

Canterbury Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 10,949 patients


Emergency presentations:² 10,884 patients

Same period last year	Change since one year ago
10,861	1%
10,831	0%

Canterbury Hospital: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,090 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,189 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,586 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 978 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  98 minutes

Same period last year	NSW (this period)
1,154	
8 minutes	8 minutes
17 minutes	24 minutes
4,074	
19 minutes	19 minutes
63 minutes	63 minutes
4,533	
23 minutes	24 minutes
91 minutes	95 minutes
1,041	
22 minutes	21 minutes
107 minutes	96 minutes

Canterbury Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 10,947 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
10,858	1%
79%	

* 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.

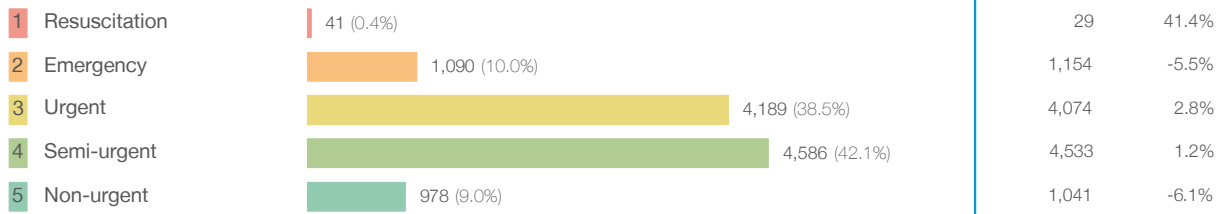
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Canterbury Hospital: Patients presenting to the emergency department

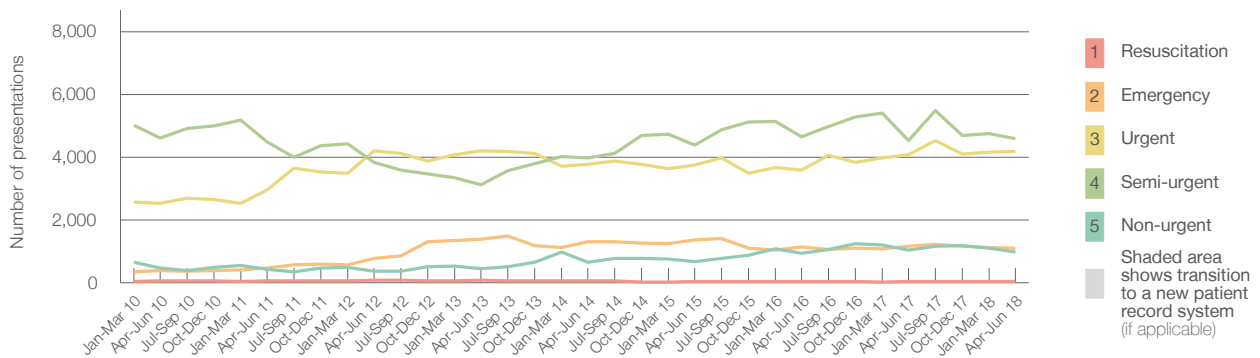
April to June 2018

All presentations:¹ 10,949 patients

Emergency presentations² by triage category: 10,884 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



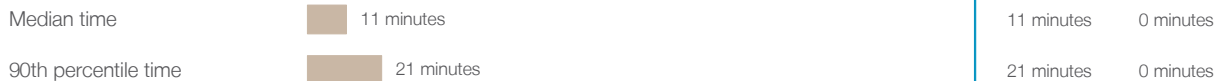
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	58	50	74	73	49	29	28	29	41
Emergency	376	463	769	1,379	1,296	1,366	1,139	1,154	1,090
Urgent	2,518	2,952	4,202	4,206	3,770	3,761	3,581	4,074	4,189
Semi-urgent	4,608	4,477	3,832	3,122	3,983	4,374	4,659	4,533	4,586
Non-urgent	474	434	357	439	651	680	930	1,041	978
All emergency presentations	8,034	8,376	9,234	9,219	9,749	10,210	10,337	10,831	10,884

