

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,263 patients
Emergency presentations:² 6,237 patients

Same period last year	Change since one year ago
6,091	2.8%
6,007	3.8%

Belmont Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 519 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,193 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,288 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
489	
7 minutes	8 minutes
12 minutes	26 minutes
1,334	
15 minutes	20 minutes
33 minutes	69 minutes
2,915	
19 minutes	26 minutes
66 minutes	101 minutes
1,264	
19 minutes	23 minutes
80 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,263 patients

Percentage of patients who spent four hours or less in the ED 77.7%

Same period last year	Change since one year ago
6,091	2.8%
76.3%	

* 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.

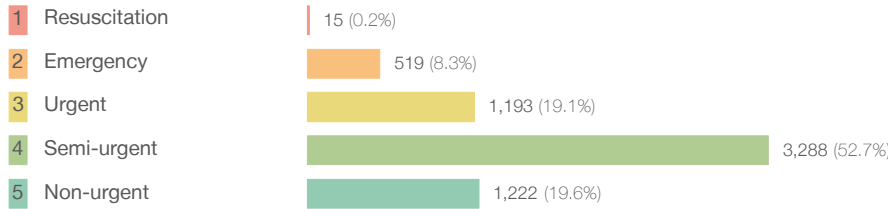
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Patients presenting to the emergency department January to March 2017

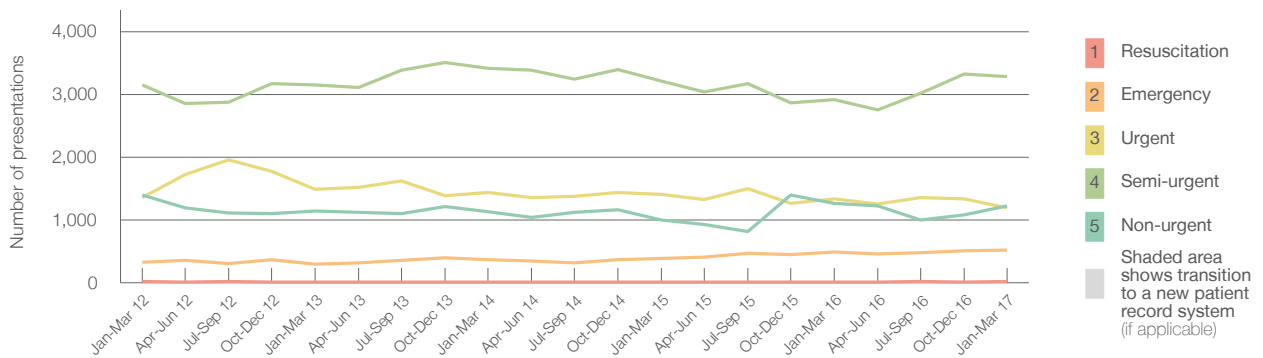
All presentations:¹ 6,263 patients

Emergency presentations² by triage category: 6,237 patients



Same period last year	Change since one year ago
6,091	2.8%
6,007	3.8%
5	200.0%
489	6.1%
1,334	-10.6%
2,915	12.8%
1,264	-3.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	21	13	6	9	5	15
Emergency	324	294	370	384	489	519
Urgent	1,352	1,484	1,432	1,402	1,334	1,193
Semi-urgent	3,149	3,152	3,421	3,213	2,915	3,288
Non-urgent	1,401	1,142	1,126	998	1,264	1,222
All emergency presentations	6,247	6,085	6,355	6,006	6,007	6,237

Belmont Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,276 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,259	
10 minutes	0 minutes
19 minutes	0 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 519

