



Healthcare Quarterly

Performance Profiles

Emergency Department

Western Sydney Local Health District

October to December 2017

Auburn Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,178 patients
Emergency presentations:² 6,893 patients

Same period last year	Change since one year ago
6,797	5.6%
6,596	4.5%

Auburn Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 937 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,401 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,850 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 673 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
23 minutes	23 minutes
2,233	
22 minutes	20 minutes
66 minutes	65 minutes
2,891	
32 minutes	26 minutes
130 minutes	99 minutes
499	
25 minutes	23 minutes
141 minutes	103 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,178 patients

Percentage of patients who spent four hours or less in the ED 80.3%

Same period last year	Change since one year ago
6,796	5.6%
81.3%	

* 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.

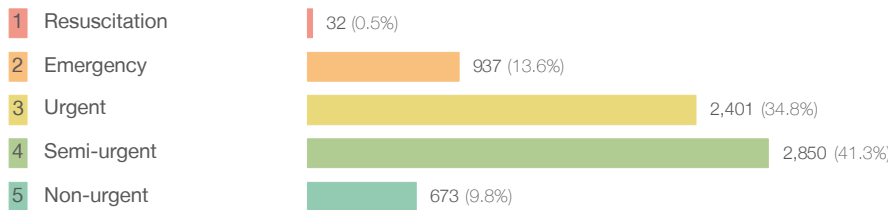
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

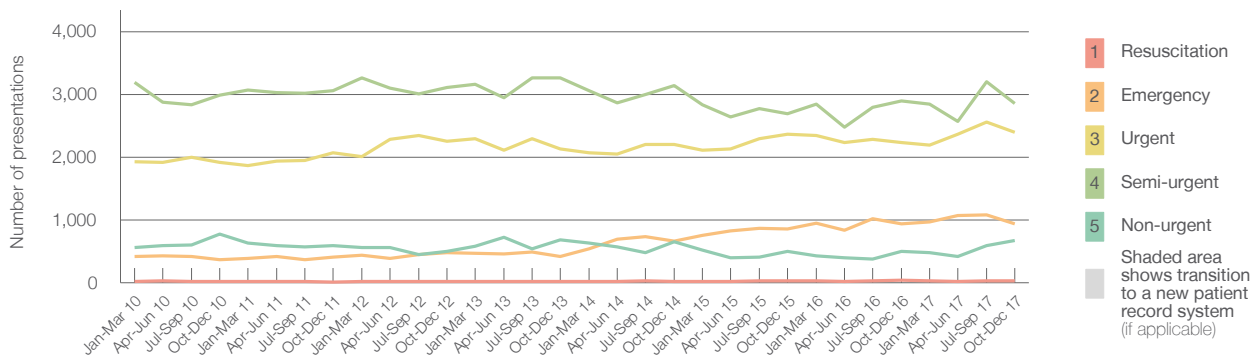
All presentations:¹ 7,178 patients

Emergency presentations² by triage category: 6,893 patients



	Same period last year	Change since one year ago
All presentations	6,797	5.6%
Emergency presentations	6,596	4.5%
1 Resuscitation	36	-11.1%
2 Emergency	937	0.0%
3 Urgent	2,233	7.5%
4 Semi-urgent	2,891	-1.4%
5 Non-urgent	499	34.9%

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	9	17	14	20	28	36	32
Emergency	363	402	476	419	658	856	937	937
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850
Non-urgent	778	590	497	679	648	499	499	673
All emergency presentations	6,057	6,131	6,353	6,508	6,677	6,441	6,596	6,893

Auburn Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 929 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	791	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	24 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.

Auburn Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

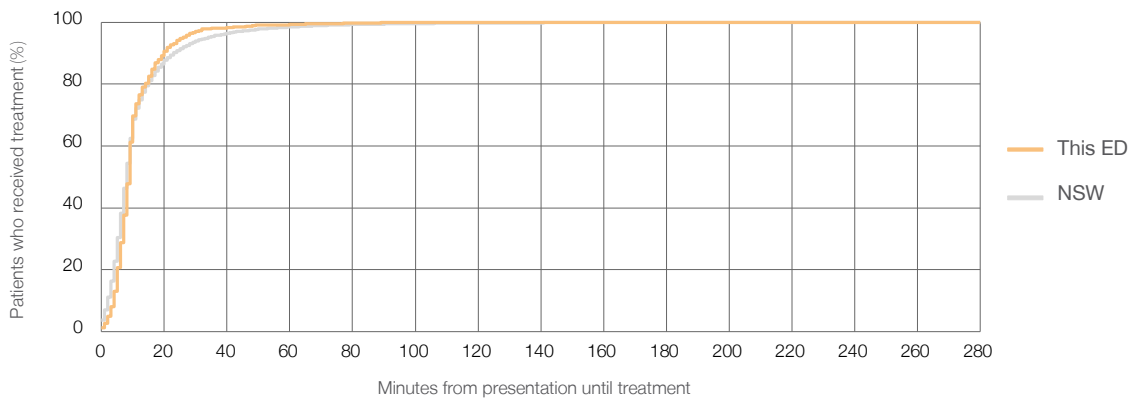
Number of triage 2 patients: 937

Number of triage 2 patients used to calculate waiting time:³ 933

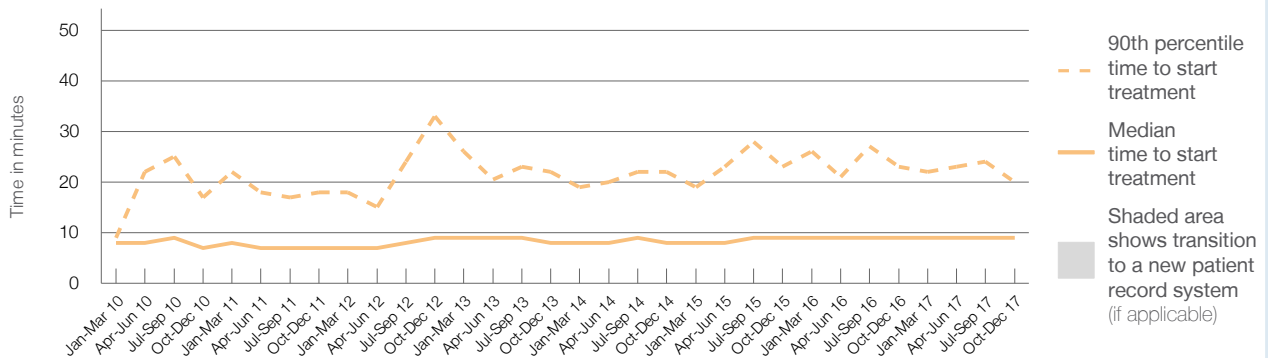
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 20 minutes

Same period last year	NSW (this period)
937	933
9 minutes	8 minutes
23 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)	7	7	9	8	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)	17	18	33	22	22	23	23	20

(†) 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.

Auburn 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: 2,401

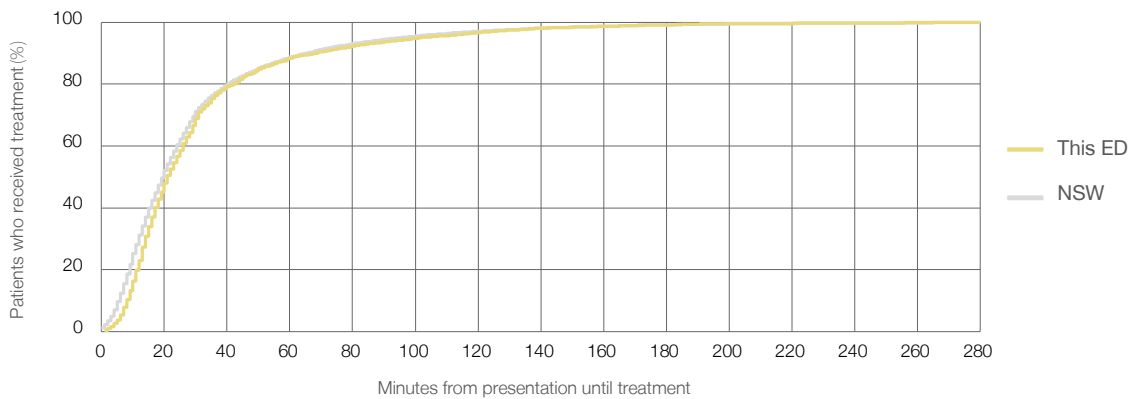
Number of triage 3 patients used to calculate waiting time:³ 2,347

Median time to start treatment⁴ 21 minutes

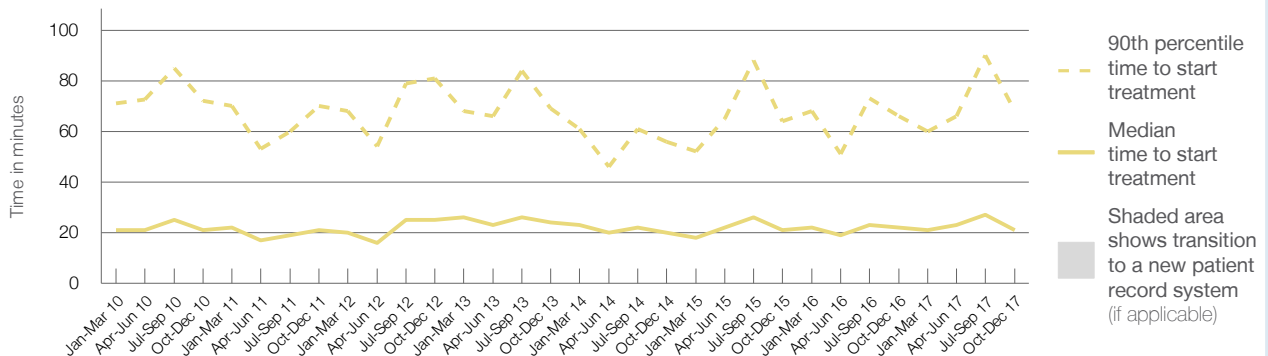
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,233	2,179
22 minutes	20 minutes
66 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)	21	21	25	24	20	21	22	21
90th percentile time to start treatment ⁵ (minutes)	72	70	81	69	56	64	66	68

(†) 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.

Auburn 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: 2,850

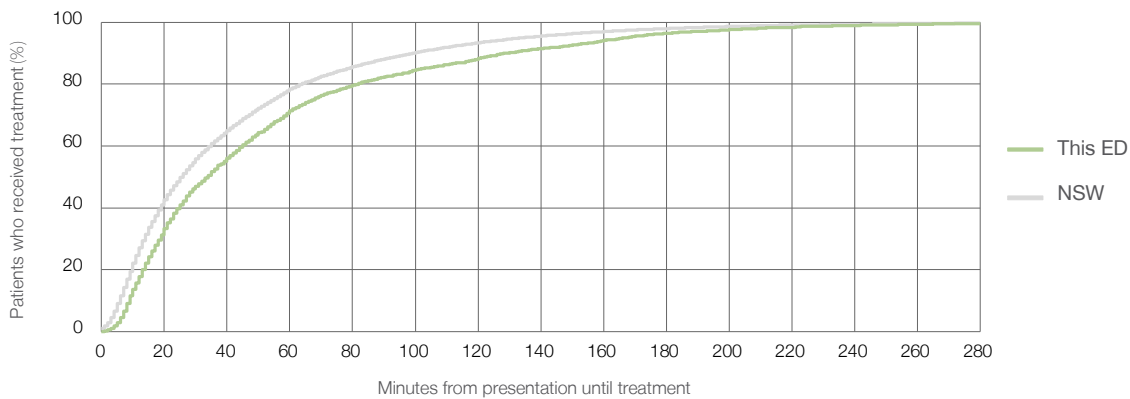
Number of triage 4 patients used to calculate waiting time:³ 2,543

Median time to start treatment⁴ 34 minutes

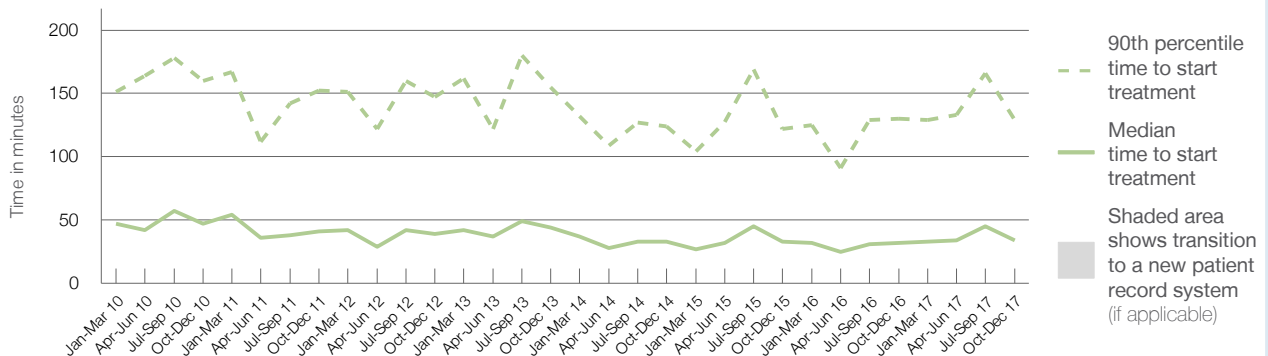
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,891	2,633
32 minutes	26 minutes
130 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)	47	41	39	44	33	33	32	34
90th percentile time to start treatment ⁵ (minutes)	160	152	147	155	124	122	130	129

(†) 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.

