

## Westmead Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 20,318 patients

Emergency presentations:<sup>2</sup> 20,168 patients

Same period last year	Change since one year ago
19,296	5%
19,151	5%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,310 patients

Median time to start treatment<sup>4</sup> 13 minutes

90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,452 patients

Median time to start treatment<sup>4</sup> 34 minutes

90th percentile time to start treatment<sup>5</sup> 133 minutes

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

Median time to start treatment<sup>4</sup> 47 minutes

90th percentile time to start treatment<sup>5</sup> 140 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,356 patients

Median time to start treatment<sup>4</sup> 40 minutes

90th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
5,872	
9 minutes	8 minutes
39 minutes	26 minutes
6,866	
25 minutes	20 minutes
95 minutes	72 minutes
4,508	
42 minutes	26 minutes
122 minutes	104 minutes
1,376	
46 minutes	23 minutes
132 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,316 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,294	5%
58%	

\* 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.

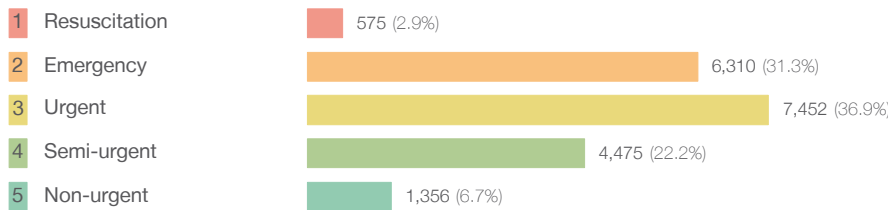
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

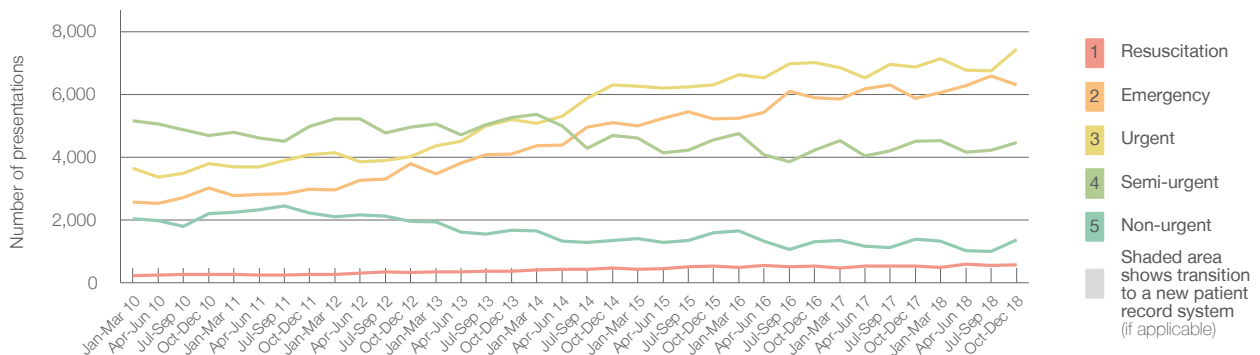
All presentations:<sup>1</sup> 20,318 patients

Emergency presentations<sup>2</sup> by triage category: 20,168 patients



Same period last year	Change since one year ago
19,296	5%
19,151	5%
529	8.7%
5,872	7.5%
6,866	8.5%
4,508	-0.7%
1,376	-1.5%

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	269	270	315	370	472	527	532	529	575
Emergency	3,020	2,967	3,802	4,089	5,104	5,219	5,894	5,872	6,310
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866	7,452
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508	4,475
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376	1,356
All emergency presentations	13,988	14,522	15,055	16,611	17,892	18,189	18,979	19,151	20,168

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,972 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,378	
12 minutes	1 minute
23 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.

