

Nepean Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 17,045 patients

Emergency presentations:² 16,920 patients

Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,633 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,003 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,332 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,853 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 193 minutes

Same period last year	NSW (this period)
2,414	
12 minutes	8 minutes
72 minutes	41 minutes
4,767	
47 minutes	21 minutes
268 minutes	103 minutes
7,501	
48 minutes	27 minutes
249 minutes	139 minutes
1,886	
47 minutes	24 minutes
251 minutes	138 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
16,838	1.0%
47.9%	

* 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.

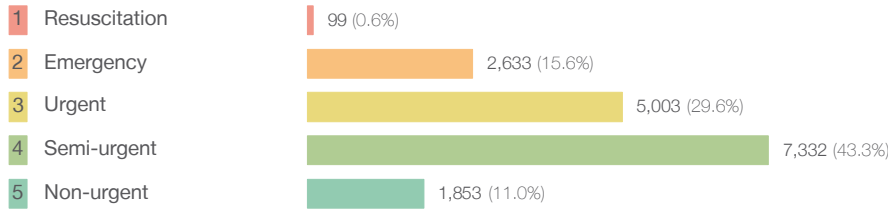
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

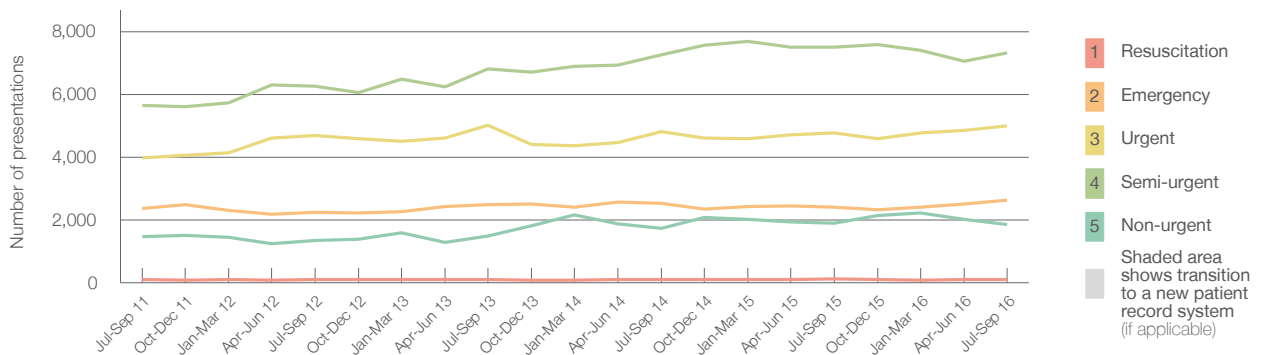
All presentations:¹ 17,045 patients

Emergency presentations² by triage category: 16,920 patients



Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%
118	-16.1%
2,414	9.1%
4,767	5.0%
7,501	-2.3%
1,886	-1.7%

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	89	98	99	94	118	99
Emergency	2,358	2,234	2,493	2,522	2,414	2,633
Urgent	3,977	4,696	5,019	4,810	4,767	5,003
Semi-urgent	5,647	6,252	6,812	7,268	7,501	7,332
Non-urgent	1,463	1,350	1,489	1,733	1,886	1,853
All emergency presentations	13,534	14,630	15,912	16,427	16,686	16,920

Nepean Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,034 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,861	
15 minutes	-3 minutes
172 minutes	-128 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.

