

Westmead Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 18,988 patients

Emergency presentations:² 18,799 patients

Same period last year	Change since one year ago
18,621	2%
18,434	2%

Westmead Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,282 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,761 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 118 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,150 patients

Median time to start treatment⁴ 42 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,019 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
6,171	
20 minutes	8 minutes
110 minutes	24 minutes
6,531	
54 minutes	19 minutes
174 minutes	63 minutes
4,041	
55 minutes	24 minutes
153 minutes	95 minutes
1,168	
48 minutes	21 minutes
134 minutes	96 minutes

Westmead Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 18,981 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
18,613	2%
53%	

* 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.

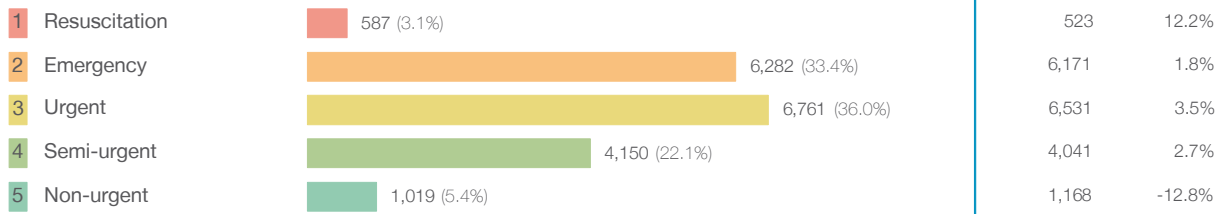
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Westmead Hospital: Patients presenting to the emergency department

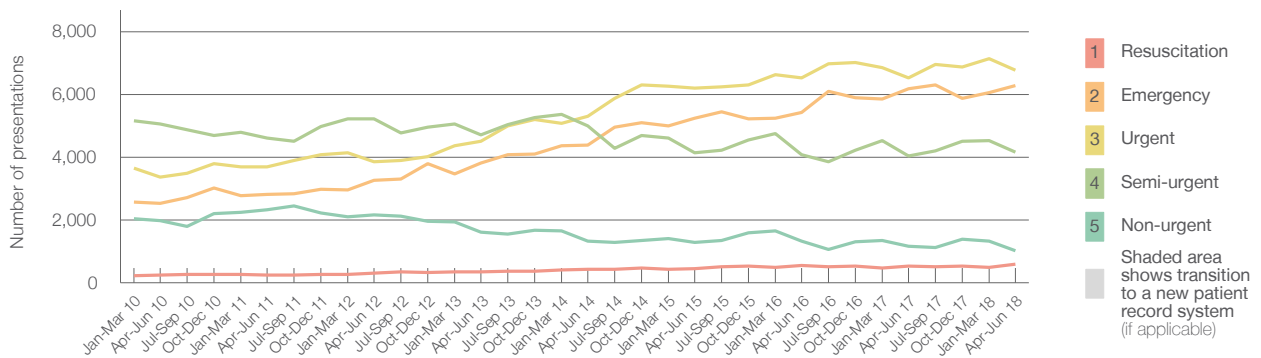
April to June 2018

All presentations:¹ 18,988 patients

Emergency presentations² by triage category: 18,799 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	240	240	305	335	434	436	555	523	587
Emergency	2,529	2,809	3,262	3,817	4,390	5,249	5,417	6,171	6,282
Urgent	3,372	3,687	3,859	4,502	5,299	6,199	6,521	6,531	6,761
Semi-urgent	5,054	4,606	5,216	4,719	4,986	4,142	4,085	4,041	4,150
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,323	1,168	1,019
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,901	18,434	18,799

Westmead Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,429 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.

