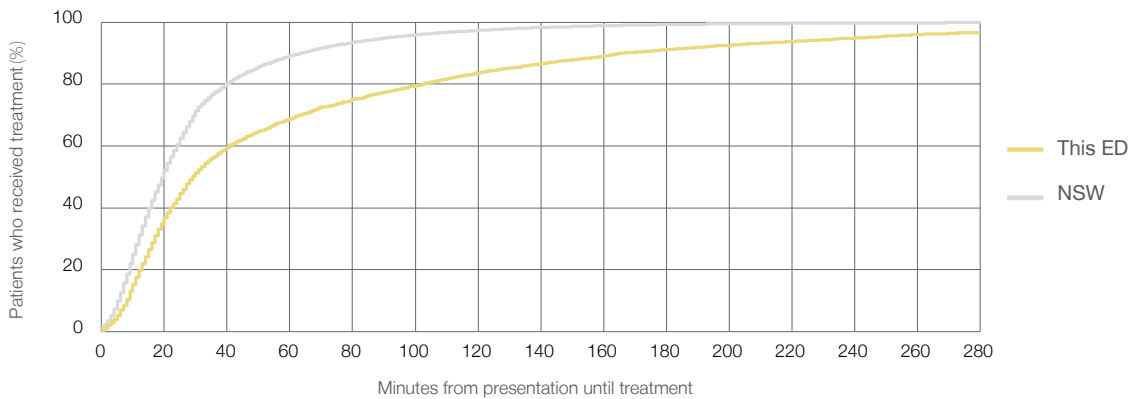
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,392

Median time to start treatment<sup>4</sup> 29 minutes

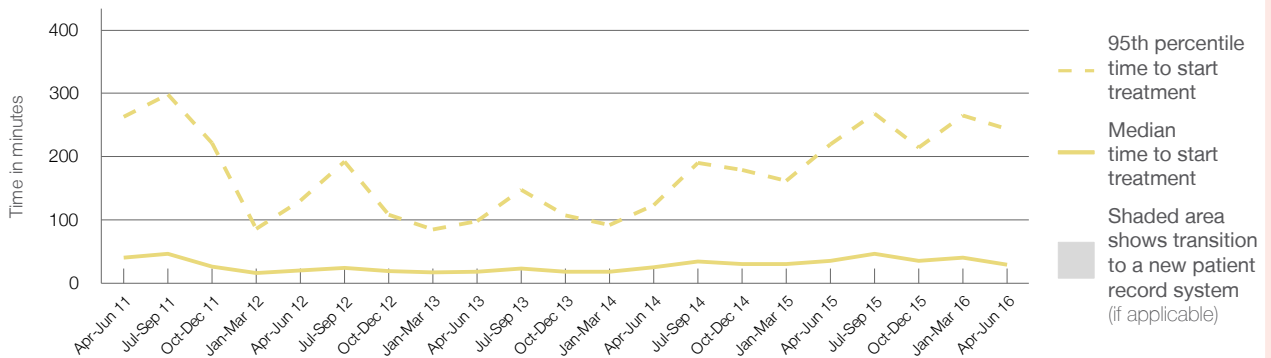
95th percentile time to start treatment<sup>5</sup> 244 minutes

Same period last year	NSW (this period)
4,705	
4,309	
35 minutes	20 minutes
220 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	41	20	18	25	35	29
95th percentile time to start treatment <sup>5</sup> (minutes)	263	131	98	123	220	244

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## Nepean Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 7,048