Auburn 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: 673

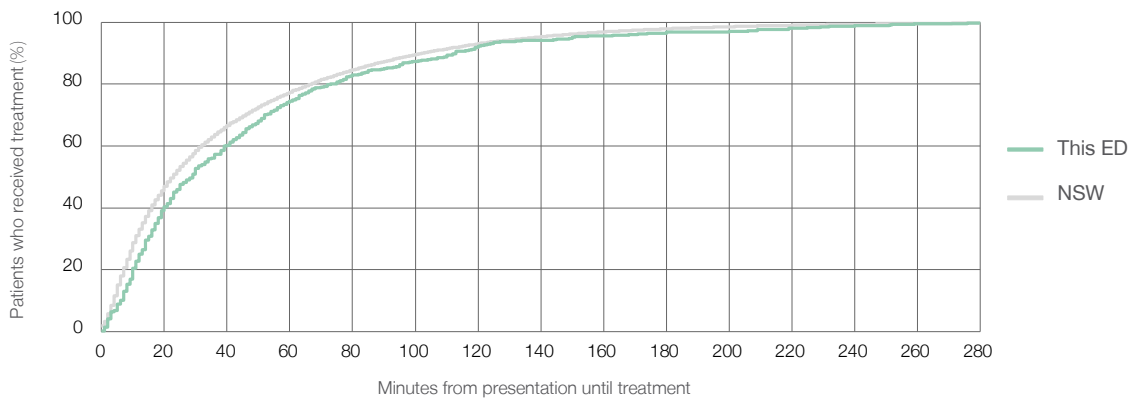
Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴ 29 minutes

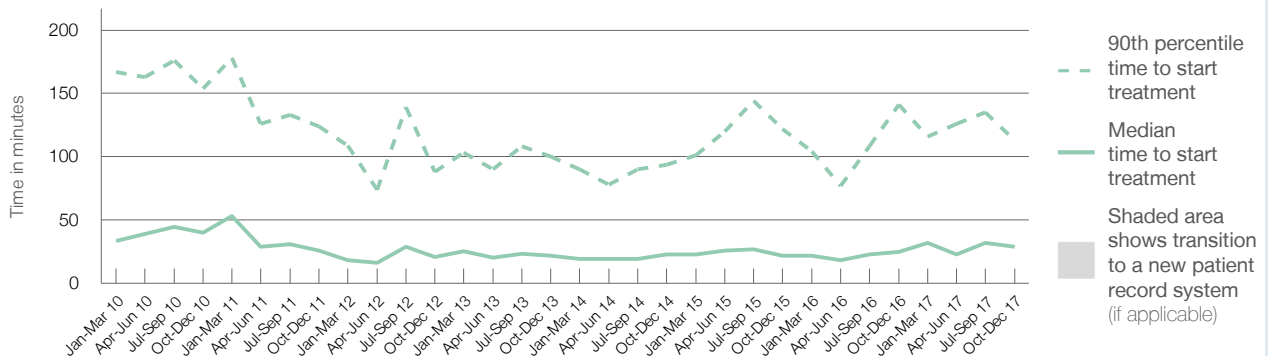
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
499	387
25 minutes	23 minutes
141 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)	40	26	21	22	23	22	25	29
90th percentile time to start treatment ⁵ (minutes)	154	124	88	100	94	122	141	113

(†) 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.

Auburn Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,178 patients

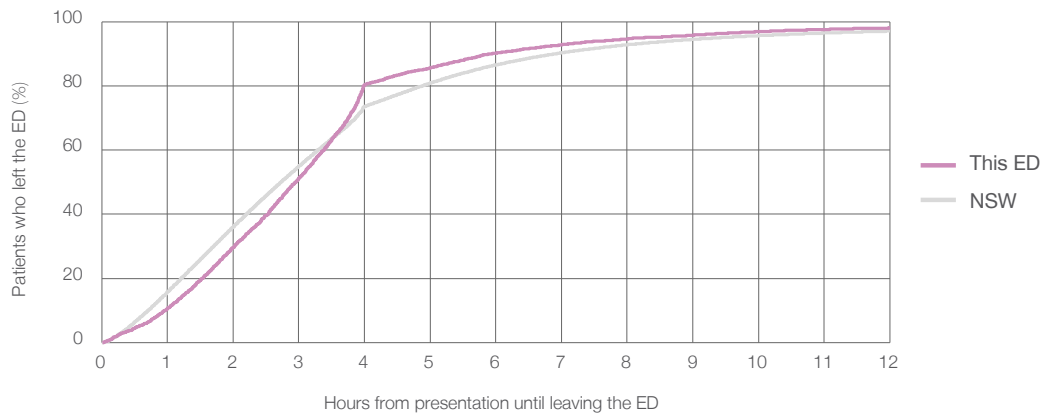
Presentations used to calculate time to leaving the ED:⁶ 7,178 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

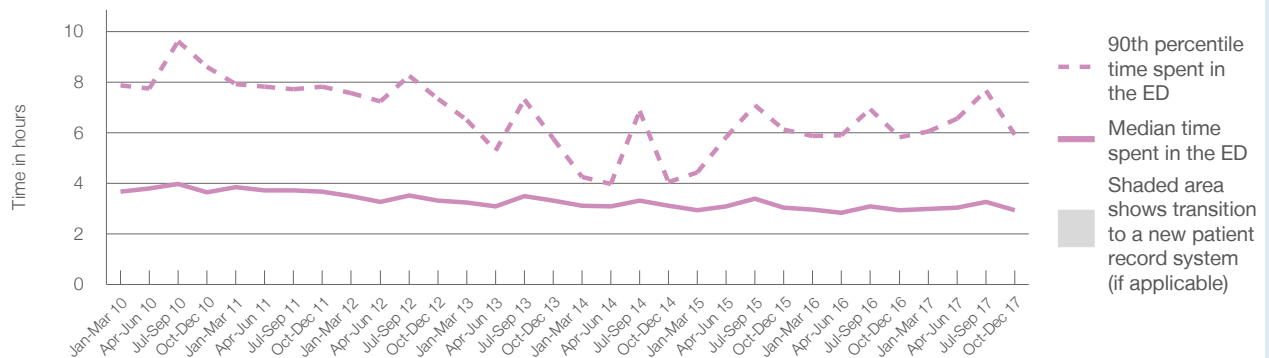
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
6,797	
6,796	
2 hours and 57 minutes	2 hours and 44 minutes
5 hours and 50 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 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m

(†) 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.

Auburn Hospital: Time patients spent in the ED
 By mode of separation
 October to December 2017

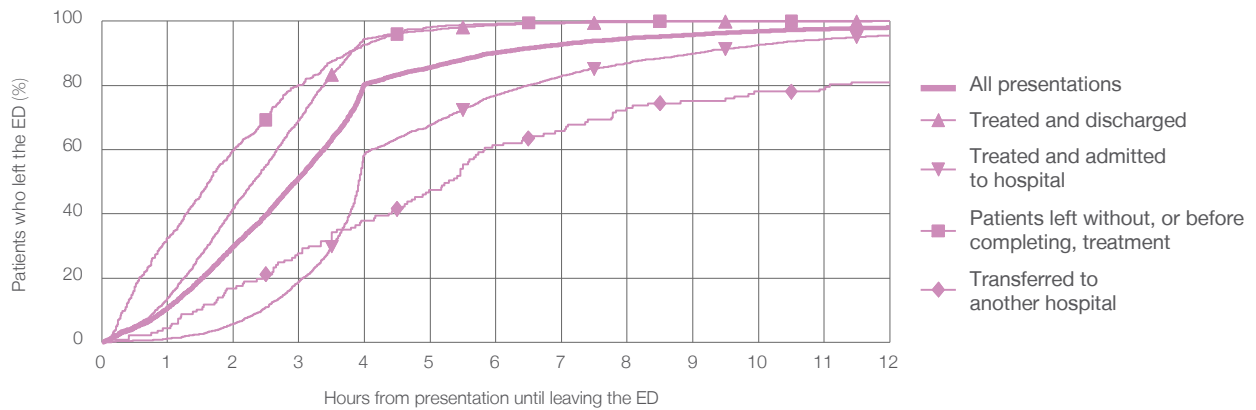
All presentations:¹ 7,178 patients

Presentations used to calculate time to leaving the ED:⁶ 7,178 patients

Treated and discharged	3,842 (53.5%)
Treated and admitted to hospital	2,596 (36.2%)
Patient left without, or before completing, treatment	580 (8.1%)
Transferred to another hospital	137 (1.9%)
Other	23 (0.3%)

Same period last year	Change since one year ago
6,796	5.6%
3,110	23.5%
3,086	-15.9%
420	38.1%
152	-9.9%
29	-20.7%

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	13.7%	41.7%	69.2%	94.5%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	1.1%	5.7%	18.9%	58.7%	76.9%	86.9%	92.7%	95.6%
Patient left without, or before completing, treatment	32.4%	59.8%	80.2%	92.8%	99.1%	100%	100%	100%
Transferred to another hospital	4.4%	16.8%	27.7%	38.0%	61.3%	73.0%	78.1%	81.0%
All presentations	10.7%	29.8%	51.2%	80.3%	90.2%	94.6%	96.9%	98.0%

(†) 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.

Auburn 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 7,178 patients

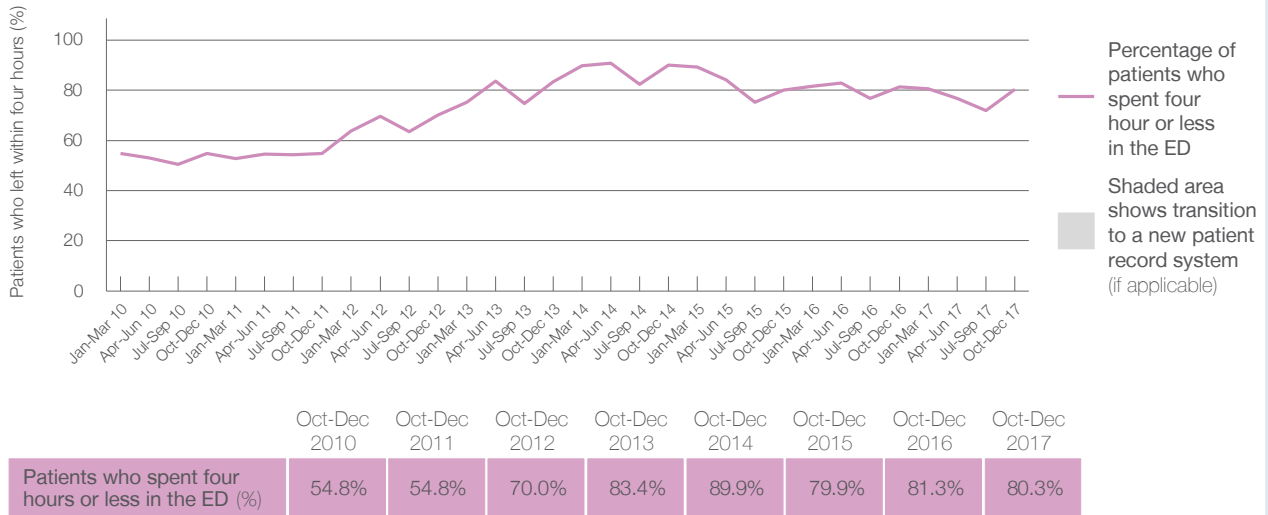
Presentations used to calculate time to leaving the ED: ⁶ 7,178 patients

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	6,797	5.6%
Presentations used to calculate time to leaving the ED	6,796	5.6%
Percentage of patients who spent four hours or less in the ED	81.3%	

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).

Blacktown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,712 patients

Emergency presentations:² 12,634 patients

Same period last year	Change since one year ago
11,714	8.5%
11,639	8.5%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,737 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,392 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,422 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 934 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,239	
11 minutes	8 minutes
31 minutes	23 minutes
4,036	
31 minutes	20 minutes
127 minutes	65 minutes
3,392	
40 minutes	26 minutes
136 minutes	99 minutes
833	
35 minutes	23 minutes
118 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,711 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
11,704	8.6%
53.8%	

* 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.

