

Campbelltown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations:² 16,388 patients

Same period last year	Change since one year ago
16,434	0.6%
16,289	0.6%

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,765 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,265 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,655 patients

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,589 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,737	
7 minutes	8 minutes
34 minutes	41 minutes
6,926	
17 minutes	21 minutes
156 minutes	103 minutes
6,075	
27 minutes	27 minutes
193 minutes	139 minutes
1,421	
34 minutes	24 minutes
177 minutes	138 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
52.1%	

* 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: Emergency department measures, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

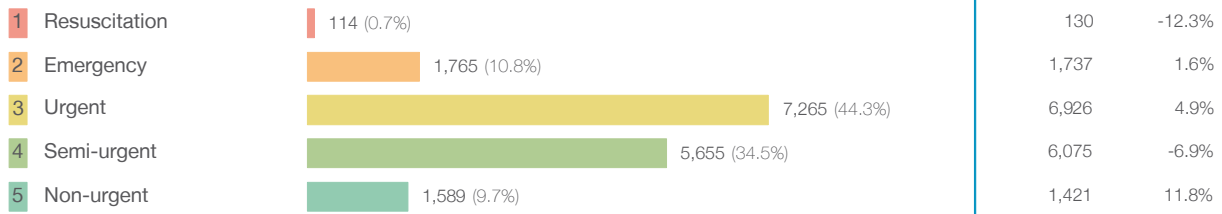
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

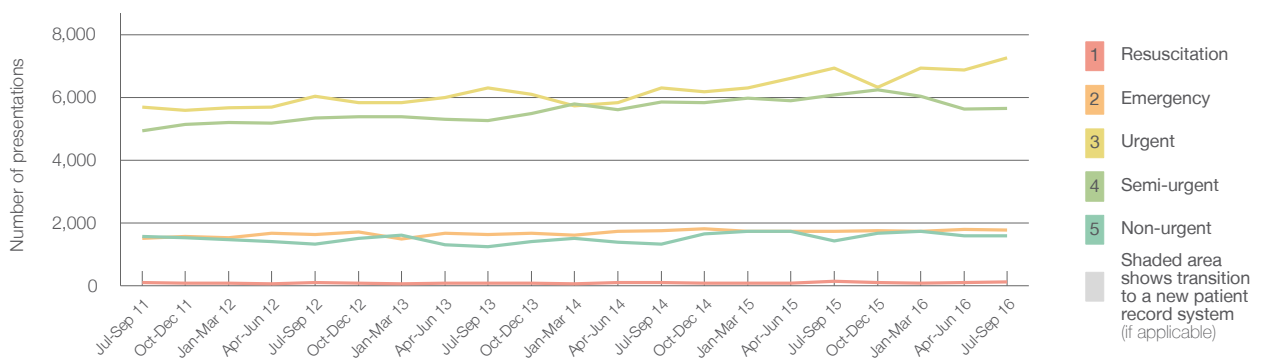
Campbelltown Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations² by triage category: 16,388 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	90	94	84	94	130	114
Emergency	1,509	1,631	1,632	1,751	1,737	1,765
Urgent	5,696	6,030	6,307	6,304	6,926	7,265
Semi-urgent	4,942	5,335	5,263	5,844	6,075	5,655
Non-urgent	1,566	1,328	1,233	1,314	1,421	1,589
All emergency presentations	13,803	14,418	14,519	15,307	16,289	16,388

Campbelltown Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,048 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 July to September 2016