Canterbury Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,979 patients

ED Transfer of care time



(†) 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

April to June 2018

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

Number of triage 2 patients: 1,090

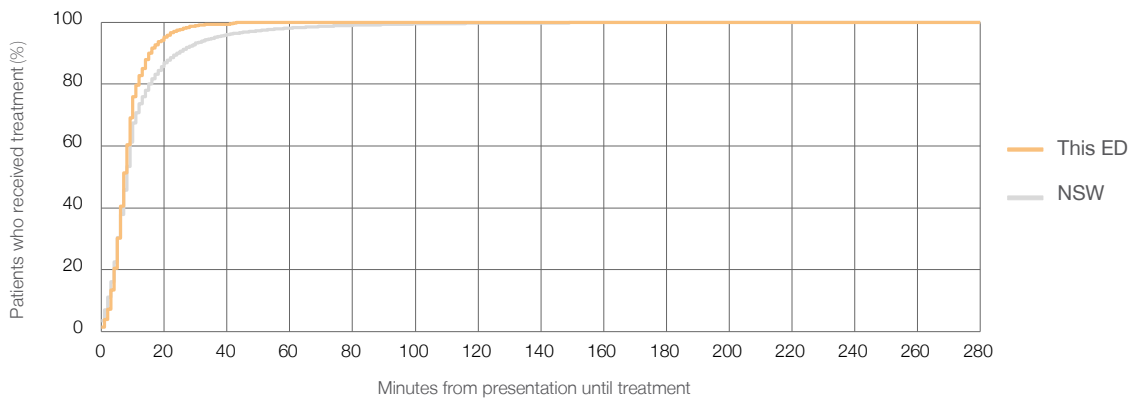
Number of triage 2 patients used to calculate waiting time:³ 1,088

Median time to start treatment⁴ 7 minutes

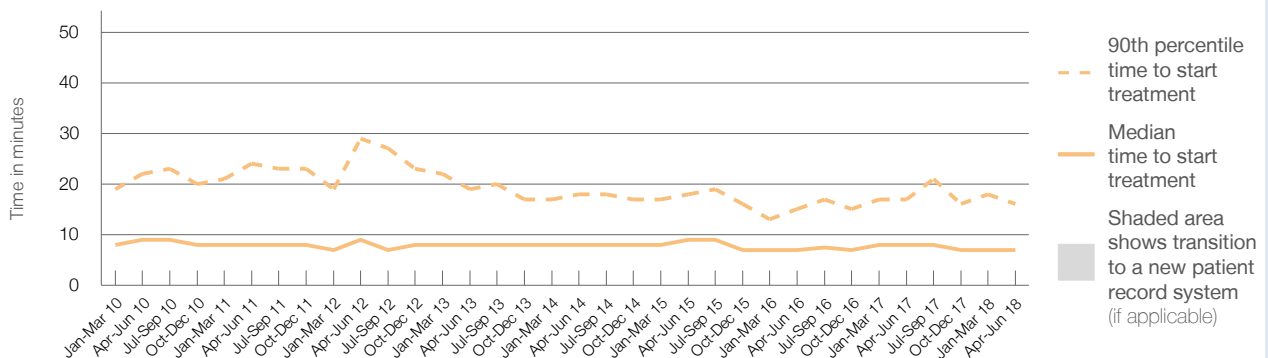
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,154	1,154
8 minutes	8 minutes
17 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)	9	8	9	8	8	9	7	8	7
90th percentile time to start treatment ⁵ (minutes)	22	24	29	19	18	18	15	17	16

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Canterbury 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: 4,189

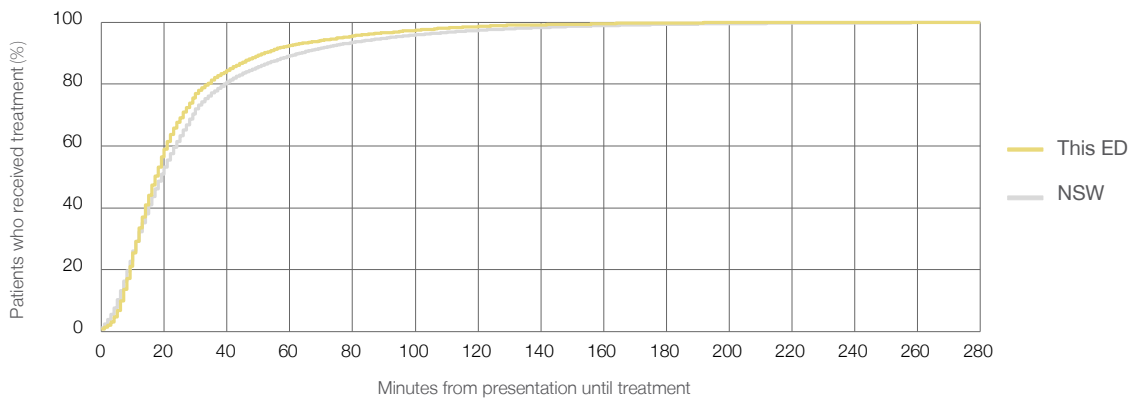
Number of triage 3 patients used to calculate waiting time:³ 4,130

