

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

October to December 2018

All presentations:¹ 10,296 patients

Emergency presentations:² 10,250 patients

Same period last year	Change since one year ago
10,292	0%
10,222	0%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,469 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,264 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,590 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,871 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,445	
5 minutes	8 minutes
11 minutes	26 minutes
2,322	
12 minutes	20 minutes
38 minutes	72 minutes
4,744	
15 minutes	26 minutes
68 minutes	104 minutes
1,679	
11 minutes	23 minutes
84 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,296 patients

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

Same period last year	Change since one year ago
10,292	0%
75%	

* 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).

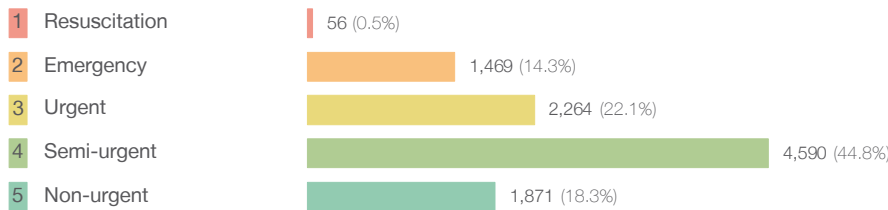
Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 10,296 patients

Same period last year	Change since one year ago
10,292	0%

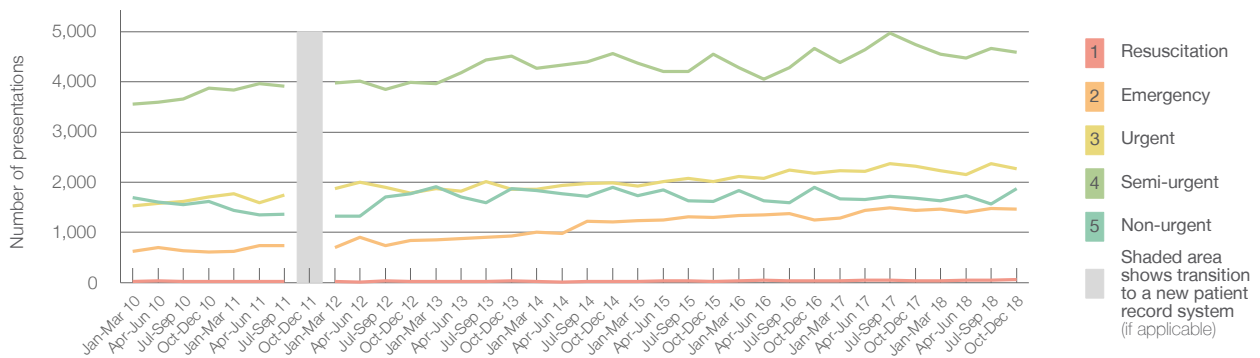
Emergency presentations² by triage category: 10,250 patients

10,222	0%
--------	----



32	75.0%
1,445	1.7%
2,322	-2.5%
4,744	-3.2%
1,679	11.4%

Emergency presentations² 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	19		25	38	23	26	35	32	56
Emergency	614		839	930	1,210	1,298	1,250	1,445	1,469
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,322	2,264
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,744	4,590
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,679	1,871
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,222	10,250

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,976 patients

2,035	
-------	--

ED Transfer of care time



10 minutes	1 minute
22 minutes	2 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.

Hornsby Ku-ring-gai 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: 1,469

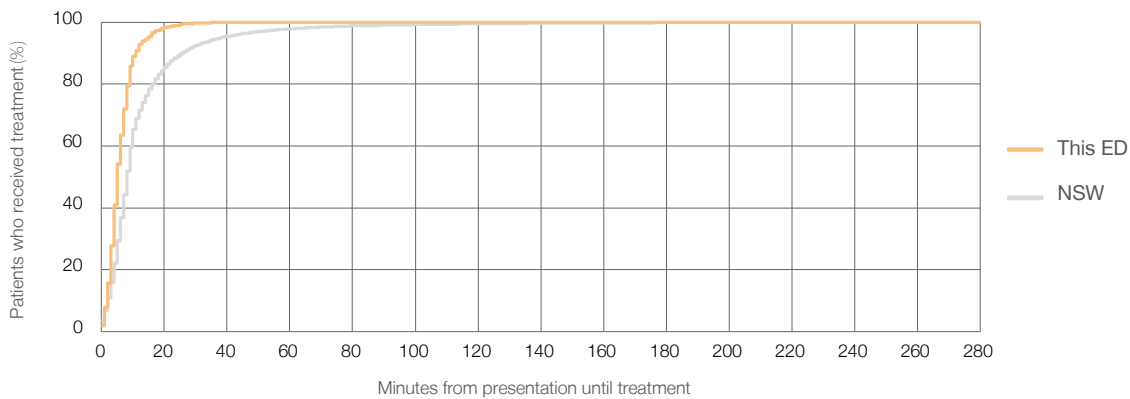
Number of triage 2 patients used to calculate waiting time:³ 1,469

