

Wollongong Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 16,787 patients


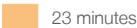
Emergency presentations:² 16,523 patients

Same period last year	Change since one year ago
15,861	5.8%
15,569	6.1%



Wollongong Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,261 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,003 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,449 patients

Median time to start treatment⁴  24 minutes
 90th percentile time to start treatment⁵  102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 658 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  103 minutes

Same period last year	NSW (this period)
1,981	
9 minutes	8 minutes
21 minutes	23 minutes
6,609	
23 minutes	20 minutes
68 minutes	65 minutes
6,189	
25 minutes	26 minutes
90 minutes	99 minutes
620	
23 minutes	23 minutes
86 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 16,787 patients

Percentage of patients who spent four hours or less in the ED  66.4%

Same period last year	Change since one year ago
15,860	5.8%
66.9%	

* 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.

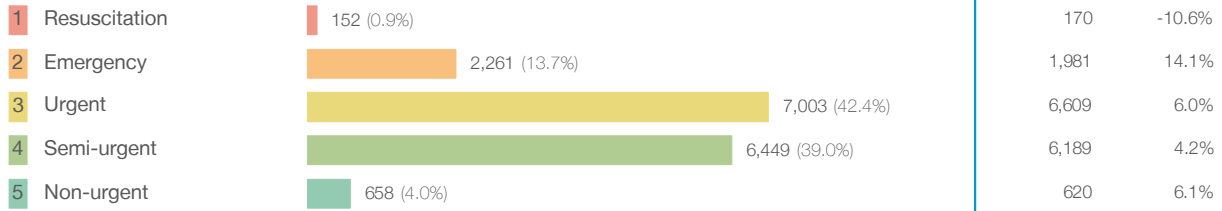
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

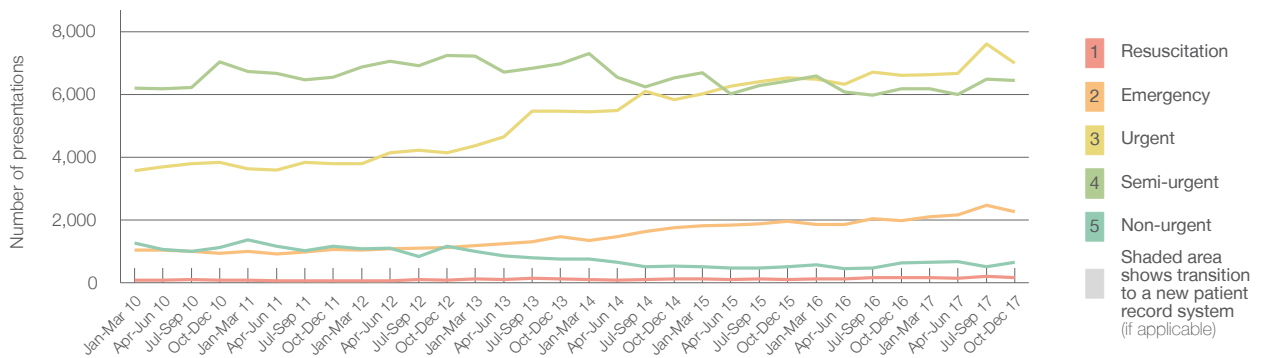
Wollongong Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 16,787 patients

Emergency presentations² by triage category: 16,523 patients



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	71	50	83	114	111	109	170	152
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,261
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,609	7,003
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,449
Non-urgent	1,126	1,153	1,160	755	533	501	620	658
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,569	16,523

Wollongong Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,580 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 2017

