

Singleton Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 2,962 patients
 Emergency presentations:² 2,903 patients

Same period last year	Change since one year ago
2,808	5%
2,730	6%



Singleton Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 196 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  19 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 777 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,700 patients

Median time to start treatment⁴  32 minutes
 90th percentile time to start treatment⁵  101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 222 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  72 minutes

Same period last year	NSW (this period)
171	
8 minutes	8 minutes
29 minutes	24 minutes
739	
25 minutes	19 minutes
72 minutes	63 minutes
1,672	
37 minutes	24 minutes
100 minutes	95 minutes
148	
27 minutes	21 minutes
89 minutes	96 minutes

Singleton Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,962 patients

Percentage of patients who spent four hours or less in the ED  89%

Same period last year	Change since one year ago
2,808	5%
90%	

* 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, January to March 2018*.
- 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.

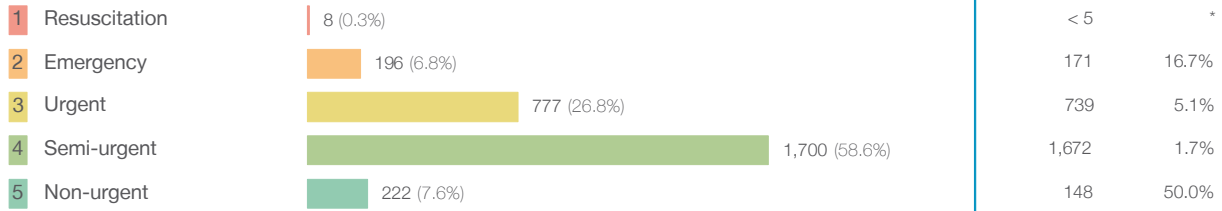
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Singleton Hospital: Patients presenting to the emergency department

April to June 2018

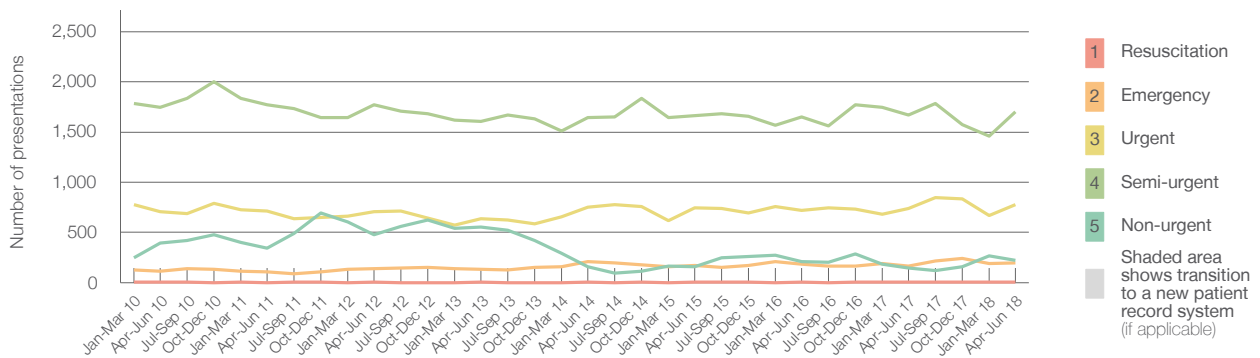
All presentations:¹ 2,962 patients

Emergency presentations² by triage category: 2,903 patients



Same period last year	Change since one year ago
2,808	5%
2,730	6%
< 5	*
171	16.7%
739	5.1%
1,672	1.7%
148	50.0%

Emergency presentations² by quarter, January 2010 to June 2018 †



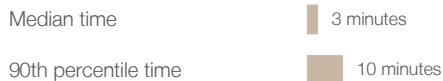
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	< 5	6	< 5	8	6	5	< 5	8
Emergency	119	112	137	139	208	174	187	171	196
Urgent	707	712	707	638	751	742	722	739	777
Semi-urgent	1,743	1,771	1,772	1,605	1,644	1,663	1,650	1,672	1,700
Non-urgent	393	341	476	552	161	159	212	148	222
All emergency presentations	2,962	2,936	3,098	2,934	2,772	2,744	2,776	2,730	2,903

Singleton Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 293 patients

ED Transfer of care time



Same period last year	Change since one year ago
257	
5 minutes	-2 minutes
119 minutes	-109 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.

