

## Canterbury Hospital: Emergency department (ED) overview

October to December 2017


All presentations:<sup>1</sup> 11,211 patients  
 Emergency presentations:<sup>2</sup> 11,171 patients

Same period last year	Change since one year ago
11,535	-2.8%
11,494	-2.8%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,168 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,095 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,689 patients

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
1,098	
7 minutes	8 minutes
15 minutes	23 minutes
3,839	
16 minutes	20 minutes
53 minutes	65 minutes
5,290	
21 minutes	26 minutes
79 minutes	99 minutes
1,237	
18 minutes	23 minutes
97 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Percentage of patients who spent four hours or less in the ED  79.3%

Same period last year	Change since one year ago
11,535	-2.8%
85.4%	

\* 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.

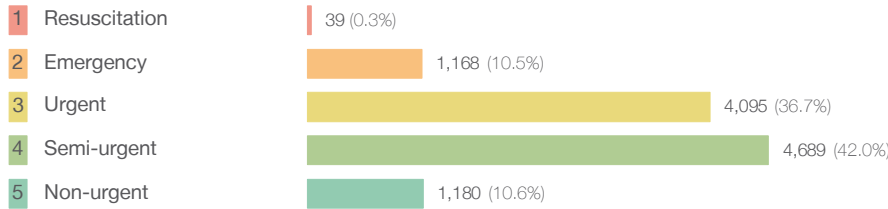
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

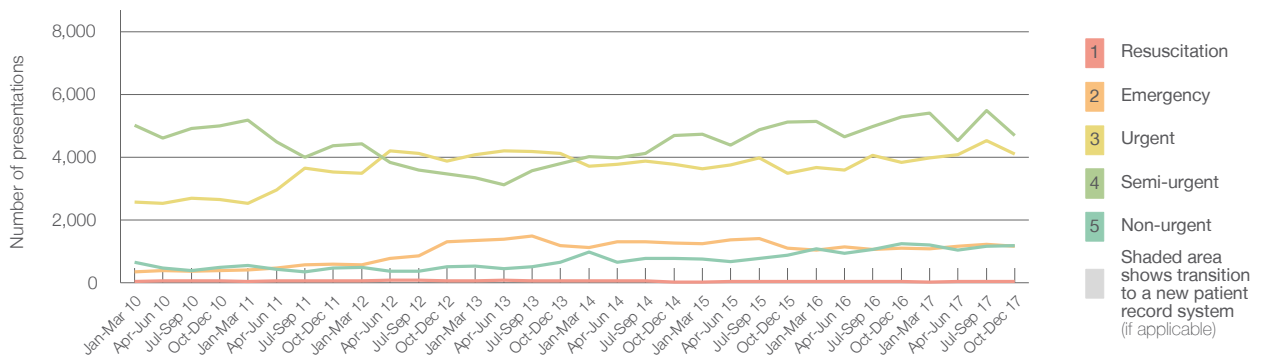
All presentations:<sup>1</sup> 11,211 patients

Emergency presentations<sup>2</sup> by triage category: 11,171 patients



	Same period last year	Change since one year ago
All presentations	11,535	-2.8%
Emergency presentations	11,494	-2.8%
1 Resuscitation	30	30.0%
2 Emergency	1,098	6.4%
3 Urgent	3,839	6.7%
4 Semi-urgent	5,290	-11.4%
5 Non-urgent	1,237	-4.6%

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	54	60	51	22	29	30	39
Emergency	380	579	1,305	1,189	1,263	1,104	1,098	1,168
Urgent	2,658	3,534	3,874	4,114	3,765	3,477	3,839	4,095
Semi-urgent	4,998	4,366	3,468	3,783	4,687	5,122	5,290	4,689
Non-urgent	492	469	505	656	776	875	1,237	1,180
All emergency presentations	8,588	9,002	9,212	9,793	10,513	10,607	11,494	11,171

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,927 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,912	
ED Transfer of care time		
Median time	10 minutes	0 minutes
90th percentile time	19 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.

