

## Campbelltown Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 19,791 patients

Emergency presentations:<sup>2</sup> 19,456 patients

Same period last year	Change since one year ago
17,912	10%
17,745	10%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,895 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,345 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,208 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,886 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
1,861	
7 minutes	8 minutes
20 minutes	26 minutes
7,375	
16 minutes	20 minutes
73 minutes	72 minutes
6,389	
24 minutes	26 minutes
114 minutes	104 minutes
2,019	
25 minutes	23 minutes
110 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,790 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
17,912	10%
60%	

\* 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: October to December 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.

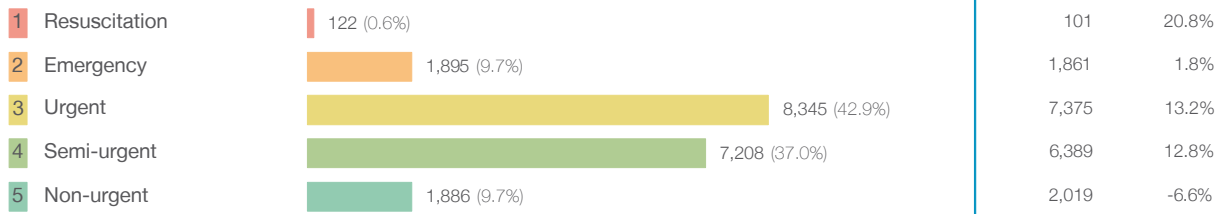
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

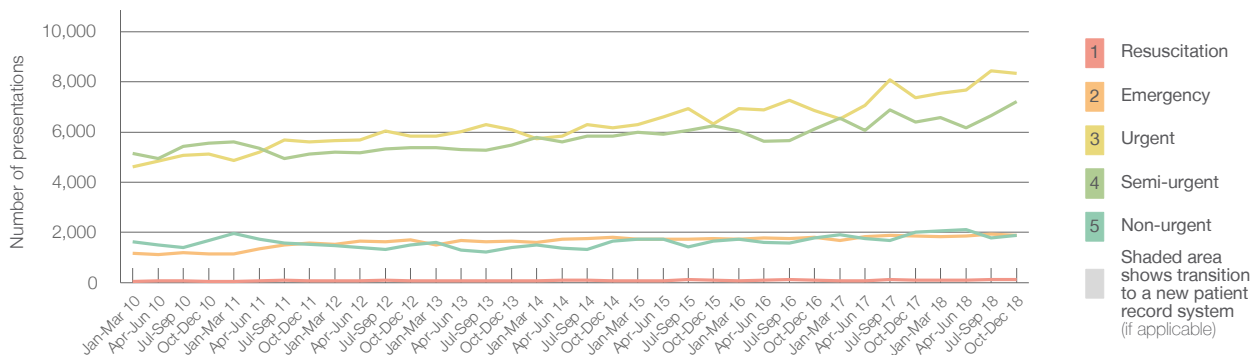
## Campbelltown Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 19,791 patients

Emergency presentations<sup>2</sup> by triage category: 19,456 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	59	78	76	73	76	108	93	101	122
Emergency	1,145	1,565	1,703	1,662	1,806	1,761	1,798	1,861	1,895
Urgent	5,117	5,595	5,837	6,103	6,175	6,326	6,863	7,375	8,345
Semi-urgent	5,568	5,135	5,385	5,478	5,839	6,243	6,130	6,389	7,208
Non-urgent	1,670	1,529	1,509	1,396	1,656	1,665	1,777	2,019	1,886
All emergency presentations	13,559	13,902	14,510	14,712	15,552	16,103	16,661	17,745	19,456

## Campbelltown Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,048 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,895

