

## Lithgow Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 3,096 patients  
 Emergency presentations:<sup>2</sup> 3,020 patients

Same period last year	Change since one year ago
3,058	1%
2,956	2%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 322 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,240 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 42 minutes

Same period last year	NSW (this period)
290	
5 minutes	8 minutes
14 minutes	24 minutes
917	
12 minutes	19 minutes
43 minutes	63 minutes
1,376	
14 minutes	24 minutes
66 minutes	95 minutes
362	
10 minutes	21 minutes
54 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,095 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,054	1%
86%	

\* 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).

## Lithgow Hospital: Patients presenting to the emergency department

April to June 2018

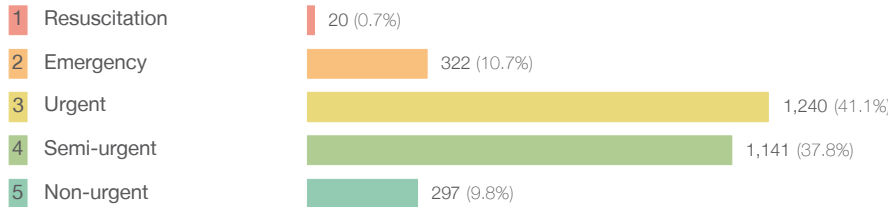
All presentations:<sup>1</sup> 3,096 patients

Same period last year  
Change since one year ago

3,058 1%

Emergency presentations<sup>2</sup> by triage category: 3,020 patients

2,956 2%



11 81.8%

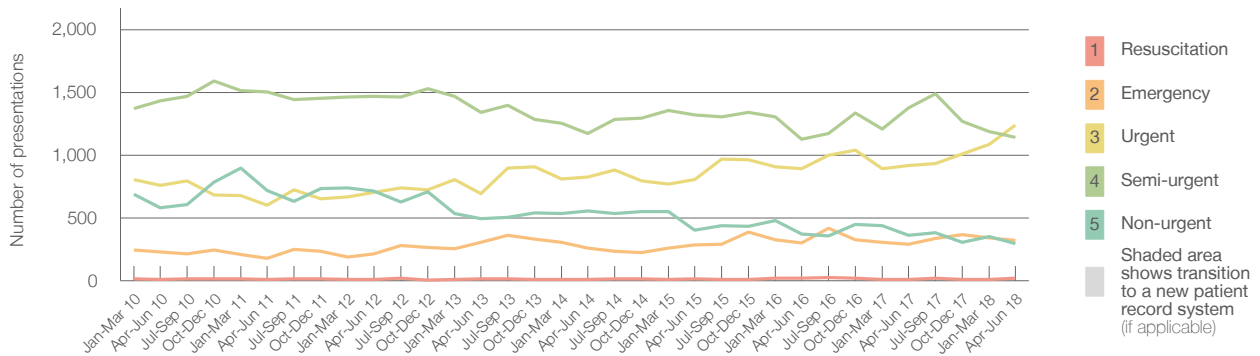
290 11.0%

917 35.2%

1,376 -17.1%

362 -18.0%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	10	12	12	13	12	17	18	11	20
Emergency	228	180	216	305	261	284	298	290	322
Urgent	760	601	703	691	828	805	893	917	1,240
Semi-urgent	1,434	1,506	1,466	1,341	1,170	1,322	1,128	1,376	1,141
Non-urgent	583	721	713	496	555	404	374	362	297
All emergency presentations	3,015	3,020	3,110	2,846	2,826	2,832	2,711	2,956	3,020

## Lithgow Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 567 patients

Same period last year  
Change since one year ago

585

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 23 minutes

22 minutes 1 minute

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Lithgow 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: 322