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,244

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

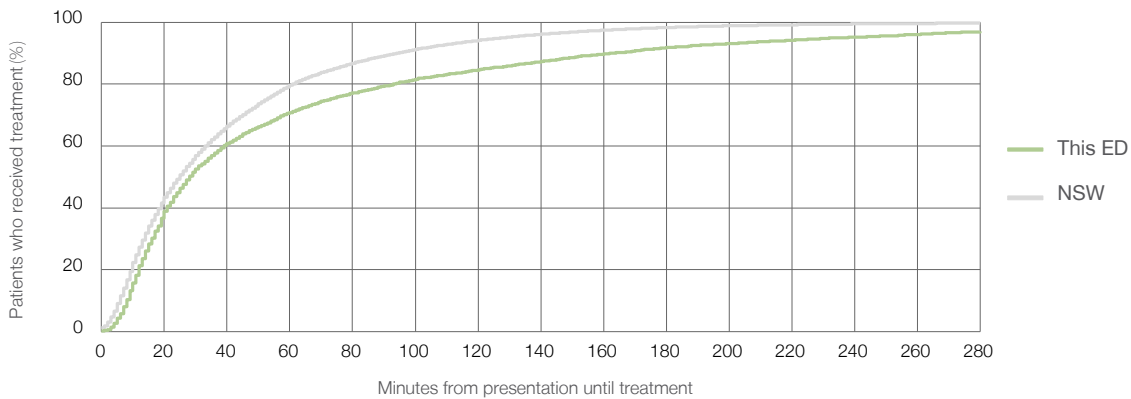
28 minutes

95th percentile time to start treatment<sup>5</sup>

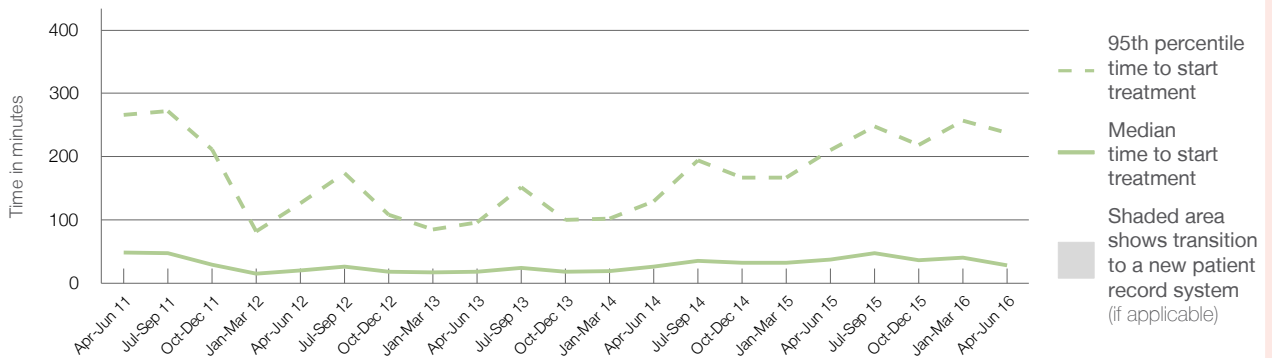
238 minutes

Same period last year	NSW (this period)
7,508	
6,622	
37 minutes	25 minutes
210 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	49	20	18	26	37	28
95th percentile time to start treatment <sup>5</sup> (minutes)	266	126	96	130	210	238

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## Nepean Hospital: Time patients waited to start treatment, triage 5 April to June 2016

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

Number of triage 5 patients: 2,021

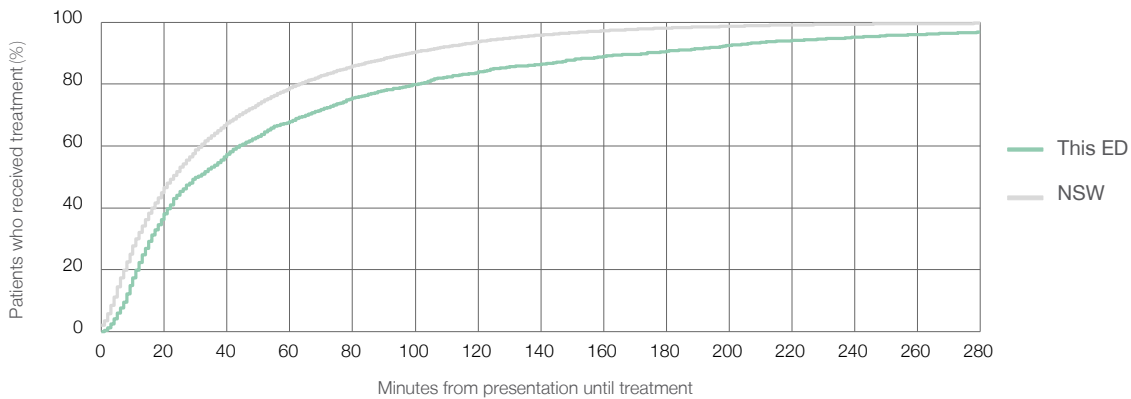
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,608

