

Nepean Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations:² 17,641 patients

Same period last year	Change since one year ago
17,981	-1%
17,651	0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,192 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,734 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 156 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,216 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,405 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,131	
14 minutes	8 minutes
49 minutes	26 minutes
5,196	
39 minutes	20 minutes
139 minutes	72 minutes
7,697	
37 minutes	26 minutes
135 minutes	104 minutes
1,506	
32 minutes	23 minutes
135 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,878 patients

Percentage of patients who spent four hours or less in the ED 56%

Same period last year	Change since one year ago
17,974	-1%
55%	

* 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.

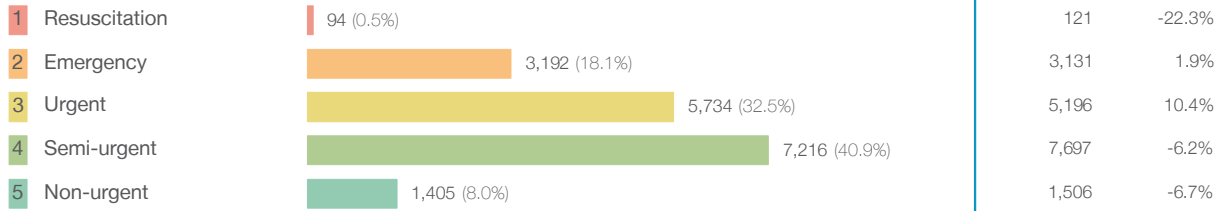
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Nepean Hospital: Patients presenting to the emergency department October to December 2018

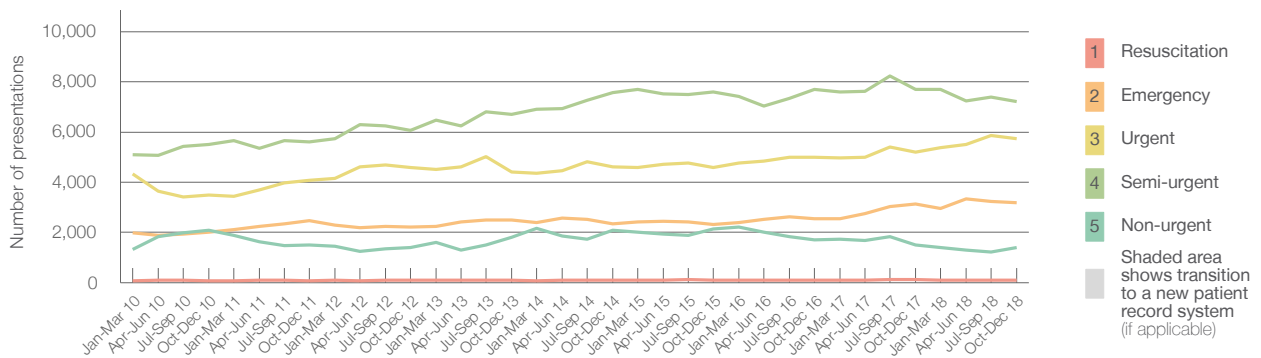
All presentations:¹ 17,884 patients

Emergency presentations² by triage category: 17,641 patients



Same period last year	Change since one year ago
17,981	-1%
17,651	0%
121	-22.3%
3,131	1.9%
5,196	10.4%
7,697	-6.2%
1,506	-6.7%

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	84	77	102	88	95	89	89	121	94
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,131	3,192
Urgent	3,498	4,066	4,593	4,397	4,611	4,578	4,988	5,196	5,734
Semi-urgent	5,496	5,607	6,066	6,702	7,579	7,586	7,704	7,697	7,216
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506	1,405
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,651	17,641

Nepean Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,035 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,942	
12 minutes	0 minutes
33 minutes	-6 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.

