

Belmont Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 5,967 patients
Emergency presentations:² 5,947 patients

Same period last year	Change since one year ago
5,920	1%
5,884	1%

Belmont Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

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

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,154 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,080 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
493	
8 minutes	8 minutes
17 minutes	24 minutes
1,269	
16 minutes	19 minutes
37 minutes	63 minutes
3,000	
20 minutes	24 minutes
69 minutes	95 minutes
1,112	
19 minutes	21 minutes
81 minutes	96 minutes

Belmont Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,967 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
5,920	1%
76%	

* 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).

Belmont Hospital: Patients presenting to the emergency department April to June 2018

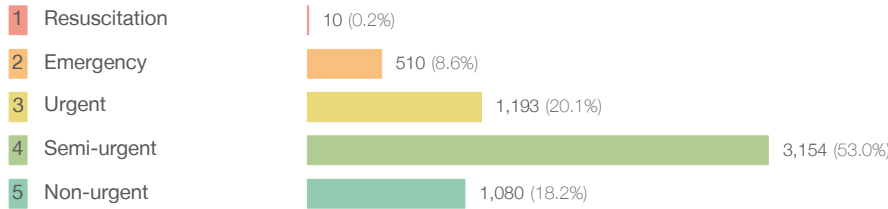
All presentations:¹ 5,967 patients

Same period last year
Change since one year ago

5,920 1%

Emergency presentations² by triage category: 5,947 patients

5,884 1%



10 0.0%

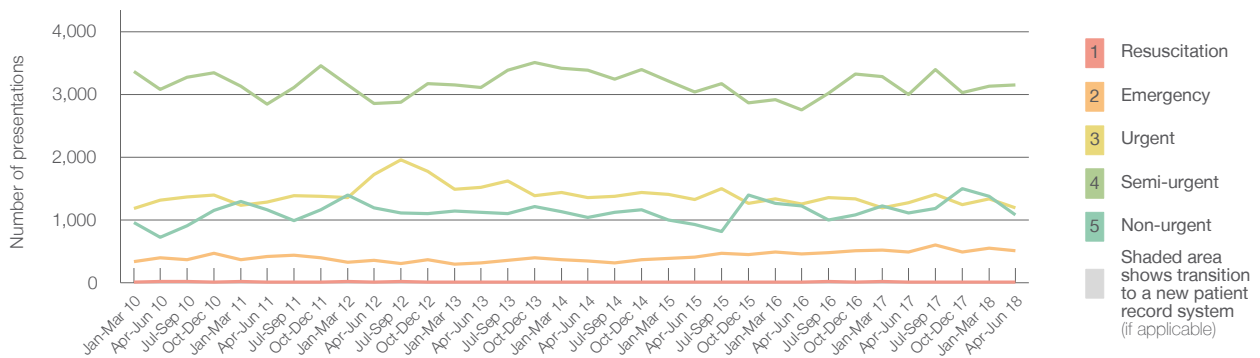
493 3.4%

1,269 -6.0%

3,000 5.1%

1,112 -2.9%

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	18	7	10	7	< 5	9	8	10	10
Emergency	399	414	354	317	354	407	459	493	510
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269	1,193
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000	3,154
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112	1,080
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884	5,947

Belmont Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,199 patients

Same period last year
Change since one year ago

1,222

ED Transfer of care time

Median time 11 minutes

10 minutes 1 minute

90th percentile time 19 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.

Belmont 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: 510

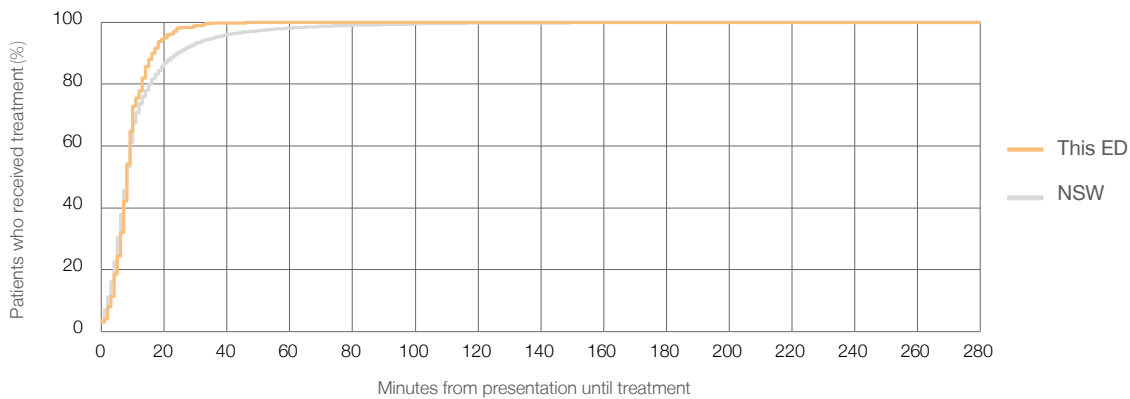
Number of triage 2 patients used to calculate waiting time:³ 505

