

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 9,855 patients
Emergency presentations:² 9,801 patients

Same period last year	Change since one year ago
10,057	-2%
10,000	-2%



Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

April to June 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 1,395 patients

Median time to start treatment⁴  5 minutes
90th percentile time to start treatment⁵  10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,159 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,475 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,729 patients

Median time to start treatment⁴  13 minutes
90th percentile time to start treatment⁵  79 minutes

Same period last year	NSW (this period)
1,440	
5 minutes	8 minutes
11 minutes	24 minutes
2,219	
14 minutes	19 minutes
45 minutes	63 minutes
4,636	
16 minutes	24 minutes
71 minutes	95 minutes
1,661	
13 minutes	21 minutes
80 minutes	96 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,855 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
10,057	-2%
78%	

* 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.

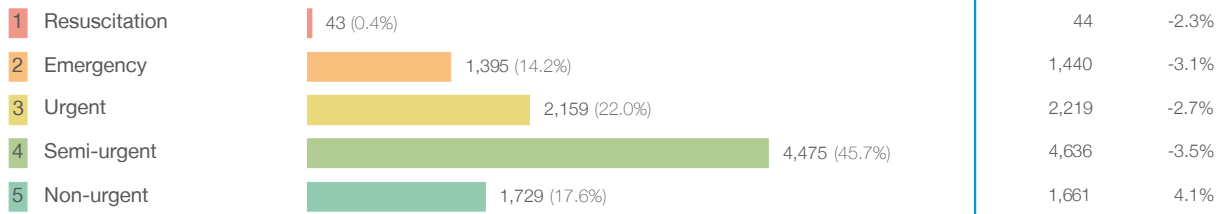
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

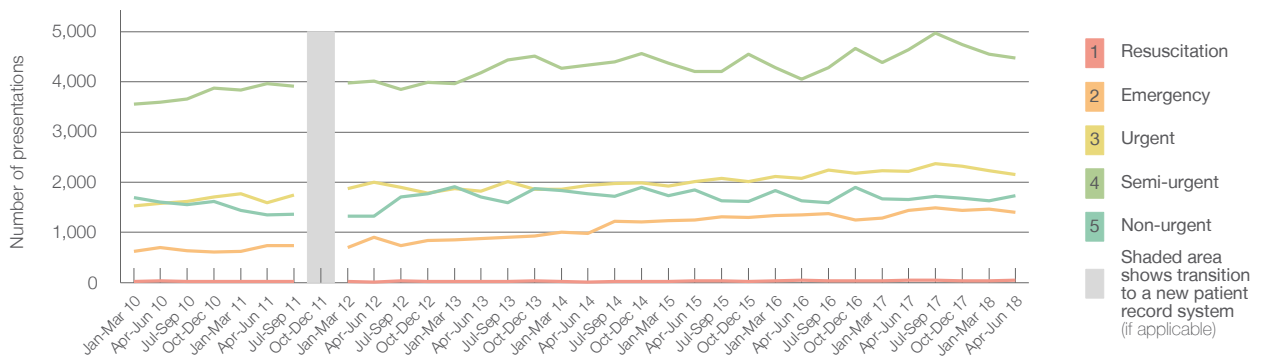
April to June 2018

All presentations:¹ 9,855 patients

Emergency presentations² by triage category: 9,801 patients



Emergency presentations² 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	42	26	17	30	15	34	46	44	43
Emergency	698	738	902	874	977	1,248	1,349	1,440	1,395
Urgent	1,581	1,597	1,995	1,828	1,931	2,019	2,078	2,219	2,159
Semi-urgent	3,591	3,962	4,012	4,180	4,335	4,200	4,049	4,636	4,475
Non-urgent	1,606	1,356	1,320	1,703	1,771	1,849	1,633	1,661	1,729
All emergency presentations	7,518	7,679	8,246	8,615	9,029	9,350	9,155	10,000	9,801

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,052 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.