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

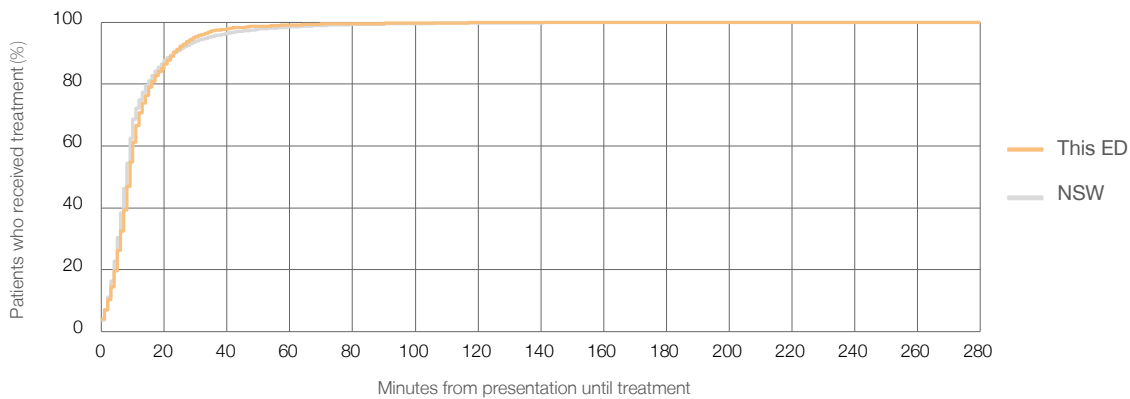
Number of triage 2 patients: 2,261

Number of triage 2 patients used to calculate waiting time:³ 2,256

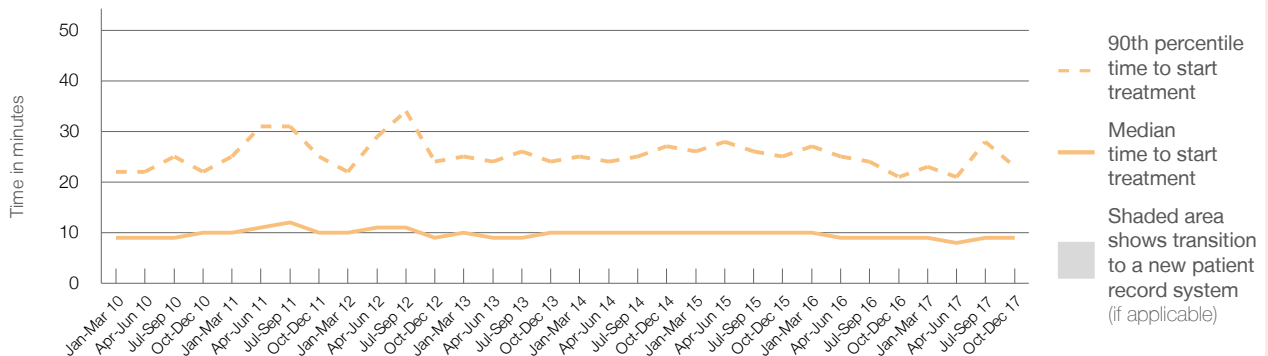
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
1,981	1,980
9 minutes	8 minutes
21 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)	10	10	9	10	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	24	24	27	25	21	23

(†) 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 3 October to December 2017

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

Number of triage 3 patients: 7,003

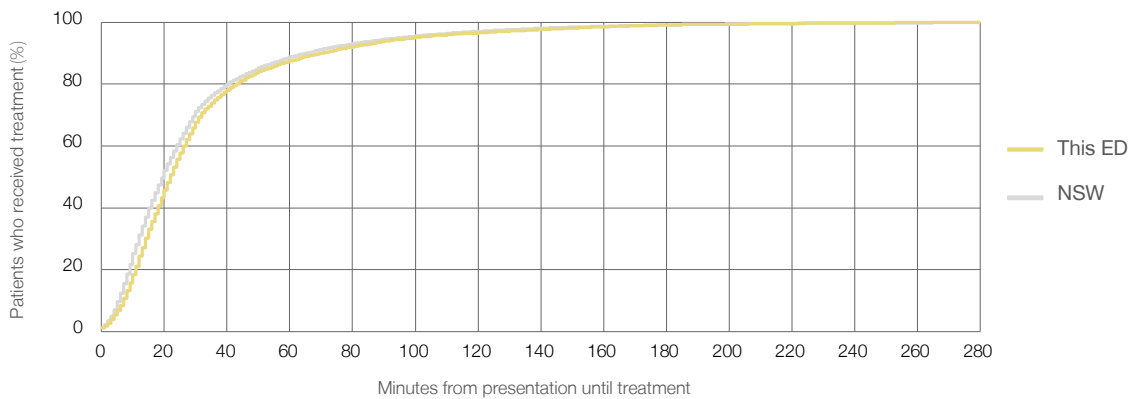
Number of triage 3 patients used to calculate waiting time:³ 6,865