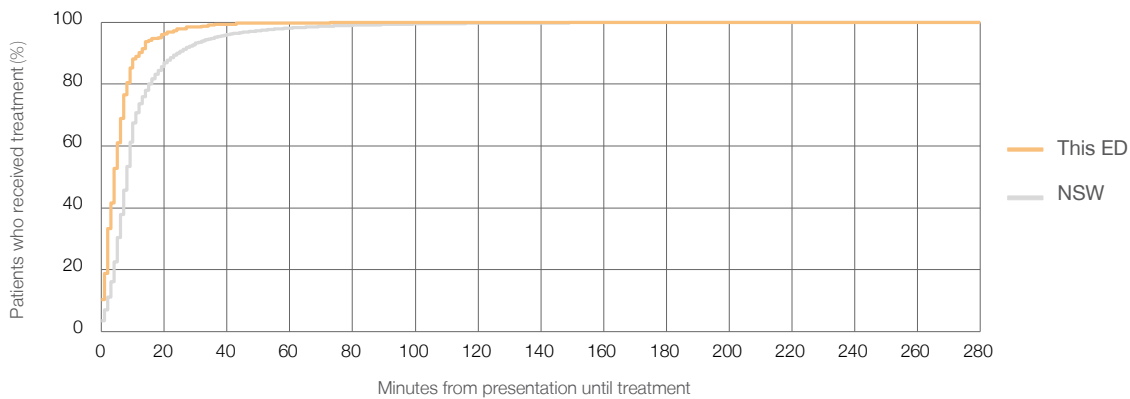
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 319

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

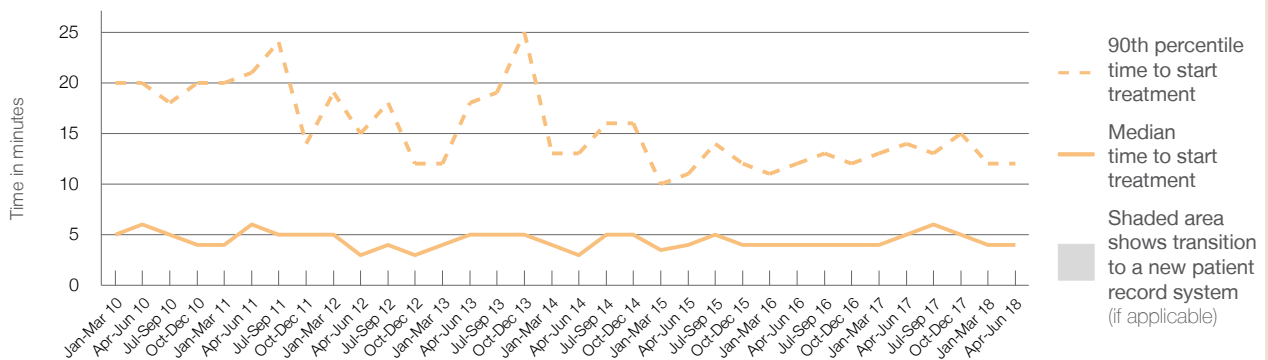
90th percentile time to start treatment<sup>5</sup> 12 minutes

Same period last year	NSW (this period)
290	
289	
5 minutes	8 minutes
14 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	6	6	3	5	3	4	4	5	4
90th percentile time to start treatment <sup>5</sup> (minutes)	20	21	15	18	13	11	12	14	12

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## Lithgow 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: 1,240

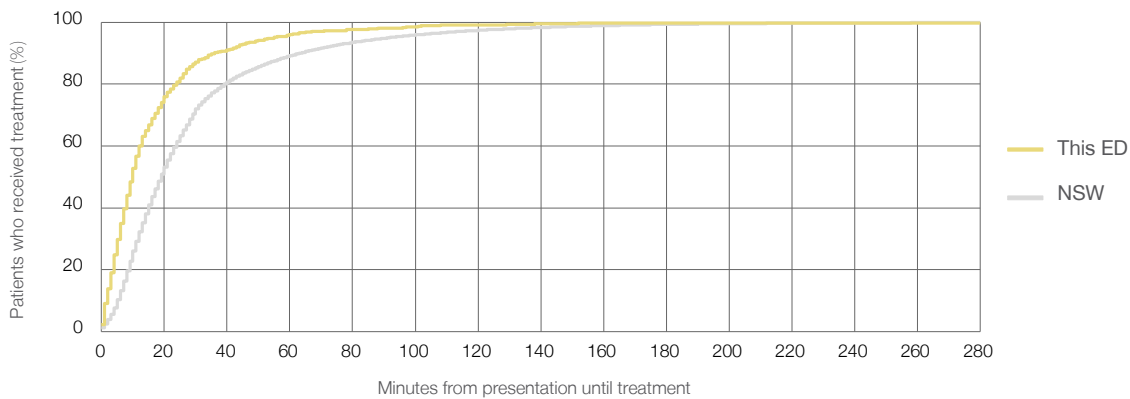
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,233