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,395

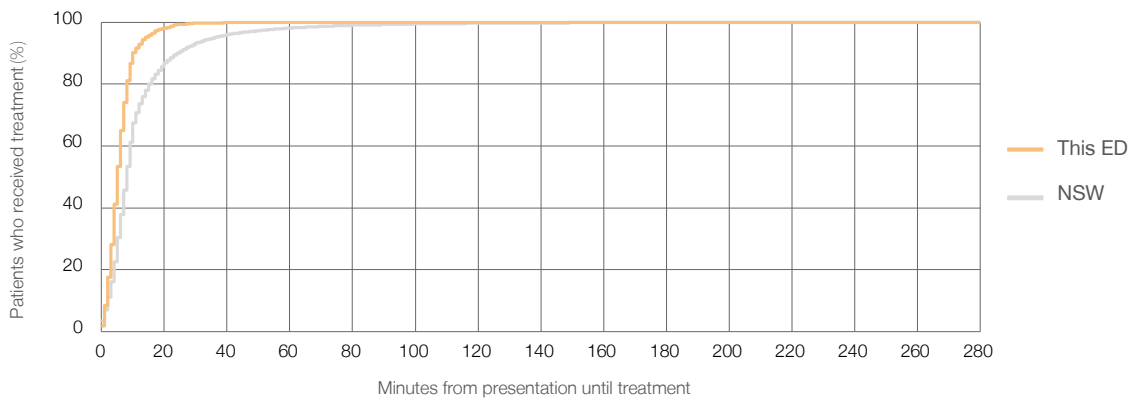
Number of triage 2 patients used to calculate waiting time:³ 1,391

Median time to start treatment⁴ 5 minutes

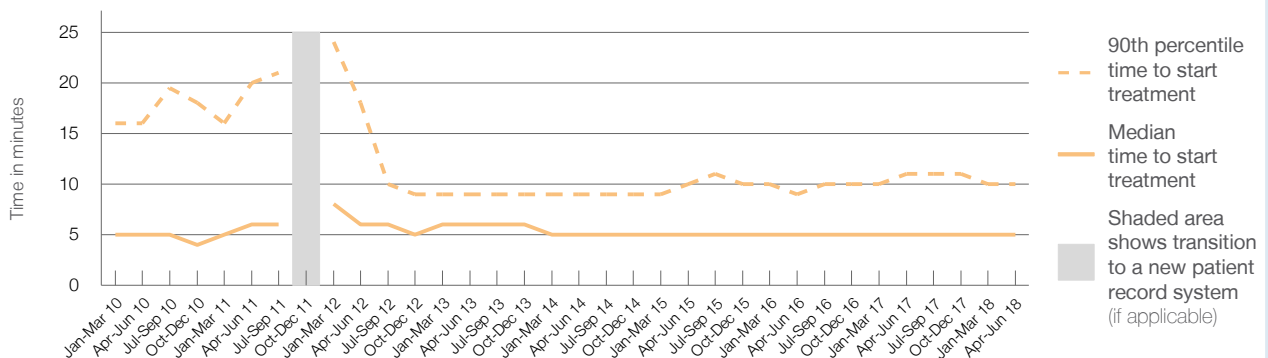
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,440	1,439
5 minutes	8 minutes
11 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^{†‡}



	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 ⁴ (minutes)	5	6	6	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	20	18	9	9	10	9	11	10

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,159

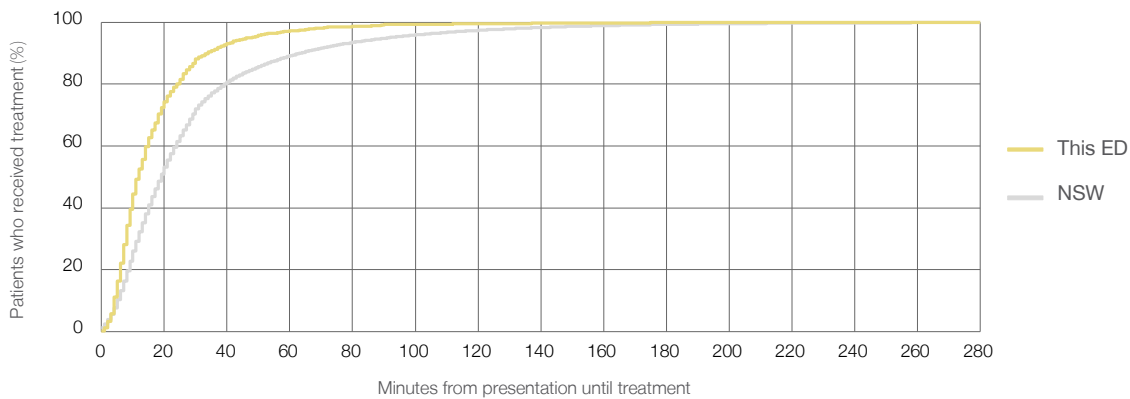
Number of triage 3 patients used to calculate waiting time:³ 2,146

