

## Wyong Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 16,873 patients

Emergency presentations:<sup>2</sup> 16,758 patients

Same period last year	Change since one year ago
16,301	3.5%
16,146	3.8%

## Wyong Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,685 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,577 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,254 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,155 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,590	
7 minutes	8 minutes
26 minutes	23 minutes
4,615	
20 minutes	20 minutes
69 minutes	65 minutes
8,775	
28 minutes	26 minutes
82 minutes	99 minutes
1,079	
23 minutes	23 minutes
80 minutes	103 minutes

## Wyong Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,873 patients

Percentage of patients who spent four hours or less in the ED 72.7%

Same period last year	Change since one year ago
16,301	3.5%
72.4%	

\* 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 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.

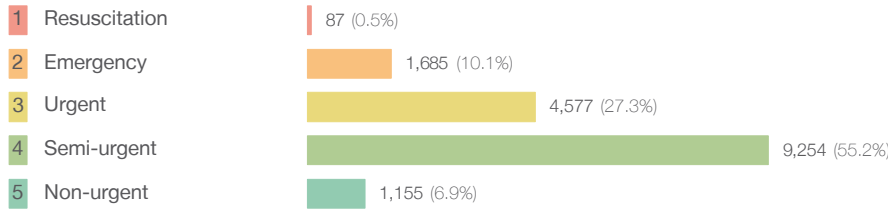
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Wyong Hospital: Patients presenting to the emergency department October to December 2017

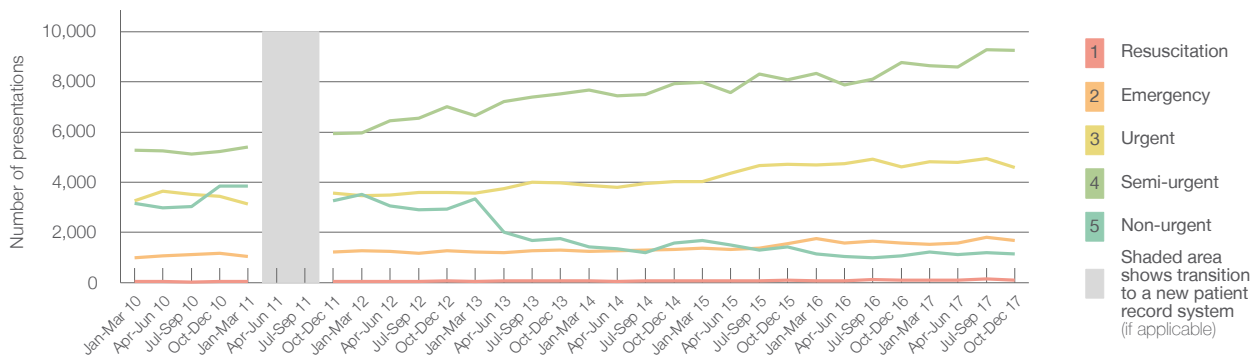
All presentations:<sup>1</sup> 16,873 patients

Emergency presentations<sup>2</sup> by triage category: 16,758 patients



	Same period last year	Change since one year ago
All presentations	16,301	3.5%
Emergency presentations	16,146	3.8%
1 Resuscitation	87	0.0%
2 Emergency	1,590	6.0%
3 Urgent	4,615	-0.8%
4 Semi-urgent	8,775	5.5%
5 Non-urgent	1,079	7.0%

Emergency presentations<sup>2</sup> 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	60	38	61	71	66	86	87	87
Emergency	1,182	1,222	1,280	1,296	1,329	1,562	1,590	1,685
Urgent	3,431	3,579	3,586	3,967	4,025	4,708	4,615	4,577
Semi-urgent	5,224	5,936	7,012	7,515	7,939	8,070	8,775	9,254
Non-urgent	3,850	3,271	2,921	1,757	1,568	1,412	1,079	1,155
All emergency presentations	13,747	14,046	14,860	14,606	14,927	15,838	16,146	16,758

## Wyong Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,268 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,032	
ED Transfer of care time		
Median time	9 minutes	1 minute
90th percentile time	22 minutes	8 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.