## Westmead 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: 6,310

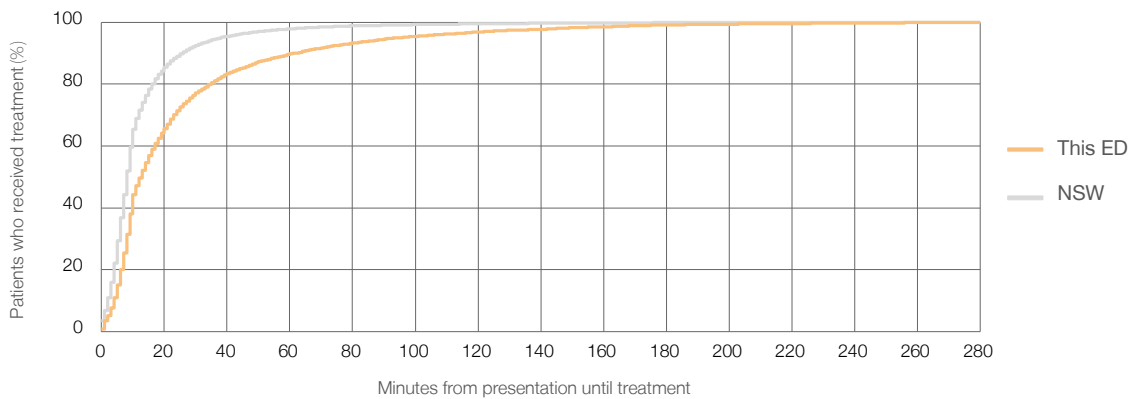
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 6,195

Median time to start treatment<sup>4</sup>  13 minutes

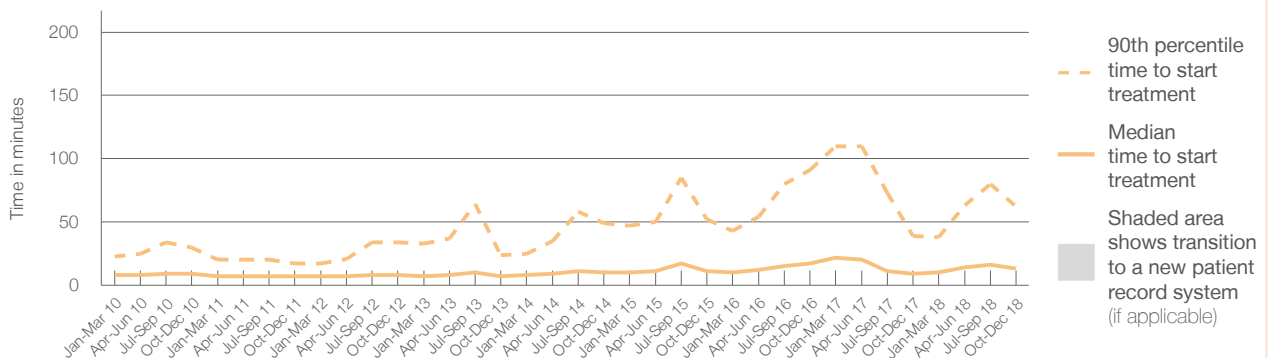
90th percentile time to start treatment<sup>5</sup>  62 minutes

Same period last year	NSW (this period)
5,872	
5,800	
9 minutes	8 minutes
39 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)	9	7	8	7	10	11	17	9	13
90th percentile time to start treatment <sup>5</sup> (minutes)	30	17	34	24	49	52	91	39	62

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## Westmead 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: 7,452

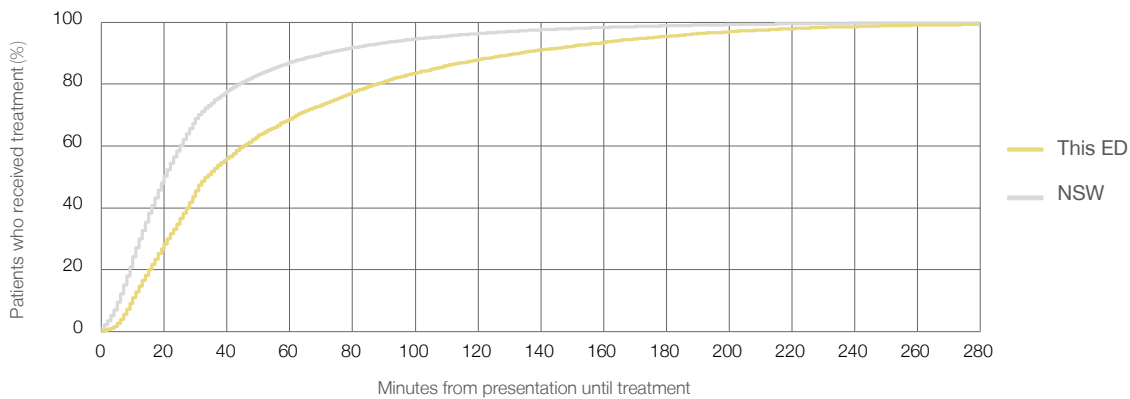
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,036