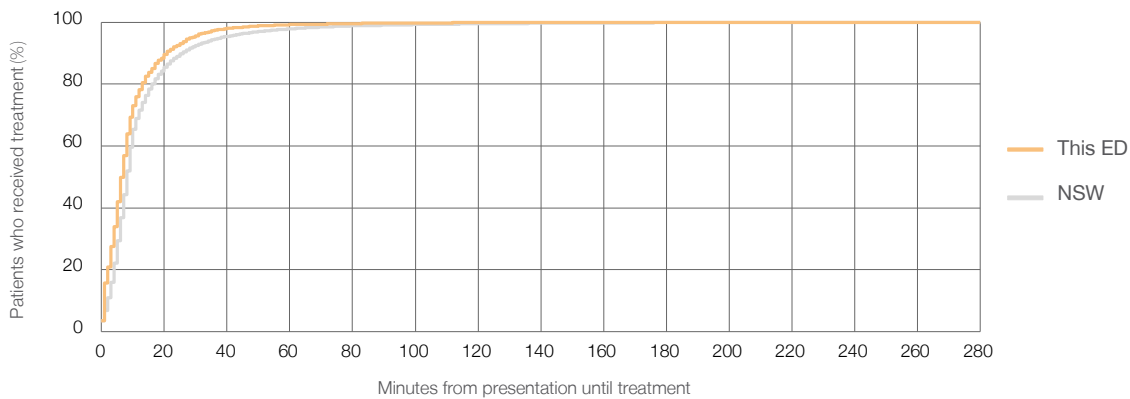
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,891

Median time to start treatment<sup>4</sup>  7 minutes

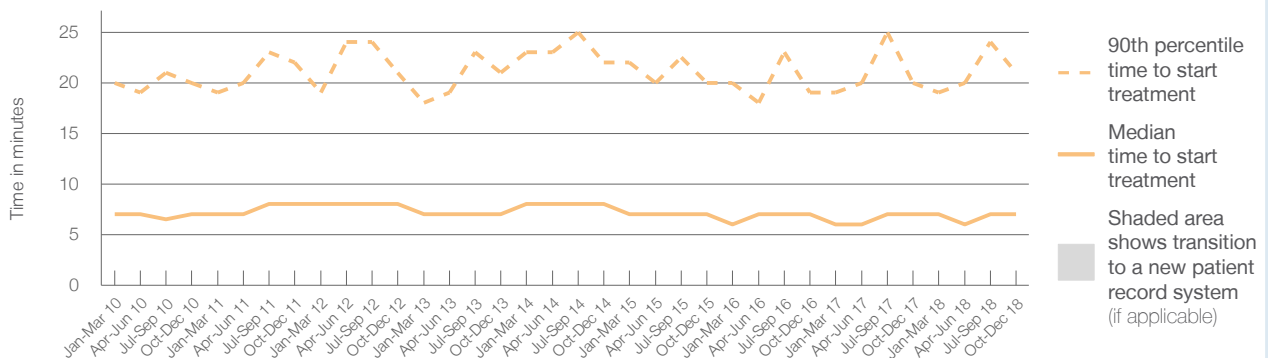
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
1,861	
1,860	
7 minutes	8 minutes
20 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	20	22	21	21	22	20	19	20	21

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### Campbelltown Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 8,345

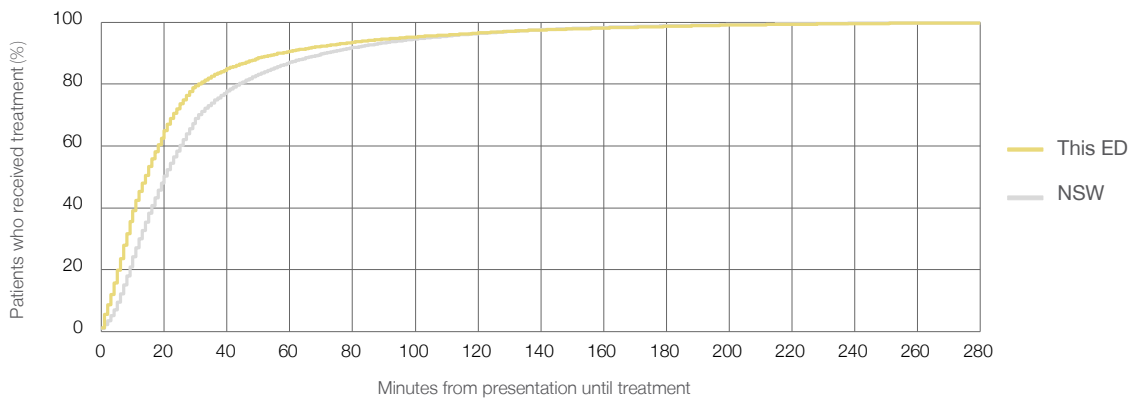
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,184

