

## Campbelltown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 16,722 patients  
 Emergency attendances:<sup>2</sup> 16,510 patients

Same period last year	Change since one year ago
16,038	4%
15,818	4%

## Campbelltown Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,735 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,928 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 95th percentile time to start treatment<sup>5</sup> 129 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,029 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 95th percentile time to start treatment<sup>5</sup> 179 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,733 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 173 minutes

Same period last year	NSW (this period)
1,738	
7 minutes	8 minutes
29 minutes	35 minutes
6,297	
18 minutes	20 minutes
133 minutes	99 minutes
5,979	
26 minutes	26 minutes
158 minutes	137 minutes
1,723	
26 minutes	23 minutes
160 minutes	135 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,720 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
16,038	4%
64%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

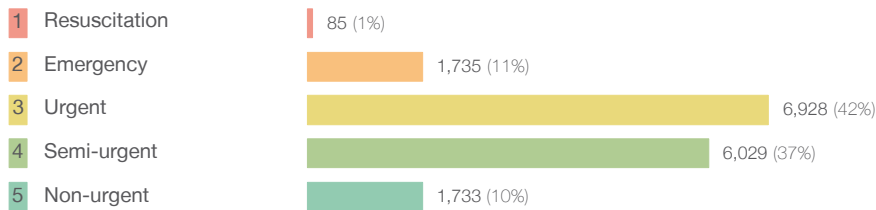
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Campbelltown Hospital: Patients attending the emergency department January to March 2016

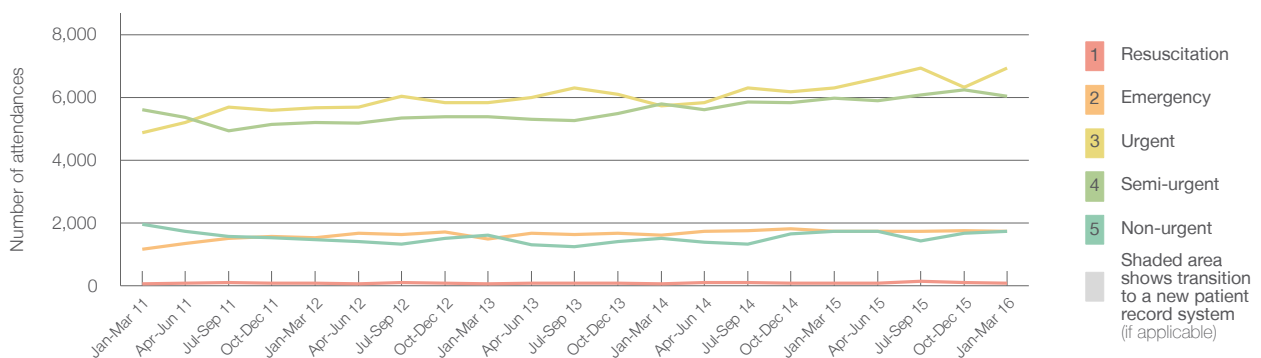
All attendances:<sup>1</sup> 16,722 patients

Emergency attendances<sup>2</sup> by triage category: 16,510 patients



Same period last year	Change since one year ago
16,038	4%
15,818	4%
81	5%
1,738	0%
6,297	10%
5,979	1%
1,723	1%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	59	72	63	63	81	85
Emergency	1,150	1,531	1,495	1,603	1,738	1,735
Urgent	4,878	5,670	5,841	5,736	6,297	6,928
Semi-urgent	5,598	5,196	5,390	5,797	5,979	6,029
Non-urgent	1,948	1,469	1,605	1,508	1,723	1,733
All emergency attendances	13,633	13,938	14,394	14,707	15,818	16,510

## Campbelltown Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,976 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,903	
14 minutes	-1 minute
43 minutes	-10 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Campbelltown Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,735

