



Healthcare Quarterly

Performance Profiles

Emergency Department

Nepean Blue Mountains Local Health District

October to December 2017

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,364 patients
 Emergency presentations:² 4,293 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,258	2.5%
Emergency presentations: ²	4,206	2.1%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 632 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,067 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,141 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 132 minutes

	Same period last year	NSW (this period)
All presentations: ¹	623	
Emergency presentations: ²	7 minutes	8 minutes
Urgent presentations: ²	18 minutes	23 minutes
Semi-urgent presentations: ²	949	
Non-urgent presentations: ²	18 minutes	20 minutes
All presentations: ¹	62 minutes	65 minutes
All presentations: ¹	2,076	
Emergency presentations: ²	28 minutes	26 minutes
Urgent presentations: ²	119 minutes	99 minutes
Semi-urgent presentations: ²	536	
Non-urgent presentations: ²	32 minutes	23 minutes
All presentations: ¹	140 minutes	103 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,364 patients

Percentage of patients who spent four hours or less in the ED 82.8%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,255	2.6%
Percentage of patients who spent four hours or less in the ED	78.1%	

* 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 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.

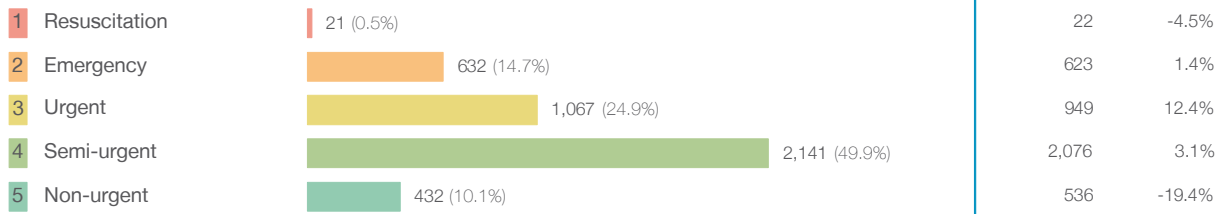
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2017

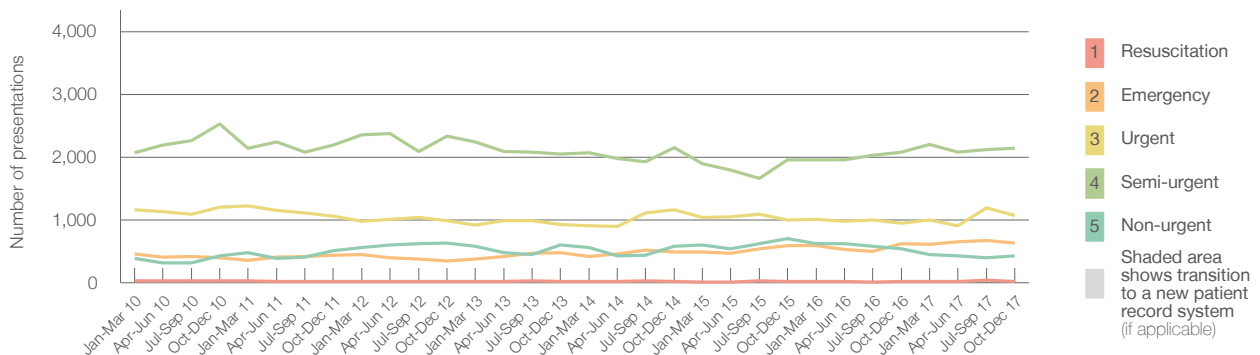
All presentations:¹ 4,364 patients

Emergency presentations² by triage category: 4,293 patients



	Same period last year	Change since one year ago
All presentations	4,258	2.5%
Emergency presentations	4,206	2.1%
Resuscitation	22	-4.5%
Emergency	623	1.4%
Urgent	949	12.4%
Semi-urgent	2,076	3.1%
Non-urgent	536	-19.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	26	22	24	16	24	17	22	21
Emergency	393	441	347	477	486	595	623	632
Urgent	1,204	1,060	992	923	1,166	1,001	949	1,067
Semi-urgent	2,526	2,197	2,339	2,051	2,151	1,961	2,076	2,141
Non-urgent	424	511	634	596	576	705	536	432
All emergency presentations	4,573	4,231	4,336	4,063	4,403	4,279	4,206	4,293

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2017

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 744 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	737	
Median time	12 minutes	0 minutes
90th percentile time	25 minutes	-1 minute

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 632

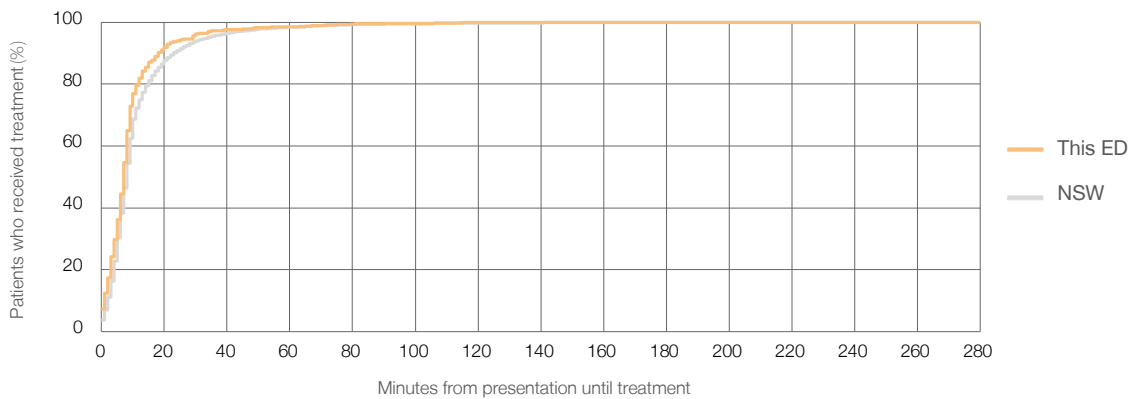
Number of triage 2 patients used to calculate waiting time:³ 629

Median time to start treatment⁴ 7 minutes

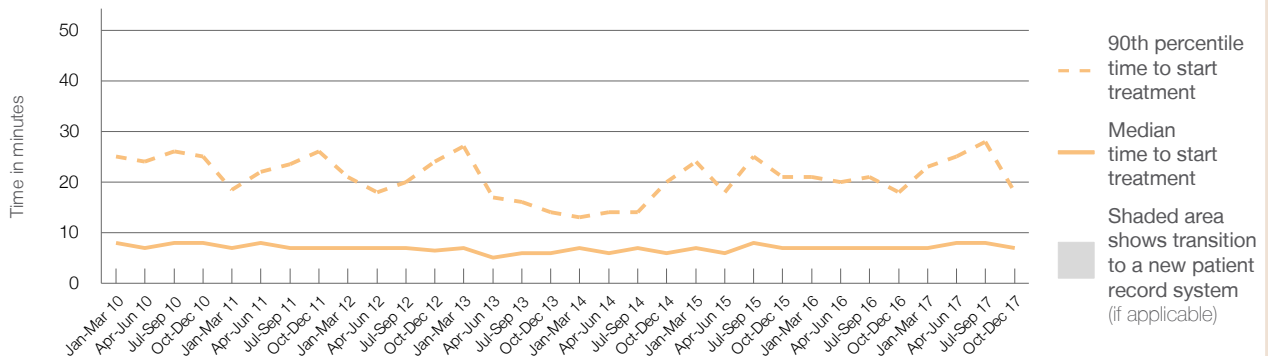
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
623	618
7 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	25	26	24	14	20	21	18	18

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,067

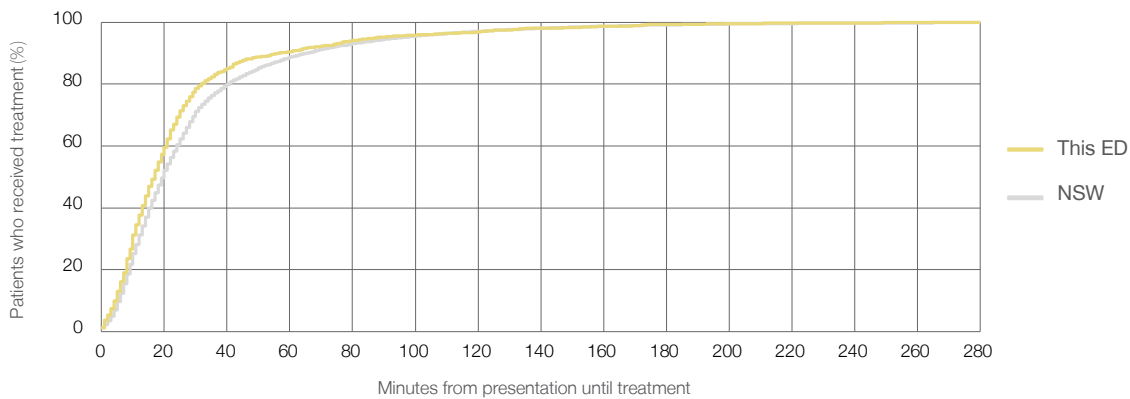
Number of triage 3 patients used to calculate waiting time:³ 1,050

Median time to start treatment⁴ 17 minutes

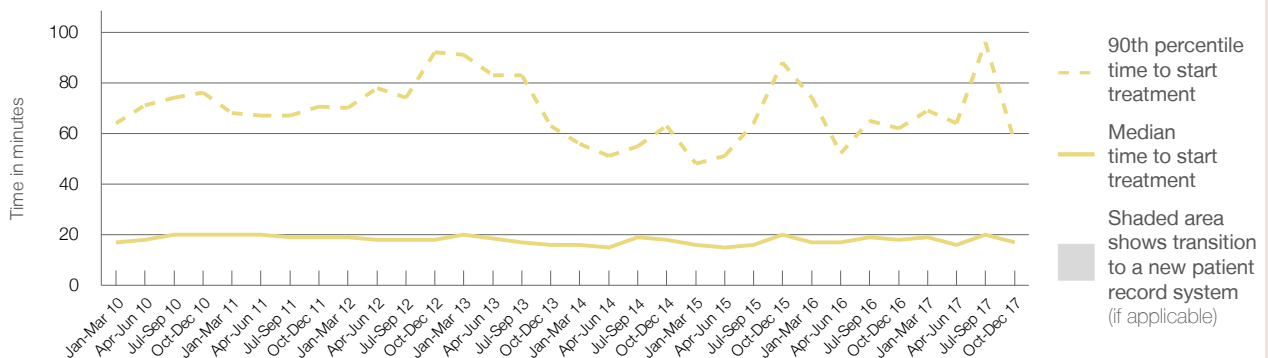
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
949	925
18 minutes	20 minutes
62 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	19	18	16	18	20	18	17
90th percentile time to start treatment ⁵ (minutes)	76	71	92	63	63	88	62	57

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,141

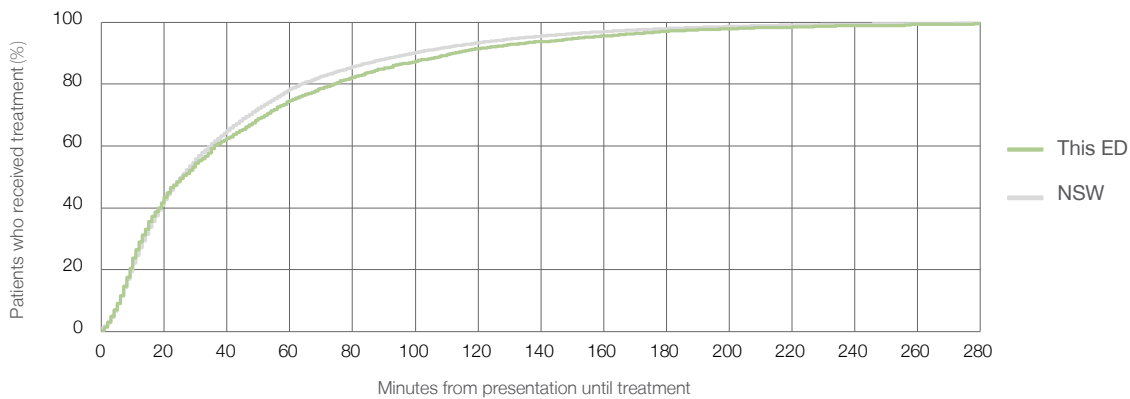
Number of triage 4 patients used to calculate waiting time:³ 2,037