Median time to start treatment⁴ 8 minutes

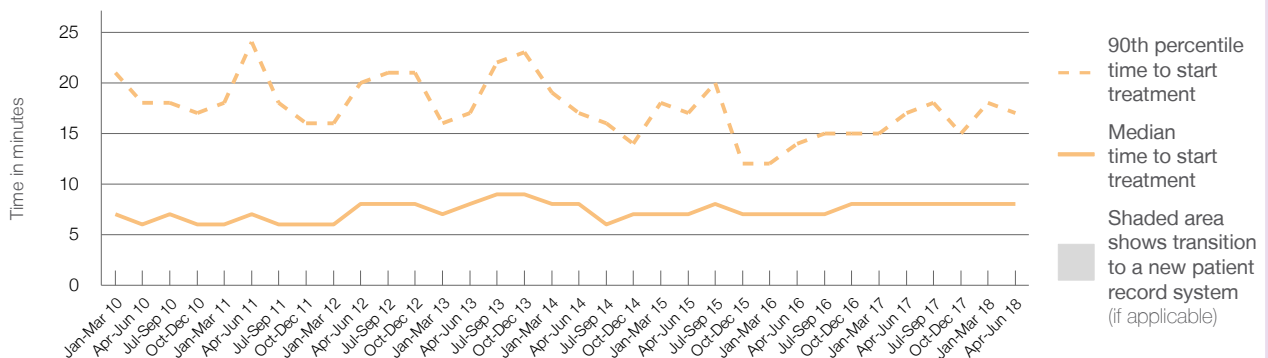
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
493	488
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)	6	7	8	8	8	7	7	8	8
90th percentile time to start treatment ⁵ (minutes)	18	24	20	17	17	17	14	17	17

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Belmont 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: 1,193

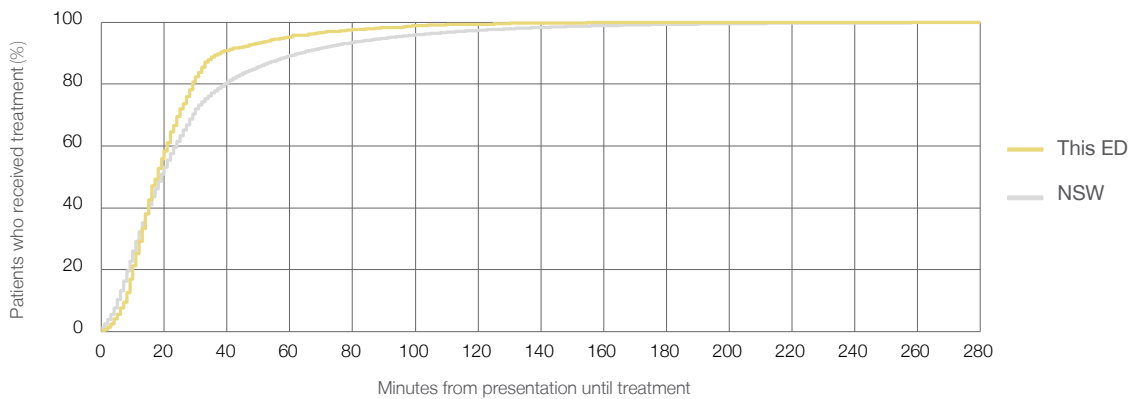
Number of triage 3 patients used to calculate waiting time:³ 1,160