Singleton Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 196

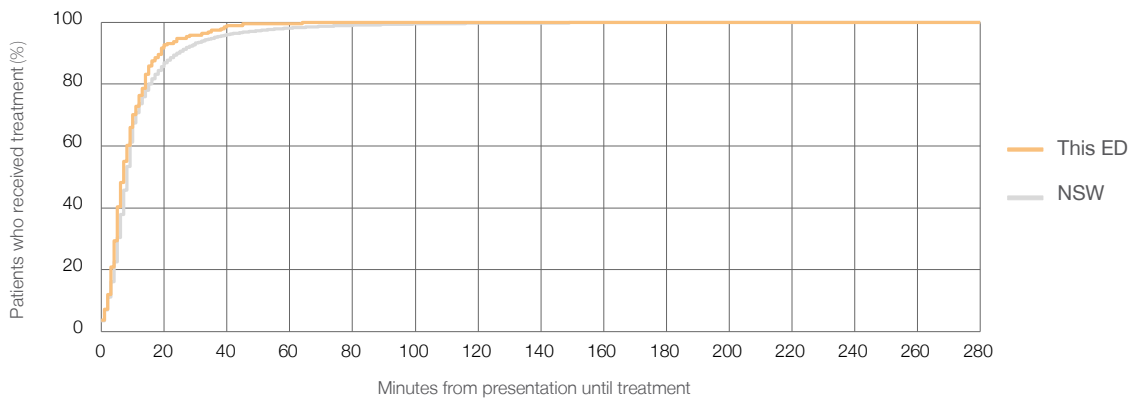
Number of triage 2 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ ■ 7 minutes

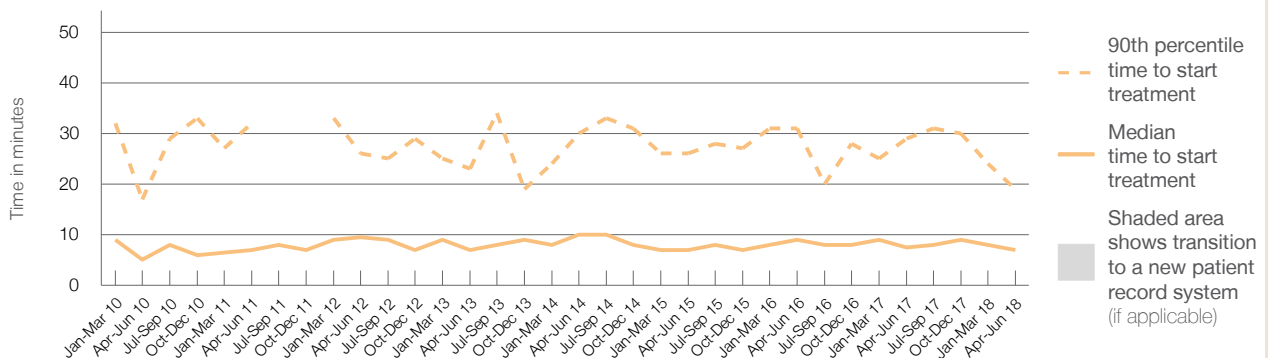
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
171	
164	
8 minutes	8 minutes
29 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	5	7	10	7	10	7	9	8	7
90th percentile time to start treatment ⁵ (minutes)	17	32	26	23	30	26	31	29	19

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Singleton Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 777