Median time to start treatment⁴ ■ 5 minutes

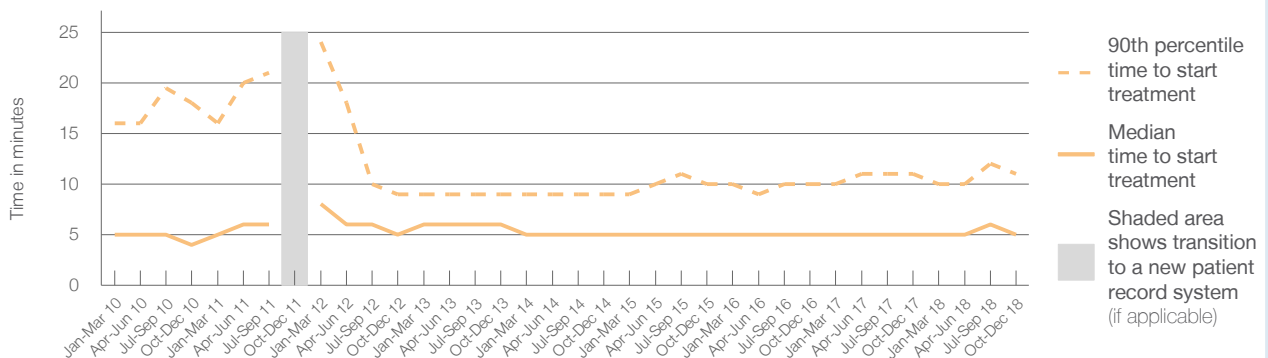
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
1,445	1,444
5 minutes	8 minutes
11 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^{†‡}



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

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 2,264

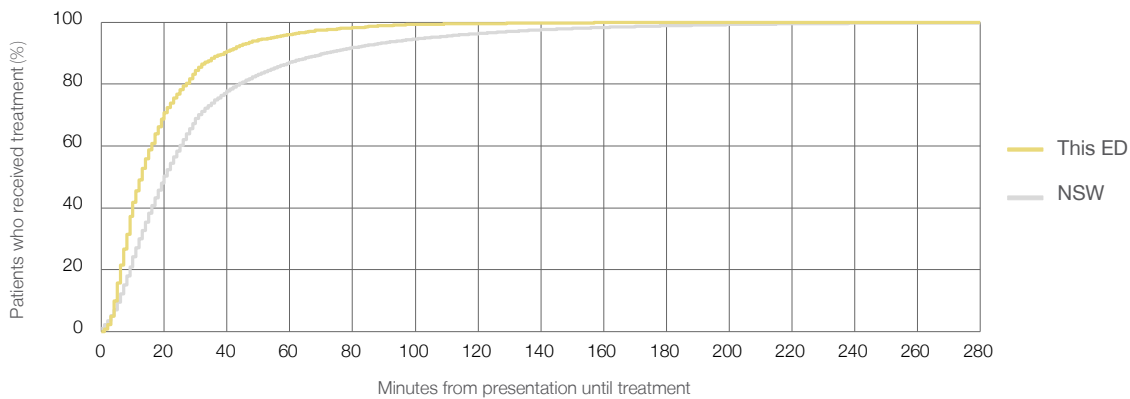
Number of triage 3 patients used to calculate waiting time:³ 2,254