Median time to start treatment⁴ 18 minutes

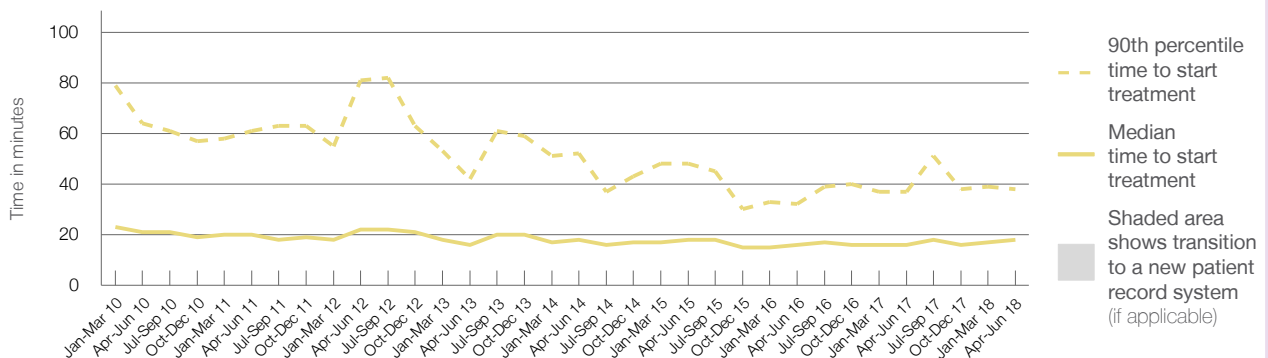
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
1,269	1,239
16 minutes	19 minutes
37 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)	21	20	22	16	18	18	16	16	18
90th percentile time to start treatment ⁵ (minutes)	64	61	81	42	52	48	32	37	38

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Belmont 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: 3,154

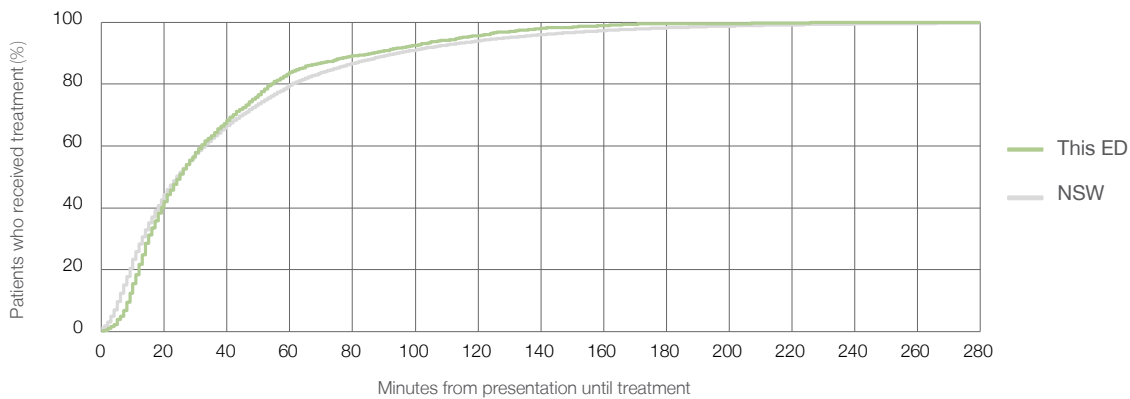
Number of triage 4 patients used to calculate waiting time:³ 2,708

Median time to start treatment⁴ 25 minutes

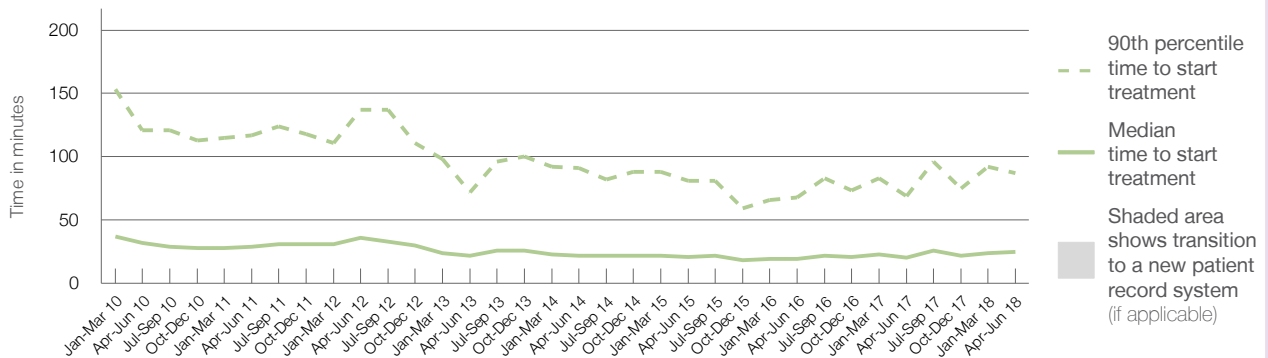
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,000	2,600
20 minutes	24 minutes
69 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)	32	29	36	22	22	21	19	20	25
90th percentile time to start treatment ⁵ (minutes)	121	117	137	72	91	81	68	69	87

