

## Wollongong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 18,053 patients

Emergency presentations:<sup>2</sup> 17,699 patients

Same period last year	Change since one year ago
16,765	8%
16,501	7%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,509 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,275 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,813 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 897 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
2,258	
9 minutes	8 minutes
23 minutes	26 minutes
6,992	
22 minutes	20 minutes
70 minutes	72 minutes
6,442	
24 minutes	26 minutes
102 minutes	104 minutes
657	
26 minutes	23 minutes
102 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,051 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
16,762	8%
66%	

\* 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.

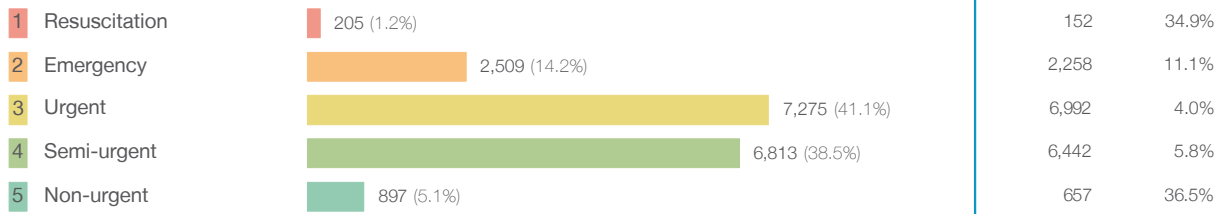
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

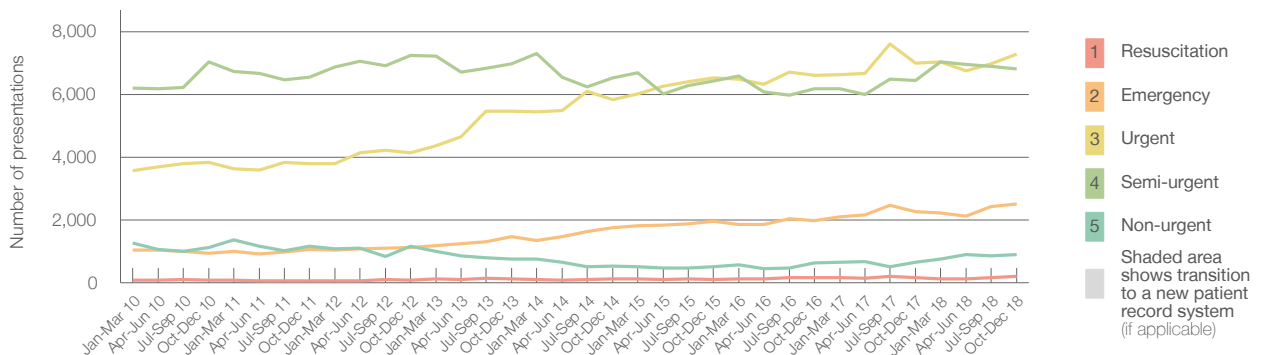
## Wollongong Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 18,053 patients

Emergency presentations<sup>2</sup> by triage category: 17,699 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	71	50	83	114	111	109	170	152	205
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,258	2,509
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,610	6,992	7,275
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,442	6,813
Non-urgent	1,126	1,153	1,160	755	533	501	620	657	897
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,570	16,501	17,699

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,634 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.

## Wollongong 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: 2,509

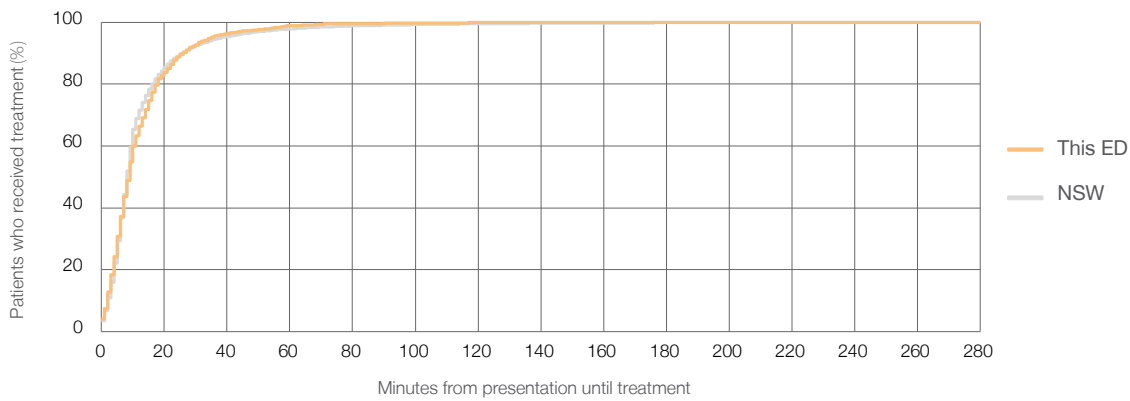
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,506