Nepean 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: 2,633

Number of triage 2 patients used to calculate waiting time:³ 2,597

Median time to start treatment⁴

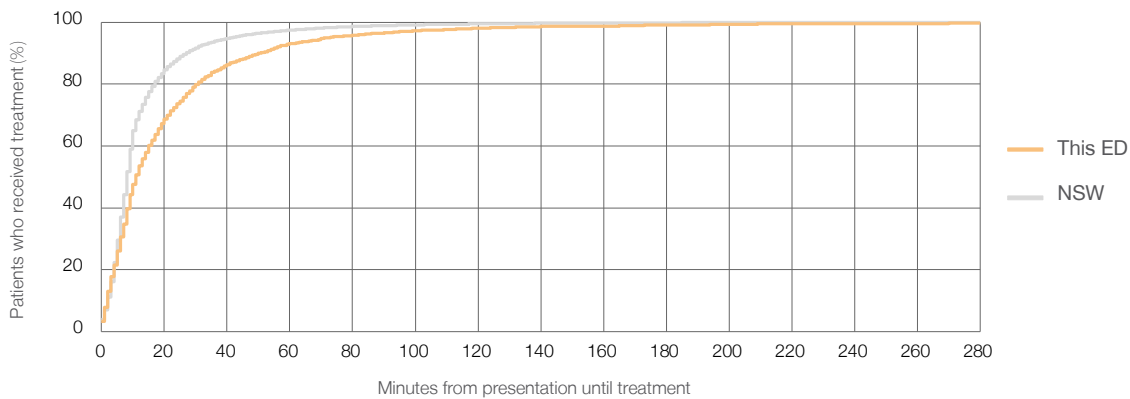
11 minutes

95th percentile time to start treatment⁵

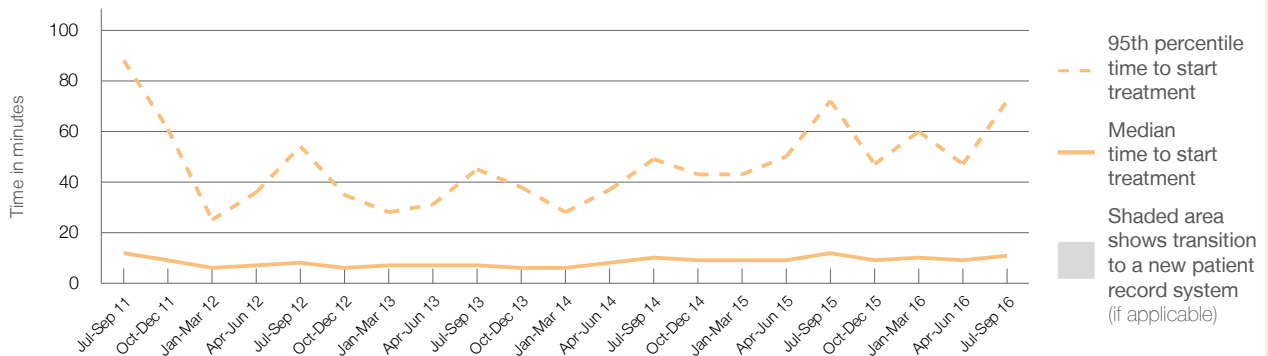
72 minutes

Same period last year	NSW (this period)
2,414	
2,315	
12 minutes	8 minutes
72 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)	12	8	7	10	12	11
95th percentile time to start treatment ⁵ (minutes)	88	54	45	49	72	72

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Nepean 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: 5,003

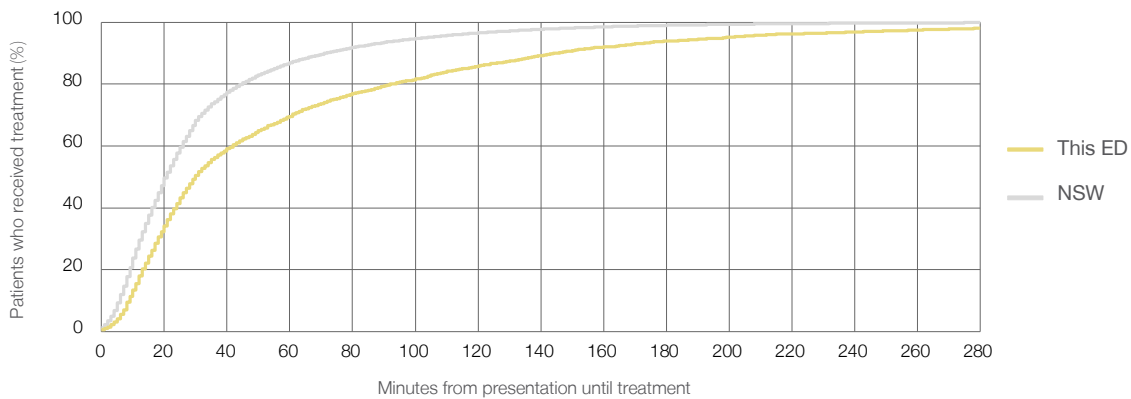
Number of triage 3 patients used to calculate waiting time:³ 4,680