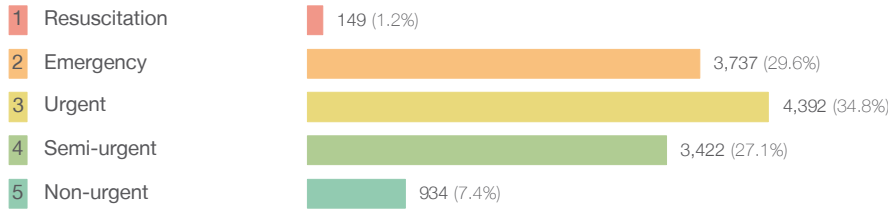
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

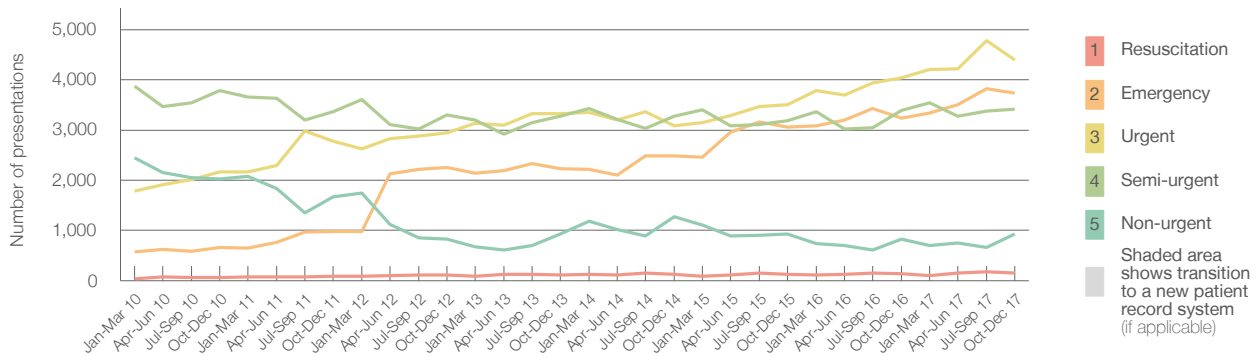
All presentations:¹ 12,712 patients

Emergency presentations² by triage category: 12,634 patients



	Same period last year	Change since one year ago
All presentations	11,714	8.5%
Emergency presentations	11,639	8.5%
1 Resuscitation	139	7.2%
2 Emergency	3,239	15.4%
3 Urgent	4,036	8.8%
4 Semi-urgent	3,392	0.9%
5 Non-urgent	833	12.1%

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	63	83	112	114	121	131	139	149
Emergency	666	975	2,257	2,225	2,491	3,062	3,239	3,737
Urgent	2,169	2,772	2,938	3,322	3,078	3,509	4,036	4,392
Semi-urgent	3,789	3,360	3,305	3,274	3,275	3,190	3,392	3,422
Non-urgent	2,026	1,667	828	931	1,272	929	833	934
All emergency presentations	8,713	8,857	9,440	9,866	10,237	10,821	11,639	12,634

Blacktown Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,837 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,310	
ED Transfer of care time		
Median time	15 minutes	-1 minute
90th percentile time	31 minutes	-4 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.

Blacktown 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: 3,737

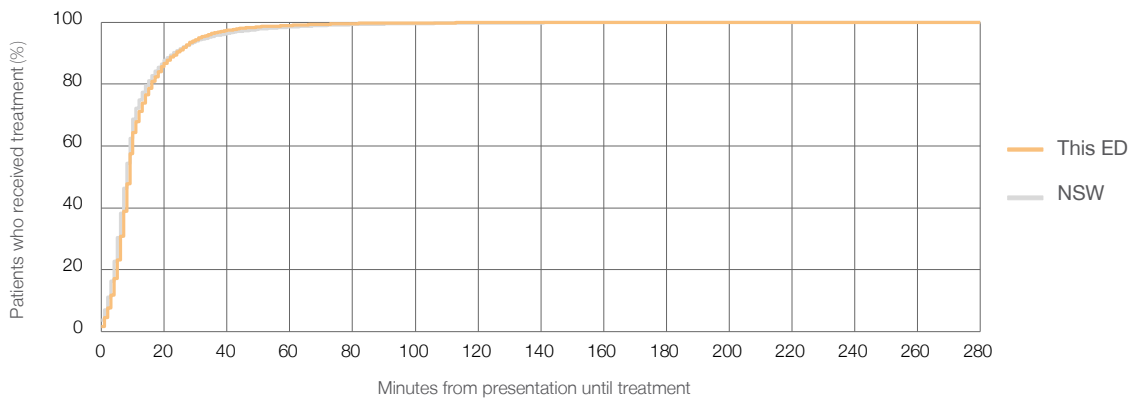
Number of triage 2 patients used to calculate waiting time:³ 3,716

Median time to start treatment⁴ 9 minutes

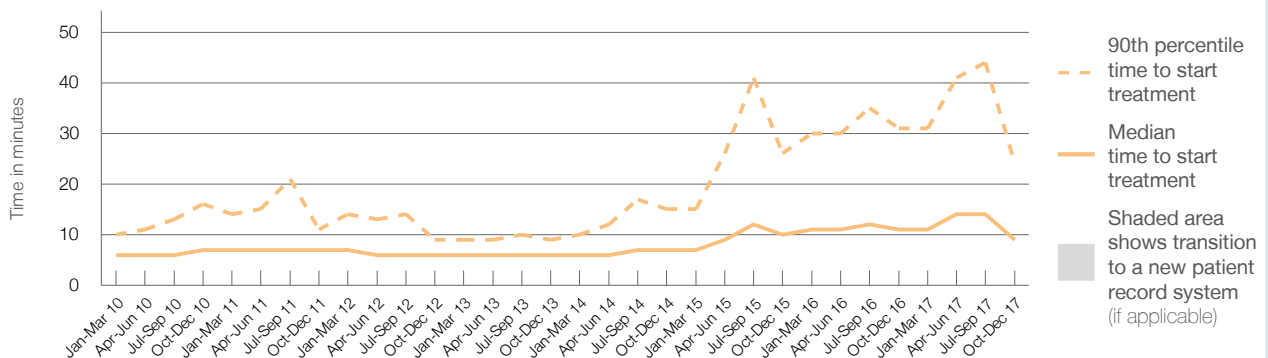
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
3,239	
3,221	
11 minutes	8 minutes
31 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)	7	7	6	6	7	10	11	9
90th percentile time to start treatment ⁵ (minutes)	16	11	9	9	15	26	31	24

(†) 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.

Blacktown 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: 4,392

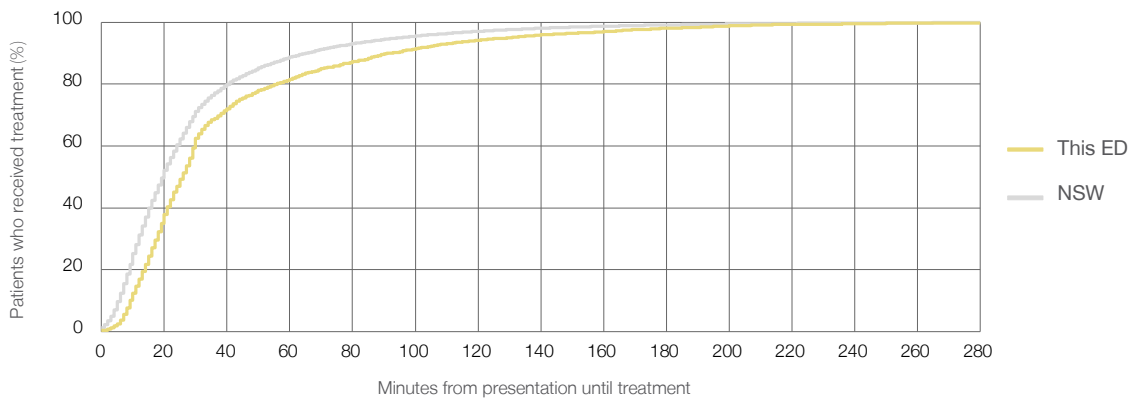
Number of triage 3 patients used to calculate waiting time:³ 4,232

Median time to start treatment⁴ 26 minutes

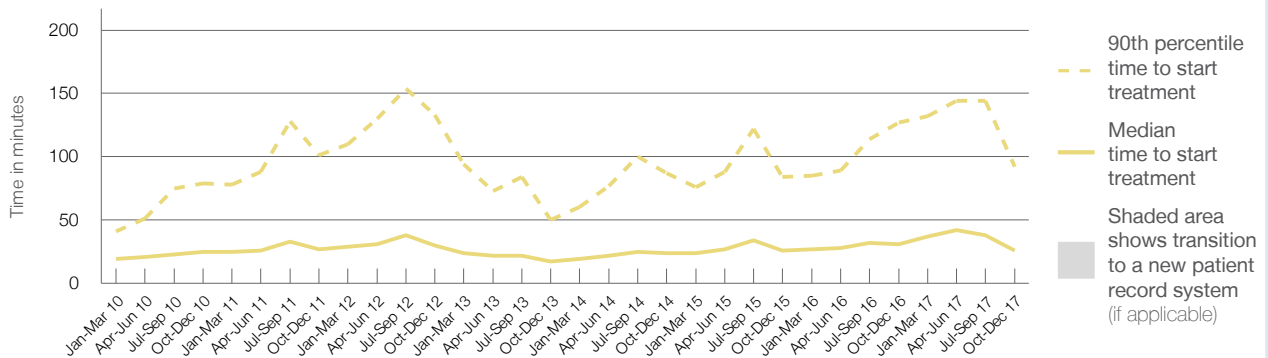
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
4,036	
3,830	
31 minutes	20 minutes
127 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)	25	27	30	17	24	26	31	26
90th percentile time to start treatment ⁵ (minutes)	79	101	133	50	87	84	127	92

(†) 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.

Blacktown 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: 3,422

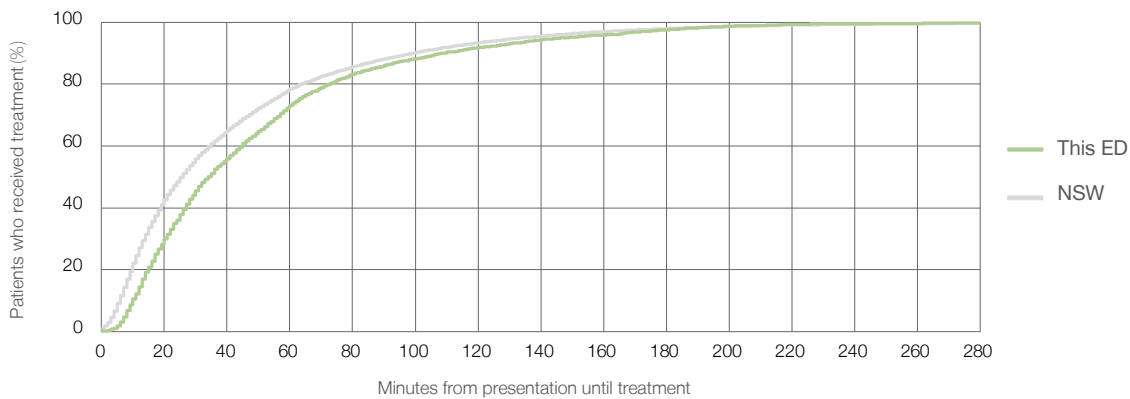
Number of triage 4 patients used to calculate waiting time:³ 3,269

Median time to start treatment⁴ 34 minutes

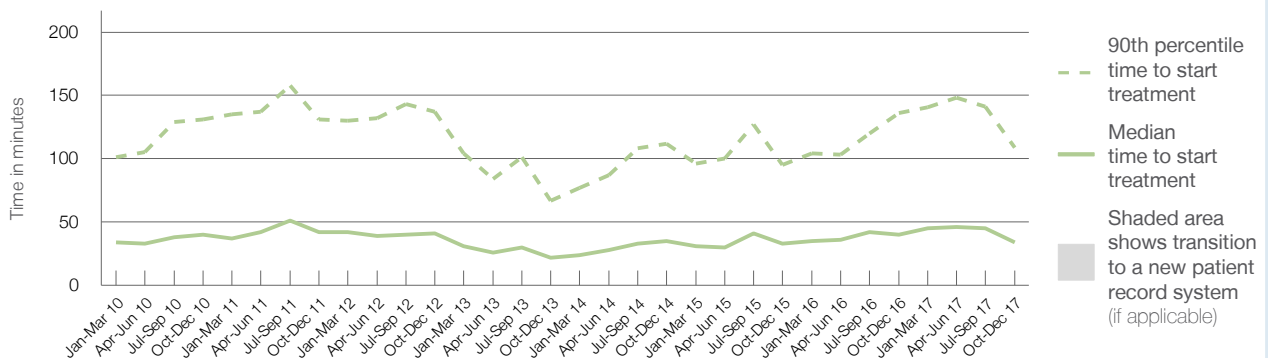
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
3,392	3,194
40 minutes	26 minutes
136 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)	40	42	41	22	35	33	40	34
90th percentile time to start treatment ⁵ (minutes)	131	131	137	67	112	95	136	109

(†) 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.