Nepean 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: 3,192

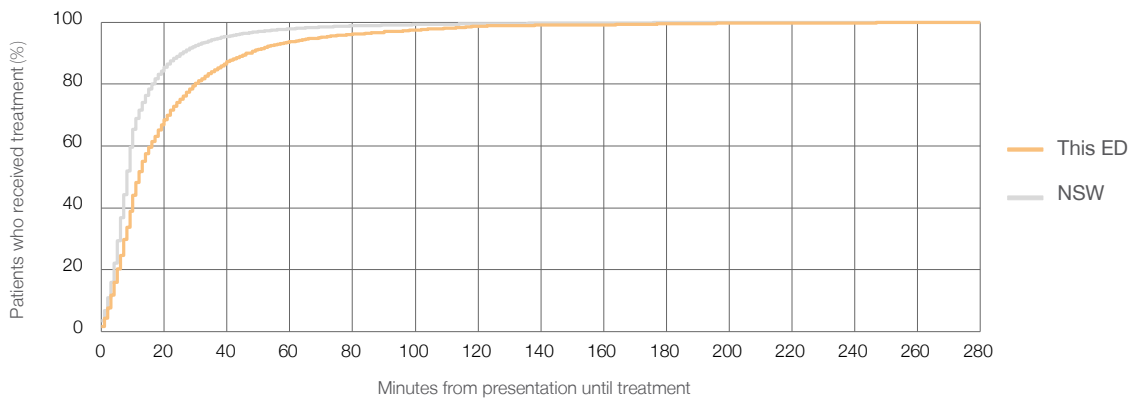
Number of triage 2 patients used to calculate waiting time:³ 3,149

Median time to start treatment⁴ 12 minutes

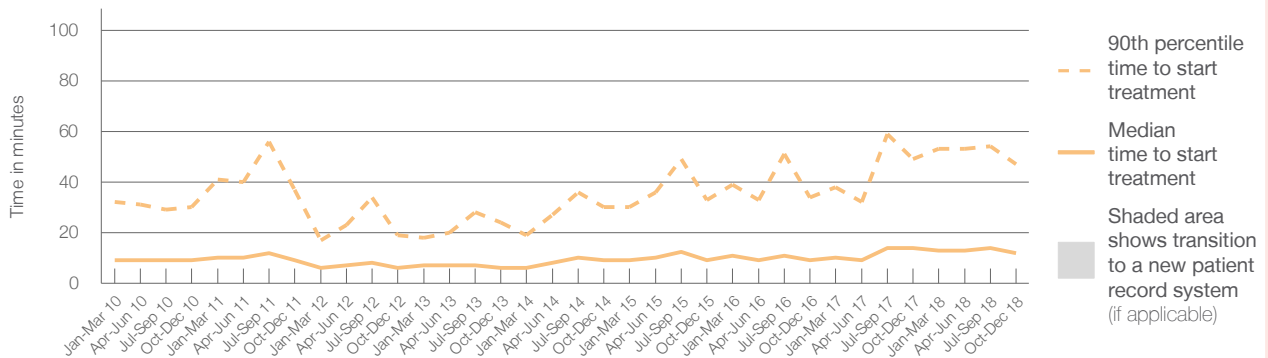
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,131	
3,115	
14 minutes	8 minutes
49 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)	9	9	6	6	9	9	9	14	12
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49	47

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Nepean 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: 5,734

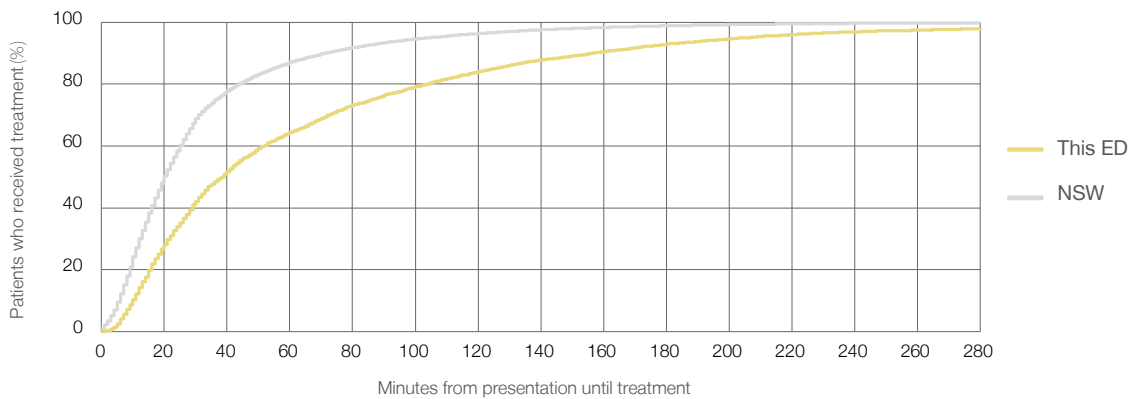
Number of triage 3 patients used to calculate waiting time:³ 5,322