Median time to start treatment⁴ 30 minutes

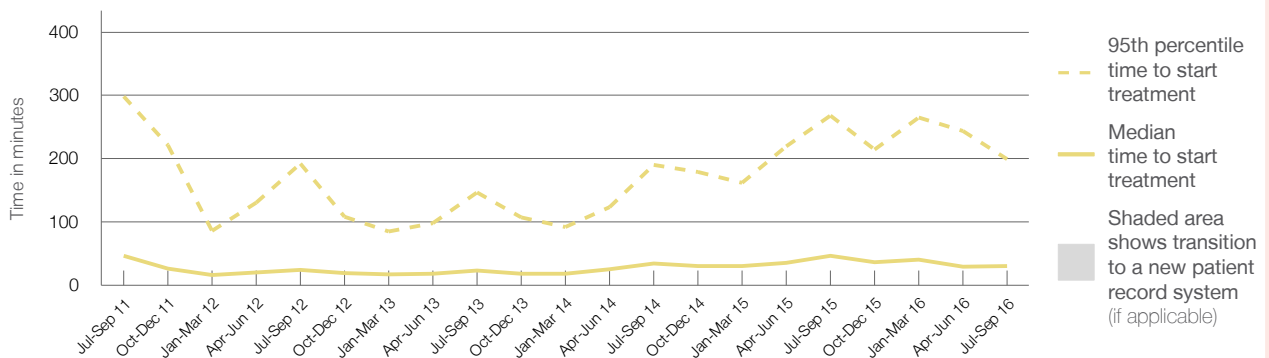
95th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
4,767	4,241
47 minutes	21 minutes
268 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)	47	24	23	34	47	30
95th percentile time to start treatment ⁵ (minutes)	298	192	147	190	268	199

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Nepean 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: 7,332

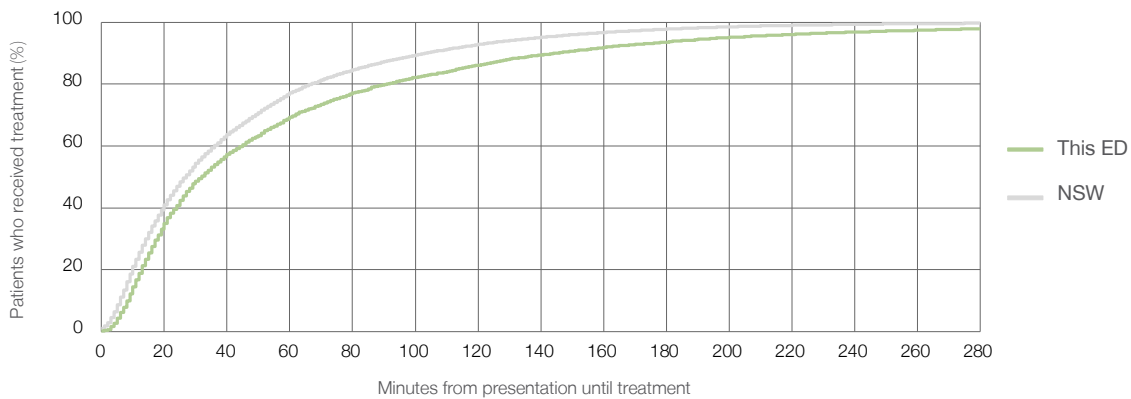
Number of triage 4 patients used to calculate waiting time:³ 6,690

Median time to start treatment⁴ 32 minutes

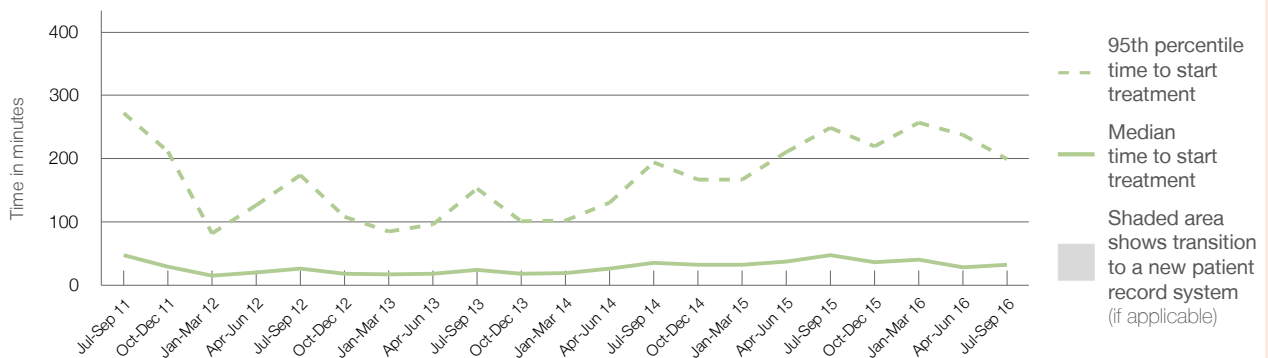
95th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
7,501	
6,456	
48 minutes	27 minutes
249 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)	48	26	24	35	48	32
95th percentile time to start treatment ⁵ (minutes)	272	174	153	194	249	199