Median time to start treatment<sup>4</sup> 31 minutes

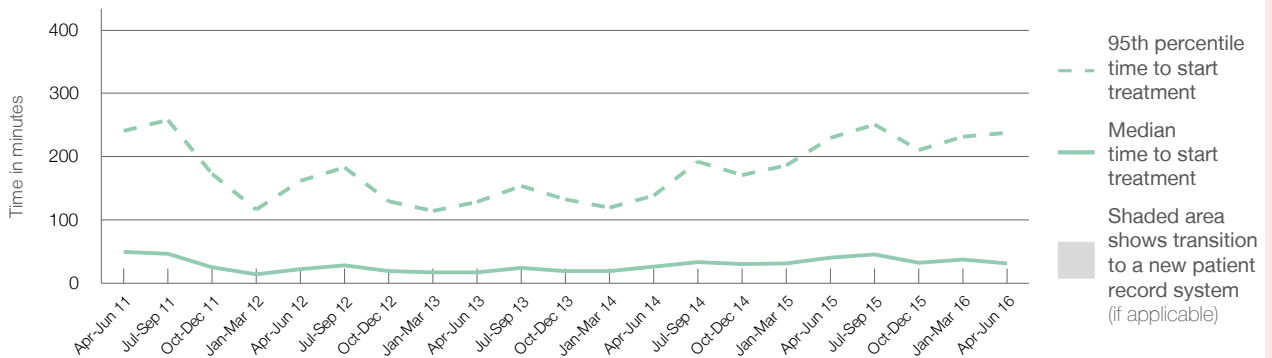
95th percentile time to start treatment<sup>5</sup> 238 minutes

Same period last year	NSW (this period)
1,926	
1,549	
41 minutes	23 minutes
230 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	50	22	17	26	41	31
95th percentile time to start treatment <sup>5</sup> (minutes)	241	162	128	139	230	238

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## Nepean Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 16,671 patients

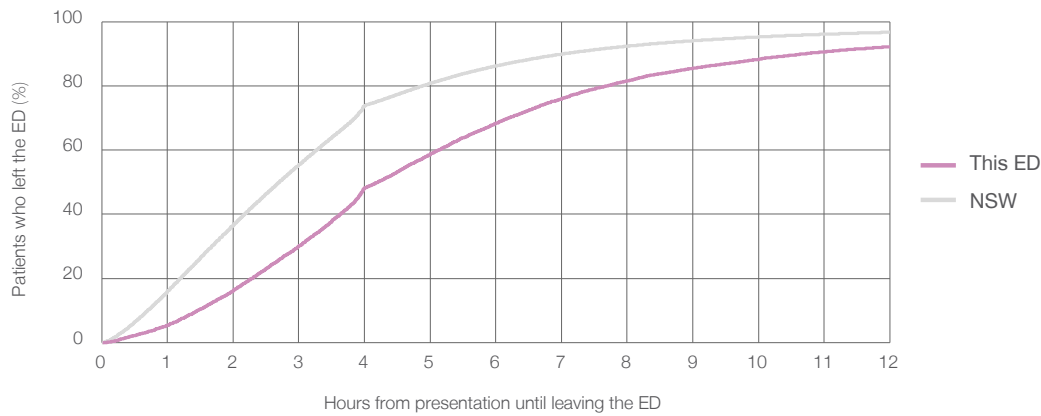
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Median time spent in the ED<sup>8</sup> 4 hours and 12 minutes