Median time to start treatment⁴ 22 minutes

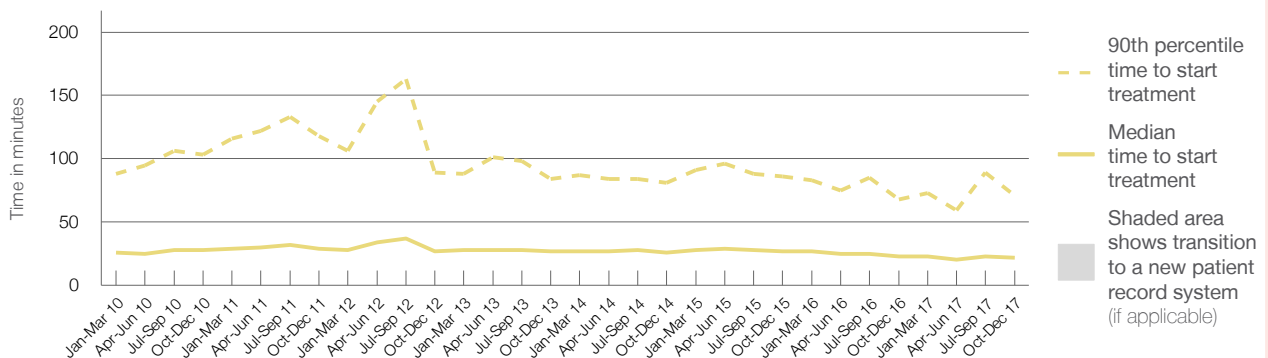
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
6,609	6,506
23 minutes	20 minutes
68 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	27	26	27	23	22
90th percentile time to start treatment ⁵ (minutes)	103	118	89	84	81	86	68	71

(†) 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 4 October to December 2017

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

Number of triage 4 patients: 6,449

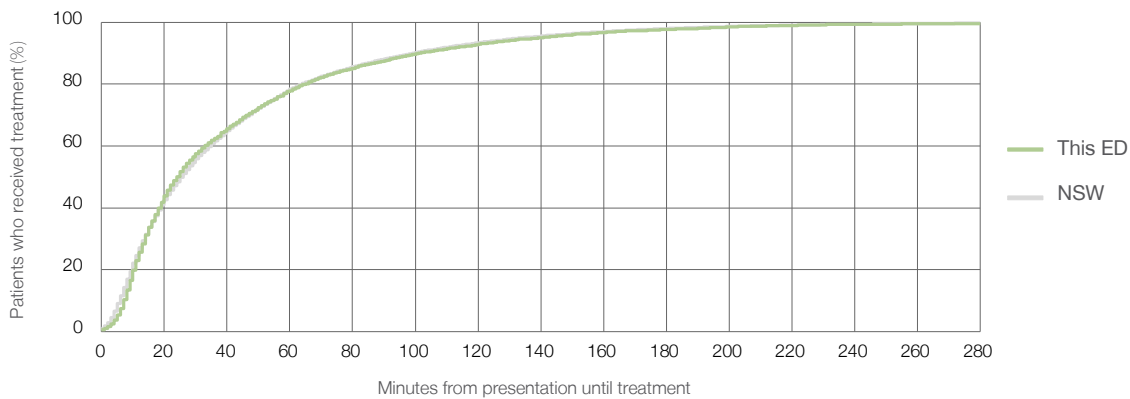
Number of triage 4 patients used to calculate waiting time:³ 6,096

Median time to start treatment⁴ 24 minutes

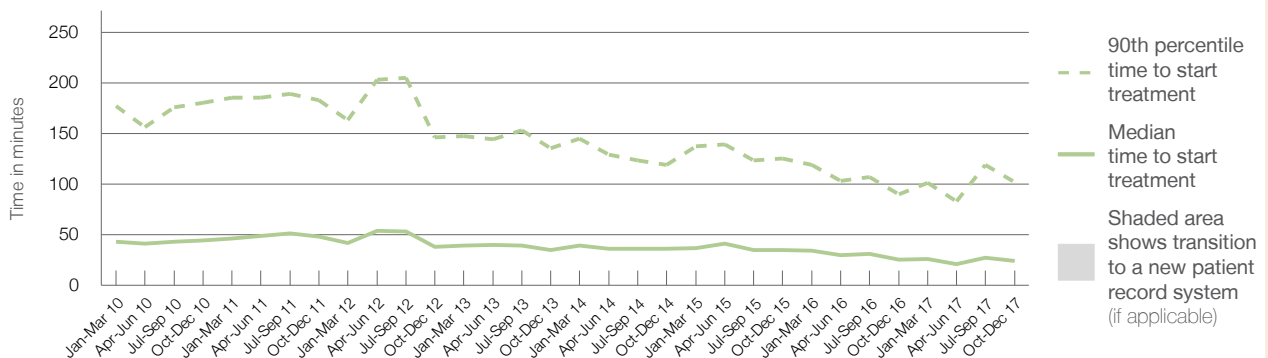
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
6,189	5,914
25 minutes	26 minutes
90 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)	44	48	38	35	36	35	25	24
90th percentile time to start treatment ⁵ (minutes)	180	183	146	135	119	125	90	102