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

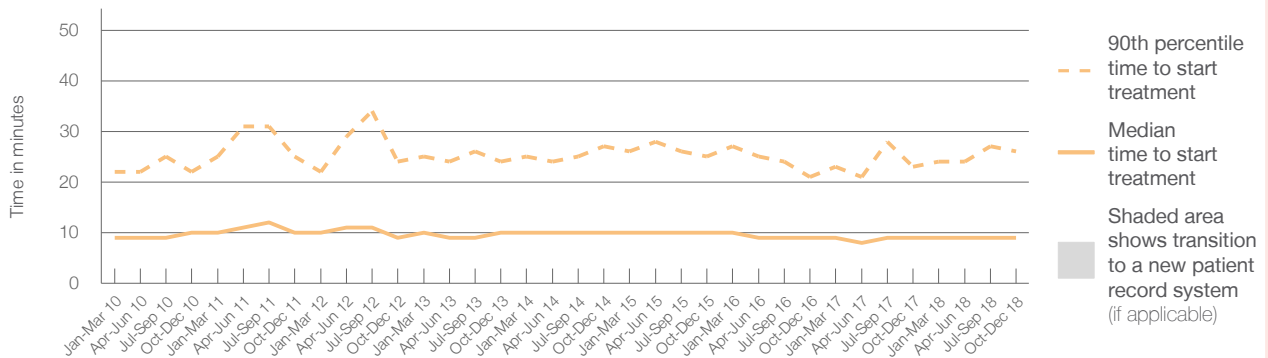
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
2,258	2,253
9 minutes	8 minutes
23 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)	10	10	9	10	10	10	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	25	24	24	27	25	21	23	26

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## Wollongong 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: 7,275

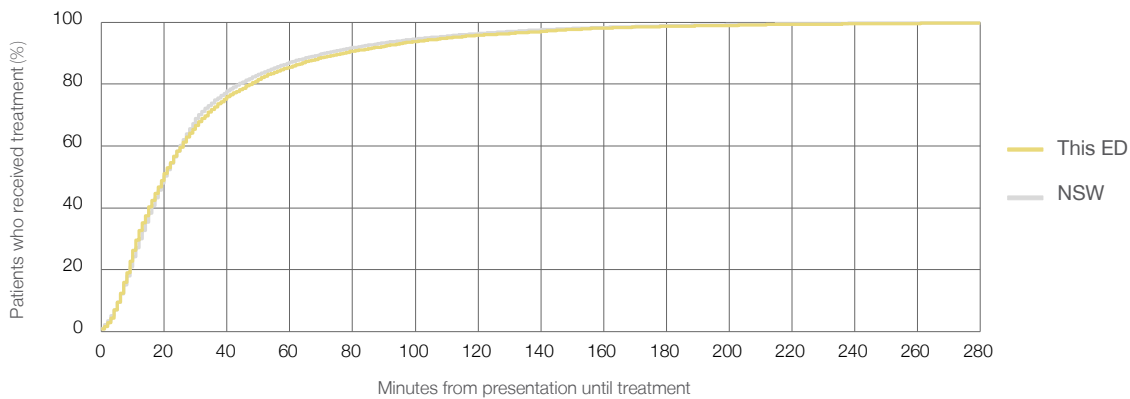
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,102

