

Belmont Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,902 patients
 Emergency presentations:² 5,861 patients

Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%

Belmont Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,353 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,019 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
24 minutes	41 minutes
1,496	
18 minutes	21 minutes
70 minutes	103 minutes
3,168	
22 minutes	27 minutes
110 minutes	139 minutes
816	
21 minutes	24 minutes
134 minutes	138 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,902 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
6,052	-2.5%
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 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.

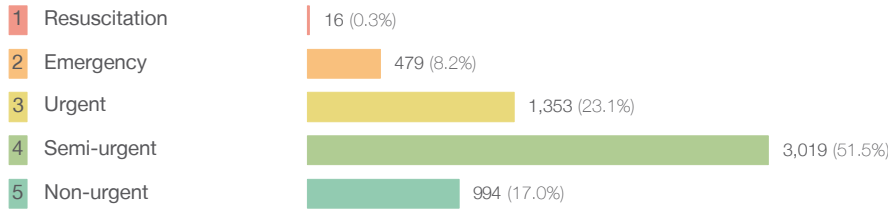
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients presenting to the emergency department July to September 2016

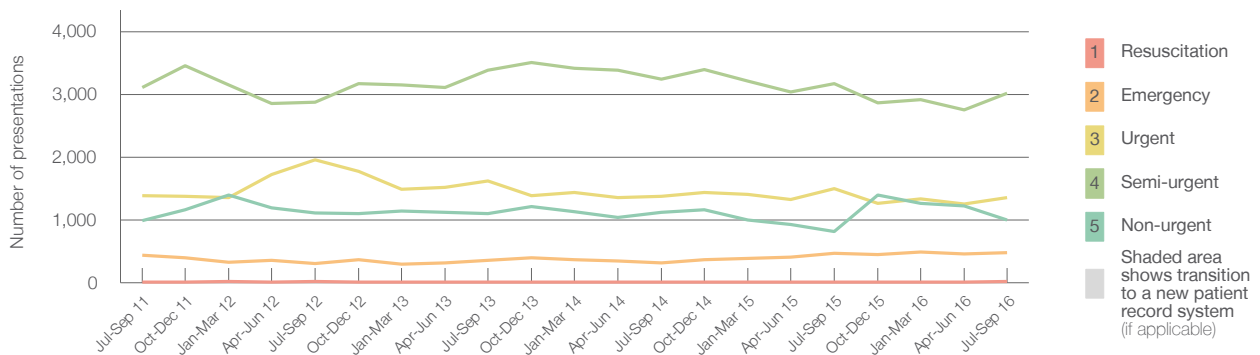
All presentations:¹ 5,902 patients

Emergency presentations² by triage category: 5,861 patients



Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%
9	77.8%
463	3.5%
1,496	-9.6%
3,168	-4.7%
816	21.8%

Emergency presentations² 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	10	24	11	7	9	16
Emergency	435	305	351	319	463	479
Urgent	1,383	1,955	1,623	1,373	1,496	1,353
Semi-urgent	3,111	2,877	3,386	3,246	3,168	3,019
Non-urgent	991	1,113	1,099	1,118	816	994
All emergency presentations	5,930	6,274	6,470	6,063	5,952	5,861

Belmont Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,332 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
11 minutes	-1 minute
47 minutes	-18 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.