Median time to start treatment⁴ 26 minutes

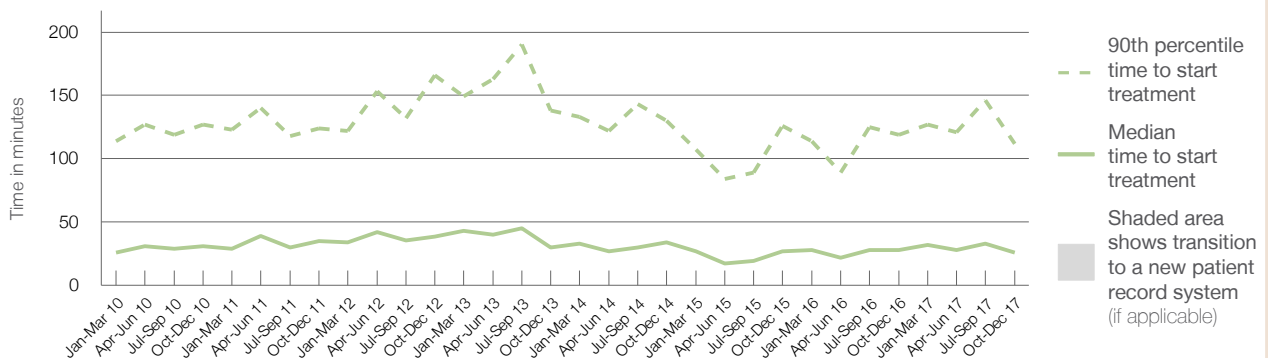
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
2,076	1,930
28 minutes	26 minutes
119 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	35	39	30	34	27	28	26
90th percentile time to start treatment ⁵ (minutes)	127	124	166	138	130	126	119	112

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 432

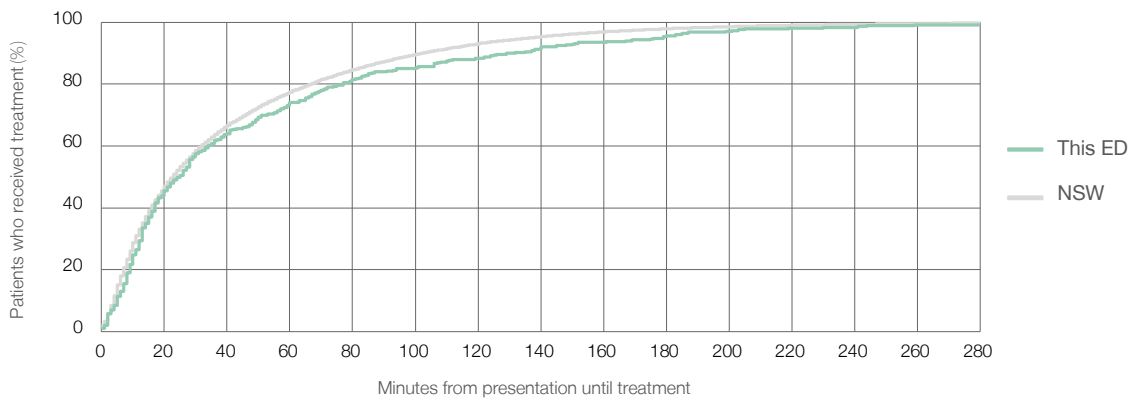
Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴ 25 minutes

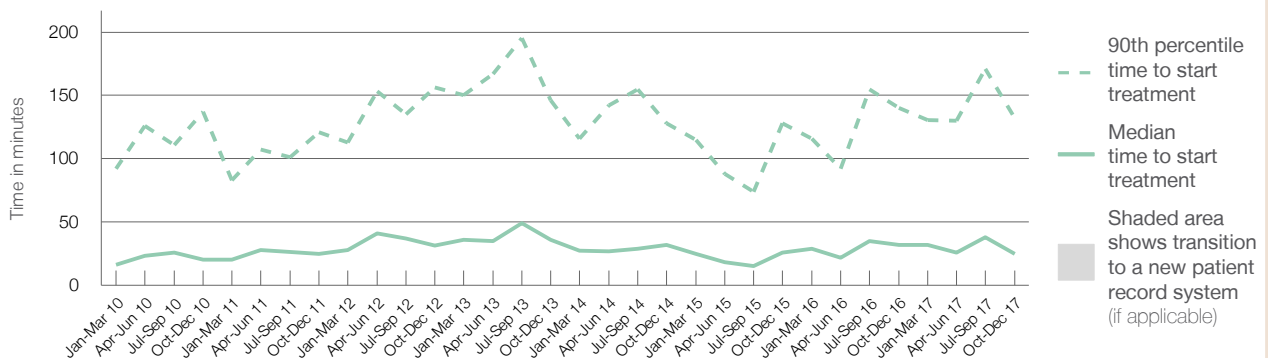
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
536	
463	
32 minutes	23 minutes
140 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	25	32	36	32	26	32	25
90th percentile time to start treatment ⁵ (minutes)	137	121	157	146	128	128	140	132

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,364 patients

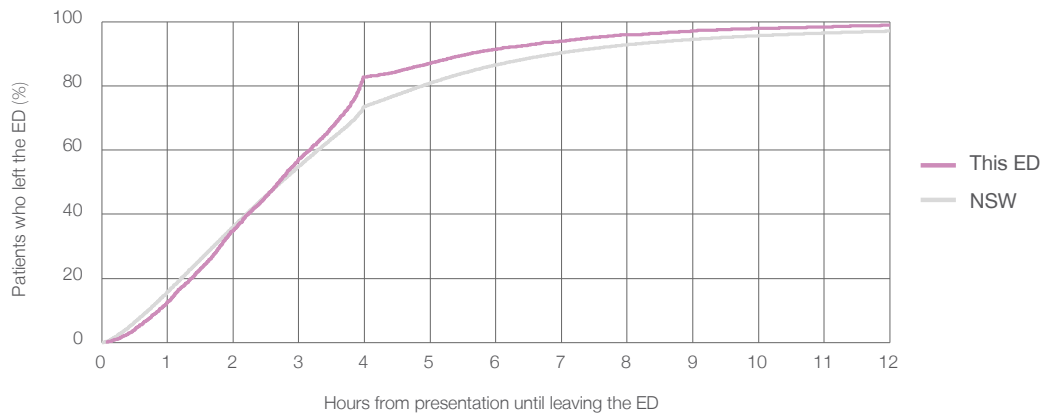
Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

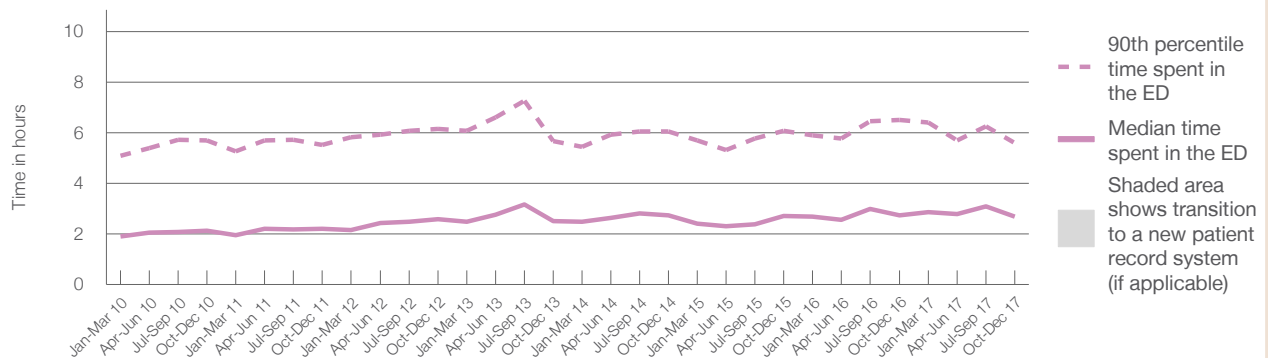
90th percentile time spent in the ED⁹ 5 hours and 36 minutes

Same period last year	NSW (this period)
4,258	
4,255	
2 hours and 44 minutes	2 hours and 44 minutes
6 hours and 30 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 8m	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 42m	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m	5h 36m

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

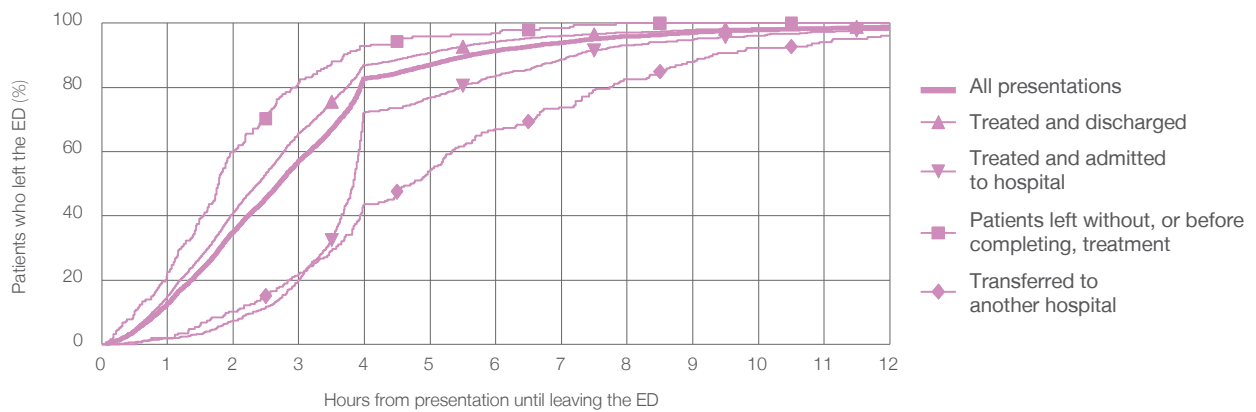
All presentations:¹ 4,364 patients

Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Treated and discharged	3,264 (74.8%)
Treated and admitted to hospital	687 (15.7%)
Patient left without, or before completing, treatment	195 (4.5%)
Transferred to another hospital	206 (4.7%)
Other	12 (0.3%)

Same period last year	Change since one year ago
4,255	2.6%
3,129	4.3%
669	2.7%
254	-23.2%
186	10.8%
20	-40.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	15.1%	41.0%	65.8%	86.9%	94.2%	97.1%	98.5%	99.1%
Treated and admitted to hospital	1.7%	7.3%	19.9%	72.2%	83.7%	93.2%	96.1%	98.0%
Patient left without, or before completing, treatment	22.6%	60.0%	81.5%	92.8%	96.9%	100%	100%	100%
Transferred to another hospital	1.9%	10.2%	21.8%	43.7%	67.0%	82.5%	92.2%	96.1%
All presentations	12.8%	35.1%	57.2%	82.8%	91.4%	95.9%	97.9%	98.8%

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 4,364 patients

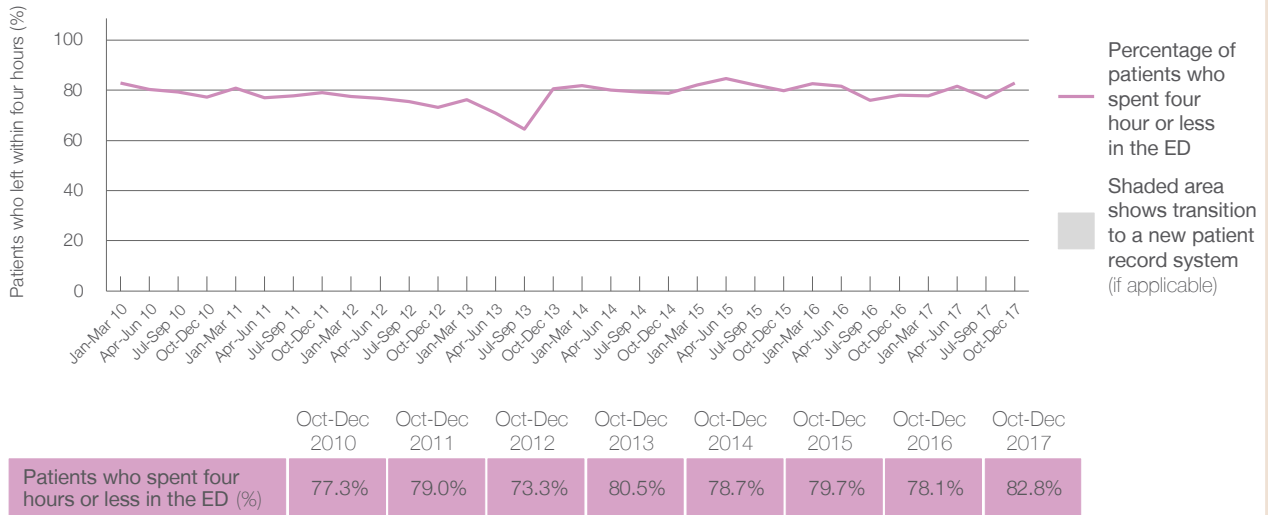
Presentations used to calculate time to leaving the ED: ⁶ 4,364 patients

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	4,258	2.5%
Presentations used to calculate time to leaving the ED	4,255	2.6%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,469 patients
Emergency presentations:² 6,185 patients

Same period last year	Change since one year ago
6,173	4.8%
5,912	4.6%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 832 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,723 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,110 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 490 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
633	
9 minutes	8 minutes
25 minutes	23 minutes
1,700	
18 minutes	20 minutes
41 minutes	65 minutes
3,093	
19 minutes	26 minutes
58 minutes	99 minutes
455	
20 minutes	23 minutes
75 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,469 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
6,173	4.8%
77.8%	

* 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 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.

