

Canterbury Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,232 patients

Emergency presentations:² 11,183 patients

Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,060 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,066 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,966 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,049 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,396	
9 minutes	8 minutes
25 minutes	41 minutes
3,979	
20 minutes	21 minutes
86 minutes	103 minutes
4,875	
25 minutes	27 minutes
124 minutes	139 minutes
766	
29 minutes	24 minutes
142 minutes	138 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,227 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
11,112	1.0%
76.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

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

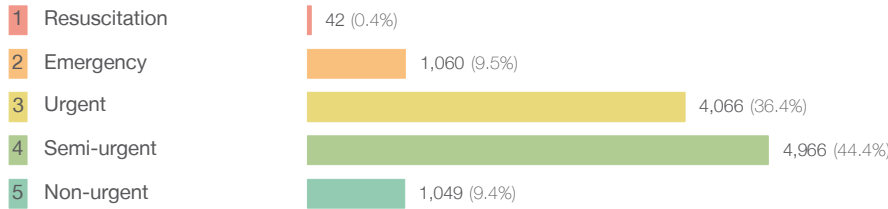
All presentations:¹ 11,232 patients

Same period last year Change since one year ago

11,112 1.1%

Emergency presentations² by triage category: 11,183 patients

11,061 1.1%



45 -6.7%

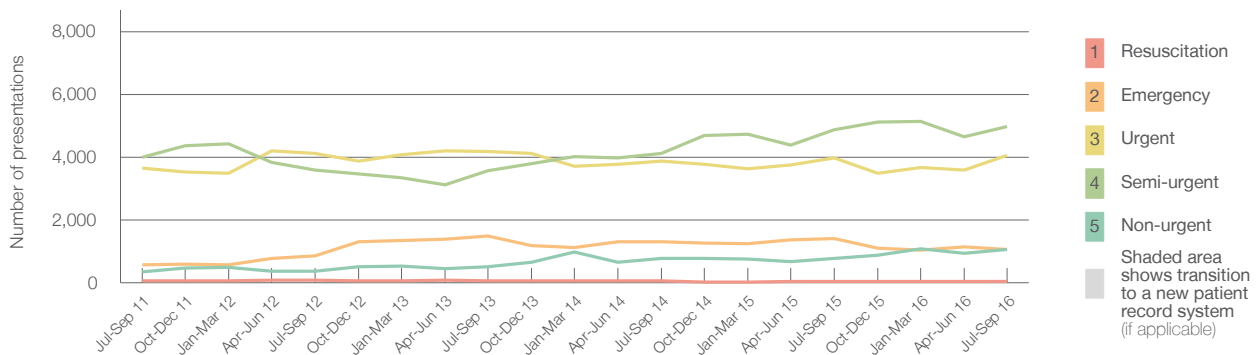
1,396 -24.1%

3,979 2.2%

4,875 1.9%

766 36.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	60	71	57	56	45	42
Emergency	565	863	1,493	1,297	1,396	1,060
Urgent	3,640	4,112	4,185	3,865	3,979	4,066
Semi-urgent	3,991	3,593	3,559	4,127	4,875	4,966
Non-urgent	346	374	506	778	766	1,049
All emergency presentations	8,602	9,013	9,800	10,123	11,061	11,183

Canterbury Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,842 patients

Same period last year Change since one year ago

2,091

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

95th percentile time 25 minutes

45 minutes -20 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.