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

Number of triage 2 patients: 1,765

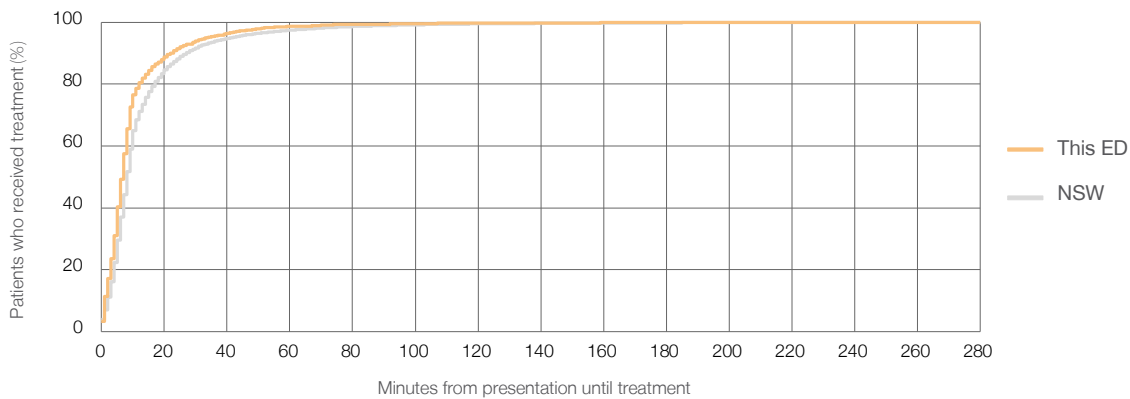
Number of triage 2 patients used to calculate waiting time:³ 1,760

Median time to start treatment⁴ 7 minutes

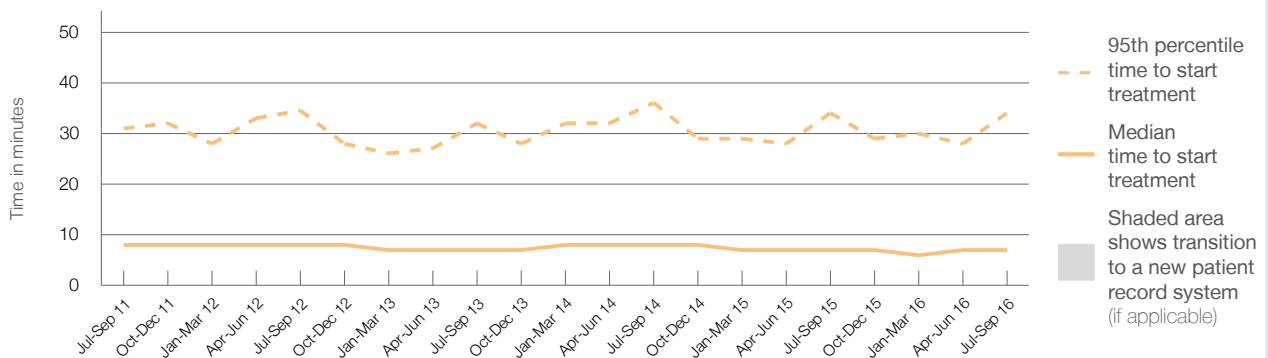
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,737	1,730
7 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	31	35	32	36	34	34

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Campbelltown Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 7,265

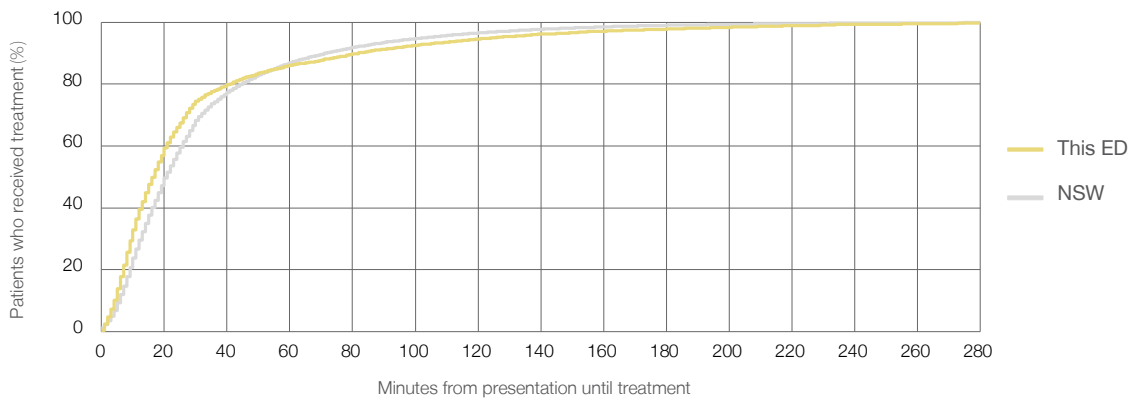
Number of triage 3 patients used to calculate waiting time:³ 7,087