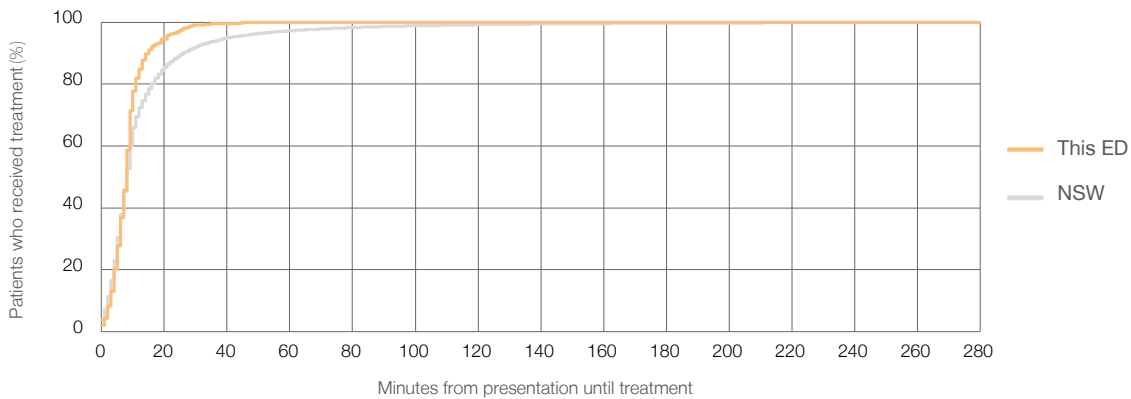
Number of triage 2 patients used to calculate waiting time:³ 509

Median time to start treatment⁴ 8 minutes

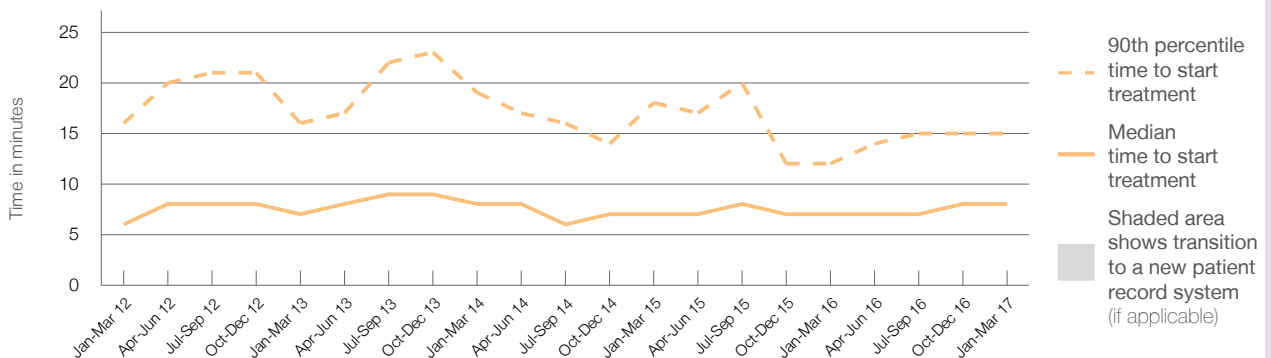
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
489	
486	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	16	19	18	12	15

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,193

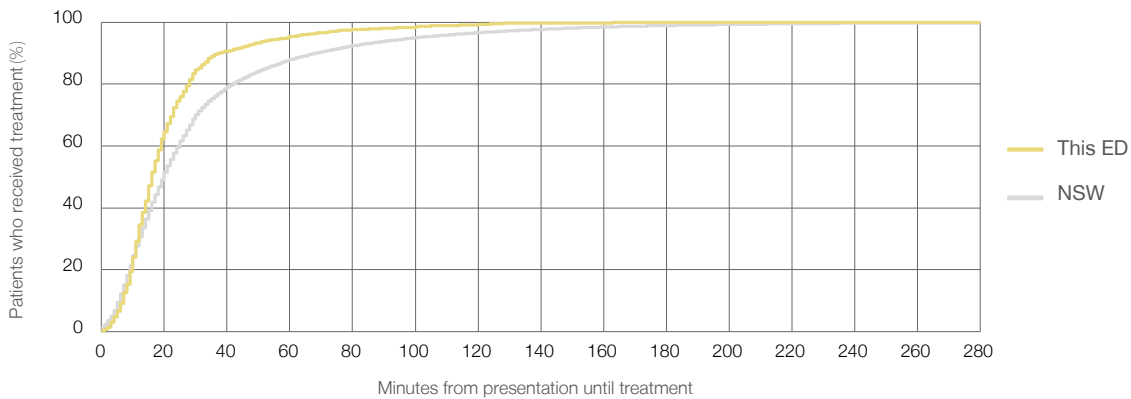
Number of triage 3 patients used to calculate waiting time:³ 1,148