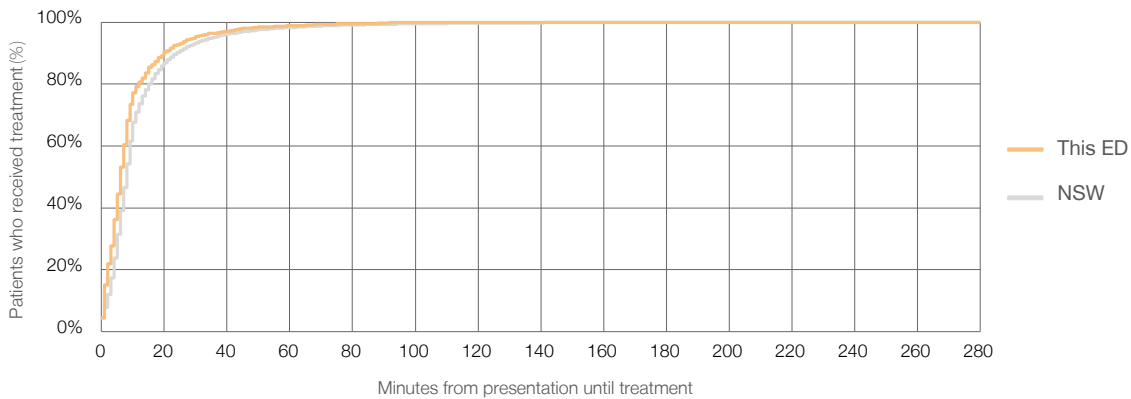
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,732

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

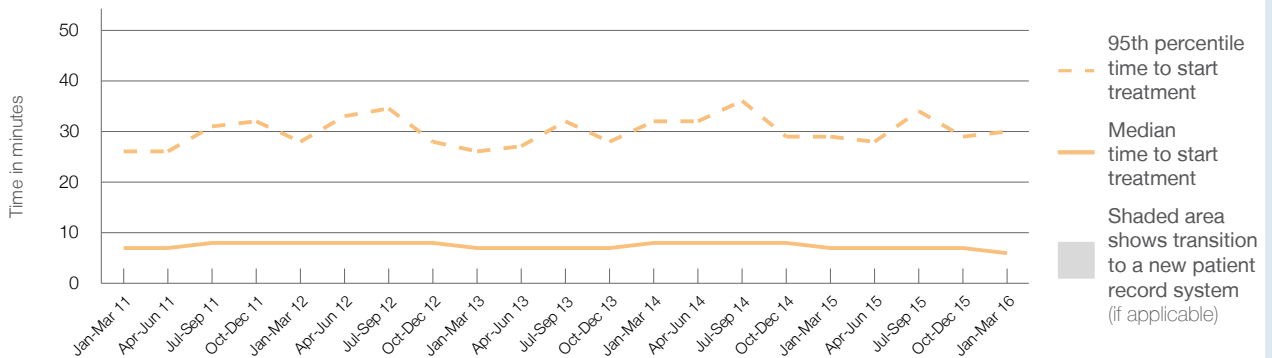
95th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,738	
1,726	
7 minutes	8 minutes
29 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	8	7	6
95th percentile time to start treatment <sup>5</sup> (minutes)	26	28	26	32	29	30

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## Campbelltown Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 6,928

