

## John Hunter Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 19,453 patients

Emergency presentations:<sup>2</sup> 19,234 patients

Same period last year	Change since one year ago
19,016	2.3%
19,009	1.2%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,170 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,699 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,432 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 95th percentile time to start treatment<sup>5</sup> 157 minutes

Same period last year	NSW (this period)
1,951	
7 minutes	8 minutes
36 minutes	41 minutes
5,349	
26 minutes	21 minutes
142 minutes	103 minutes
9,455	
39 minutes	27 minutes
192 minutes	139 minutes
2,084	
46 minutes	24 minutes
199 minutes	138 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,453 patients

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

Same period last year	Change since one year ago
19,016	2.3%
58.4%	

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

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

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

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

## John Hunter Hospital: Patients presenting to the emergency department

July to September 2016

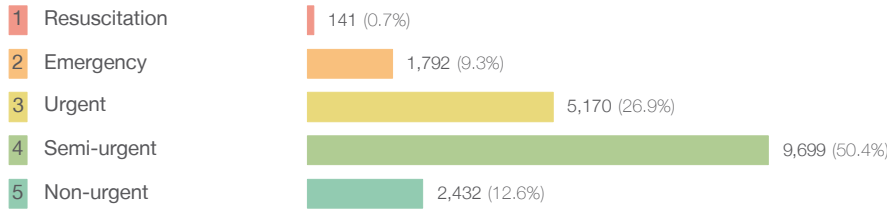
All presentations:<sup>1</sup> 19,453 patients

Same period last year    Change since one year ago

19,016    2.3%

Emergency presentations<sup>2</sup> by triage category: 19,234 patients

19,009    1.2%



170    -17.1%

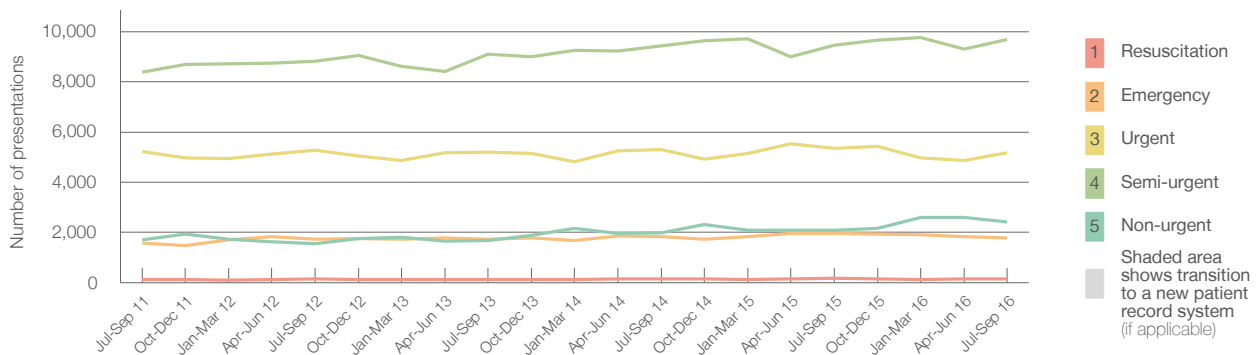
1,951    -8.1%

5,349    -3.3%

9,455    2.6%

2,084    16.7%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	114	155	118	142	170	141
Emergency	1,583	1,719	1,722	1,821	1,951	1,792
Urgent	5,230	5,276	5,188	5,309	5,349	5,170
Semi-urgent	8,393	8,824	9,102	9,429	9,455	9,699
Non-urgent	1,701	1,550	1,680	1,982	2,084	2,432
All emergency presentations	17,021	17,524	17,810	18,683	19,009	19,234

