

Westmead Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 18,845 patients
 Emergency attendances:² 18,614 patients

Same period last year	Change since one year ago
17,981	5%
17,681	5%

Westmead Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 5,208 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 70 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,585 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 158 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment⁴ 40 minutes
 95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,641 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
4,994	
10 minutes	8 minutes
74 minutes	35 minutes
6,251	
31 minutes	20 minutes
197 minutes	99 minutes
4,599	
40 minutes	26 minutes
181 minutes	137 minutes
1,404	
32 minutes	23 minutes
141 minutes	135 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

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

Same period last year	Change since one year ago
17,981	5%
57%	

* 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.

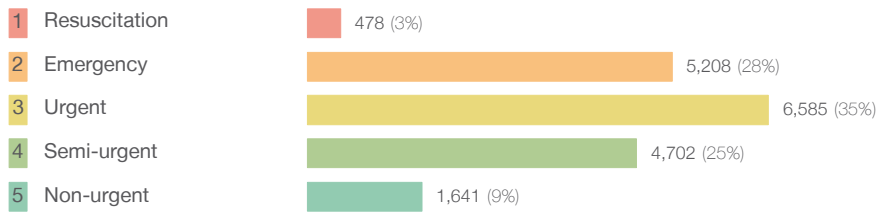
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Westmead Hospital: Patients attending the emergency department January to March 2016

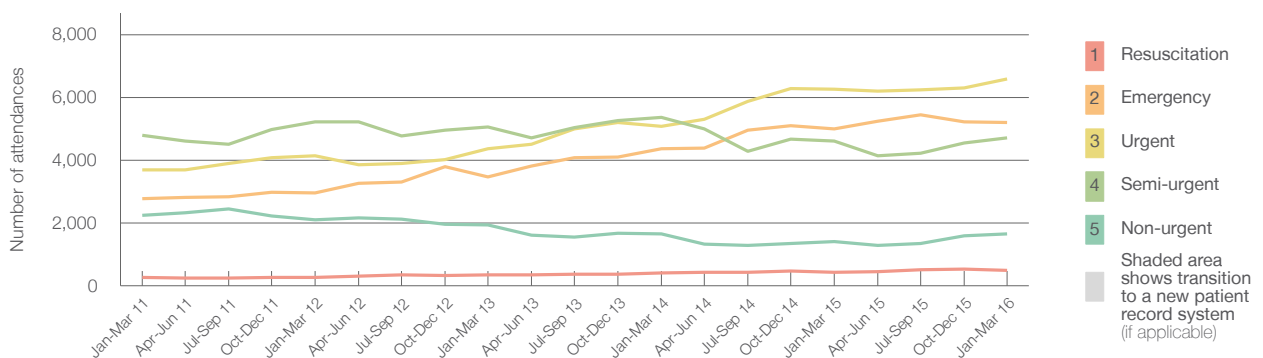
All attendances:¹ 18,845 patients

Emergency attendances² by triage category: 18,614 patients



Same period last year	Change since one year ago
17,981	5%
17,681	5%
433	10%
4,994	4%
6,251	5%
4,599	2%
1,404	17%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	253	264	335	401	433	478
Emergency	2,774	2,954	3,473	4,359	4,994	5,208
Urgent	3,684	4,133	4,357	5,073	6,251	6,585
Semi-urgent	4,797	5,227	5,066	5,355	4,599	4,702
Non-urgent	2,243	2,107	1,945	1,652	1,404	1,641
All emergency attendances	13,751	14,685	15,176	16,840	17,681	18,614

Westmead Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 5,629 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,583	
13 minutes	-2 minutes
51 minutes	-20 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.