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

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

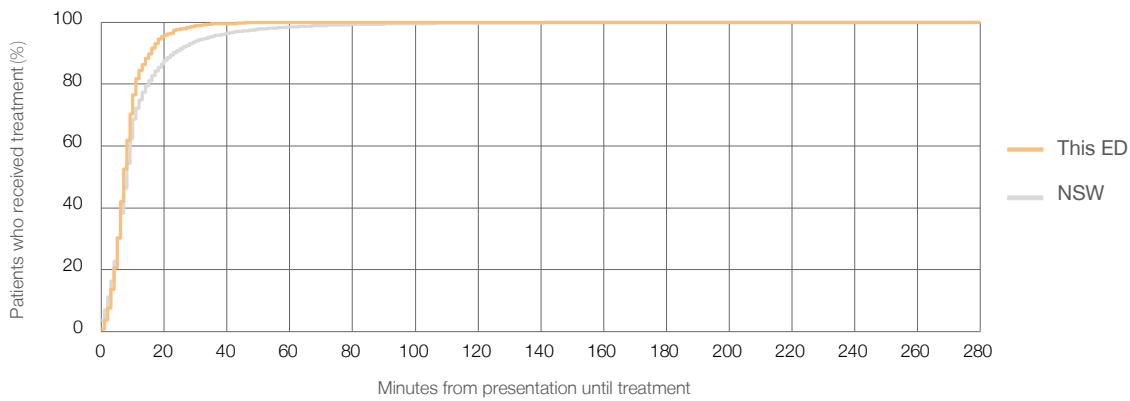
Number of triage 2 patients: 1,168

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,167

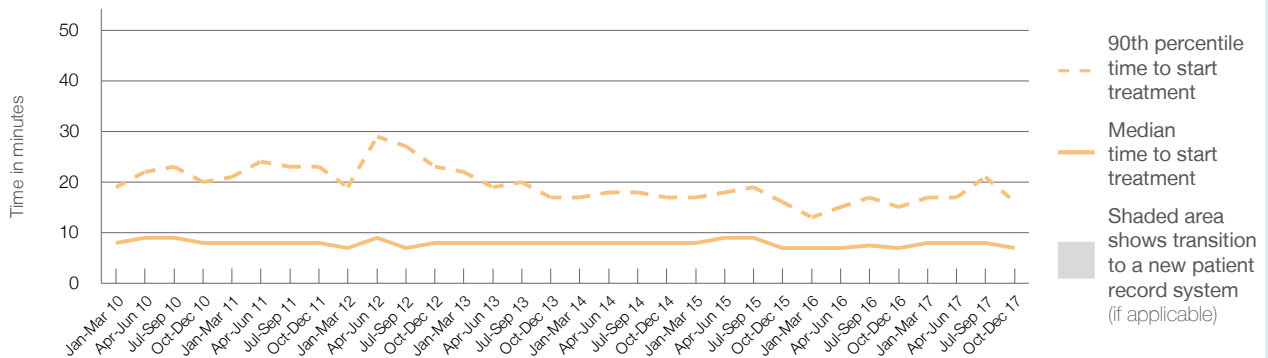
Median time to start treatment<sup>4</sup> ■ 7 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
1,098	1,096
7 minutes	8 minutes
15 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)	8	8	8	8	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	20	23	23	17	17	16	15	16

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## Canterbury 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: 4,095

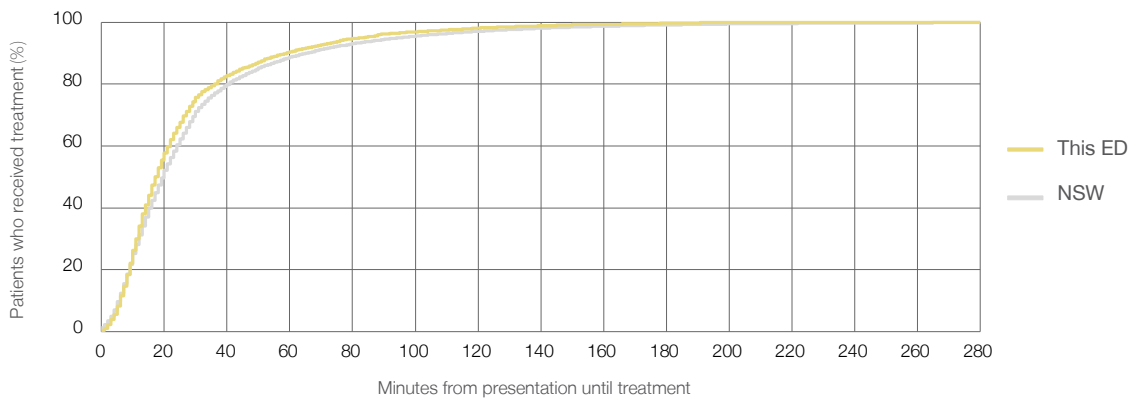
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,032