Blacktown 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: 934

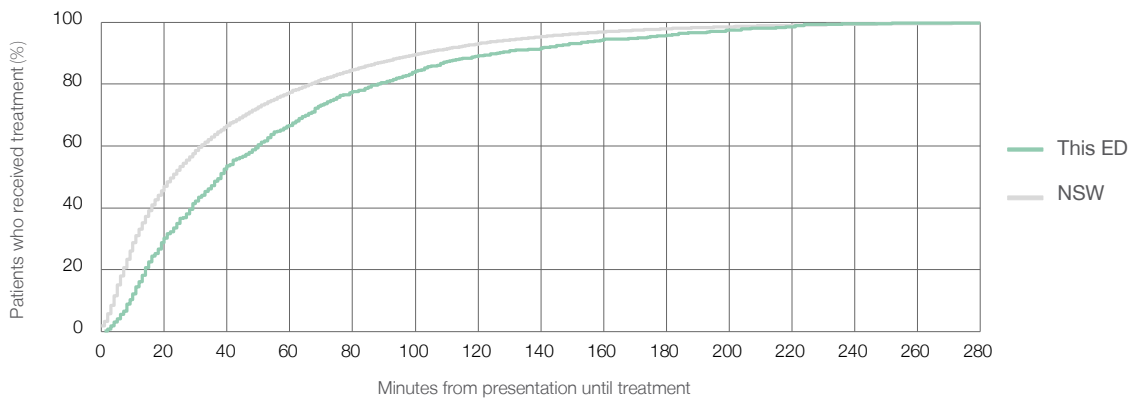
Number of triage 5 patients used to calculate waiting time:³ 760

Median time to start treatment⁴ 38 minutes

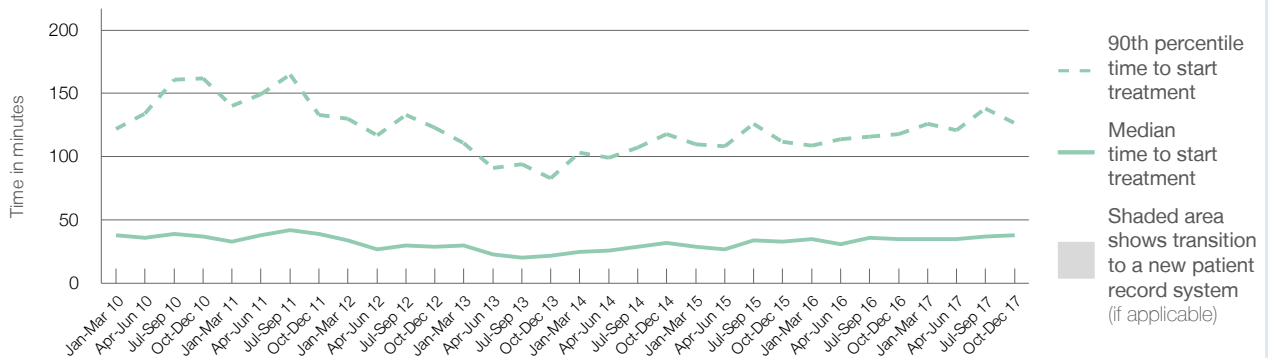
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
833	
686	
35 minutes	23 minutes
118 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	39	29	22	32	33	35	38
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	127

(†) 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.

Blacktown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,712 patients

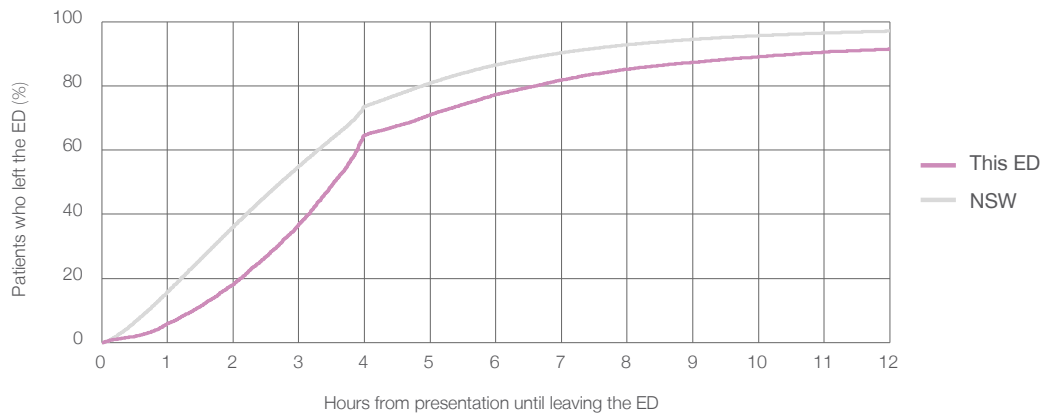
Presentations used to calculate time to leaving the ED:⁶ 12,711 patients

Median time spent in the ED⁸ 3 hours and 33 minutes

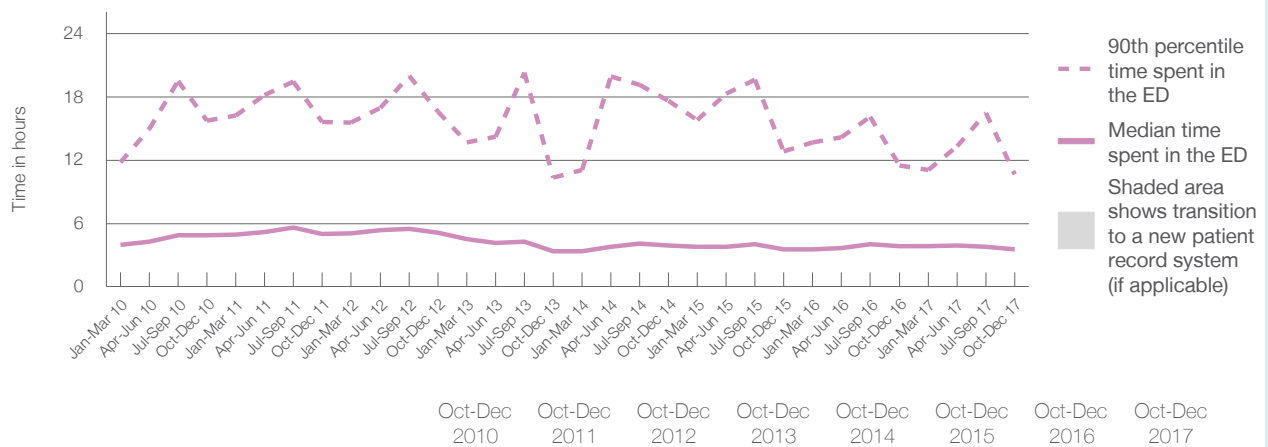
90th percentile time spent in the ED⁹ 10 hours and 38 minutes

Same period last year	NSW (this period)
11,714	
11,704	
3 hours and 51 minutes	2 hours and 44 minutes
11 hours and 29 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 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m

(†) 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.

Blacktown Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

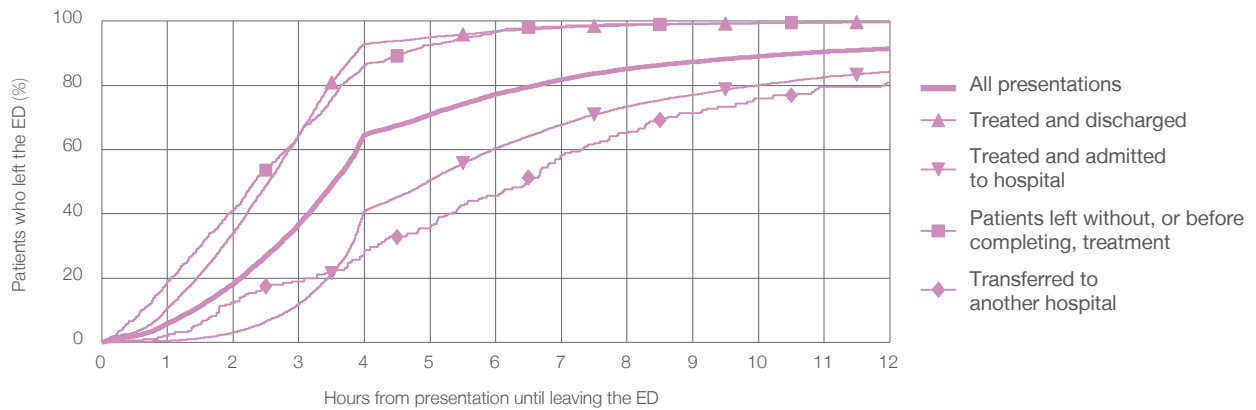
All presentations:¹ 12,712 patients

Presentations used to calculate time to leaving the ED:⁶ 12,711 patients

Treated and discharged	5,193 (40.9%)
Treated and admitted to hospital	6,561 (51.6%)
Patient left without, or before completing, treatment	726 (5.7%)
Transferred to another hospital	195 (1.5%)
Other	37 (0.3%)

Same period last year	Change since one year ago
11,704	8.6%
4,494	15.6%
6,107	7.4%
823	-11.8%
233	-16.3%
57	-35.1%

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	10.7%	34.1%	64.8%	92.9%	96.9%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.4%	3.0%	11.9%	40.9%	60.5%	73.5%	80.1%	84.3%
Patient left without, or before completing, treatment	18.9%	41.0%	64.6%	86.2%	96.7%	99.0%	99.3%	99.7%
Transferred to another hospital	2.1%	12.3%	19.0%	28.7%	45.6%	65.1%	75.9%	81.0%
All presentations	5.9%	18.2%	36.8%	64.7%	77.3%	85.2%	89.0%	91.4%

(†) 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.

Blacktown 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 12,712 patients

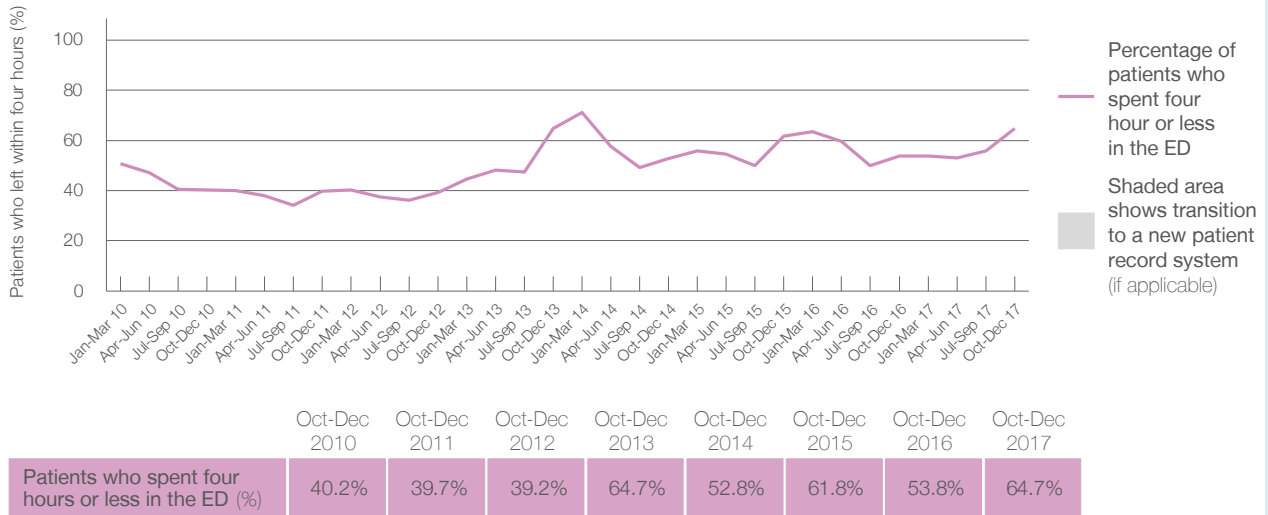
Presentations used to calculate time to leaving the ED: ⁶ 12,711 patients

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	11,714	8.5%
Presentations used to calculate time to leaving the ED	11,704	8.6%
Percentage of patients who spent four hours or less in the ED	53.8%	

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).

