



Hospital Quarterly

Performance Profiles

Emergency Department

Nepean Blue Mountains Local Health District

July to September 2016

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,216 patients
Emergency presentations:² 4,123 patients

	Same period last year	Change since one year ago
All presentations	4,011	5.1%
Emergency presentations	3,942	4.6%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 197 minutes

	Same period last year	NSW (this period)
Triage 2	544	
Median time to start treatment	8 minutes	8 minutes
95th percentile time to start treatment	31 minutes	41 minutes
Triage 3	1,088	
Median time to start treatment	16 minutes	21 minutes
95th percentile time to start treatment	104 minutes	103 minutes
Triage 4	1,665	
Median time to start treatment	19 minutes	27 minutes
95th percentile time to start treatment	124 minutes	139 minutes
Triage 5	617	
Median time to start treatment	15 minutes	24 minutes
95th percentile time to start treatment	102 minutes	138 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED 76.0%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,011	4.8%
Percentage of patients who spent four hours or less in the ED	82.1%	

* 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, July to September 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.

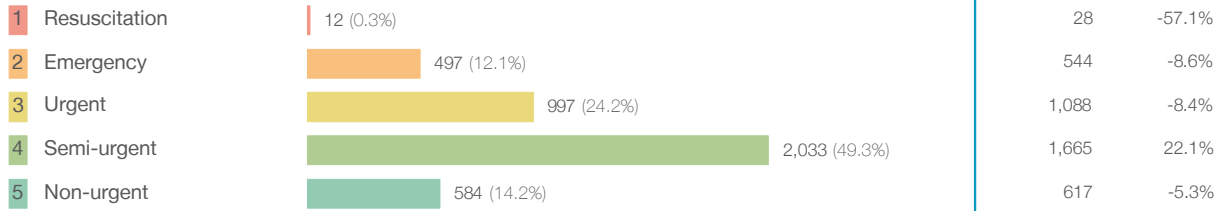
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

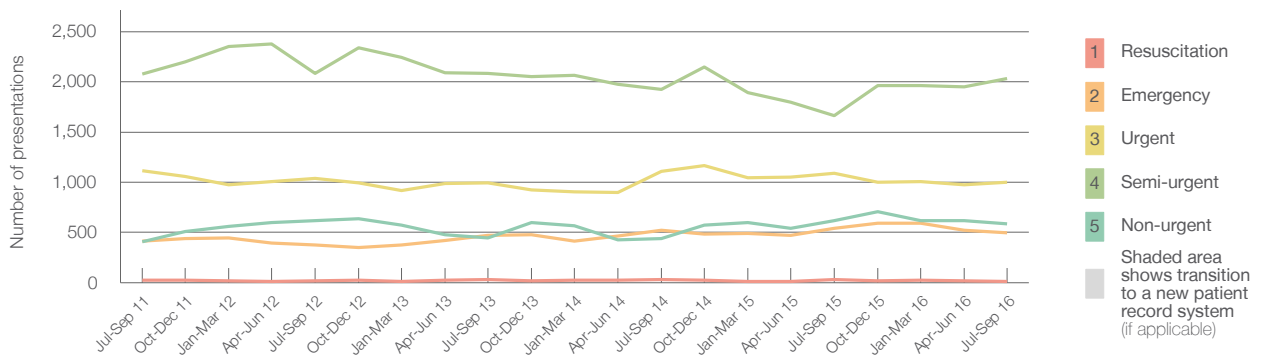
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations² by triage category: 4,123 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	22	18	28	29	28	12
Emergency	416	377	469	523	544	497
Urgent	1,114	1,039	991	1,109	1,088	997
Semi-urgent	2,079	2,086	2,083	1,922	1,665	2,033
Non-urgent	406	616	447	439	617	584
All emergency presentations	4,037	4,136	4,018	4,022	3,942	4,123

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 668 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 497

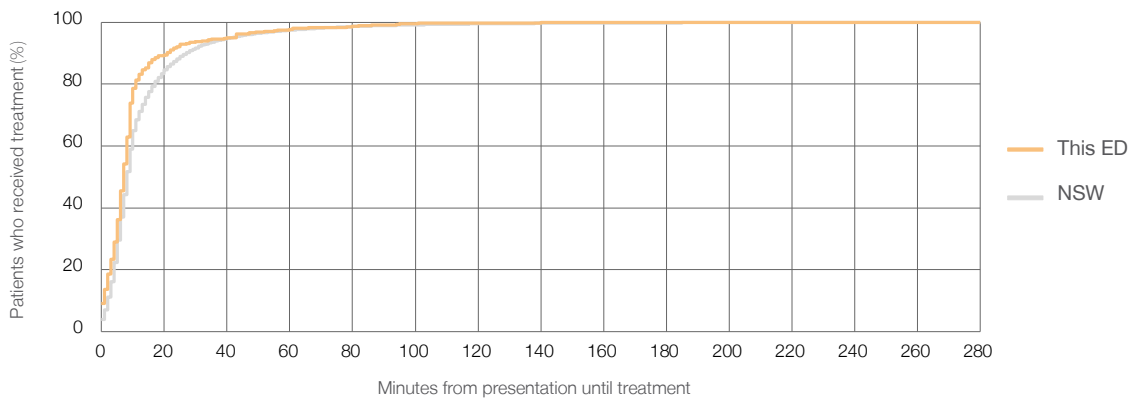
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

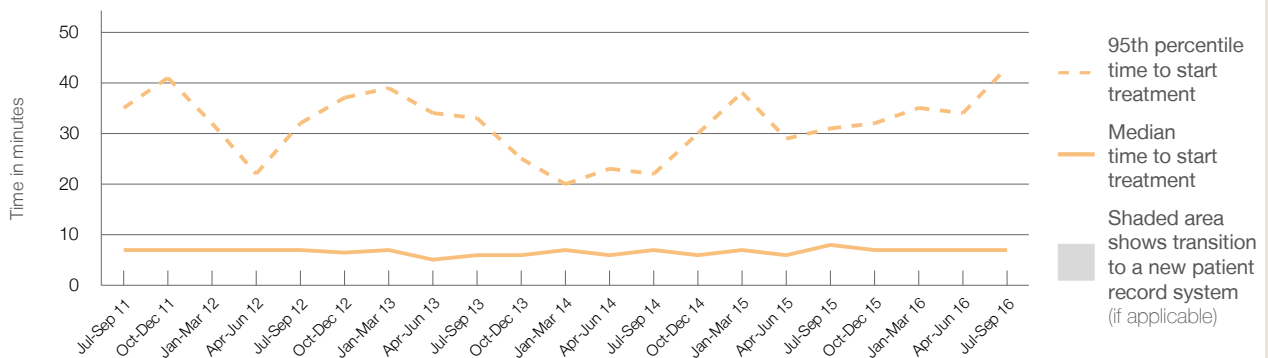
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
544	532
8 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	35	32	33	22	31	43

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 997

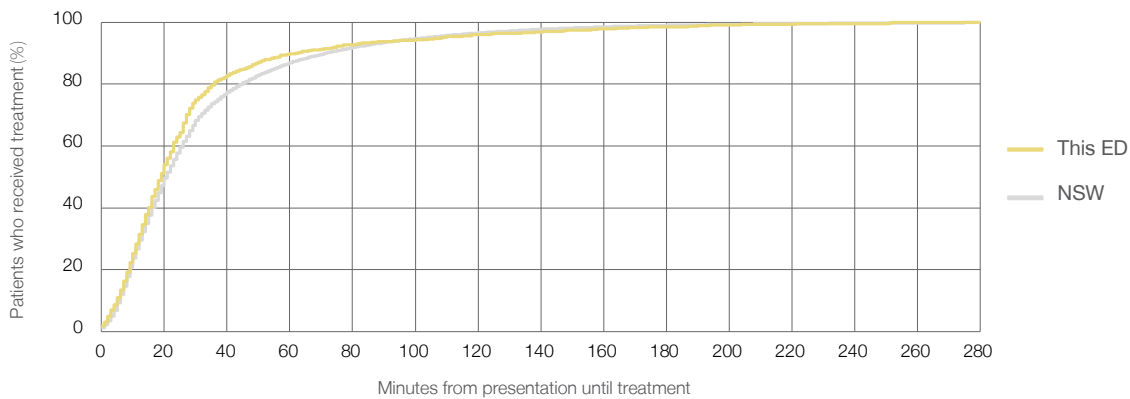
Number of triage 3 patients used to calculate waiting time:³ 932

Median time to start treatment⁴ 19 minutes

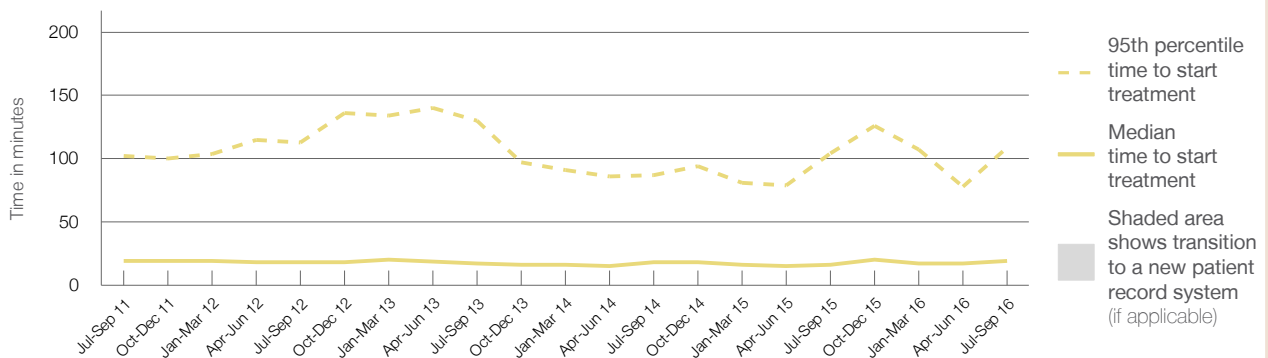
95th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
1,088	1,048
16 minutes	21 minutes
104 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	16	19
95th percentile time to start treatment ⁵ (minutes)	102	113	130	87	104	109

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,033

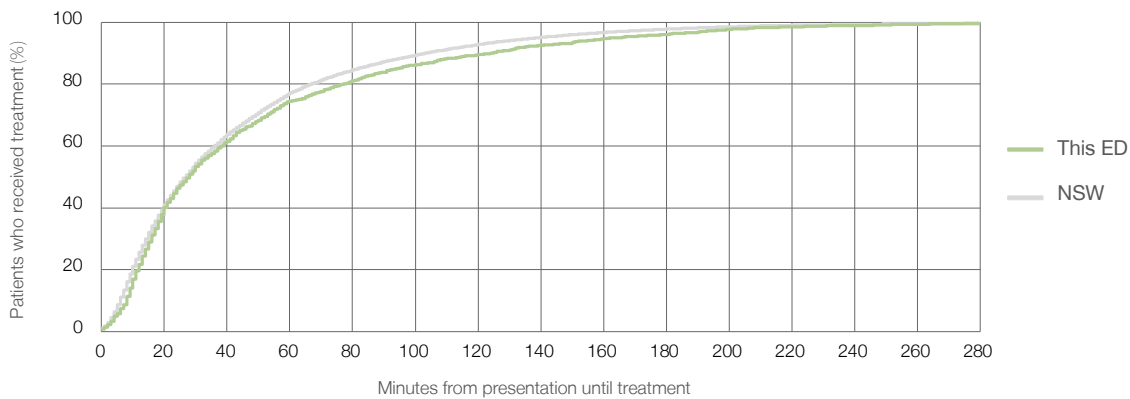
Number of triage 4 patients used to calculate waiting time:³ 1,833