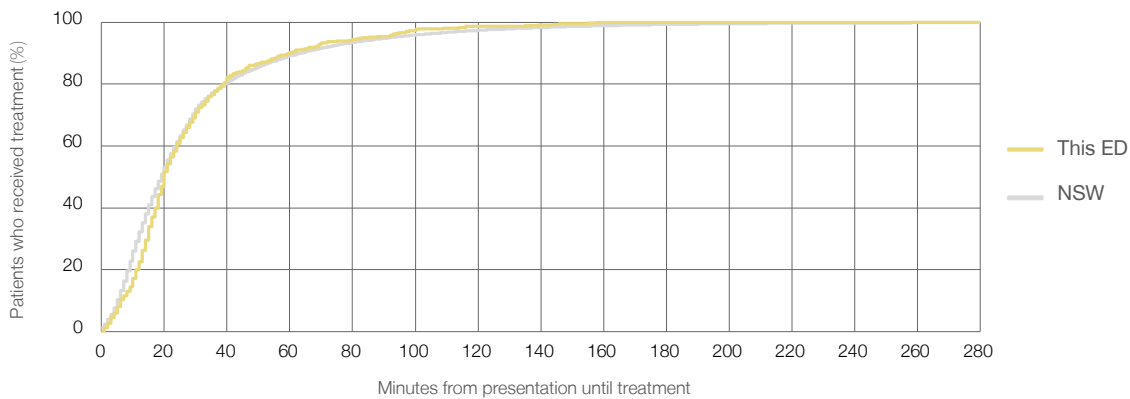
Number of triage 3 patients used to calculate waiting time:³ 755

Median time to start treatment⁴ 20 minutes

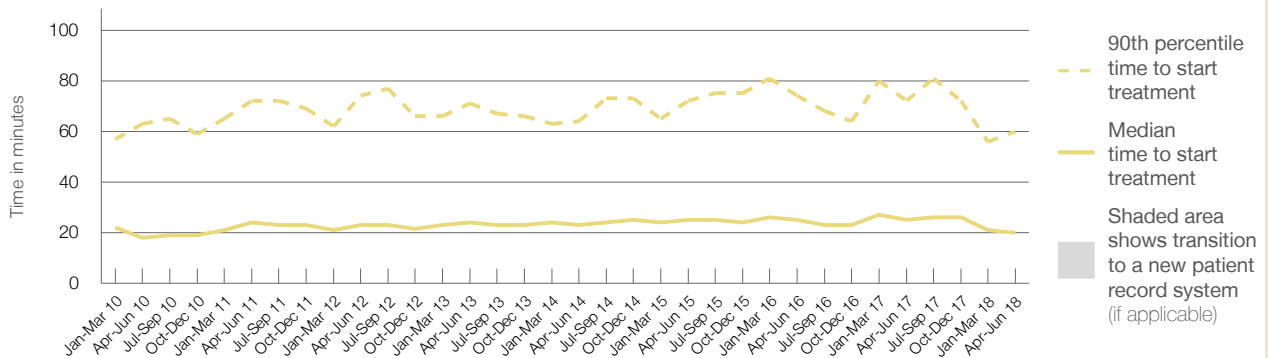
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
739	
708	
25 minutes	19 minutes
72 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	18	24	23	24	23	25	25	25	20
90th percentile time to start treatment ⁵ (minutes)	63	72	74	71	64	72	74	72	60

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Singleton Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,700