Mount Druitt Hospital: Emergency department (ED) overview

October to December 2017



All presentations:¹ 8,502 patients
 Emergency presentations:² 8,416 patients

Same period last year	Change since one year ago
8,063	5.4%
7,937	6.0%



Mount Druitt Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,446 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,258 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,762 patients

Median time to start treatment⁴  27 minutes
 90th percentile time to start treatment⁵  82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 907 patients

Median time to start treatment⁴  24 minutes
 90th percentile time to start treatment⁵  86 minutes

Same period last year	NSW (this period)
1,245	
10 minutes	8 minutes
25 minutes	23 minutes
3,095	
27 minutes	20 minutes
87 minutes	65 minutes
2,579	
37 minutes	26 minutes
108 minutes	99 minutes
991	
34 minutes	23 minutes
112 minutes	103 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,501 patients

Percentage of patients who spent four hours or less in the ED  80.0%

Same period last year	Change since one year ago
8,049	5.6%
71.9%	

* 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.

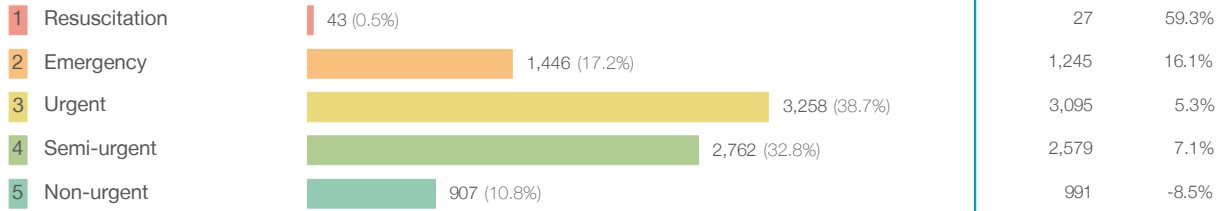
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Mount Druiitt Hospital: Patients presenting to the emergency department October to December 2017

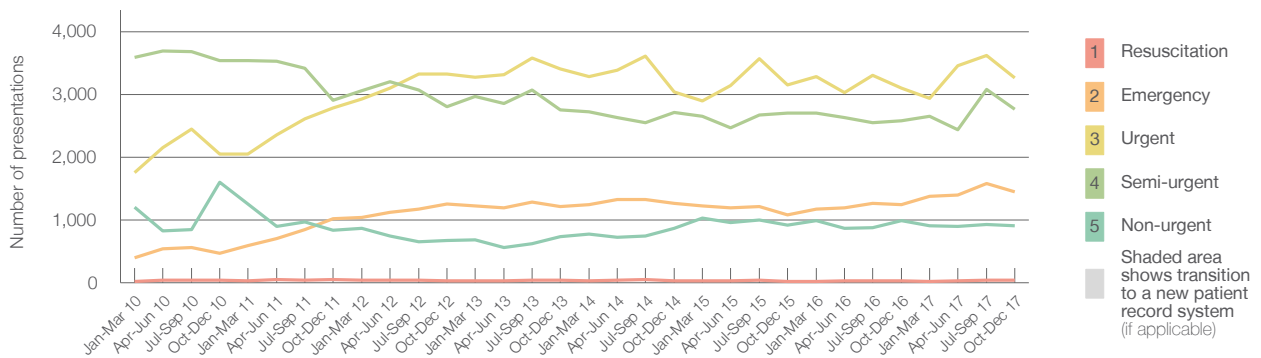
All presentations:¹ 8,502 patients

Emergency presentations² by triage category: 8,416 patients



Same period last year	Change since one year ago
8,063	5.4%
7,937	6.0%
27	59.3%
1,245	16.1%
3,095	5.3%
2,579	7.1%
991	-8.5%

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	38	53	32	37	27	22	27	43
Emergency	465	1,014	1,258	1,217	1,260	1,080	1,245	1,446
Urgent	2,048	2,783	3,320	3,402	3,036	3,155	3,095	3,258
Semi-urgent	3,536	2,904	2,801	2,754	2,711	2,702	2,579	2,762
Non-urgent	1,602	837	667	730	870	919	991	907
All emergency presentations	7,689	7,591	8,078	8,140	7,904	7,878	7,937	8,416

Mount Druiitt Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 898 patients

ED Transfer of care time



Same period last year	Change since one year ago
798	
14 minutes	-1 minute
30 minutes	-4 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.

Mount Druiitt 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: 1,446

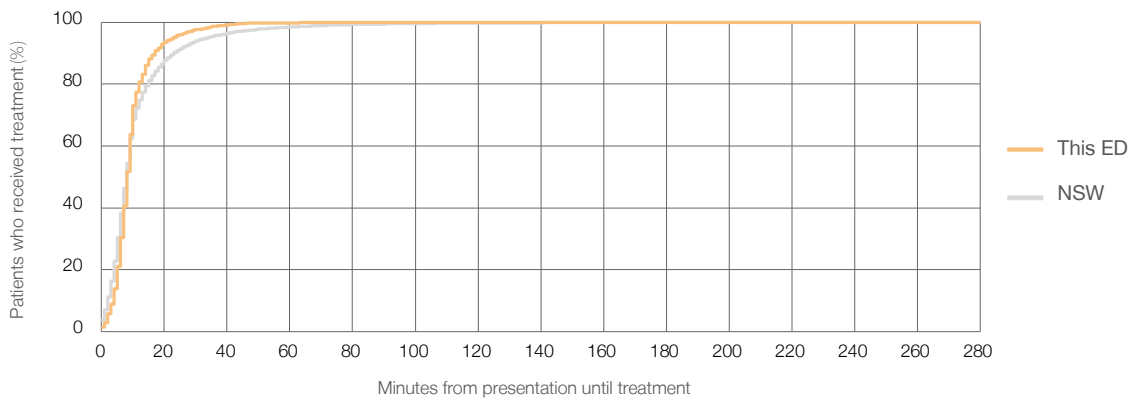
Number of triage 2 patients used to calculate waiting time:³ 1,442

Median time to start treatment⁴ 8 minutes

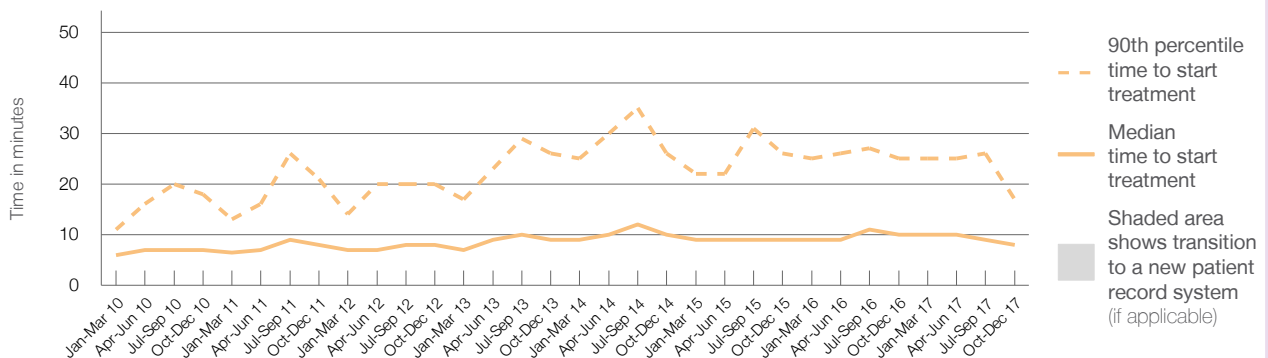
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,245	1,239
10 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)	7	8	8	9	10	9	10	8
90th percentile time to start treatment ⁵ (minutes)	18	21	20	26	26	26	25	17

(†) 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.

Mount Druitt 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: 3,258

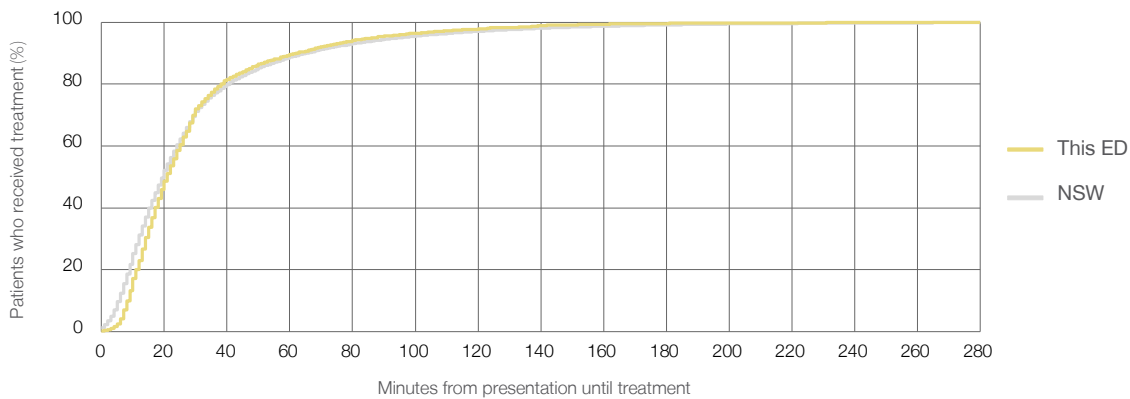
Number of triage 3 patients used to calculate waiting time:³ 3,168

Median time to start treatment⁴ 21 minutes

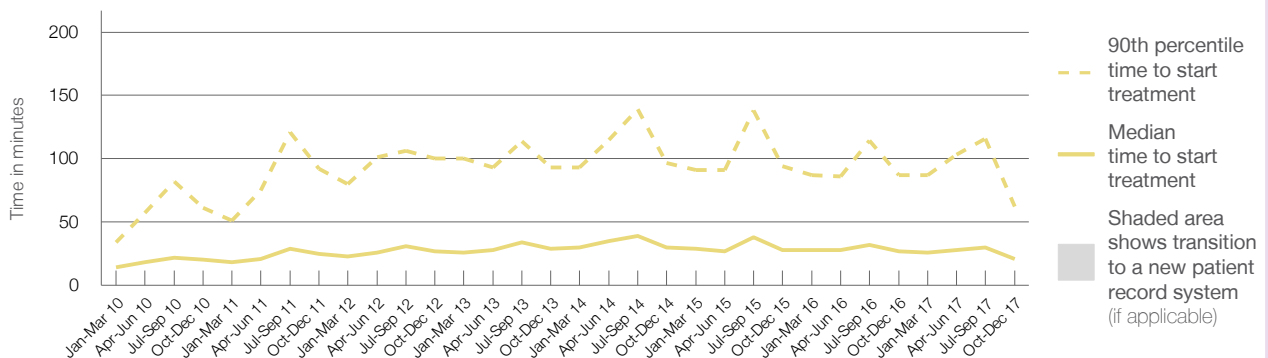
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,095	3,028
27 minutes	20 minutes
87 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	25	27	29	30	28	27	21
90th percentile time to start treatment ⁵ (minutes)	61	92	100	93	97	94	87	62

(†) 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.

Mount Druitt 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: 2,762

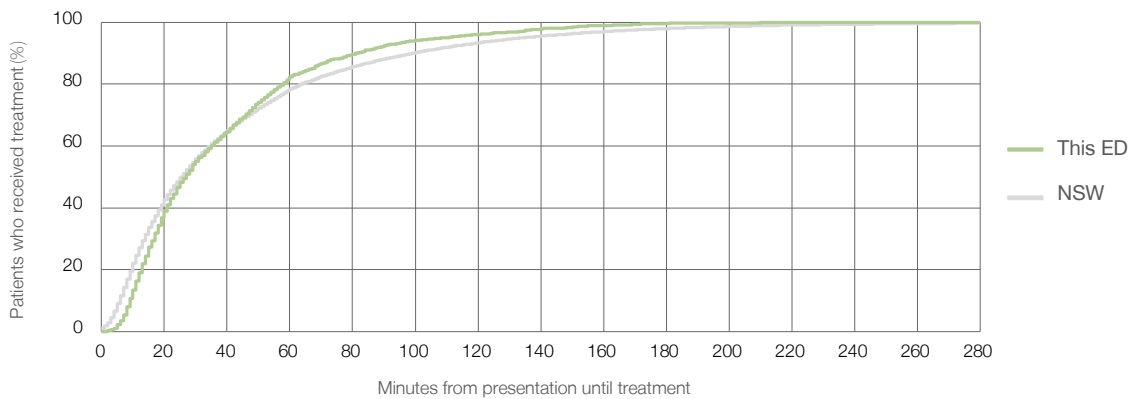
Number of triage 4 patients used to calculate waiting time:³ 2,639

Median time to start treatment⁴ 27 minutes

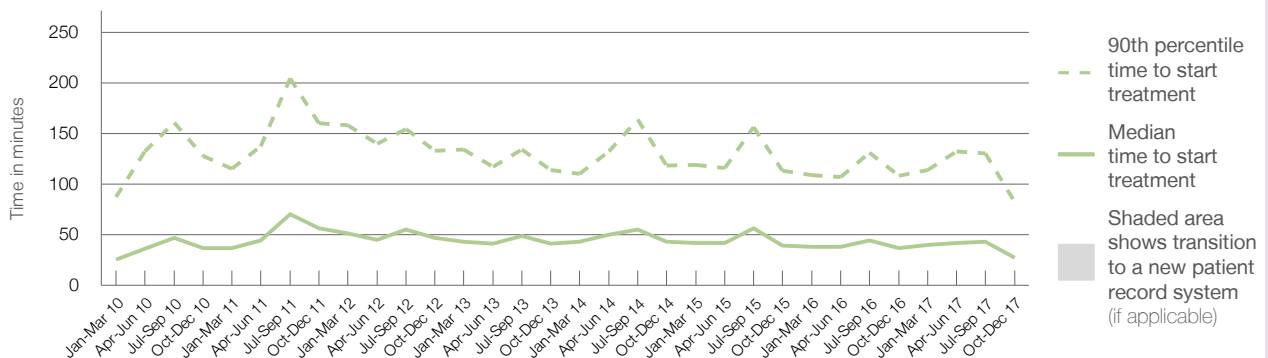
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,579	2,443
37 minutes	26 minutes
108 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)	37	56	47	41	43	39	37	27
90th percentile time to start treatment ⁵ (minutes)	128	160	133	114	118	113	108	82

(†) 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.