Median time to start treatment<sup>4</sup> 34 minutes

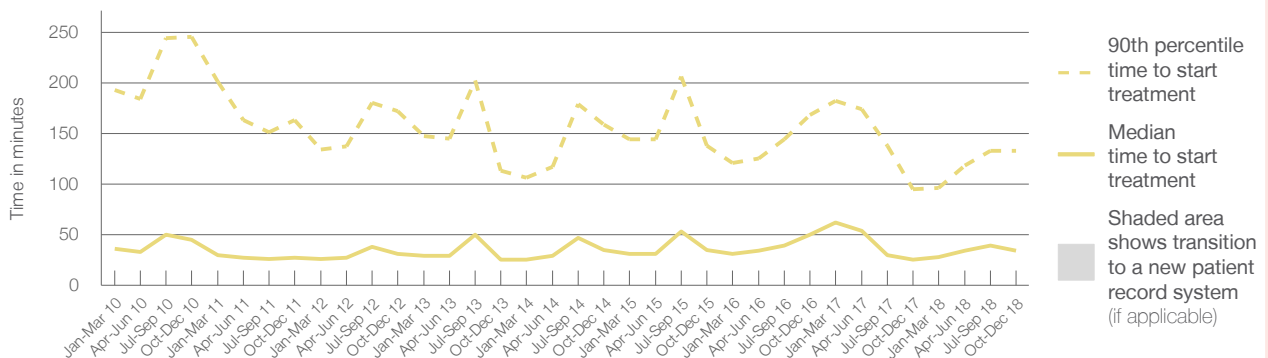
90th percentile time to start treatment<sup>5</sup> 133 minutes

Same period last year	NSW (this period)
6,866	6,562
25 minutes	20 minutes
95 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)	45	27	31	25	35	35	50	25	34
90th percentile time to start treatment <sup>5</sup> (minutes)	245	163	172	113	159	138	168	95	133

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## Westmead 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: 4,475

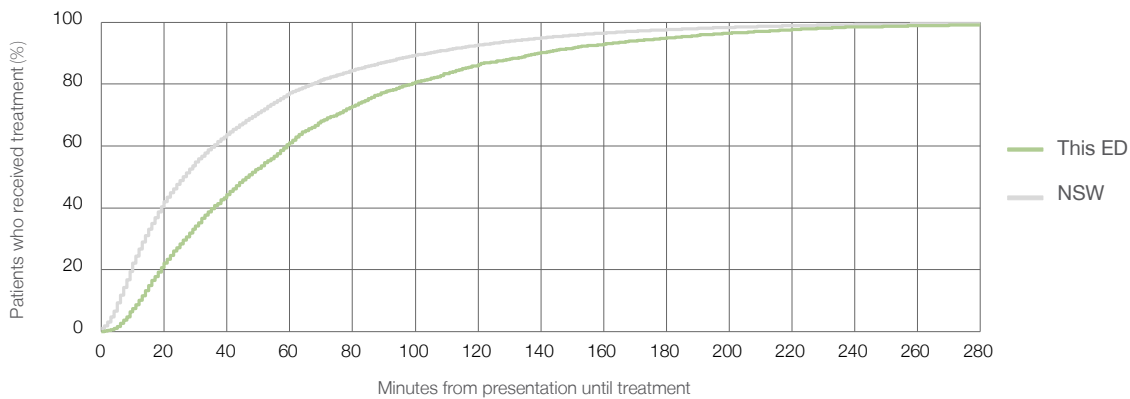
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,155