Median time to start treatment⁴ 16 minutes

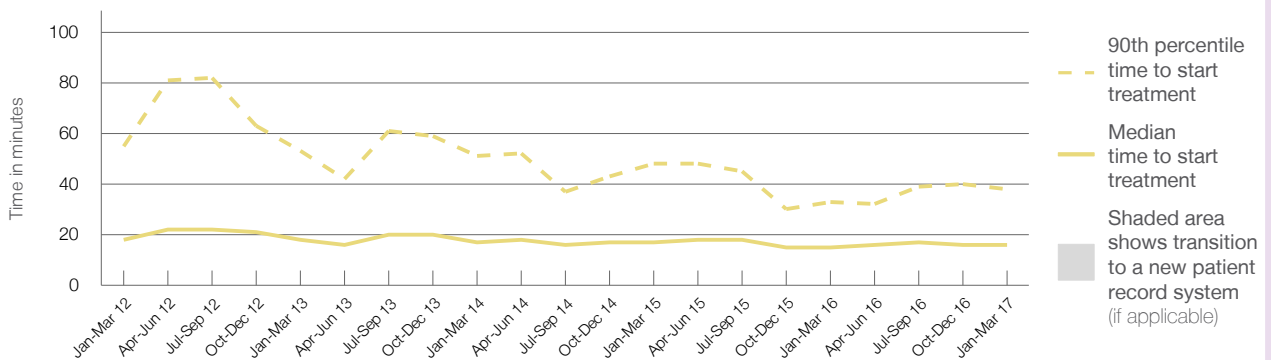
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
1,334	
1,309	
15 minutes	20 minutes
33 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	17	17	15	16
90th percentile time to start treatment ⁵ (minutes)	55	53	51	48	33	38

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,288

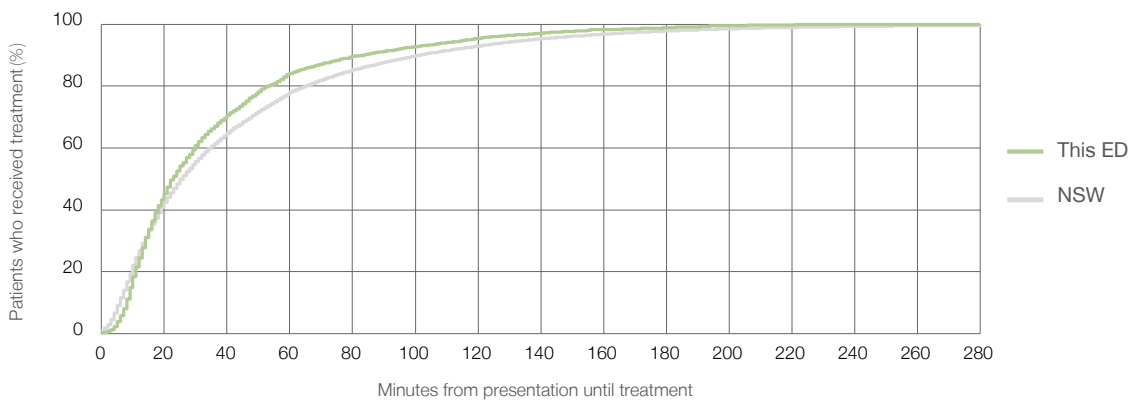
Number of triage 4 patients used to calculate waiting time:³ 2,816