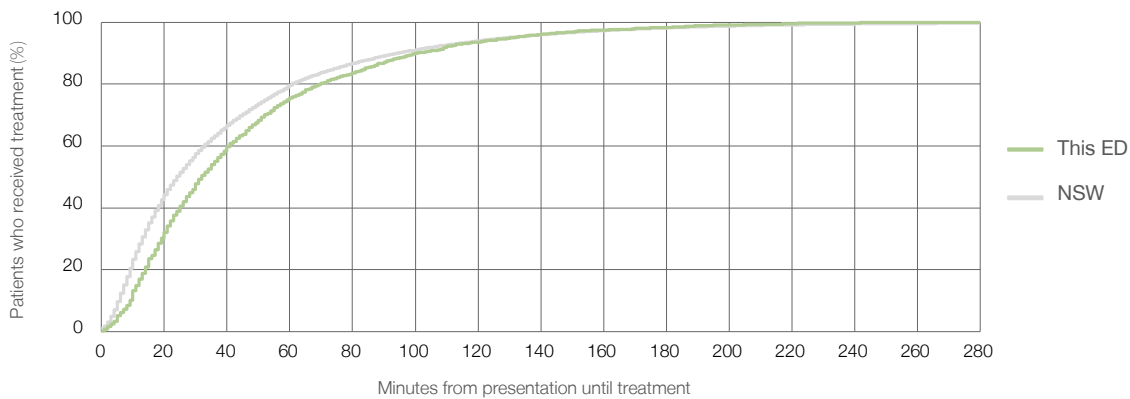
Number of triage 4 patients used to calculate waiting time:³ 1,637

Median time to start treatment⁴ 32 minutes

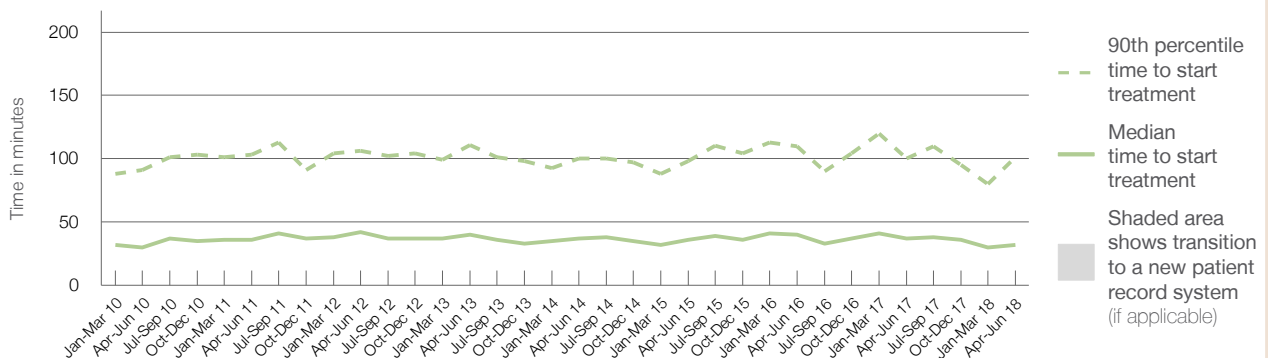
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,672	1,602
37 minutes	24 minutes
100 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	30	36	42	40	37	36	40	37	32
90th percentile time to start treatment ⁵ (minutes)	91	103	106	111	100	98	110	100	101

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Singleton Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 222

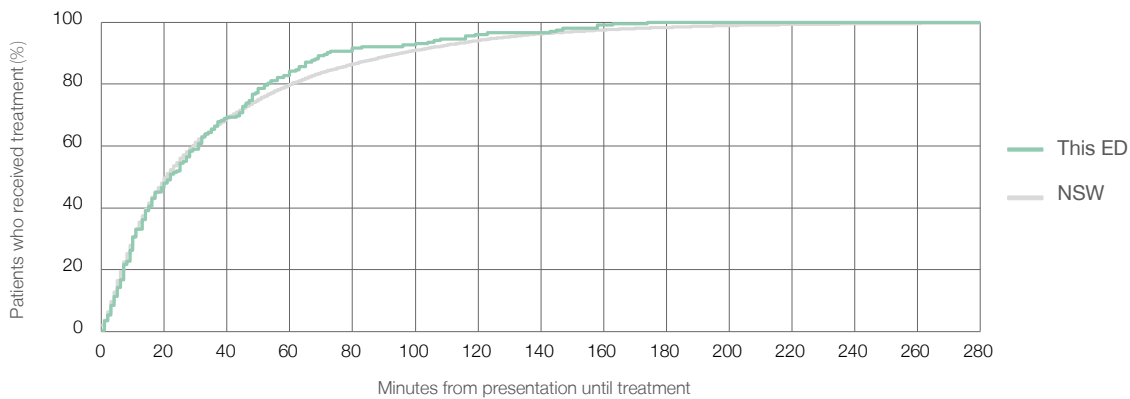
Number of triage 5 patients used to calculate waiting time:³ 202