Belmont 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: 479

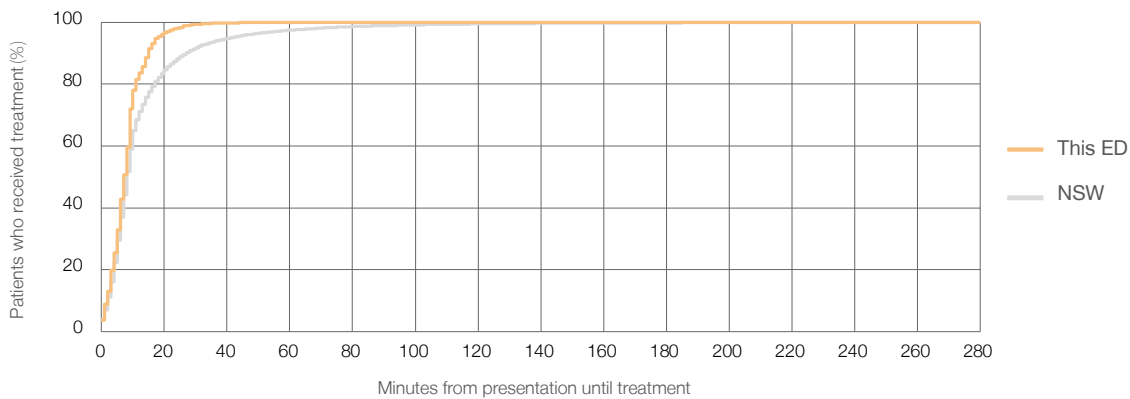
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

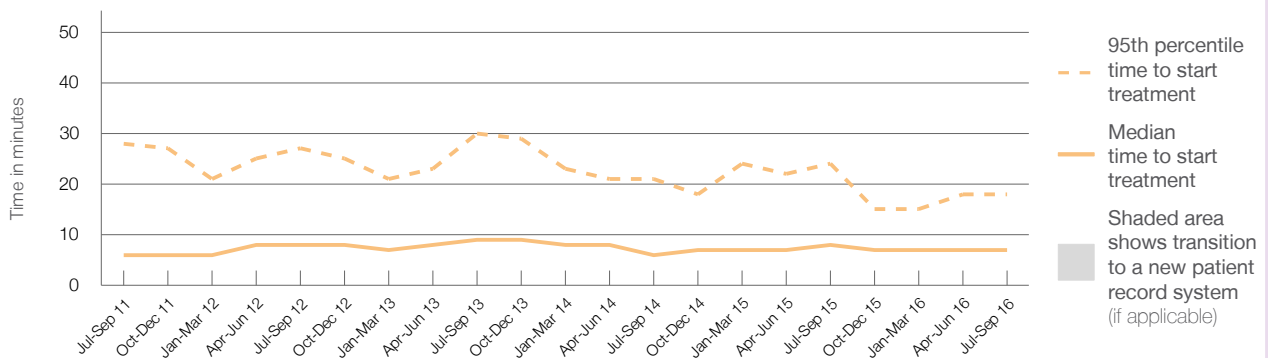
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
463	463
8 minutes	8 minutes
24 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	8	9	6	8	7
95th percentile time to start treatment ⁵ (minutes)	28	27	30	21	24	18

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Belmont 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: 1,353

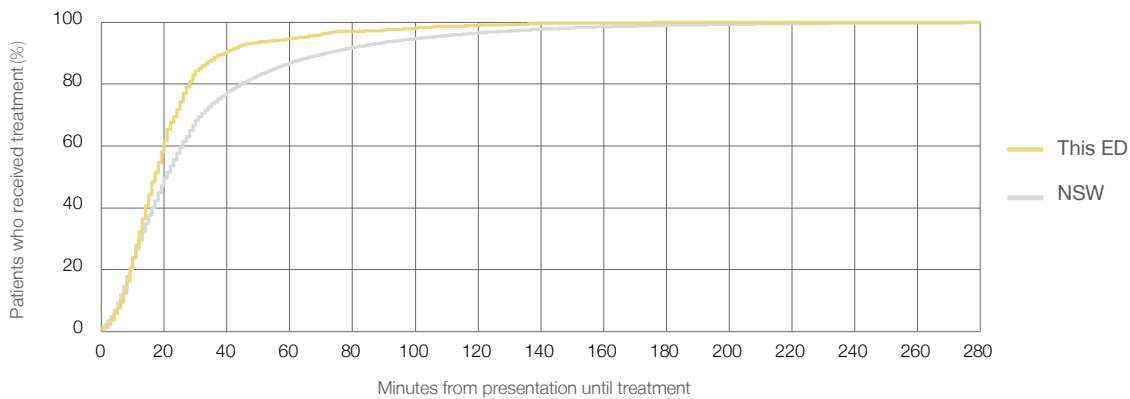
Number of triage 3 patients used to calculate waiting time:³ 1,302