(†) 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 5 October to December 2017

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

Number of triage 5 patients: 658

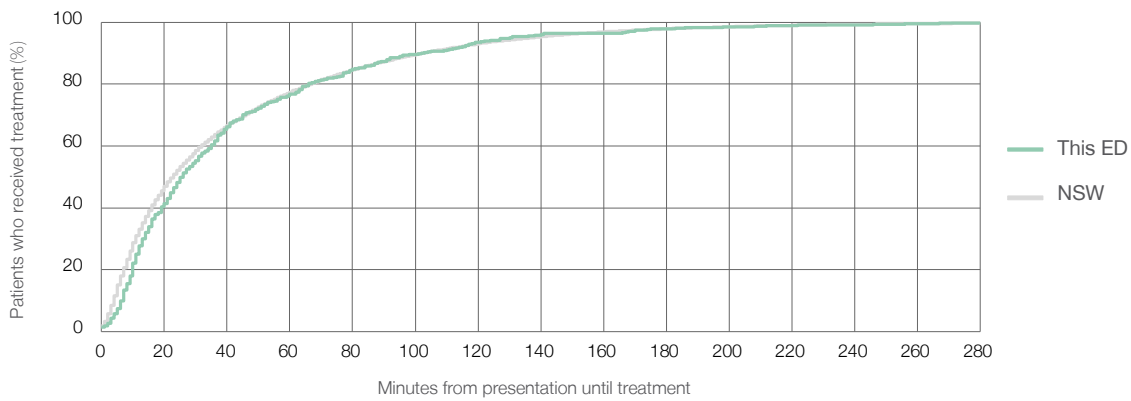
Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴ 26 minutes

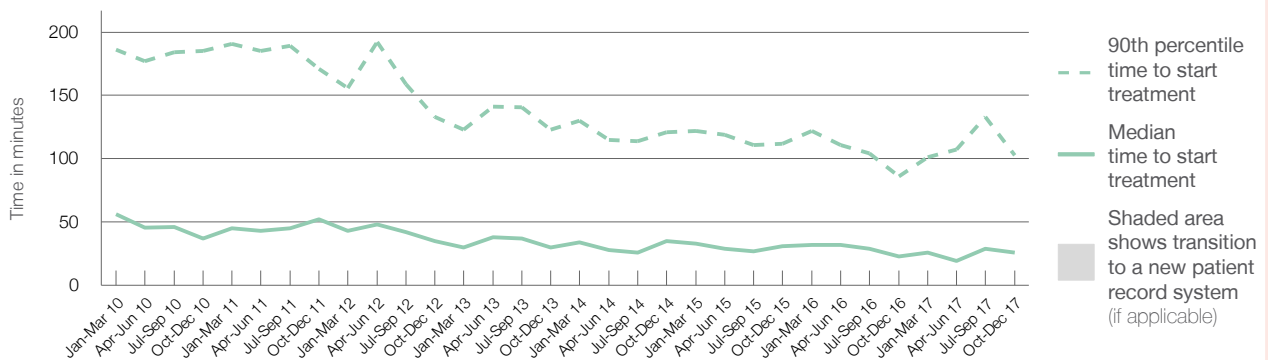
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
620	534
23 minutes	23 minutes
86 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)	37	52	35	30	35	31	23	26
90th percentile time to start treatment ⁵ (minutes)	185	171	133	123	121	112	86	103