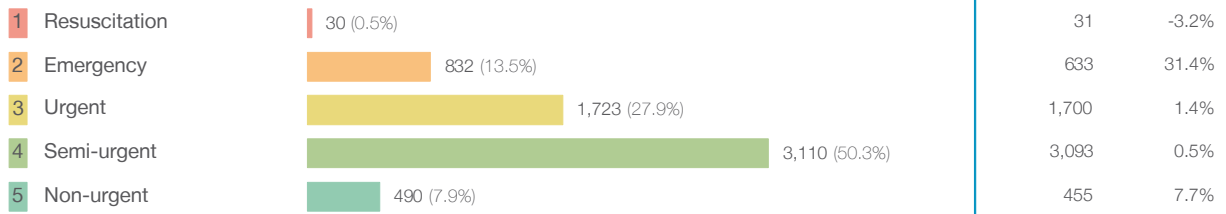
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2017

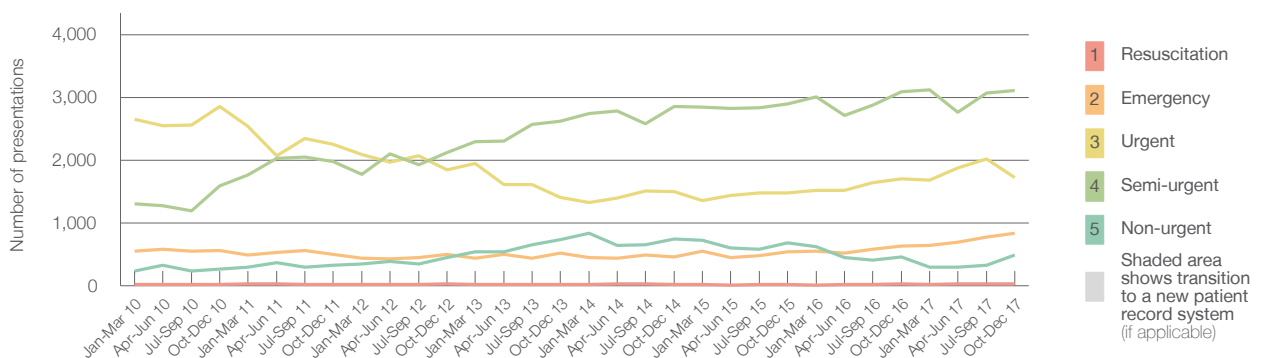
All presentations:¹ 6,469 patients

Emergency presentations² by triage category: 6,185 patients



	Same period last year	Change since one year ago
All presentations	6,173	4.8%
Emergency presentations	5,912	4.6%
1 Resuscitation	31	-3.2%
2 Emergency	633	31.4%
3 Urgent	1,700	1.4%
4 Semi-urgent	3,093	0.5%
5 Non-urgent	455	7.7%

Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	18	20	26	14	24	17	31	30
Emergency	561	498	497	515	462	543	633	832
Urgent	2,860	2,251	1,848	1,404	1,494	1,477	1,700	1,723
Semi-urgent	1,587	1,979	2,124	2,620	2,856	2,897	3,093	3,110
Non-urgent	260	327	446	737	744	682	455	490
All emergency presentations	5,286	5,075	4,941	5,290	5,580	5,616	5,912	6,185

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 970 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	876	
ED Transfer of care time	15 minutes	-3 minutes
90th percentile time	35 minutes	-11 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 October to December 2017

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

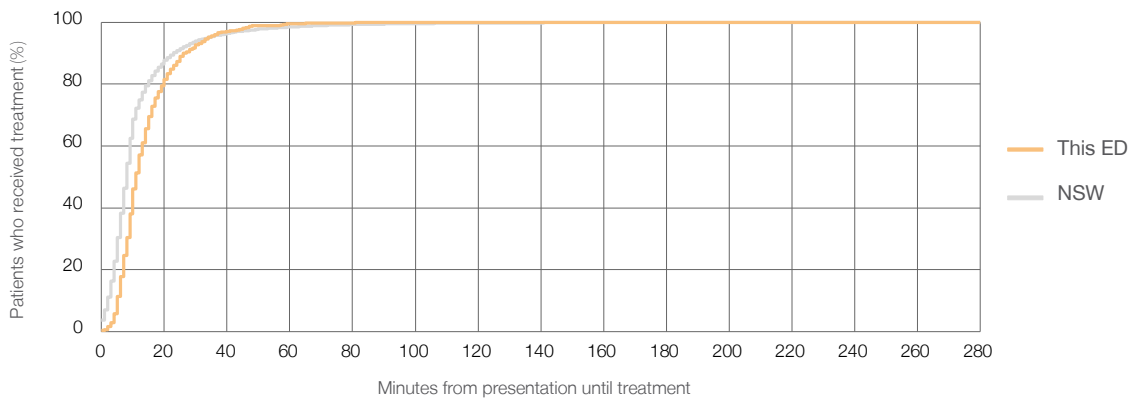
Number of triage 2 patients: 832

Number of triage 2 patients used to calculate waiting time:³ 831

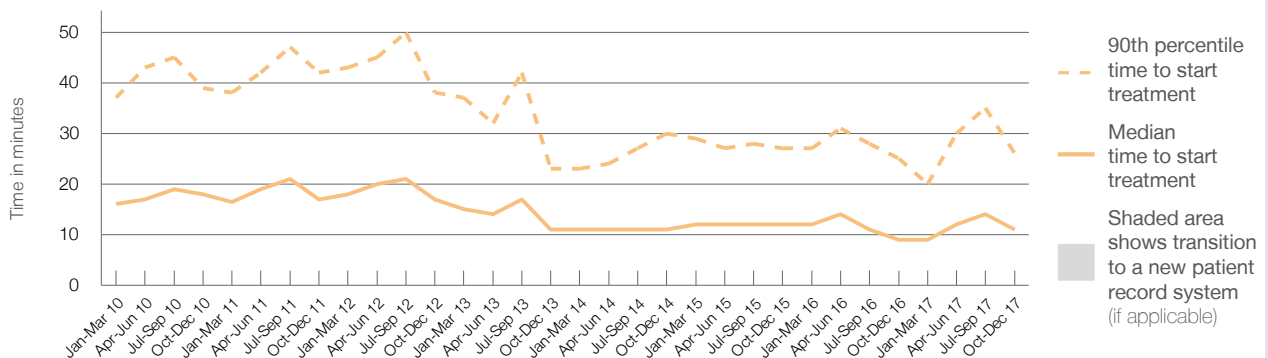
Median time to start treatment⁴ ■ 11 minutes
90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
633	633
9 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	18	17	17	11	11	12	9	11
90th percentile time to start treatment ⁵ (minutes)	39	42	38	23	30	27	25	26

(†) 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.
 (§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,723

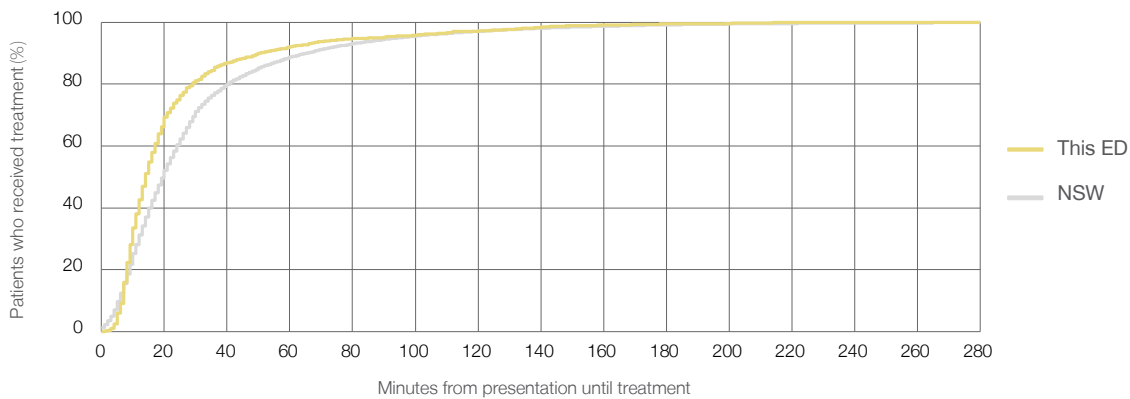
Number of triage 3 patients used to calculate waiting time:³ 1,702

Median time to start treatment⁴ 14 minutes

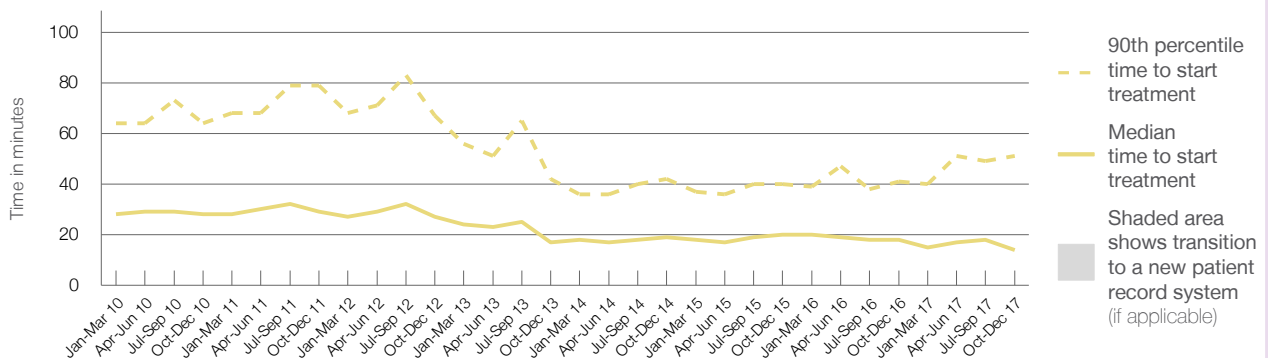
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,700	
1,698	
18 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	28	29	27	17	19	20	18	14
90th percentile time to start treatment ⁵ (minutes)	64	79	67	42	42	40	41	51

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,110

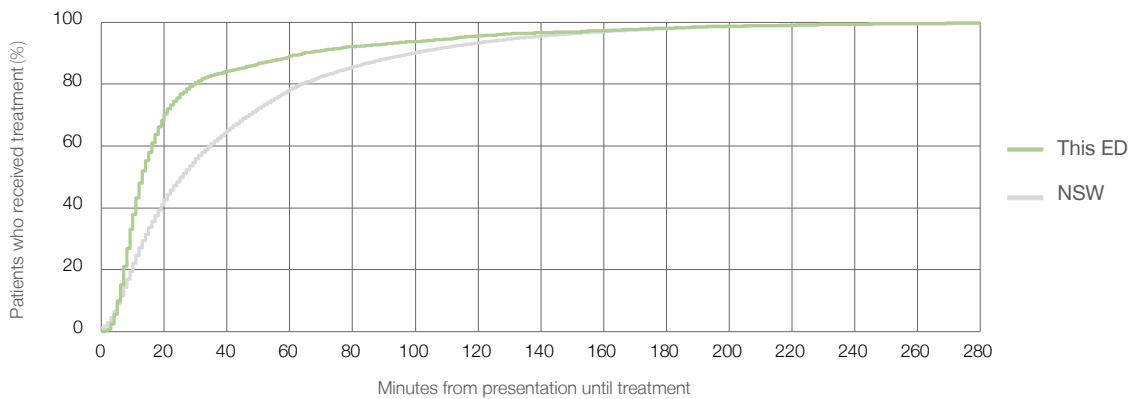
Number of triage 4 patients used to calculate waiting time:³ 3,036