Median time to start treatment<sup>4</sup>  47 minutes

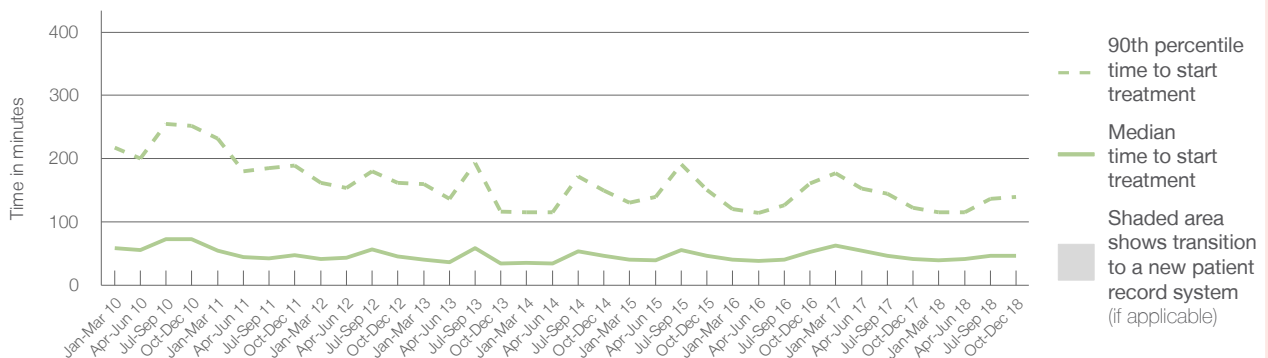
90th percentile time to start treatment<sup>5</sup>  140 minutes

Same period last year	NSW (this period)
4,508	4,221
42 minutes	26 minutes
122 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)	73	48	46	34	47	47	53	42	47
90th percentile time to start treatment <sup>5</sup> (minutes)	252	189	162	116	150	151	161	122	140

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## Westmead 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: 1,356

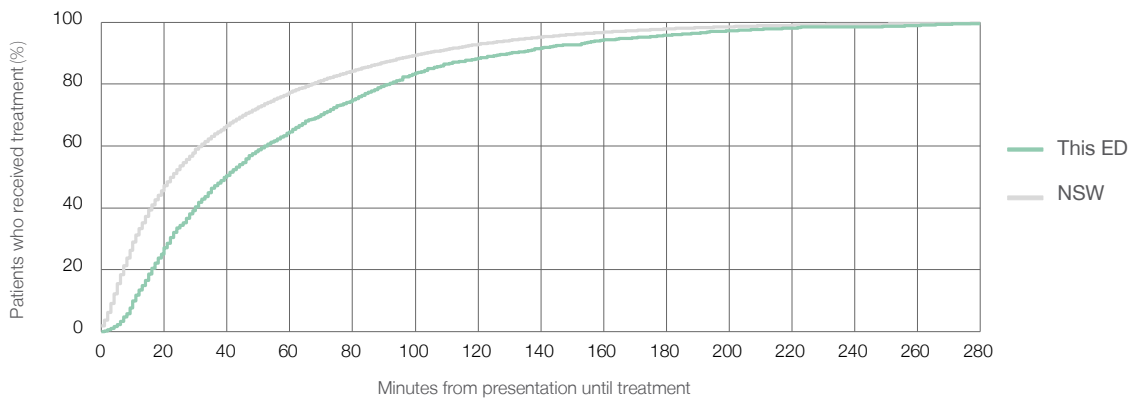
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,228

Median time to start treatment<sup>4</sup> 40 minutes

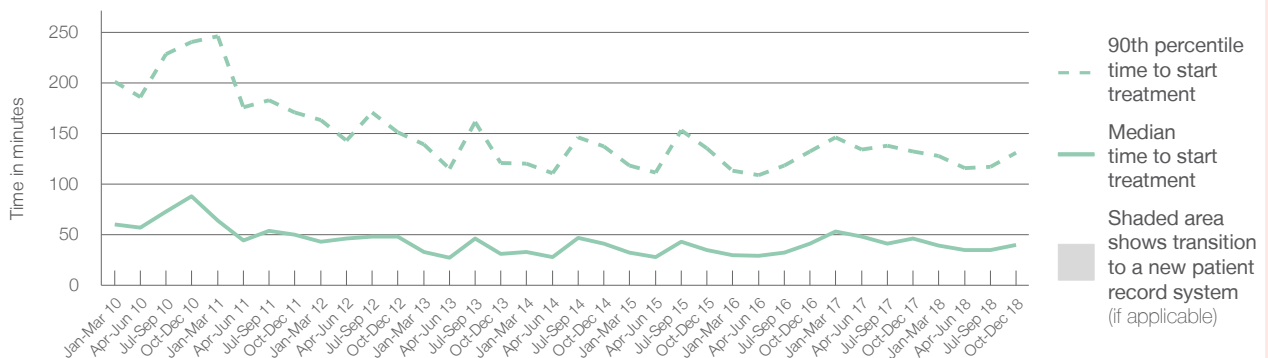
90th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
1,376	1,238
46 minutes	23 minutes
132 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)	88	50	48	31	41	35	41	46	40
90th percentile time to start treatment <sup>5</sup> (minutes)	240	171	151	121	137	135	132	132	131