Median time to start treatment⁴ 17 minutes

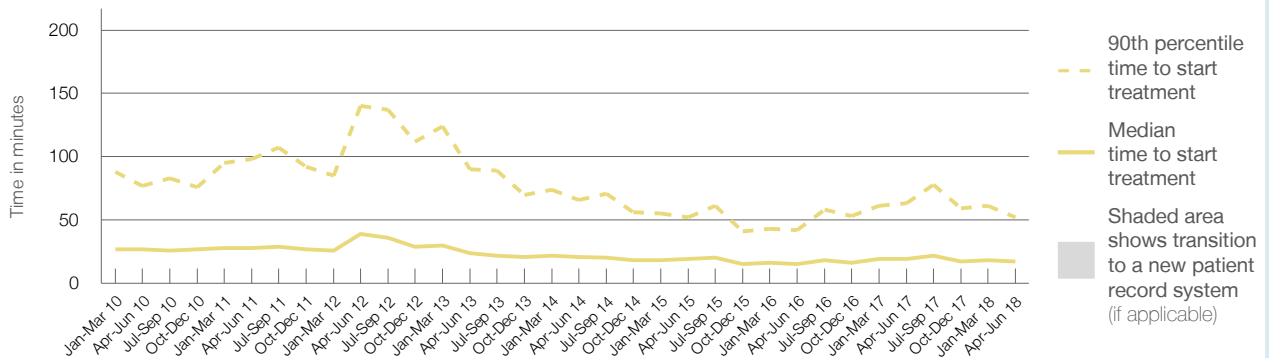
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
4,074	3,990
19 minutes	19 minutes
63 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)	27	28	39	24	21	19	15	19	17
90th percentile time to start treatment ⁵ (minutes)	77	98	140	90	66	52	42	63	52

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Canterbury 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: 4,586

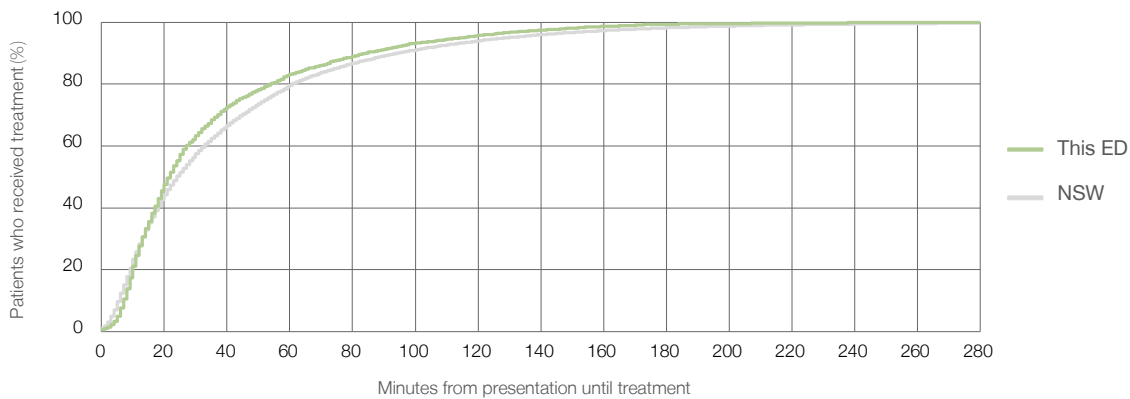
Number of triage 4 patients used to calculate waiting time:³ 4,345