## Wyong 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: 1,685

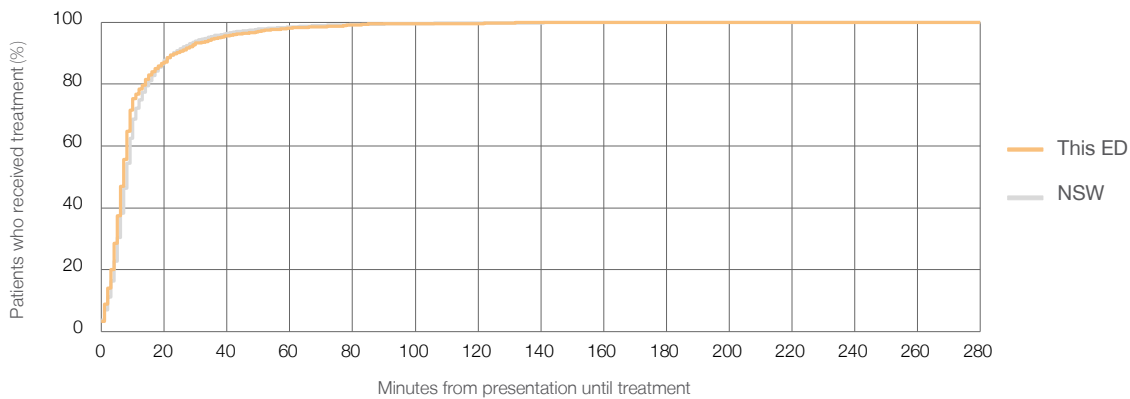
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,679

Median time to start treatment<sup>4</sup>  7 minutes

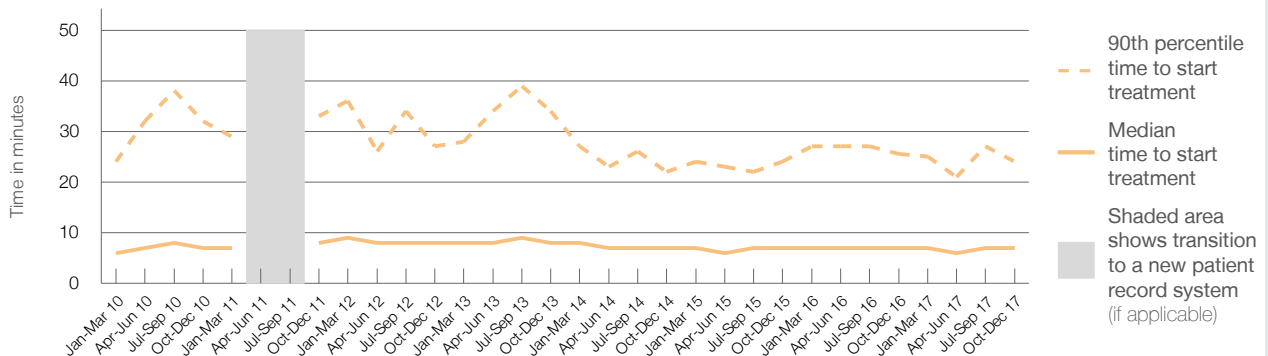
90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
1,590	1,580
7 minutes	8 minutes
26 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	7	8	8	8	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	32	33	27	34	22	24	26	24

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## Wyong 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: 4,577

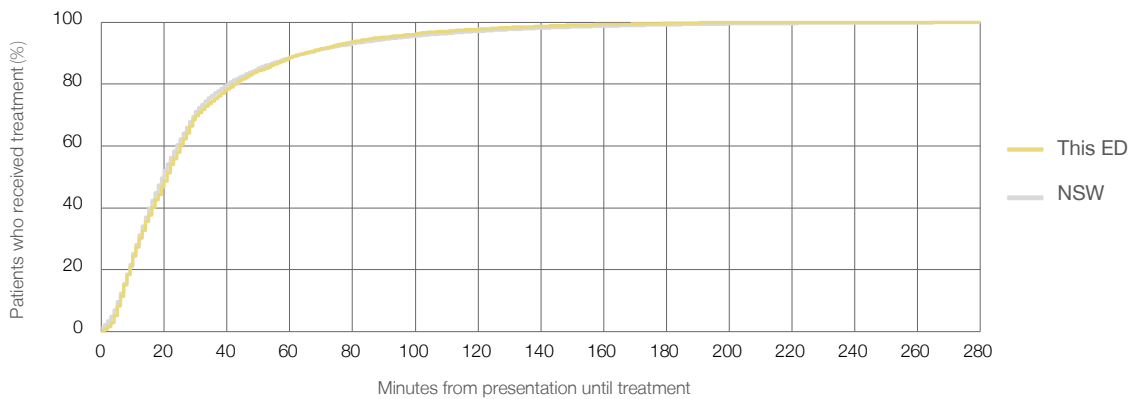
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,546