Canterbury Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

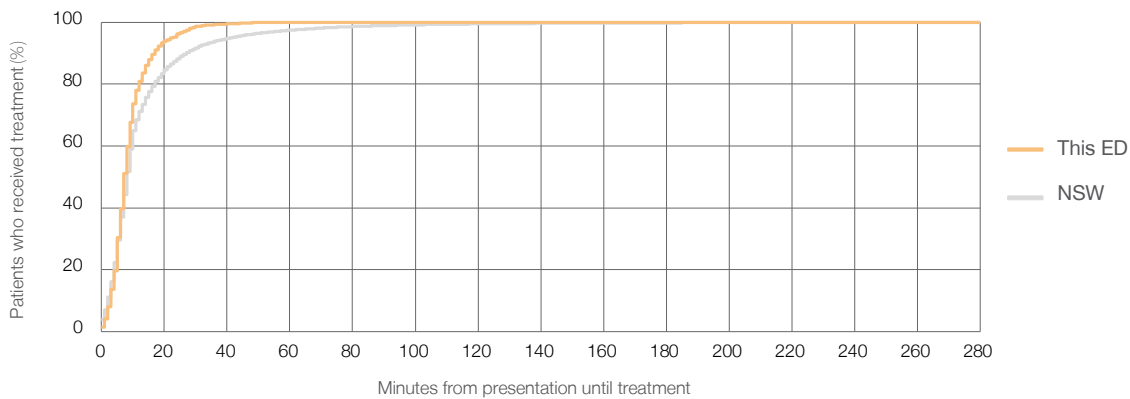
Number of triage 2 patients: 1,060

Number of triage 2 patients used to calculate waiting time:³ 1,059

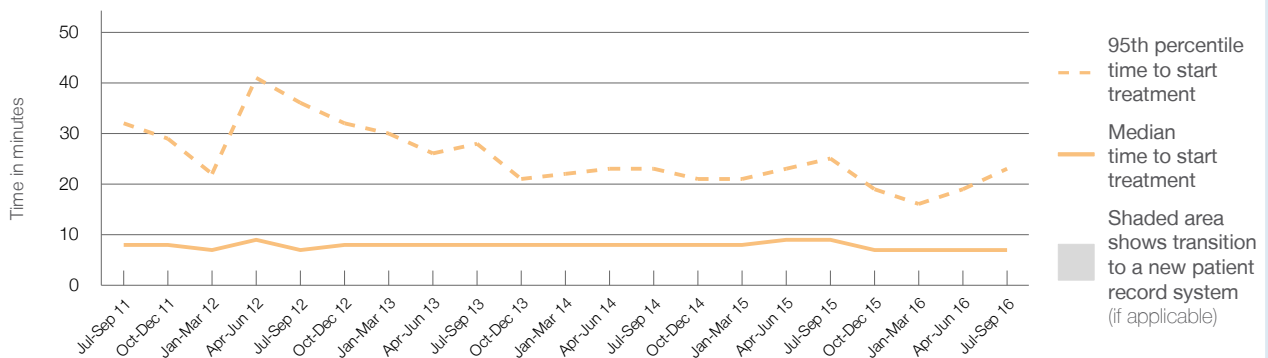
Median time to start treatment⁴ ■ 7 minutes
95th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
1,396	1,396
9 minutes	8 minutes
25 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	7
95th percentile time to start treatment ⁵ (minutes)	32	36	28	23	25	23

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

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

Number of triage 3 patients: 4,066

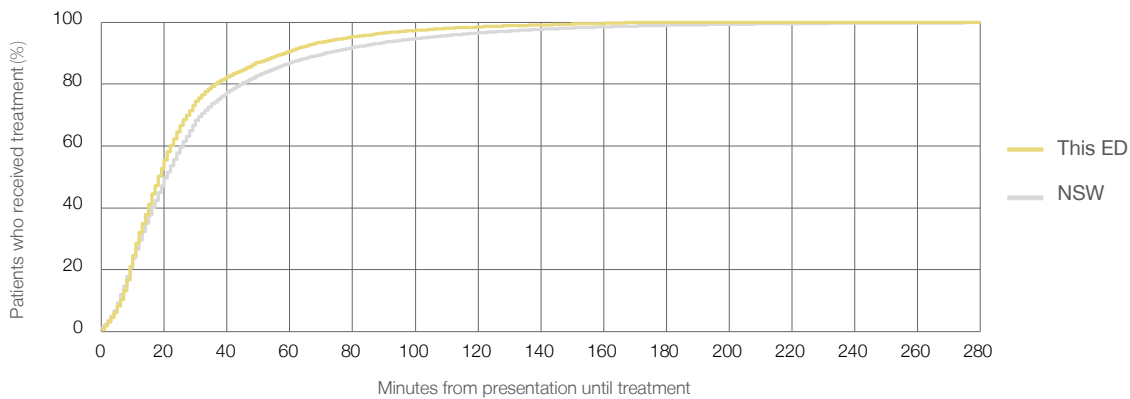
Number of triage 3 patients used to calculate waiting time:³ 3,997