Median time to start treatment⁴ 13 minutes

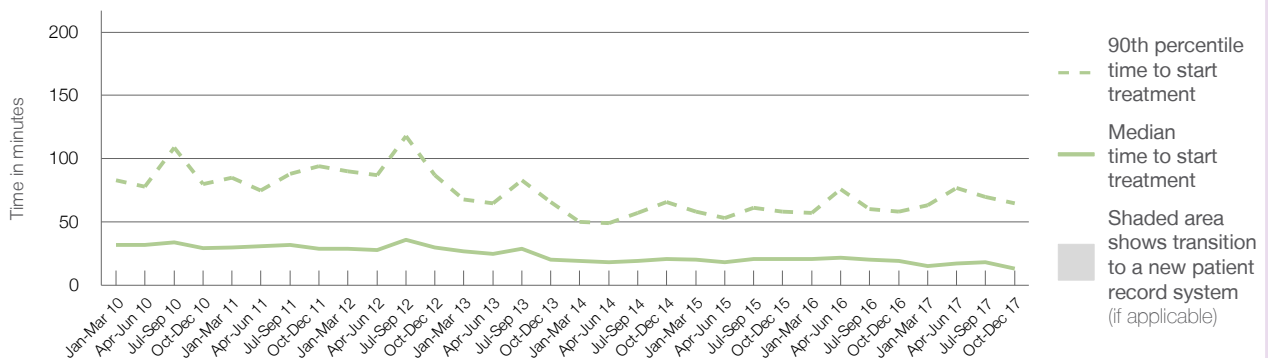
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,093	
3,087	
19 minutes	26 minutes
58 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	29	30	20	21	21	19	13
90th percentile time to start treatment ⁵ (minutes)	80	94	87	66	66	58	58	65

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 490

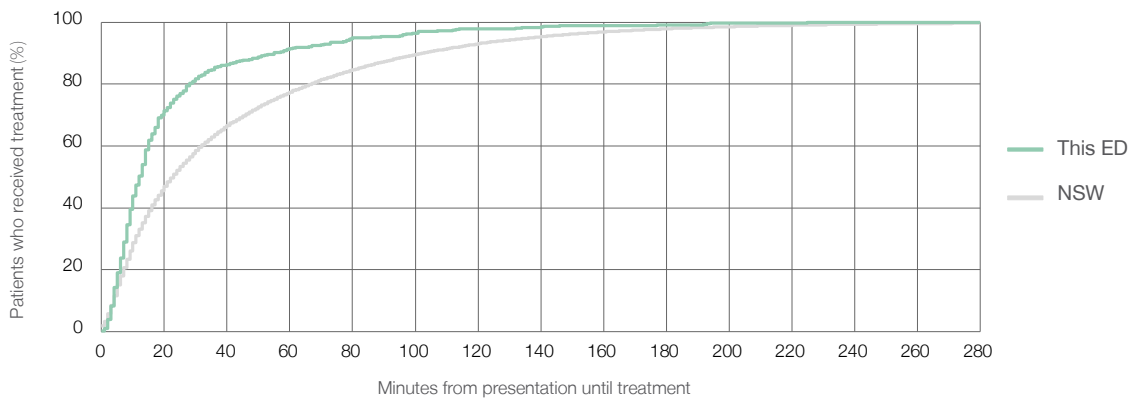
Number of triage 5 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 12 minutes

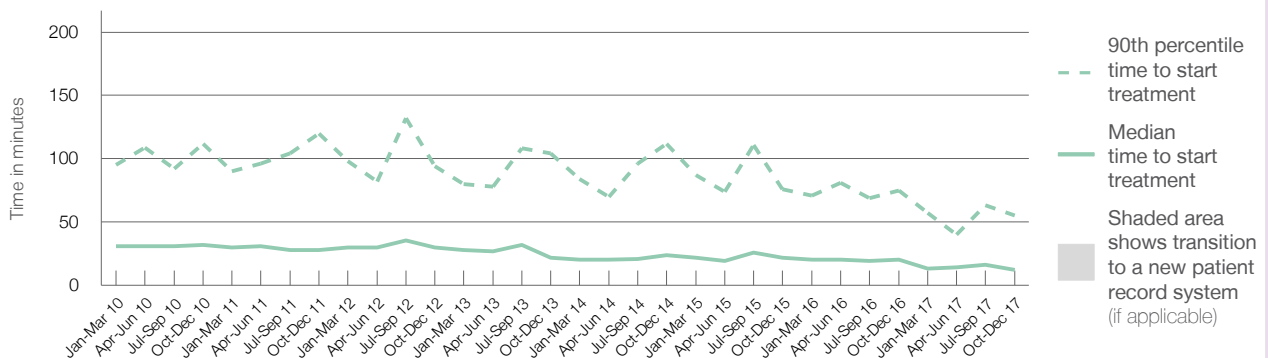
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
455	
450	
20 minutes	23 minutes
75 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	32	28	30	22	24	22	20	12
90th percentile time to start treatment ⁵ (minutes)	112	120	94	104	112	76	75	55

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,469 patients

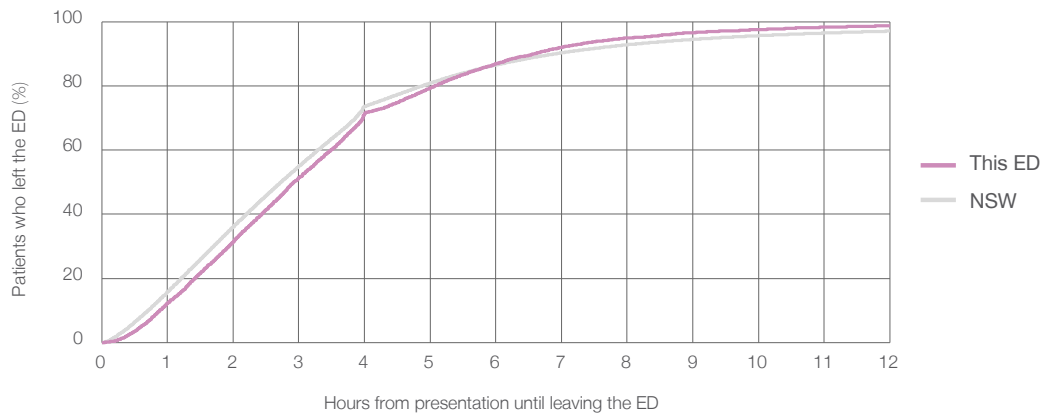
Presentations used to calculate time to leaving the ED:⁶ 6,469 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

90th percentile time spent in the ED⁹ 6 hours and 36 minutes

Same period last year	NSW (this period)
6,173	6,173
2 hours and 50 minutes	2 hours and 44 minutes
6 hours and 45 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 50m	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m	6h 36m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2017

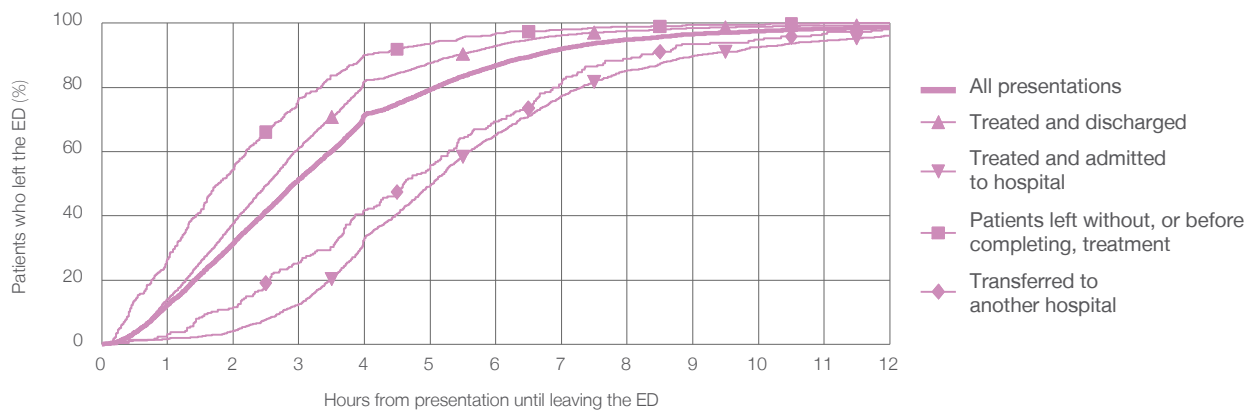
All presentations:¹ 6,469 patients

Presentations used to calculate time to leaving the ED:⁶ 6,469 patients

Treated and discharged	4,418 (68.3%)
Treated and admitted to hospital	1,309 (20.2%)
Patient left without, or before completing, treatment	510 (7.9%)
Transferred to another hospital	215 (3.3%)
Other	17 (0.3%)

Same period last year	Change since one year ago
6,173	4.8%
4,263	3.6%
1,230	6.4%
499	2.2%
174	23.6%
7	142.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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	14.0%	37.8%	61.1%	82.0%	93.0%	97.6%	98.9%	99.3%
Treated and admitted to hospital	1.6%	4.1%	12.5%	33.2%	65.2%	85.3%	92.6%	96.2%
Patient left without, or before completing, treatment	26.5%	54.5%	76.5%	90.2%	96.9%	98.8%	99.4%	100%
Transferred to another hospital	3.3%	11.6%	25.6%	41.9%	69.3%	88.8%	94.9%	98.1%
All presentations	12.3%	31.5%	51.4%	71.4%	86.9%	94.9%	97.5%	98.7%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 6,469 patients

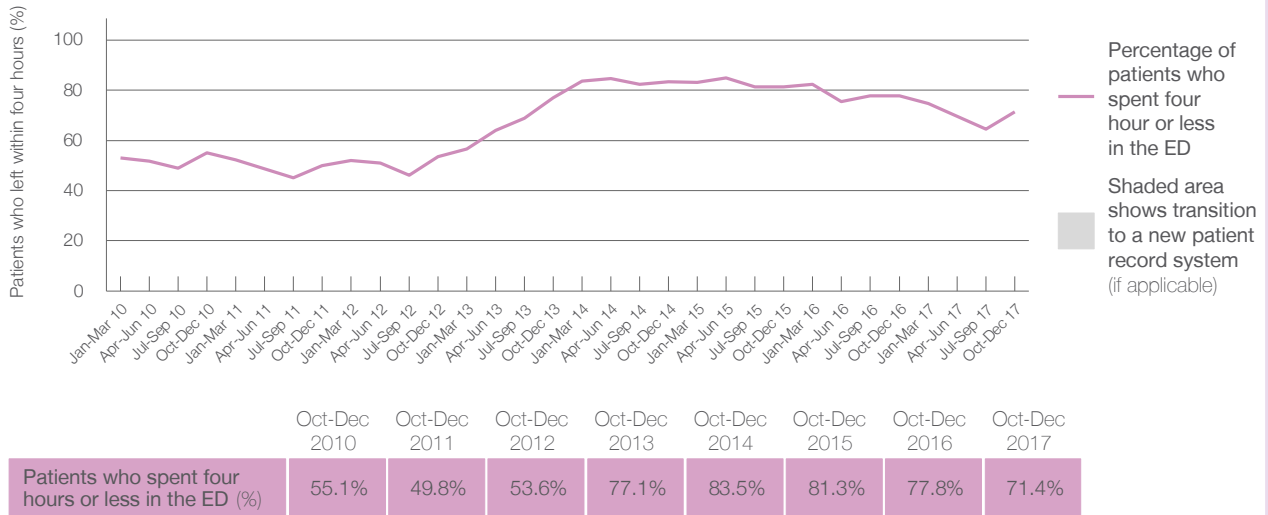
Presentations used to calculate time to leaving the ED: ⁶ 6,469 patients

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	6,173	4.8%
Presentations used to calculate time to leaving the ED	6,173	4.8%
Percentage of patients who spent four hours or less in the ED	77.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Lithgow Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 3,069 patients
 Emergency presentations:² 2,964 patients

Same period last year	Change since one year ago
3,294	-6.8%
3,171	-6.5%

Lithgow Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 369 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,009 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,271 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 304 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
325	
4 minutes	8 minutes
12 minutes	23 minutes
1,042	
11 minutes	20 minutes
36 minutes	65 minutes
1,336	
11 minutes	26 minutes
54 minutes	99 minutes
450	
10 minutes	23 minutes
51 minutes	103 minutes

Lithgow Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
3,292	-6.8%
88.0%	

* 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 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.