Median time to start treatment⁴ 17 minutes

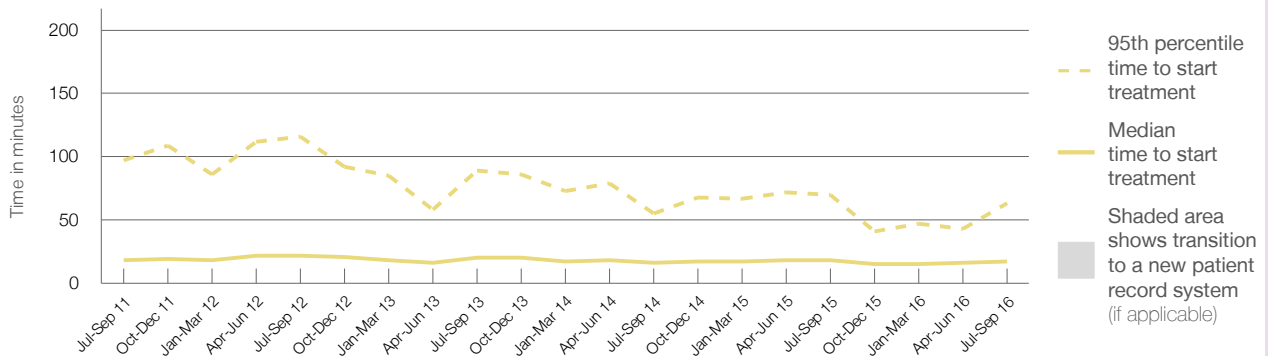
95th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,496	1,444
18 minutes	21 minutes
70 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	22	20	16	18	17
95th percentile time to start treatment ⁵ (minutes)	97	116	89	55	70	63

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Belmont 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: 3,019

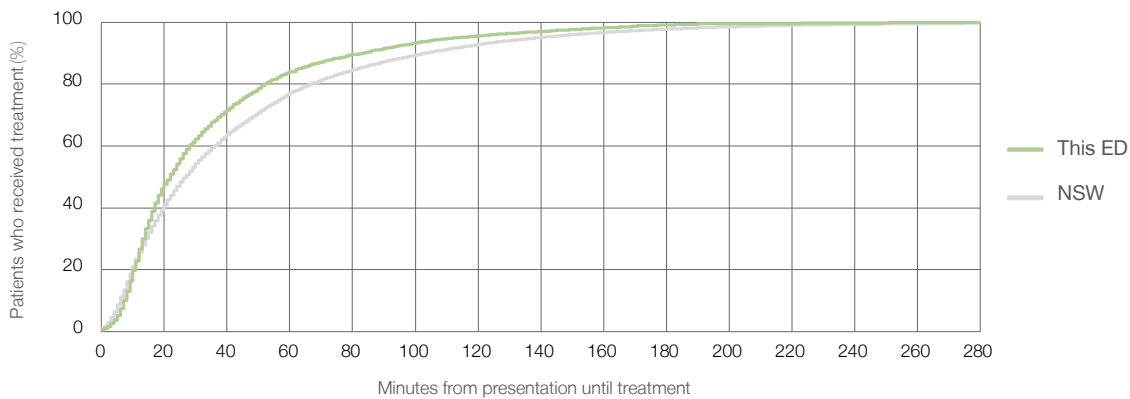
Number of triage 4 patients used to calculate waiting time:³ 2,533