Median time to start treatment<sup>4</sup>  20 minutes

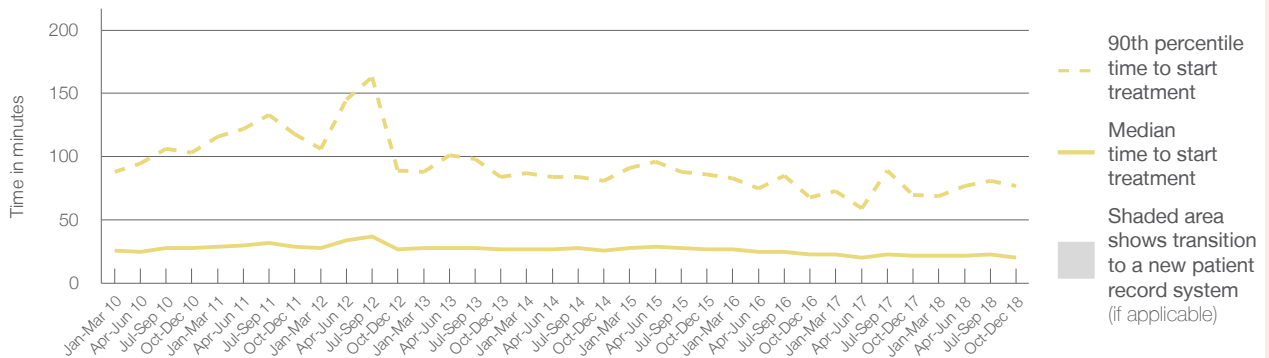
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
6,992	
6,855	
22 minutes	20 minutes
70 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)	28	29	27	27	26	27	23	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	103	118	89	84	81	86	68	70	77

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## Wollongong 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: 6,813

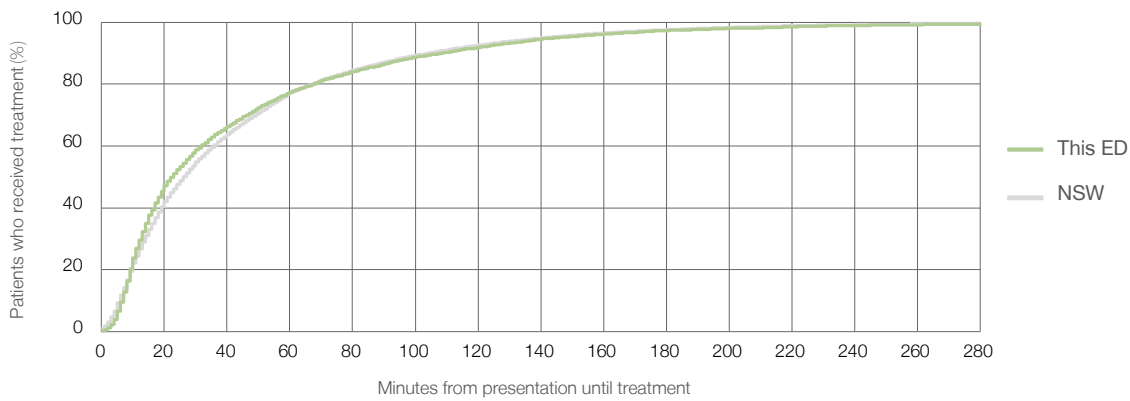
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,387

Median time to start treatment<sup>4</sup> 23 minutes

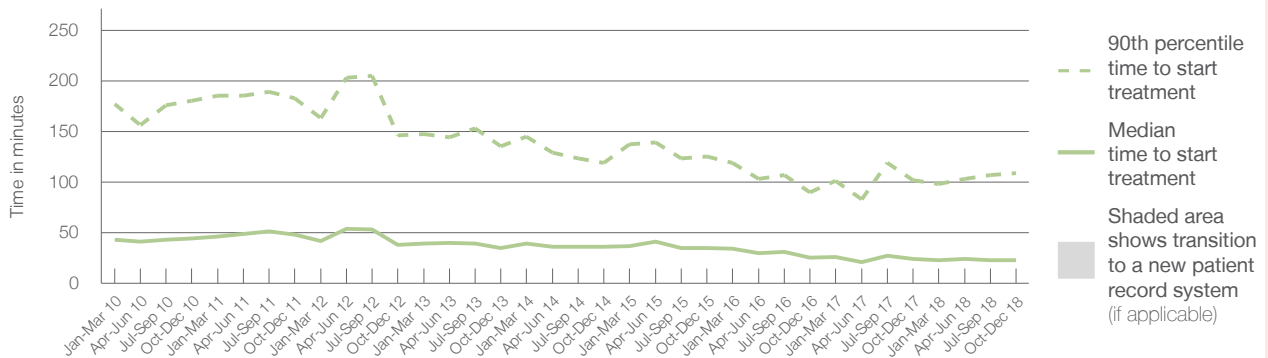
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
6,442	6,090
24 minutes	26 minutes
102 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)	44	48	38	35	36	35	25	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	180	183	146	135	119	125	90	102	109