Median time to start treatment<sup>4</sup>  10 minutes

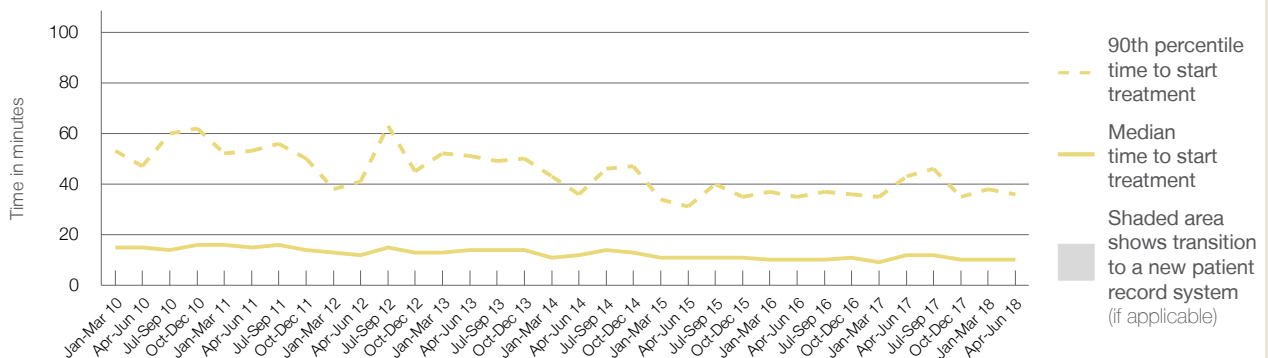
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
917	906
12 minutes	19 minutes
43 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	15	15	12	14	12	11	10	12	10
90th percentile time to start treatment <sup>5</sup> (minutes)	47	53	41	51	36	31	35	43	36

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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 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: 1,141

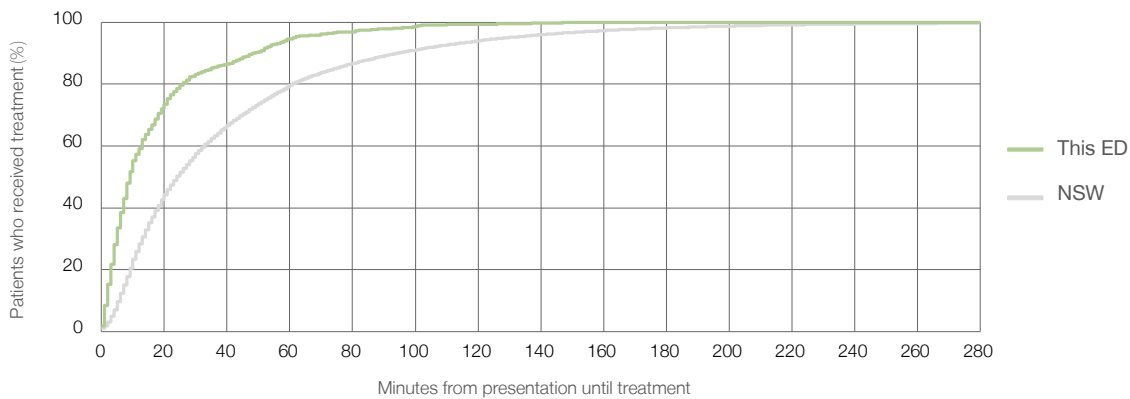
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,117

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

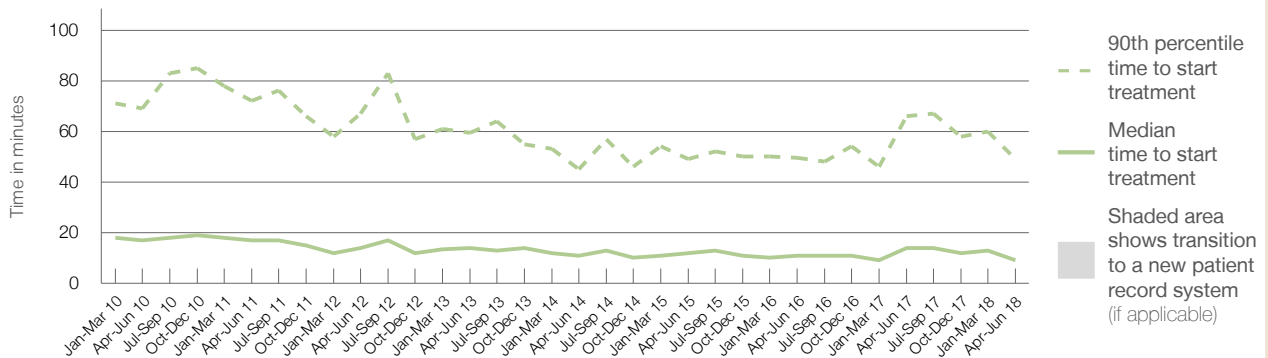
90th percentile time to start treatment<sup>5</sup>  49 minutes