Median time to start treatment<sup>4</sup>  14 minutes

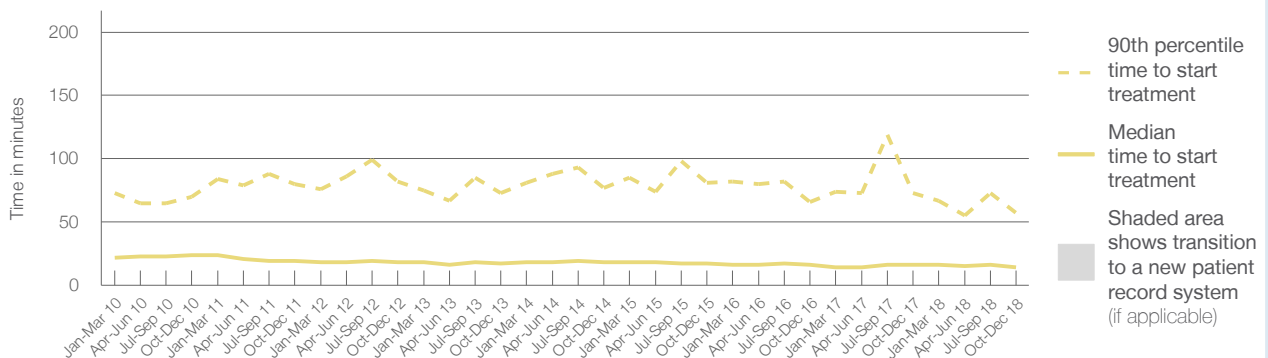
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
7,375	7,205
16 minutes	20 minutes
73 minutes	72 minutes

#### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	24	19	18	17	18	17	16	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	70	80	82	73	77	81	66	73	57

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## Campbelltown Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 7,208

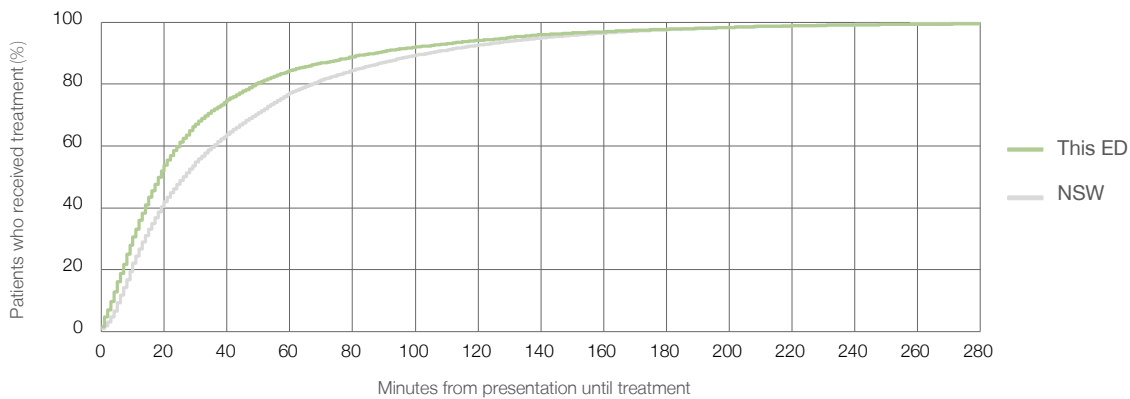
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,890

Median time to start treatment<sup>4</sup>  19 minutes

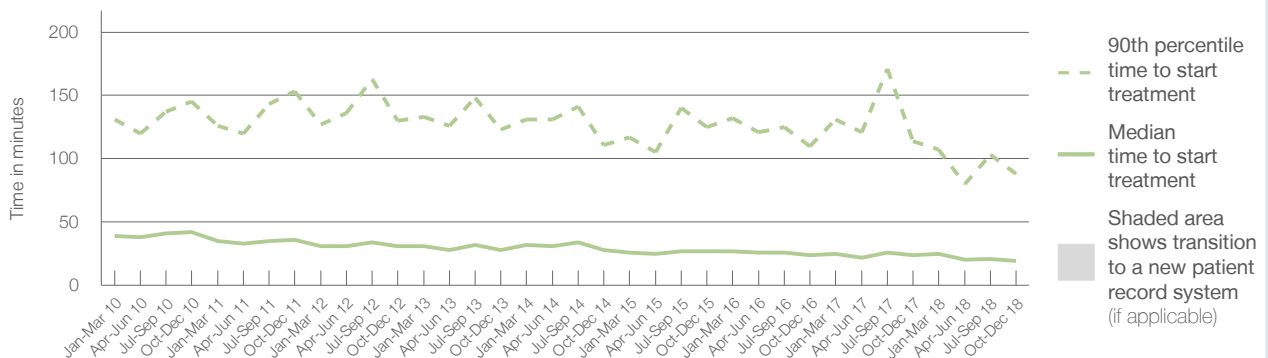
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
6,389	5,975
24 minutes	26 minutes
114 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	42	36	31	28	28	27	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	145	153	130	123	111	125	110	114	88