Westmead 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: 6,282

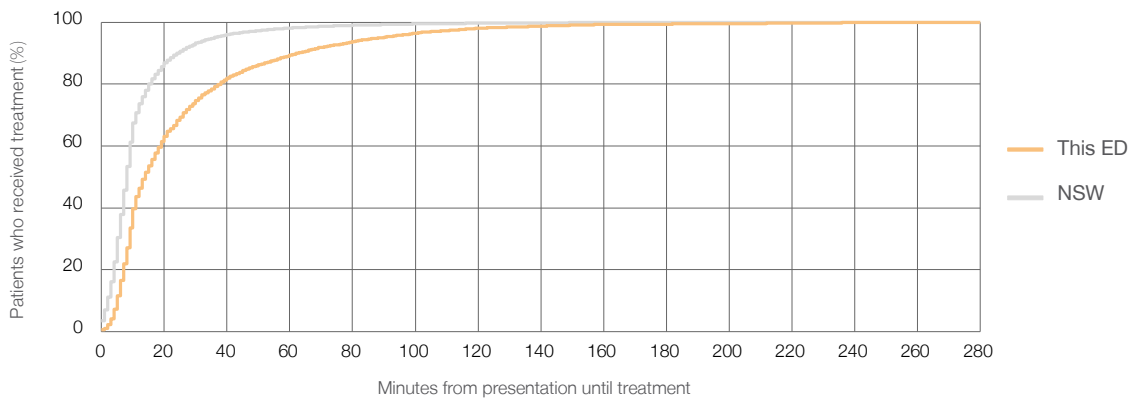
Number of triage 2 patients used to calculate waiting time:³ 6,161

Median time to start treatment⁴ 14 minutes

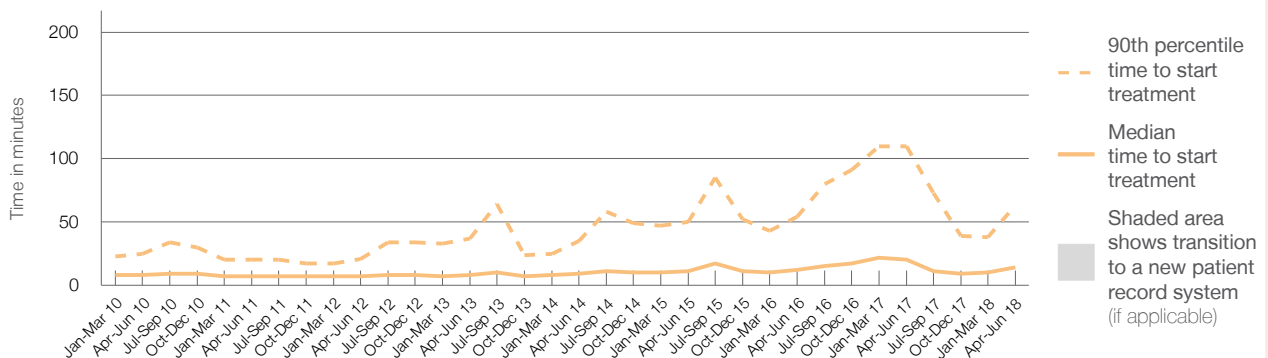
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
6,171	
5,953	
20 minutes	8 minutes
110 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)	8	7	7	8	9	11	12	20	14
90th percentile time to start treatment ⁵ (minutes)	25	20	21	37	35	50	54	110	63

(†) 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.

Westmead 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: 6,761

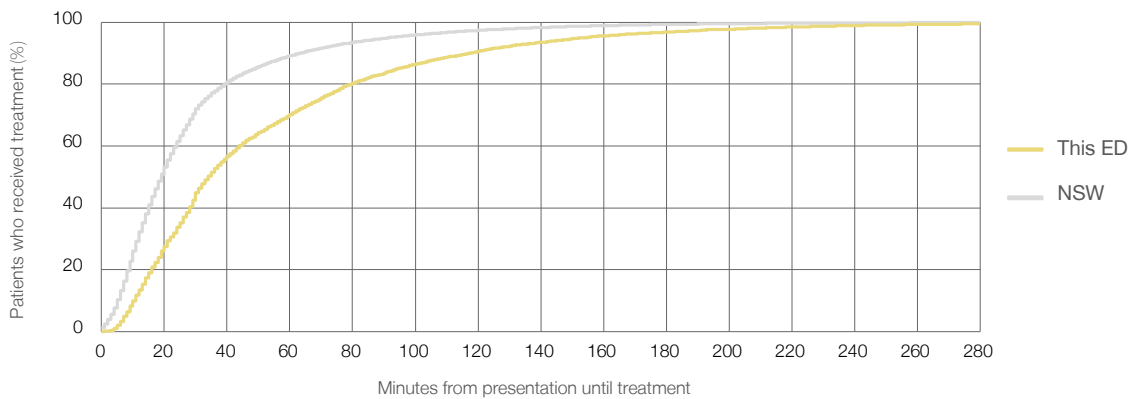
Number of triage 3 patients used to calculate waiting time:³ 6,396