Median time to start treatment⁴ 12 minutes

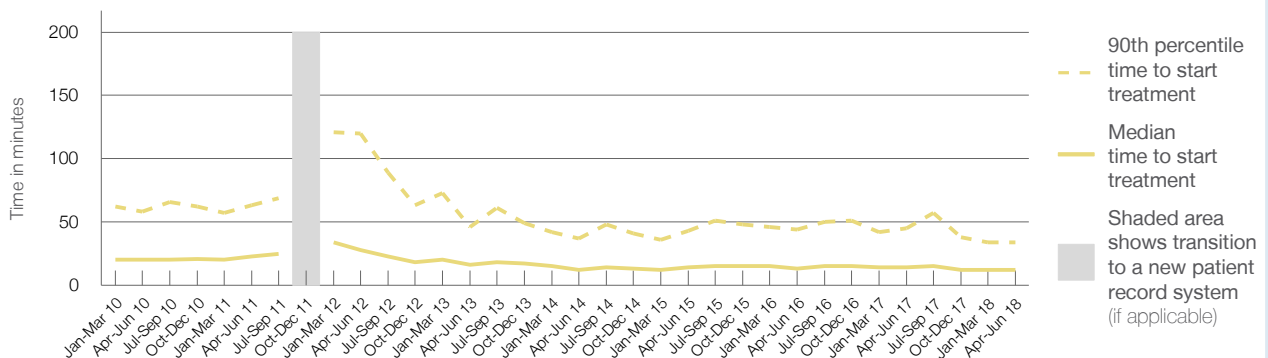
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
2,219	
2,213	
14 minutes	19 minutes
45 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^{†‡}



	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 ⁴ (minutes)	20	23	28	16	12	14	13	14	12
90th percentile time to start treatment ⁵ (minutes)	58	63	120	46	37	43	44	45	34

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,475

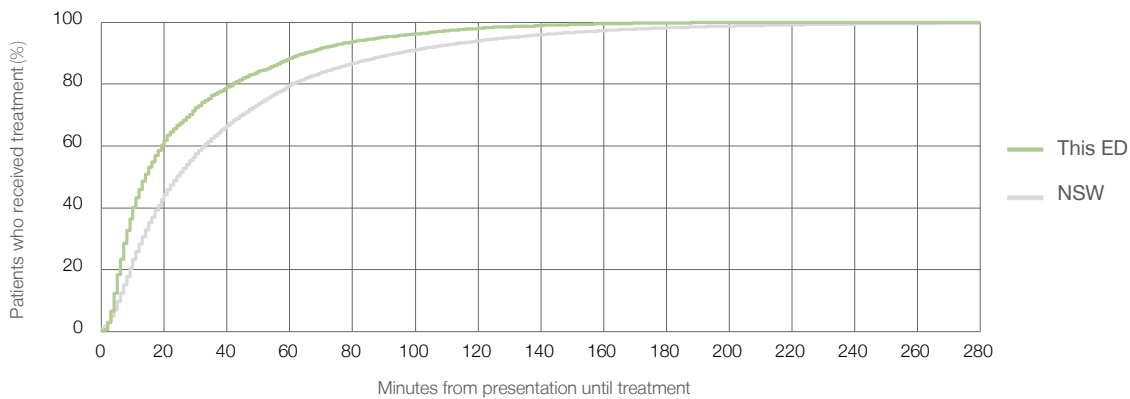
Number of triage 4 patients used to calculate waiting time:³ 4,391

Median time to start treatment⁴ 14 minutes

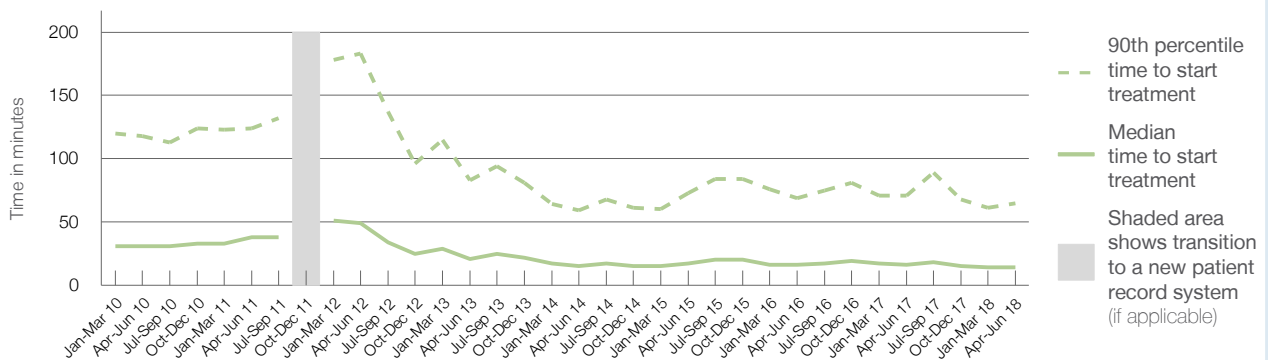
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
4,636	4,549
16 minutes	24 minutes
71 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^{†‡}