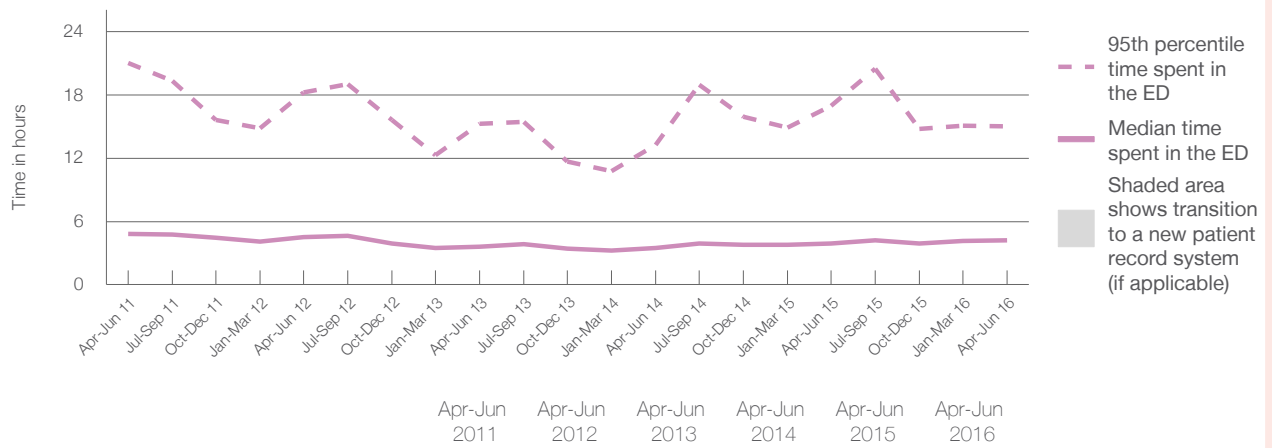
95th percentile time spent in the ED<sup>9</sup> 15 hours and 0 minutes

Same period last year	NSW (this period)
16,821	16,821
3 hours and 54 minutes	2 hours and 42 minutes
16 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	21h 3m	18h 15m	15h 14m	13h 14m	16h 56m	15h 0m

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## Nepean Hospital: Time patients spent in the ED

### By mode of separation

April to June 2016

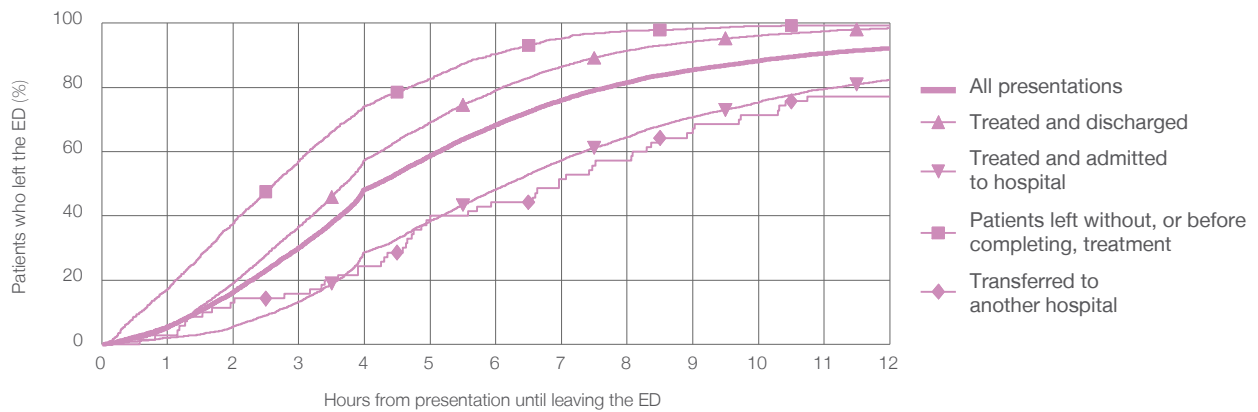
All presentations:<sup>1</sup> 16,671 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Treated and discharged	8,076 (48.4%)
Treated and admitted to hospital	6,507 (39.0%)
Patient left without, or before completing, treatment	1,909 (11.5%)
Transferred to another hospital	70 (0.4%)
Other	109 (0.7%)