Median time to start treatment⁴ 34 minutes

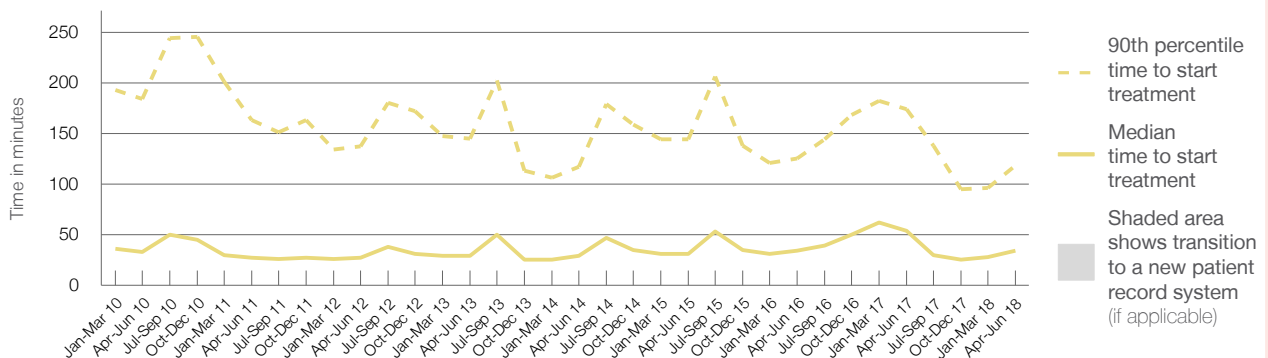
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
6,531	
5,901	
54 minutes	19 minutes
174 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)	33	27	27	29	29	31	34	54	34
90th percentile time to start treatment ⁵ (minutes)	184	163	137	145	117	144	125	174	118

(†) 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.

Westmead 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: 4,150

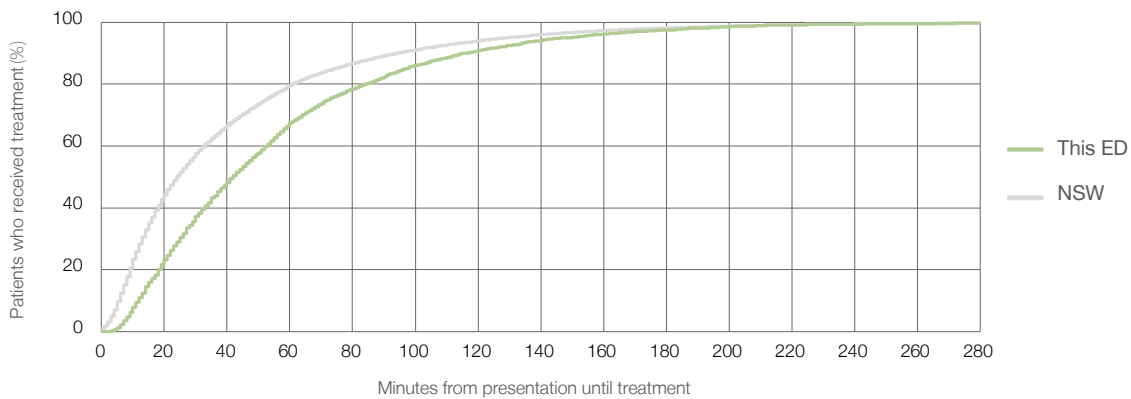
Number of triage 4 patients used to calculate waiting time:³ 3,925