Westmead 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: 5,208

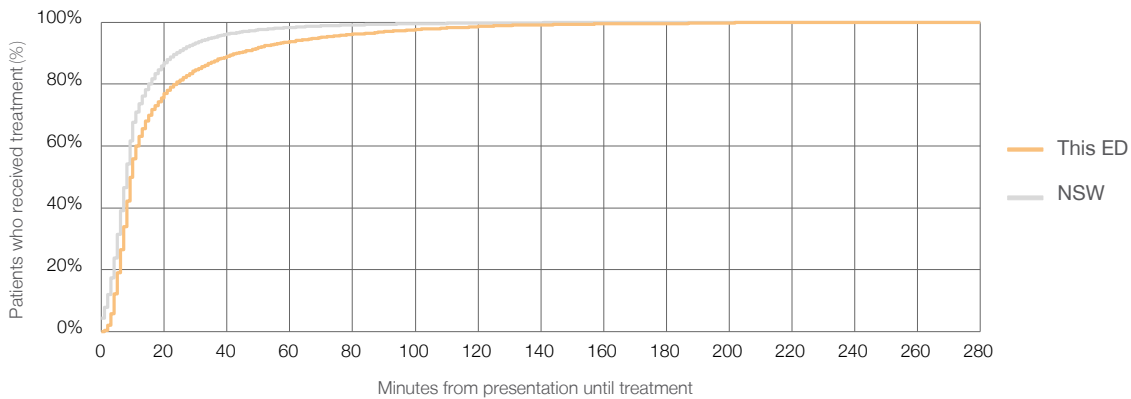
Number of triage 2 patients used to calculate waiting time:³ 5,130

Median time to start treatment⁴ 10 minutes

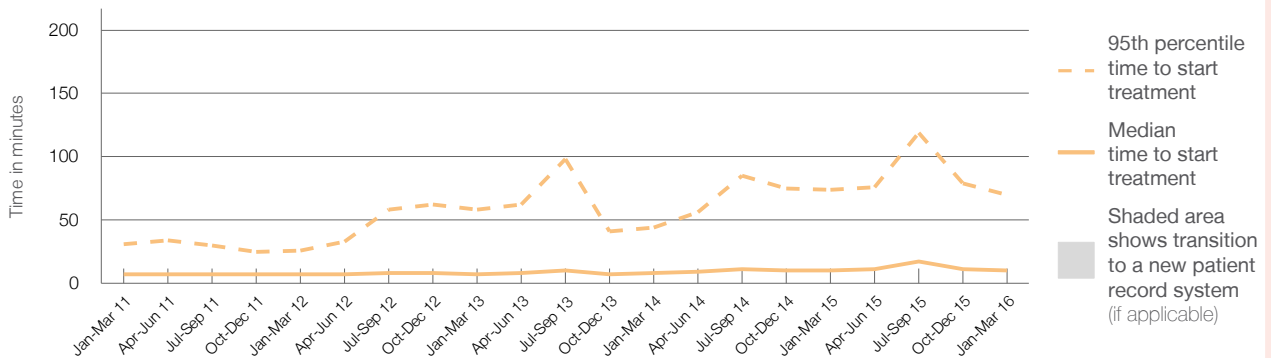
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,994	4,929
10 minutes	8 minutes
74 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	7	7	8	10	10
95th percentile time to start treatment ⁵ (minutes)	31	26	58	44	74	70

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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.

Westmead 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: 6,585

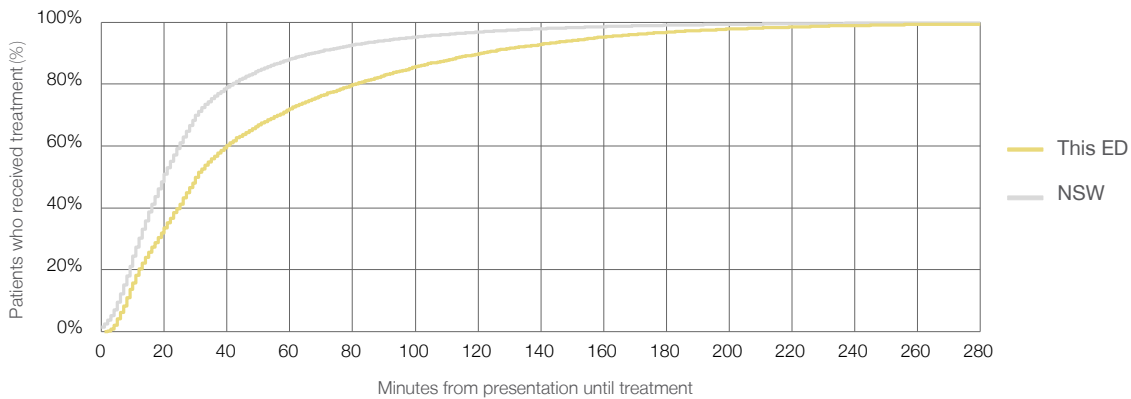
Number of triage 3 patients used to calculate waiting time:³ 6,121

