

## John Hunter Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 19,789 patients

Emergency presentations:<sup>2</sup> 19,650 patients

Same period last year	Change since one year ago
19,440	1.8%
19,227	2.2%

## John Hunter Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,751 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,414 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 10,320 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 3,065 patients

Median time to start treatment<sup>4</sup> 42 minutes  
 90th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
1,701	
6 minutes	8 minutes
21 minutes	23 minutes
4,764	
23 minutes	20 minutes
80 minutes	65 minutes
9,833	
33 minutes	26 minutes
117 minutes	99 minutes
2,802	
42 minutes	23 minutes
147 minutes	103 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,789 patients

Percentage of patients who spent four hours or less in the ED 61.0%

Same period last year	Change since one year ago
19,440	1.8%
65.0%	

\* 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.

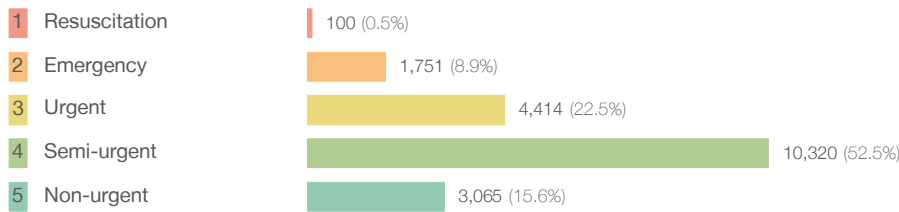
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## John Hunter Hospital: Patients presenting to the emergency department October to December 2017

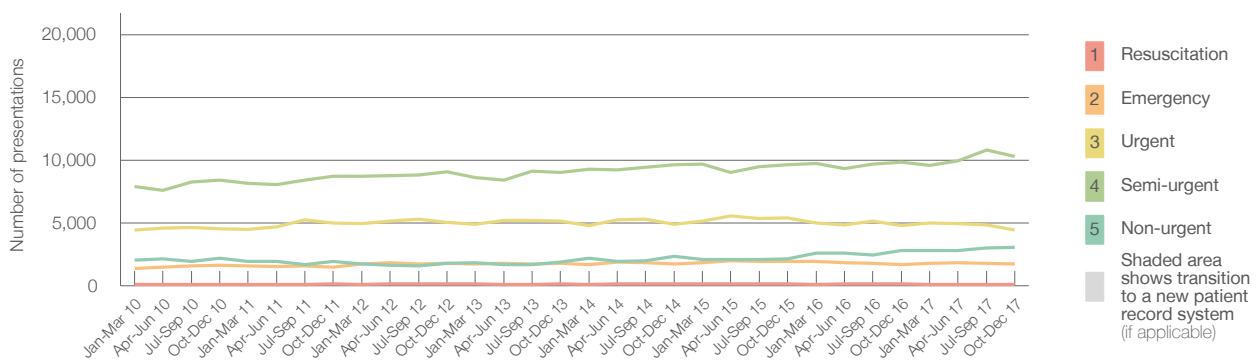
All presentations:<sup>1</sup> 19,789 patients

Emergency presentations<sup>2</sup> by triage category: 19,650 patients



	Same period last year	Change since one year ago
All presentations	19,440	1.8%
Emergency presentations	19,227	2.2%
1 Resuscitation	127	-21.3%
2 Emergency	1,701	2.9%
3 Urgent	4,764	-7.3%
4 Semi-urgent	9,833	5.0%
5 Non-urgent	2,802	9.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	108	122	122	129	142	159	127	100
Emergency	1,624	1,482	1,763	1,794	1,741	1,930	1,701	1,751
Urgent	4,524	4,968	5,034	5,149	4,907	5,424	4,764	4,414
Semi-urgent	8,423	8,702	9,047	8,997	9,625	9,652	9,833	10,320
Non-urgent	2,169	1,941	1,755	1,892	2,324	2,159	2,802	3,065
All emergency presentations	16,848	17,215	17,721	17,961	18,739	19,324	19,227	19,650

## John Hunter Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,978 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,731	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	23 minutes	-2 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.