Median time to start treatment<sup>4</sup> 21 minutes

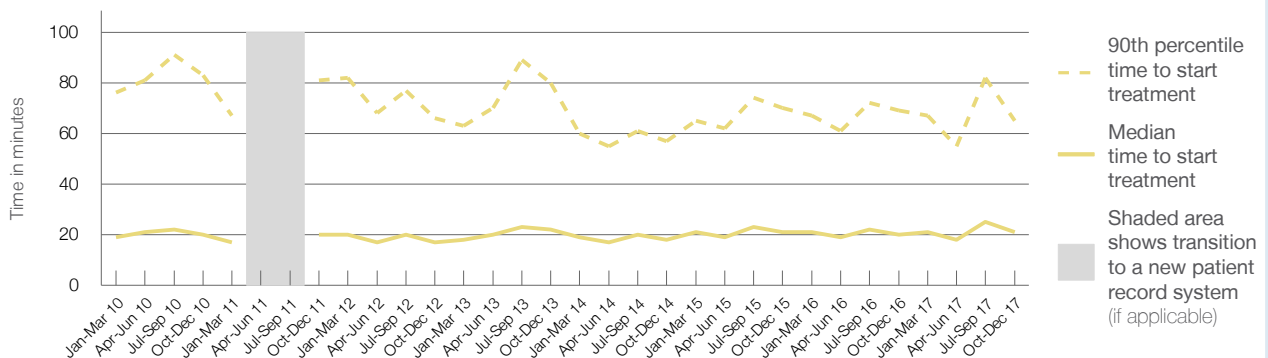
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
4,615	4,579
20 minutes	20 minutes
69 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	20	20	17	22	18	21	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	83	81	66	80	57	70	69	65

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## Wyong 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: 9,254

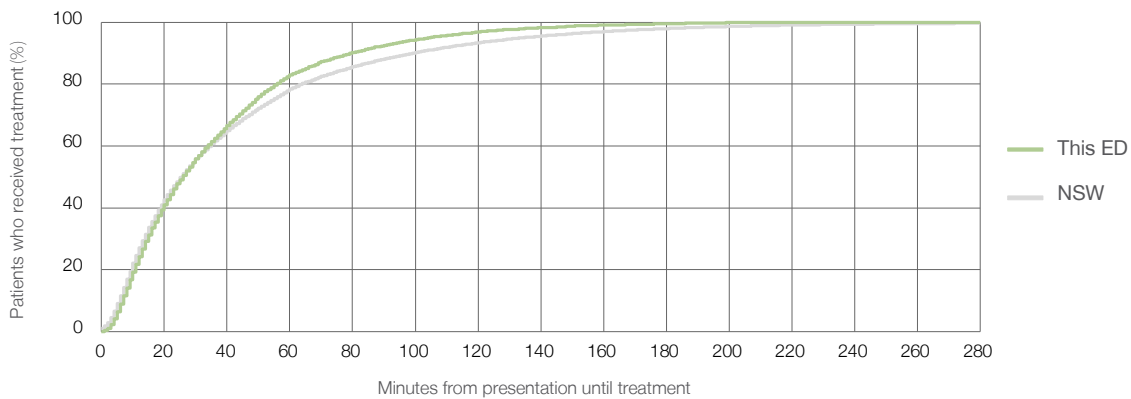
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,032