	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 ⁴ (minutes)	31	38	49	21	15	17	16	16	14
90th percentile time to start treatment ⁵ (minutes)	118	124	183	83	59	73	69	71	65

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,729

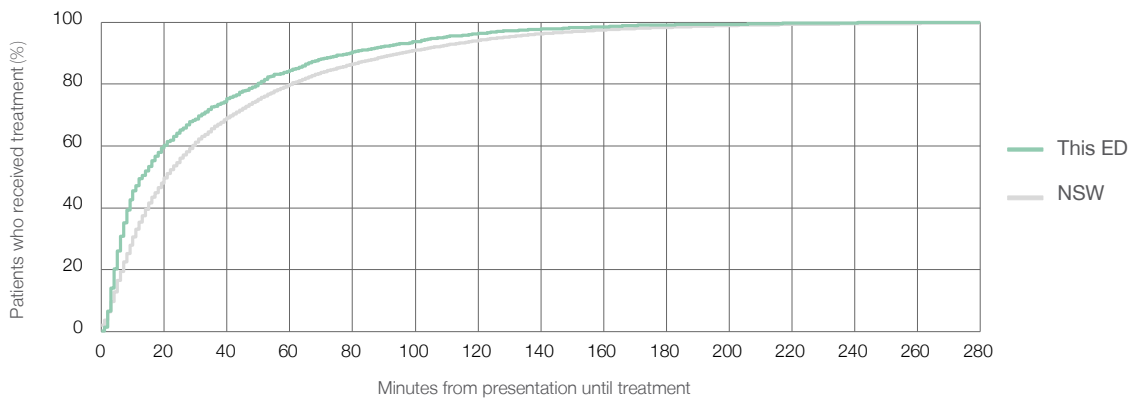
Number of triage 5 patients used to calculate waiting time:³ 1,643

Median time to start treatment⁴ 13 minutes

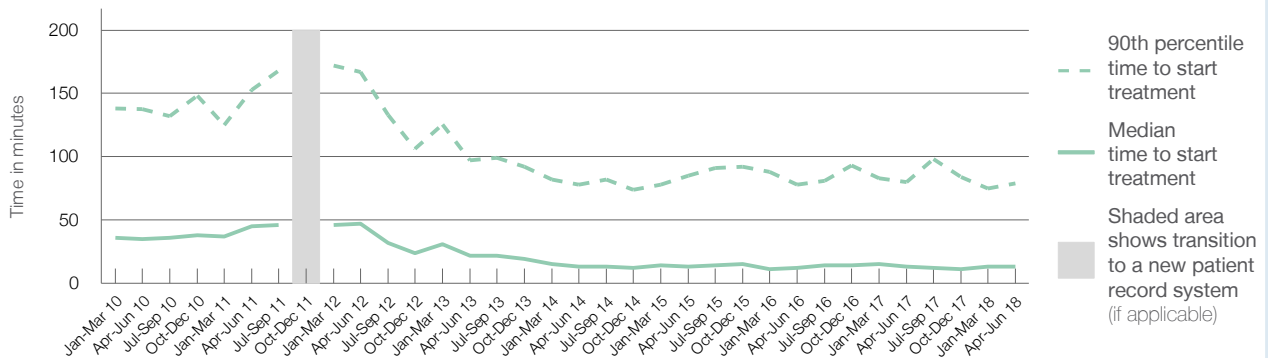
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,661	1,602
13 minutes	21 minutes
80 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^{†‡}



	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 ⁴ (minutes)	35	45	47	22	13	13	12	13	13
90th percentile time to start treatment ⁵ (minutes)	138	153	167	97	78	85	78	80	79