Median time to start treatment⁴ 18 minutes

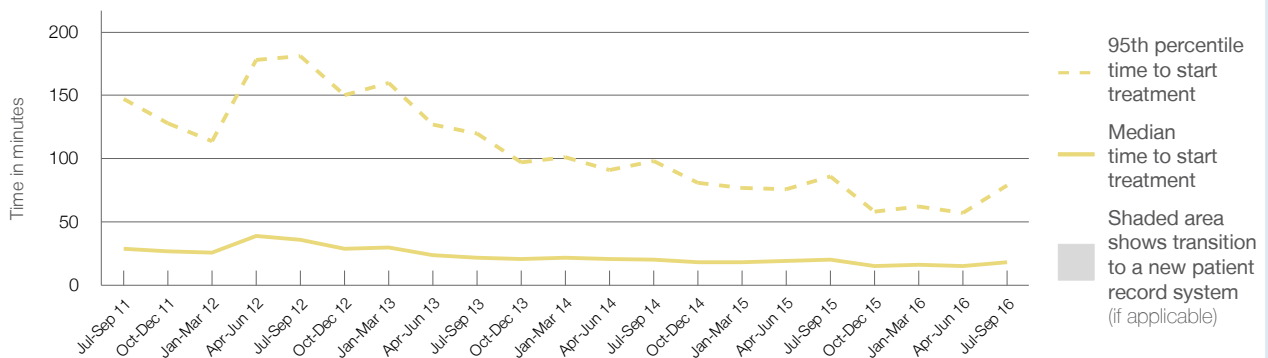
95th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
3,979	3,912
20 minutes	21 minutes
86 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	36	22	20	20	18
95th percentile time to start treatment ⁵ (minutes)	147	181	120	98	86	79

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

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

Number of triage 4 patients: 4,966

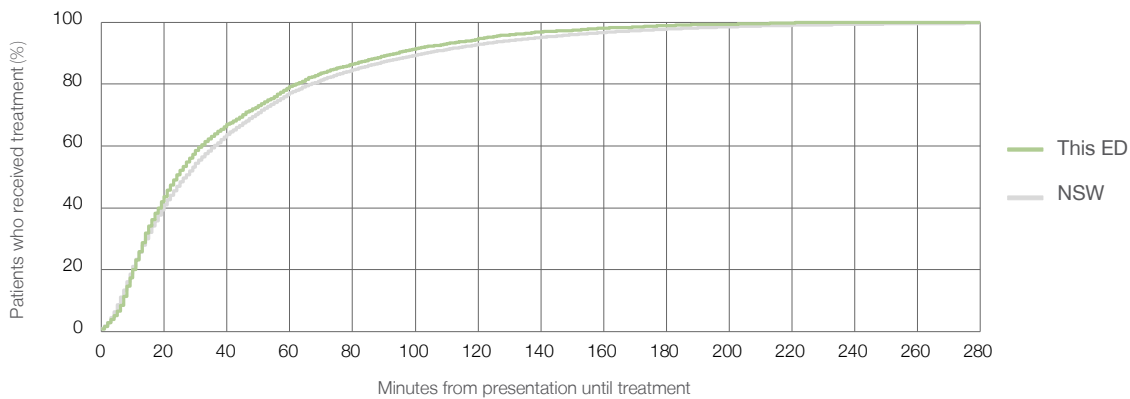
Number of triage 4 patients used to calculate waiting time:³ 4,609

Median time to start treatment⁴ 24 minutes

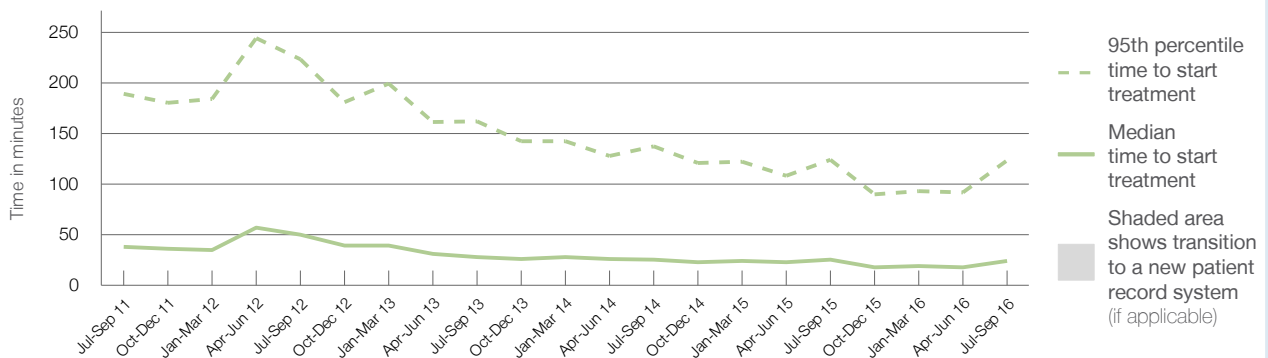
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
4,875	4,582
25 minutes	27 minutes
124 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	50	28	25	25	24
95th percentile time to start treatment ⁵ (minutes)	189	223	162	137	124	123