Mount Druitt 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: 907

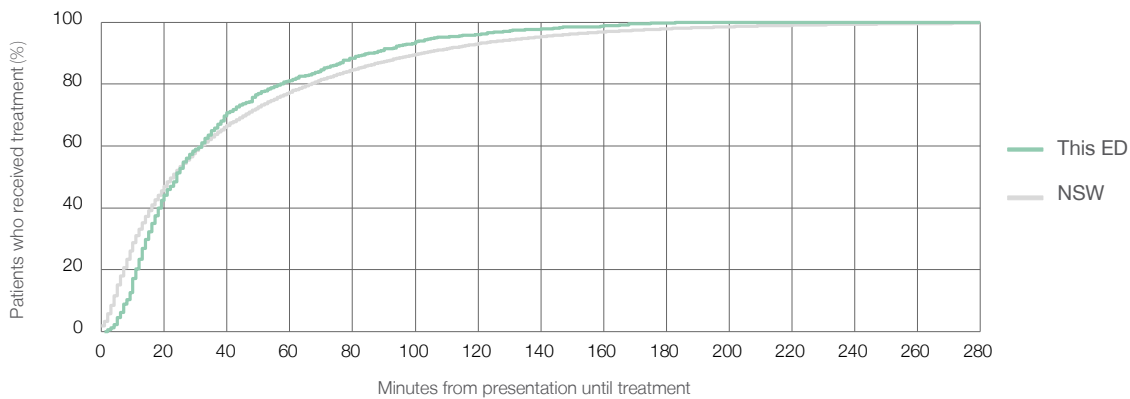
Number of triage 5 patients used to calculate waiting time:³ 835

Median time to start treatment⁴ 24 minutes

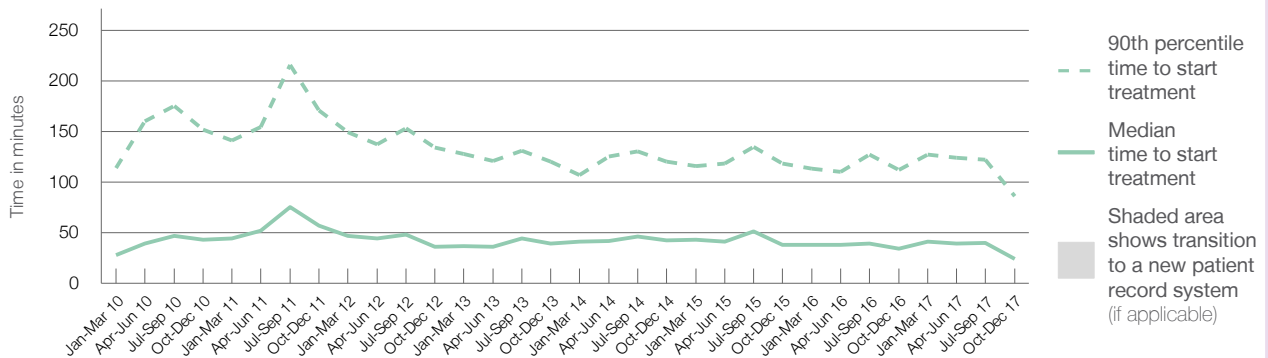
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
991	
864	
34 minutes	23 minutes
112 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)	43	57	36	39	43	38	34	24
90th percentile time to start treatment ⁵ (minutes)	152	171	134	120	120	118	112	86

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,502 patients

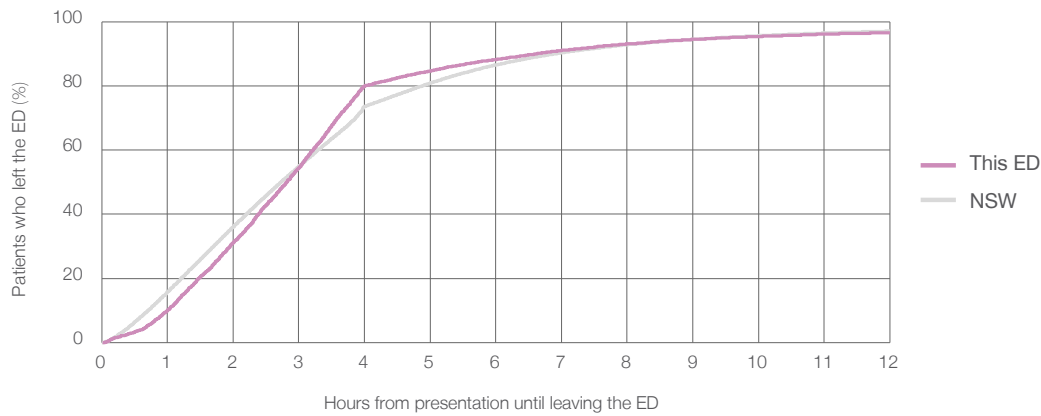
Presentations used to calculate time to leaving the ED:⁶ 8,501 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

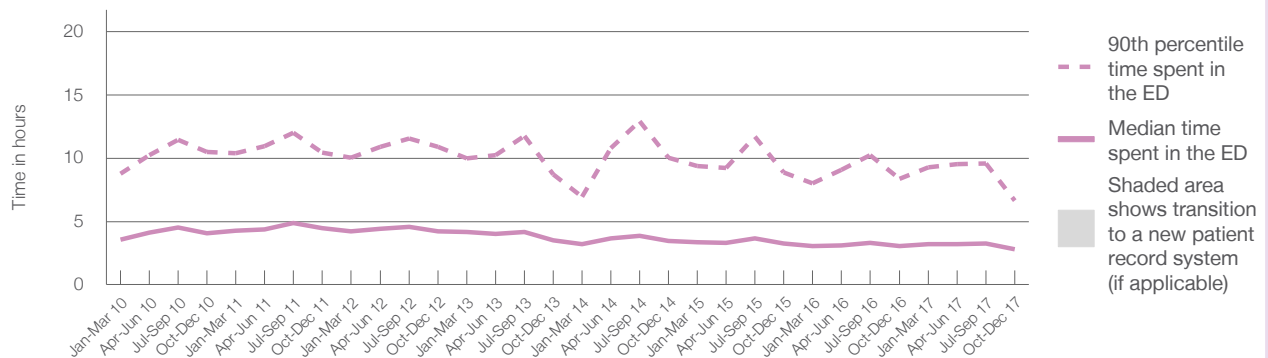
90th percentile time spent in the ED⁹ 6 hours and 38 minutes

Same period last year	NSW (this period)
8,063	
8,049	
3 hours and 2 minutes	2 hours and 44 minutes
8 hours and 23 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 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 38m

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

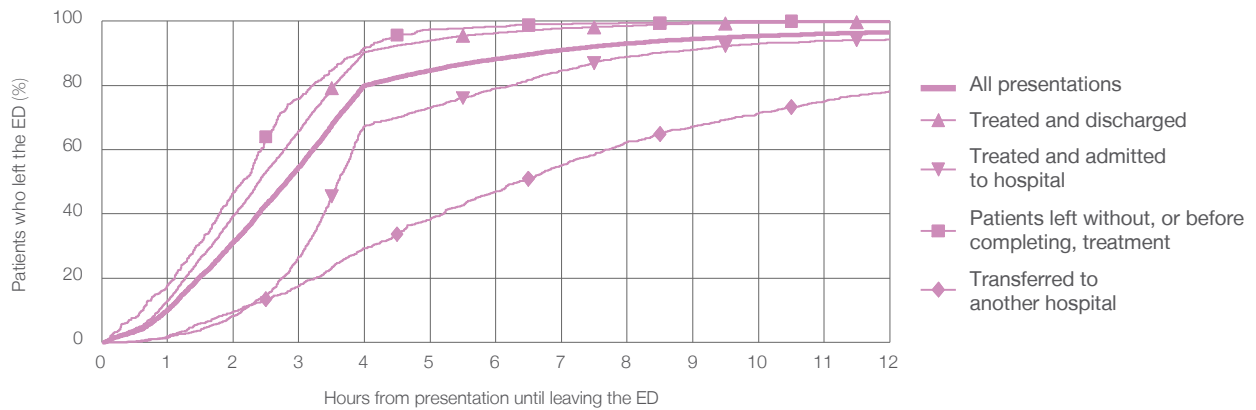
All presentations:¹ 8,502 patients

Presentations used to calculate time to leaving the ED:⁶ 8,501 patients

Treated and discharged	5,597 (65.8%)
Treated and admitted to hospital	1,476 (17.4%)
Patient left without, or before completing, treatment	519 (6.1%)
Transferred to another hospital	903 (10.6%)
Other	7 (0.1%)

Same period last year	Change since one year ago
8,049	5.6%
5,272	6.2%
1,354	9.0%
525	-1.1%
910	-0.8%
2	250.0%

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	13.0%	39.5%	65.8%	90.4%	96.3%	98.5%	99.5%	99.8%
Treated and admitted to hospital	1.4%	8.1%	26.6%	67.4%	79.1%	89.0%	93.0%	94.3%
Patient left without, or before completing, treatment	17.7%	46.6%	75.7%	91.7%	98.3%	99.4%	100%	100%
Transferred to another hospital	1.9%	9.5%	17.6%	29.3%	47.1%	62.5%	71.3%	78.2%
All presentations	10.1%	31.3%	54.5%	80.0%	88.2%	93.1%	95.4%	96.6%

(†) 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.

Mount Druitt 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 8,502 patients

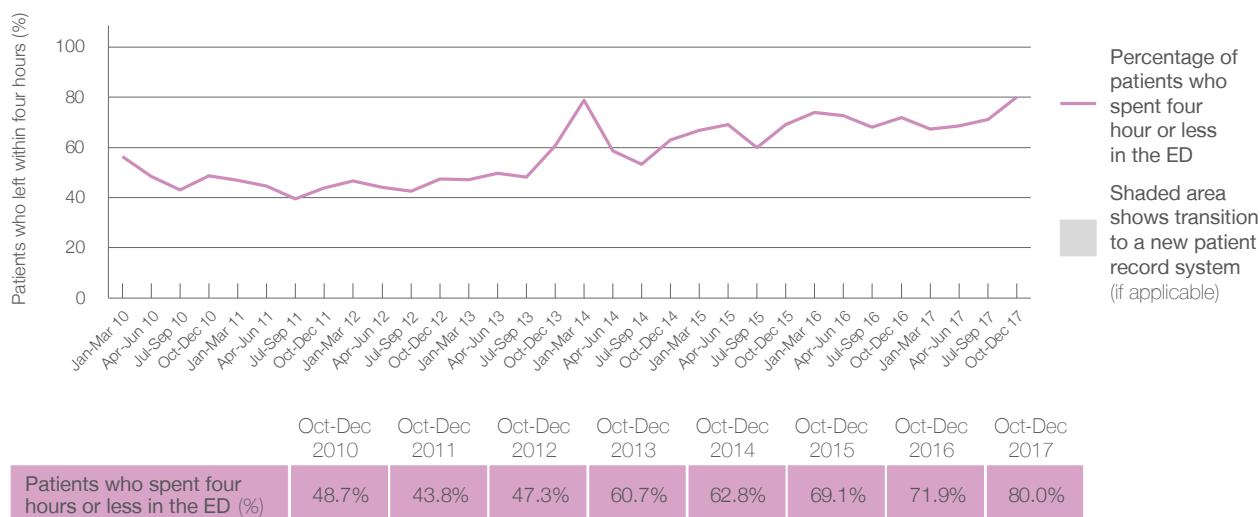
Presentations used to calculate time to leaving the ED: ⁶ 8,501 patients

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	8,063	5.4%
Presentations used to calculate time to leaving the ED	8,049	5.6%
Percentage of patients who spent four hours or less in the ED	71.9%	

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).