Median time to start treatment⁴ 22 minutes

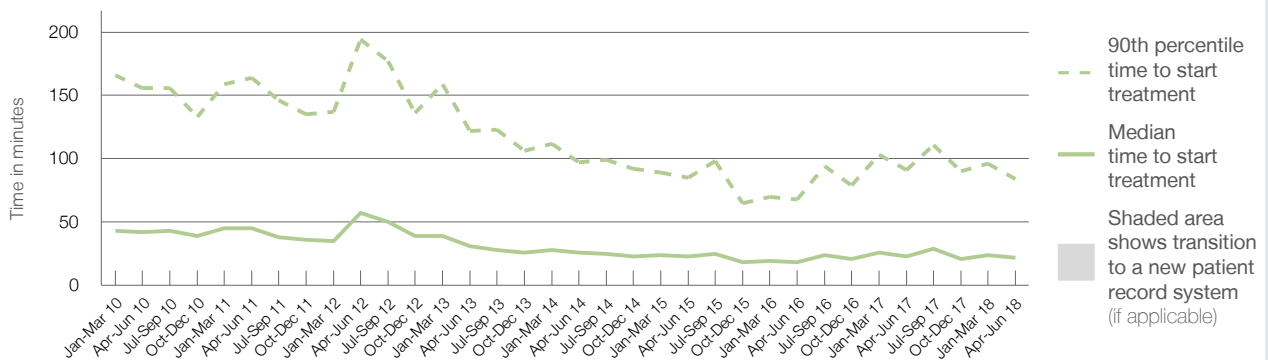
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
4,533	4,266
23 minutes	24 minutes
91 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)	42	45	57	31	26	23	18	23	22
90th percentile time to start treatment ⁵ (minutes)	156	164	194	122	97	85	68	91	84

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Canterbury 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: 978

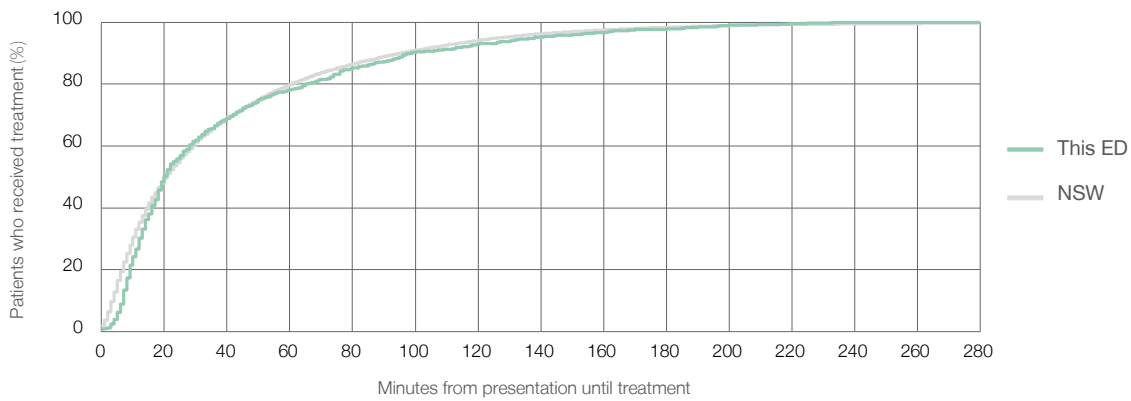
Number of triage 5 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ 20 minutes

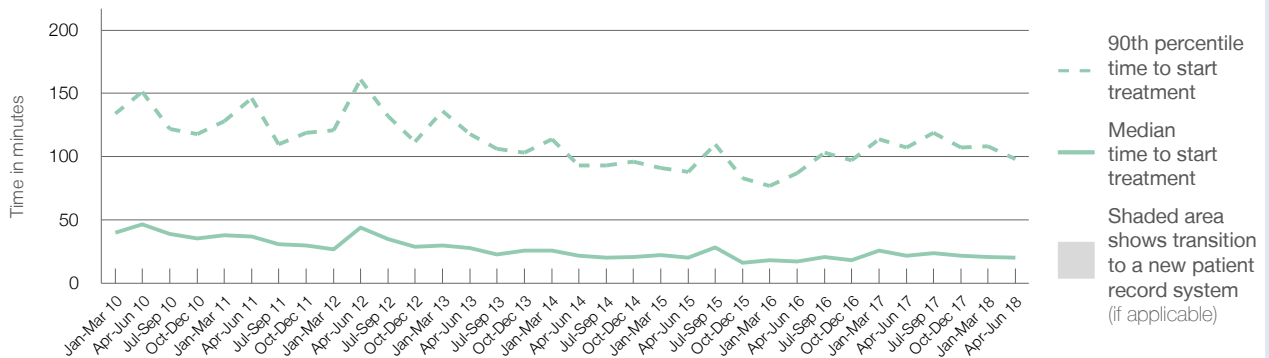
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,041	848
22 minutes	21 minutes
107 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)	47	37	44	28	22	20	17	22	20
90th percentile time to start treatment ⁵ (minutes)	151	146	161	118	93	88	87	107	98