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## Wollongong 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: 897

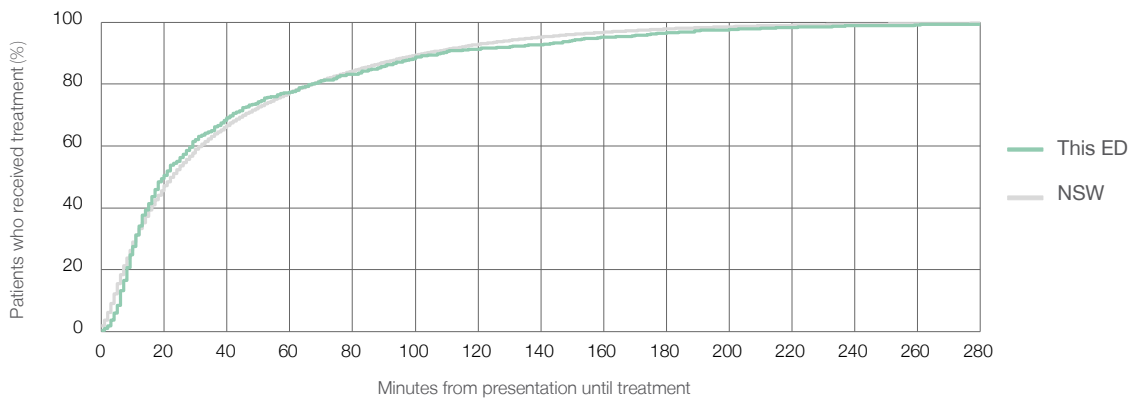
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 769

Median time to start treatment<sup>4</sup>  20 minutes

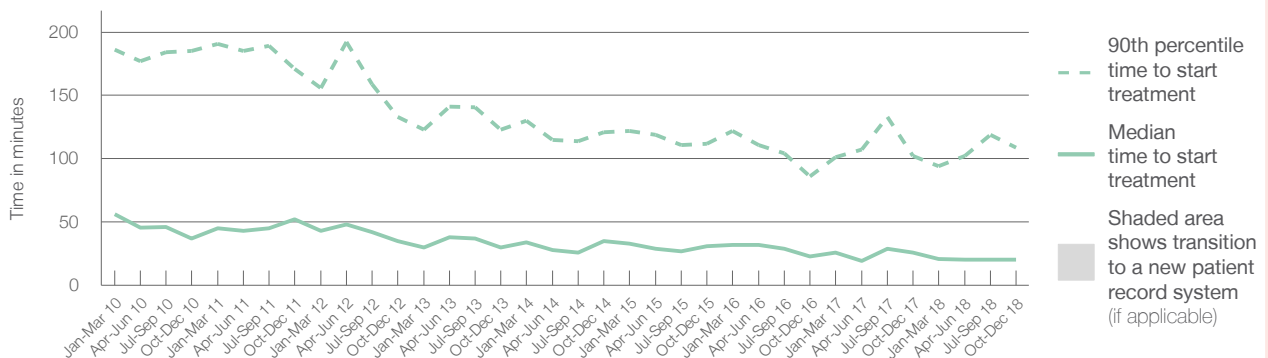
90th percentile time to start treatment<sup>5</sup>  109 minutes

Same period last year	NSW (this period)
657	571
26 minutes	23 minutes
102 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	52	35	30	35	31	23	26	20
90th percentile time to start treatment <sup>5</sup> (minutes)	185	171	133	123	121	112	86	102	109

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## Wollongong Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 18,053 patients