Median time to start treatment<sup>4</sup>  17 minutes

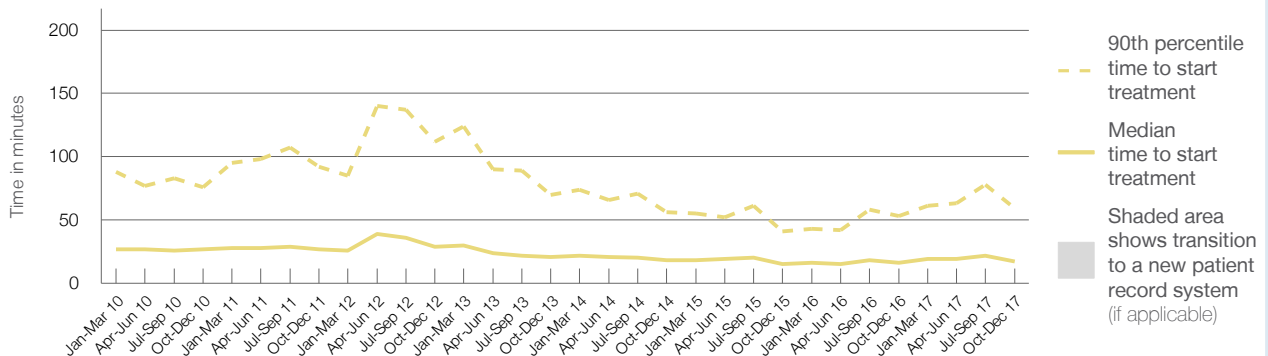
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,839	3,796
16 minutes	20 minutes
53 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)	27	27	29	21	18	15	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	76	92	112	70	56	41	53	59

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## Canterbury 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: 4,689

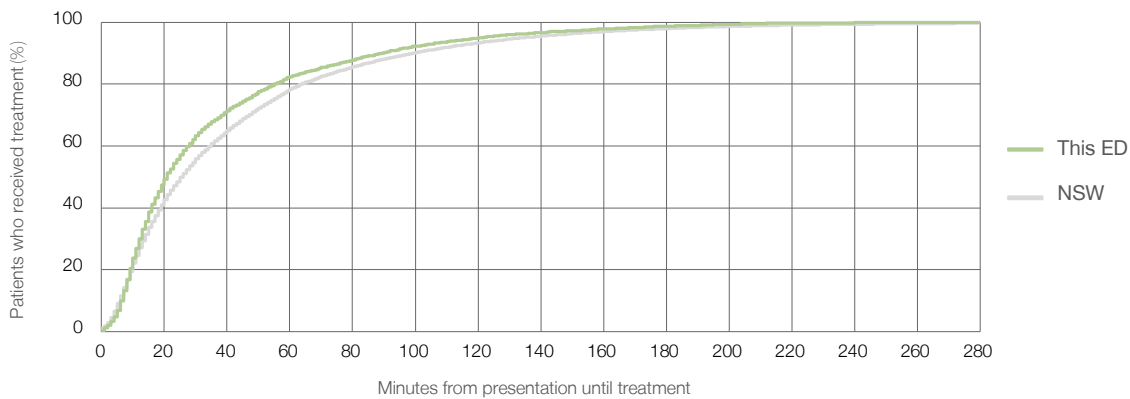
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,380