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Canterbury Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 10,949 patients

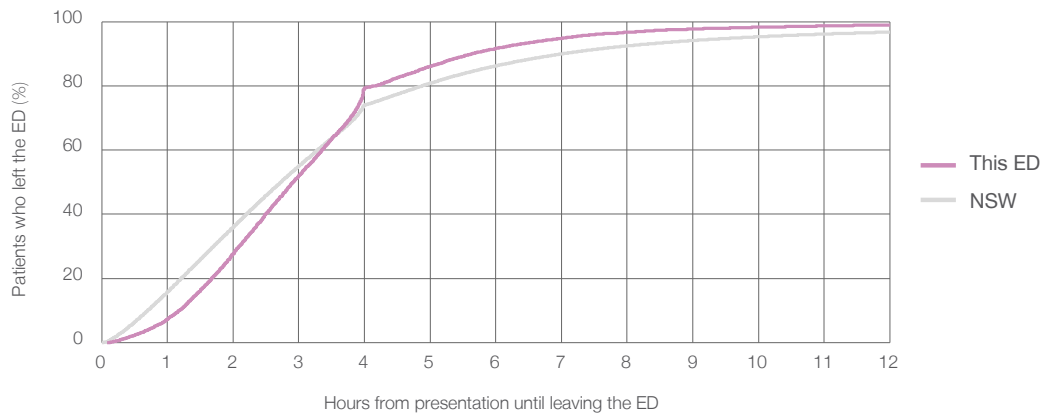
Presentations used to calculate time to leaving the ED:⁶ 10,947 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

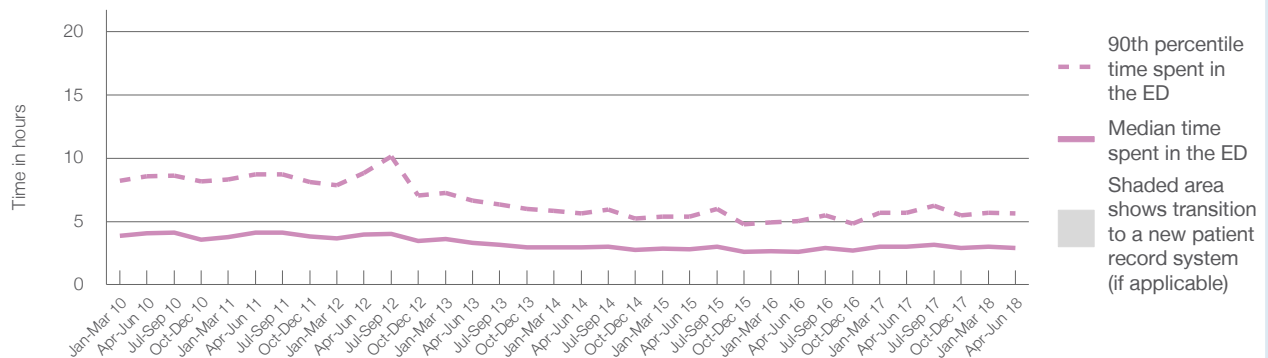
90th percentile time spent in the ED⁹ 5 hours and 39 minutes

Same period last year	NSW (this period)
10,861	
10,858	
3 hours and 1 minutes	2 hours and 44 minutes
5 hours and 41 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^{†‡}



	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 spent in the ED ⁸ (hours, minutes)	4h 5m	4h 8m	3h 59m	3h 18m	2h 56m	2h 48m	2h 37m	3h 1m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 35m	8h 44m	8h 49m	6h 38m	5h 38m	5h 23m	5h 1m	5h 41m	5h 39m