Median time to start treatment⁴ 13 minutes

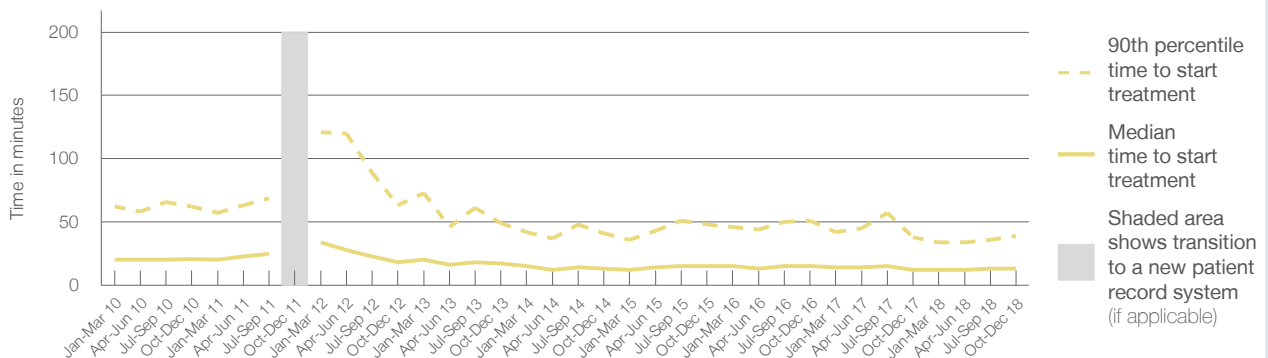
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
2,322	2,312
12 minutes	20 minutes
38 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^{†‡}



	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 ⁴ (minutes)	21		18	17	13	15	15	12	13
90th percentile time to start treatment ⁵ (minutes)	62		63	49	41	48	51	38	39

(†) 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 4 October to December 2018

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

Number of triage 4 patients: 4,590

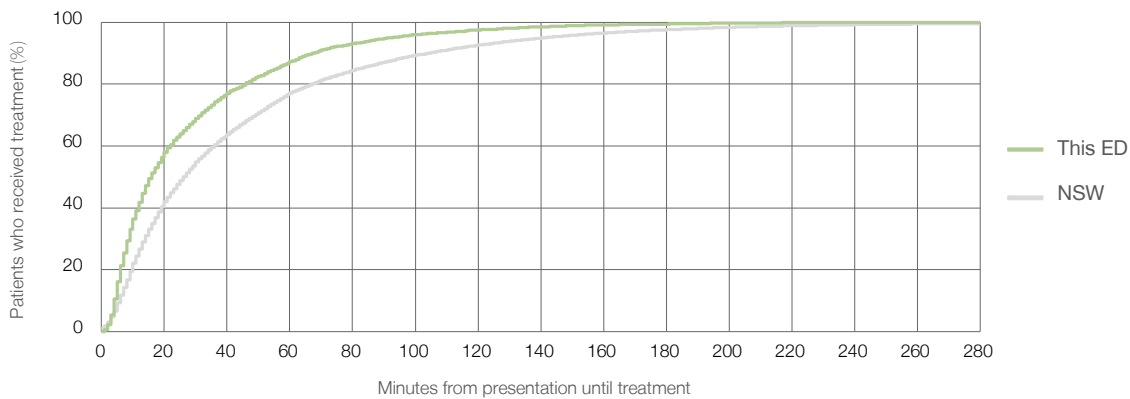
Number of triage 4 patients used to calculate waiting time:³ 4,470

Median time to start treatment⁴ 16 minutes

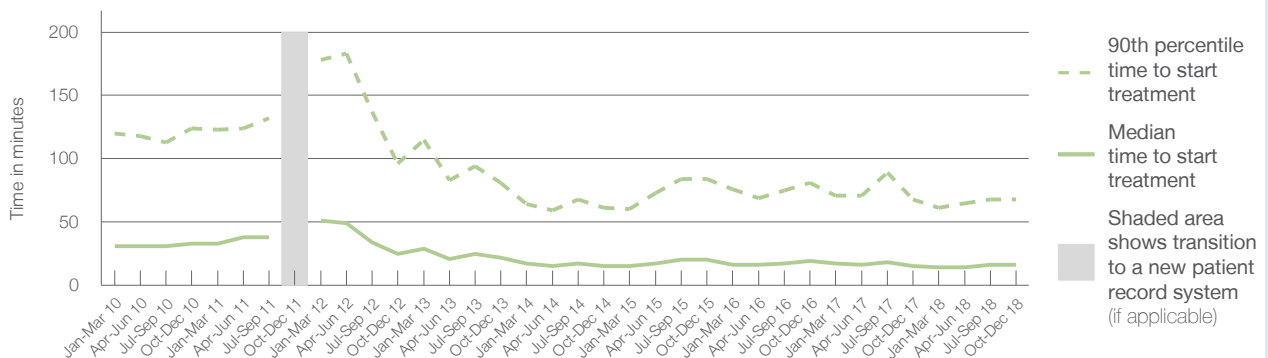
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,744	
4,608	
15 minutes	26 minutes
68 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^{†‡}