Median time to start treatment⁴ 23 minutes

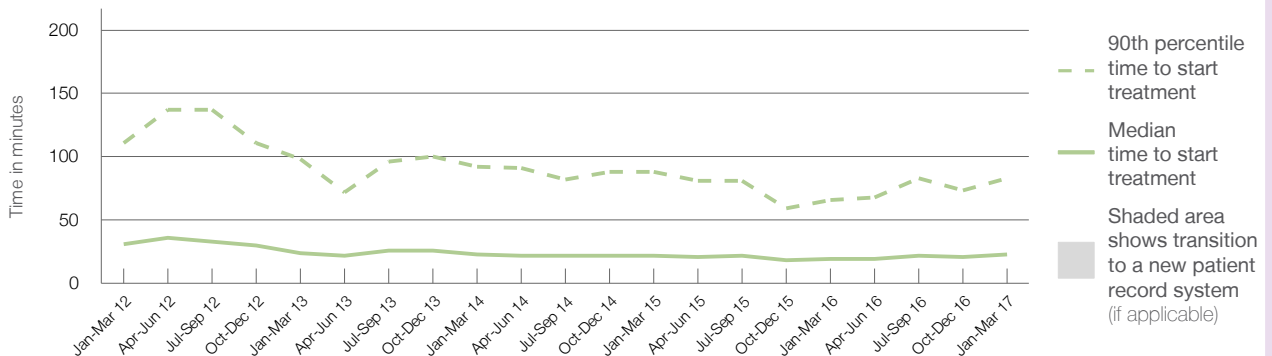
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,915	
2,516	
19 minutes	26 minutes
66 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	24	23	22	19	23
90th percentile time to start treatment ⁵ (minutes)	111	98	92	88	66	83

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,222

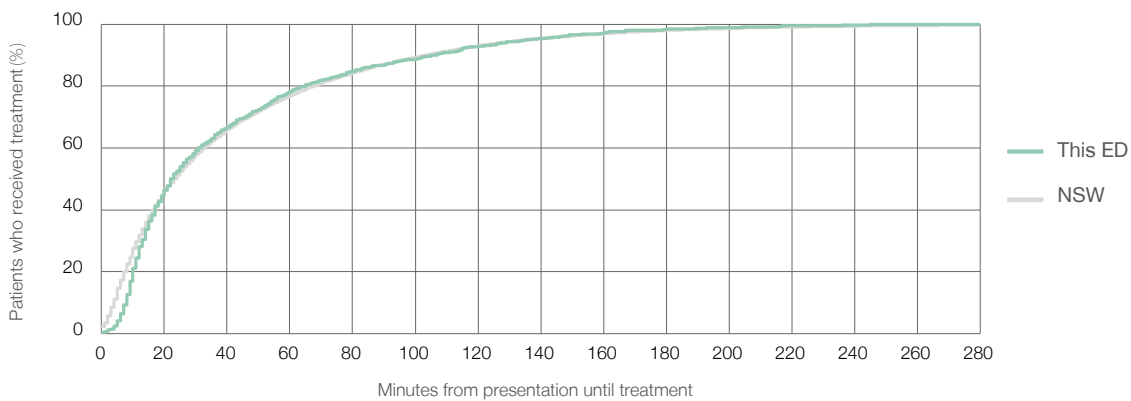
Number of triage 5 patients used to calculate waiting time:³ 920