Median time to start treatment⁴ 28 minutes

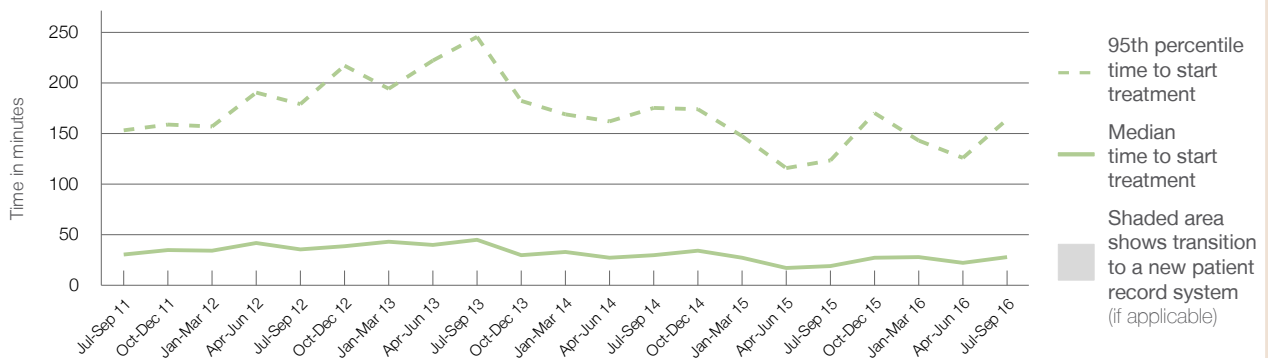
95th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
1,665	1,560
19 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	36	45	30	19	28
95th percentile time to start treatment ⁵ (minutes)	153	179	245	175	124	164

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 584

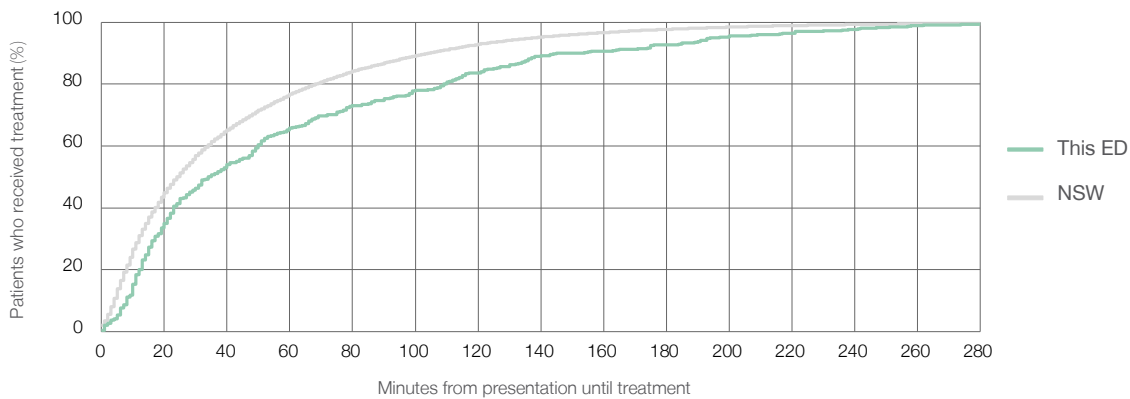
Number of triage 5 patients used to calculate waiting time:³ 496

Median time to start treatment⁴ 35 minutes

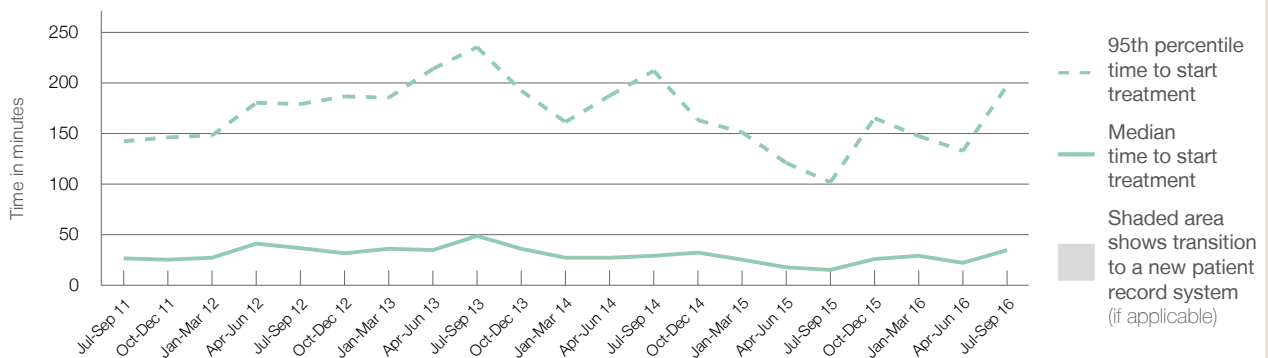
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
617	
567	
15 minutes	24 minutes
102 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	37	49	29	15	35
95th percentile time to start treatment ⁵ (minutes)	142	179	235	212	102	197

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

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,216 patients

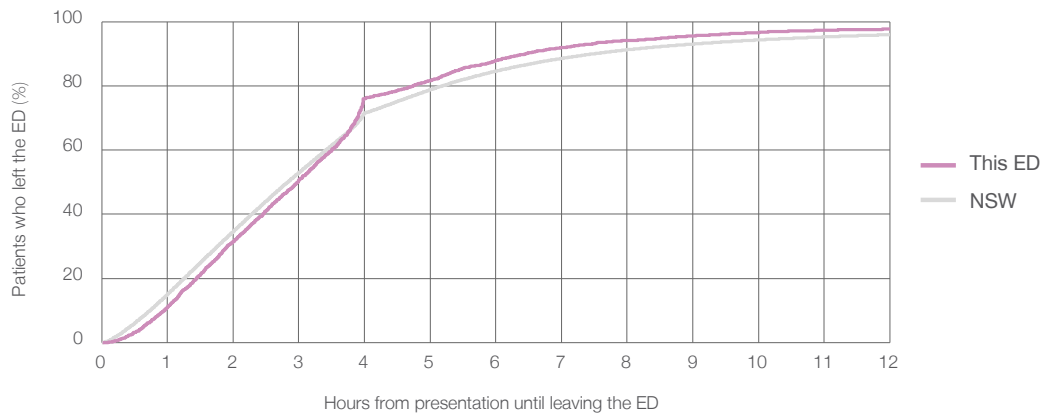
Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

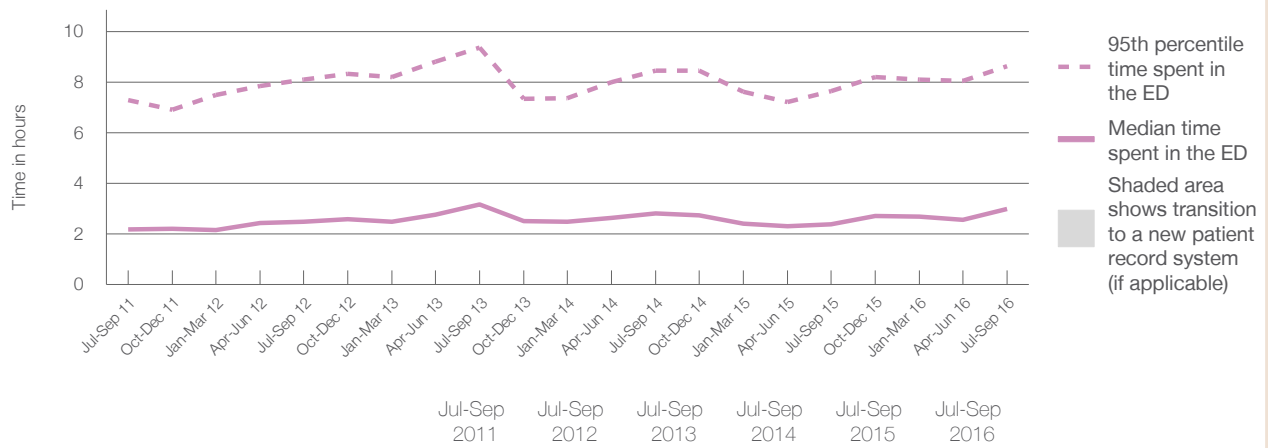
95th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
4,011	4,011
2 hours and 24 minutes	2 hours and 50 minutes
7 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 17m	8h 6m	9h 22m	8h 28m	7h 39m	8h 38m

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

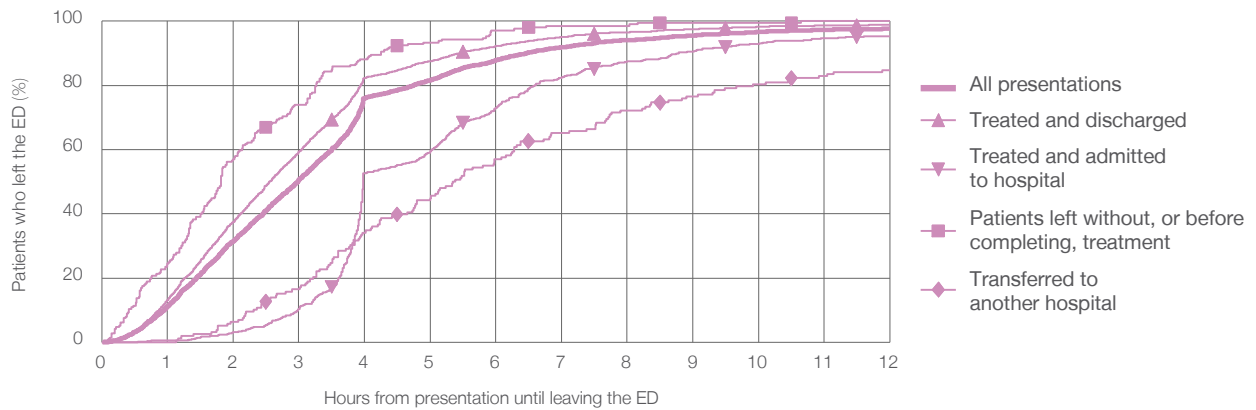
All presentations:¹ 4,216 patients

Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Treated and discharged	3,070 (72.8%)
Treated and admitted to hospital	616 (14.6%)
Patient left without, or before completing, treatment	214 (5.1%)
Transferred to another hospital	159 (3.8%)
Other	157 (3.7%)

Same period last year	Change since one year ago
4,011	4.8%
2,921	5.1%
723	-14.8%
207	3.4%
153	3.9%
7	2142.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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%	37.5%	59.4%	82.3%	92.3%	96.6%	98.2%	98.9%
Treated and admitted to hospital	0.5%	3.1%	10.4%	52.7%	73.0%	87.5%	93.0%	95.3%
Patient left without, or before completing, treatment	24.5%	57.1%	74.1%	88.2%	97.2%	98.6%	99.5%	100%
Transferred to another hospital	0%	6.3%	16.5%	34.2%	57.0%	72.2%	80.4%	84.8%
All presentations	11.2%	31.5%	50.6%	76.0%	87.9%	94.1%	96.6%	97.6%

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,216 patients

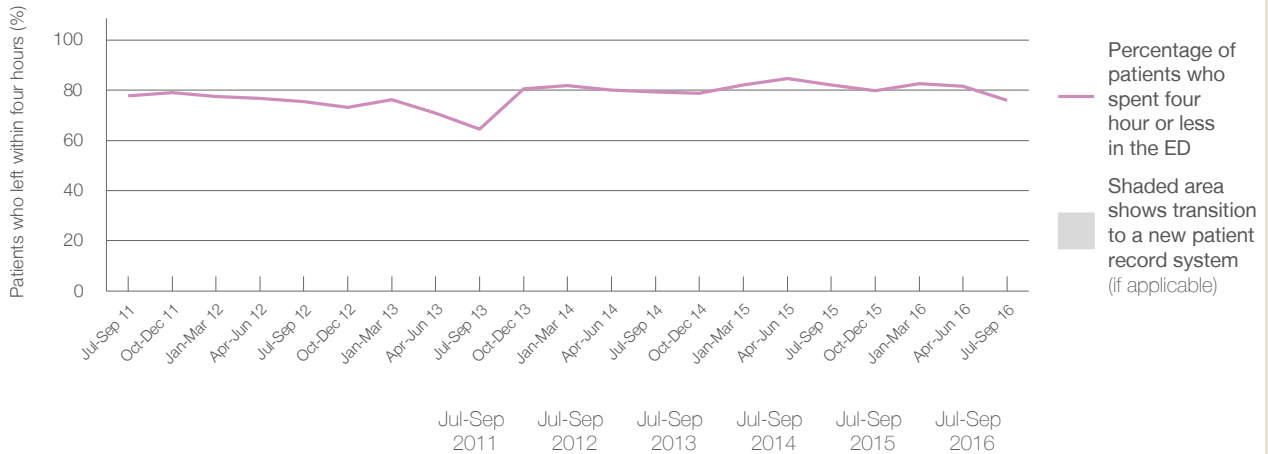
Presentations used to calculate time to leaving the ED: ⁶ 4,204 patients

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	4,011	5.1%
Presentations used to calculate time to leaving the ED	4,011	4.8%
Percentage of patients who spent four hours or less in the ED	82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	77.7%	75.4%	64.5%	79.3%	82.1%	76.0%

- * 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.
 1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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.
 8. 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.
 9. 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).









Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2016

	Same period last year	Change since one year ago
All presentations: ¹ 5,701 patients	5,596	1.9%
Emergency presentations: ² 5,499 patients	5,390	2.0%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 581 patients	474	
Median time to start treatment ⁴ 	12 minutes	8 minutes
95th percentile time to start treatment ⁵ 	34 minutes	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,636 patients	1,481	
Median time to start treatment ⁴ 	19 minutes	21 minutes
95th percentile time to start treatment ⁵ 	53 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,861 patients	2,838	
Median time to start treatment ⁴ 	21 minutes	27 minutes
95th percentile time to start treatment ⁵ 	86 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients	581	
Median time to start treatment ⁴ 	26 minutes	24 minutes
95th percentile time to start treatment ⁵ 	136 minutes	138 minutes

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

July to September 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 5,674 patients	5,596	1.4%
Percentage of patients who spent four hours or less in the ED 	81.3%	

* 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, July to September 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.

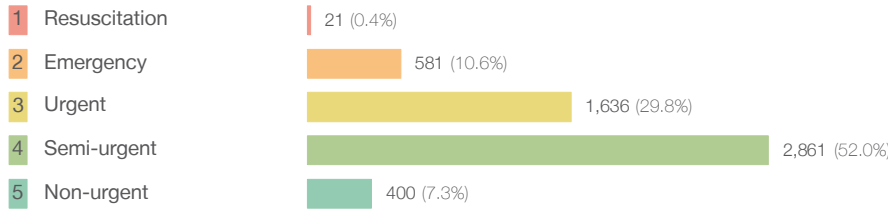
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2016

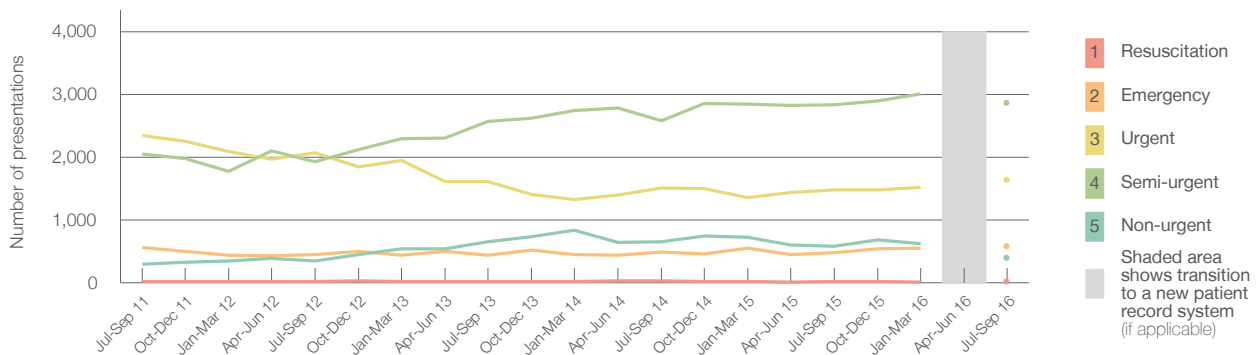
All presentations:¹ 5,701 patients

Emergency presentations² by triage category: 5,499 patients



	Same period last year	Change since one year ago
All presentations	5,596	1.9%
Emergency presentations	5,390	2.0%
Resuscitation	16	31.3%
Emergency	474	22.6%
Urgent	1,481	10.5%
Semi-urgent	2,838	0.8%
Non-urgent	581	-31.2%

Emergency presentations² by quarter, July 2011 to September 2016 ^{‡ §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	15	24	20	25	16	21
Emergency	560	446	440	485	474	581
Urgent	2,344	2,068	1,607	1,505	1,481	1,636
Semi-urgent	2,051	1,922	2,567	2,580	2,838	2,861
Non-urgent	295	341	648	656	581	400
All emergency presentations	5,265	4,801	5,282	5,251	5,390	5,499

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 886 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,083	
Median time	16 minutes	3 minutes
95th percentile time	39 minutes	16 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.

(§) 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 July to September 2016

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

Number of triage 2 patients: 581

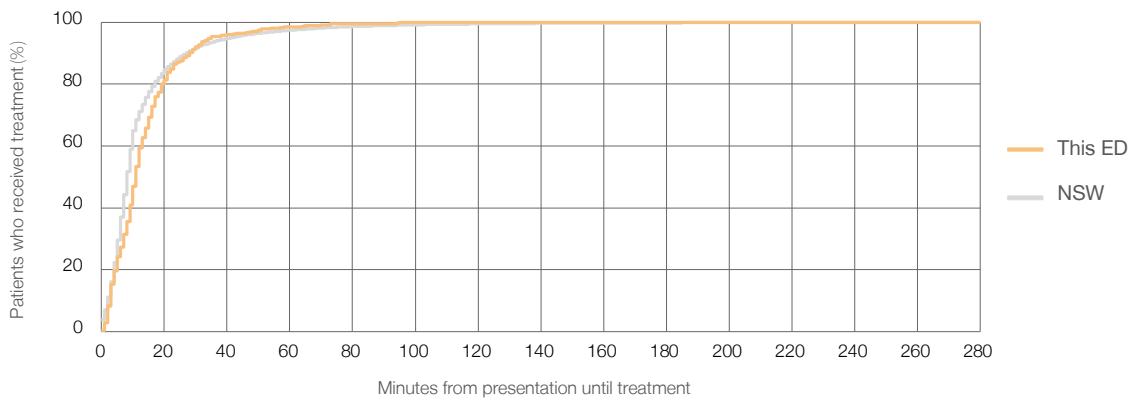
Number of triage 2 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 11 minutes

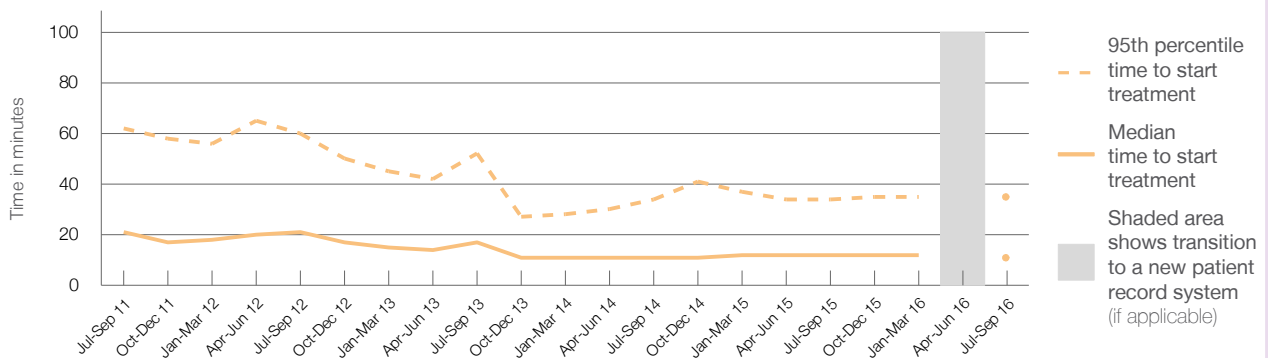
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
474	474
12 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	21	17	11	12	11
95th percentile time to start treatment ⁵ (minutes)	62	60	52	34	34	35

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

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(§) 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 3 July to September 2016

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

Number of triage 3 patients: 1,636

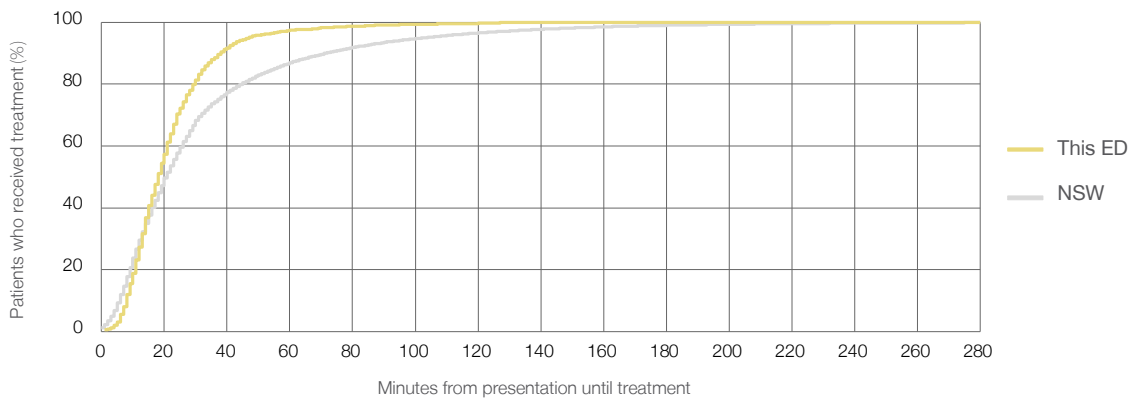
Number of triage 3 patients used to calculate waiting time:³ 1,634

Median time to start treatment⁴ 18 minutes

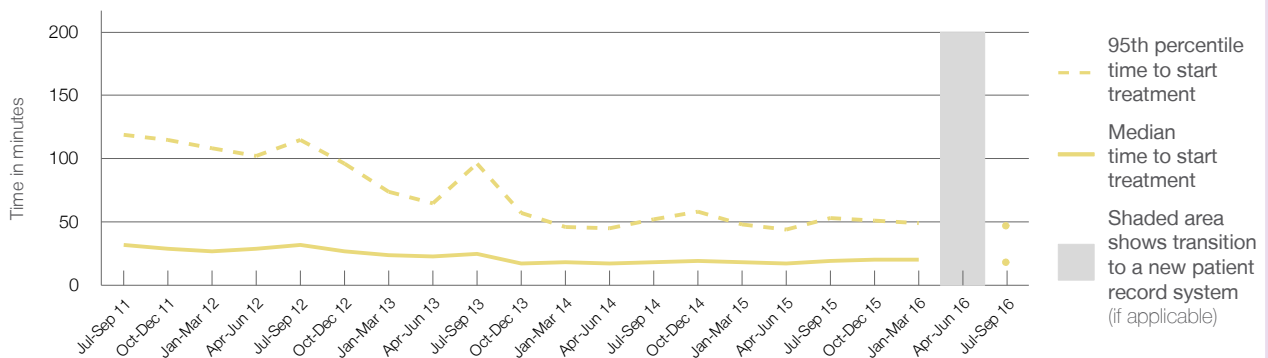
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,481	1,480
19 minutes	21 minutes
53 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	32	25	18	19	18
95th percentile time to start treatment ⁵ (minutes)	119	115	96	52	53	47

(†) 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 patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,861

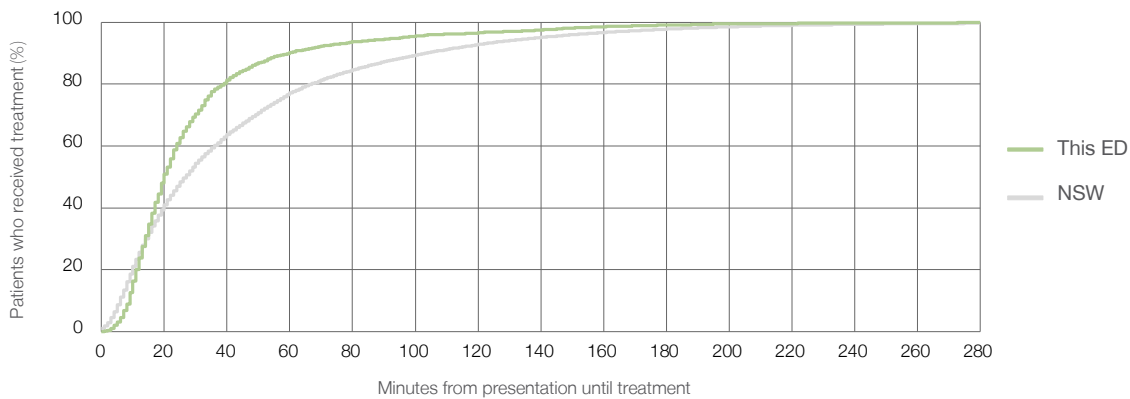
Number of triage 4 patients used to calculate waiting time:³ 2,853