	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 ⁴ (minutes)	33		25	22	15	20	19	15	16
90th percentile time to start treatment ⁵ (minutes)	124		96	81	61	84	81	68	68

(†) 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 5 October to December 2018

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

Number of triage 5 patients: 1,871

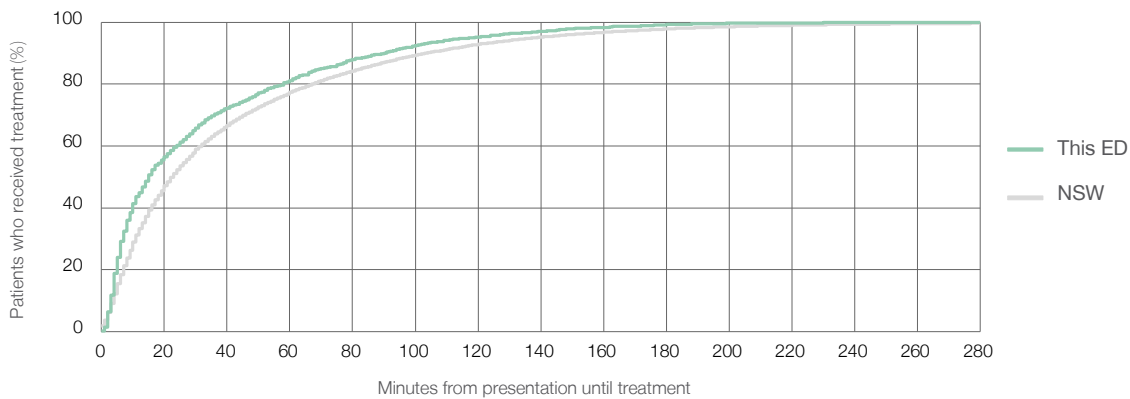
Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴ 15 minutes

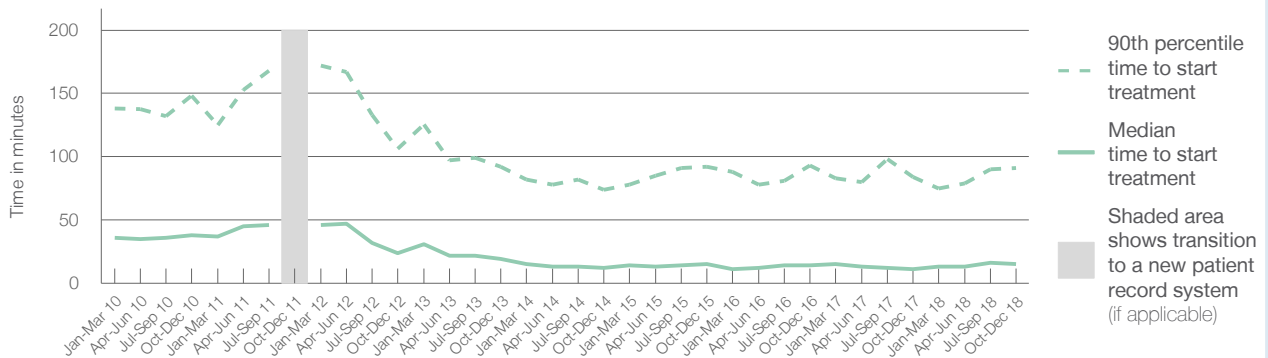
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,679	1,591
11 minutes	23 minutes
84 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^{†‡}



	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 ⁴ (minutes)	38		24	19	12	15	14	11	15
90th percentile time to start treatment ⁵ (minutes)	148		106	92	74	92	93	84	91