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## Westmead Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 20,318 patients

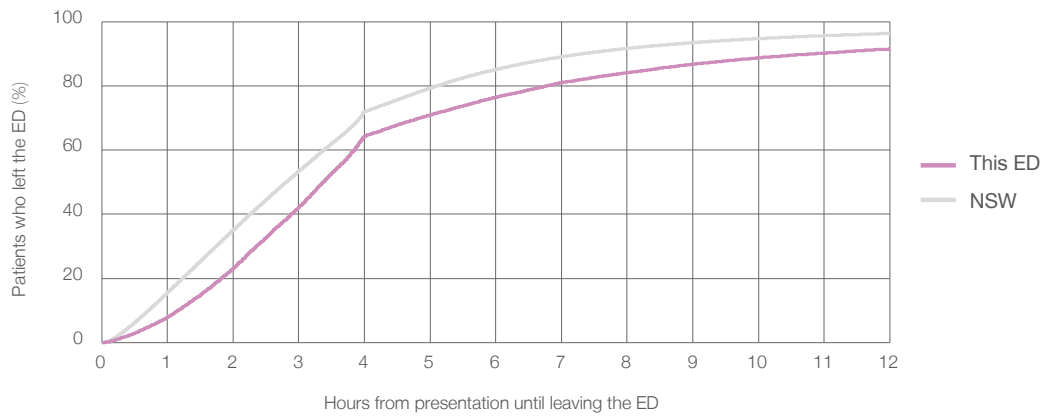
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,316 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

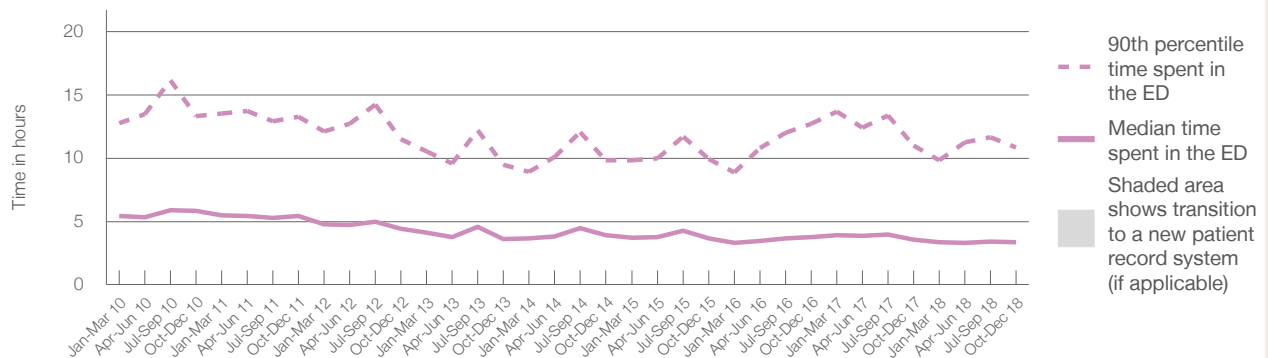
90th percentile time spent in the ED<sup>9</sup> 10 hours and 51 minutes

Same period last year	NSW (this period)
19,296	19,294
3 hours and 35 minutes	2 hours and 49 minutes
11 hours and 1 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)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m	3h 23m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m	10h 51m

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

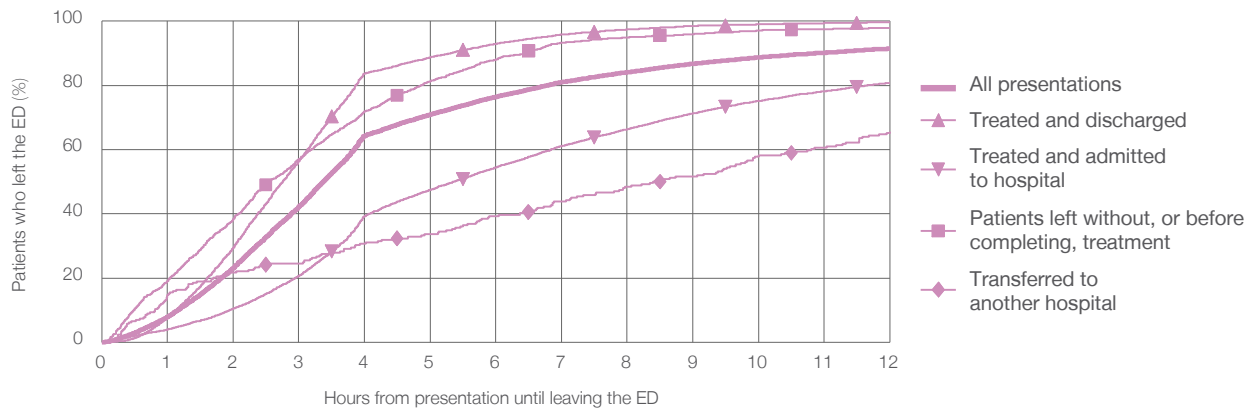
All presentations:<sup>1</sup> 20,318 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,316 patients