## John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,751

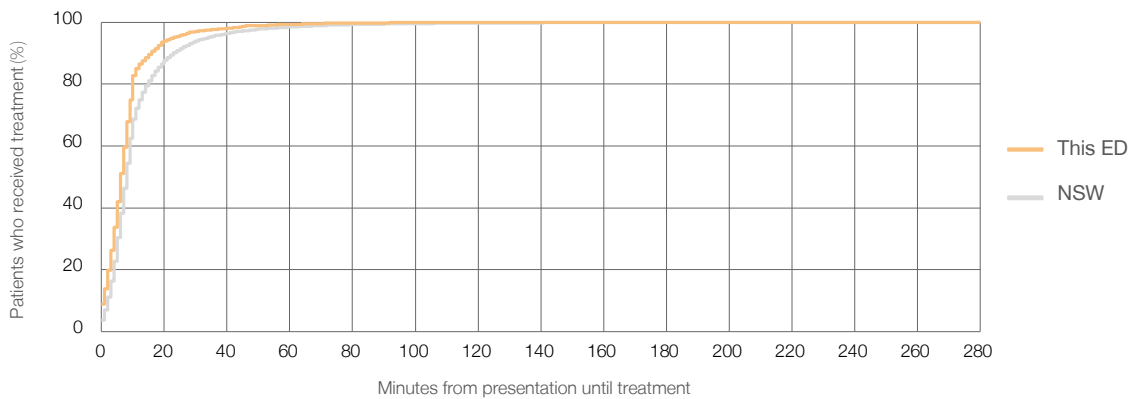
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,734

Median time to start treatment<sup>4</sup>  6 minutes

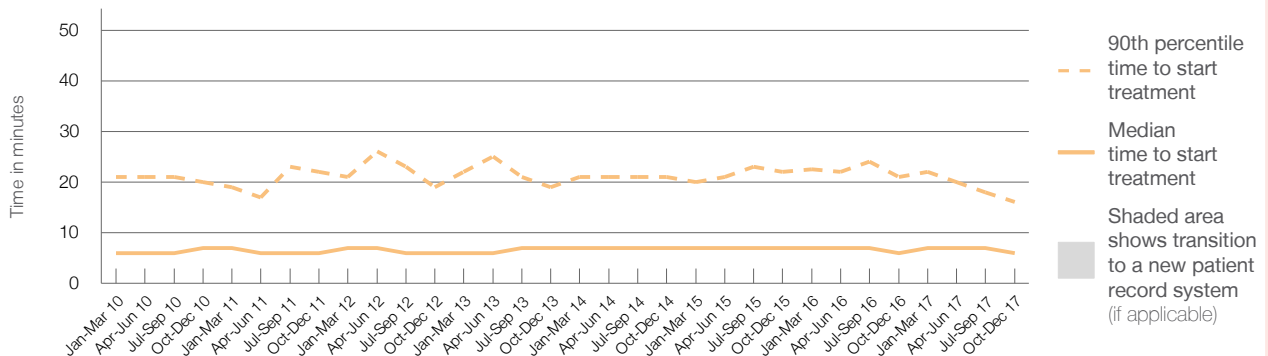
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
1,701	1,686
6 minutes	8 minutes
21 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	7	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	20	22	19	19	21	22	21	16

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## John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,414

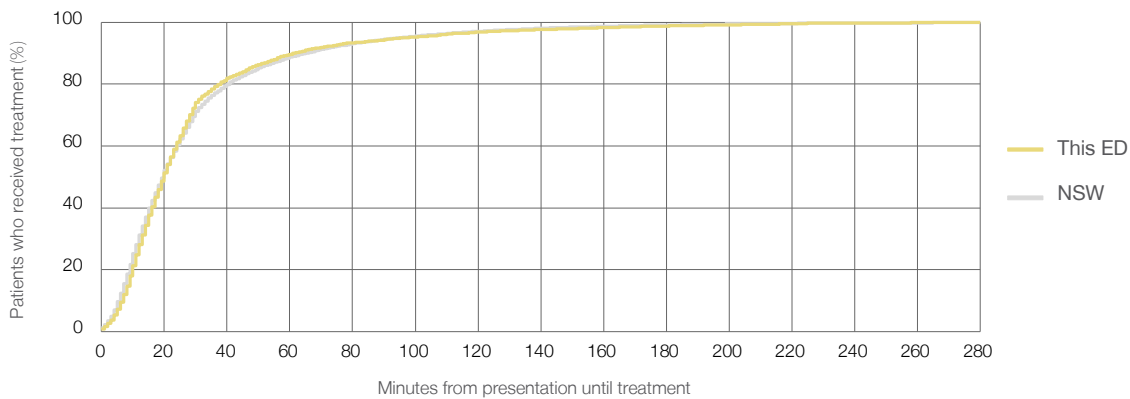
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,297