Median time to start treatment⁴ 22 minutes

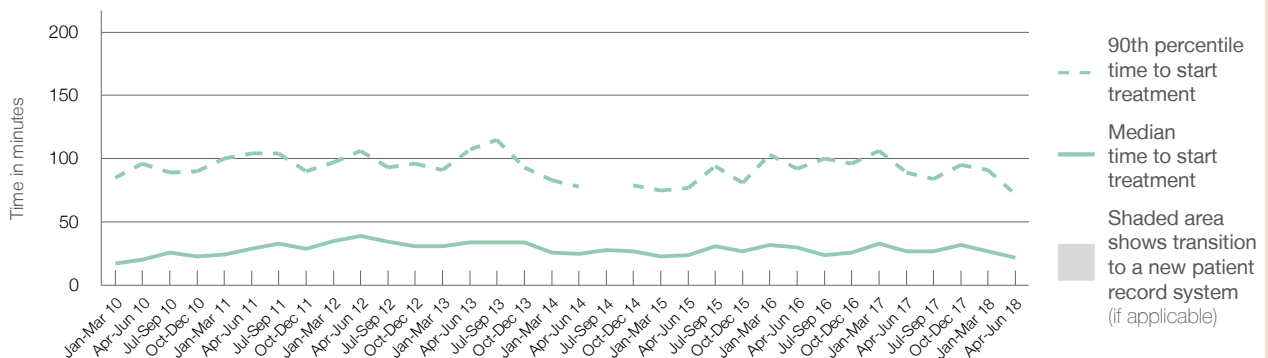
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
148	
128	
27 minutes	21 minutes
89 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	20	29	39	34	25	24	30	27	22
90th percentile time to start treatment ⁵ (minutes)	96	104	106	107	78	77	92	89	72

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Singleton Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,962 patients

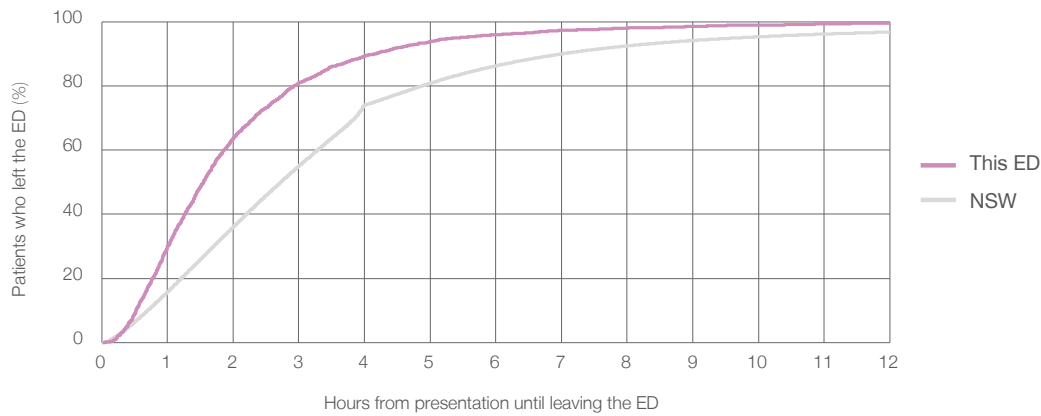
Presentations used to calculate time to leaving the ED:⁶ 2,962 patients