## John Hunter Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,816 patients

Same period last year    Change since one year ago

5,014

ED Transfer of care time

Median time    11 minutes

12 minutes    -1 minute

95th percentile time    32 minutes

44 minutes    -12 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

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

Number of triage 2 patients: 1,792

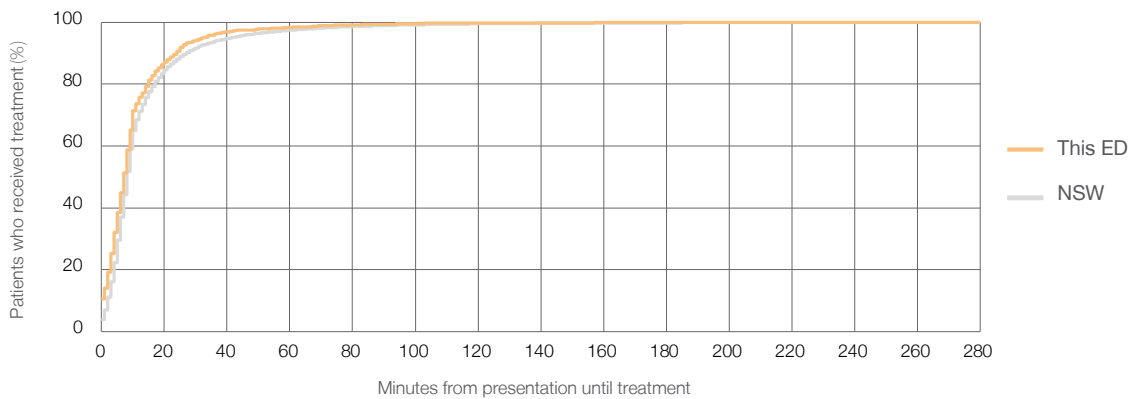
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,784

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

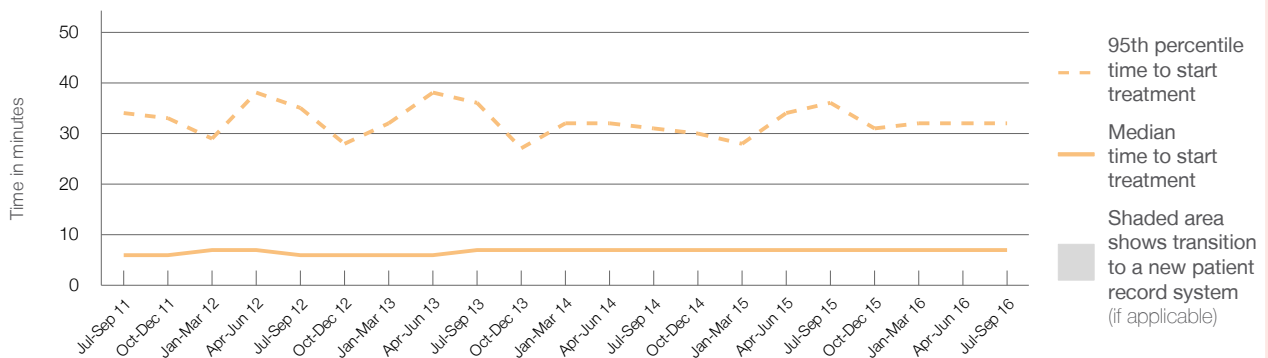
95th percentile time to start treatment<sup>5</sup>  32 minutes

Same period last year	NSW (this period)
1,951	1,935
7 minutes	8 minutes
36 minutes	41 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	6	6	7	7	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	34	35	36	31	36	32

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## 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

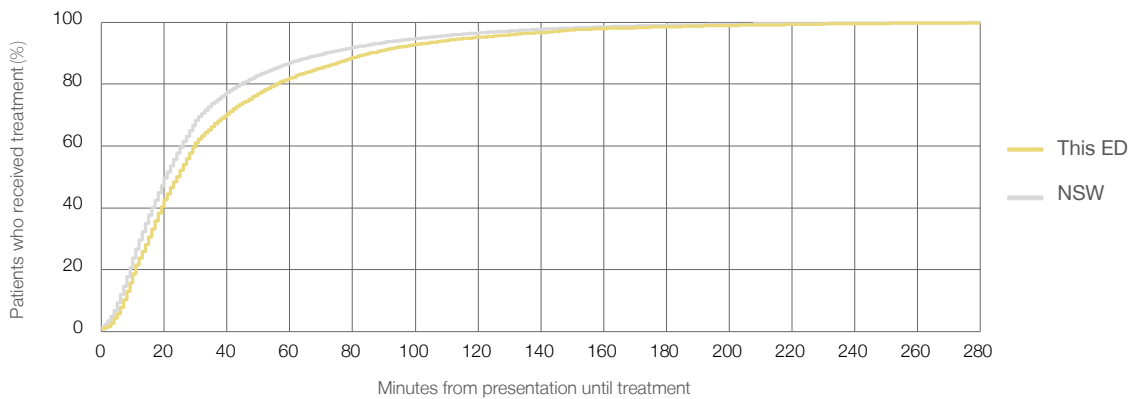
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,067