Median time to start treatment<sup>4</sup>  20 minutes

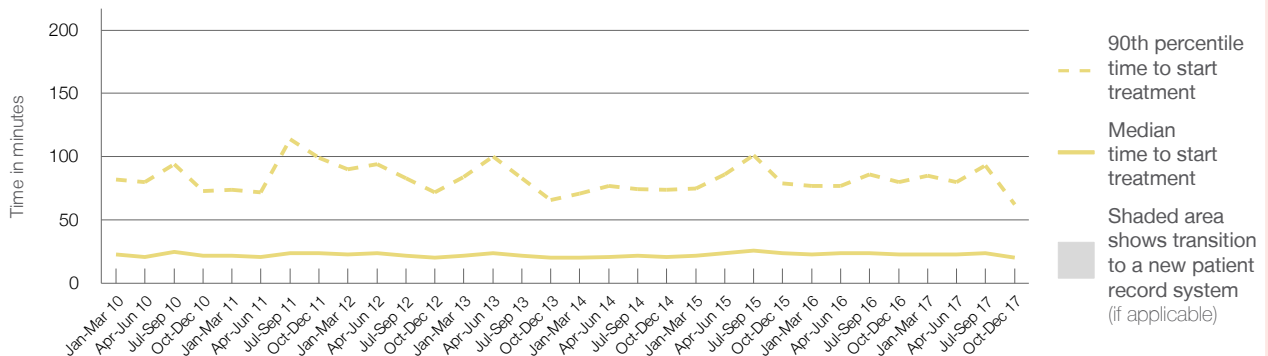
90th percentile time to start treatment<sup>5</sup>  62 minutes

Same period last year	NSW (this period)
4,764	4,645
23 minutes	20 minutes
80 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	22	24	20	20	21	24	23	20
90th percentile time to start treatment <sup>5</sup> (minutes)	73	99	72	66	74	79	80	62

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## John Hunter Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 10,320

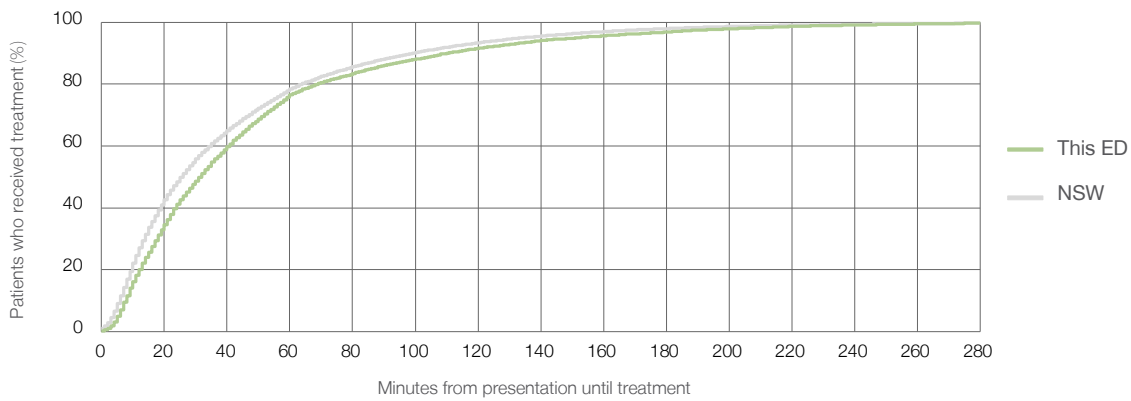
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,270