	Same period last year	Change since one year ago
	16,821	-0.9%
Treated and discharged	8,555	-5.6%
Treated and admitted to hospital	6,285	3.5%
Patient left without, or before completing, treatment	1,858	2.7%
Transferred to another hospital	39	79.5%
Other	84	29.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<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	4.8%	19.1%	36.8%	57.4%	79.1%	91.5%	96.1%	98.4%
Treated and admitted to hospital	2.0%	5.5%	13.3%	28.7%	48.3%	64.6%	75.3%	82.4%
Patient left without, or before completing, treatment	17.2%	37.7%	57.0%	74.1%	90.4%	97.6%	99.1%	99.4%
Transferred to another hospital	2.9%	12.9%	15.7%	24.3%	44.3%	57.1%	71.4%	77.1%
All presentations	5.5%	16.3%	30.1%	48.2%	68.3%	81.6%	88.2%	92.2%

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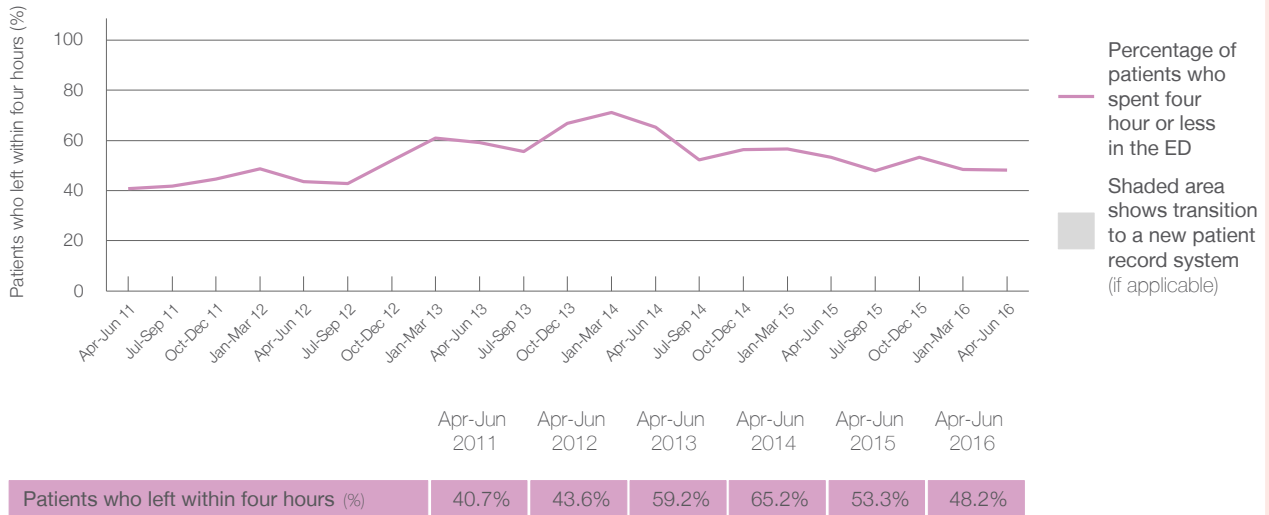
**Nepean Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 16,671 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Percentage of patients who spent four hours or less in the ED  48.2%

Same period last year	Change since one year ago
16,821	-0.9%
16,821	-0.9%
53.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).