Median time to start treatment⁴ 31 minutes

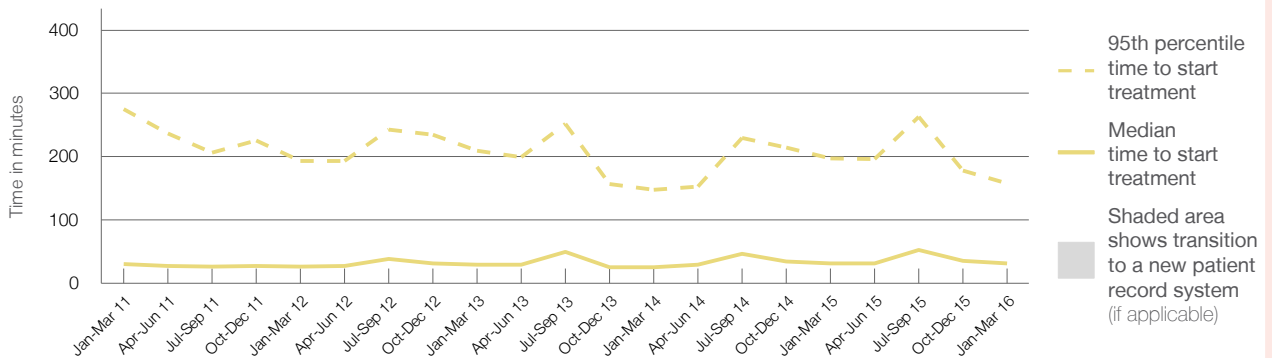
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
6,251	
5,761	
31 minutes	20 minutes
197 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	26	29	25	31	31
95th percentile time to start treatment ⁵ (minutes)	275	193	209	148	197	158

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Westmead 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: 4,702

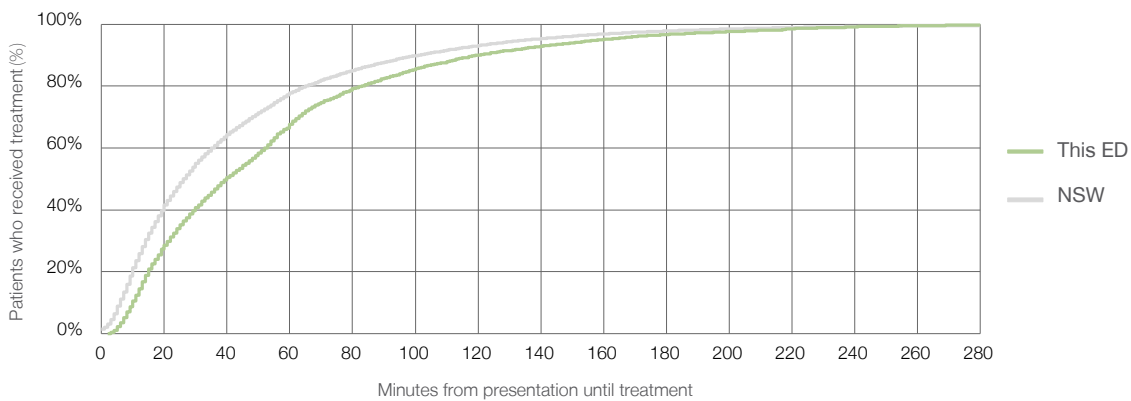
Number of triage 4 patients used to calculate waiting time:³ 4,232