(†) 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 spent in the ED

October to December 2018

All presentations:¹ 10,296 patients

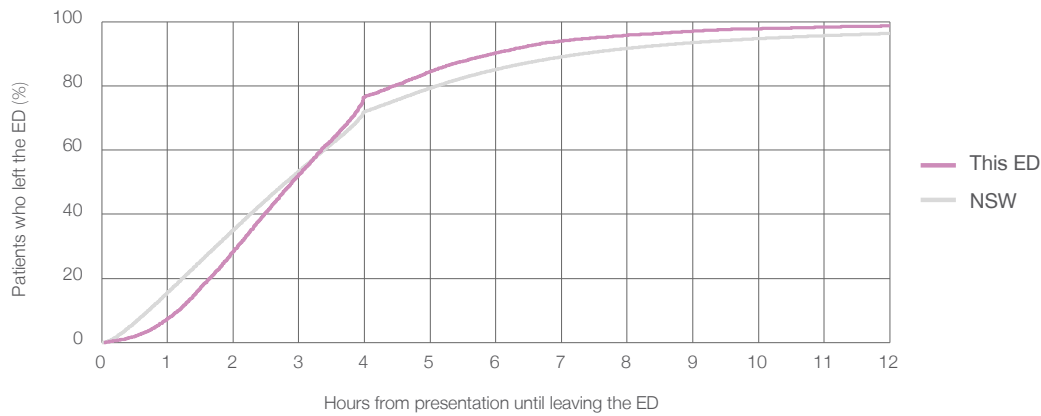
Presentations used to calculate time to leaving the ED:⁶ 10,296 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

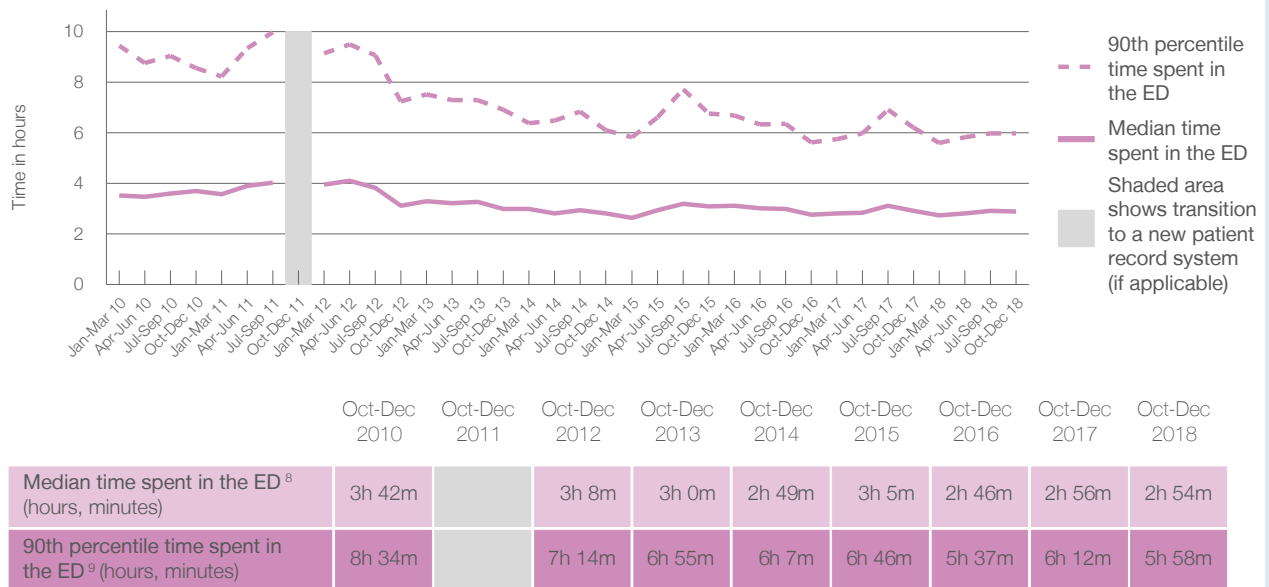
90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
10,292	10,292
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 12 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^{†‡}