Median time to start treatment⁴ 42 minutes

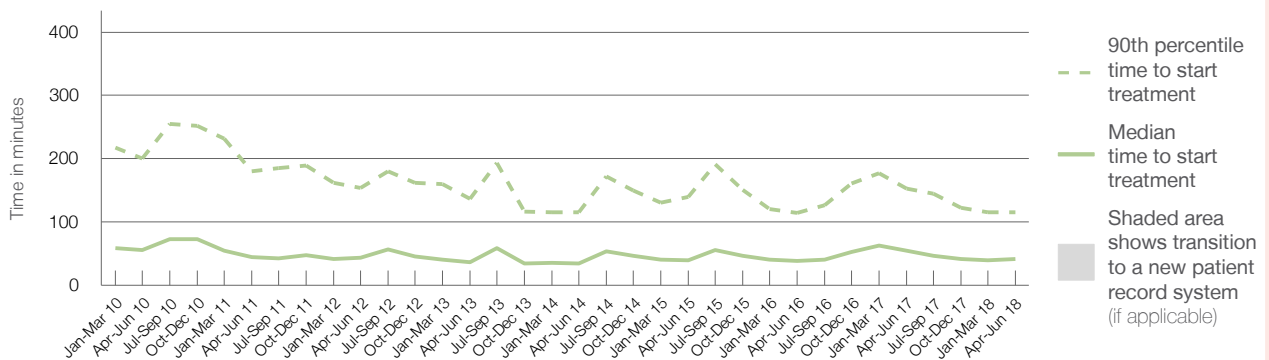
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,041	
3,587	
55 minutes	24 minutes
153 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)	56	45	44	36	34	39	39	55	42
90th percentile time to start treatment ⁵ (minutes)	200	180	154	137	115	140	114	153	115

(†) 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.

Westmead 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: 1,019

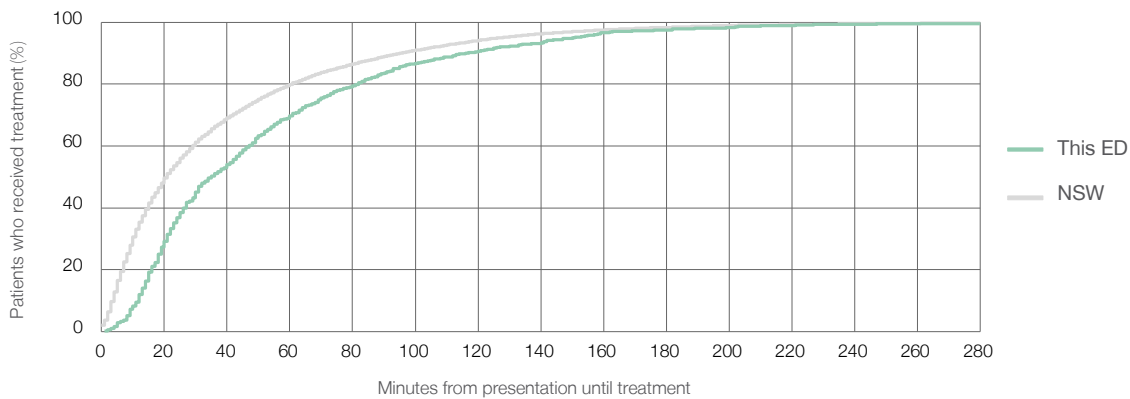
Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 35 minutes

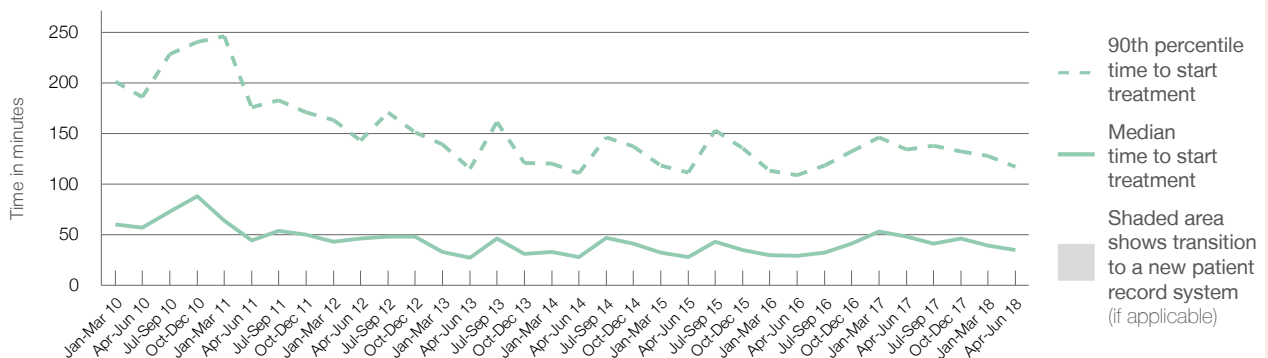
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,168	1,000
48 minutes	21 minutes
134 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)	57	44	46	28	28	28	29	48	35
90th percentile time to start treatment ⁵ (minutes)	186	176	143	115	111	111	109	134	117

(†) 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.