Median time to start treatment⁴ 20 minutes

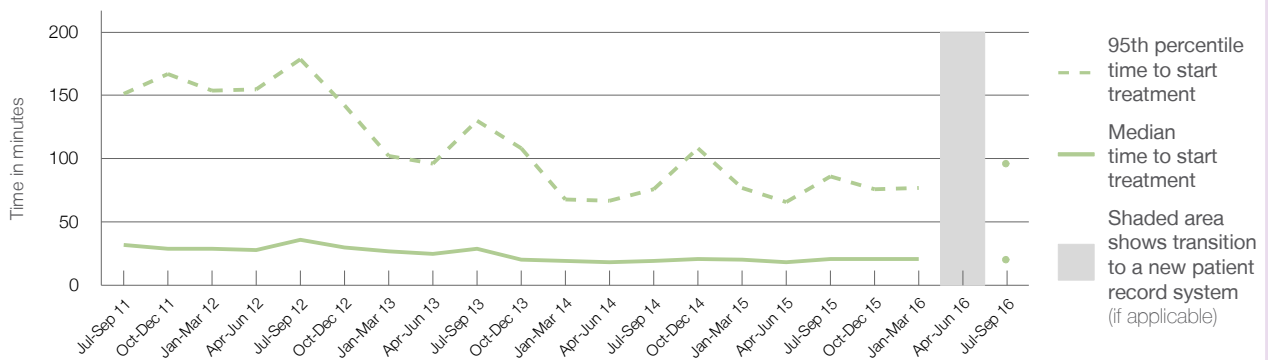
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,838	2,817
21 minutes	27 minutes
86 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	36	29	19	21	20
95th percentile time to start treatment ⁵ (minutes)	151	179	130	76	86	96

(†) 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 5 July to September 2016

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

Number of triage 5 patients: 400

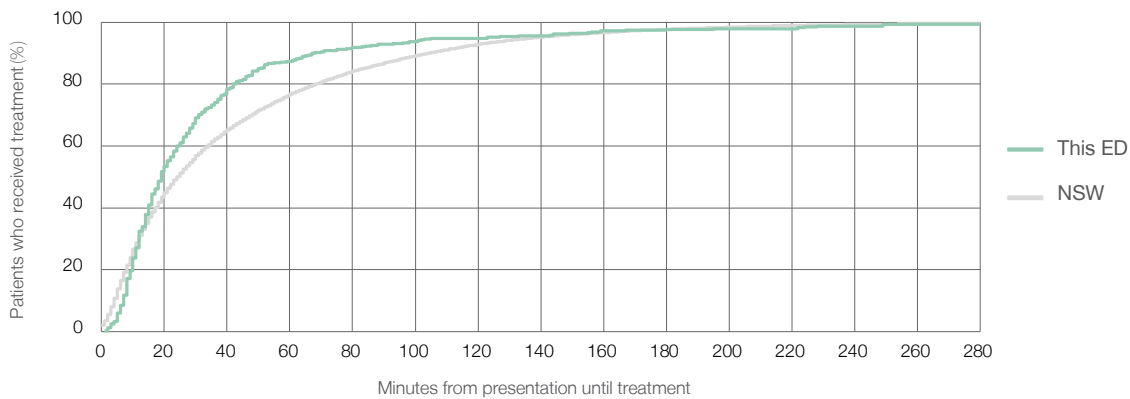
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 19 minutes

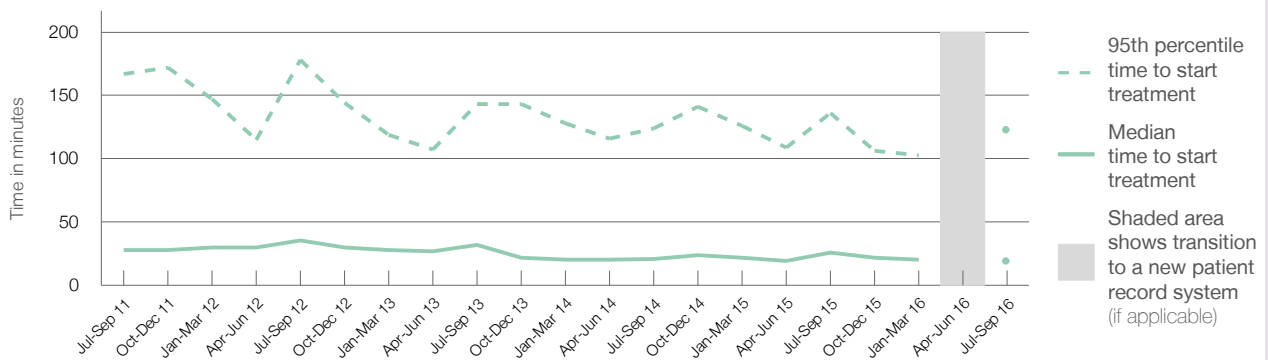
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
581	558
26 minutes	24 minutes
136 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	36	32	21	26	19
95th percentile time to start treatment ⁵ (minutes)	167	178	143	124	136	123

(†) 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 spent in the ED

July to September 2016

All presentations:¹ 5,701 patients

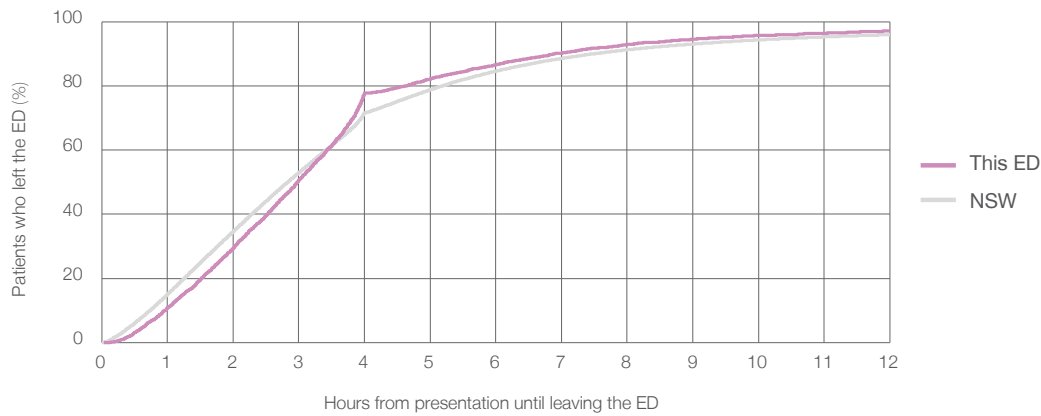
Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

95th percentile time spent in the ED⁹ 9 hours and 22 minutes

Same period last year	NSW (this period)
5,596	5,596
2 hours and 51 minutes	2 hours and 50 minutes
7 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 13m	16h 36m	8h 52m	7h 51m	7h 45m	9h 22m

(†) 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 spent in the ED By mode of separation July to September 2016

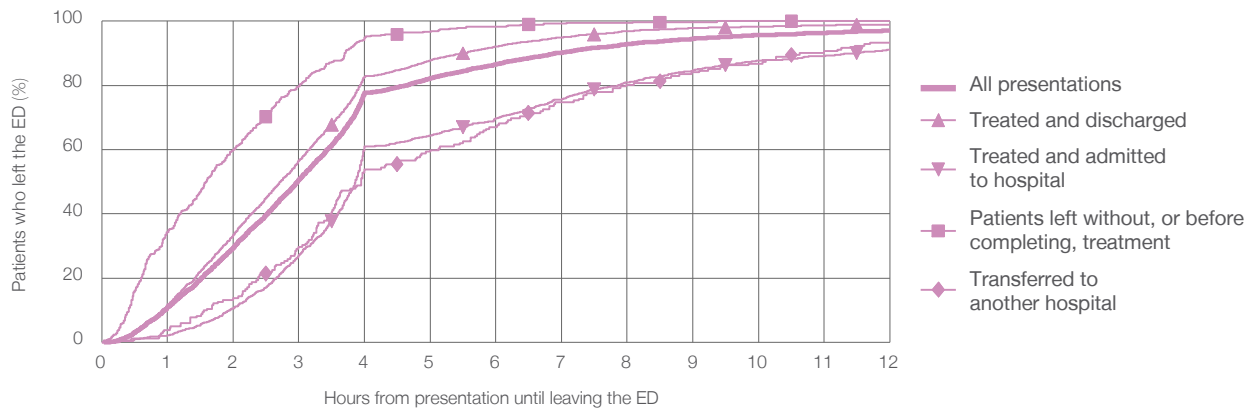
All presentations:¹ 5,701 patients

Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Treated and discharged	3,784 (66.4%)
Treated and admitted to hospital	1,301 (22.8%)
Patient left without, or before completing, treatment	397 (7.0%)
Transferred to another hospital	182 (3.2%)
Other	37 (0.6%)

Same period last year	Change since one year ago
5,596	1.4%
3,629	4.3%
1,196	8.8%
592	-32.9%
169	7.7%
10	270.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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	11.7%	33.5%	56.6%	82.8%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	2.1%	10.6%	27.1%	61.0%	69.7%	80.9%	87.7%	91.2%
Patient left without, or before completing, treatment	34.3%	59.9%	79.8%	95.0%	98.2%	99.5%	100%	100%
Transferred to another hospital	3.8%	13.7%	29.7%	53.8%	67.0%	80.2%	86.8%	93.4%
All presentations	10.9%	29.5%	50.7%	77.8%	86.6%	92.9%	95.7%	97.1%

(†) 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 spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: ¹ 5,701 patients

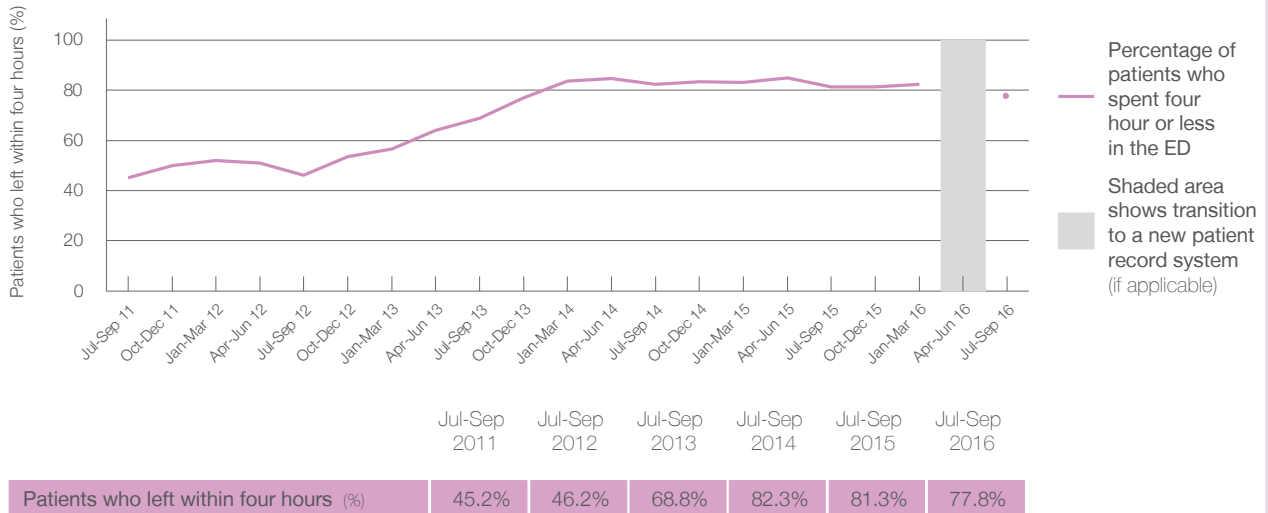
Presentations used to calculate time to leaving the ED: ⁶ 5,674 patients

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	5,596	1.9%
Presentations used to calculate time to leaving the ED	5,596	1.4%
Percentage of patients who spent four hours or less in the ED	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Lithgow Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,099 patients
 Emergency presentations:² 2,969 patients

Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%

Lithgow Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 420 patients

Median time to start treatment⁴ 4 minutes
 95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 999 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,171 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
289	
5 minutes	8 minutes
21 minutes	41 minutes
969	
11 minutes	21 minutes
58 minutes	103 minutes
1,307	
13 minutes	27 minutes
71 minutes	139 minutes
439	
10 minutes	24 minutes
83 minutes	138 minutes

Lithgow Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,094 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,121	-0.9%
85.3%	

* 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, July to September 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.