Median time to start treatment⁴ 17 minutes

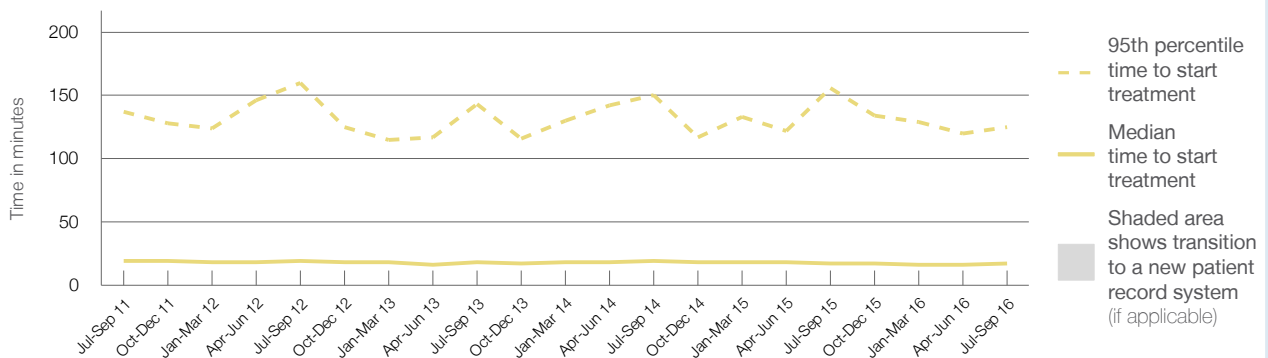
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
6,926	6,678
17 minutes	21 minutes
156 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	19	18	19	17	17
95th percentile time to start treatment ⁵ (minutes)	137	160	143	150	156	125

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Campbelltown Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 5,655

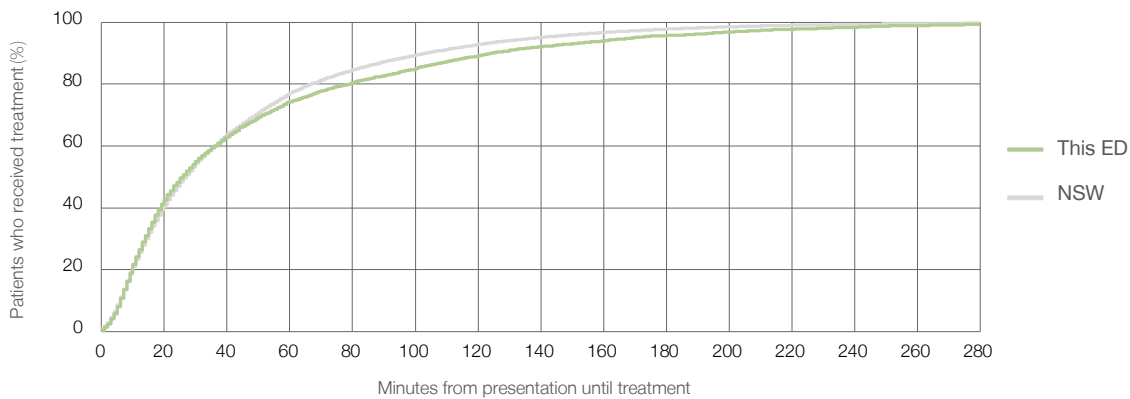
Number of triage 4 patients used to calculate waiting time:³ 5,281