Median time to start treatment<sup>4</sup>  32 minutes

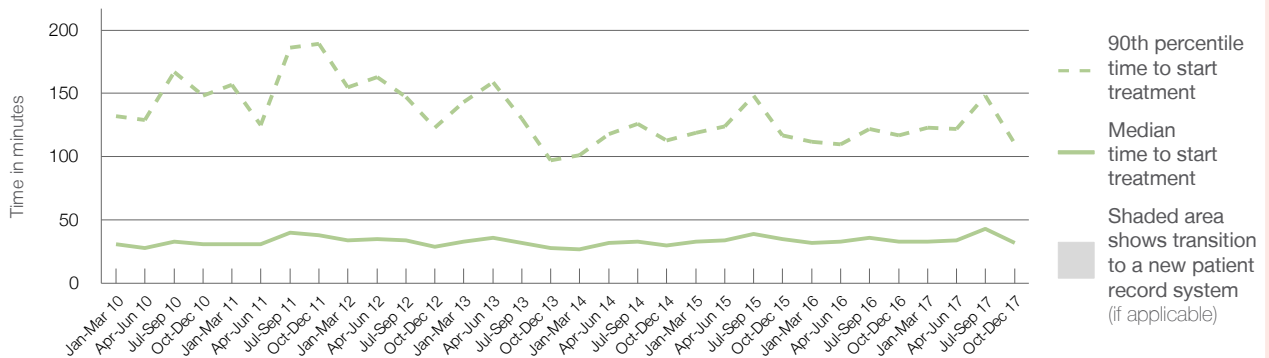
90th percentile time to start treatment<sup>5</sup>  111 minutes

Same period last year	NSW (this period)
9,833	9,074
33 minutes	26 minutes
117 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	31	38	29	28	30	35	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	148	189	123	97	113	117	117	111

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## John Hunter Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 3,065

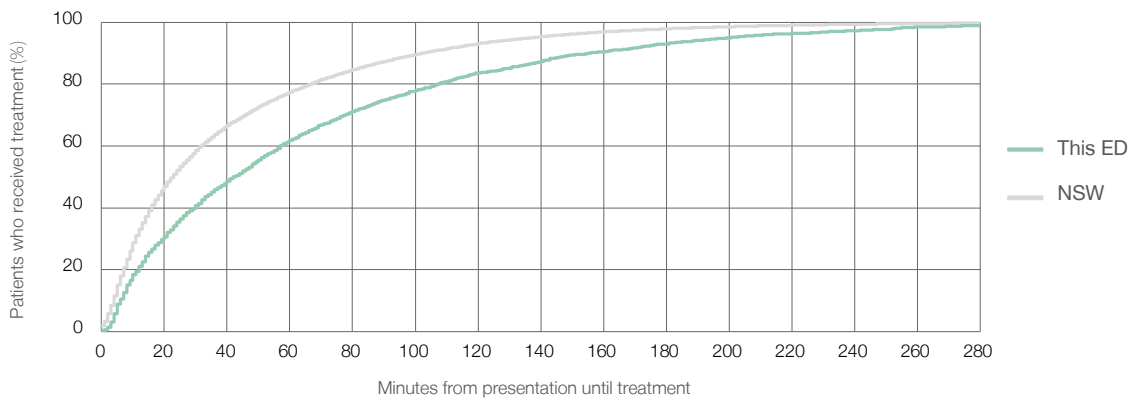
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,372

Median time to start treatment<sup>4</sup> 42 minutes

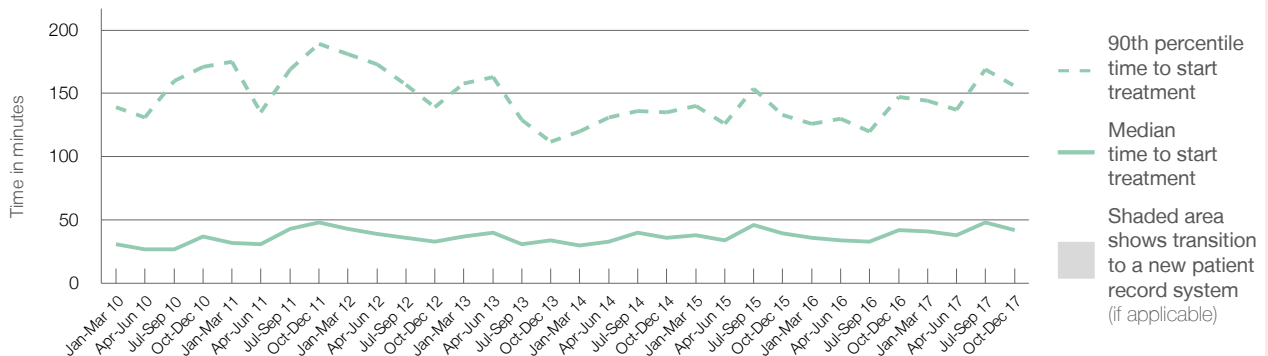
90th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
2,802	2,290
42 minutes	23 minutes
147 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	37	48	33	34	36	40	42	42
90th percentile time to start treatment <sup>5</sup> (minutes)	171	189	139	112	135	133	147	156