Median time to start treatment⁴ 40 minutes

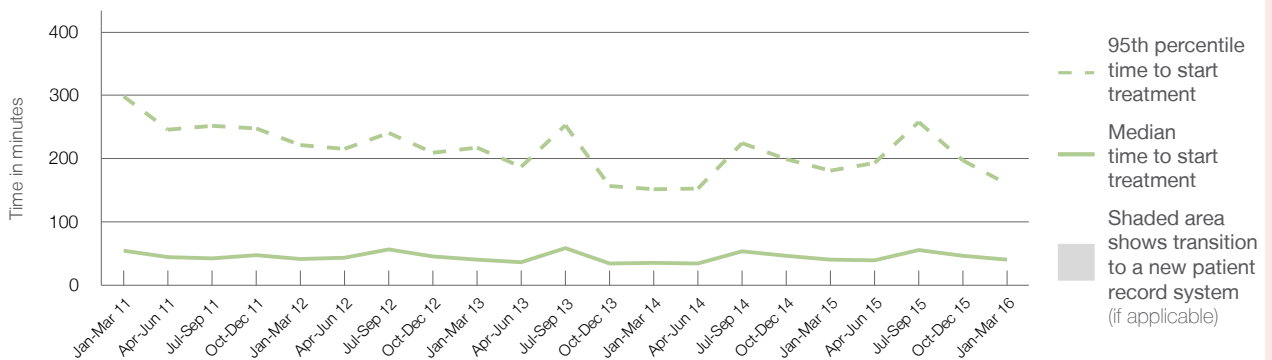
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
4,599	4,088
40 minutes	26 minutes
181 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	55	42	40	35	40	40
95th percentile time to start treatment ⁵ (minutes)	298	222	218	152	181	160

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Westmead 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: 1,641

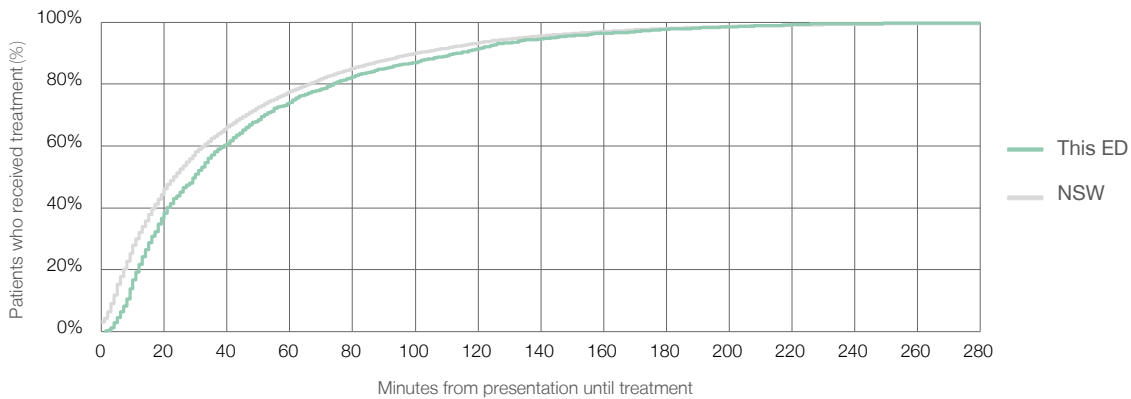
Number of triage 5 patients used to calculate waiting time:³ 1,406

Median time to start treatment⁴ 30 minutes

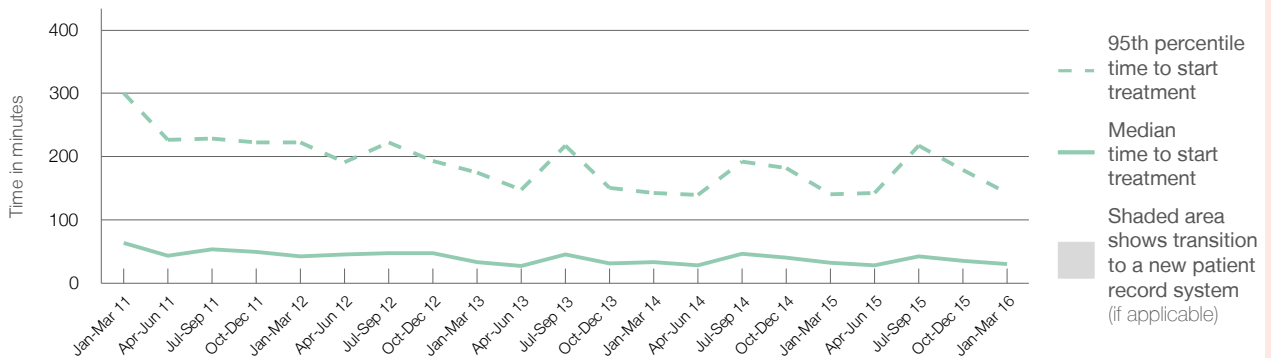
95th percentile time to start treatment⁵ 143 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,404	1,155
Median time to start treatment ⁴	32 minutes	23 minutes
95th percentile time to start treatment ⁵	141 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	64	43	33	33	32	30
95th percentile time to start treatment ⁵ (minutes)	300	223	175	143	141	143