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

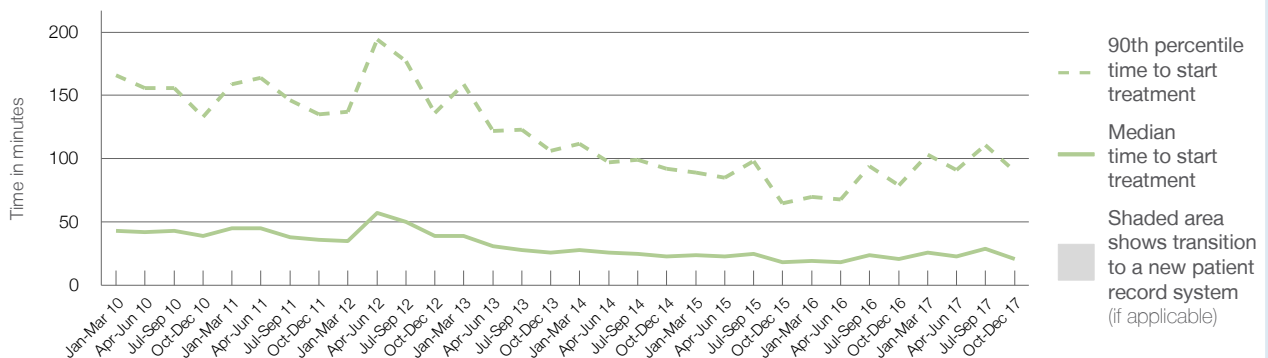
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
5,290	5,016
21 minutes	26 minutes
79 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)	39	36	39	26	23	18	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	133	135	136	106	92	65	79	90

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

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## Canterbury 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: 1,180

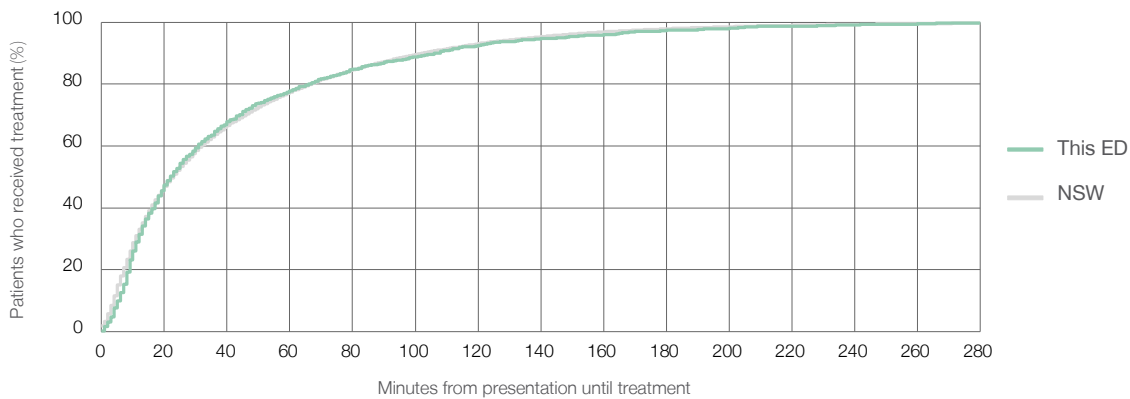
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 982

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

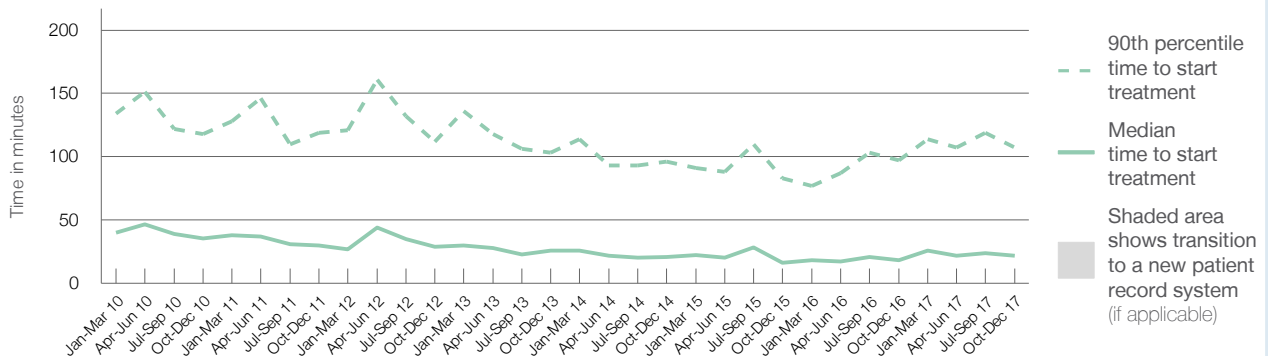
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
1,237	1,018
18 minutes	23 minutes
97 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)	36	30	29	26	21	16	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	118	119	112	103	96	83	97	107

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## Canterbury Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 11,211 patients