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## John Hunter Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 19,789 patients

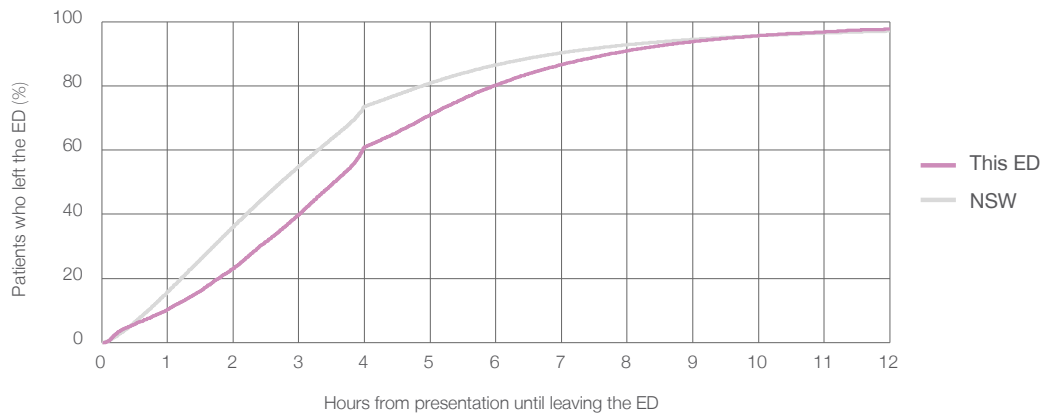
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,789 patients

Median time spent in the ED<sup>8</sup> 3 hours and 33 minutes

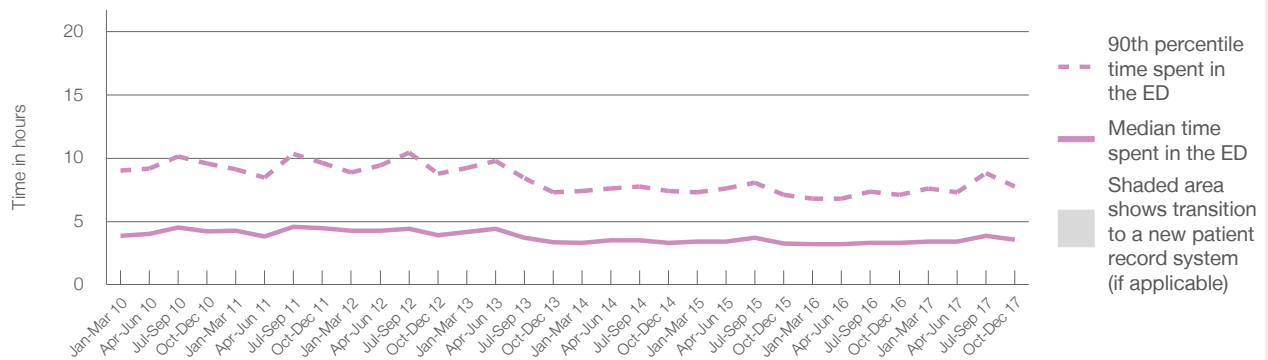
90th percentile time spent in the ED<sup>9</sup> 7 hours and 45 minutes

Same period last year	NSW (this period)
19,440	19,440
3 hours and 19 minutes	2 hours and 44 minutes
7 hours and 6 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 6m	7h 45m

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**John Hunter Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