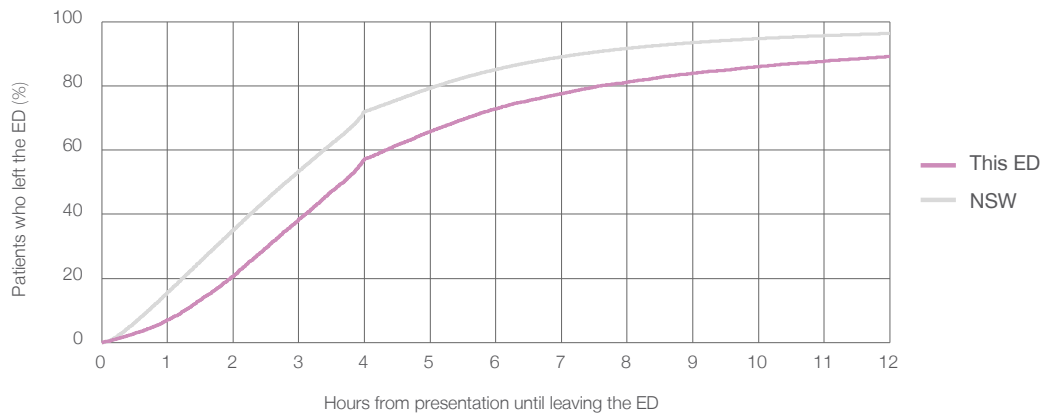
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,051 patients

Median time spent in the ED<sup>8</sup> 3 hours and 41 minutes

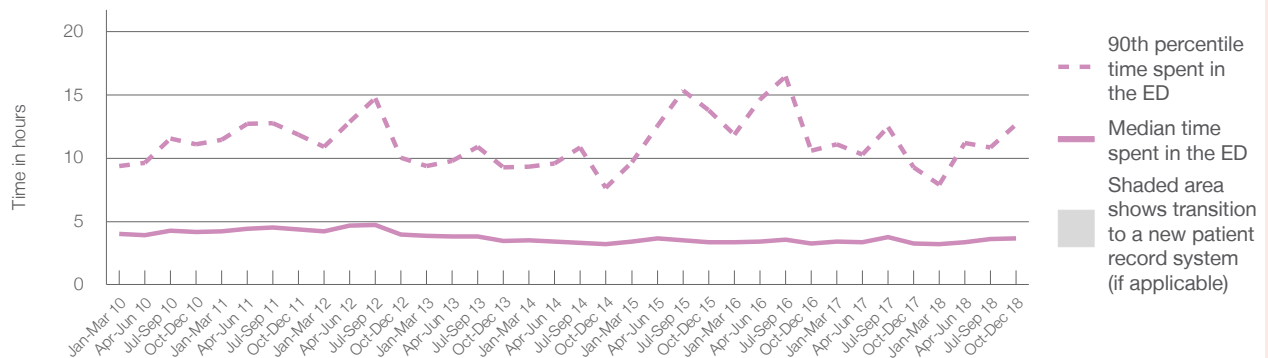
90th percentile time spent in the ED<sup>9</sup> 12 hours and 40 minutes

Same period last year	NSW (this period)
16,765	
16,762	
3 hours and 17 minutes	2 hours and 49 minutes
9 hours and 17 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 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m	3h 41m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m	12h 40m

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

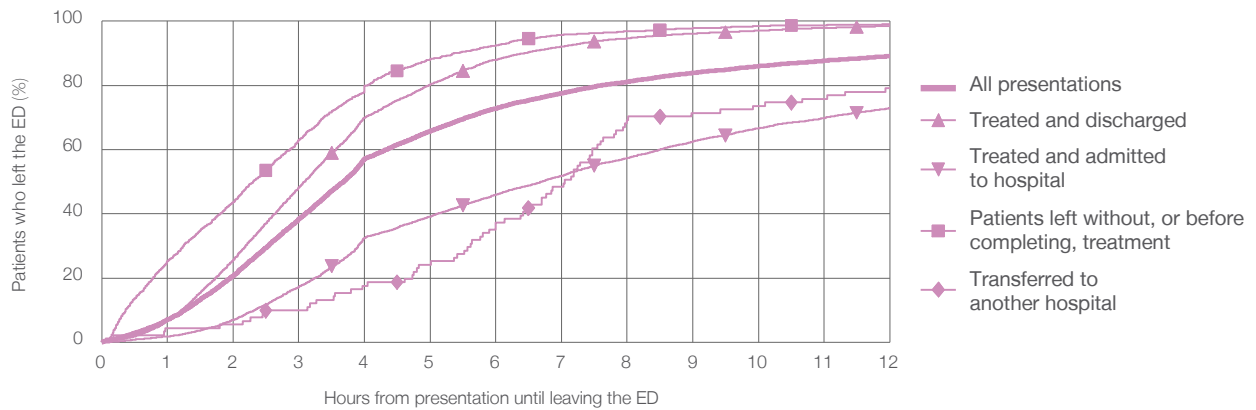
All presentations:<sup>1</sup> 18,053 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,051 patients