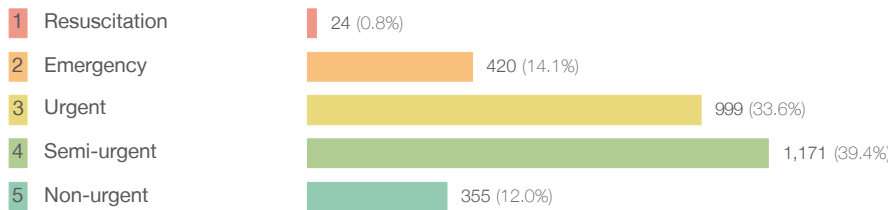
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Lithgow Health Service: Patients presenting to the emergency department July to September 2016

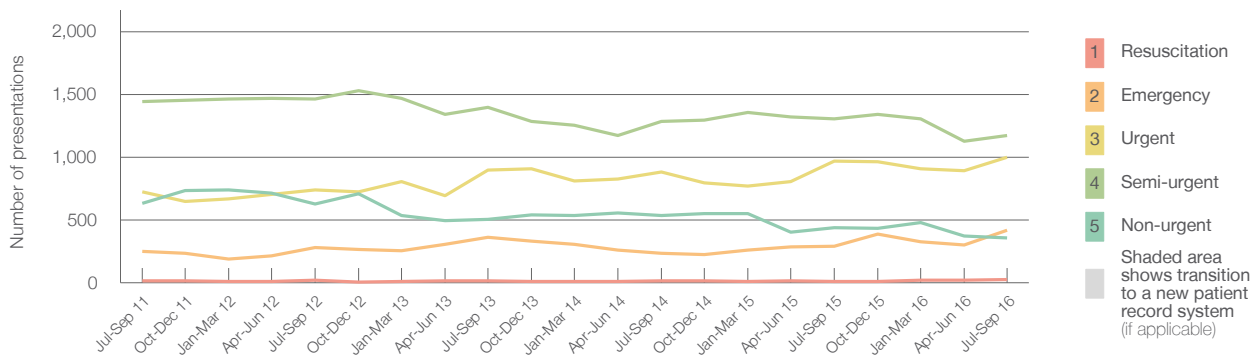
All presentations:¹ 3,099 patients

Emergency presentations² by triage category: 2,969 patients



Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%
8	200.0%
289	45.3%
969	3.1%
1,307	-10.4%
439	-19.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	17	21	15	15	8	24
Emergency	247	278	359	236	289	420
Urgent	726	738	896	883	969	999
Semi-urgent	1,441	1,461	1,395	1,286	1,307	1,171
Non-urgent	634	628	505	534	439	355
All emergency presentations	3,065	3,126	3,170	2,954	3,012	2,969

Lithgow Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 659 patients

ED Transfer of care time



Same period last year	Change since one year ago
557	
10 minutes	-1 minute
32 minutes	3 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.

Lithgow Health Service: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 420

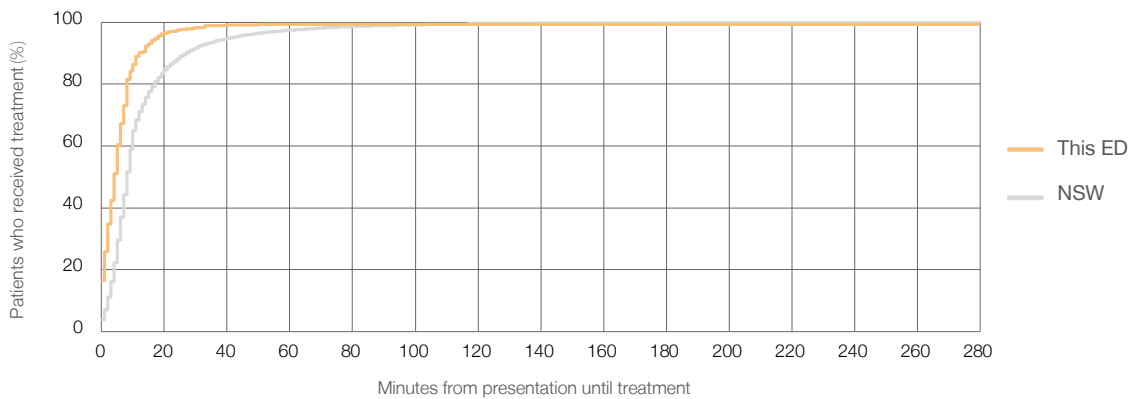
Number of triage 2 patients used to calculate waiting time:³ 415

Median time to start treatment⁴ 4 minutes

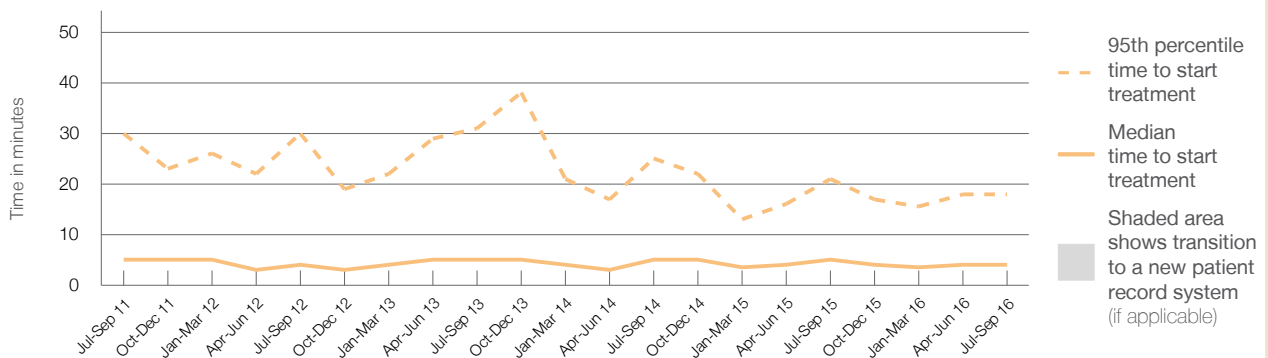
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
289	280
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	4	5	5	5	4
95th percentile time to start treatment ⁵ (minutes)	30	30	31	25	21	18

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 999

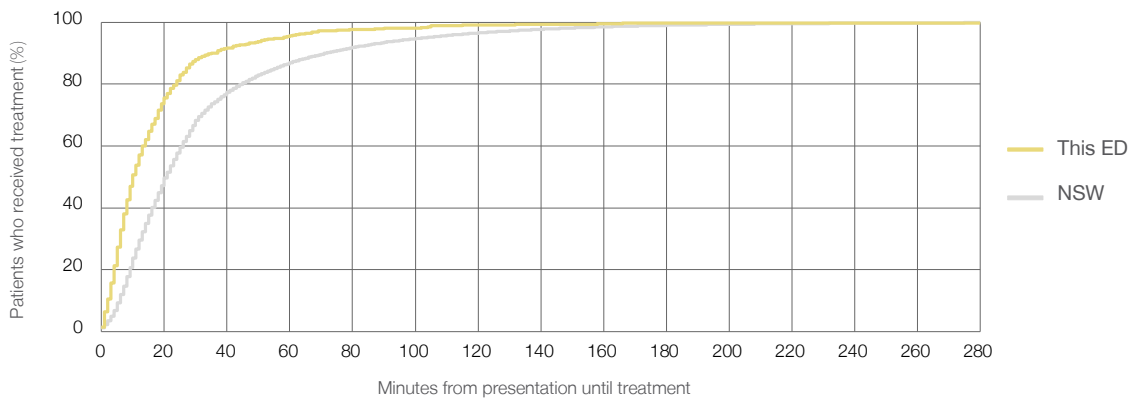
Number of triage 3 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 10 minutes

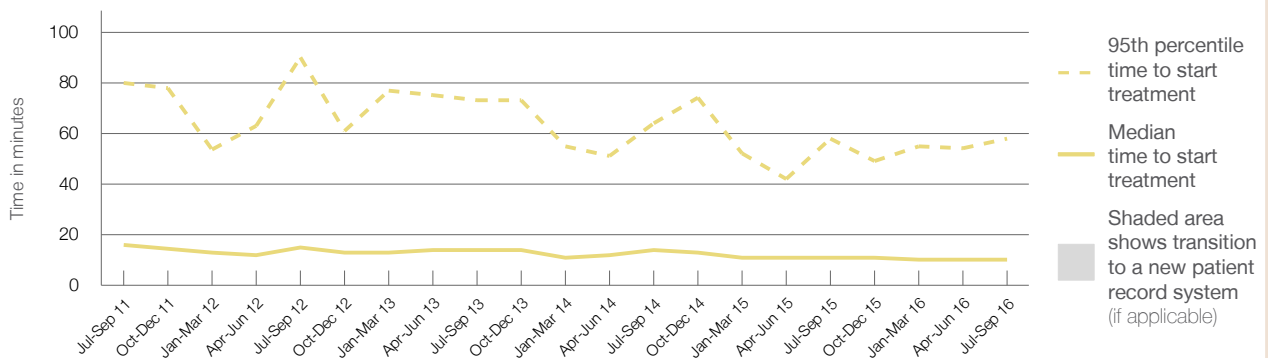
95th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
969	944
11 minutes	21 minutes
58 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	15	14	14	11	10
95th percentile time to start treatment ⁵ (minutes)	80	90	73	64	58	58

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,171

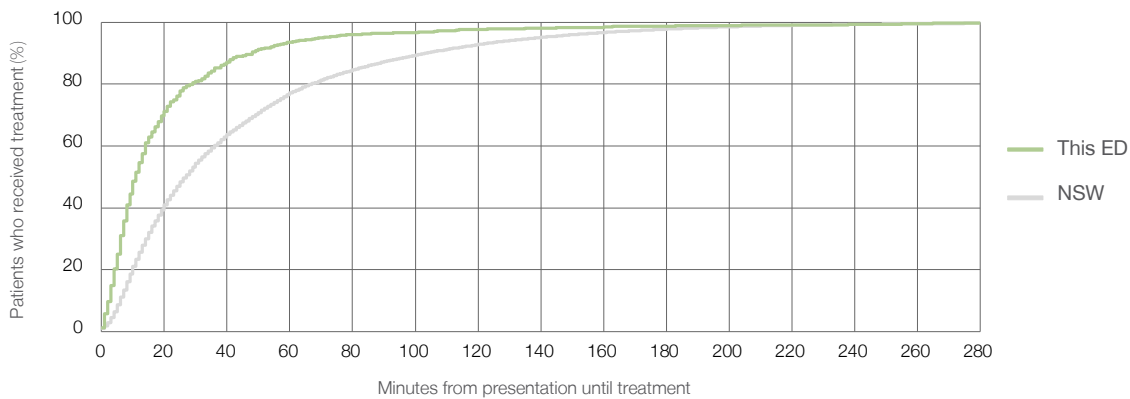
Number of triage 4 patients used to calculate waiting time:³ 1,123

Median time to start treatment⁴ 11 minutes

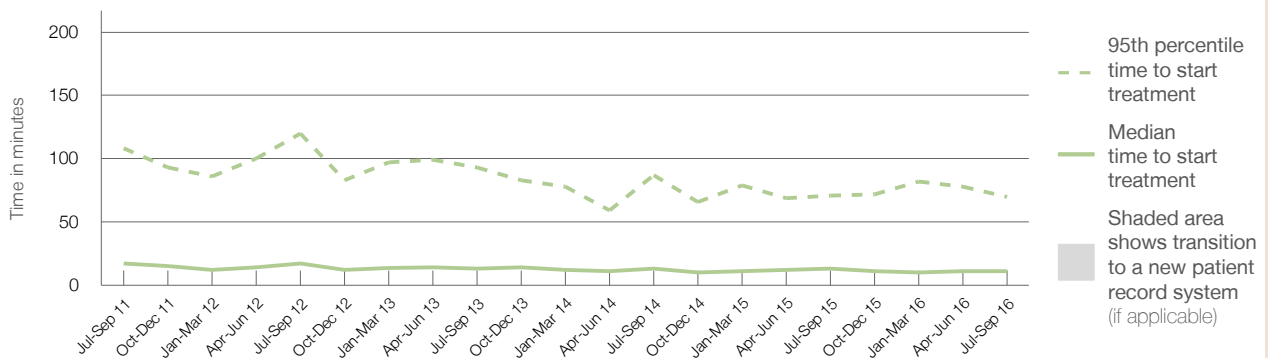
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,307	1,250
13 minutes	27 minutes
71 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	108	120	93	87	71	70