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Westmead Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 18,845 patients

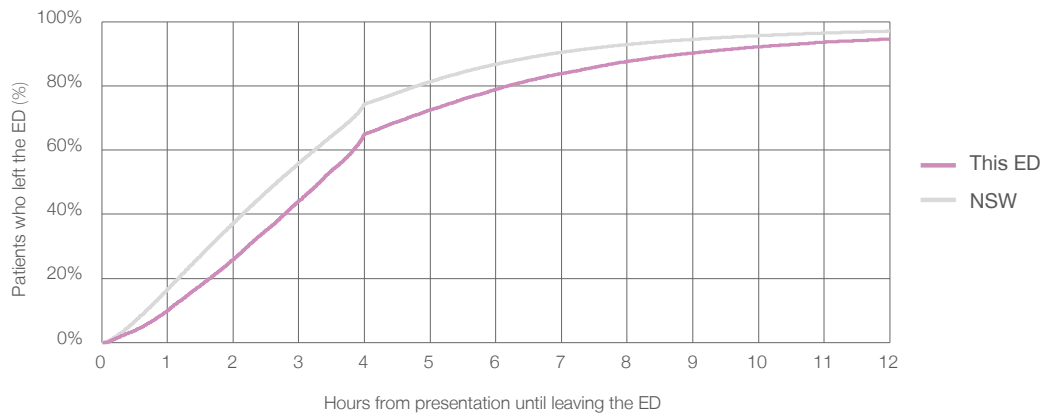
Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

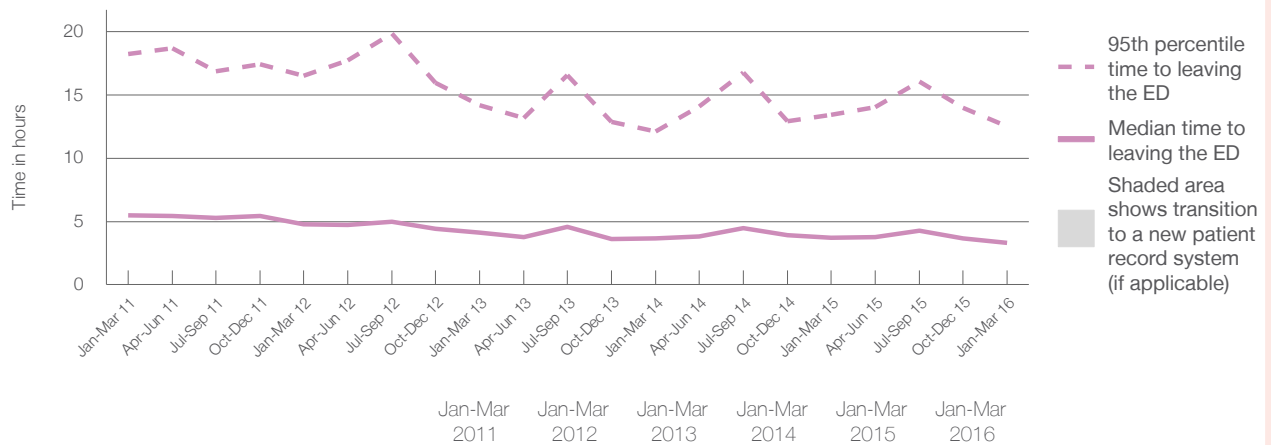
95th percentile time to leaving the ED⁹ 12 hours and 31 minutes

Same period last year	NSW (this period)
17,981	17,981
3 hours and 43 minutes	2 hours and 40 minutes
13 hours and 25 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 13m	16h 29m	14h 11m	12h 8m	13h 25m	12h 31m

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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.