Median time to start treatment⁴ 22 minutes

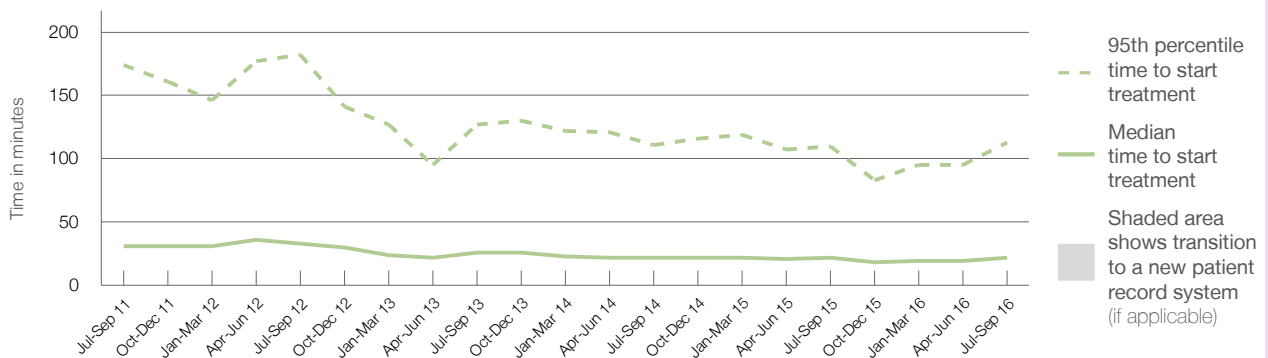
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,168	2,715
22 minutes	27 minutes
110 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	26	22	22	22
95th percentile time to start treatment ⁵ (minutes)	174	182	127	111	110	113

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Belmont 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: 994

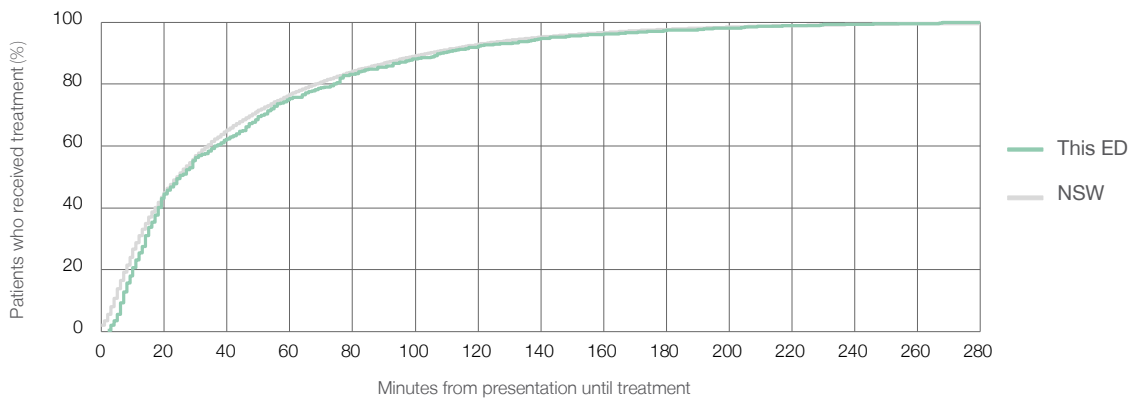
Number of triage 5 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 25 minutes

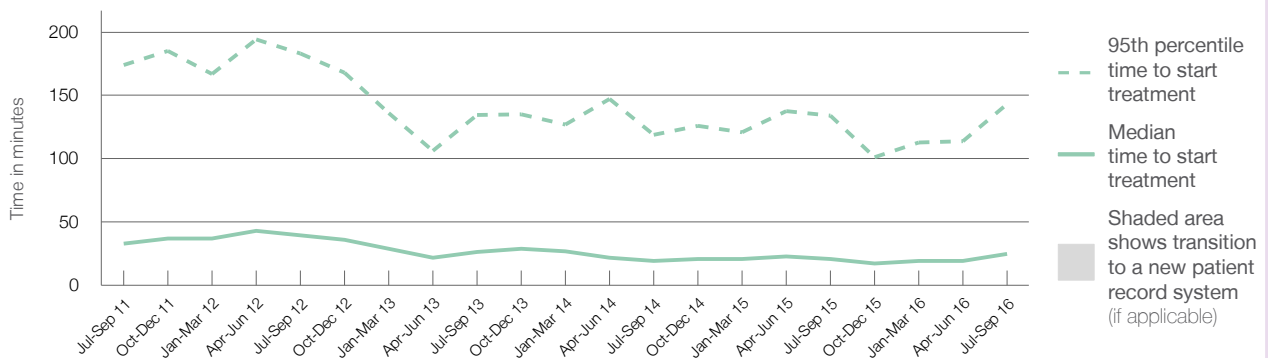
95th percentile time to start treatment⁵ 143 minutes