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,712

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

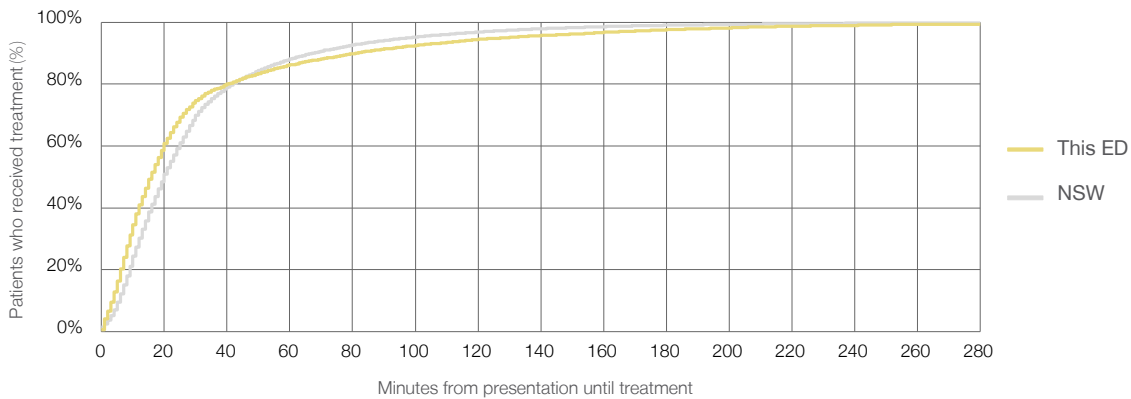
16 minutes

95th percentile time to start treatment<sup>5</sup>

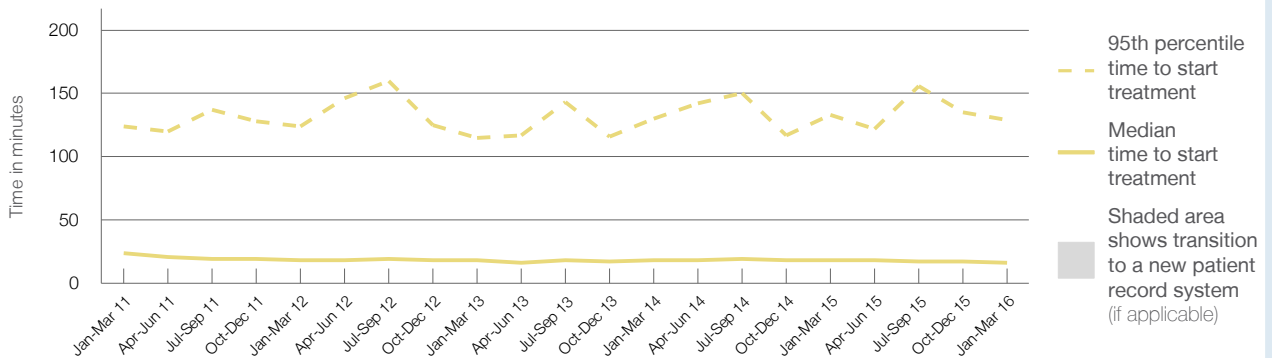
129 minutes

Same period last year	NSW (this period)
6,297	
6,067	
18 minutes	20 minutes
133 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	18	18	18	18	16
95th percentile time to start treatment <sup>5</sup> (minutes)	124	124	115	130	133	129

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## Campbelltown Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 6,029

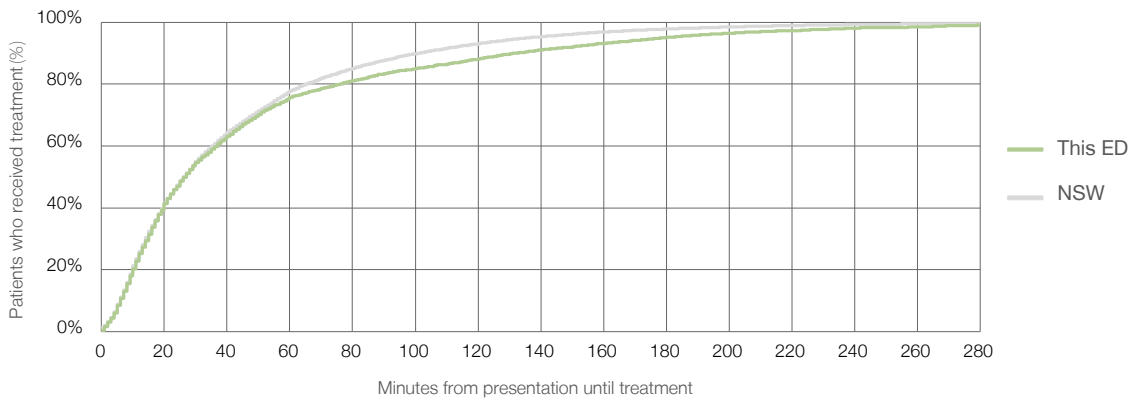
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,591