Same period last year	NSW (this period)
1,376	1,351
14 minutes	24 minutes
66 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	17	17	14	14	11	12	11	14	9
90th percentile time to start treatment <sup>5</sup> (minutes)	69	72	67	60	45	49	50	66	49

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## Lithgow 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: 297

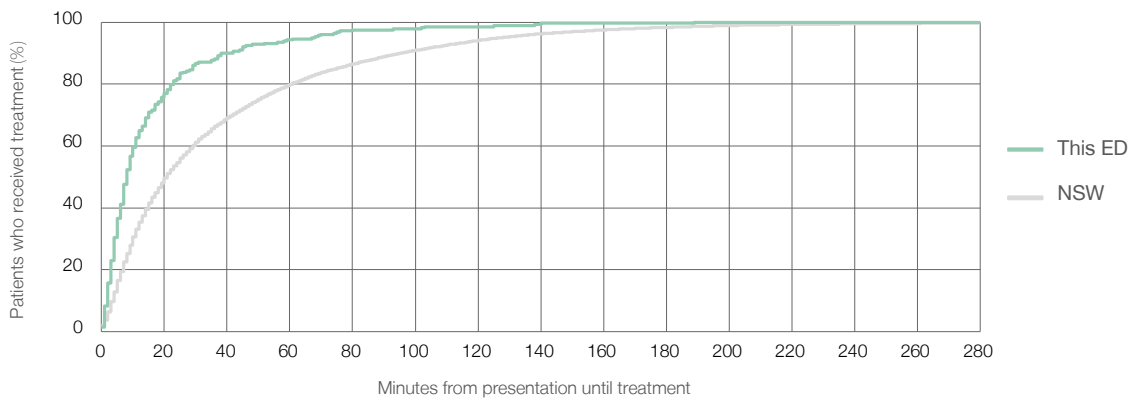
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 279

Median time to start treatment<sup>4</sup> 8 minutes

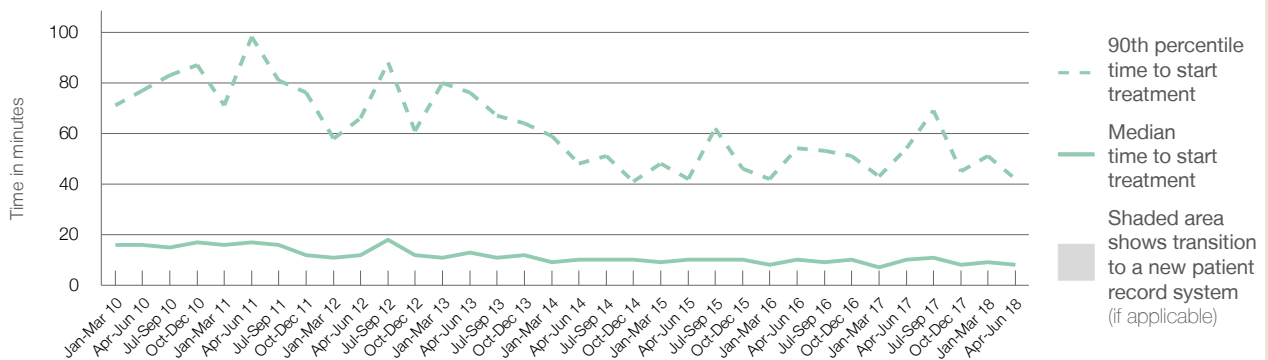
90th percentile time to start treatment<sup>5</sup> 42 minutes

Same period last year	NSW (this period)
362	
344	
10 minutes	21 minutes
54 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	17	12	13	10	10	10	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)	77	98	66	76	48	42	54	54	42

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## Lithgow Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 3,096 patients