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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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,886

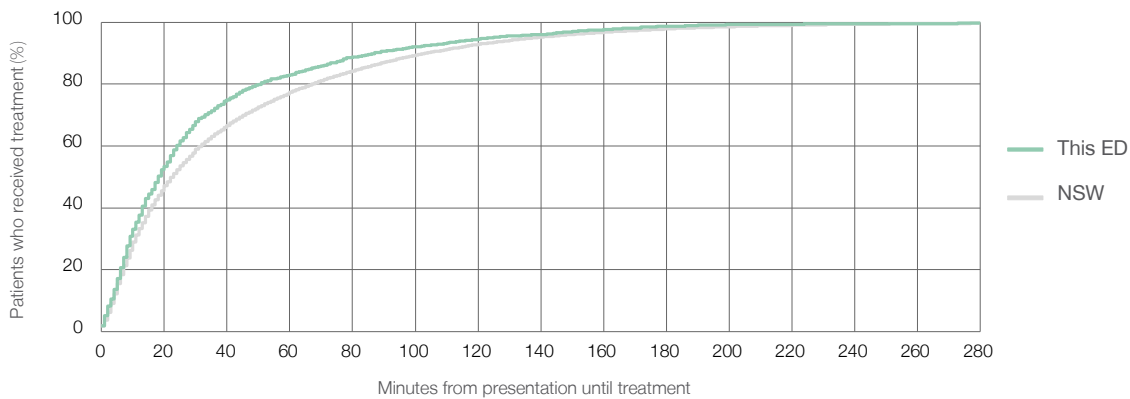
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,683

Median time to start treatment<sup>4</sup>  18 minutes

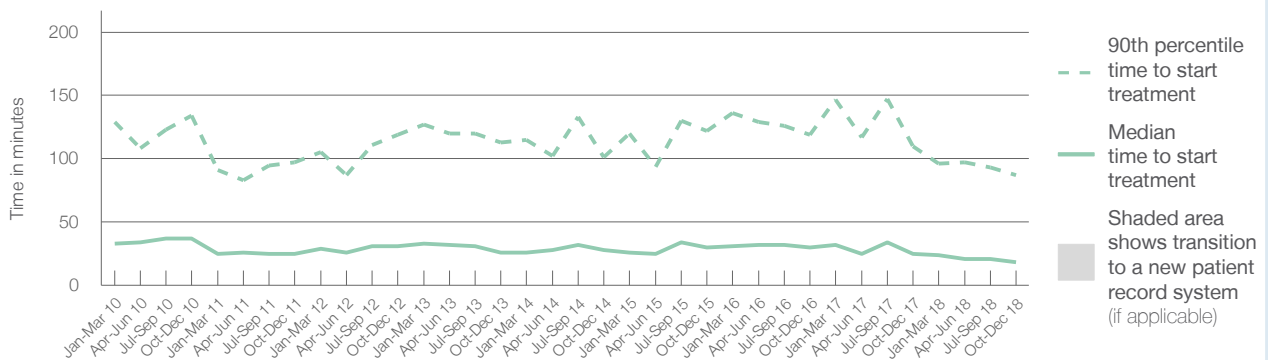
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
2,019	1,759
25 minutes	23 minutes
110 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	37	25	31	26	28	30	30	25	18
90th percentile time to start treatment <sup>5</sup> (minutes)	134	97	119	113	101	122	119	110	87

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## Campbelltown Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 19,791 patients