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 355

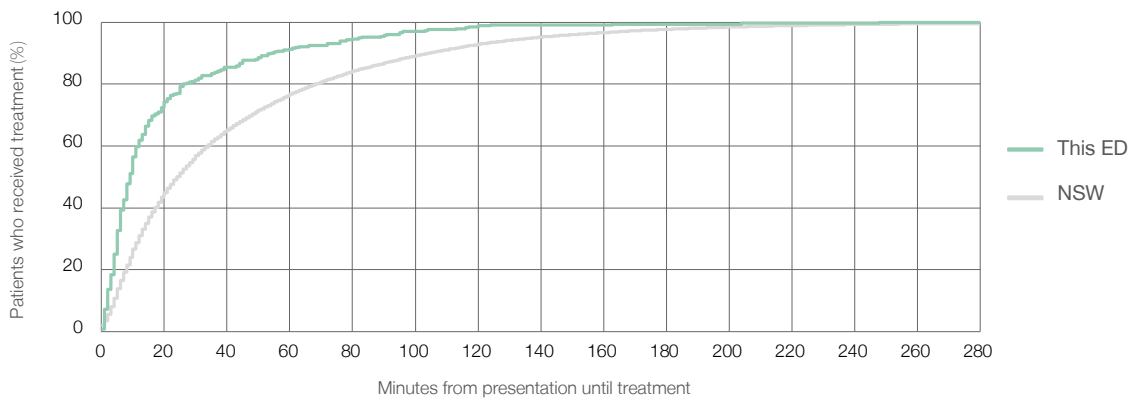
Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 9 minutes

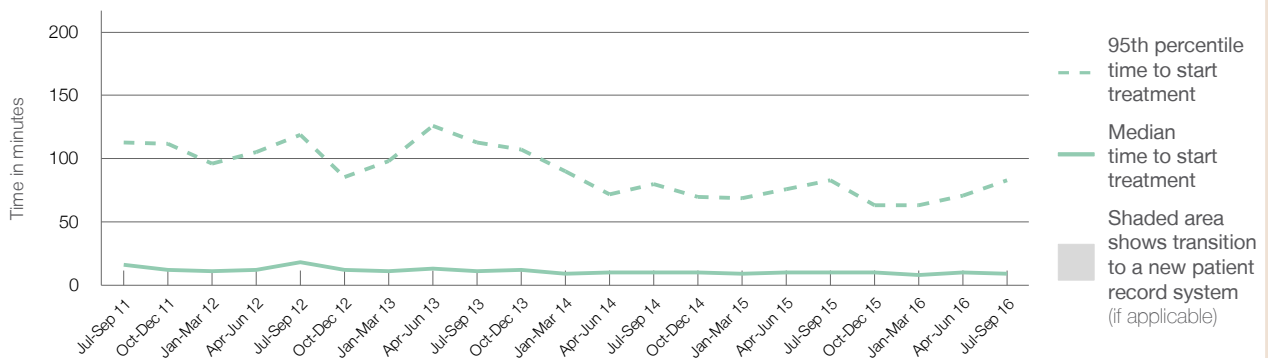
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
439	409
10 minutes	24 minutes
83 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	18	11	10	10	9
95th percentile time to start treatment ⁵ (minutes)	113	119	113	80	83	83

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

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Lithgow Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,099 patients

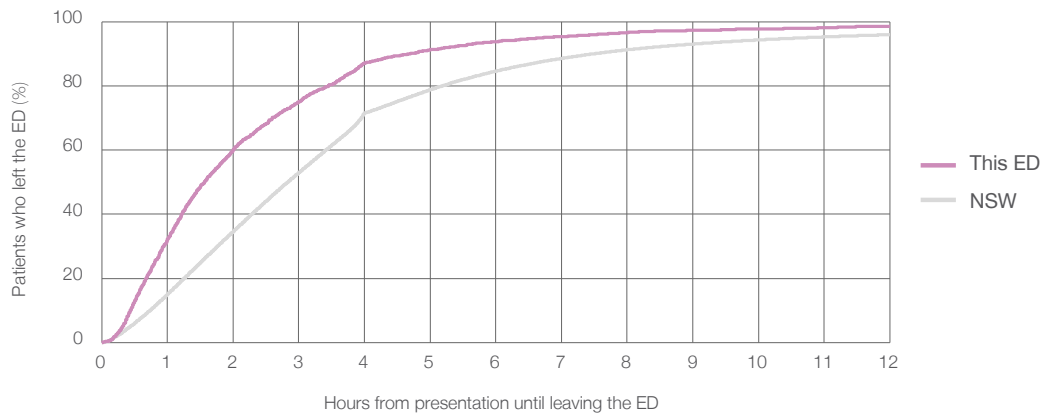
Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

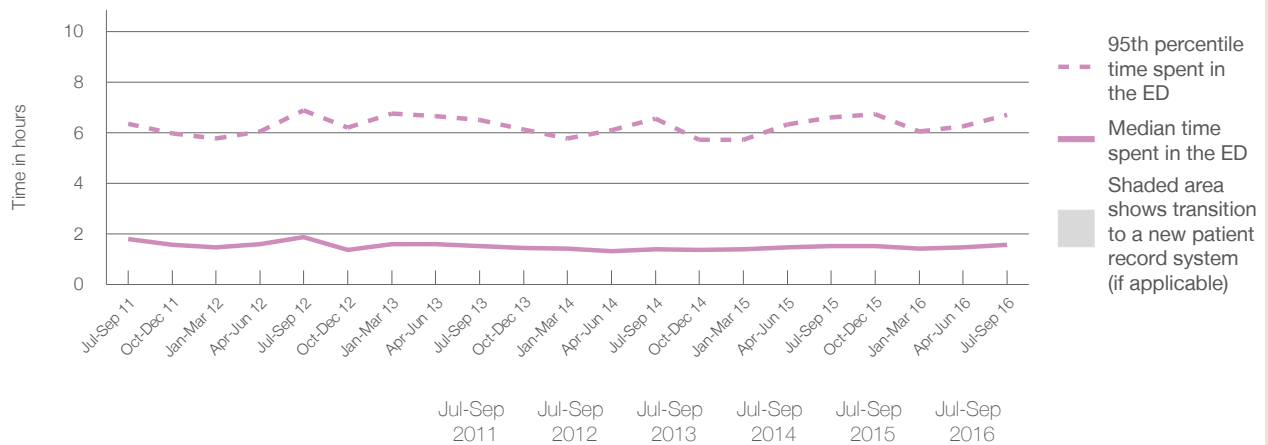
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
3,121	3,121
1 hours and 32 minutes	2 hours and 50 minutes
6 hours and 36 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 48m	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 21m	6h 54m	6h 31m	6h 34m	6h 36m	6h 43m

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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.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

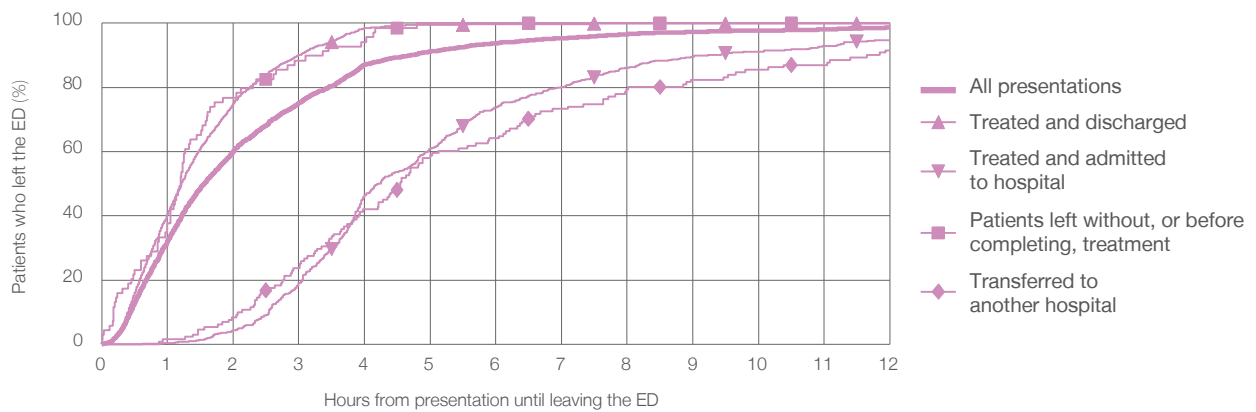
All presentations:¹ 3,099 patients

Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Treated and discharged	2,339 (75.5%)
Treated and admitted to hospital	518 (16.7%)
Patient left without, or before completing, treatment	71 (2.3%)
Transferred to another hospital	131 (4.2%)
Other	40 (1.3%)

Same period last year	Change since one year ago
3,121	-0.9%
2,476	-5.5%
477	8.6%
63	12.7%
97	35.1%
8	400.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	40.7%	75.1%	90.0%	98.5%	99.7%	99.8%	99.8%	99.8%
Treated and admitted to hospital	0.4%	4.3%	19.2%	46.5%	73.8%	86.0%	91.1%	94.8%
Patient left without, or before completing, treatment	37.7%	76.8%	88.4%	94.2%	100%	100%	100%	100%
Transferred to another hospital	1.5%	8.4%	23.7%	42.0%	64.1%	79.4%	85.5%	91.6%
All presentations	32.3%	60.2%	75.1%	87.1%	93.8%	96.6%	97.7%	98.6%

(†) 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.

Lithgow Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 3,099 patients

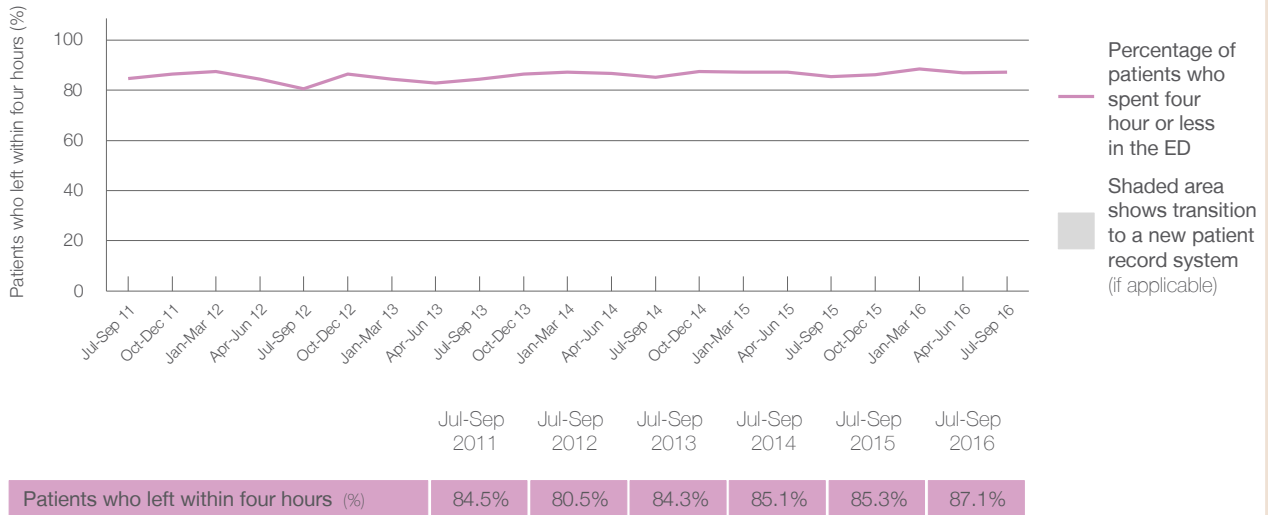
Presentations used to calculate time to leaving the ED: ⁶ 3,094 patients

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	3,121	-0.7%
Presentations used to calculate time to leaving the ED	3,121	-0.9%
Percentage of patients who spent four hours or less in the ED	85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Nepean Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 17,045 patients

Emergency presentations:² 16,920 patients

Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,633 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,003 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,332 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,853 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 193 minutes

Same period last year	NSW (this period)
2,414	
12 minutes	8 minutes
72 minutes	41 minutes
4,767	
47 minutes	21 minutes
268 minutes	103 minutes
7,501	
48 minutes	27 minutes
249 minutes	139 minutes
1,886	
47 minutes	24 minutes
251 minutes	138 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
16,838	1.0%
47.9%	

* 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, July to September 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.