Median time spent in the ED⁸ 1 hours and 33 minutes

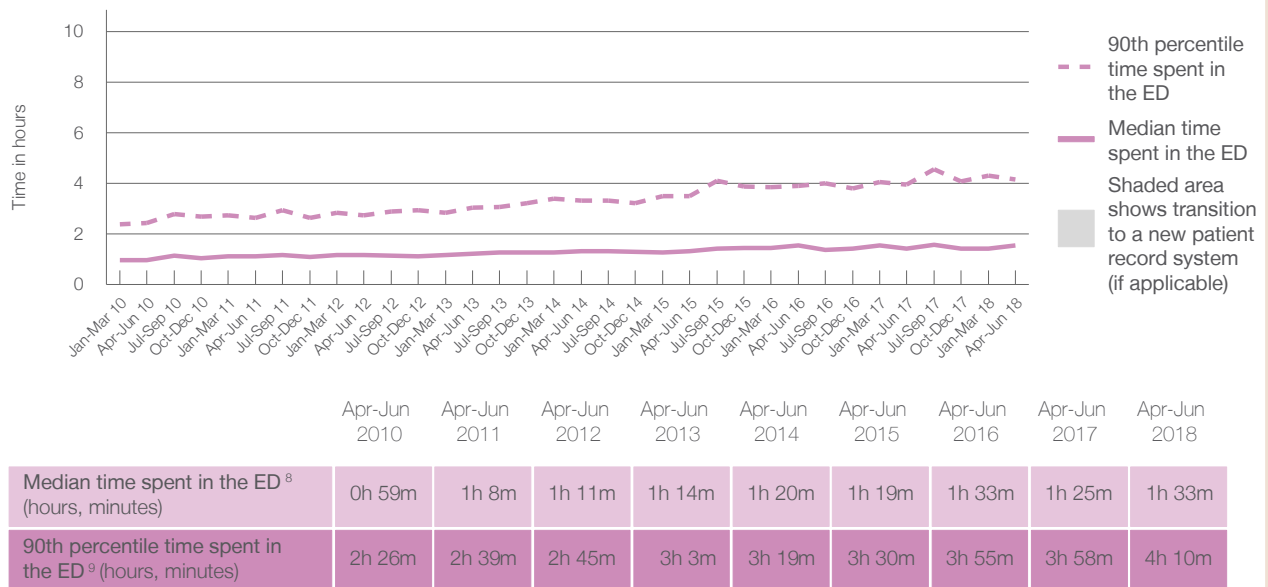
90th percentile time spent in the ED⁹ 4 hours and 10 minutes

Same period last year	NSW (this period)
2,808	2,808
1 hours and 25 minutes	2 hours and 44 minutes
3 hours and 58 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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Singleton Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