(†) 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 spent in the ED

October to December 2017

All presentations:¹ 16,787 patients

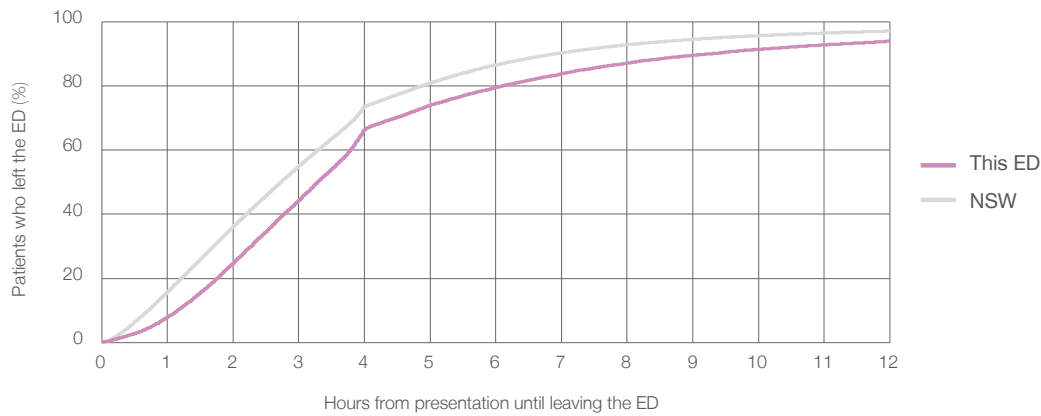
Presentations used to calculate time to leaving the ED:⁶ 16,787 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

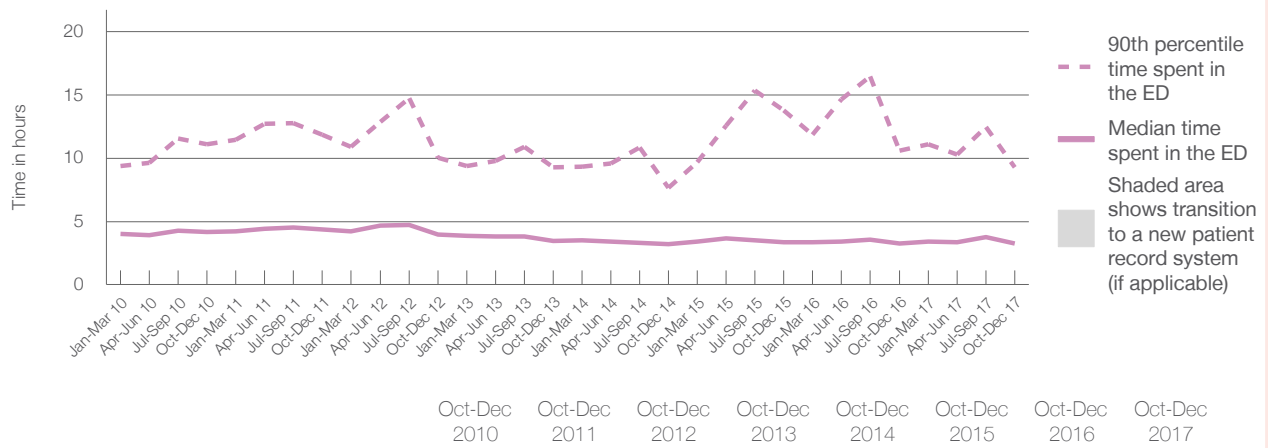
90th percentile time spent in the ED⁹ 9 hours and 17 minutes

Same period last year	NSW (this period)
15,861	15,860
3 hours and 16 minutes	2 hours and 44 minutes
10 hours and 35 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 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m

(†) 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 spent in the ED
By mode of separation
October to December 2017