Median time to start treatment⁴ 26 minutes

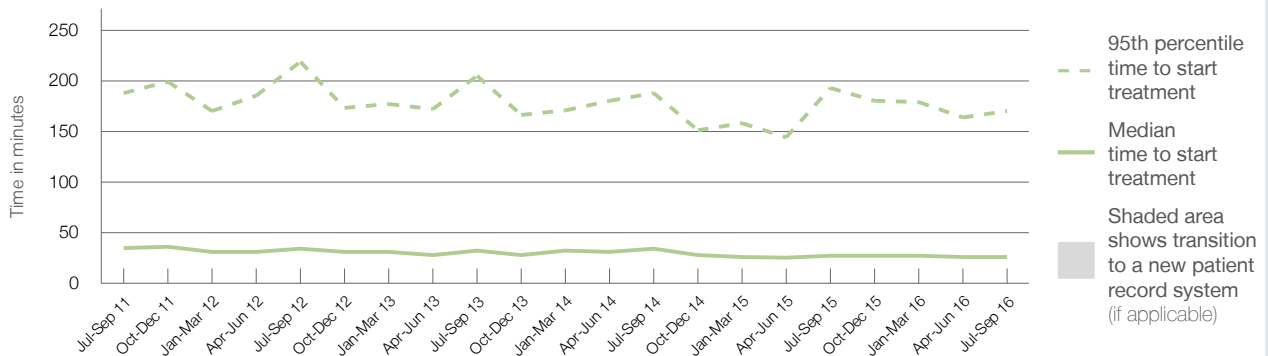
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
6,075	5,603
27 minutes	27 minutes
193 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	34	27	26
95th percentile time to start treatment ⁵ (minutes)	188	219	205	188	193	170

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Campbelltown Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,589

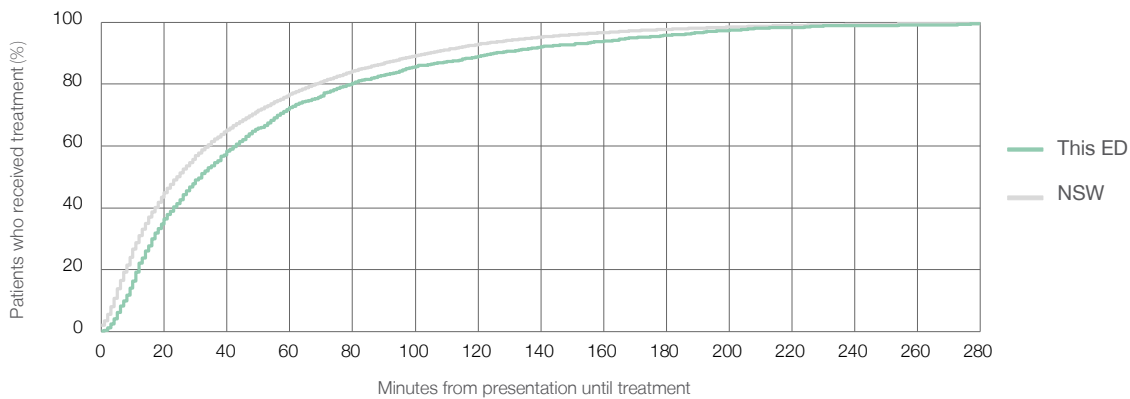
Number of triage 5 patients used to calculate waiting time:³ 1,395