Median time to start treatment<sup>4</sup>  24 minutes

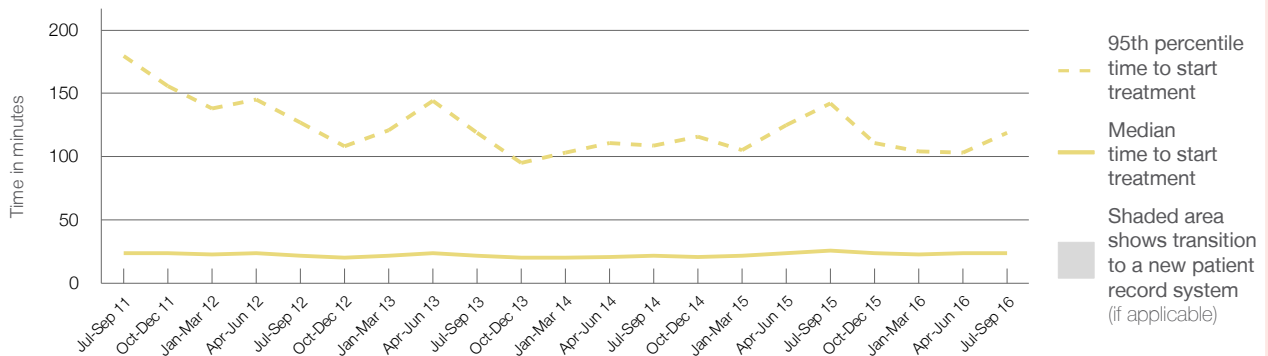
95th percentile time to start treatment<sup>5</sup>  119 minutes

Same period last year	NSW (this period)
5,349	5,208
26 minutes	21 minutes
142 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	24	22	22	22	26	24
95th percentile time to start treatment <sup>5</sup> (minutes)	180	127	119	109	142	119

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## 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: 9,699

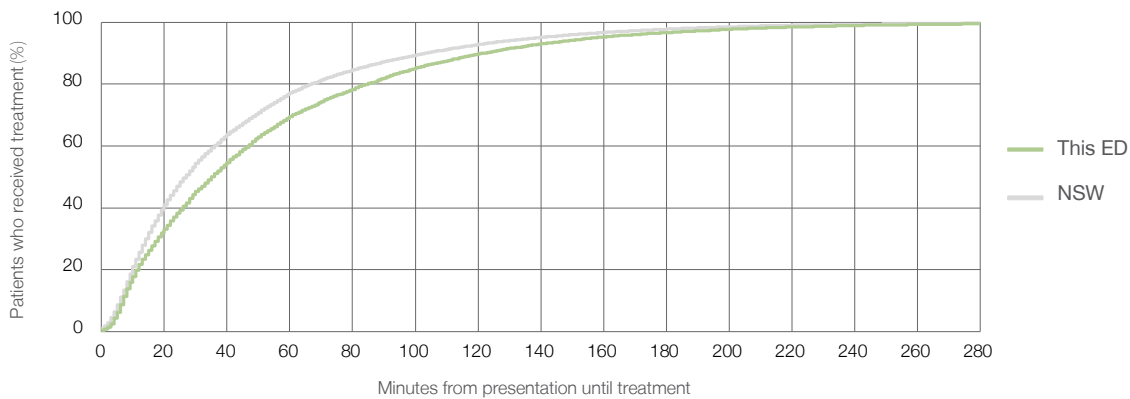
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,993

Median time to start treatment<sup>4</sup>  36 minutes

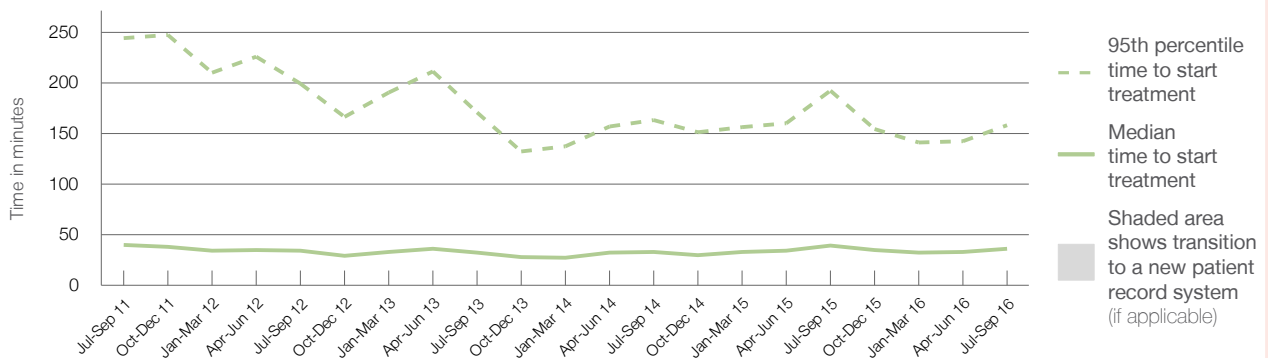
95th percentile time to start treatment<sup>5</sup>  158 minutes