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Nepean 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: 1,853

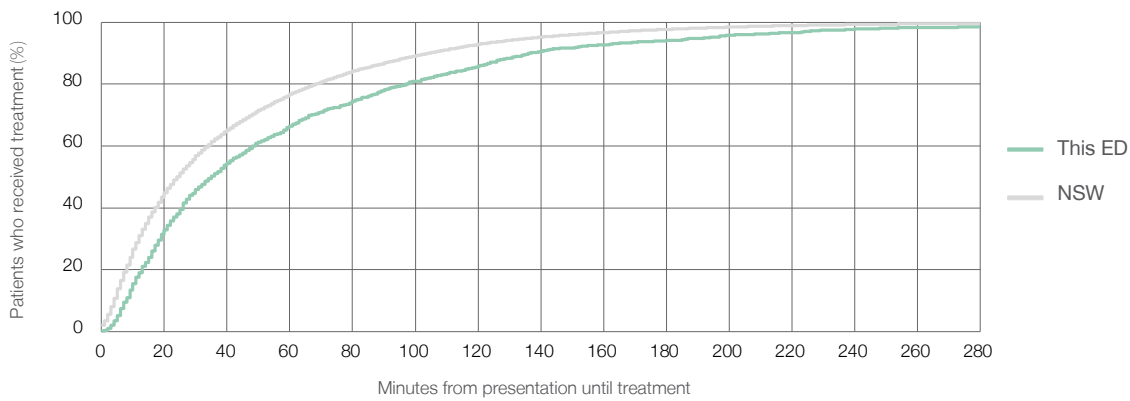
Number of triage 5 patients used to calculate waiting time:³ 1,535

Median time to start treatment⁴ 35 minutes

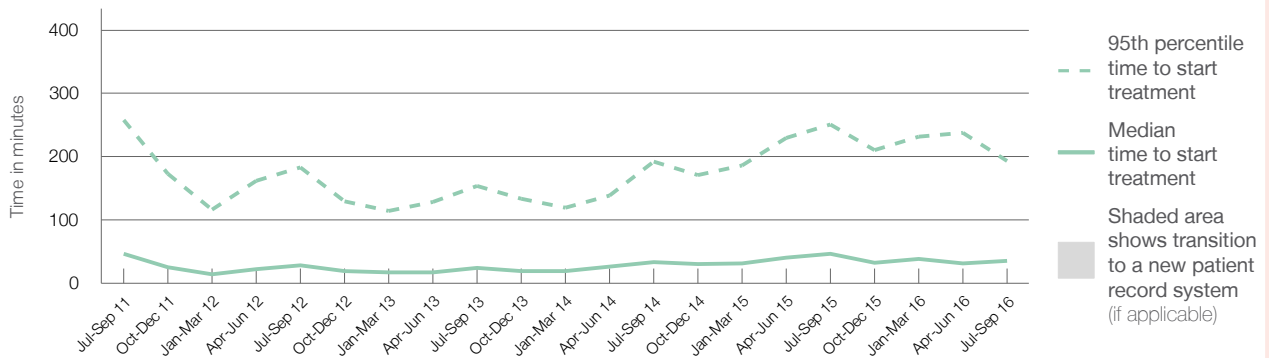
95th percentile time to start treatment⁵ 193 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,886	1,464
Median time to start treatment ⁴	47 minutes	24 minutes
95th percentile time to start treatment ⁵	251 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)	47	28	24	33	47	35
95th percentile time to start treatment ⁵ (minutes)	258	183	154	192	251	193

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Nepean Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 17,045 patients