Median time to start treatment⁴ 23 minutes

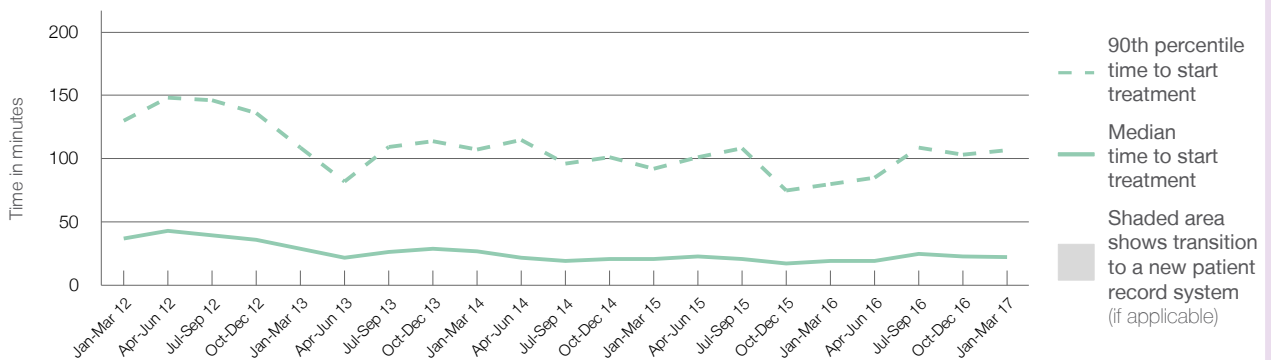
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,264	976
19 minutes	23 minutes
80 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	37	29	27	21	19	23
90th percentile time to start treatment ⁵ (minutes)	130	109	107	92	80	107

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Belmont Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,263 patients

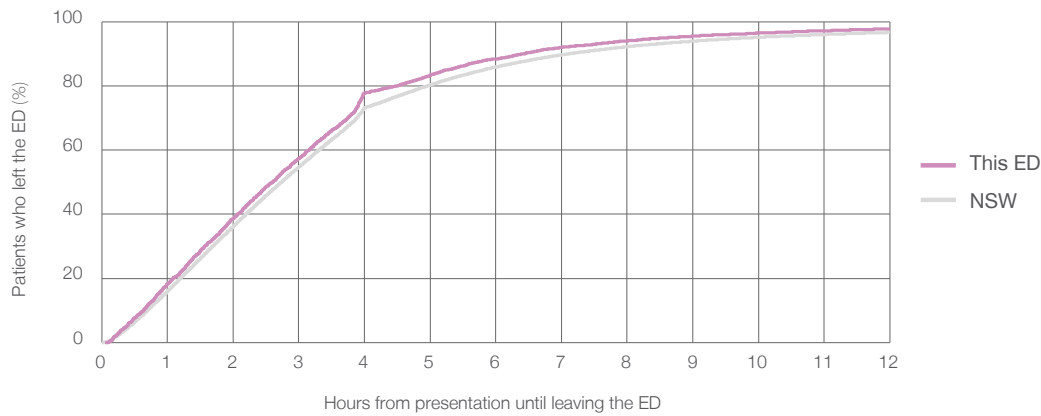
Presentations used to calculate time to leaving the ED:⁶ 6,263 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

90th percentile time spent in the ED⁹ 6 hours and 26 minutes

Same period last year	NSW (this period)
6,091	6,091
2 hours and 26 minutes	2 hours and 44 minutes
6 hours and 33 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m

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Belmont Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