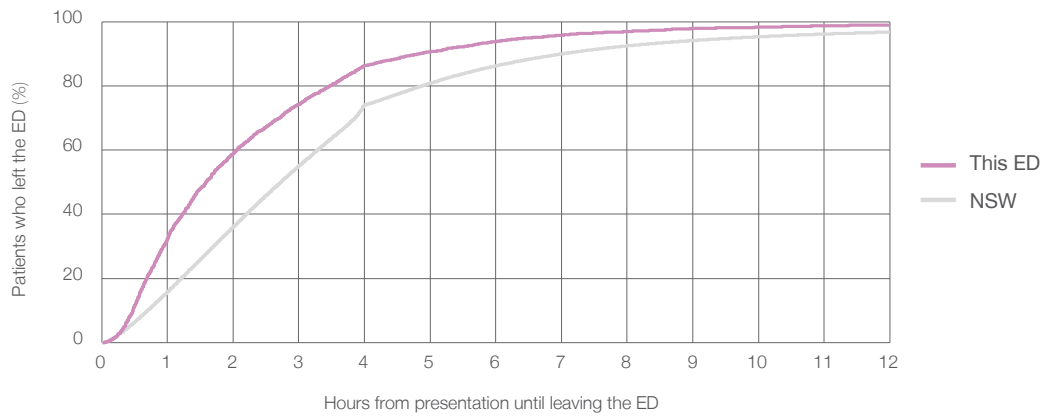
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,095 patients

Median time spent in the ED<sup>8</sup>  1 hours and 36 minutes

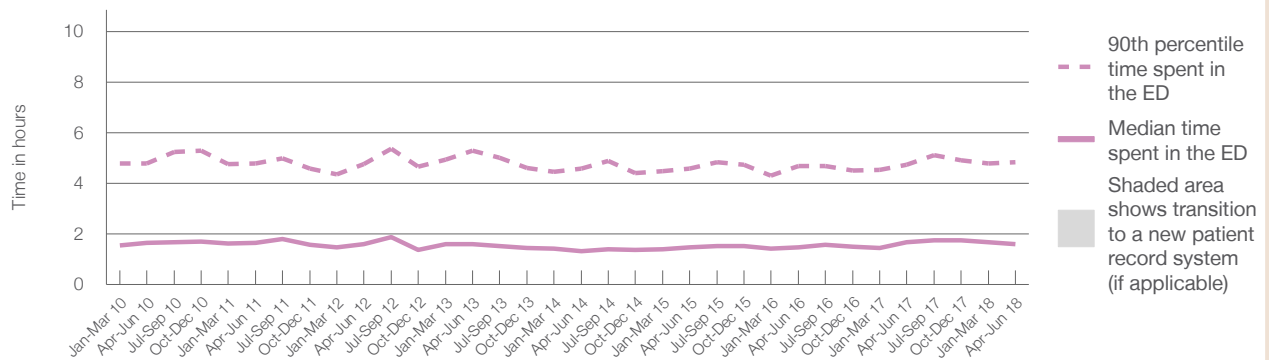
90th percentile time spent in the ED<sup>9</sup>  4 hours and 51 minutes

Same period last year	NSW (this period)
3,058	
3,054	
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 45 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 40m	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m	1h 42m	1h 36m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 47m	4h 48m	4h 46m	5h 17m	4h 35m	4h 36m	4h 41m	4h 45m	4h 51m

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

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## Lithgow Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

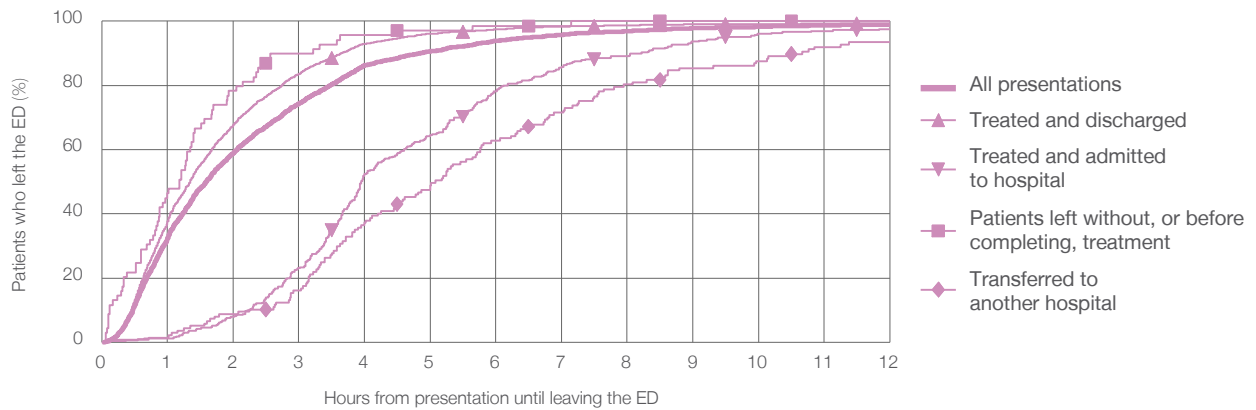
All presentations:<sup>1</sup> 3,096 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,095 patients