Treated and discharged	9,865 (48.6%)
Treated and admitted to hospital	8,142 (40.1%)
Patient left without, or before completing, treatment	1,729 (8.5%)
Transferred to another hospital	244 (1.2%)
Other	338 (1.7%)

Same period last year	Change since one year ago
19,294	5%
9,074	8.7%
8,209	-0.8%
1,356	27.5%
250	-2.4%
407	-17.0%

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

Treated and discharged	7.7%	29.4%	56.4%	83.7%	93.0%	97.5%	99.0%	99.6%
Treated and admitted to hospital	4.1%	10.5%	20.8%	39.3%	54.4%	66.3%	75.1%	80.8%
Patient left without, or before completing, treatment	19.2%	38.5%	57.0%	71.9%	88.1%	95.0%	97.1%	98.0%
Transferred to another hospital	14.8%	21.7%	24.6%	30.7%	39.3%	48.4%	58.2%	65.6%
All presentations	8.0%	23.1%	42.2%	64.3%	76.5%	84.1%	88.7%	91.5%

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**Westmead 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> 20,318 patients

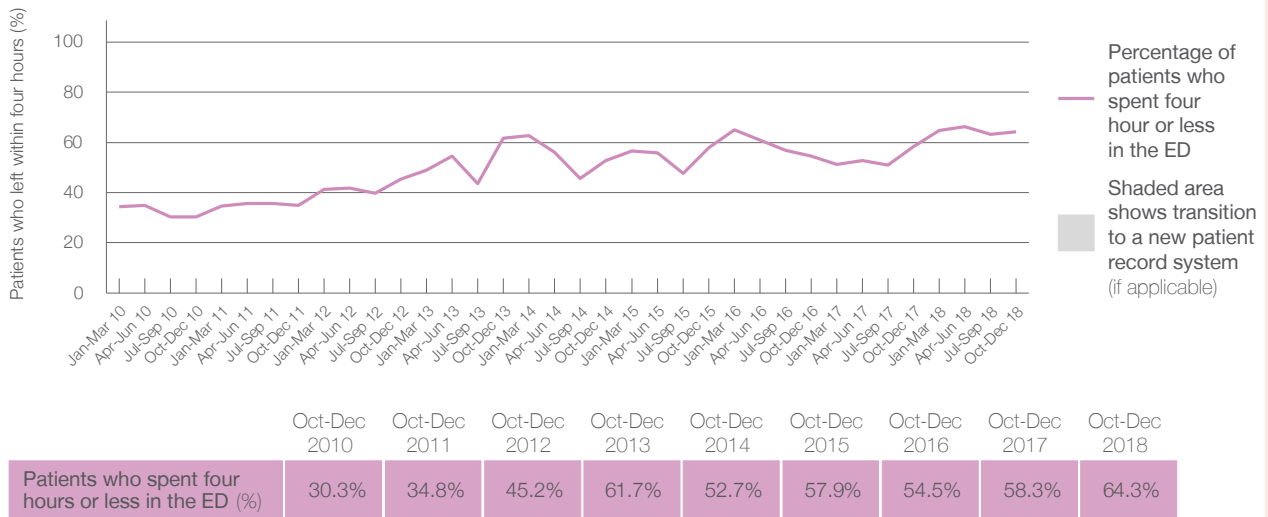
Presentations used to calculate time to leaving the ED: <sup>6</sup> 20,316 patients

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



Same period last year	Change since one year ago
19,296	5%
19,294	5%
58.3%	

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.

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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*.

- 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).