(†) 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 spent in the ED

By mode of separation

October to December 2018

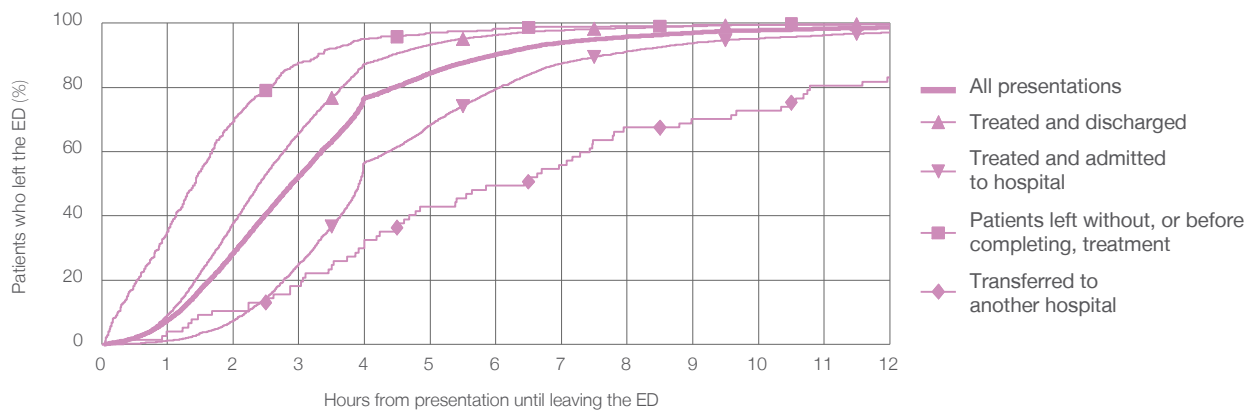
All presentations:¹ 10,296 patients

Presentations used to calculate time to leaving the ED:⁶ 10,296 patients

Treated and discharged	6,214 (60.4%)
Treated and admitted to hospital	3,550 (34.5%)
Patient left without, or before completing, treatment	454 (4.4%)
Transferred to another hospital	77 (0.7%)
Other	1 (0%)

Same period last year	Change since one year ago
10,292	0%
6,418	-3.2%
3,342	6.2%
455	-0.2%
72	6.9%
5	-80.0%

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



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	9.1%	37.8%	65.8%	87.3%	96.3%	98.5%	99.4%	99.7%
Treated and admitted to hospital	1.1%	7.3%	25.2%	56.7%	79.5%	91.3%	95.2%	97.0%
Patient left without, or before completing, treatment	35.0%	69.4%	87.7%	95.2%	98.2%	99.1%	99.6%	99.8%
Transferred to another hospital	3.9%	10.4%	18.2%	32.5%	49.4%	67.5%	72.7%	83.1%
All presentations	7.5%	28.5%	52.4%	76.7%	90.3%	95.8%	97.8%	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.

Hornsby Ku-ring-gai 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: ¹ 10,296 patients

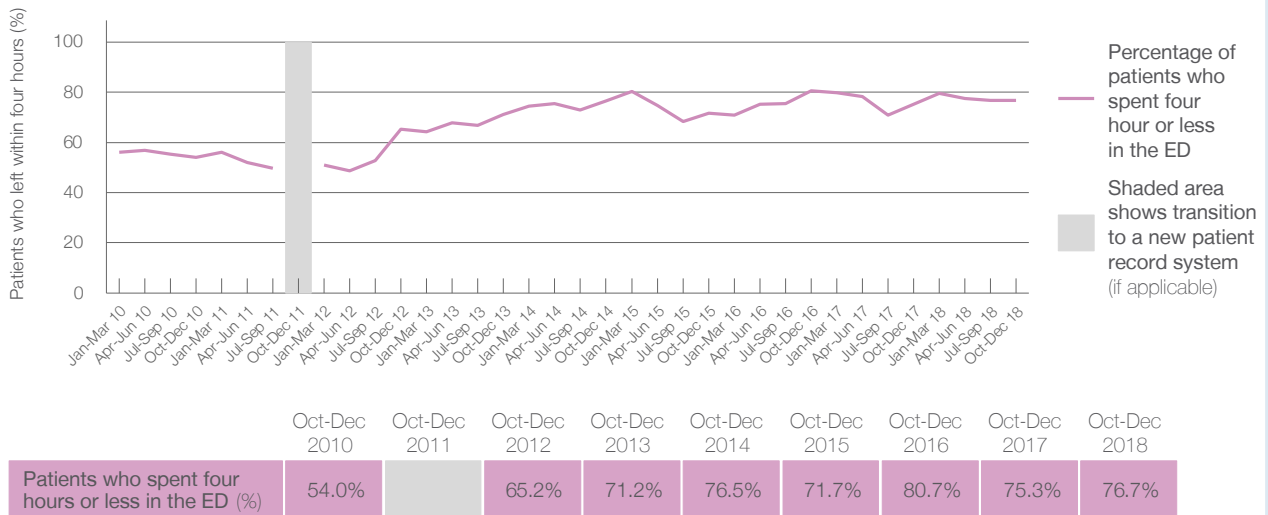
Presentations used to calculate time to leaving the ED: ⁶ 10,296 patients

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: ¹ 10,296 patients	10,292	0%
Presentations used to calculate time to leaving the ED: ⁶ 10,296 patients	10,292	0%
Percentage of patients who spent four hours or less in the ED	75.3%	

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



* 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).