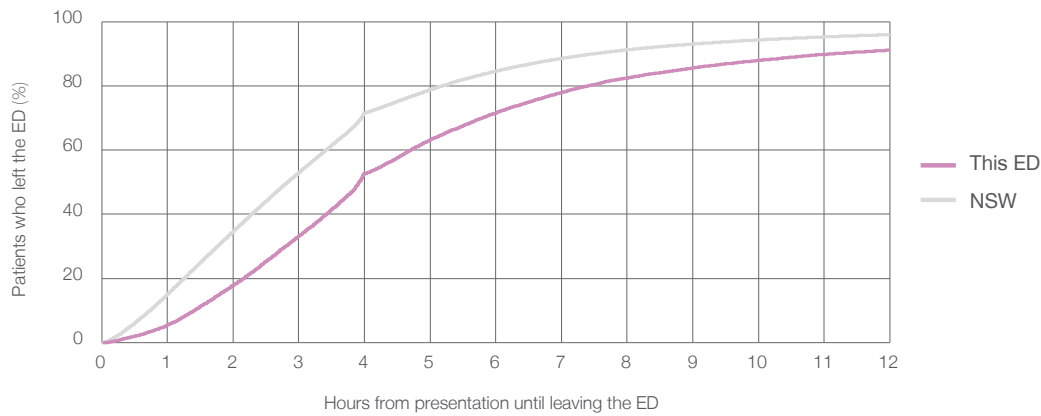
Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Median time spent in the ED⁸ 3 hours and 55 minutes

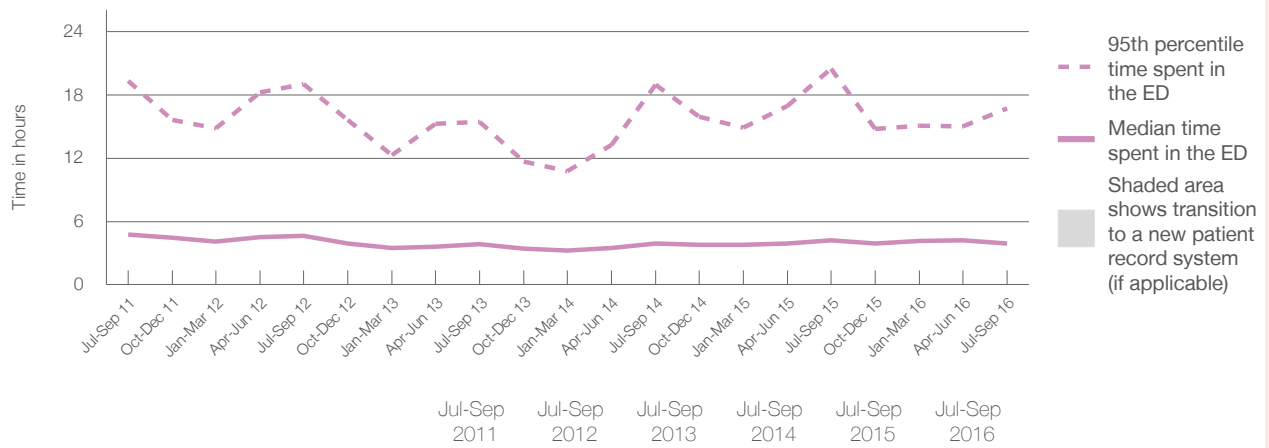
95th percentile time spent in the ED⁹ 16 hours and 44 minutes

Same period last year	NSW (this period)
16,838	16,838
4 hours and 14 minutes	2 hours and 50 minutes
20 hours and 28 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 19m	19h 2m	15h 28m	18h 57m	20h 28m	16h 44m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