Median time to start treatment<sup>4</sup> 27 minutes

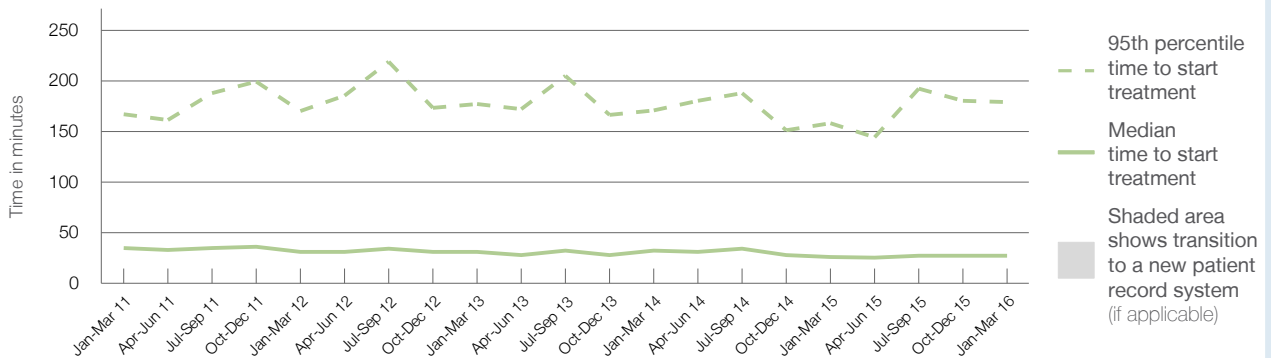
95th percentile time to start treatment<sup>5</sup> 179 minutes

Same period last year	NSW (this period)
5,979	
5,561	
26 minutes	26 minutes
158 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	35	31	31	32	26	27
95th percentile time to start treatment <sup>5</sup> (minutes)	167	170	177	171	158	179

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## Campbelltown Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,733

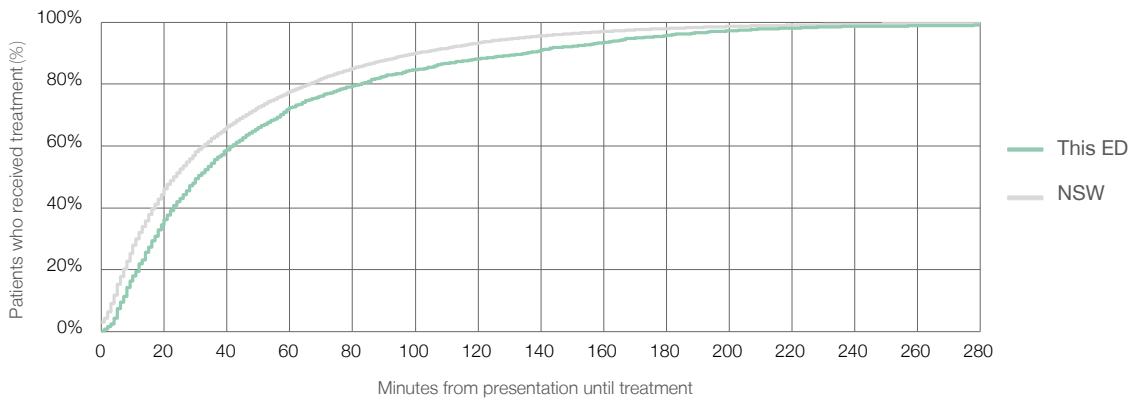
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,517