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

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

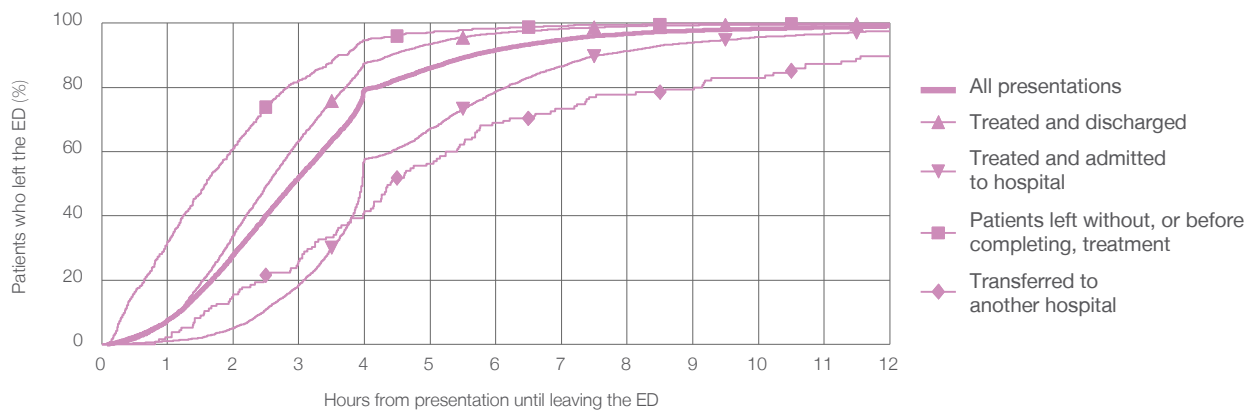
All presentations:¹ 10,949 patients

Presentations used to calculate time to leaving the ED:⁶ 10,947 patients

Treated and discharged	7,027 (64.2%)
Treated and admitted to hospital	3,009 (27.5%)
Patient left without, or before completing, treatment	735 (6.7%)
Transferred to another hospital	135 (1.2%)
Other	43 (0.4%)

Same period last year	Change since one year ago
10,858	1%
6,984	0.6%
2,886	4.3%
837	-12.2%
112	20.5%
42	2.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.3%	33.9%	63.4%	87.6%	96.9%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.0%	5.0%	18.6%	57.7%	78.8%	91.3%	95.7%	97.5%
Patient left without, or before completing, treatment	32.0%	61.1%	82.2%	94.7%	98.2%	99.6%	99.9%	99.9%
Transferred to another hospital	2.2%	15.6%	25.9%	41.5%	68.9%	77.8%	83.0%	89.6%
All presentations	7.5%	27.8%	52.0%	79.3%	91.7%	96.7%	98.3%	99.0%

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Canterbury 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 10,949 patients

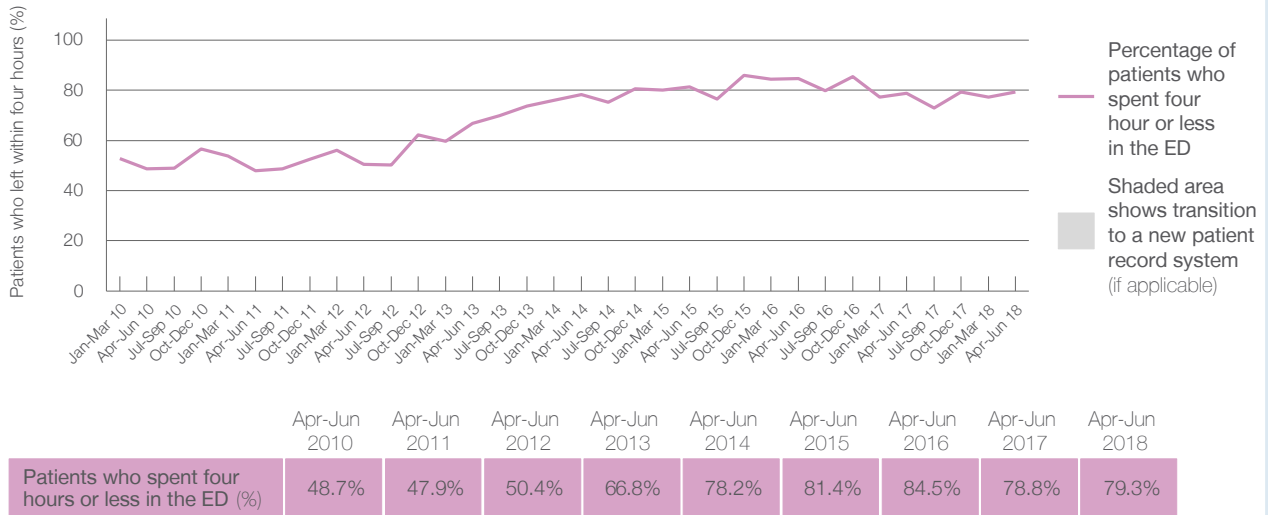
Presentations used to calculate time to leaving the ED: ⁶ 10,947 patients

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	10,861	1%
Presentations used to calculate time to leaving the ED	10,858	1%
Percentage of patients who spent four hours or less in the ED	78.8%	

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).