Median time to start treatment⁴ 39 minutes

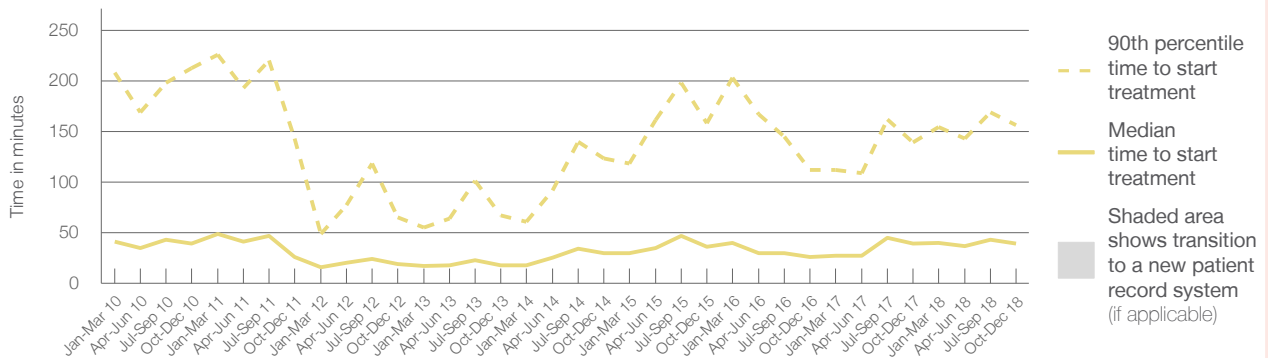
90th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
5,196	4,810
39 minutes	20 minutes
139 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)	39	26	19	18	30	36	26	39	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139	156

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Nepean 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: 7,216

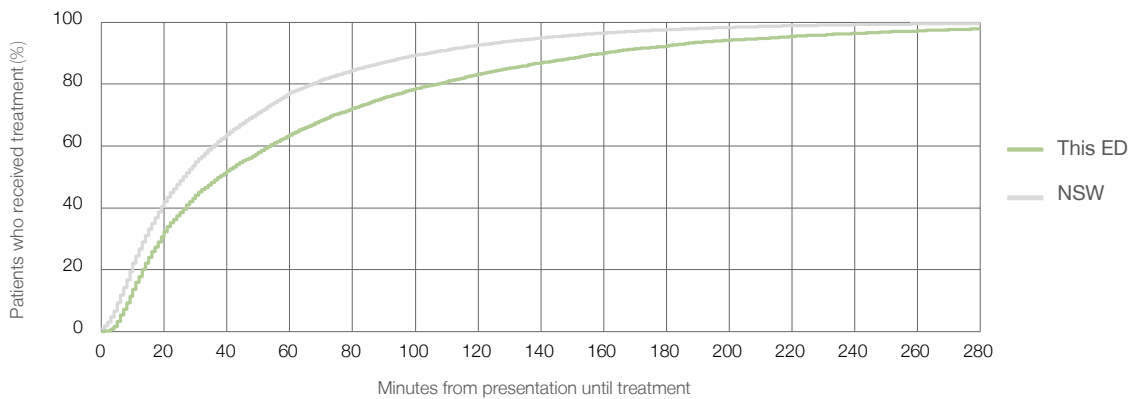
Number of triage 4 patients used to calculate waiting time:³ 6,603