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Belmont 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: 1,080

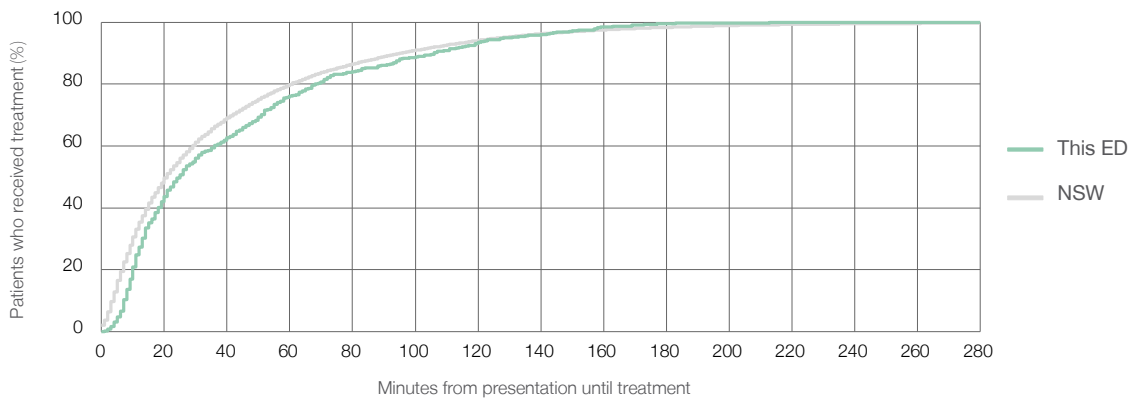
Number of triage 5 patients used to calculate waiting time:³ 803

Median time to start treatment⁴ 25 minutes

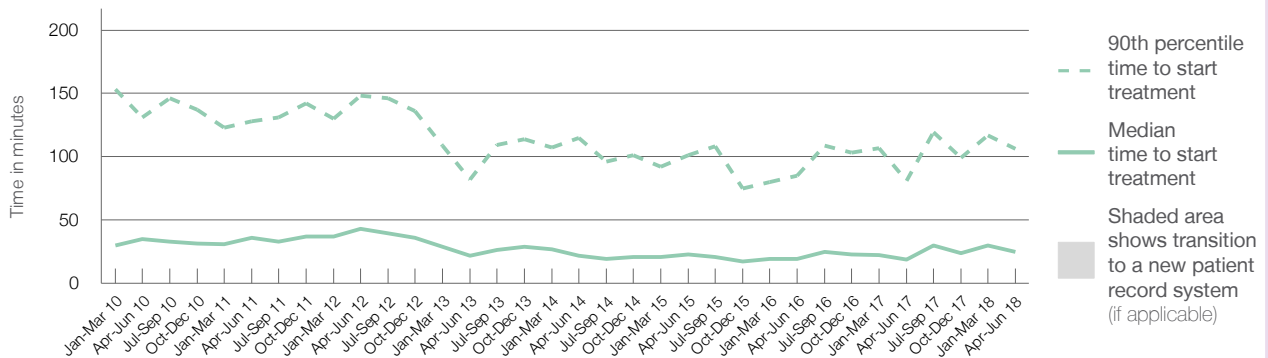
90th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of patients	1,112	868
Median time to start treatment	19 minutes	21 minutes
90th percentile time to start treatment	81 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)	35	36	43	22	22	23	19	19	25
90th percentile time to start treatment ⁵ (minutes)	131	128	148	82	115	101	85	81	106

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Belmont Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,967 patients