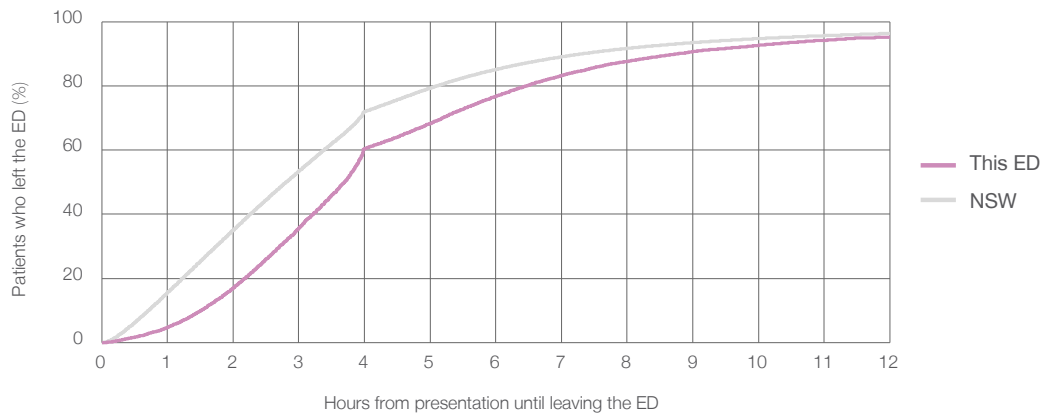
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,790 patients

Median time spent in the ED<sup>8</sup> 3 hours and 42 minutes

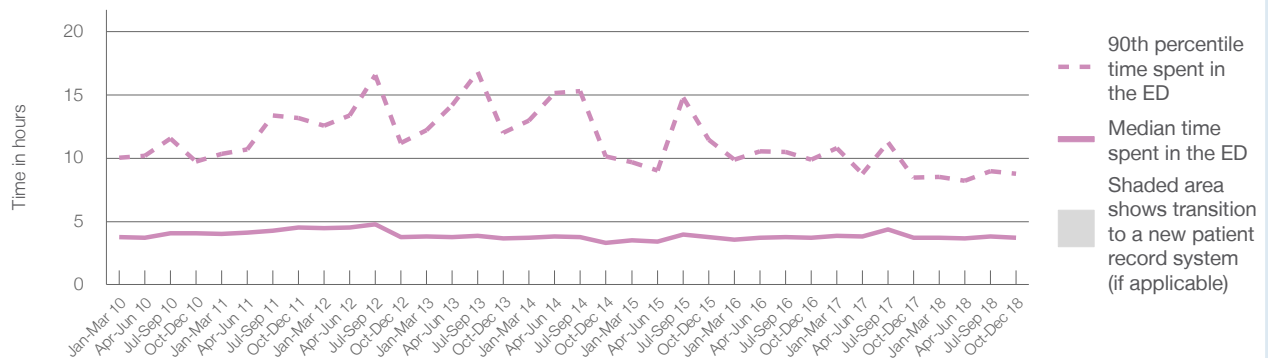
90th percentile time spent in the ED<sup>9</sup> 8 hours and 46 minutes

Same period last year	NSW (this period)
17,912	17,912
3 hours and 43 minutes	2 hours and 49 minutes
8 hours and 28 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m	3h 42m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 59m	10h 9m	11h 27m	9h 52m	8h 28m	8h 46m

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

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**Campbelltown Hospital: Time patients spent in the ED**  
 By mode of separation  
 October to December 2018

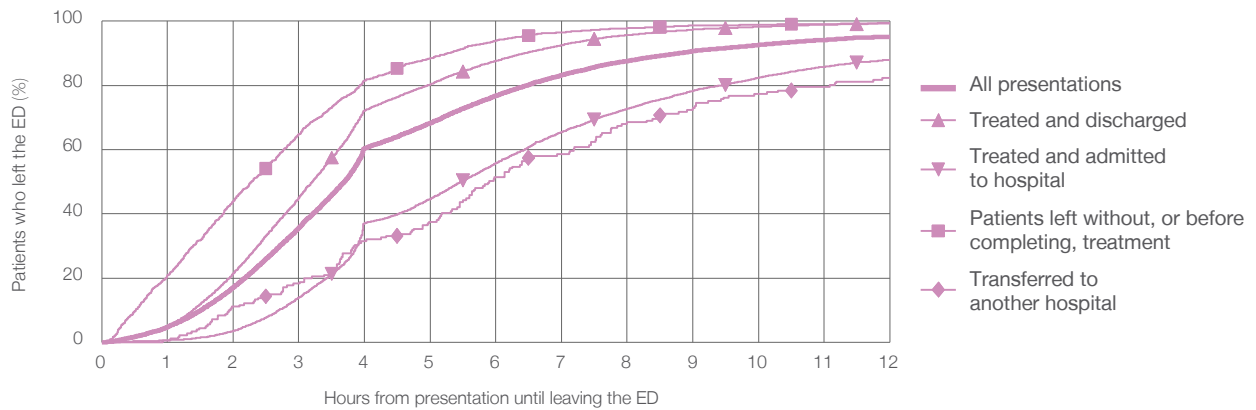
All presentations:<sup>1</sup> 19,791 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,790 patients