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Canterbury Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,049

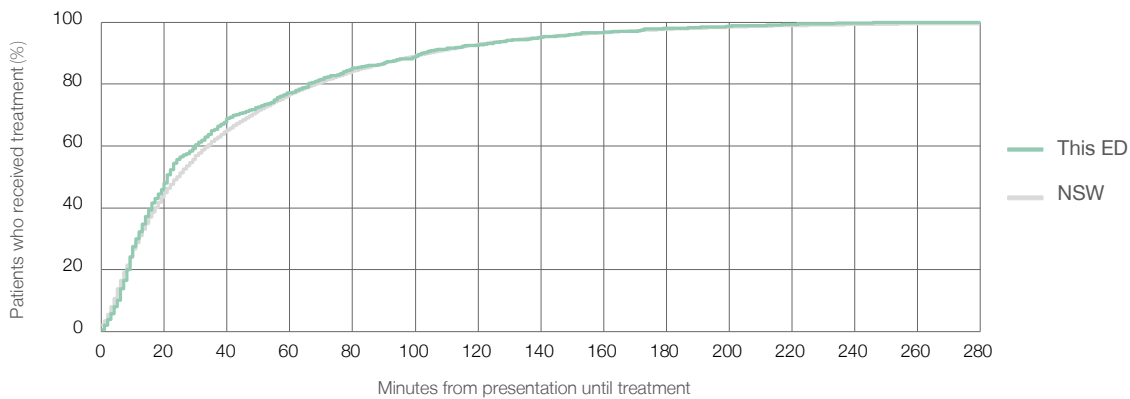
Number of triage 5 patients used to calculate waiting time:³ 807

Median time to start treatment⁴ 21 minutes

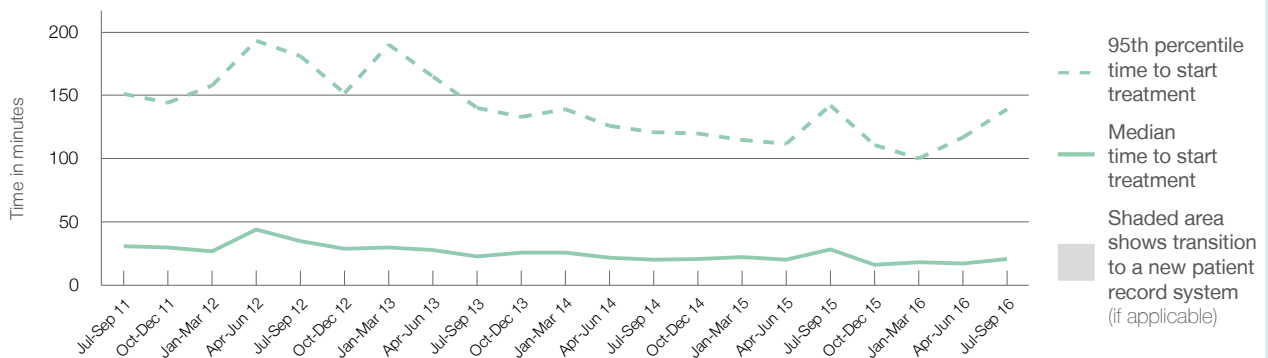
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
766	602
29 minutes	24 minutes
142 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	35	23	20	29	21
95th percentile time to start treatment ⁵ (minutes)	151	181	140	121	142	139

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Canterbury Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,232 patients