Median time to start treatment<sup>4</sup>  26 minutes

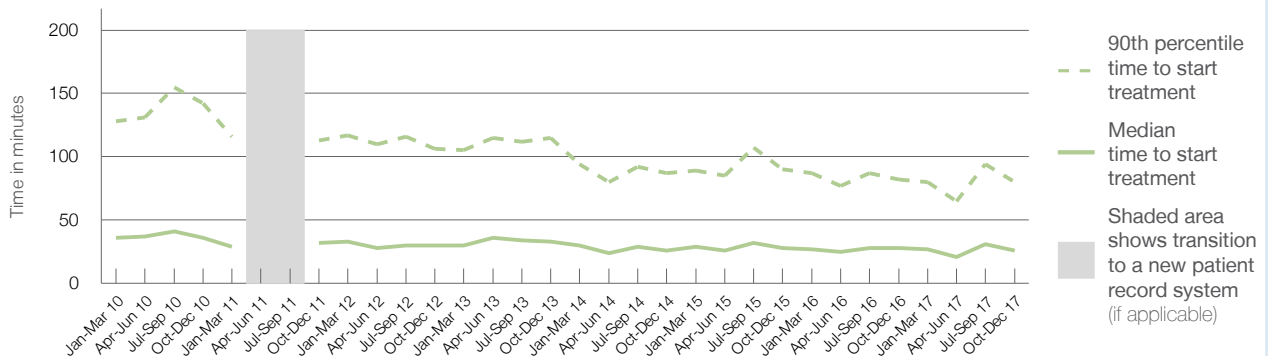
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
8,775	8,511
28 minutes	26 minutes
82 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	36	32	30	33	26	28	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	142	113	106	115	87	90	82	80

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## Wyong 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: 1,155

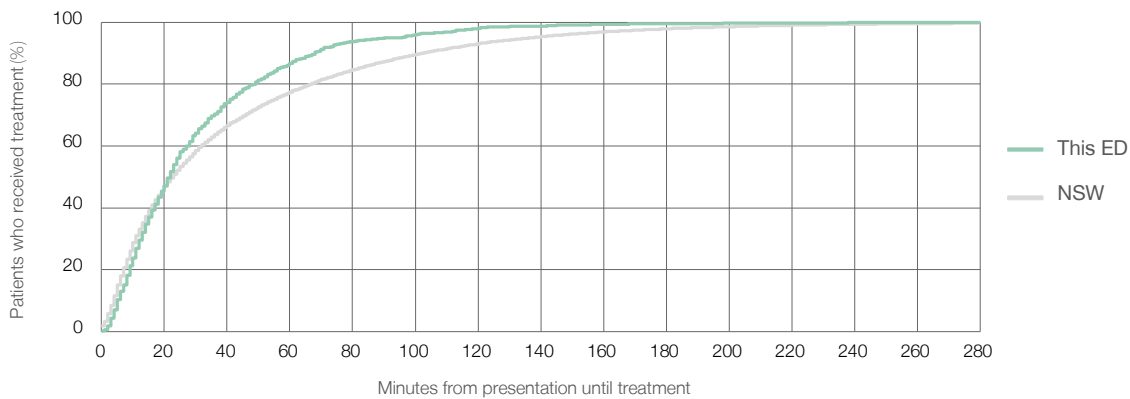
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,112

Median time to start treatment<sup>4</sup> 22 minutes

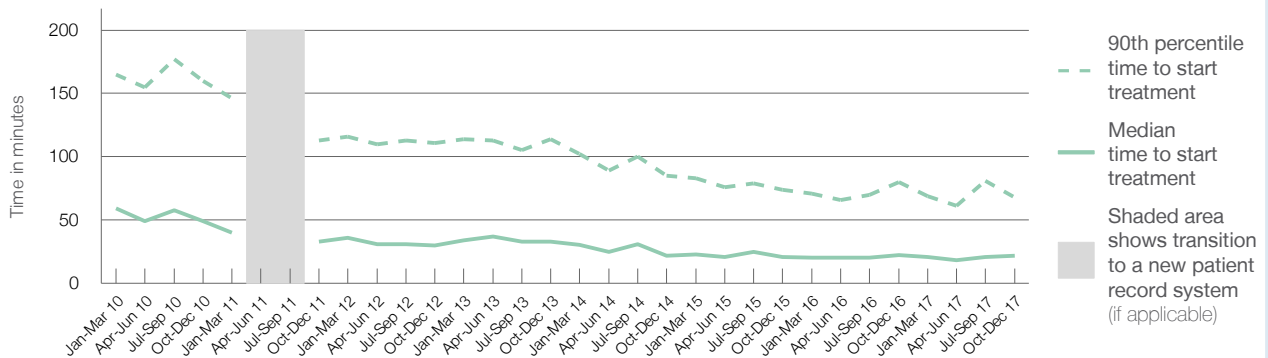
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,079	
1,008	
23 minutes	23 minutes
80 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	49	33	30	33	22	21	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	160	113	111	114	85	74	80	68