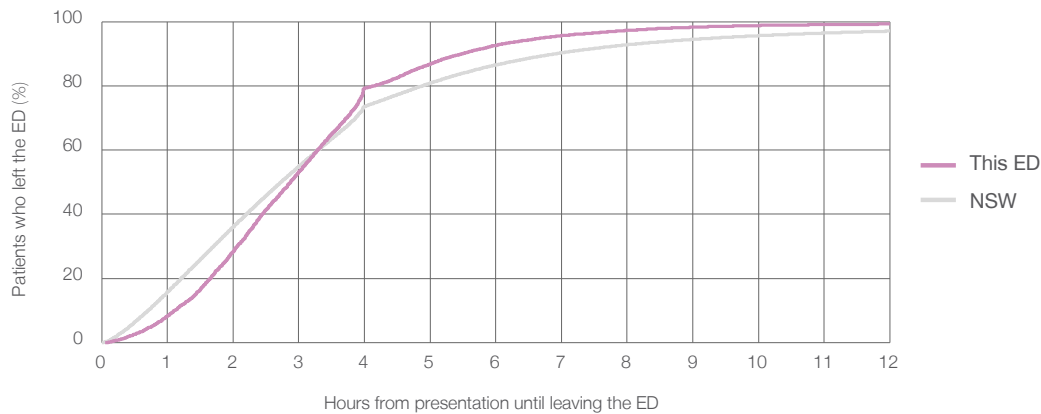
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Median time spent in the ED<sup>8</sup> 2 hours and 53 minutes

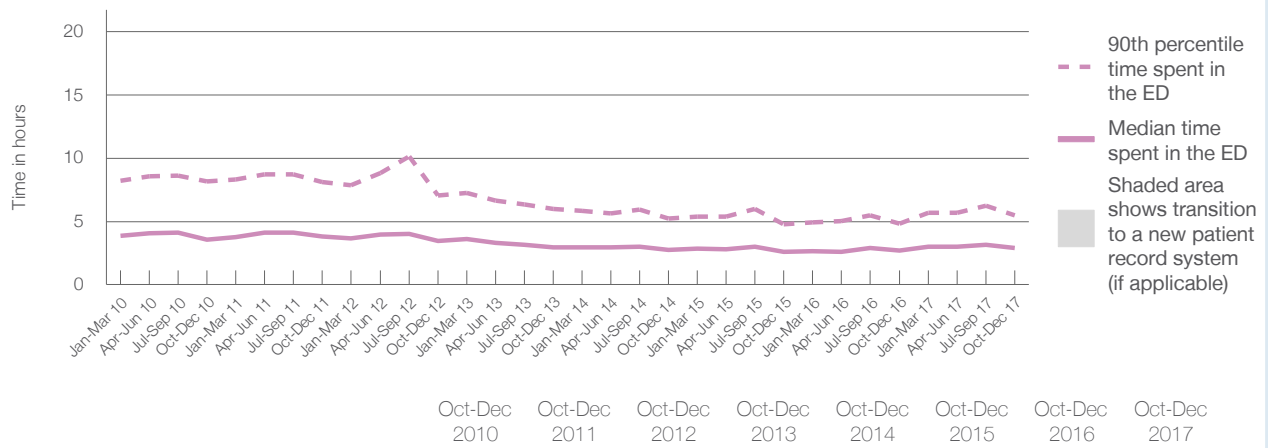
90th percentile time spent in the ED<sup>9</sup> 5 hours and 30 minutes

Same period last year	NSW (this period)
11,535	11,535
2 hours and 41 minutes	2 hours and 44 minutes
4 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<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 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