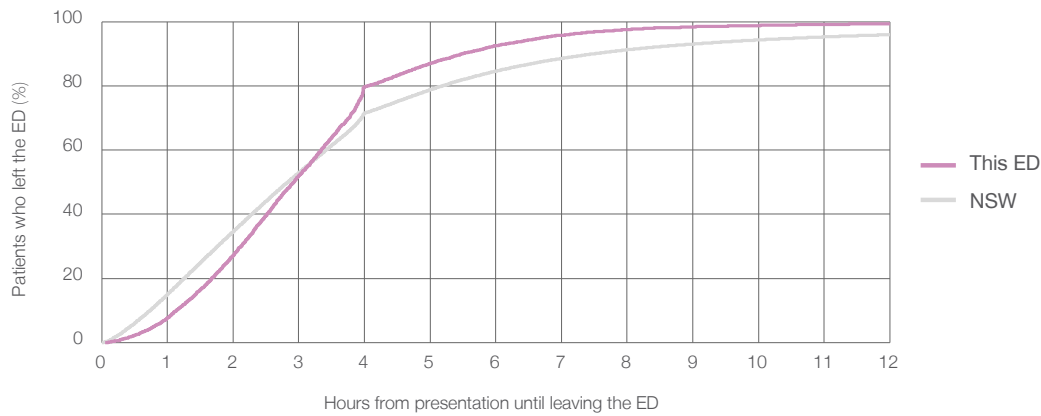
Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

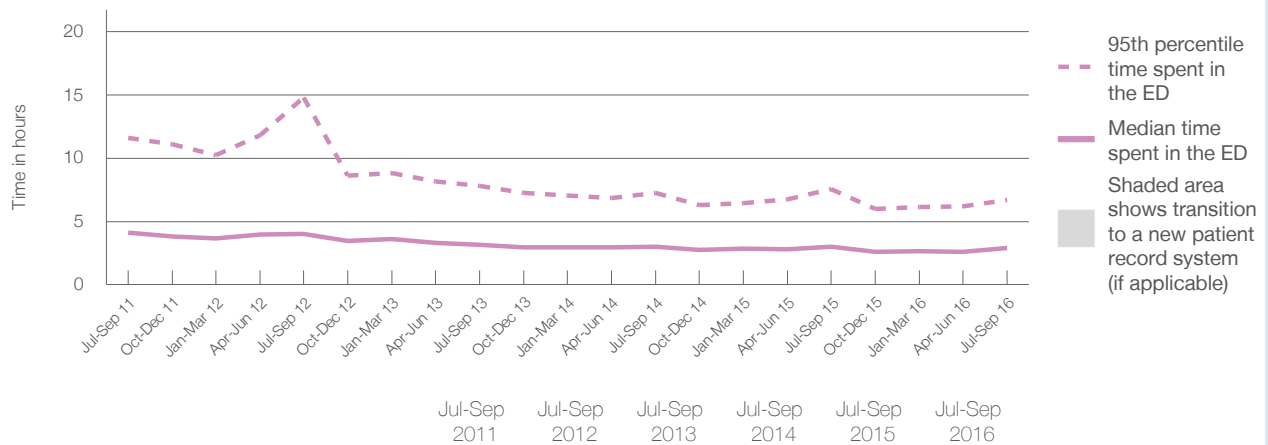
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
11,112	11,112
3 hours and 0 minutes	2 hours and 50 minutes
7 hours and 34 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 36m	14h 46m	7h 49m	7h 15m	7h 34m	6h 43m