	Same period last year	NSW (this period)
	816	615
	21 minutes	24 minutes
	134 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	40	27	19	21	25
95th percentile time to start treatment ⁵ (minutes)	174	183	135	119	134	143

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Belmont Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,902 patients

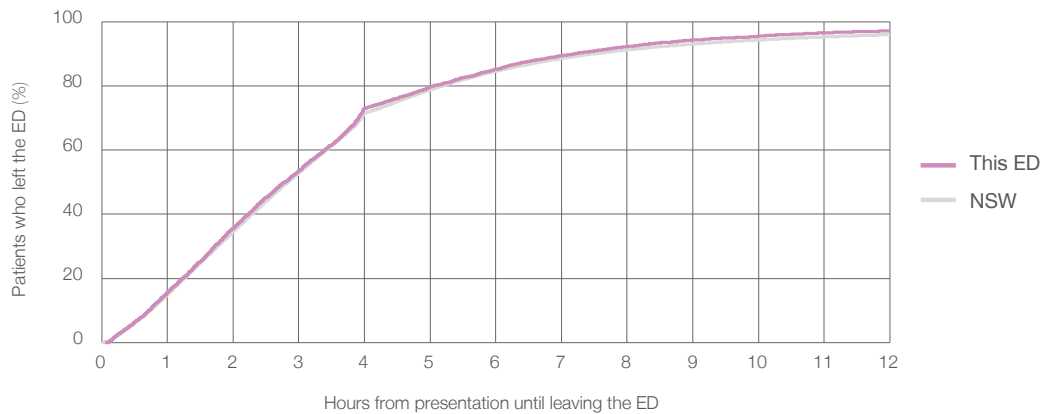
Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

95th percentile time spent in the ED⁹ 9 hours and 38 minutes

Same period last year	NSW (this period)
6,052	6,052
2 hours and 34 minutes	2 hours and 50 minutes
9 hours and 44 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 20m	10h 12m	9h 39m	9h 44m	9h 38m