Treated and discharged	11,023 (55.7%)
Treated and admitted to hospital	6,873 (34.7%)
Patient left without, or before completing, treatment	1,705 (8.6%)
Transferred to another hospital	181 (0.9%)
Other	9 (0%)

Same period last year	Change since one year ago
17,912	10%
9,289	18.7%
6,864	0.1%
1,549	10.1%
195	-7.2%
15	-40.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	4.9%	21.4%	45.0%	72.2%	87.7%	95.6%	98.3%	99.3%
Treated and admitted to hospital	0.6%	3.5%	13.9%	37.1%	55.8%	72.7%	82.4%	88.0%
Patient left without, or before completing, treatment	20.8%	44.0%	64.8%	81.5%	94.0%	97.8%	98.9%	99.5%
Transferred to another hospital	0.6%	11.0%	18.2%	31.5%	51.4%	68.5%	77.3%	82.3%
All presentations	4.8%	17.1%	35.7%	60.5%	76.8%	87.6%	92.6%	95.2%

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## Campbelltown Hospital: Time spent in the ED

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

#### October to December 2018

All presentations at the emergency department: <sup>1</sup> 19,791 patients

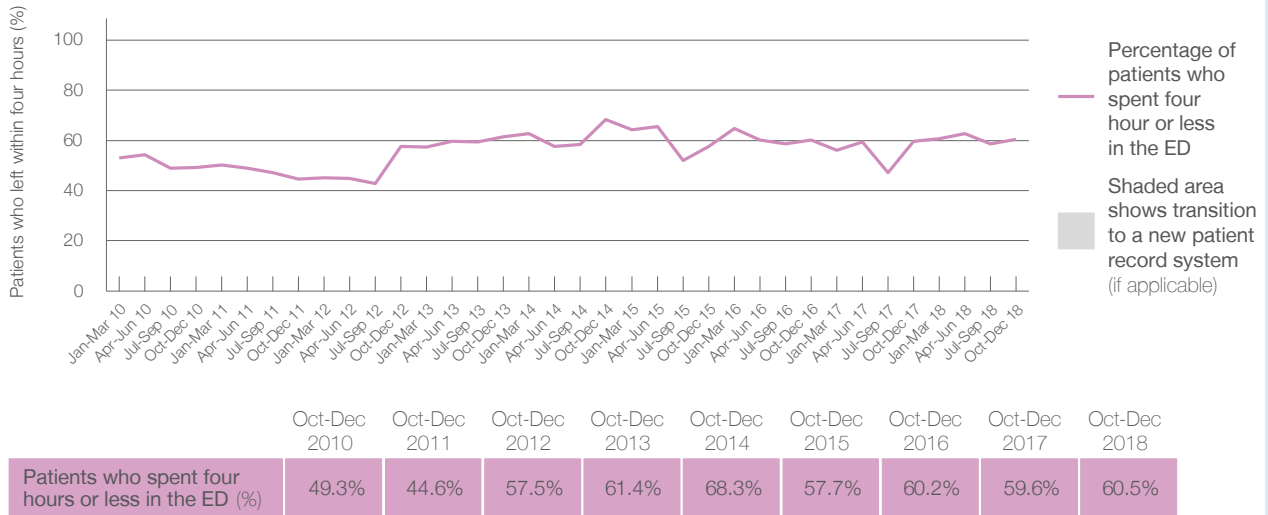
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,790 patients

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	17,912	10%
Presentations used to calculate time to leaving the ED	17,912	10%
Percentage of patients who spent four hours or less in the ED	59.6%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).