Treated and discharged	9,599 (53.2%)
Treated and admitted to hospital	6,592 (36.5%)
Patient left without, or before completing, treatment	1,669 (9.2%)
Transferred to another hospital	91 (0.5%)
Other	102 (0.6%)

Same period last year	Change since one year ago
16,762	8%
8,987	6.8%
6,349	3.8%
1,196	39.5%
128	-28.9%
105	-2.9%

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	6.9%	25.7%	48.3%	70.1%	88.0%	94.7%	97.1%	98.5%
Treated and admitted to hospital	1.8%	7.0%	17.3%	32.6%	46.0%	57.4%	66.7%	72.9%
Patient left without, or before completing, treatment	25.3%	43.7%	63.1%	79.9%	92.5%	96.8%	98.5%	99.1%
Transferred to another hospital	4.4%	5.5%	9.9%	17.6%	37.4%	69.2%	73.6%	79.1%
All presentations	7.1%	20.8%	38.4%	57.1%	72.9%	81.2%	86.0%	89.1%

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**Wollongong Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 October to December 2018

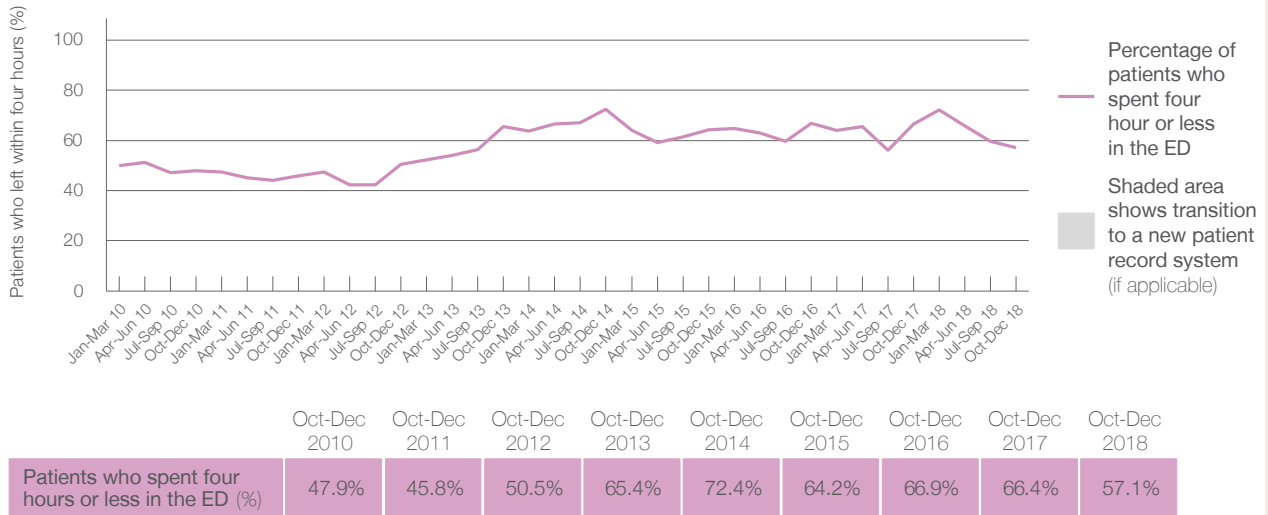
All presentations at the emergency department: <sup>1</sup> 18,053 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,051 patients

Percentage of patients who spent four hours or less in the ED  57.1%

Same period last year	Change since one year ago
16,765	8%
16,762	8%
66.4%	

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).