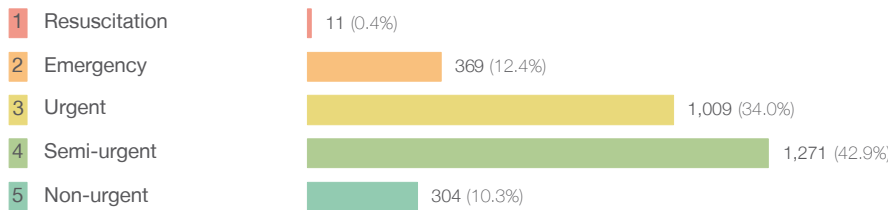
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Lithgow Health Service: Patients presenting to the emergency department October to December 2017

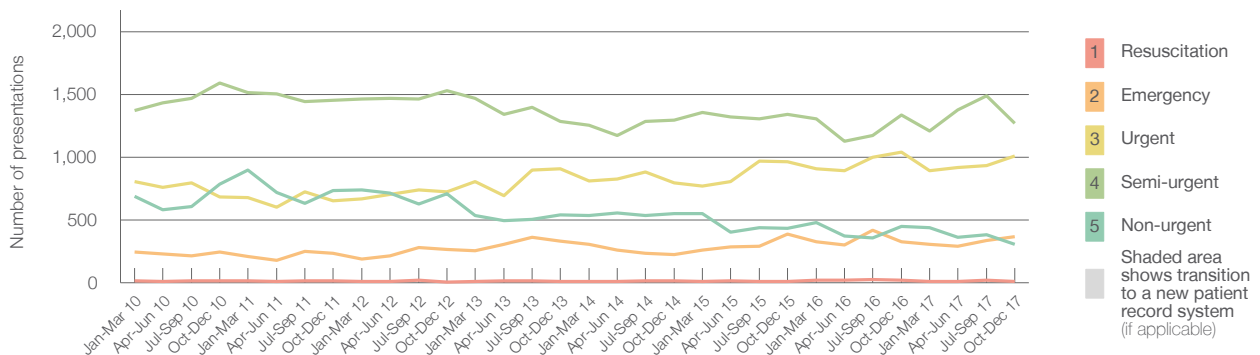
All presentations:¹ 3,069 patients

Emergency presentations² by triage category: 2,964 patients



	Same period last year	Change since one year ago
All presentations	3,294	-6.8%
Emergency presentations	3,171	-6.5%
1 Resuscitation	18	-38.9%
2 Emergency	325	13.5%
3 Urgent	1,042	-3.2%
4 Semi-urgent	1,336	-4.9%
5 Non-urgent	450	-32.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	14	16	6	8	16	10	18	11
Emergency	242	232	266	332	223	385	325	369
Urgent	684	650	725	906	796	964	1,042	1,009
Semi-urgent	1,593	1,451	1,528	1,287	1,296	1,341	1,336	1,271
Non-urgent	787	732	708	539	549	434	450	304
All emergency presentations	3,320	3,081	3,233	3,072	2,880	3,134	3,171	2,964

Lithgow Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 567 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	584	
ED Transfer of care time	9 minutes	2 minutes
90th percentile time	21 minutes	1 minute

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 369

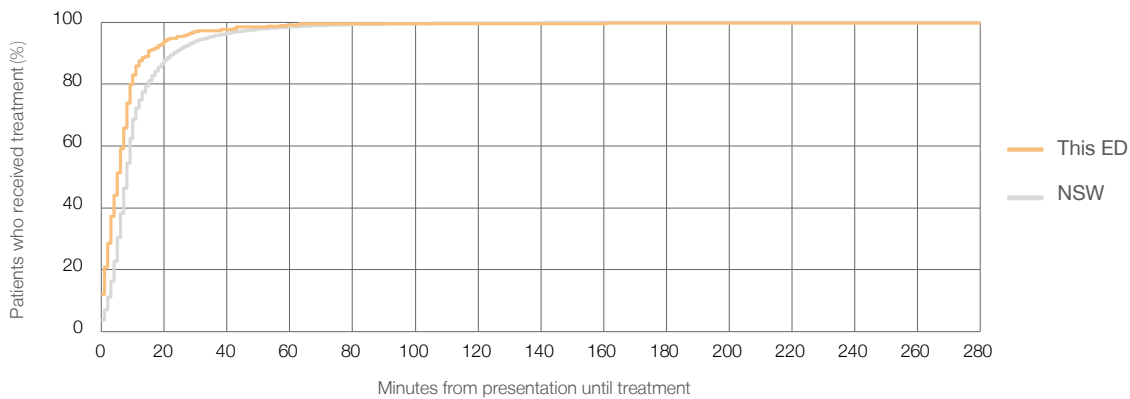
Number of triage 2 patients used to calculate waiting time:³ 368

Median time to start treatment⁴ 5 minutes

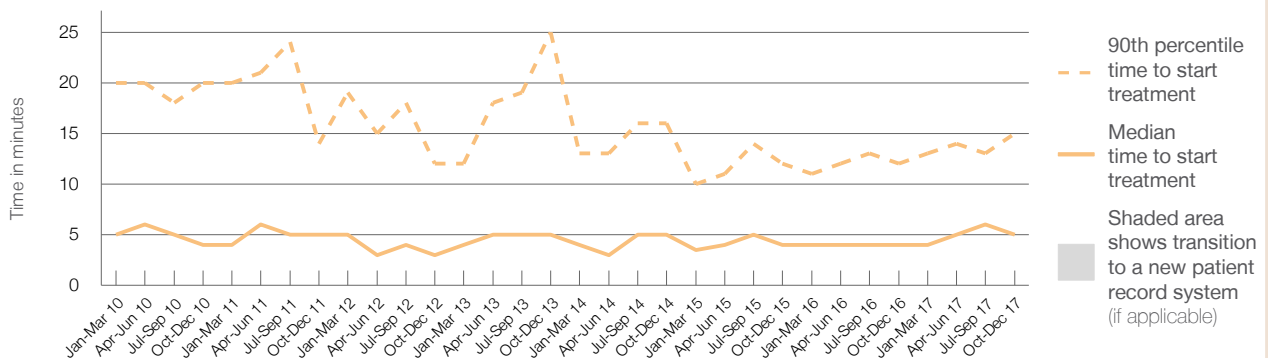
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
325	
324	
4 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4	5	3	5	5	4	4	5
90th percentile time to start treatment ⁵ (minutes)	20	14	12	25	16	12	12	15

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,009

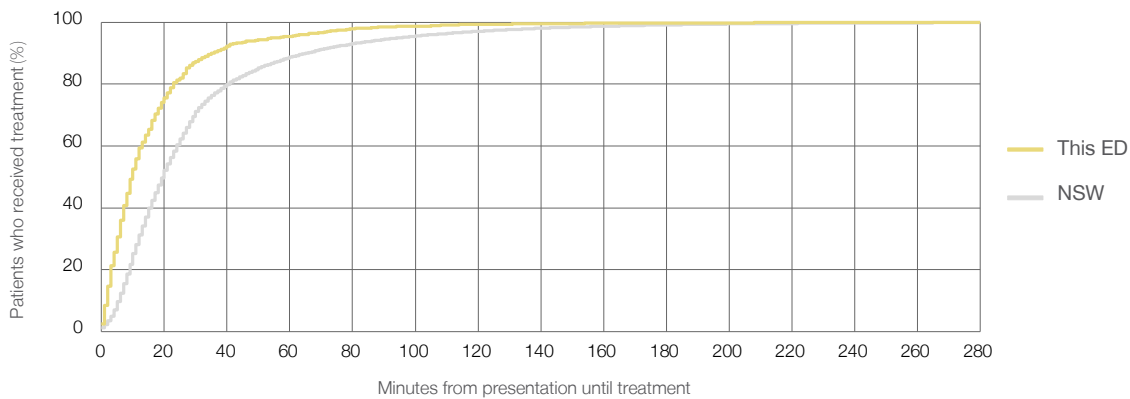
Number of triage 3 patients used to calculate waiting time:³ 995

Median time to start treatment⁴ 10 minutes

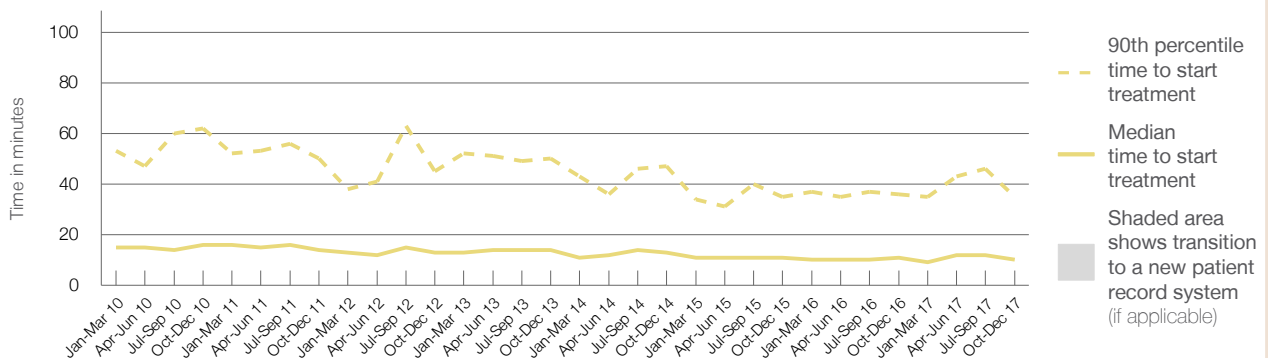
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,042	
1,031	
11 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	16	14	13	14	13	11	11	10
90th percentile time to start treatment ⁵ (minutes)	62	50	45	50	47	35	36	35

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,271

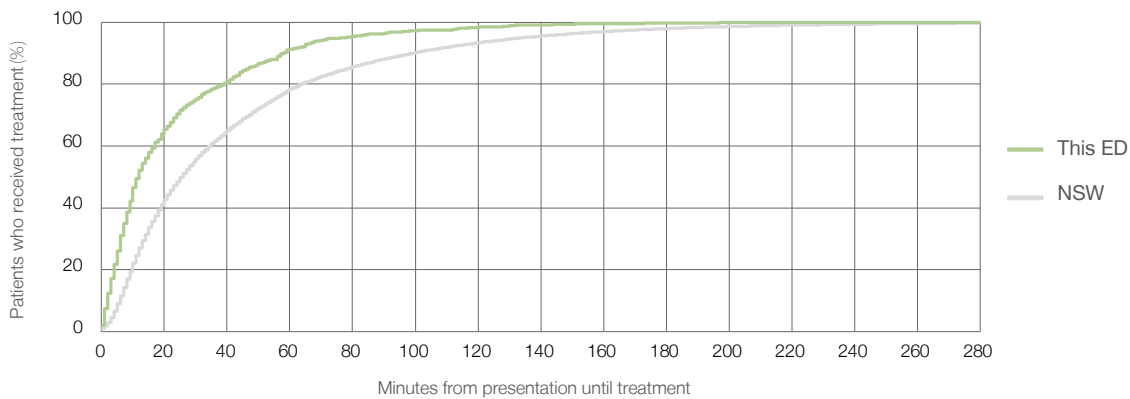
Number of triage 4 patients used to calculate waiting time:³ 1,248

Median time to start treatment⁴ 12 minutes

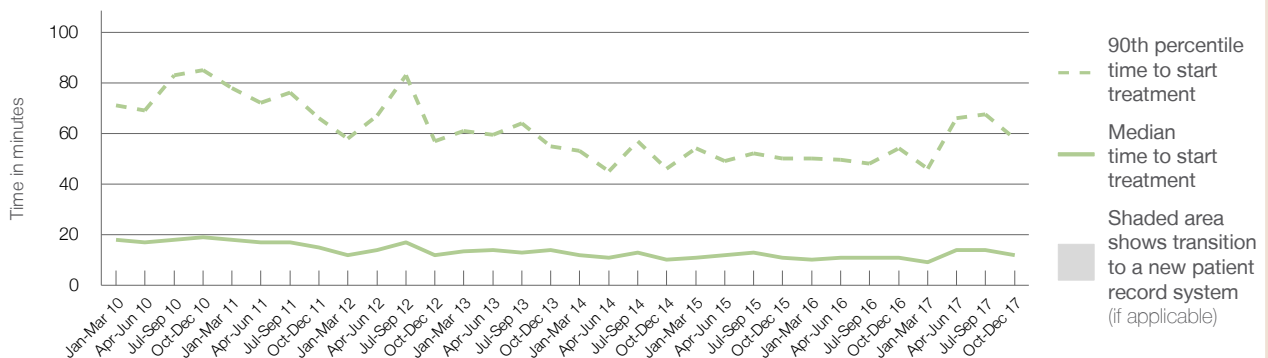
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,336	1,285
11 minutes	26 minutes
54 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	15	12	14	10	11	11	12
90th percentile time to start treatment ⁵ (minutes)	85	66	57	55	46	50	54	58