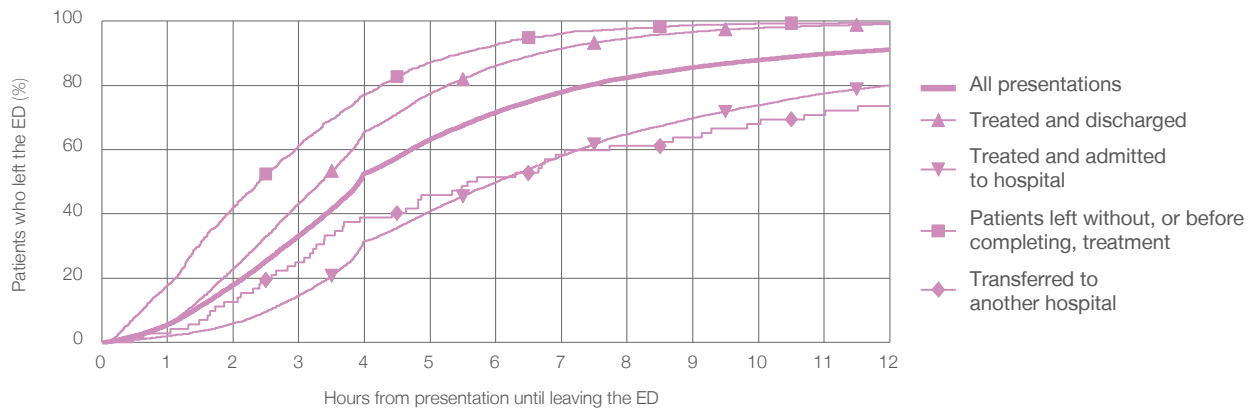
All presentations:¹ 17,045 patients

Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Treated and discharged	8,119 (47.6%)
Treated and admitted to hospital	7,082 (41.5%)
Patient left without, or before completing, treatment	1,682 (9.9%)
Transferred to another hospital	72 (0.4%)
Other	90 (0.5%)

Same period last year	Change since one year ago
16,838	1.0%
8,286	-2.0%
6,310	12.2%
2,100	-19.9%
60	20.0%
82	9.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	22.9%	43.3%	65.6%	86.1%	94.7%	97.9%	99.1%
Treated and admitted to hospital	1.9%	5.9%	14.6%	31.5%	49.9%	64.8%	73.8%	80.1%
Patient left without, or before completing, treatment	17.8%	42.0%	61.5%	77.2%	92.7%	97.7%	99.3%	99.5%
Transferred to another hospital	2.8%	12.5%	25.0%	38.9%	51.4%	61.1%	68.1%	73.6%
All presentations	5.6%	17.9%	33.3%	52.6%	71.6%	82.4%	87.9%	91.1%

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Nepean 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 17,045 patients

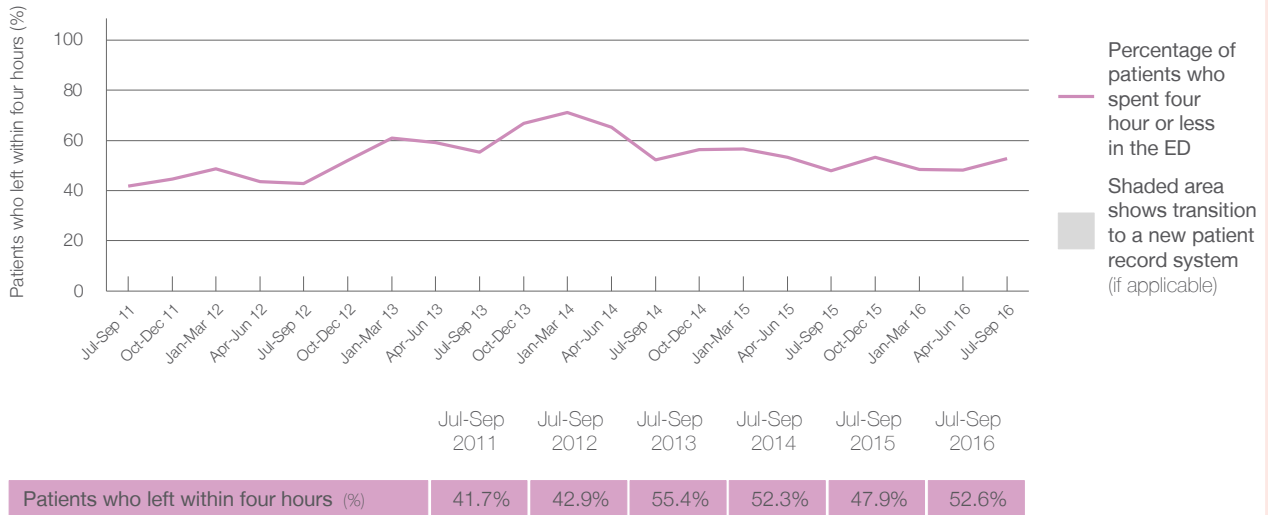
Presentations used to calculate time to leaving the ED: ⁶ 17,007 patients

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	16,838	1.2%
Presentations used to calculate time to leaving the ED	16,838	1.0%
Percentage of patients who spent four hours or less in the ED	47.9%	

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).