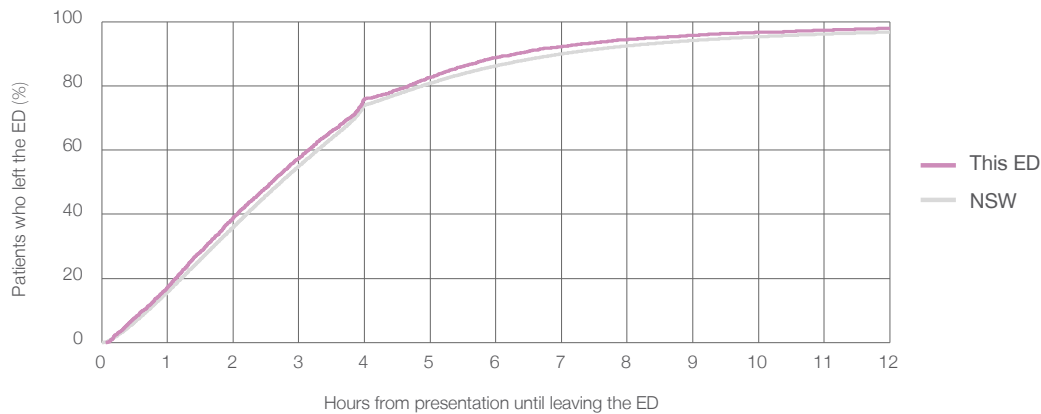
Presentations used to calculate time to leaving the ED:⁶ 5,967 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

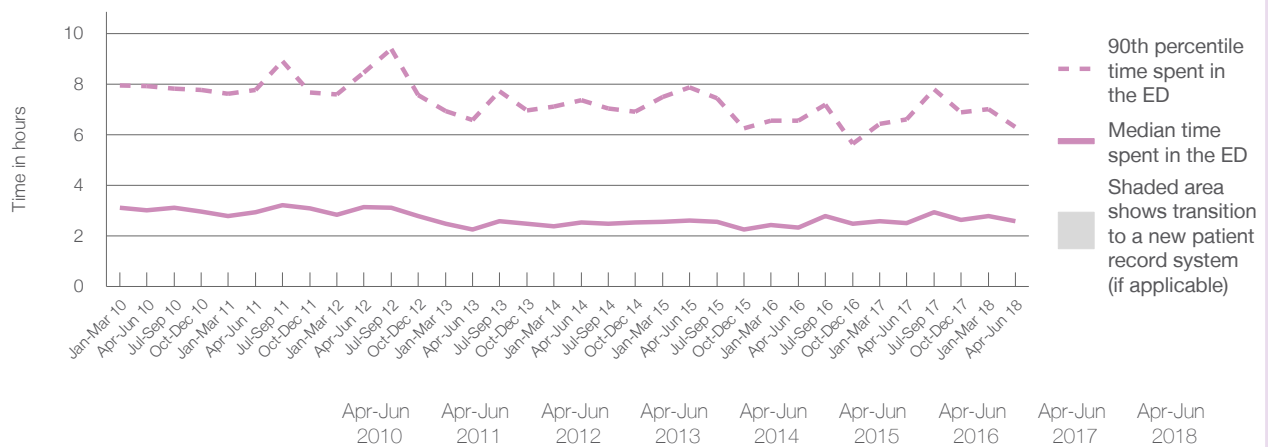
90th percentile time spent in the ED⁹ 6 hours and 19 minutes

Same period last year	NSW (this period)
5,920	5,920
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 37 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)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m	2h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m	6h 19m