Median time to start treatment⁴ 38 minutes

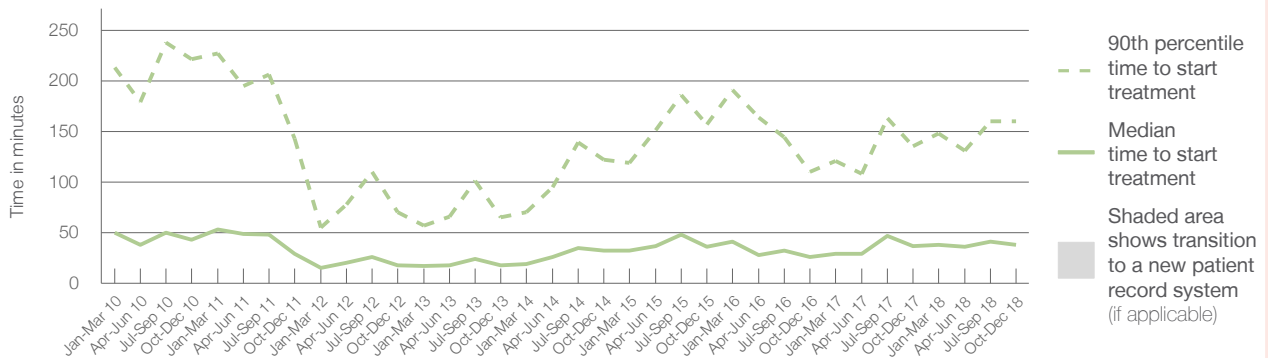
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
7,697	
6,966	
37 minutes	26 minutes
135 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)	43	29	18	18	32	36	26	37	38
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135	160

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Nepean 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: 1,405

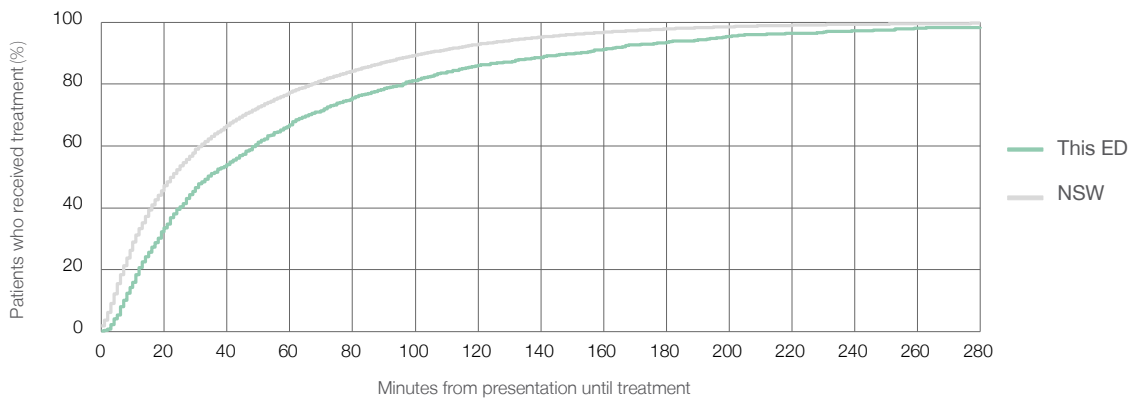
Number of triage 5 patients used to calculate waiting time:³ 1,205

Median time to start treatment⁴ 34 minutes

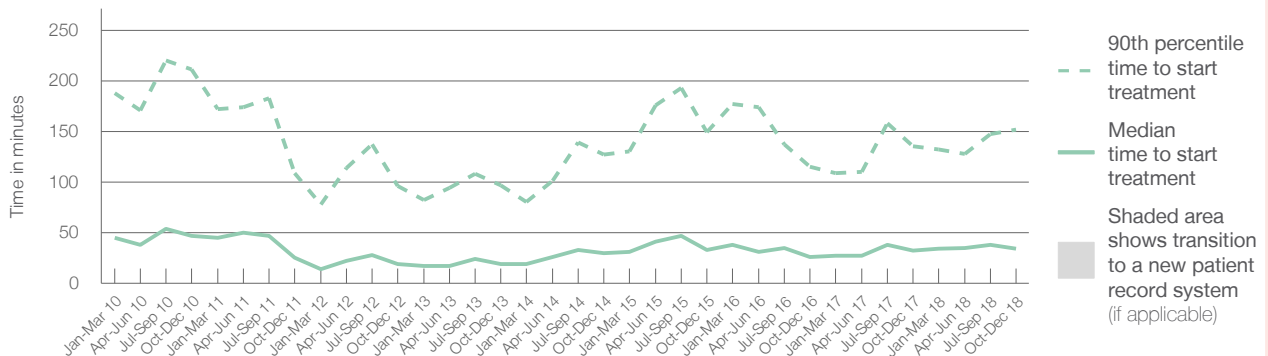
90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
1,506	1,226
32 minutes	23 minutes
135 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)	47	25	19	19	30	33	26	32	34
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135	152

