John Hunter Hospital: Emergency department (ED) overview
July to September 2016

All presentations: 19,453 patients
Emergency presentations: 19,234 patients

John Hunter Hospital: Time patients waited to start treatment
July to September 2016

Triage 2  Emergency (e.g. chest pain, severe burns): 1,792 patients
Median time to start treatment: 7 minutes
95th percentile time to start treatment: 32 minutes

Triage 3  Urgent (e.g. moderate blood loss, dehydration): 5,170 patients
Median time to start treatment: 24 minutes
95th percentile time to start treatment: 119 minutes

Triage 4  Semi-urgent (e.g. sprained ankle, earache): 9,699 patients
Median time to start treatment: 36 minutes
95th percentile time to start treatment: 158 minutes

Triage 5  Non-urgent (e.g. small cuts or abrasions): 2,432 patients
Median time to start treatment: 33 minutes
95th percentile time to start treatment: 157 minutes

John Hunter Hospital: Time from presentation until leaving the ED
July to September 2016

Attendances used to calculate time to leaving the ED: 19,453 patients
Percentage of patients who spent four hours or less in the ED: 64.2%

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).
John Hunter Hospital: Patients presenting to the emergency department
July to September 2016

All presentations: 19,453 patients

Emergency presentations by triage category:

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number of Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>141 (0.7%)</td>
</tr>
<tr>
<td>Emergency</td>
<td>1,792 (9.3%)</td>
</tr>
<tr>
<td>Urgent</td>
<td>5,170 (26.9%)</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>9,699 (50.4%)</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>2,432 (12.6%)</td>
</tr>
</tbody>
</table>

Resuscitation: 19,234 patients

John Hunter Hospital: Patients arriving by ambulance
July to September 2016

Arrivals used to calculate transfer of care time: 4,816 patients

ED Transfer of care time:

- Median time: 11 minutes
- 95th percentile time: 32 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.
John Hunter Hospital: Time patients waited to start treatment, triage 2
July to September 2016

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 1,792</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 1,784</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment: <strong>7 minutes</strong></td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment: <strong>32 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

**Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>95th percentile time to start treatment (minutes)</td>
<td>34</td>
<td>35</td>
<td>36</td>
<td>31</td>
<td>36</td>
<td>32</td>
</tr>
</tbody>
</table>

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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.
John Hunter Hospital: Time patients waited to start treatment, triage 3
July to September 2016

Triage 3 Urgent (e.g., moderate blood loss, dehydration)
Number of triage 3 patients: 5,170
Number of triage 3 patients used to calculate waiting time: 5,067
Median time to start treatment: 24 minutes
95th percentile time to start treatment: 119 minutes

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

Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016

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<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW this period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>July to September 2016</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
John Hunter Hospital: Time patients waited to start treatment, triage 4  
July to September 2016

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

Number of triage 4 patients: 9,499

Number of triage 4 patients used to calculate waiting time: 8,993

Median time to start treatment  
36 minutes

95th percentile time to start treatment  
158 minutes

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

Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>40</td>
<td>34</td>
<td>32</td>
<td>33</td>
<td>39</td>
<td>36</td>
</tr>
<tr>
<td>95th Percentile</td>
<td>244</td>
<td>199</td>
<td>171</td>
<td>163</td>
<td>192</td>
<td>158</td>
</tr>
</tbody>
</table>

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.
John Hunter Hospital: Time patients waited to start treatment, triage 5
July to September 2016

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 5 patients:</td>
<td>2,432</td>
</tr>
<tr>
<td>Number of triage 5 patients used to calculate waiting time:</td>
<td>2,054</td>
</tr>
</tbody>
</table>

Median time to start treatment $^4$  
95th percentile time to start treatment $^5$

- **This ED**: 33 minutes 157 minutes
- **NSW**:
  - Same period last year: 2,084 1,674
  - NSW (this period): 46 minutes 24 minutes
  - 199 minutes 138 minutes

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

![Percentage of triage 5 patients who received treatment by time, July to September 2016](image)

Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 $^+$

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment $^1$ (minutes)</td>
<td>43</td>
<td>36</td>
<td>31</td>
<td>40</td>
<td>46</td>
</tr>
<tr>
<td>95th percentile time to start treatment $^5$ (minutes)</td>
<td>229</td>
<td>192</td>
<td>163</td>
<td>168</td>
<td>199</td>
</tr>
</tbody>
</table>

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

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John Hunter Hospital: Time patients spent in the ED
July to September 2016

All presentations:¹ 19,453 patients
Presentations used to calculate time to leaving the ED:⁵ 19,453 patients

Median time spent in the ED ⁴
95th percentile time spent in the ED ³

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

Time patients spent in the ED, by quarter, July 2011 to September 2016 ⁴⁺

Median time to leaving the ED  ²
95th percentile time to leaving the ED ³

³ Data points are not shown in graphs for quarters when patient numbers are too small.
² 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.
John Hunter Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

All presentations: 19,453 patients
Presentations used to calculate time to leaving the ED: 19,453 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Patients (%)</th>
<th>Hours from presentation until leaving the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>11,052 (56.8%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>6,817 (35.0%)</td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>681 (3.5%)</td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>53 (0.3%)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>850 (4.4%)</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of patients who left the ED by time and mode of separation, July to September 2016 **

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

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John Hunter Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED
July to September 2016

All presentations at the emergency department: 19,453 patients
Presentations used to calculate time to leaving the ED: 19,453 patients

Percentage of patients who spent four hours or less in the ED: 64.2%

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

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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.

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