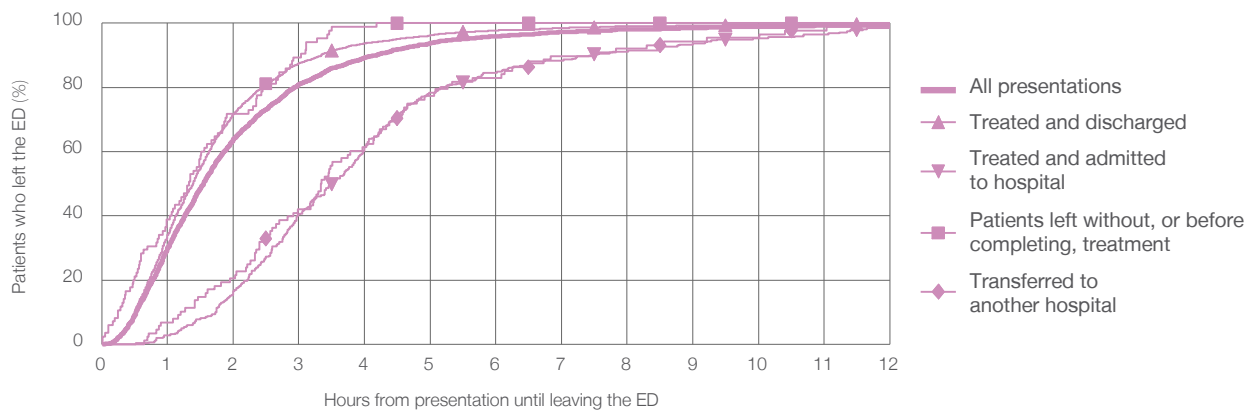
All presentations:¹ 2,962 patients

Presentations used to calculate time to leaving the ED:⁶ 2,962 patients

Treated and discharged	2,424 (81.8%)
Treated and admitted to hospital	319 (10.8%)
Patient left without, or before completing, treatment	85 (2.9%)
Transferred to another hospital	88 (3.0%)
Other	46 (1.6%)

Same period last year	Change since one year ago
2,808	5%
2,323	4.3%
266	19.9%
87	-2.3%
78	12.8%
54	-14.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

Treated and discharged	34.0%	71.7%	87.5%	93.8%	97.8%	99.1%	99.5%	99.7%
Treated and admitted to hospital	2.8%	16.6%	40.4%	61.4%	84.6%	91.2%	95.3%	98.4%
Patient left without, or before completing, treatment	38.8%	71.8%	89.4%	98.8%	100%	100%	100%	100%
Transferred to another hospital	6.8%	20.5%	42.0%	61.4%	83.0%	92.0%	95.5%	98.9%
All presentations	30.0%	63.9%	80.9%	89.3%	95.9%	98.0%	98.9%	99.5%

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Singleton Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 2,962 patients

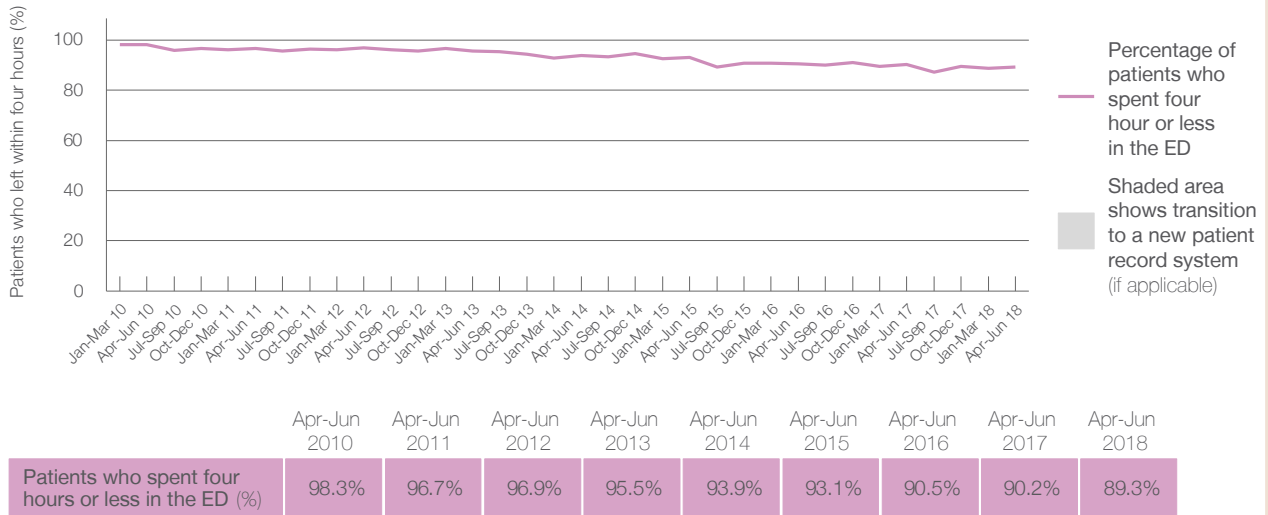
Presentations used to calculate time to leaving the ED: ⁶ 2,962 patients

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: ¹ 2,962 patients	2,808	5%
Presentations used to calculate time to leaving the ED: ⁶ 2,962 patients	2,808	5%
Percentage of patients who spent four hours or less in the ED	90.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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, January to March 2018*.
- 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).