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

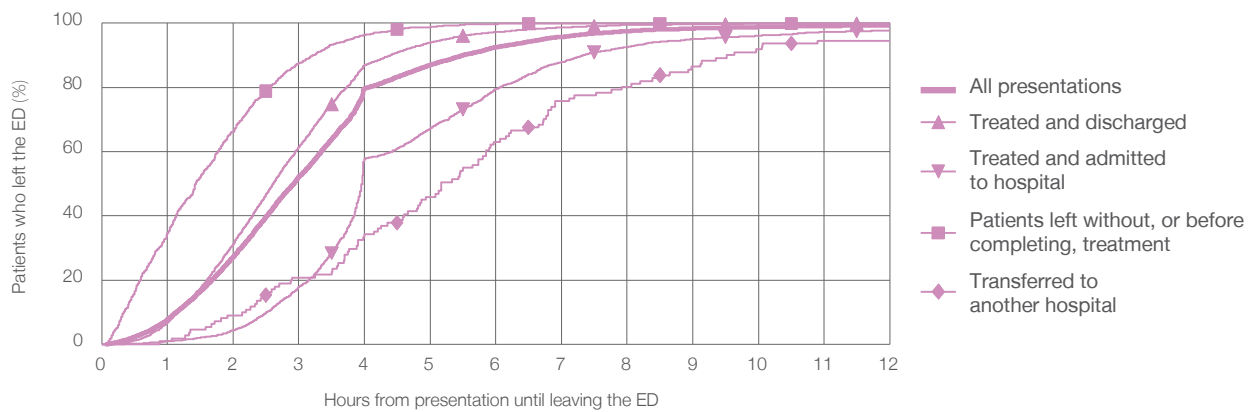
All presentations:¹ 11,232 patients

Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Treated and discharged	7,208 (64.2%)
Treated and admitted to hospital	2,911 (25.9%)
Patient left without, or before completing, treatment	984 (8.8%)
Transferred to another hospital	111 (1.0%)
Other	18 (0.2%)

Same period last year	Change since one year ago
11,112	1.0%
7,079	1.8%
2,938	-0.9%
948	3.8%
133	-16.5%
14	28.6%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	31.4%	61.5%	87.0%	97.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	4.4%	18.0%	57.7%	79.6%	92.6%	96.2%	97.6%
Patient left without, or before completing, treatment	34.8%	66.3%	87.6%	96.3%	99.7%	99.9%	99.9%	99.9%
Transferred to another hospital	0.9%	9.0%	20.7%	34.2%	63.1%	80.2%	91.9%	94.6%
All presentations	7.8%	27.3%	52.1%	79.7%	92.6%	97.5%	98.8%	99.3%

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Canterbury Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,232 patients

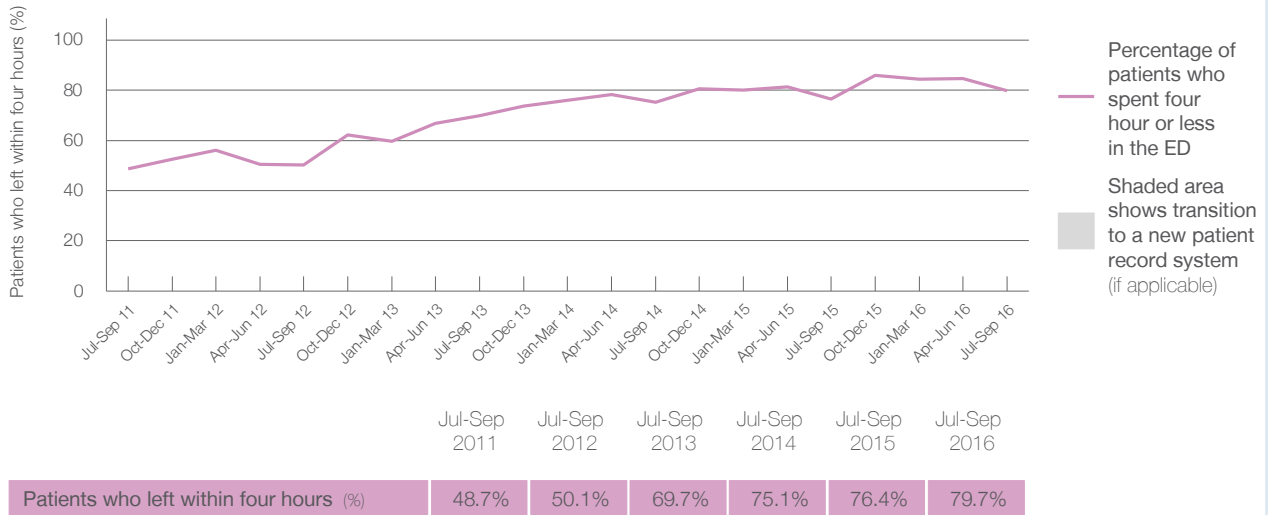
Presentations used to calculate time to leaving the ED: ⁶ 11,227 patients

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	11,112	1.1%
Presentations used to calculate time to leaving the ED	11,112	1.0%
Percentage of patients who spent four hours or less in the ED	76.4%	

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



* 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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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).