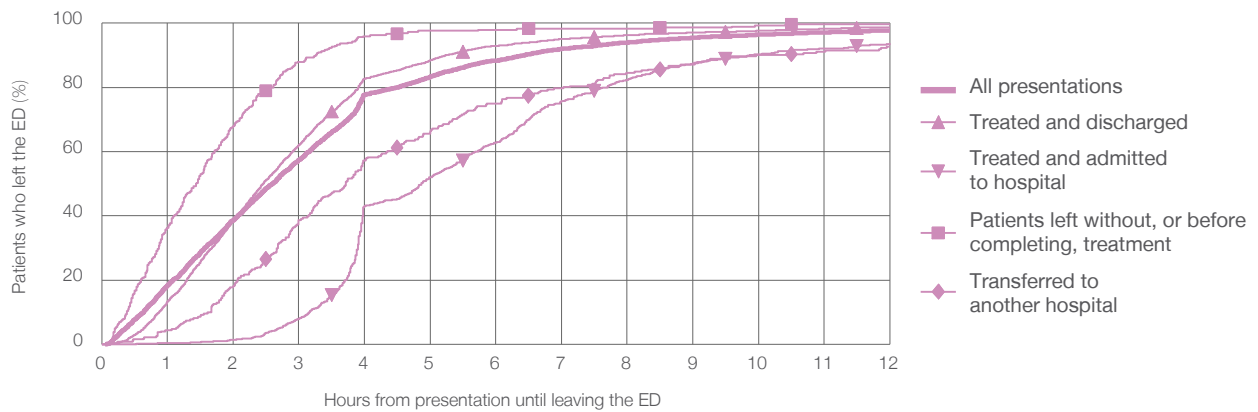
All presentations:¹ 6,263 patients

Presentations used to calculate time to leaving the ED:⁶ 6,263 patients

Treated and discharged	4,156 (66.4%)
Treated and admitted to hospital	944 (15.1%)
Patient left without, or before completing, treatment	300 (4.8%)
Transferred to another hospital	271 (4.3%)
Other	592 (9.5%)

Same period last year	Change since one year ago
6,091	2.8%
4,129	0.7%
919	2.7%
200	50.0%
233	16.3%
610	-3.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	13.3%	38.5%	62.1%	82.7%	92.9%	96.3%	97.7%	98.7%
Treated and admitted to hospital	0.3%	1.4%	7.9%	43.0%	62.8%	82.3%	90.4%	93.6%
Patient left without, or before completing, treatment	36.3%	68.0%	88.0%	96.0%	98.0%	98.3%	99.3%	99.7%
Transferred to another hospital	4.4%	18.1%	38.7%	57.2%	74.9%	84.5%	90.0%	92.6%
All presentations	18.3%	38.7%	57.4%	77.7%	88.4%	94.0%	96.5%	97.8%

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Belmont Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,263 patients

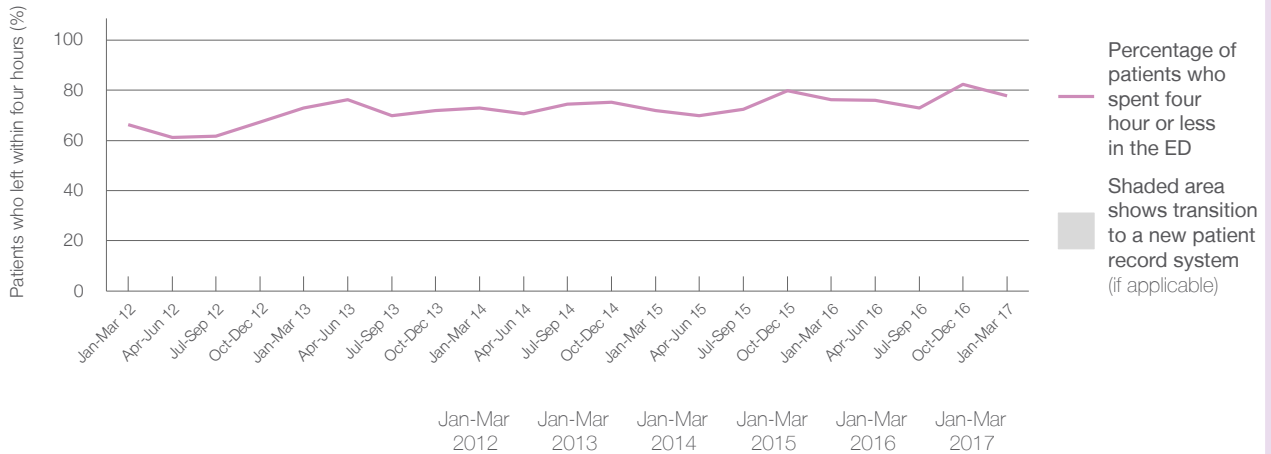
Presentations used to calculate time to leaving the ED:⁶ 6,263 patients

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	6,091	2.8%
Presentations used to calculate time to leaving the ED	6,091	2.8%
Percentage of patients who spent four hours or less in the ED	76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	66.3%	73.0%	72.8%	71.8%	76.3%	77.7%

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

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- 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).