Same period last year	NSW (this period)
9,455	8,449
39 minutes	27 minutes
192 minutes	139 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	40	34	32	33	39	36
95th percentile time to start treatment <sup>5</sup> (minutes)	244	199	171	163	192	158

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## John Hunter Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 2,432

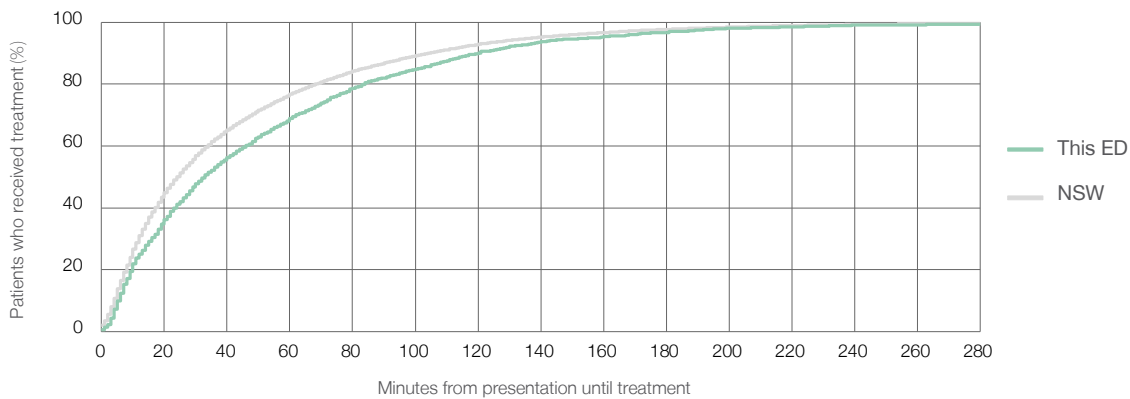
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,054

Median time to start treatment<sup>4</sup> 33 minutes

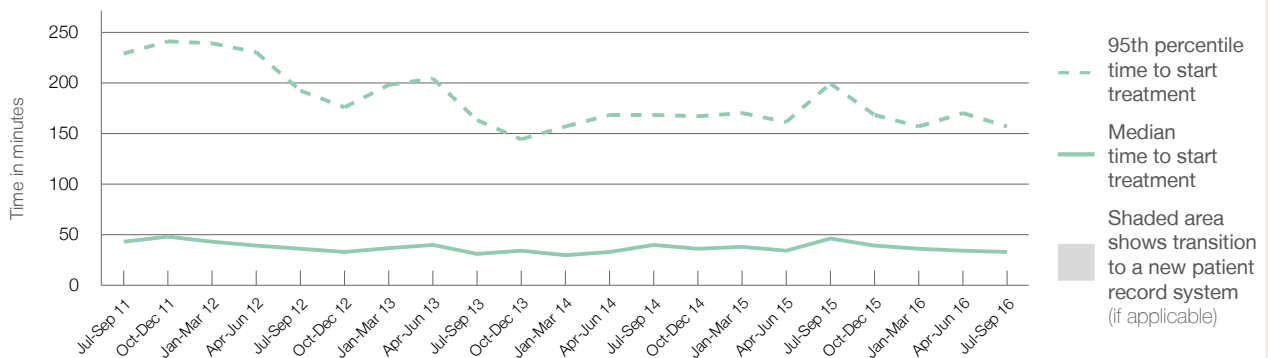
95th percentile time to start treatment<sup>5</sup> 157 minutes

Same period last year	NSW (this period)
2,084	1,674
46 minutes	24 minutes
199 minutes	138 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	43	36	31	40	46	33
95th percentile time to start treatment <sup>5</sup> (minutes)	229	192	163	168	199	157