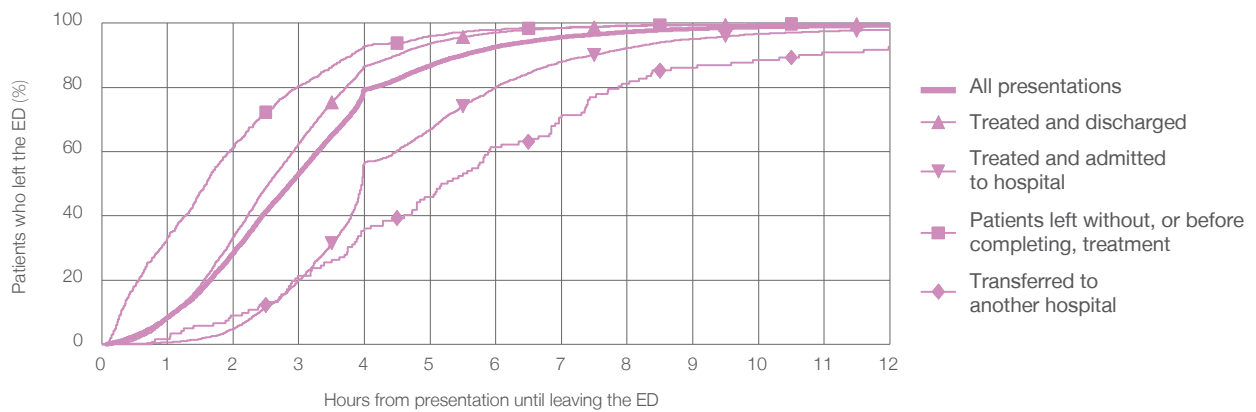
All presentations:<sup>1</sup> 11,211 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Treated and discharged	7,434 (66.3%)
Treated and admitted to hospital	2,728 (24.3%)
Patient left without, or before completing, treatment	892 (8.0%)
Transferred to another hospital	122 (1.1%)
Other	35 (0.3%)

Same period last year	Change since one year ago
11,535	-2.8%
7,724	-3.8%
2,846	-4.1%
816	9.3%
115	6.1%
34	2.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.1%	33.4%	62.6%	86.6%	97.1%	99.1%	99.7%	99.8%
Treated and admitted to hospital	0.5%	4.8%	20.0%	56.6%	80.1%	92.3%	96.7%	97.9%
Patient left without, or before completing, treatment	33.2%	61.2%	80.5%	92.7%	98.0%	99.2%	99.7%	99.8%
Transferred to another hospital	1.6%	9.0%	21.3%	36.1%	61.5%	81.1%	88.5%	92.6%
All presentations	8.4%	28.6%	53.3%	79.3%	92.6%	97.3%	98.8%	99.3%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Canterbury Hospital: Time 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> 11,211 patients

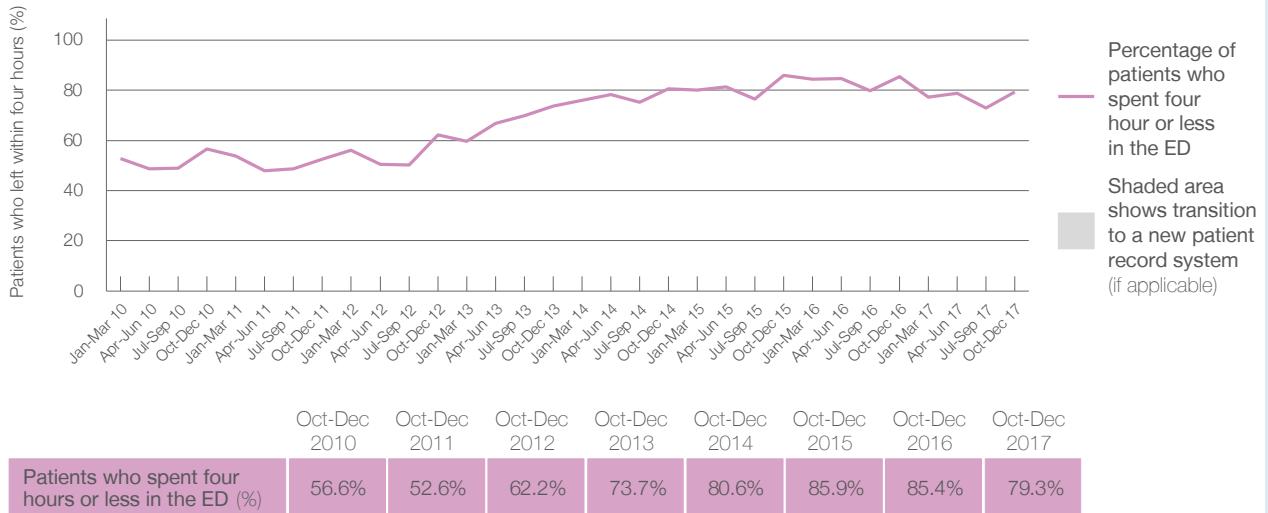
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,207 patients

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	11,535	-2.8%
Presentations used to calculate time to leaving the ED	11,535	-2.8%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	56.6%	52.6%	62.2%	73.7%	80.6%	85.9%	85.4%	79.3%

\* 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).