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

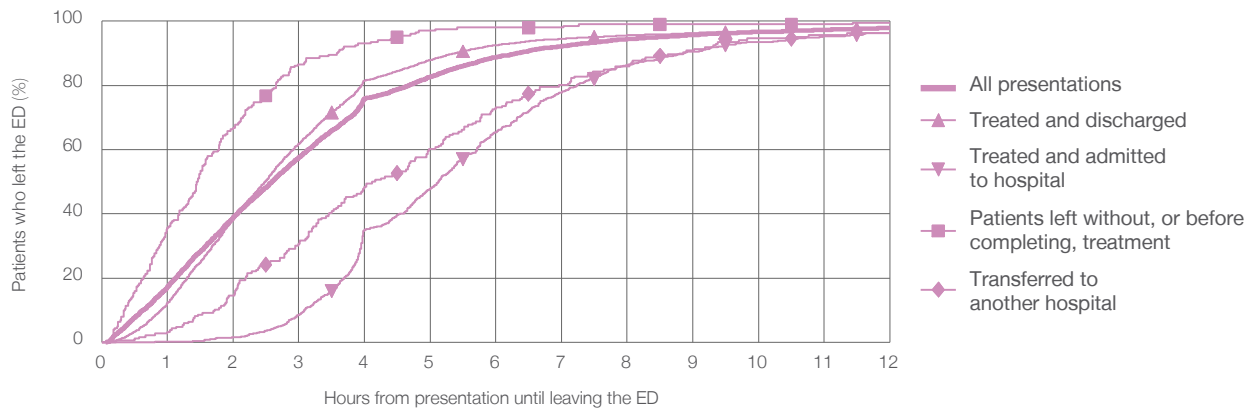
All presentations:¹ 5,967 patients

Presentations used to calculate time to leaving the ED:⁶ 5,967 patients

Treated and discharged	4,126 (69.1%)
Treated and admitted to hospital	860 (14.4%)
Patient left without, or before completing, treatment	202 (3.4%)
Transferred to another hospital	186 (3.1%)
Other	593 (9.9%)

Same period last year	Change since one year ago
5,920	1%
4,033	2.3%
875	-1.7%
165	22.4%
294	-36.7%
553	7.2%

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	12.2%	38.7%	61.8%	81.5%	92.5%	95.6%	96.8%	97.9%
Treated and admitted to hospital	0.1%	1.5%	8.6%	35.1%	65.5%	86.3%	93.5%	96.3%
Patient left without, or before completing, treatment	35.6%	66.8%	86.6%	93.1%	98.0%	99.0%	99.0%	99.5%
Transferred to another hospital	3.2%	14.5%	30.6%	48.4%	73.1%	86.0%	94.6%	96.2%
All presentations	17.3%	39.0%	57.5%	75.9%	88.8%	94.4%	96.6%	97.9%

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Belmont 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 5,967 patients

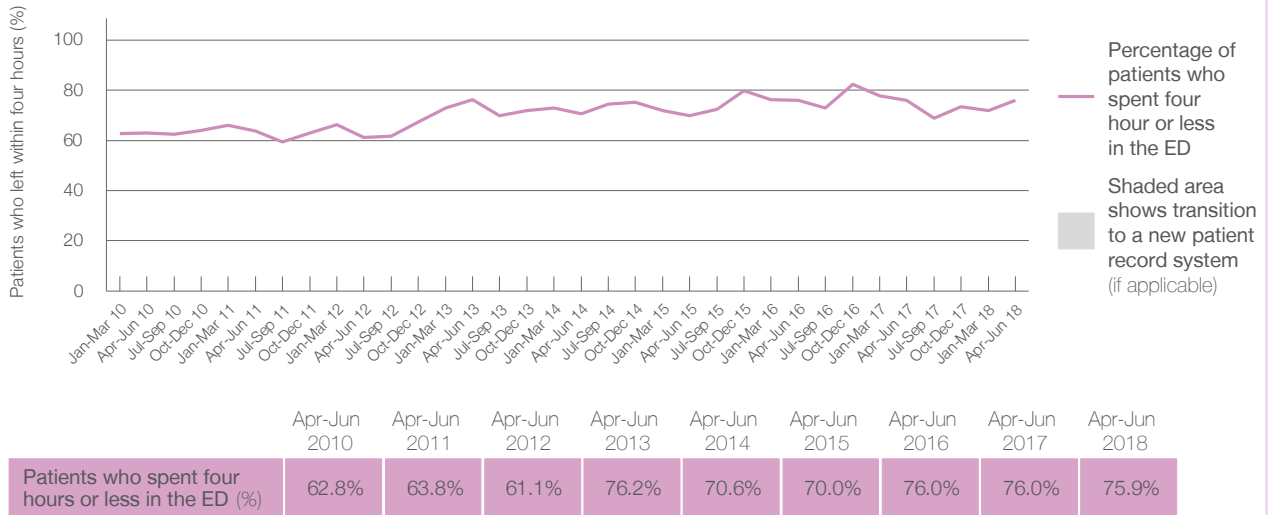
Presentations used to calculate time to leaving the ED: ⁶ 5,967 patients

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	5,920	1%
Presentations used to calculate time to leaving the ED	5,920	1%
Percentage of patients who spent four hours or less in the ED	76.0%	

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.

† 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, 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).