Mode of separation	Count	Percentage
Treated and discharged	2,548	82.3%
Treated and admitted to hospital	331	10.7%
Patient left without, or before completing, treatment	69	2.2%
Transferred to another hospital	137	4.4%
Other	11	0.4%

	Same period last year	Change since one year ago
All presentations	3,054	1%
Treated and discharged	2,549	-0.0%
Treated and admitted to hospital	320	3.4%
Patient left without, or before completing, treatment	52	32.7%
Transferred to another hospital	129	6.2%
Other	8	37.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.6%	67.7%	83.6%	93.0%	97.4%	98.7%	99.1%	99.3%
Treated and admitted to hospital	1.2%	7.9%	23.0%	52.4%	78.2%	89.1%	96.1%	97.6%
Patient left without, or before completing, treatment	46.4%	78.3%	89.9%	95.7%	98.6%	100%	100%	100%
Transferred to another hospital	1.5%	8.8%	16.1%	37.2%	62.8%	80.3%	87.6%	93.4%
All presentations	32.5%	59.0%	74.3%	86.3%	93.8%	96.9%	98.3%	98.9%

(†) 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 Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 3,096 patients

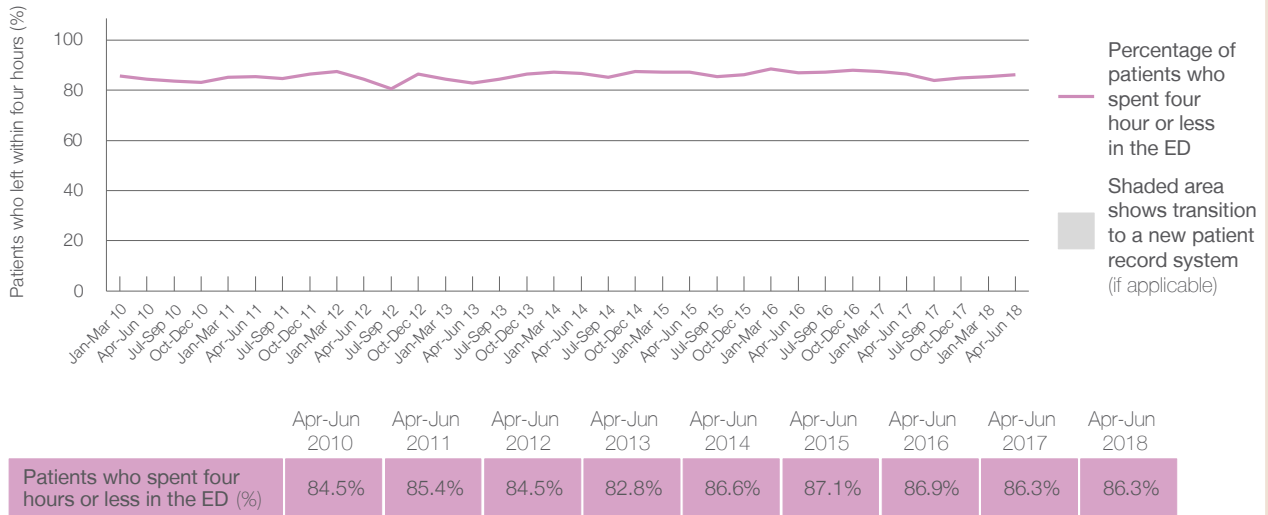
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,095 patients

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: <sup>1</sup> 3,096 patients	3,058	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,095 patients	3,054	1%
Percentage of patients who spent four hours or less in the ED	86.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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, January to March 2018*.
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 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.
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 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).