Westmead Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

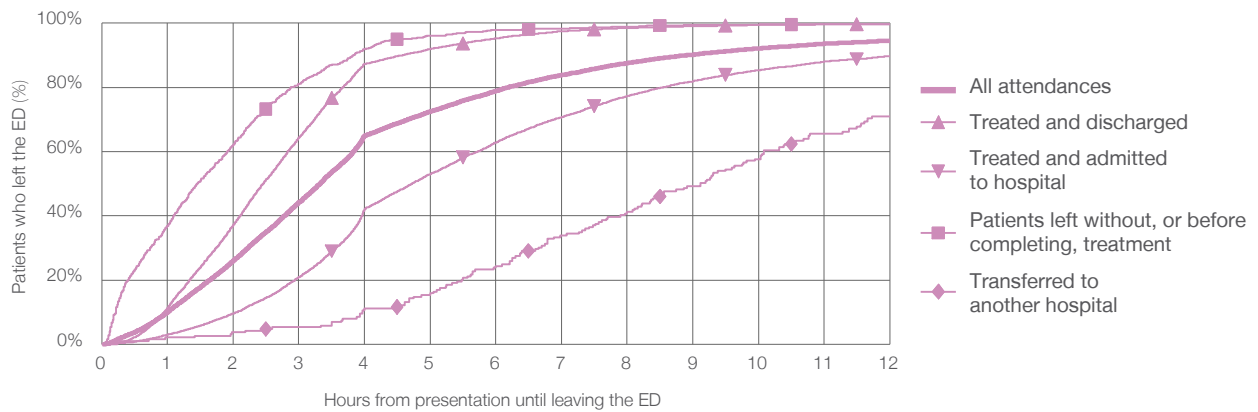
All attendances:¹ 18,845 patients

Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Treated and discharged	7,909 (42%)
Treated and admitted to hospital	9,231 (49%)
Patient left without, or before completing, treatment	1,080 (6%)
Transferred to another hospital	189 (1%)
Other	436 (2%)

Same period last year	Change since one year ago
17,981	5%
7,547	5%
8,519	8%
1,250	-14%
177	7%
488	-11%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	11%	37%	64%	87%	95%	98%	99%	100%
Treated and admitted to hospital	3%	10%	21%	42%	63%	77%	85%	90%
Patient left without, or before completing, treatment	37%	62%	81%	92%	98%	99%	100%	100%
Transferred to another hospital	2%	4%	5%	11%	24%	41%	58%	71%
All attendances	10%	26%	44%	65%	79%	88%	92%	95%

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Westmead 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:¹ 18,845 patients

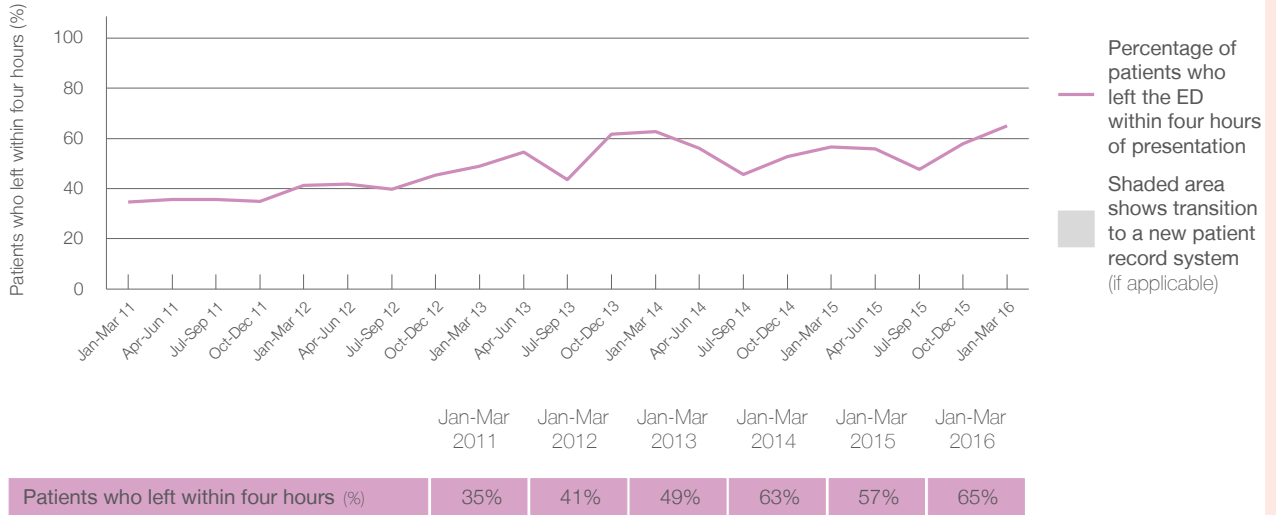
Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
17,981	5%
17,981	5%
57%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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*.

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- 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).