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 304

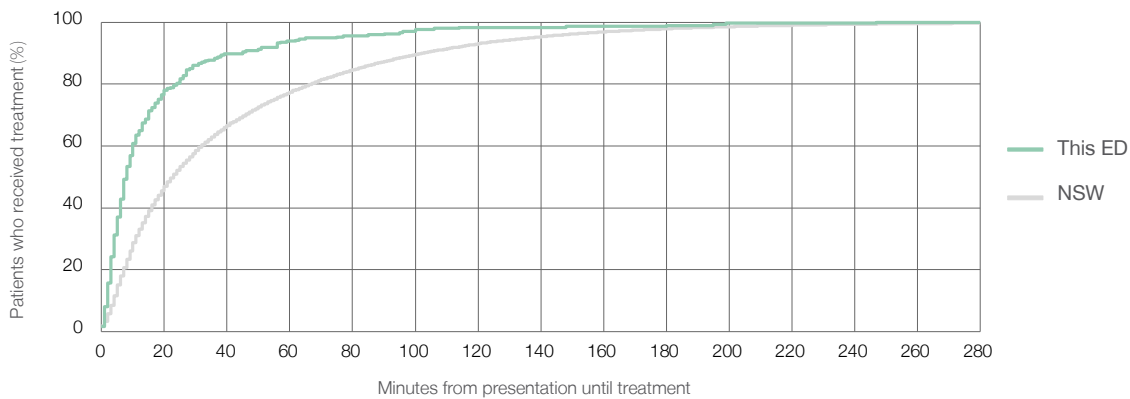
Number of triage 5 patients used to calculate waiting time:³ 294

Median time to start treatment⁴ 8 minutes

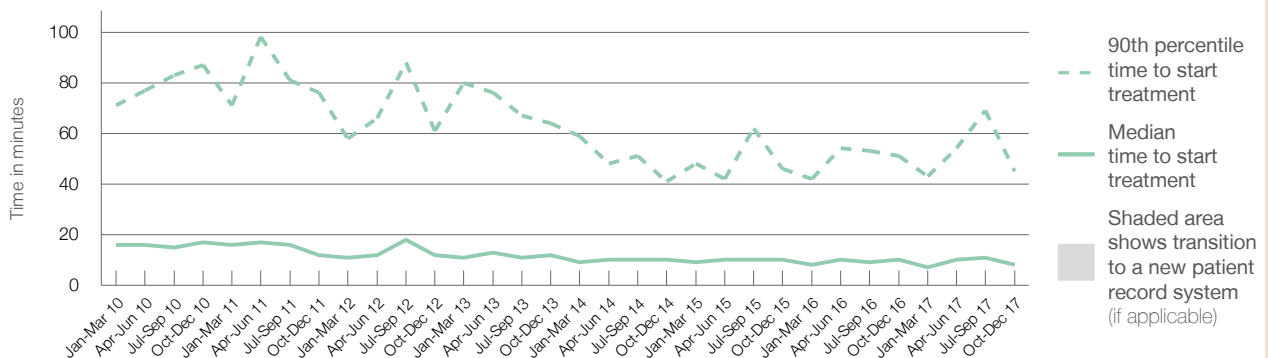
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
450	434
10 minutes	23 minutes
51 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	17	12	12	12	10	10	10	8
90th percentile time to start treatment ⁵ (minutes)	87	76	61	64	41	46	51	45

(†) 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.

Lithgow Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 3,069 patients

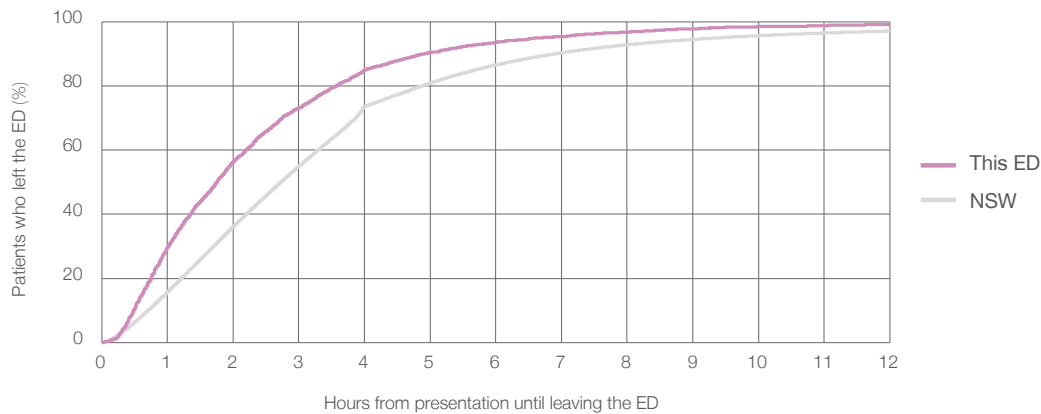
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

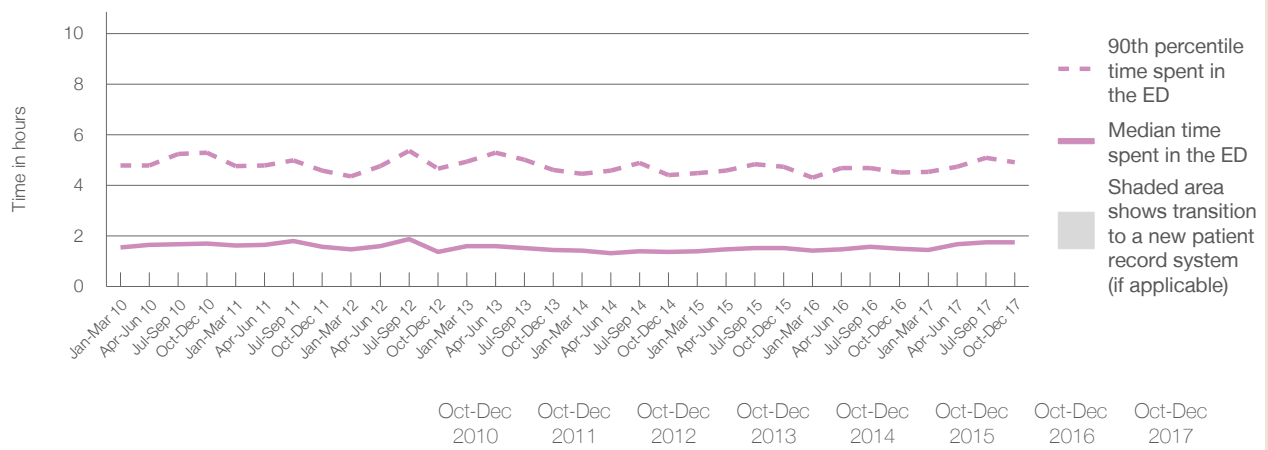
90th percentile time spent in the ED⁹ 4 hours and 55 minutes

Same period last year	NSW (this period)
3,294	
3,292	
1 hours and 30 minutes	2 hours and 44 minutes
4 hours and 31 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 42m	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m	1h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 17m	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m	4h 55m

(†) 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.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

October to December 2017

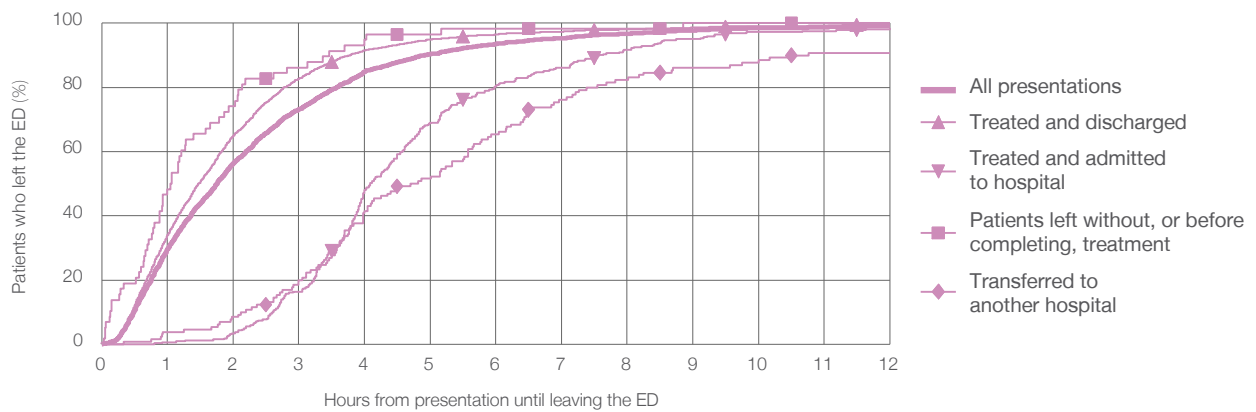
All presentations:¹ 3,069 patients

Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Treated and discharged	2,542 (82.8%)
Treated and admitted to hospital	323 (10.5%)
Patient left without, or before completing, treatment	58 (1.9%)
Transferred to another hospital	130 (4.2%)
Other	16 (0.5%)

Same period last year	Change since one year ago
3,292	-6.8%
2,586	-1.7%
508	-36.4%
73	-20.5%
113	15.0%
14	14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	34.1%	65.0%	82.7%	91.6%	96.5%	98.1%	99.1%	99.7%
Treated and admitted to hospital	0.6%	3.4%	16.4%	48.0%	80.5%	91.6%	97.2%	98.5%
Patient left without, or before completing, treatment	48.3%	74.1%	86.2%	94.8%	98.3%	98.3%	100%	100%
Transferred to another hospital	3.8%	8.5%	20.0%	41.5%	65.4%	82.3%	88.5%	90.8%
All presentations	29.8%	56.4%	73.2%	85.0%	93.6%	96.8%	98.5%	99.2%

(†) 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.

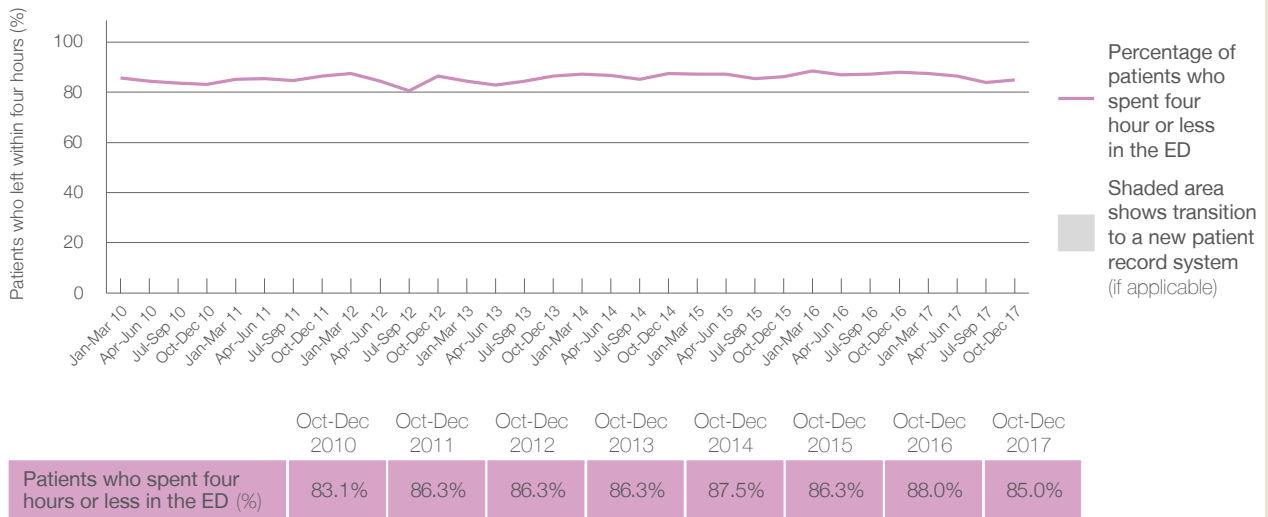
Lithgow Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,069 patients
 Presentations used to calculate time to leaving the ED: ⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
3,294	-6.8%
3,292	-6.8%
88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Nepean Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,979 patients

Emergency presentations:² 17,650 patients

Same period last year	Change since one year ago
17,136	4.9%
17,042	3.6%

Nepean Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,130 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,195 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,698 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,506 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
2,544	
9 minutes	8 minutes
34 minutes	23 minutes
4,988	
26 minutes	20 minutes
112 minutes	65 minutes
7,704	
26 minutes	26 minutes
110 minutes	99 minutes
1,717	
26 minutes	23 minutes
115 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

Same period last year	Change since one year ago
17,132	4.9%
61.8%	

* 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 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.