Westmead Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,295 patients

Emergency presentations:² 19,146 patients

Same period last year	Change since one year ago
19,143	0.8%
18,981	0.9%

Westmead Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,871 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,866 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,508 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,896	
17 minutes	8 minutes
91 minutes	23 minutes
7,025	
50 minutes	20 minutes
168 minutes	65 minutes
4,223	
53 minutes	26 minutes
161 minutes	99 minutes
1,305	
41 minutes	23 minutes
132 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,291 patients

Percentage of patients who spent four hours or less in the ED 58.3%

Same period last year	Change since one year ago
19,129	0.8%
54.5%	

* 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.

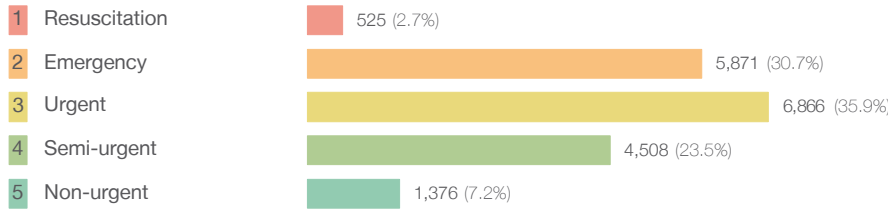
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

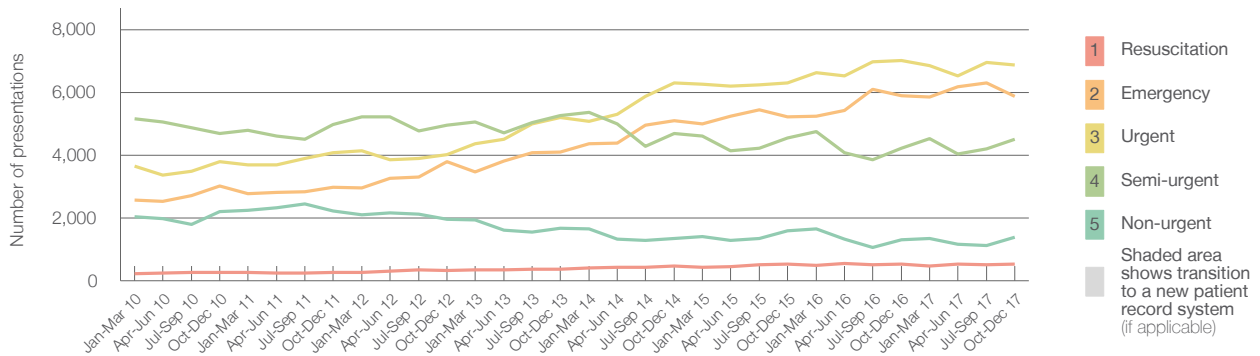
All presentations:¹ 19,295 patients

Emergency presentations² by triage category: 19,146 patients



	Same period last year	Change since one year ago
All presentations	19,143	0.8%
Emergency presentations	18,981	0.9%
1 Resuscitation	532	-1.3%
2 Emergency	5,896	-0.4%
3 Urgent	7,025	-2.3%
4 Semi-urgent	4,223	6.7%
5 Non-urgent	1,305	5.4%

Emergency presentations² by quarter, January 2010 to December 2017 †

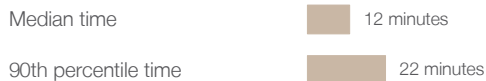


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	269	270	315	370	472	527	532	525
Emergency	3,019	2,967	3,802	4,089	5,103	5,219	5,896	5,871
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376
All emergency presentations	13,987	14,522	15,055	16,611	17,891	18,189	18,981	19,146

Westmead Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,503 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,732	
ED Transfer of care time		
Median time	13 minutes	-1 minutes
90th percentile time	26 minutes	-4 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.

Westmead 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: 5,871

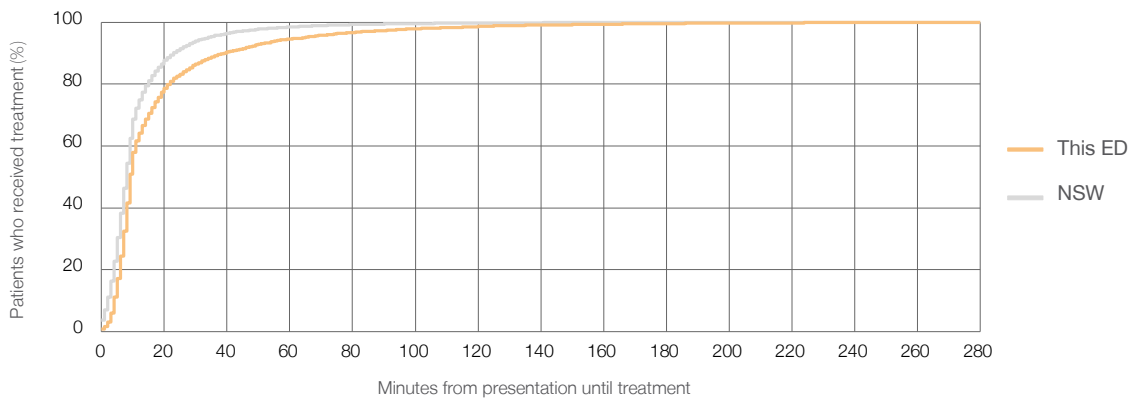
Number of triage 2 patients used to calculate waiting time:³ 5,799

Median time to start treatment⁴ 9 minutes

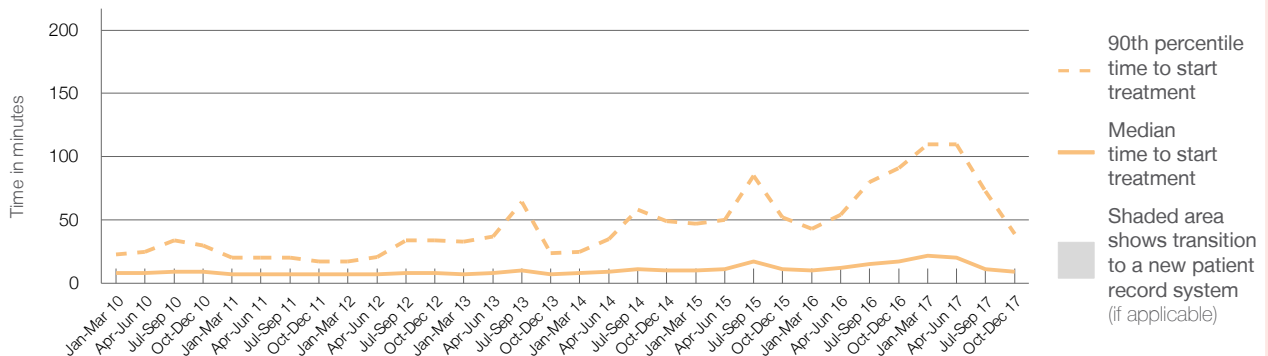
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
5,896	5,743
17 minutes	8 minutes
91 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	7	8	7	10	11	17	9
90th percentile time to start treatment ⁵ (minutes)	30	17	34	24	49	52	91	39

(†) 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.

Westmead 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: 6,866

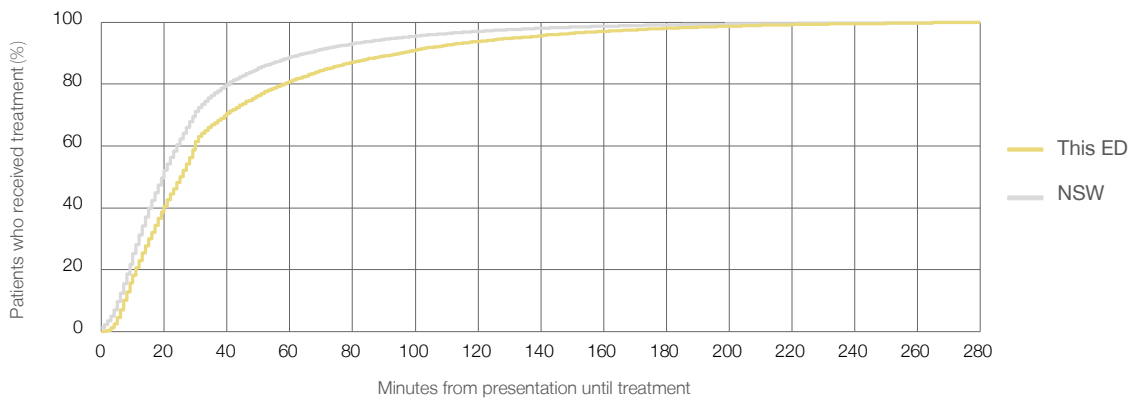
Number of triage 3 patients used to calculate waiting time:³ 6,562

Median time to start treatment⁴ 25 minutes

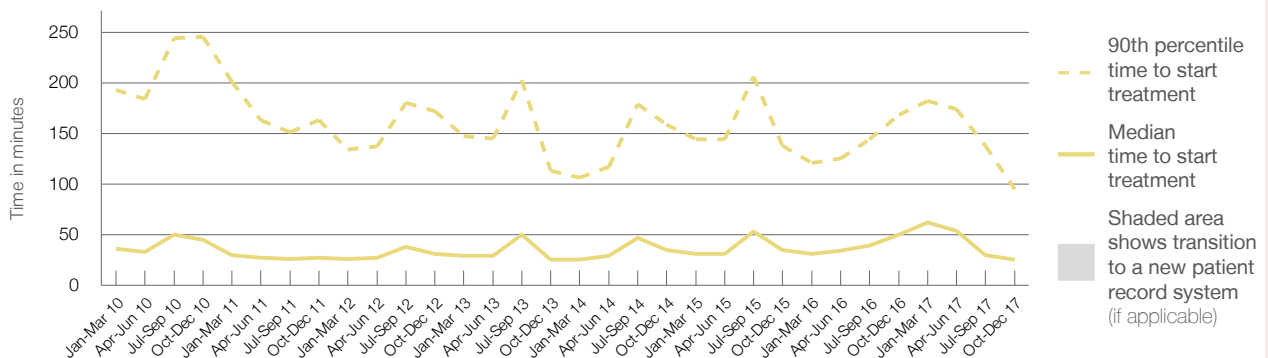
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
7,025	
6,354	
50 minutes	20 minutes
168 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)	45	27	31	25	35	35	50	25
90th percentile time to start treatment ⁵ (minutes)	245	163	172	113	159	138	168	95

(†) 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.

Westmead 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: 4,508

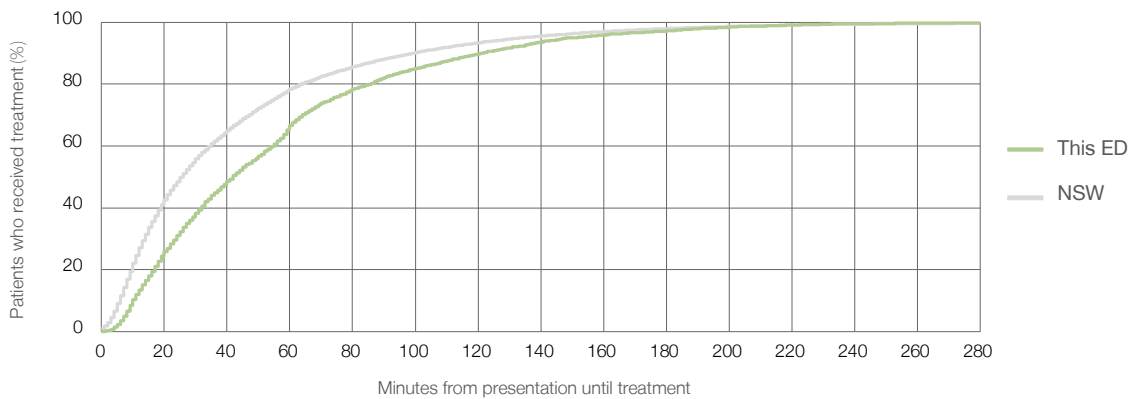
Number of triage 4 patients used to calculate waiting time:³ 4,221

Median time to start treatment⁴ 42 minutes

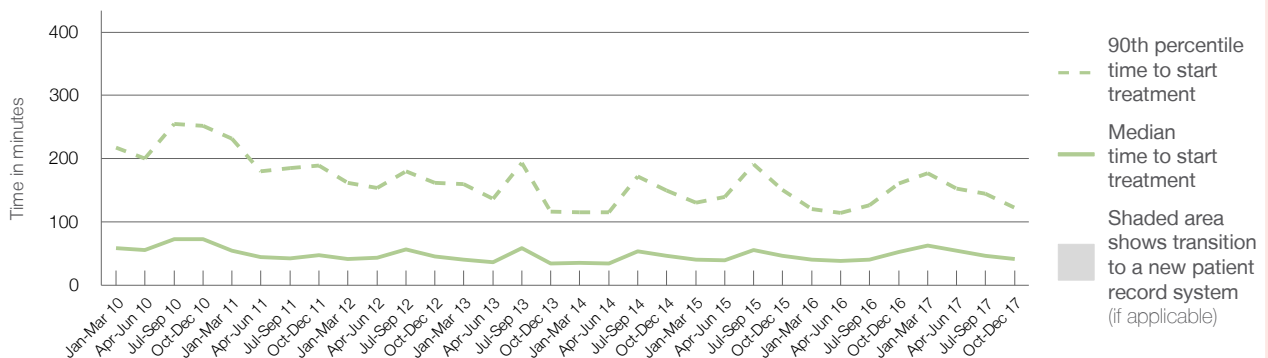
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
4,223	
3,671	
53 minutes	26 minutes
161 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)	73	48	46	34	47	47	53	42
90th percentile time to start treatment ⁵ (minutes)	252	189	162	116	150	151	161	122

(†) 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.