Median time to start treatment⁴ 32 minutes

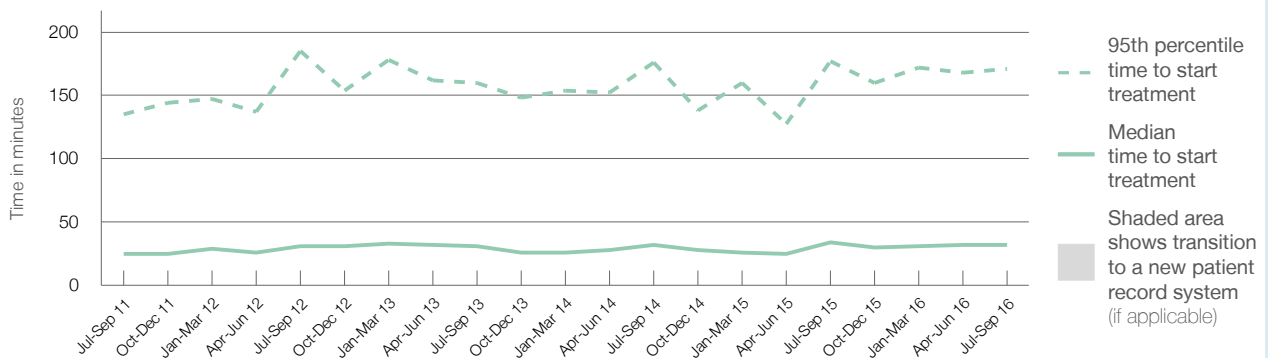
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,421	1,225
34 minutes	24 minutes
177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	31	31	32	34	32
95th percentile time to start treatment ⁵ (minutes)	135	185	160	176	177	171

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Campbelltown Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 16,528 patients

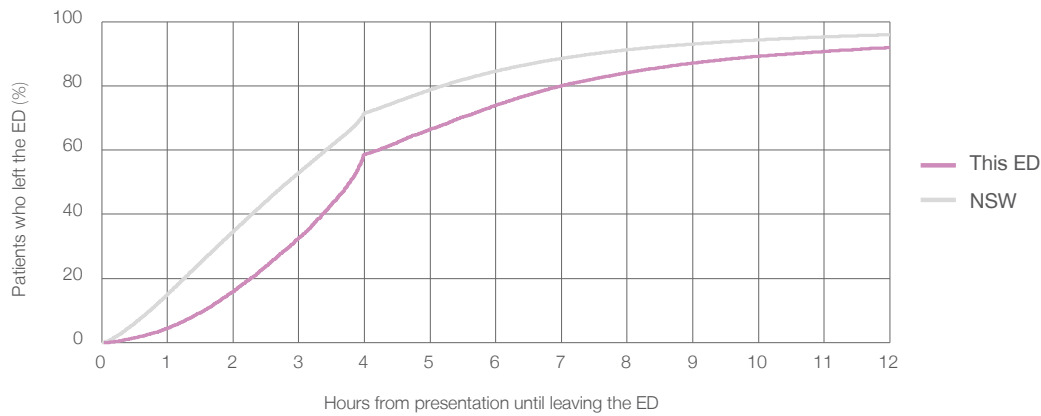
Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

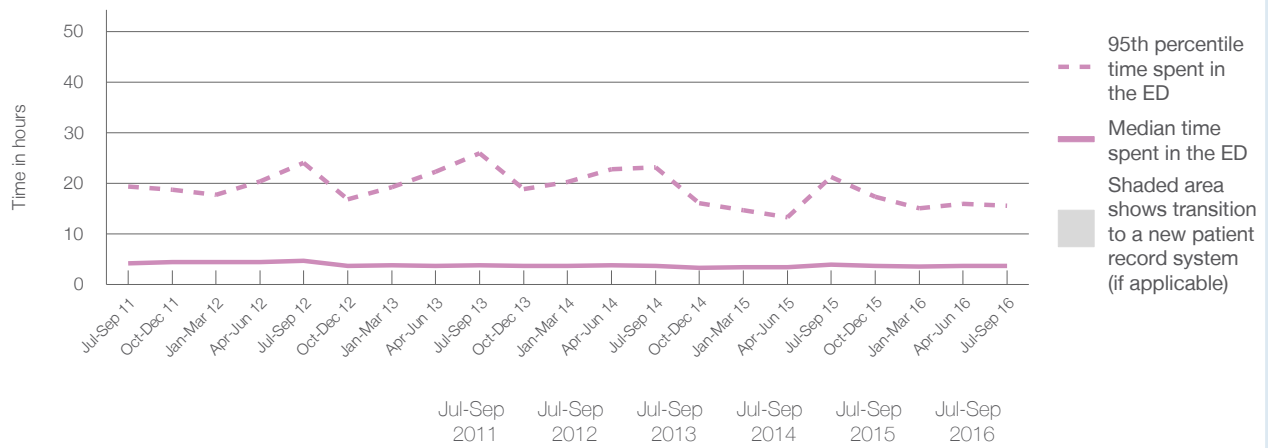
95th percentile time spent in the ED⁹ 15 hours and 38 minutes