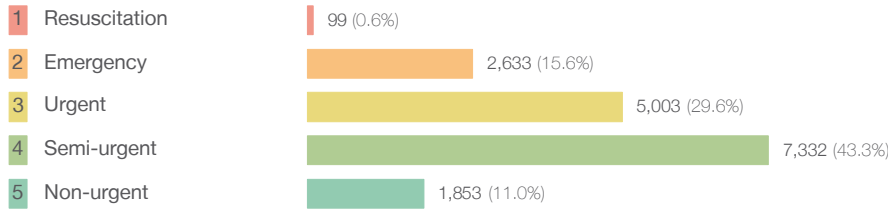
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Nepean Hospital: Patients presenting to the emergency department

July to September 2016

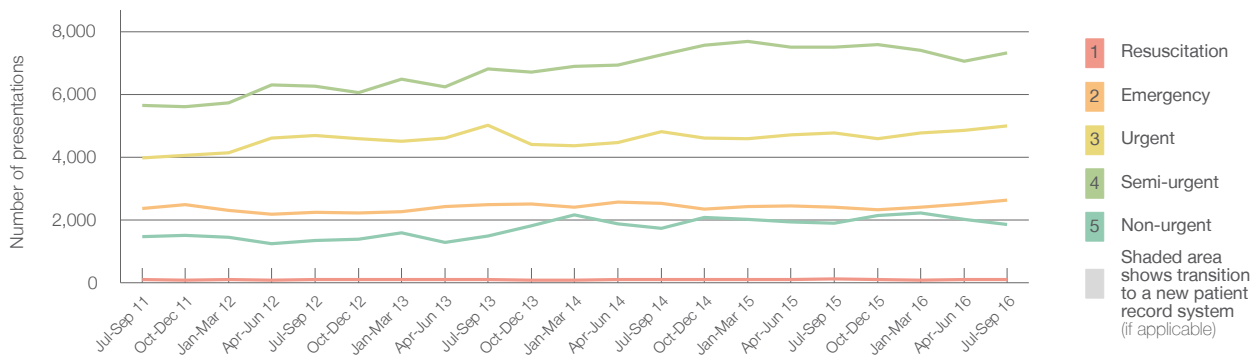
All presentations:¹ 17,045 patients

Emergency presentations² by triage category: 16,920 patients



Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%
118	-16.1%
2,414	9.1%
4,767	5.0%
7,501	-2.3%
1,886	-1.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	89	98	99	94	118	99
Emergency	2,358	2,234	2,493	2,522	2,414	2,633
Urgent	3,977	4,696	5,019	4,810	4,767	5,003
Semi-urgent	5,647	6,252	6,812	7,268	7,501	7,332
Non-urgent	1,463	1,350	1,489	1,733	1,886	1,853
All emergency presentations	13,534	14,630	15,912	16,427	16,686	16,920

Nepean Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,034 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,861	
15 minutes	-3 minutes
172 minutes	-128 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 July to September 2016

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

Number of triage 2 patients: 2,633

Number of triage 2 patients used to calculate waiting time:³ 2,597

Median time to start treatment⁴

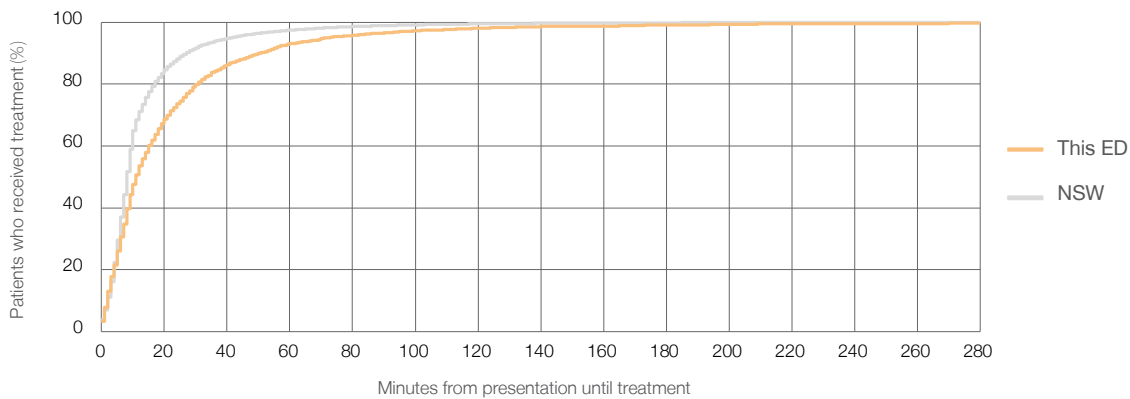
11 minutes

95th percentile time to start treatment⁵

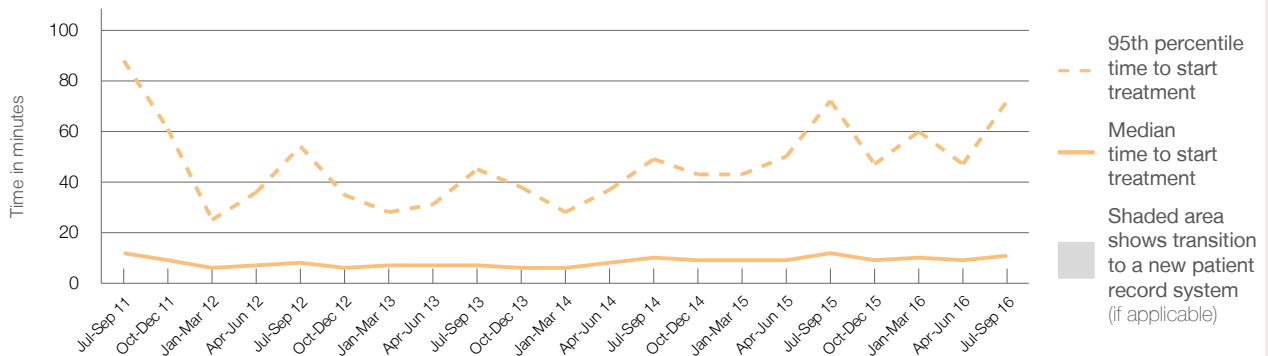
72 minutes

Same period last year	NSW (this period)
2,414	
2,315	
12 minutes	8 minutes
72 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	8	7	10	12	11
95th percentile time to start treatment ⁵ (minutes)	88	54	45	49	72	72

(†) 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 3 July to September 2016

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

Number of triage 3 patients: 5,003

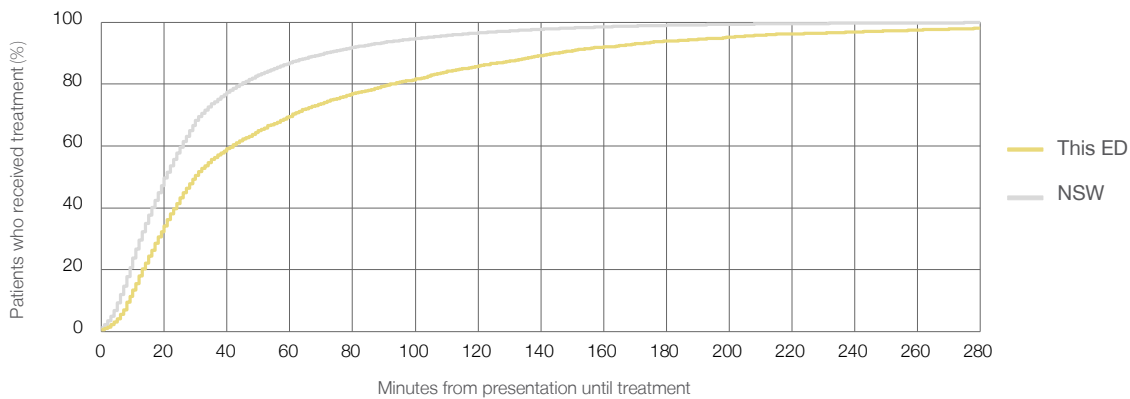
Number of triage 3 patients used to calculate waiting time:³ 4,680

Median time to start treatment⁴ 30 minutes

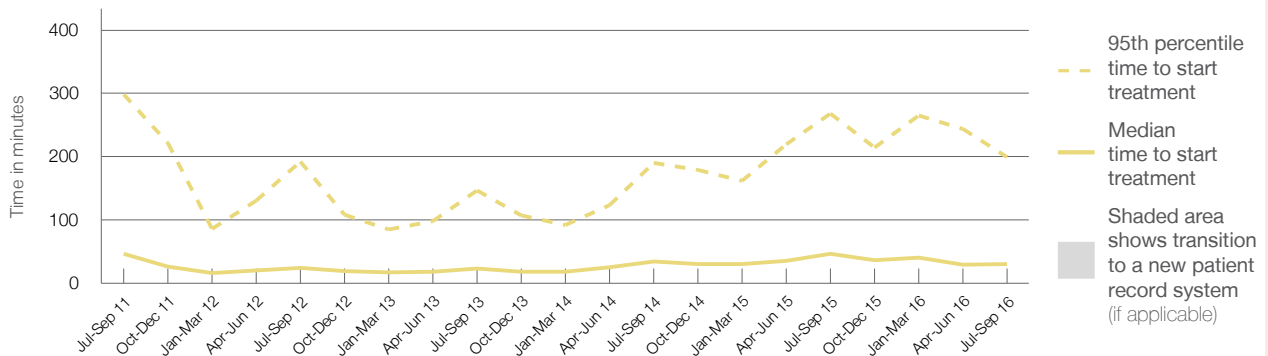
95th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
4,767	4,241
47 minutes	21 minutes
268 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	24	23	34	47	30
95th percentile time to start treatment ⁵ (minutes)	298	192	147	190	268	199

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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.

Nepean Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 7,332

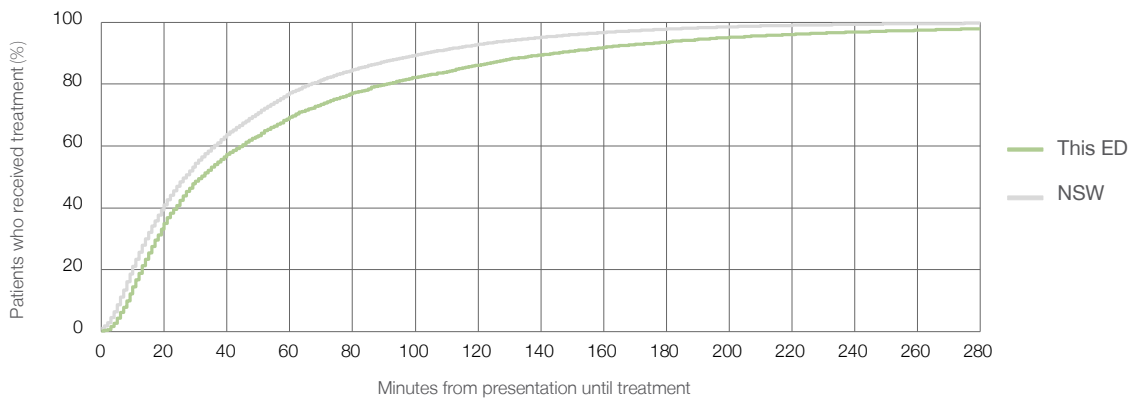
Number of triage 4 patients used to calculate waiting time:³ 6,690

Median time to start treatment⁴ 32 minutes

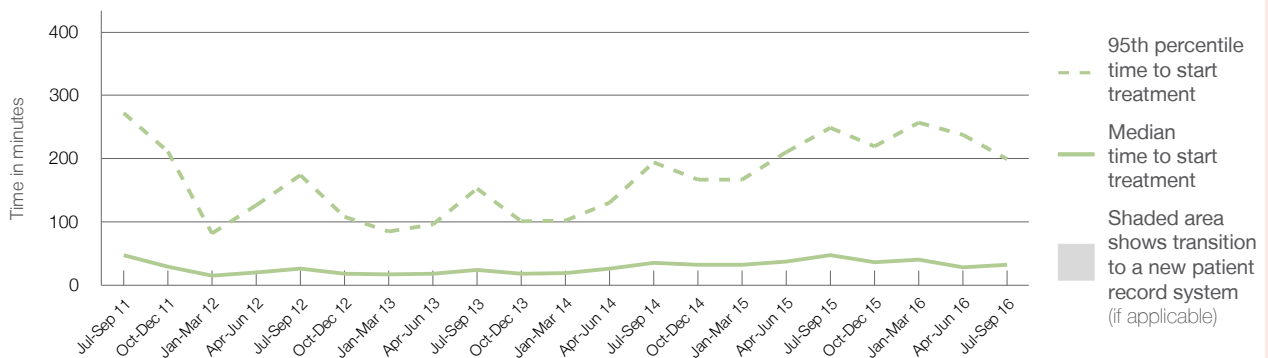
95th percentile time to start treatment⁵ 199 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	7,501	6,456
Median time to start treatment ⁴	48 minutes	27 minutes
95th percentile time to start treatment ⁵	249 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	48	26	24	35	48	32
95th percentile time to start treatment ⁵ (minutes)	272	174	153	194	249	199