Median time to start treatment<sup>4</sup> 31 minutes

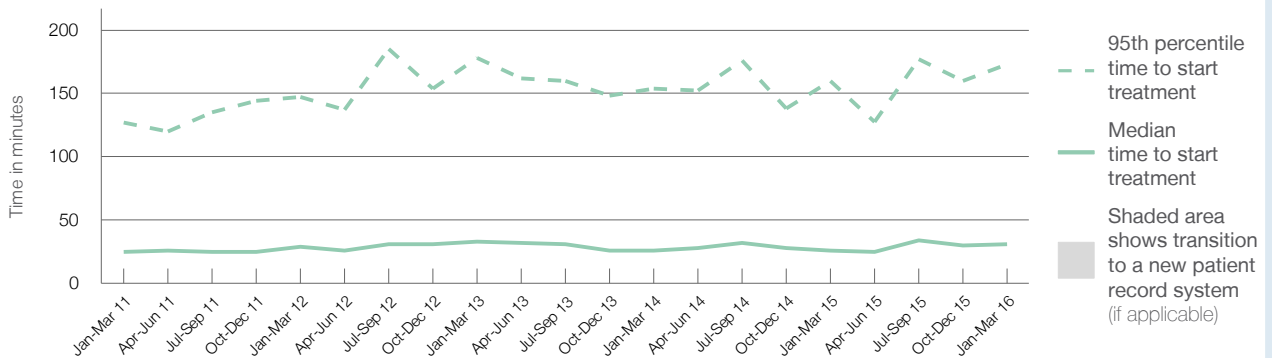
95th percentile time to start treatment<sup>5</sup> 173 minutes

Same period last year	NSW (this period)
1,723	1,506
26 minutes	23 minutes
160 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	25	29	33	26	26	31
95th percentile time to start treatment <sup>5</sup> (minutes)	127	147	178	154	160	173

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

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## Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 16,722 patients

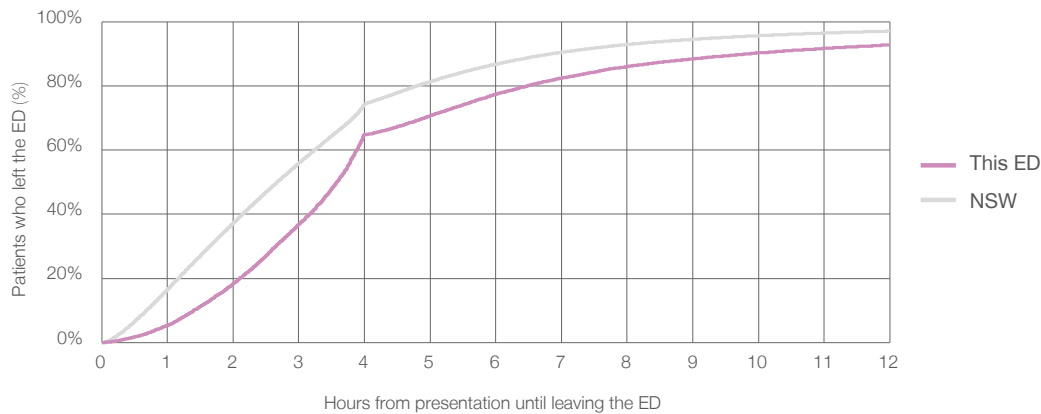
Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,720 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 35 minutes

95th percentile time to leaving the ED<sup>9</sup> 15 hours and 5 minutes

Same period last year	NSW (this period)
16,038	16,038
3 hours and 30 minutes	2 hours and 40 minutes
14 hours and 46 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 4m	17h 45m	19h 19m	20h 19m	14h 46m	15h 5m

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## Campbelltown Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