Westmead 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: 1,376

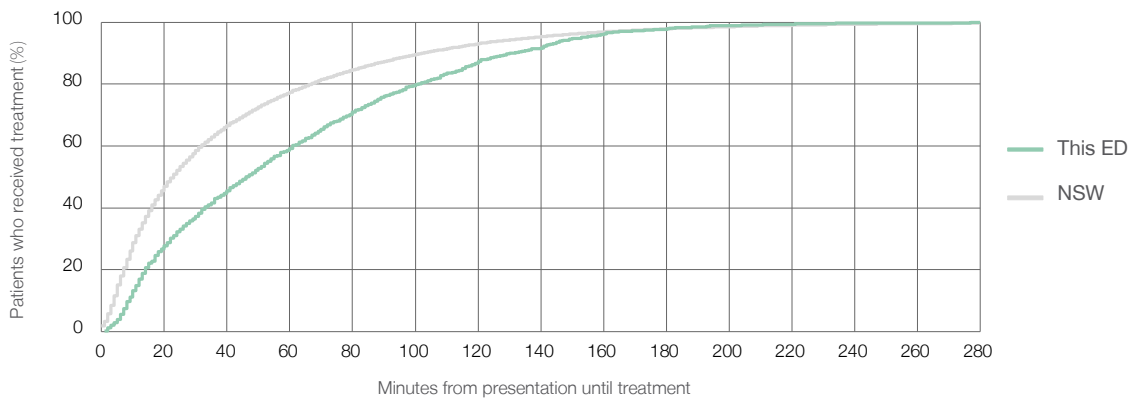
Number of triage 5 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴ 46 minutes

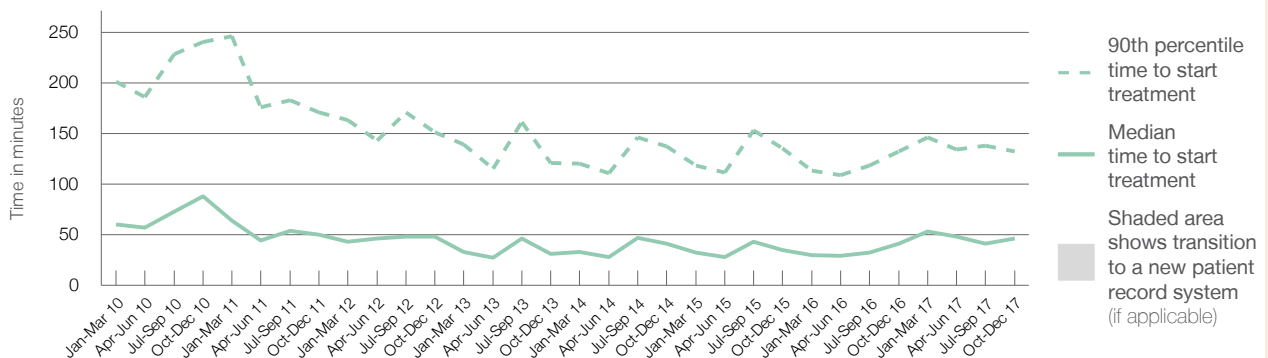
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,305	1,059
41 minutes	23 minutes
132 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)	88	50	48	31	41	35	41	46
90th percentile time to start treatment ⁵ (minutes)	240	171	151	121	137	135	132	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.

Westmead Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,295 patients

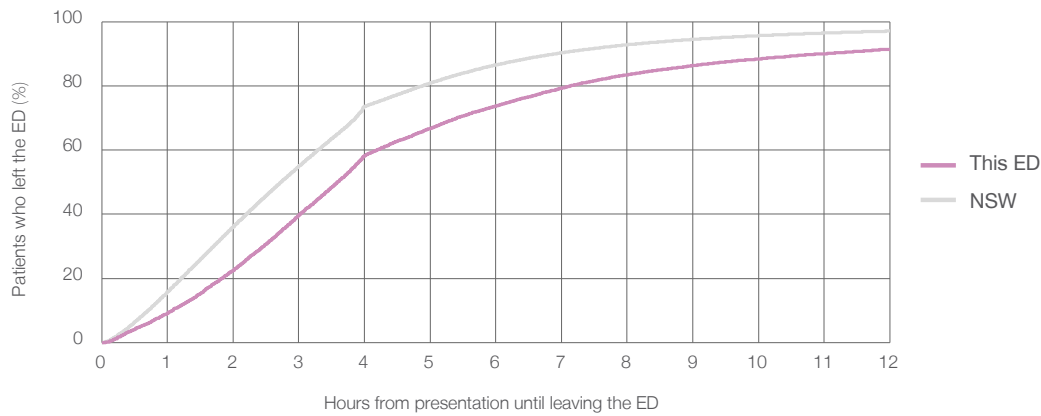
Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

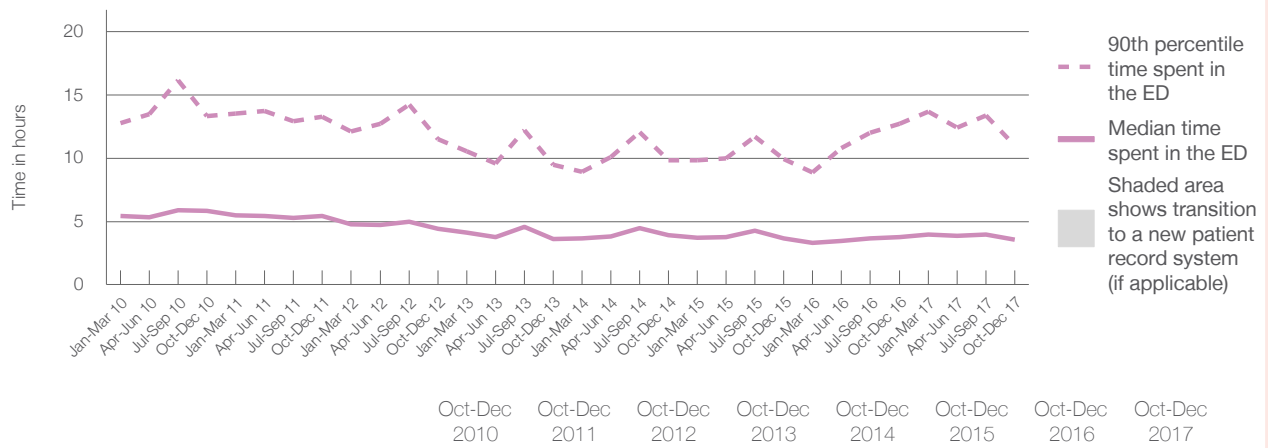
90th percentile time spent in the ED⁹ 11 hours and 1 minutes

Same period last year	NSW (this period)
19,143	19,129
3 hours and 45 minutes	2 hours and 44 minutes
12 hours and 44 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)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m

(†) 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.

Westmead Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

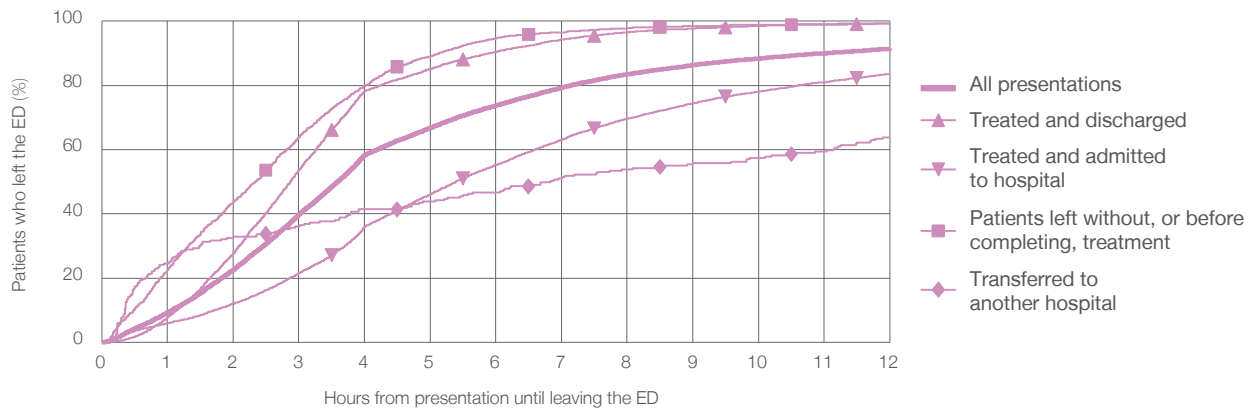
All presentations:¹ 19,295 patients

Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Treated and discharged	8,200 (42.5%)
Treated and admitted to hospital	9,084 (47.1%)
Patient left without, or before completing, treatment	1,355 (7.0%)
Transferred to another hospital	249 (1.3%)
Other	407 (2.1%)

Same period last year	Change since one year ago
19,129	0.8%
7,182	14.2%
9,475	-4.1%
1,762	-23.1%
249	0.0%
475	-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	7.7%	27.7%	53.7%	78.1%	90.5%	96.6%	98.5%	99.3%
Treated and admitted to hospital	6.0%	12.0%	21.6%	36.0%	55.2%	69.6%	78.1%	83.6%
Patient left without, or before completing, treatment	22.6%	43.6%	63.9%	79.8%	94.8%	97.9%	98.9%	99.3%
Transferred to another hospital	24.5%	32.9%	36.1%	41.4%	46.6%	53.8%	57.4%	63.9%
All presentations	9.3%	22.6%	39.8%	58.3%	73.8%	83.5%	88.4%	91.4%

(†) 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.

Westmead Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

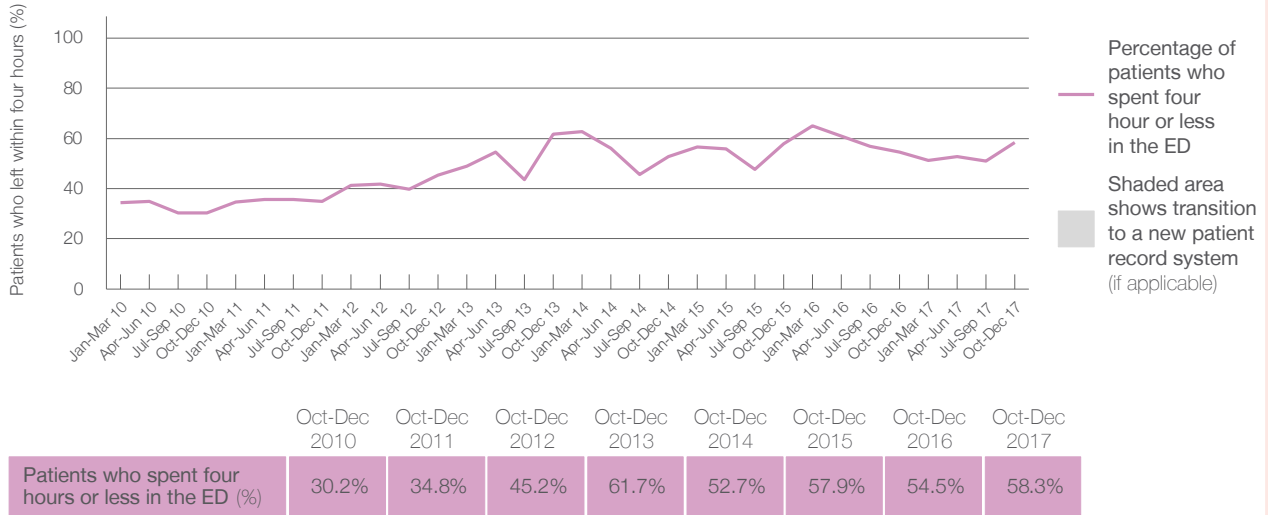
All presentations at the emergency department: ¹ 19,295 patients

Presentations used to calculate time to leaving the ED: ⁶ 19,291 patients

Percentage of patients who spent four hours or less in the ED 58.3%

Same period last year	Change since one year ago
19,143	0.8%
19,129	0.8%
54.5%	

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).