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Nepean Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 17,884 patients

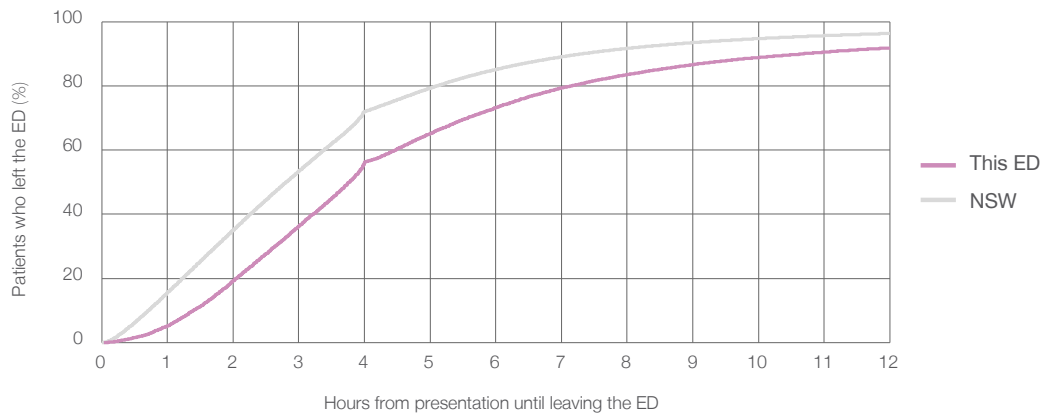
Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

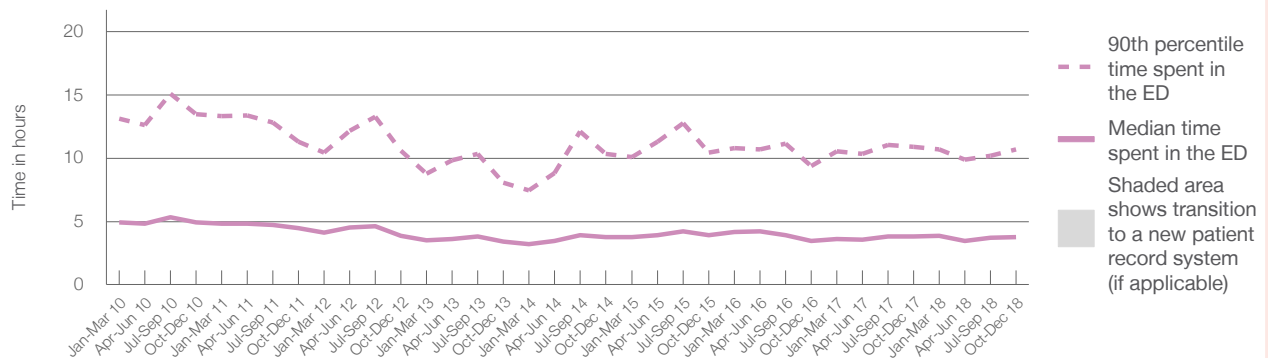
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
17,981	
17,974	
3 hours and 48 minutes	2 hours and 49 minutes
10 hours and 53 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^{†‡}



	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 ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m	10h 41m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