Westmead Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 18,988 patients

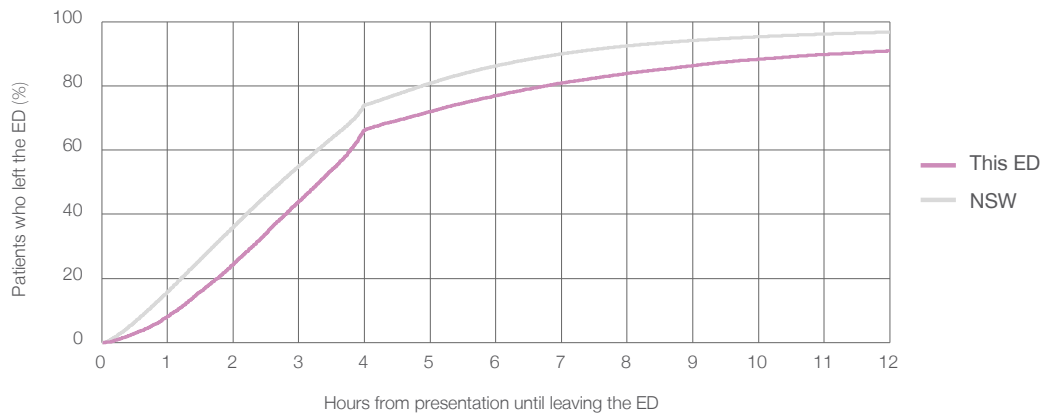
Presentations used to calculate time to leaving the ED:⁶ 18,981 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

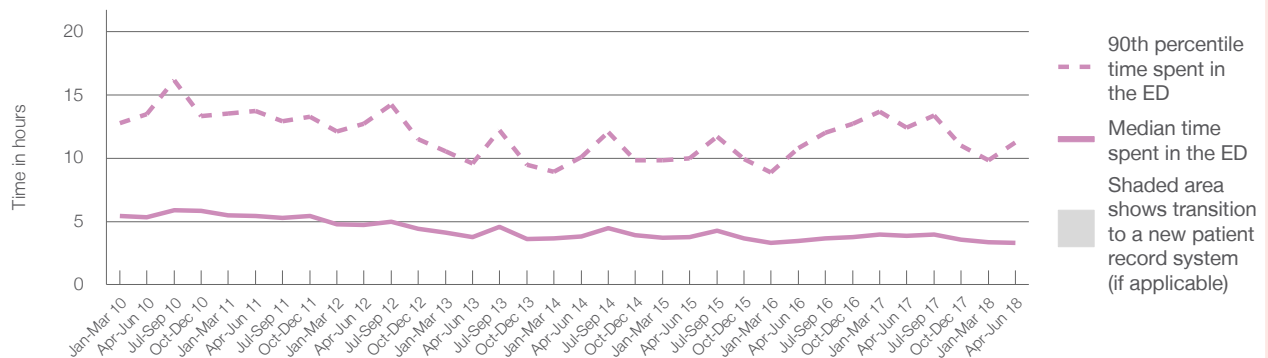
90th percentile time spent in the ED⁹ 11 hours and 14 minutes

Same period last year	NSW (this period)
18,621	18,613
3 hours and 53 minutes	2 hours and 44 minutes
12 hours and 25 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)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 25m	11h 14m

(†) 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.