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,855 patients

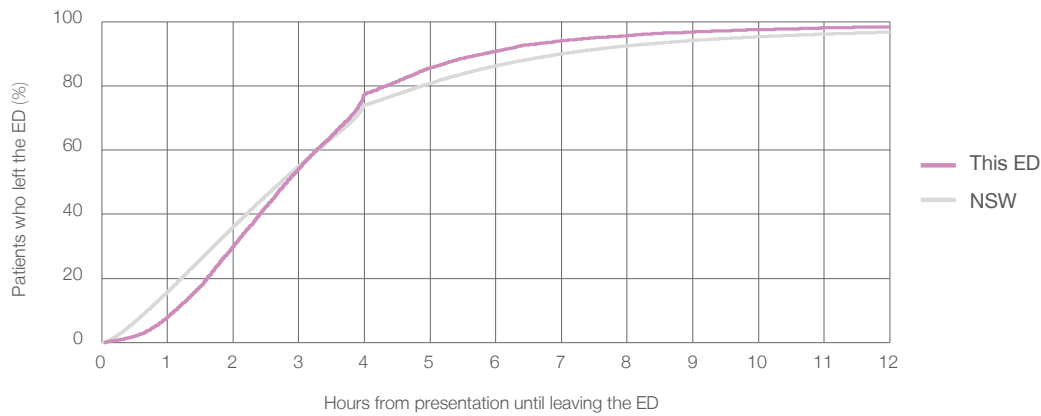
Presentations used to calculate time to leaving the ED:⁶ 9,855 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

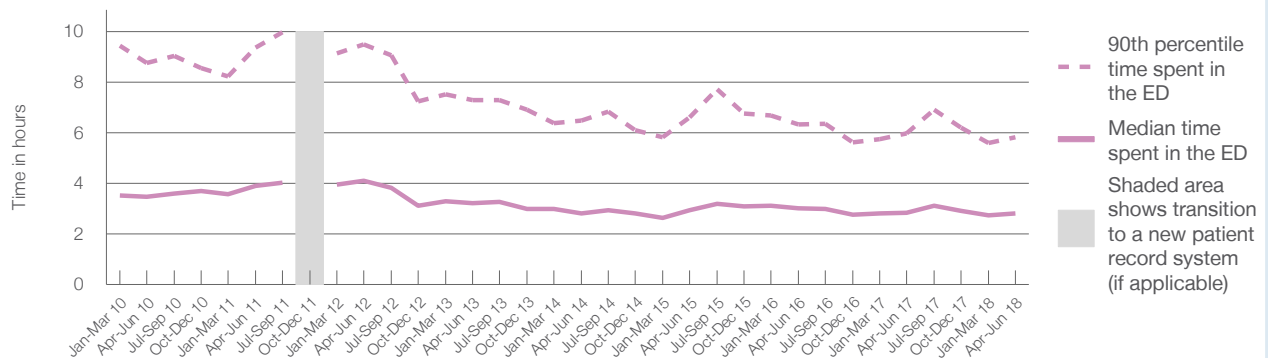
90th percentile time spent in the ED⁹ 5 hours and 50 minutes

Same period last year	NSW (this period)
10,057	10,057
2 hours and 50 minutes	2 hours and 44 minutes
5 hours and 59 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^{†‡}



	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 ⁸ (hours, minutes)	3h 28m	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m	2h 50m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 46m	9h 22m	9h 30m	7h 17m	6h 29m	6h 37m	6h 20m	5h 59m	5h 50m