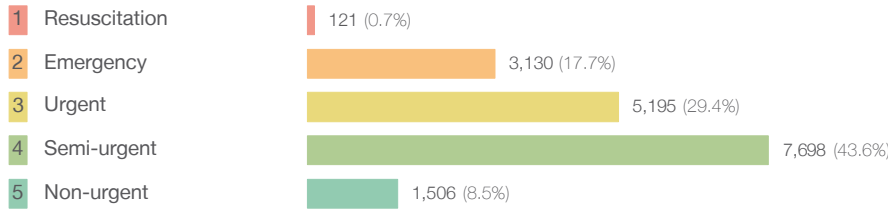
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Nepean Hospital: Patients presenting to the emergency department October to December 2017

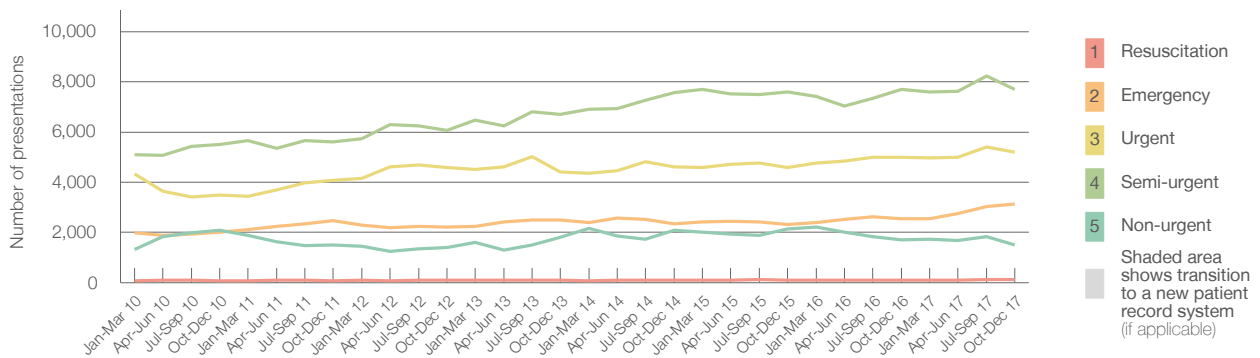
All presentations:¹ 17,979 patients

Emergency presentations² by triage category: 17,650 patients



	Same period last year	Change since one year ago
All presentations	17,136	4.9%
Emergency presentations	17,042	3.6%
1 Resuscitation	89	36.0%
2 Emergency	2,544	23.0%
3 Urgent	4,988	4.1%
4 Semi-urgent	7,704	-0.1%
5 Non-urgent	1,717	-12.3%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	84	77	102	88	95	89	89	121
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,130
Urgent	3,498	4,067	4,593	4,397	4,611	4,578	4,988	5,195
Semi-urgent	5,496	5,606	6,066	6,702	7,579	7,586	7,704	7,698
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,650

Nepean Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,982 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,839	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	23 minutes	9 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 2017

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

Number of triage 2 patients: 3,130

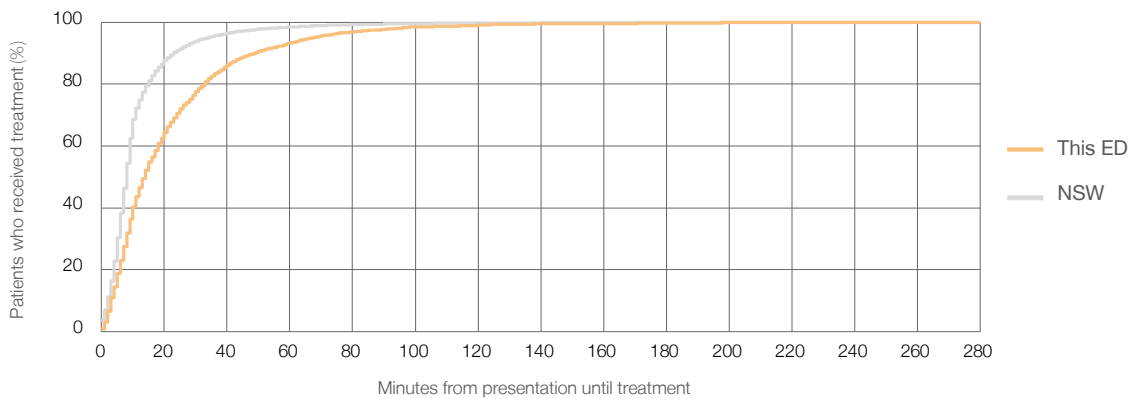
Number of triage 2 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 14 minutes

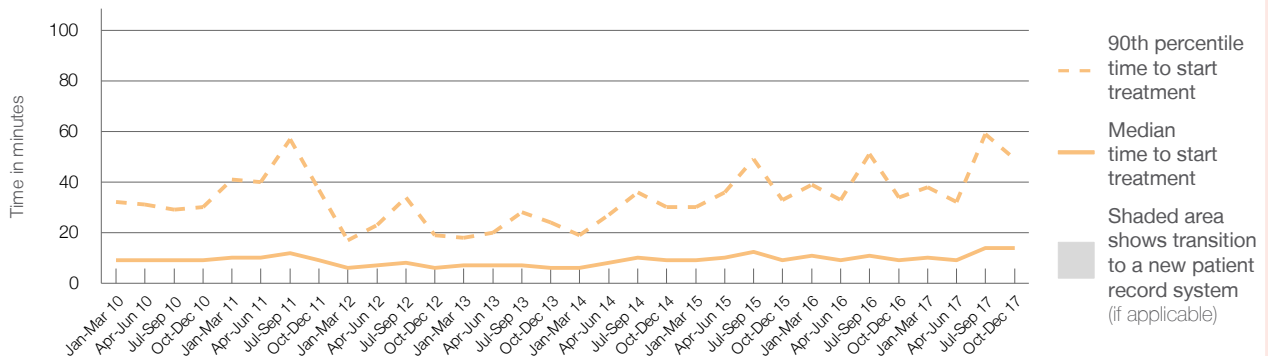
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,544	2,530
9 minutes	8 minutes
34 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	6	6	9	9	9	14
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 5,195

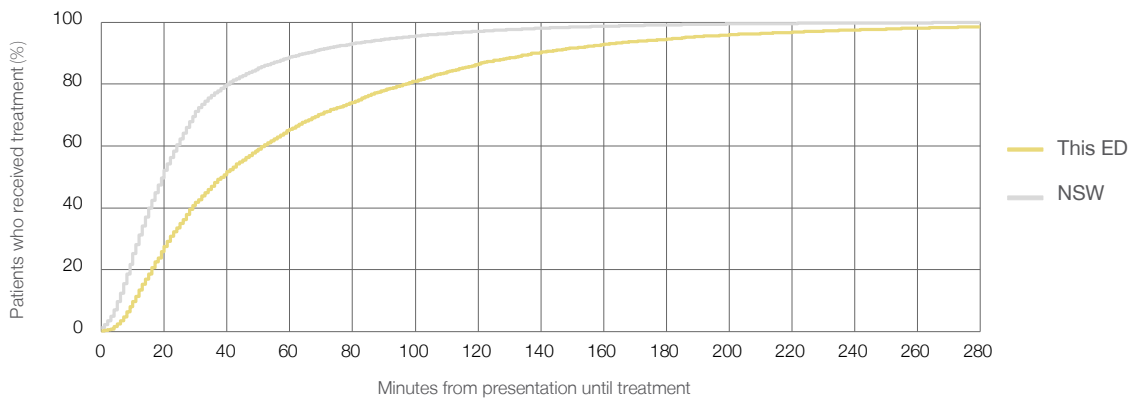
Number of triage 3 patients used to calculate waiting time:³ 4,809

Median time to start treatment⁴ 39 minutes

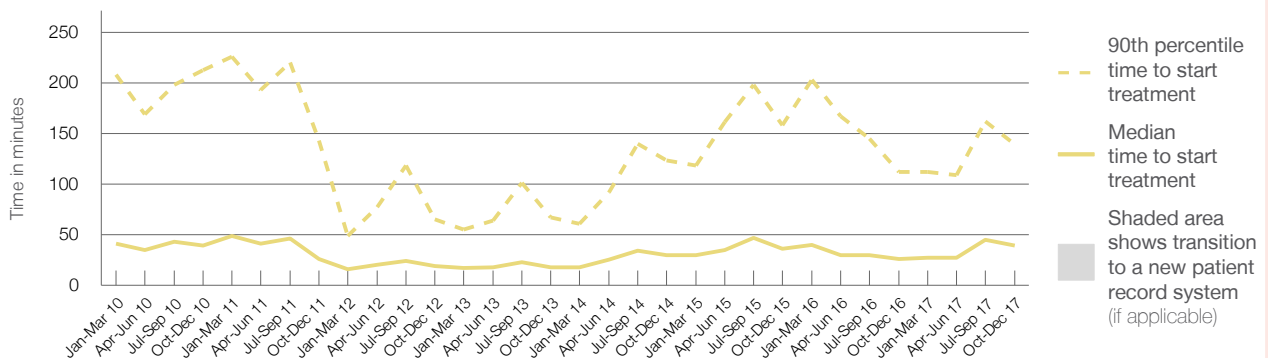
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
4,988	4,797
26 minutes	20 minutes
112 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	26	19	18	30	36	26	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139

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Nepean Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 7,698

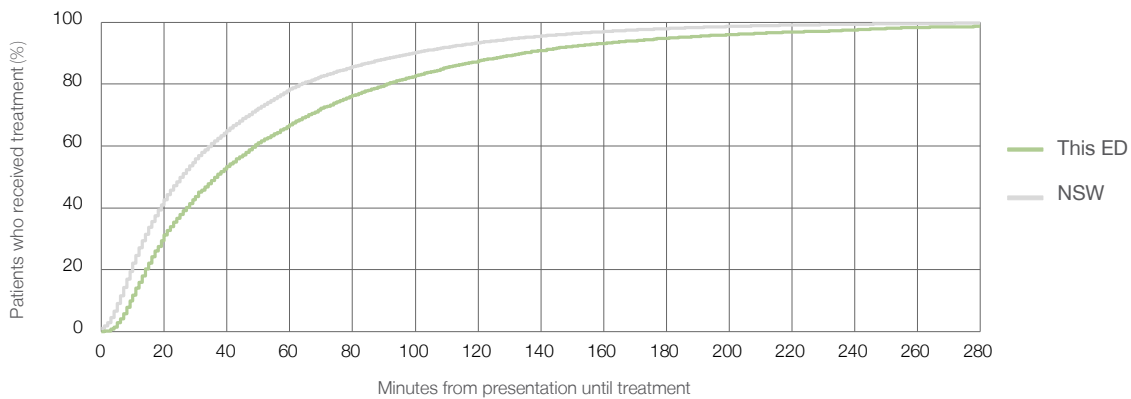
Number of triage 4 patients used to calculate waiting time:³ 6,966

Median time to start treatment⁴ 37 minutes

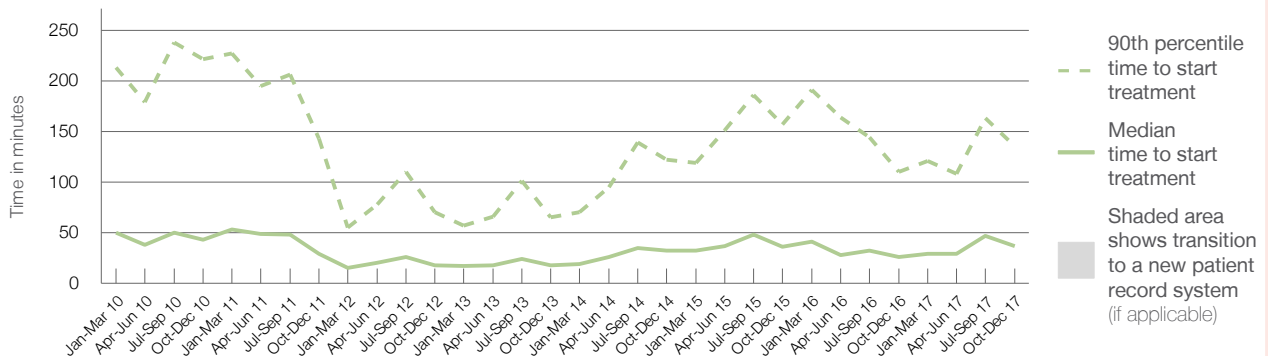
90th percentile time to start treatment⁵ 135 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	7,704	7,214
Median time to start treatment ⁴	26 minutes	26 minutes
90th percentile time to start treatment ⁵	110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	43	29	18	18	32	36	26	37
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Nepean Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,506