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

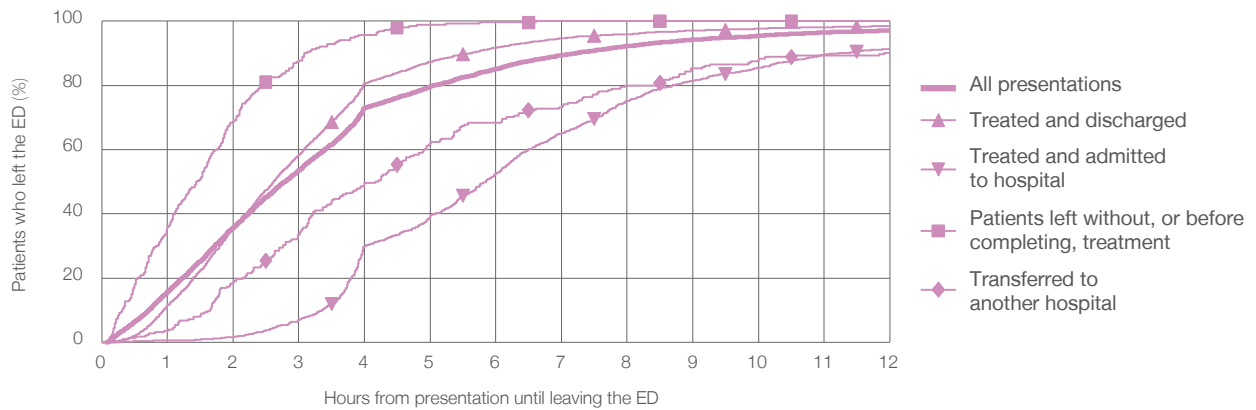
All presentations:¹ 5,902 patients

Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Treated and discharged	3,825 (64.8%)
Treated and admitted to hospital	1,018 (17.2%)
Patient left without, or before completing, treatment	253 (4.3%)
Transferred to another hospital	224 (3.8%)
Other	582 (9.9%)

Same period last year	Change since one year ago
6,052	-2.5%
4,102	-6.8%
942	8.1%
183	38.3%
225	-0.4%
600	-3.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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

Treated and discharged	11.5%	35.2%	58.4%	80.6%	91.8%	96.0%	97.7%	98.5%
Treated and admitted to hospital	0.6%	1.6%	7.0%	30.0%	52.7%	75.1%	85.5%	91.3%
Patient left without, or before completing, treatment	36.0%	68.8%	87.7%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	3.6%	18.8%	33.5%	49.6%	68.3%	79.9%	88.4%	90.2%
All presentations	15.8%	35.6%	53.6%	73.0%	85.2%	92.2%	95.5%	97.1%

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Belmont 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: ¹ 5,902 patients

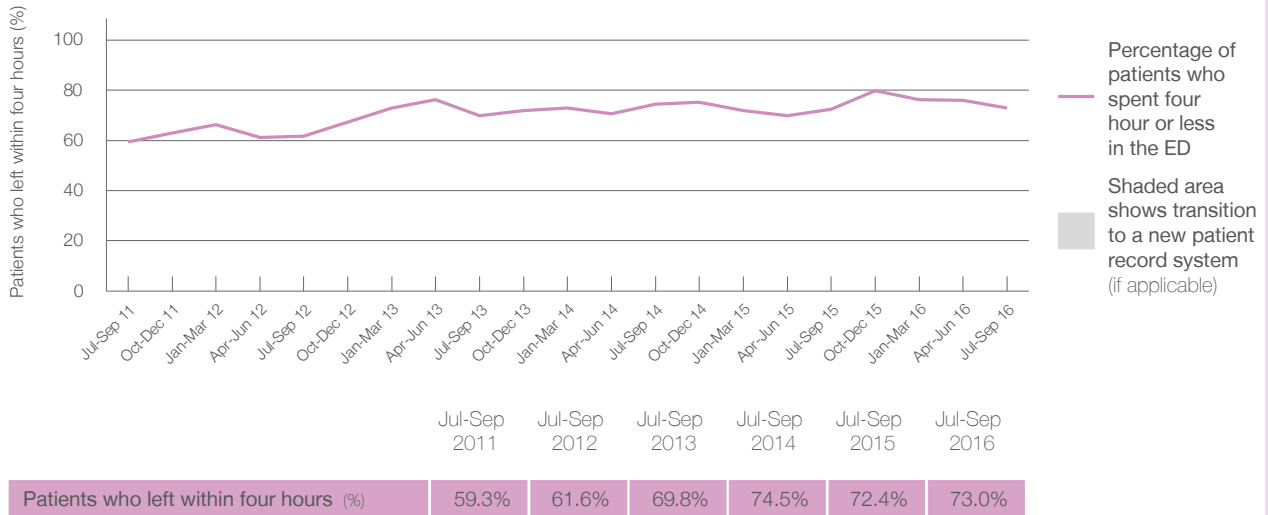
Presentations used to calculate time to leaving the ED: ⁶ 5,902 patients

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	6,052	-2.5%
Presentations used to calculate time to leaving the ED	6,052	-2.5%
Percentage of patients who spent four hours or less in the ED	72.4%	

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



* 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).