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## Wyong Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 16,873 patients

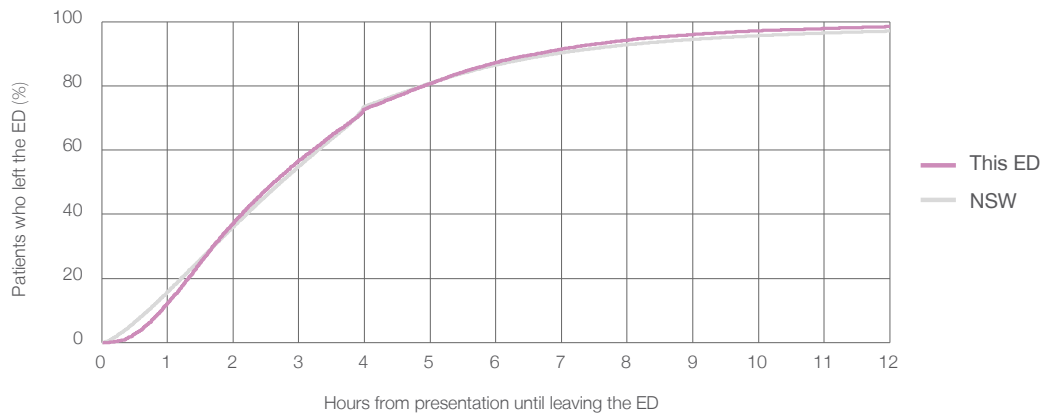
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,873 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

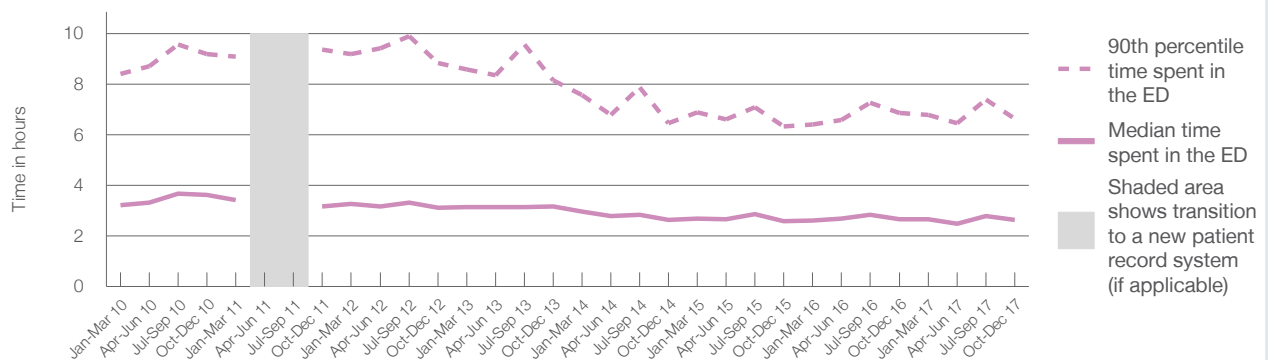
90th percentile time spent in the ED<sup>9</sup> 6 hours and 38 minutes

Same period last year	NSW (this period)
16,301	16,301
2 hours and 40 minutes	2 hours and 44 minutes
6 hours and 52 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 38m	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 11m	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m	6h 38m