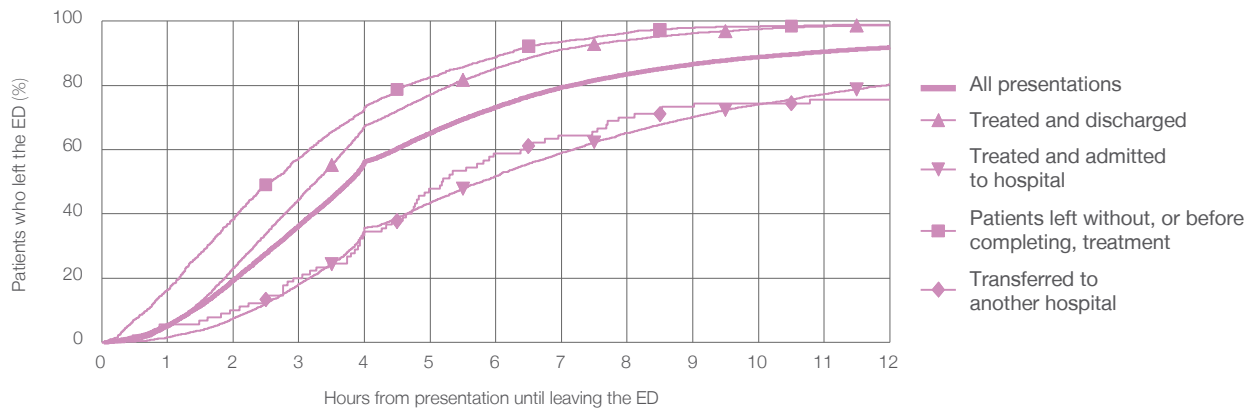
All presentations:¹ 17,884 patients

Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Treated and discharged	9,255 (51.8%)
Treated and admitted to hospital	6,606 (36.9%)
Patient left without, or before completing, treatment	1,598 (8.9%)
Transferred to another hospital	90 (0.5%)
Other	335 (1.9%)

Same period last year	Change since one year ago
17,974	-1%
9,309	-0.6%
6,435	2.7%
1,854	-13.8%
71	26.8%
312	7.4%

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	4.5%	23.0%	44.5%	67.5%	85.4%	94.1%	97.6%	98.8%
Treated and admitted to hospital	1.6%	7.5%	18.1%	35.7%	51.8%	65.2%	74.1%	80.3%
Patient left without, or before completing, treatment	16.4%	38.3%	57.3%	73.2%	88.8%	96.4%	98.4%	98.9%
Transferred to another hospital	5.6%	10.0%	20.0%	34.4%	58.9%	70.0%	74.4%	75.6%
All presentations	5.3%	19.3%	36.3%	56.3%	73.2%	83.5%	88.8%	91.8%

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Nepean 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 17,884 patients

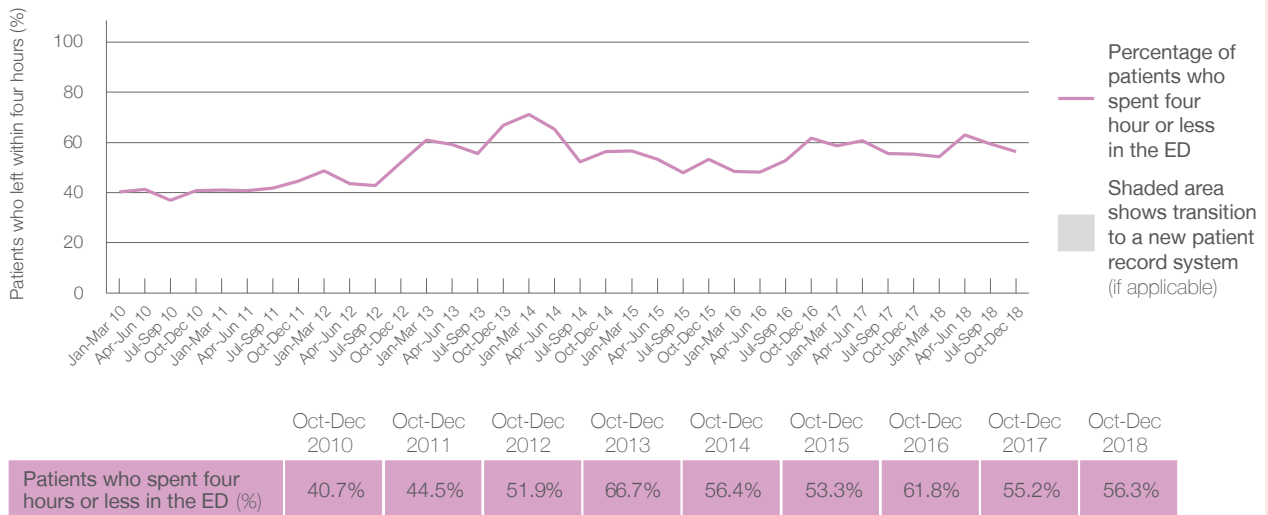
Presentations used to calculate time to leaving the ED: ⁶ 17,878 patients

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	17,981	-1%
Presentations used to calculate time to leaving the ED	17,974	-1%
Percentage of patients who spent four hours or less in the ED	55.2%	

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).