Same period last year	NSW (this period)
16,434	16,434
3 hours and 57 minutes	2 hours and 50 minutes
21 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 26m	24h 8m	25h 58m	23h 10m	21h 17m	15h 38m

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Campbelltown Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2016

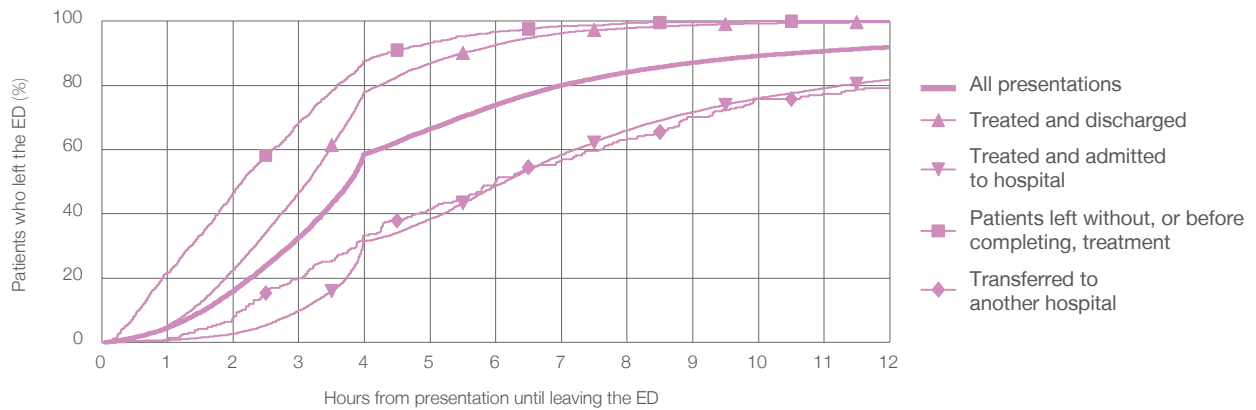
All presentations:¹ 16,528 patients

Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Treated and discharged	7,984 (48.3%)
Treated and admitted to hospital	6,924 (41.9%)
Patient left without, or before completing, treatment	1,365 (8.3%)
Transferred to another hospital	235 (1.4%)
Other	20 (0.1%)

Same period last year	Change since one year ago
16,434	0.6%
9,156	-12.8%
5,102	35.7%
1,877	-27.3%
248	-5.2%
51	-60.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	5.0%	22.6%	46.6%	77.9%	92.6%	97.9%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.6%	9.9%	31.5%	48.7%	66.0%	76.0%	81.8%
Patient left without, or before completing, treatment	21.8%	46.6%	68.6%	87.5%	96.7%	99.4%	100%	100%
Transferred to another hospital	0.9%	7.7%	20.0%	33.2%	50.2%	63.4%	75.7%	79.1%
All presentations	4.5%	16.0%	32.7%	58.6%	74.0%	84.1%	89.2%	91.9%

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Campbelltown Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 16,528 patients

Presentations used to calculate time to leaving the ED: ⁶ 16,528 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	16,434	0.6%
Presentations used to calculate time to leaving the ED	16,434	0.6%
Percentage of patients who spent four hours or less in the ED	52.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	47.1%	42.9%	59.4%	58.5%	52.1%	58.6%

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

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- 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: Emergency department measures, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).