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## John Hunter Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 19,453 patients

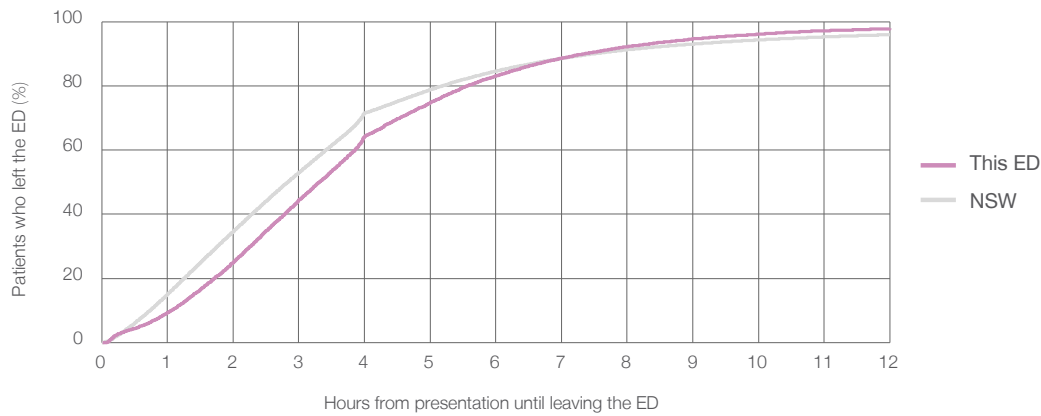
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,453 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

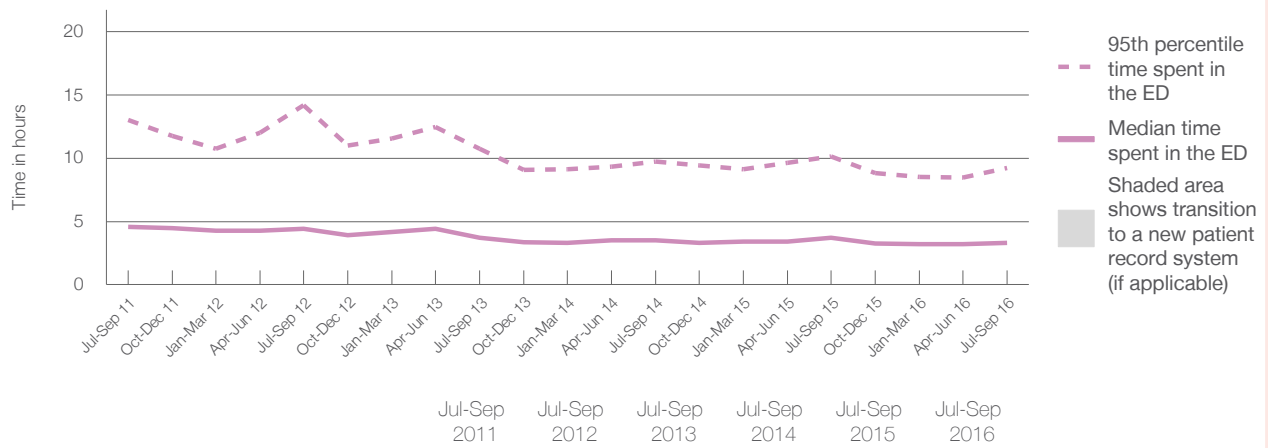
95th percentile time spent in the ED<sup>9</sup> 9 hours and 15 minutes

Same period last year	NSW (this period)
19,016	19,016
3 hours and 42 minutes	2 hours and 50 minutes
10 hours and 9 minutes	10 hours and 43 minutes

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



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 0m	14h 12m	10h 46m	9h 44m	10h 9m	9h 15m