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

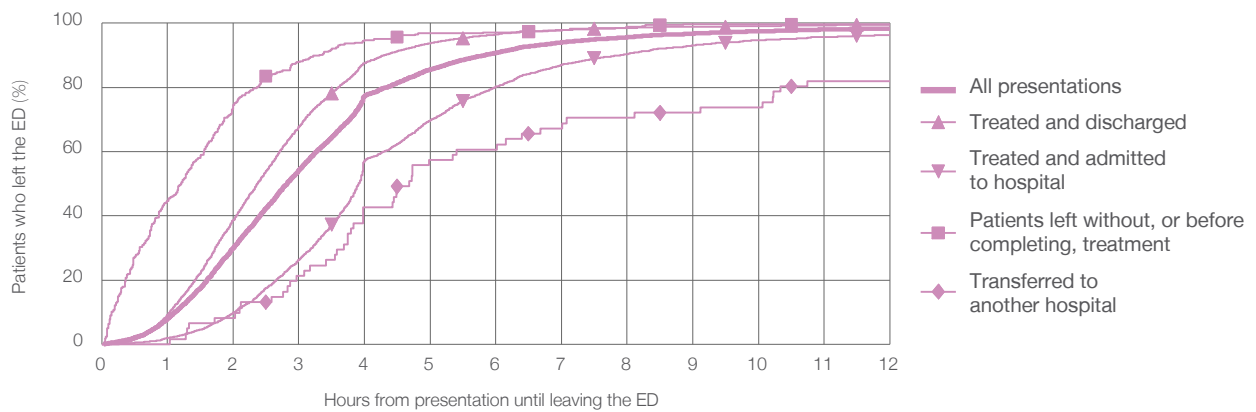
All presentations:¹ 9,855 patients

Presentations used to calculate time to leaving the ED:⁶ 9,855 patients

Treated and discharged	6,118 (62.1%)
Treated and admitted to hospital	3,318 (33.7%)
Patient left without, or before completing, treatment	347 (3.5%)
Transferred to another hospital	61 (0.6%)
Other	11 (0.1%)

Same period last year	Change since one year ago
10,057	-2%
6,293	-2.8%
3,344	-0.8%
337	3.0%
79	-22.8%
4	175.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	9.2%	38.8%	67.7%	87.6%	96.5%	98.5%	99.1%	99.5%
Treated and admitted to hospital	2.0%	9.9%	26.3%	57.2%	80.3%	90.4%	94.8%	96.3%
Patient left without, or before completing, treatment	44.7%	74.6%	87.9%	94.8%	97.1%	98.8%	99.7%	99.7%
Transferred to another hospital	0%	8.2%	21.3%	42.6%	60.7%	70.5%	73.8%	82.0%
All presentations	8.0%	30.1%	54.2%	77.4%	90.8%	95.6%	97.5%	98.3%

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Hornsby Ku-ring-gai Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 9,855 patients

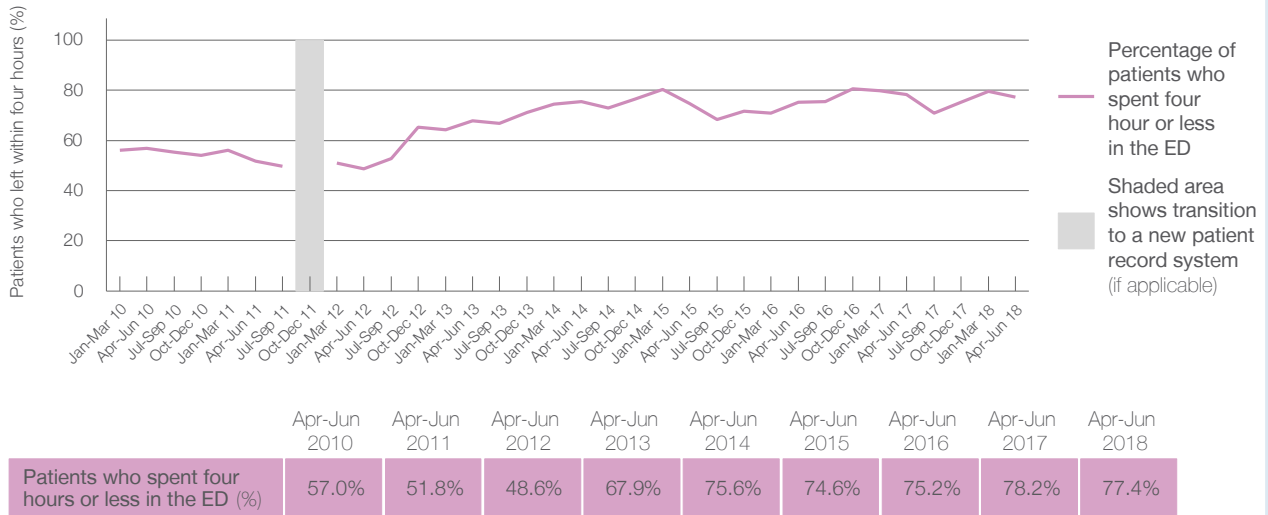
Presentations used to calculate time to leaving the ED: ⁶ 9,855 patients

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	10,057	-2%
Presentations used to calculate time to leaving the ED	10,057	-2%
Percentage of patients who spent four hours or less in the ED	78.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).