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

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

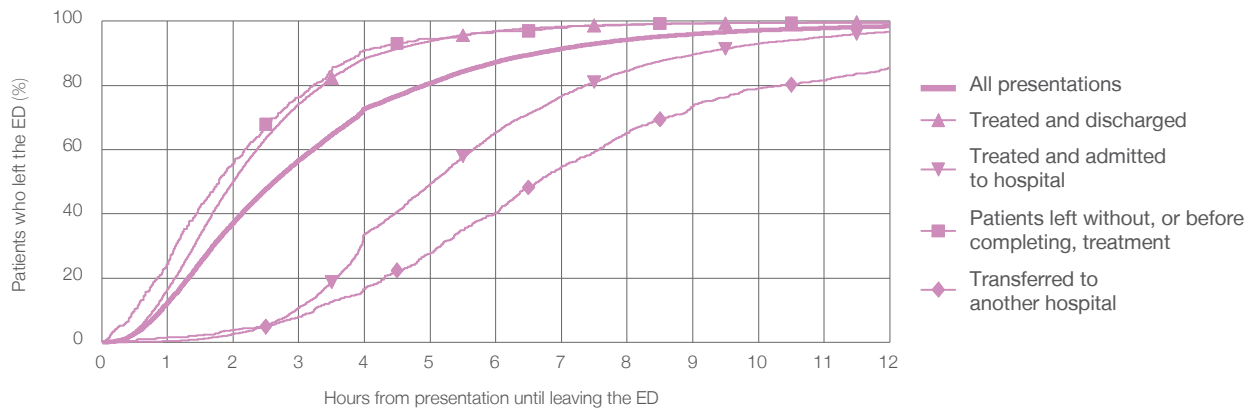
All presentations:<sup>1</sup> 16,873 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,873 patients

Treated and discharged	11,789 (69.9%)
Treated and admitted to hospital	3,963 (23.5%)
Patient left without, or before completing, treatment	439 (2.6%)
Transferred to another hospital	674 (4.0%)
Other	8 (0%)

Same period last year	Change since one year ago
16,301	3.5%
11,277	4.5%
3,835	3.3%
480	-8.5%
687	-1.9%
22	-63.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	16.5%	50.1%	74.3%	88.4%	97.0%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.3%	2.5%	10.7%	33.7%	65.4%	84.6%	93.0%	96.6%
Patient left without, or before completing, treatment	24.4%	55.6%	76.3%	90.9%	96.8%	98.9%	99.5%	99.5%
Transferred to another hospital	1.5%	3.9%	7.9%	16.6%	40.4%	65.3%	79.1%	85.6%
All presentations	12.3%	37.3%	56.8%	72.7%	87.3%	94.2%	97.2%	98.5%

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**Wyong 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: <sup>1</sup> 16,873 patients

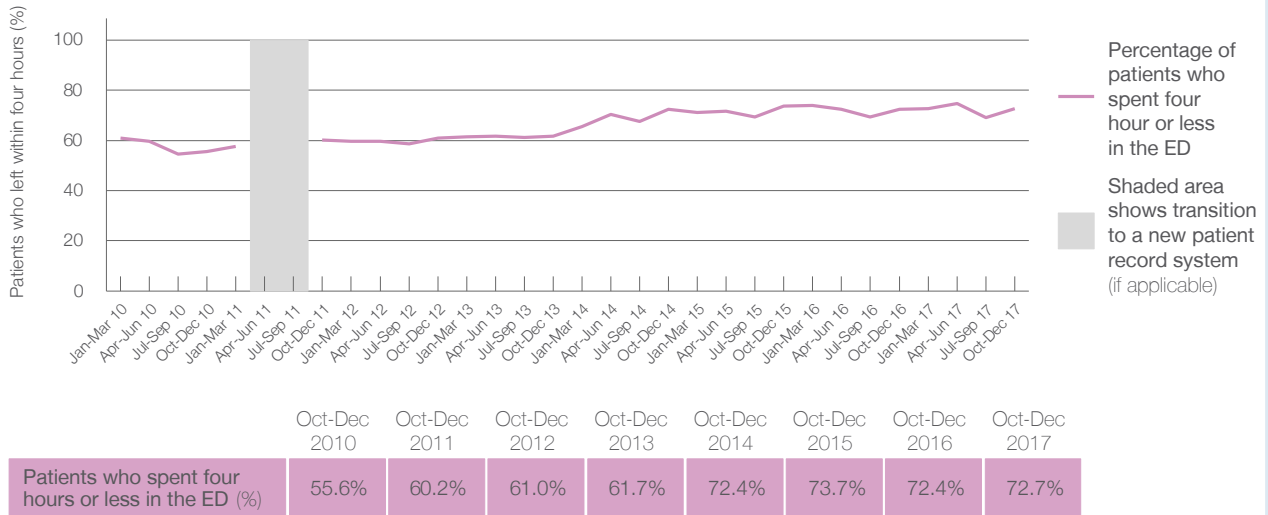
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,873 patients

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



Same period last year	Change since one year ago
16,301	3.5%
16,301	3.5%
72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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).