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

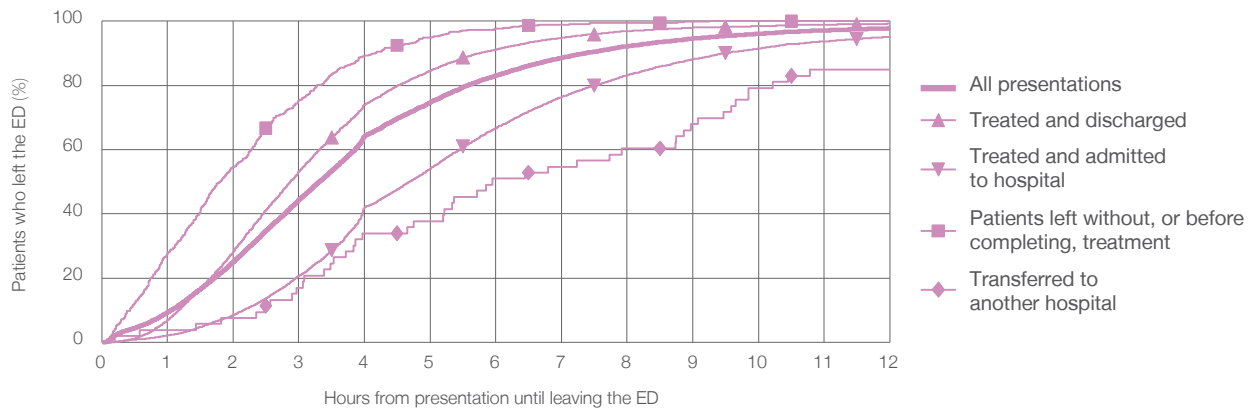
All presentations:<sup>1</sup> 19,453 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,453 patients

Treated and discharged	11,052 (56.8%)
Treated and admitted to hospital	6,817 (35.0%)
Patient left without, or before completing, treatment	681 (3.5%)
Transferred to another hospital	53 (0.3%)
Other	850 (4.4%)

Same period last year	Change since one year ago
19,016	2.3%
10,165	8.7%
6,833	-0.2%
953	-28.5%
56	-5.4%
1,009	-15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.9%	28.2%	53.2%	74.0%	91.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	2.2%	8.5%	20.8%	42.0%	66.7%	83.2%	91.5%	95.2%
Patient left without, or before completing, treatment	27.8%	54.6%	75.3%	89.3%	97.7%	99.6%	100%	100%
Transferred to another hospital	3.8%	7.5%	17.0%	34.0%	50.9%	60.4%	79.2%	84.9%
All presentations	9.3%	25.1%	44.4%	64.2%	83.1%	92.2%	96.1%	97.8%

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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: <sup>1</sup> 19,453 patients

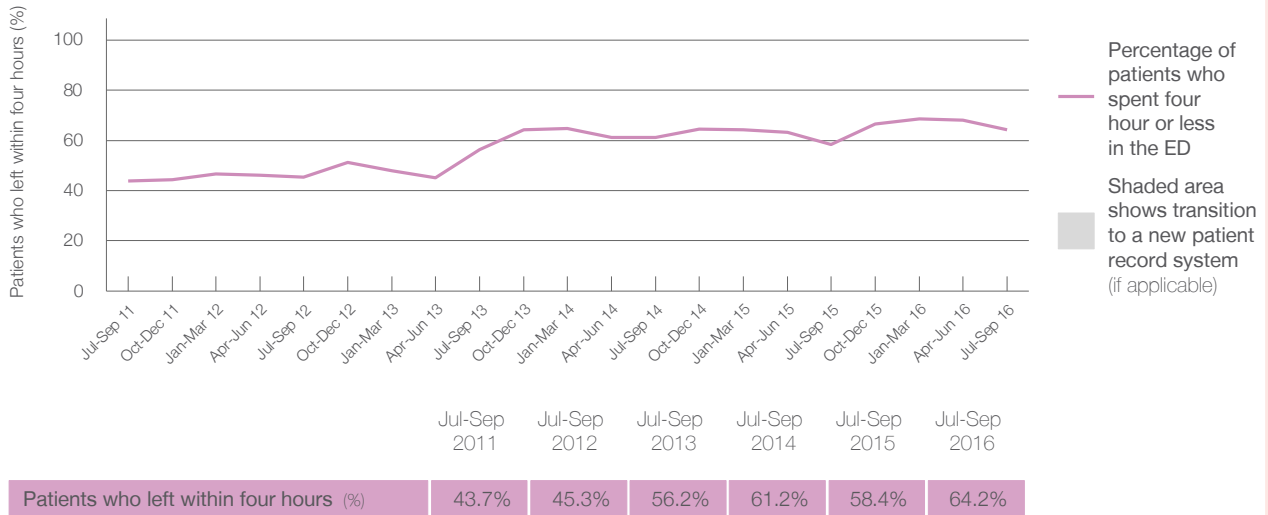
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,453 patients

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



Same period last year	Change since one year ago
19,016	2.3%
19,016	2.3%
58.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

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