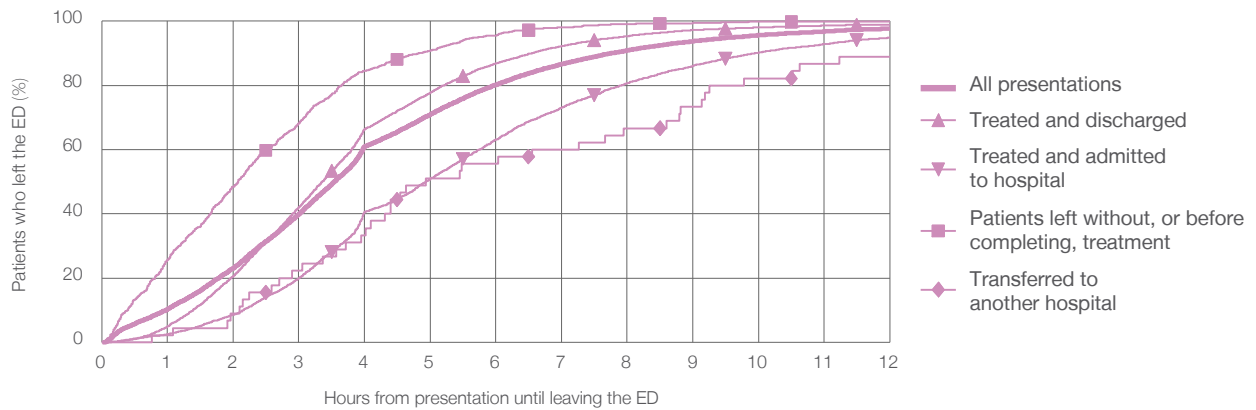
All presentations:<sup>1</sup> 19,789 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,789 patients

Treated and discharged	10,742 (54.3%)
Treated and admitted to hospital	6,510 (32.9%)
Patient left without, or before completing, treatment	1,114 (5.6%)
Transferred to another hospital	45 (0.2%)
Other	1,378 (7.0%)

Same period last year	Change since one year ago
19,440	1.8%
10,967	-2.1%
6,658	-2.2%
800	39.3%
48	-6.3%
967	42.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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	4.9%	20.6%	42.1%	66.3%	86.9%	95.4%	98.1%	99.0%
Treated and admitted to hospital	2.5%	8.6%	19.9%	40.7%	63.1%	80.7%	90.2%	94.9%
Patient left without, or before completing, treatment	25.8%	48.5%	68.2%	84.6%	95.5%	99.1%	99.8%	99.8%
Transferred to another hospital	2.2%	8.9%	22.2%	33.3%	55.6%	66.7%	82.2%	88.9%
All presentations	10.3%	23.1%	39.9%	61.0%	80.2%	90.9%	95.6%	97.7%

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**John Hunter Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 19,789 patients

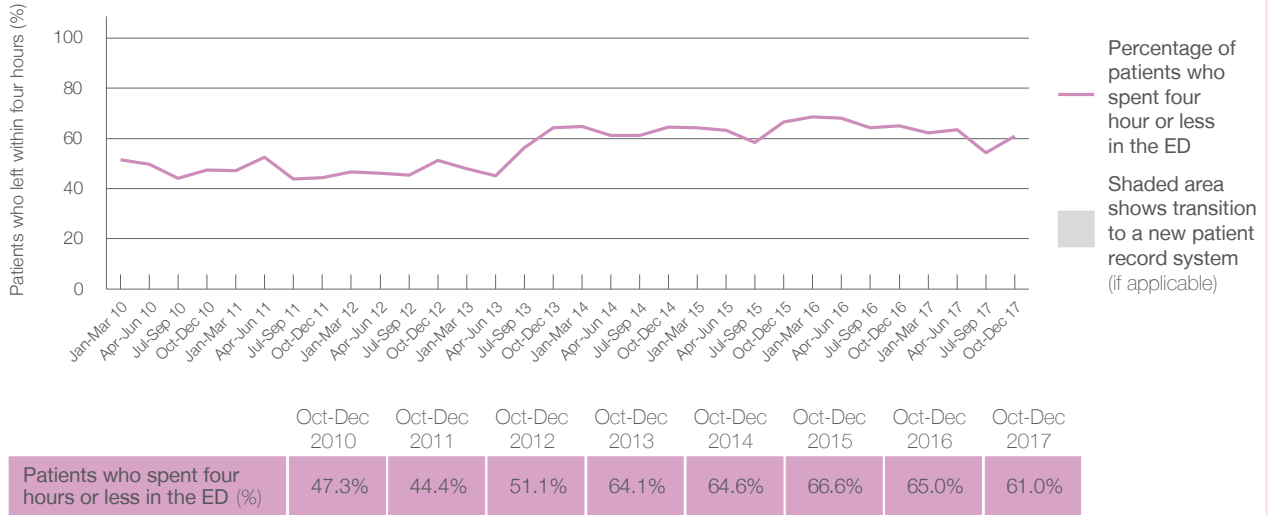
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,789 patients

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



Same period last year	Change since one year ago
19,440	1.8%
19,440	1.8%
65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).