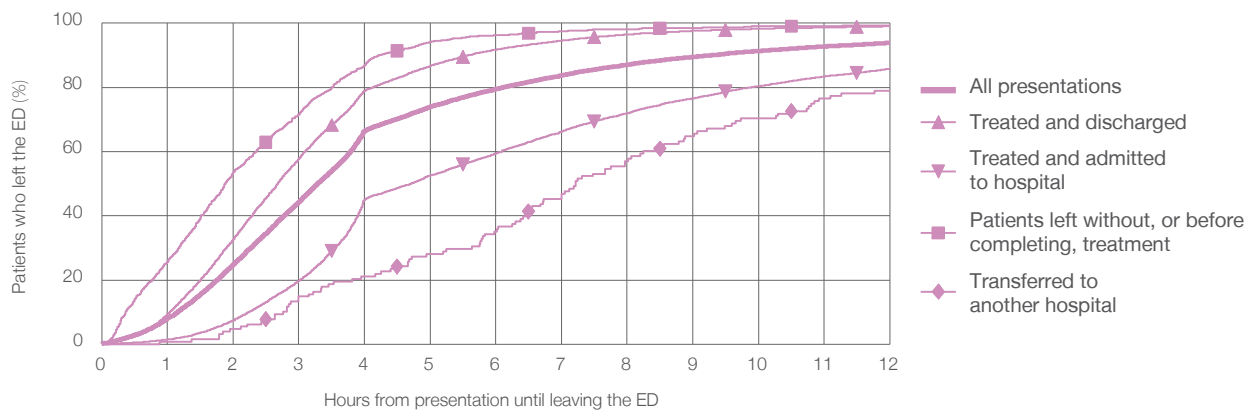
All presentations:¹ 16,787 patients

Presentations used to calculate time to leaving the ED:⁶ 16,787 patients

Treated and discharged	9,007 (53.7%)
Treated and admitted to hospital	6,354 (37.9%)
Patient left without, or before completing, treatment	1,194 (7.1%)
Transferred to another hospital	128 (0.8%)
Other	104 (0.6%)

Same period last year	Change since one year ago
15,860	5.8%
8,498	6.0%
5,984	6.2%
1,193	0.1%
93	37.6%
93	11.8%

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

Treated and discharged	9.6%	32.7%	57.8%	79.0%	91.8%	96.5%	98.3%	99.1%
Treated and admitted to hospital	1.5%	7.4%	19.8%	45.1%	59.5%	72.0%	80.4%	85.9%
Patient left without, or before completing, treatment	25.6%	53.6%	71.6%	86.9%	96.2%	98.1%	99.1%	99.2%
Transferred to another hospital	0.8%	4.7%	14.8%	21.1%	35.2%	57.0%	70.3%	78.9%
All presentations	8.1%	24.8%	44.3%	66.4%	79.5%	87.1%	91.4%	93.9%

(†) 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 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 16,787 patients

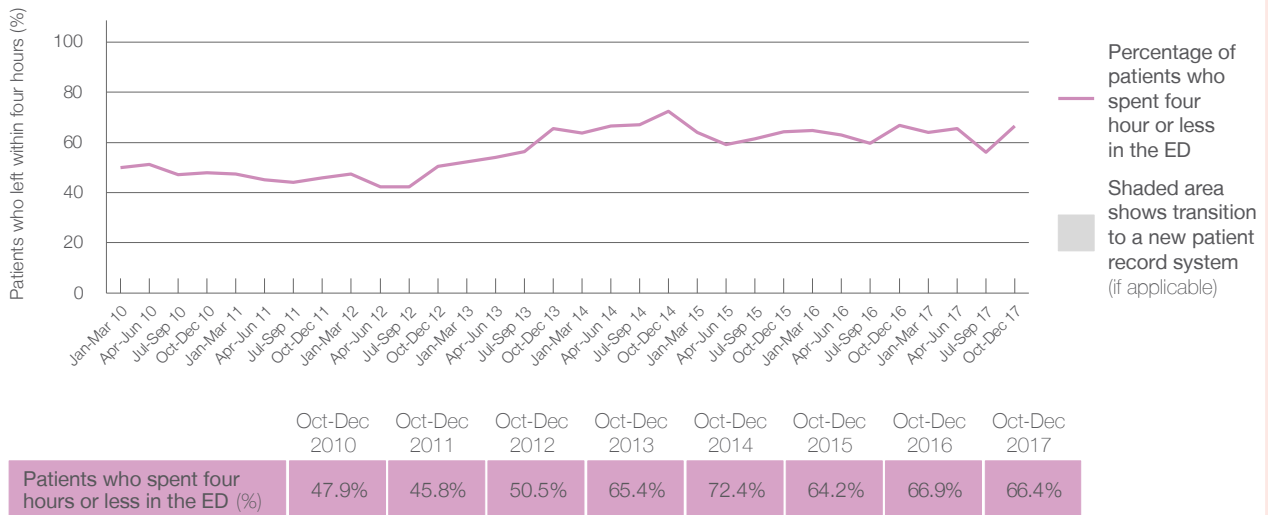
Presentations used to calculate time to leaving the ED: ⁶ 16,787 patients

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	15,861	5.8%
Presentations used to calculate time to leaving the ED	15,860	5.8%
Percentage of patients who spent four hours or less in the ED	66.9%	

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).