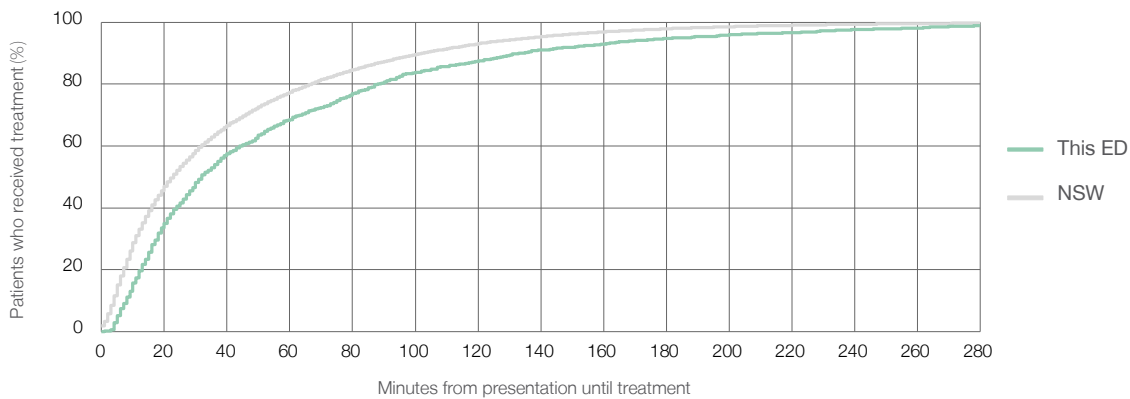
Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴ 32 minutes

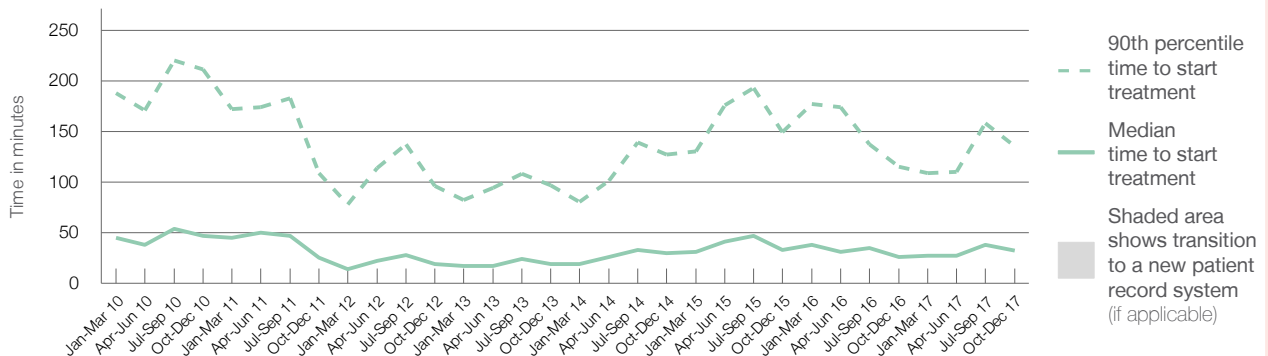
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,717	
1,457	
26 minutes	23 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	47	25	19	19	30	33	26	32
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135

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Nepean Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,979 patients

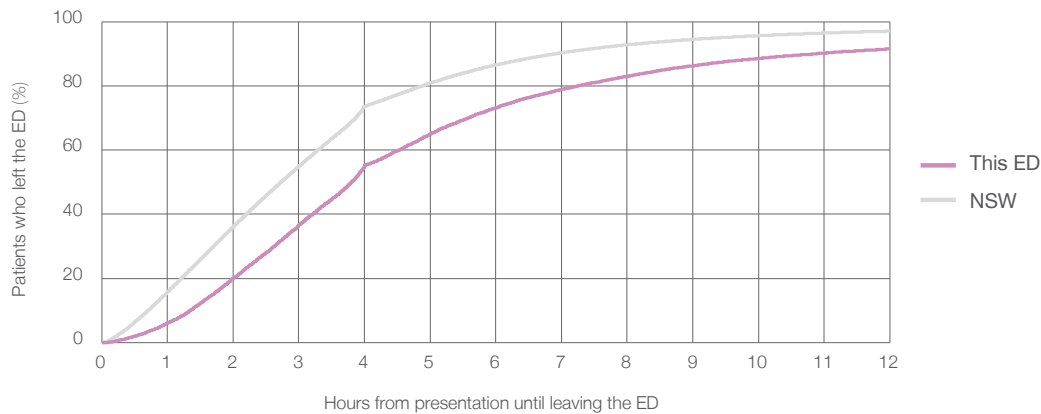
Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

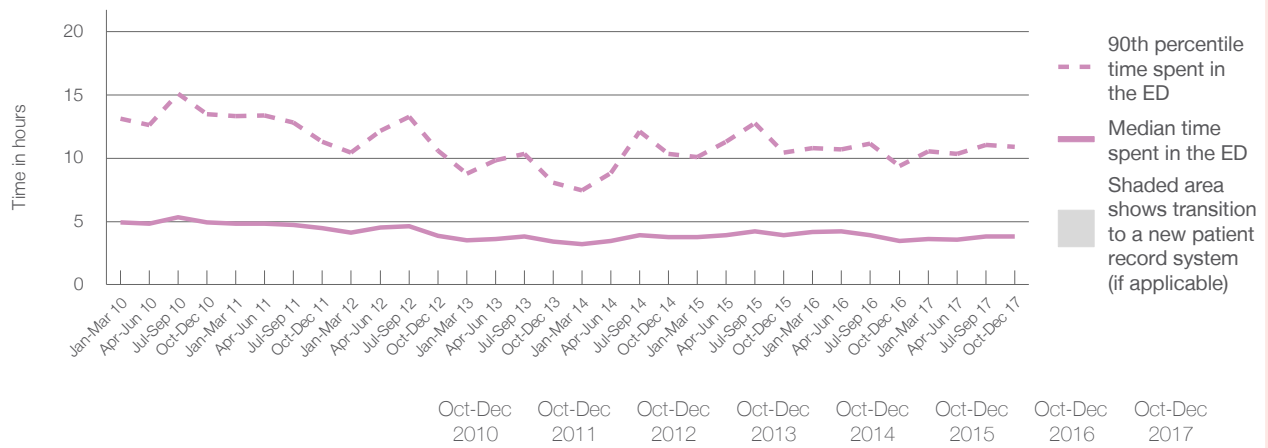
90th percentile time spent in the ED⁹ 10 hours and 53 minutes

Same period last year	NSW (this period)
17,136	17,132
3 hours and 29 minutes	2 hours and 44 minutes
9 hours and 24 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

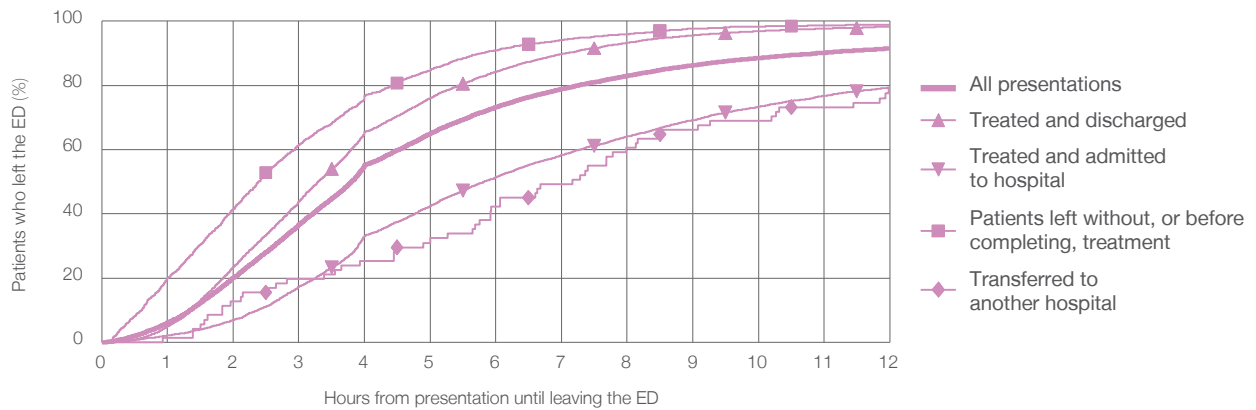
All presentations:¹ 17,979 patients

Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Treated and discharged	9,303 (51.7%)
Treated and admitted to hospital	6,436 (35.8%)
Patient left without, or before completing, treatment	1,854 (10.3%)
Transferred to another hospital	71 (0.4%)
Other	315 (1.8%)

Same period last year	Change since one year ago
17,132	4.9%
8,344	11.5%
7,277	-11.6%
1,372	35.1%
69	2.9%
74	325.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	4.9%	23.5%	43.8%	65.5%	84.3%	93.3%	96.9%	98.3%
Treated and admitted to hospital	2.1%	7.0%	17.3%	33.2%	51.4%	64.1%	73.3%	79.4%
Patient left without, or before completing, treatment	20.0%	41.5%	61.4%	76.8%	90.9%	96.0%	98.4%	98.9%
Transferred to another hospital	1.4%	12.7%	19.7%	25.4%	42.3%	60.6%	69.0%	78.9%
All presentations	6.2%	20.1%	36.6%	55.2%	73.2%	83.0%	88.5%	91.5%

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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 2017

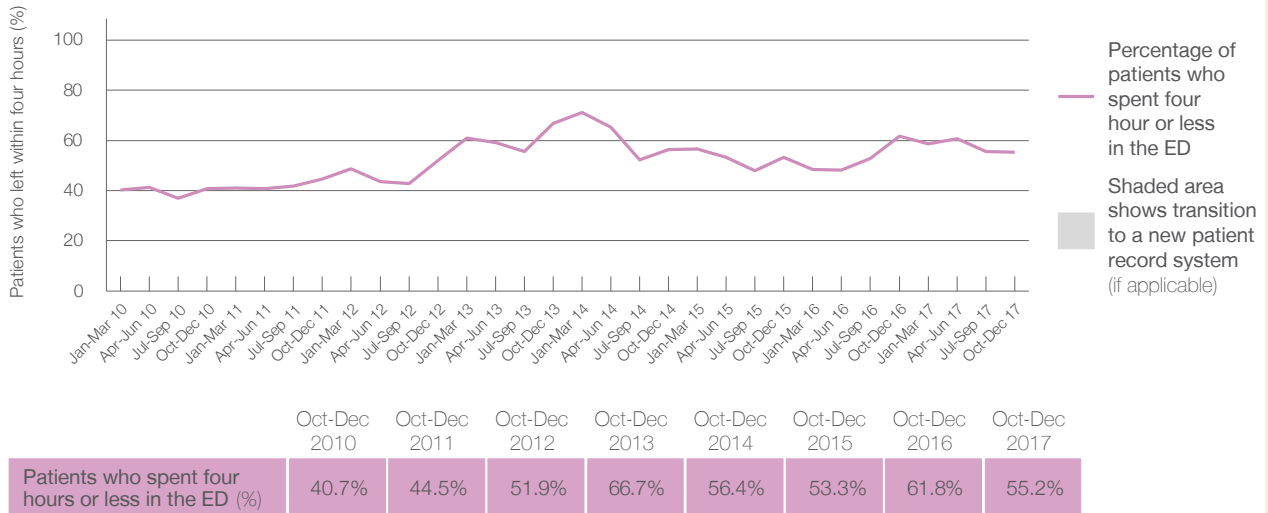
All presentations at the emergency department: ¹ 17,979 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

	Same period last year	Change since one year ago
All presentations at the emergency department	17,136	4.9%
Presentations used to calculate time to leaving the ED	17,132	4.9%
Percentage of patients who spent four hours or less in the ED	61.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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.

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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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).