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Nepean Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,853

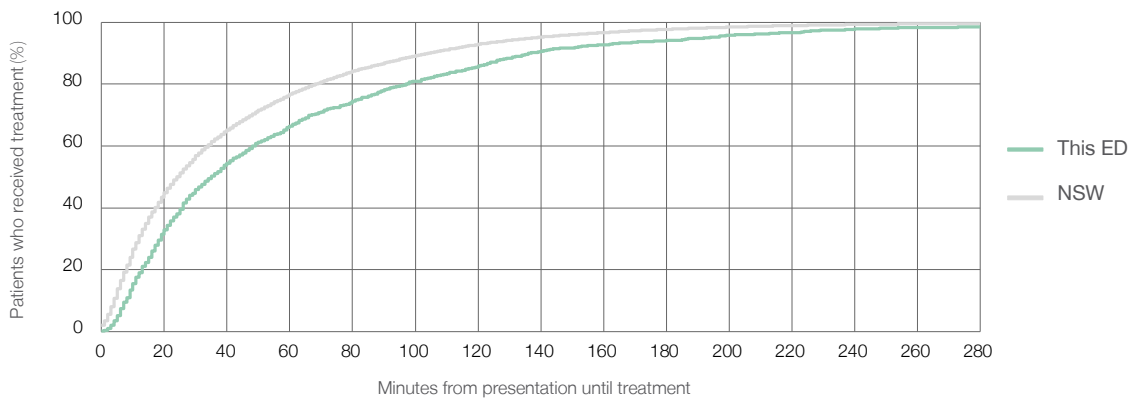
Number of triage 5 patients used to calculate waiting time:³ 1,535

Median time to start treatment⁴ 35 minutes

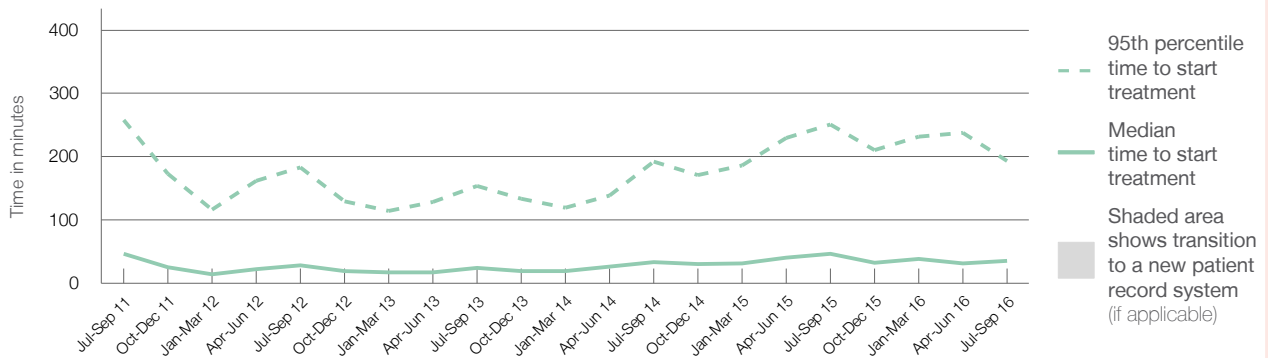
95th percentile time to start treatment⁵ 193 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,886	1,464
Median time to start treatment ⁴	47 minutes	24 minutes
95th percentile time to start treatment ⁵	251 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	28	24	33	47	35
95th percentile time to start treatment ⁵ (minutes)	258	183	154	192	251	193

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Nepean Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 17,045 patients

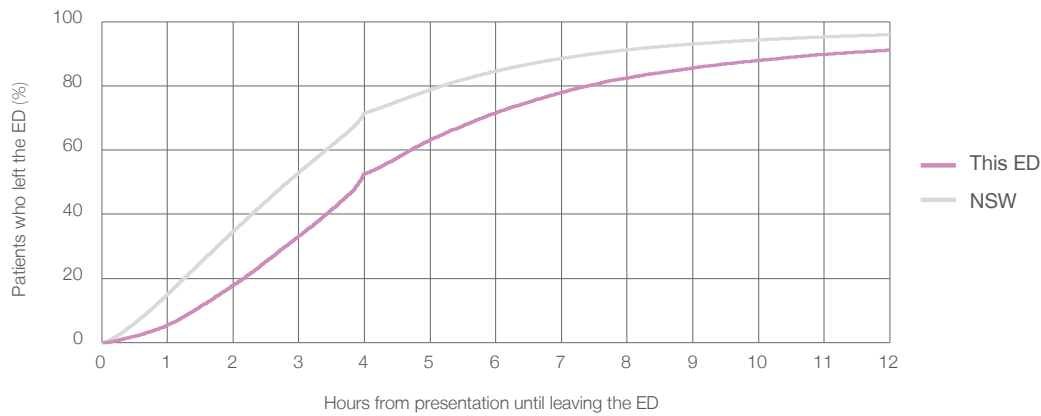
Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Median time spent in the ED⁸ 3 hours and 55 minutes

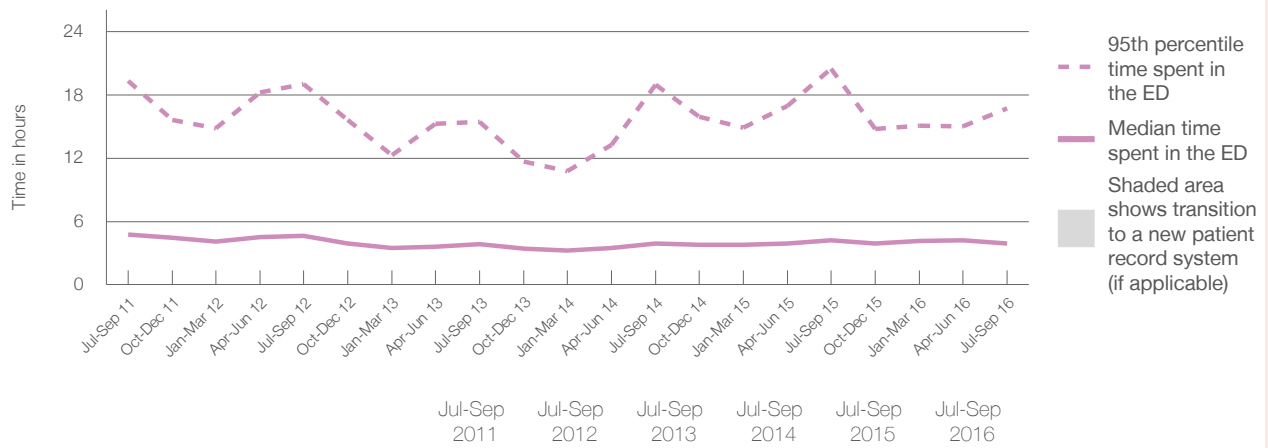
95th percentile time spent in the ED⁹ 16 hours and 44 minutes

Same period last year	NSW (this period)
16,838	16,838
4 hours and 14 minutes	2 hours and 50 minutes
20 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 19m	19h 2m	15h 28m	18h 57m	20h 28m	16h 44m

(†) 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 spent in the ED

By mode of separation

July to September 2016

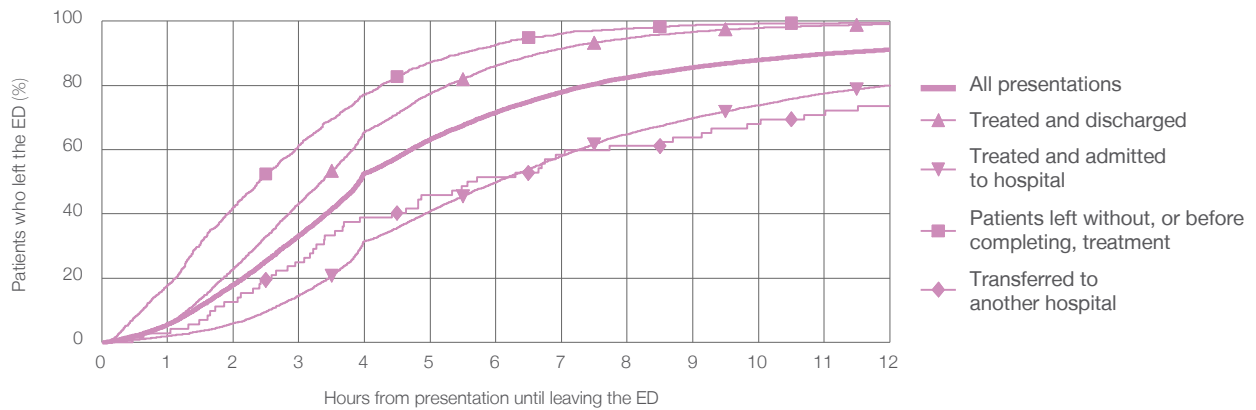
All presentations:¹ 17,045 patients

Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Treated and discharged	8,119 (47.6%)
Treated and admitted to hospital	7,082 (41.5%)
Patient left without, or before completing, treatment	1,682 (9.9%)
Transferred to another hospital	72 (0.4%)
Other	90 (0.5%)

Same period last year	Change since one year ago
16,838	1.0%
8,286	-2.0%
6,310	12.2%
2,100	-19.9%
60	20.0%
82	9.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	5.7%	22.9%	43.3%	65.6%	86.1%	94.7%	97.9%	99.1%
Treated and admitted to hospital	1.9%	5.9%	14.6%	31.5%	49.9%	64.8%	73.8%	80.1%
Patient left without, or before completing, treatment	17.8%	42.0%	61.5%	77.2%	92.7%	97.7%	99.3%	99.5%
Transferred to another hospital	2.8%	12.5%	25.0%	38.9%	51.4%	61.1%	68.1%	73.6%
All presentations	5.6%	17.9%	33.3%	52.6%	71.6%	82.4%	87.9%	91.1%

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Nepean Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 17,045 patients

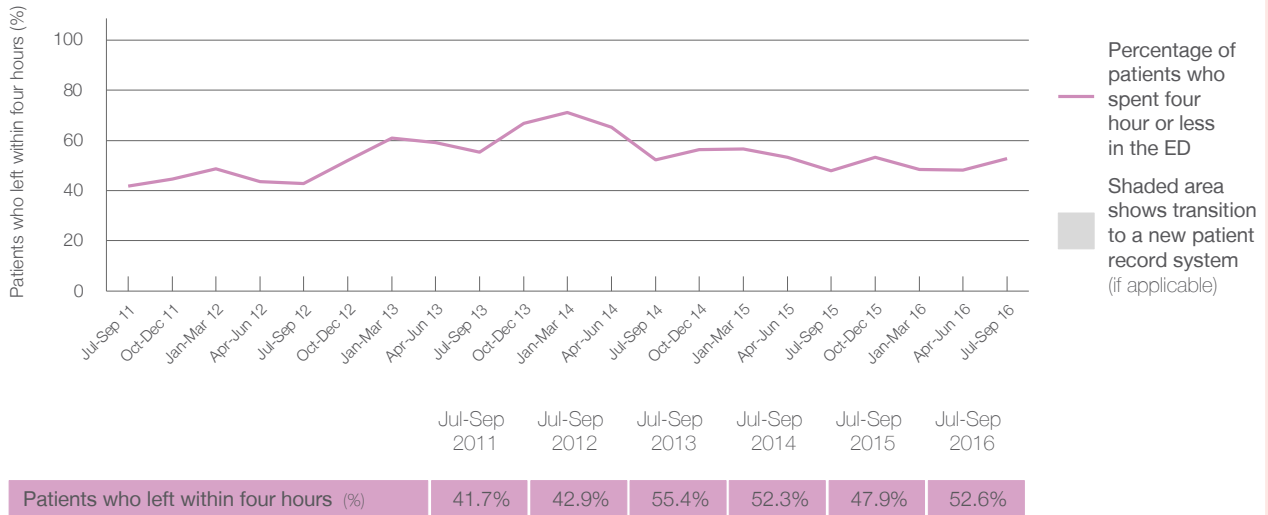
Presentations used to calculate time to leaving the ED: ⁶ 17,007 patients

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	16,838	1.2%
Presentations used to calculate time to leaving the ED	16,838	1.0%
Percentage of patients who spent four hours or less in the ED	47.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.
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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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).