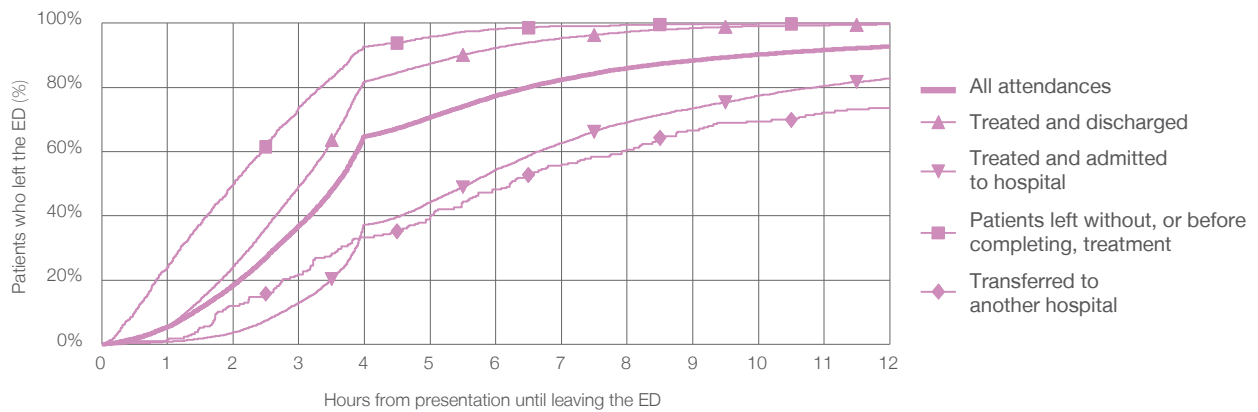
All attendances:<sup>1</sup> 16,722 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,720 patients

Treated and discharged	8,410 (50%)
Treated and admitted to hospital	6,544 (39%)
Patient left without, or before completing, treatment	1,499 (9%)
Transferred to another hospital	216 (1%)
Other	53 (0%)

Same period last year	Change since one year ago
16,038	4%
9,742	-14%
4,741	38%
1,251	20%
235	-8%
69	-23%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	6%	24%	49%	82%	92%	97%	99%	100%
Treated and admitted to hospital	1%	4%	13%	37%	54%	69%	77%	83%
Patient left without, or before completing, treatment	24%	50%	74%	93%	98%	99%	100%	100%
Transferred to another hospital	1%	12%	22%	33%	48%	61%	69%	74%
All attendances	5%	18%	37%	65%	77%	86%	90%	93%

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## Campbelltown Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:<sup>1</sup> 16,722 patients

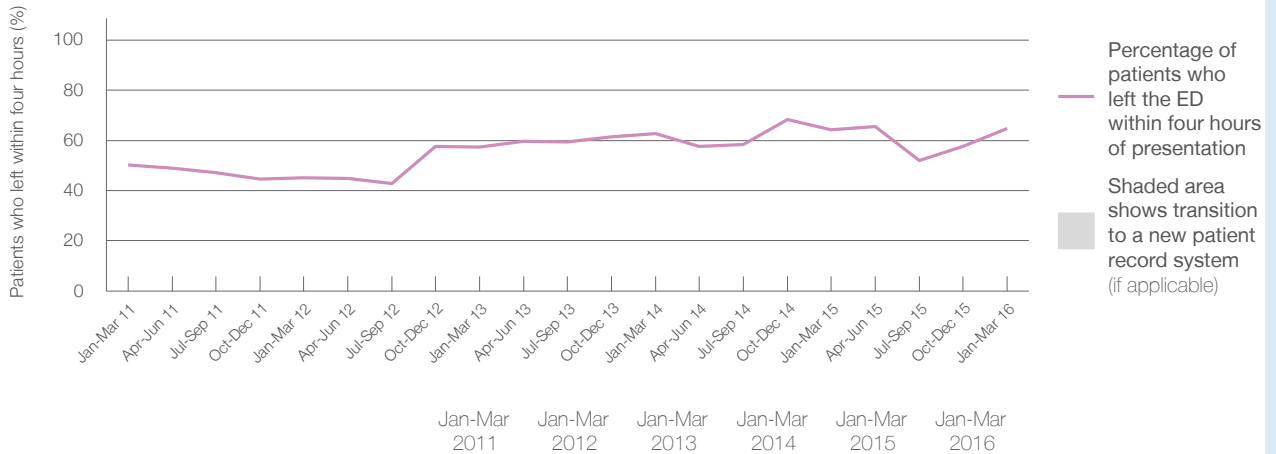
Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,720 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	16,038	4%
Attendances used to calculate time to leaving the ED	16,038	4%
Percentage of patients who left the ED within four hours	64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	50%	45%	57%	63%	64%	65%
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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).