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

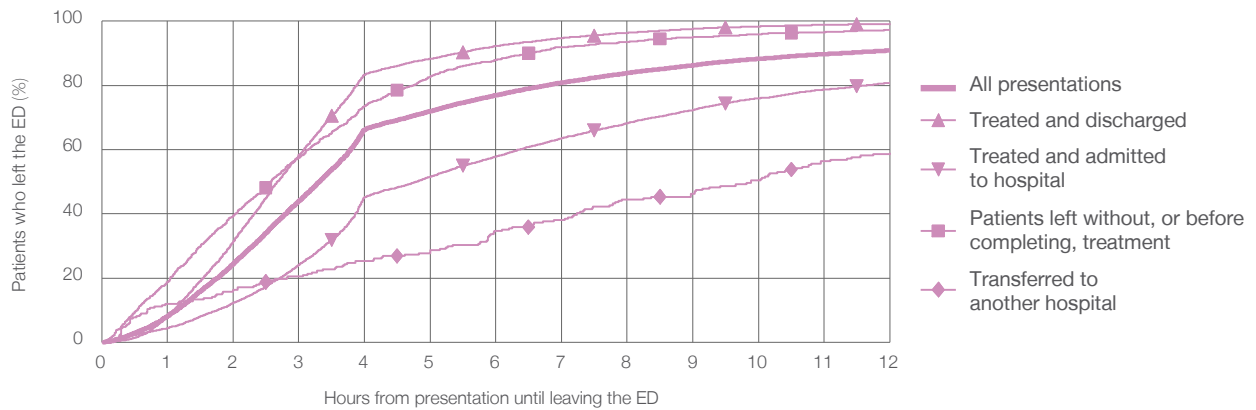
All presentations:¹ 18,988 patients

Presentations used to calculate time to leaving the ED:⁶ 18,981 patients

Treated and discharged	9,256 (48.7%)
Treated and admitted to hospital	7,879 (41.5%)
Patient left without, or before completing, treatment	1,249 (6.6%)
Transferred to another hospital	234 (1.2%)
Other	370 (1.9%)

Same period last year	Change since one year ago
18,613	2%
8,191	13.0%
8,064	-2.3%
1,604	-22.1%
272	-14.0%
490	-24.5%

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	8.3%	31.5%	58.3%	83.4%	92.2%	96.4%	98.4%	99.2%
Treated and admitted to hospital	4.5%	12.3%	24.2%	45.2%	57.9%	68.3%	76.0%	80.8%
Patient left without, or before completing, treatment	18.7%	39.5%	57.4%	73.5%	87.9%	93.6%	96.0%	97.3%
Transferred to another hospital	12.0%	16.2%	20.5%	25.2%	34.6%	44.4%	50.4%	59.0%
All presentations	8.2%	24.6%	44.1%	66.3%	77.0%	83.9%	88.3%	90.9%

(†) 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.

Westmead 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 18,988 patients

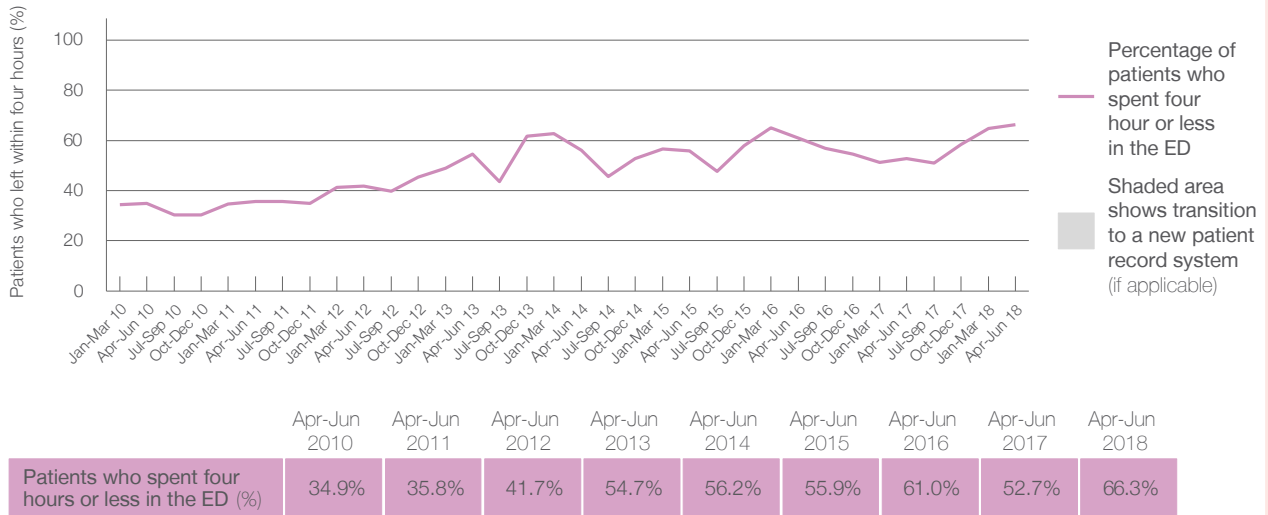
Presentations used to calculate time to leaving the ED: ⁶ 18,981 patients

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



Same period last year	Change since one year ago
18,621	2%
18,613	2%
52.7%	

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).