

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.









Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: ¹ 4,328 patients	4,296	0.7%
Emergency presentations: ² 4,275 patients	4,201	1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

January to March 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 609 patients	591	
Median time to start treatment ⁴  7 minutes	7 minutes	8 minutes
90th percentile time to start treatment ⁵  23 minutes	21 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 996 patients	1,007	
Median time to start treatment ⁴  19 minutes	17 minutes	20 minutes
90th percentile time to start treatment ⁵  69 minutes	73 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,198 patients	1,962	
Median time to start treatment ⁴  32 minutes	28 minutes	26 minutes
90th percentile time to start treatment ⁵  127 minutes	114 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients	619	
Median time to start treatment ⁴  32 minutes	29 minutes	23 minutes
90th percentile time to start treatment ⁵  131 minutes	114 minutes	104 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,317 patients	4,296	0.5%
Percentage of patients who spent four hours or less in the ED  77.7%	82.6%	

* 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.

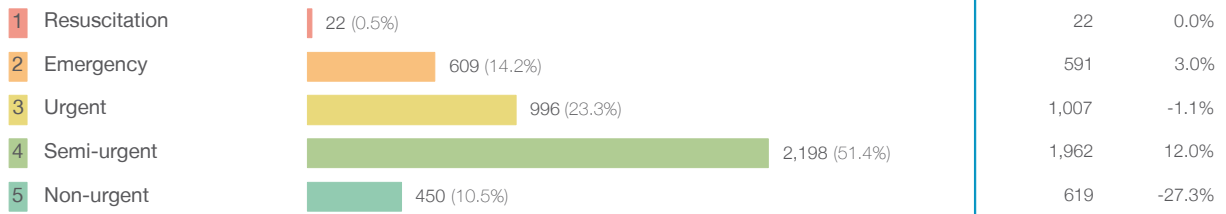
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2017

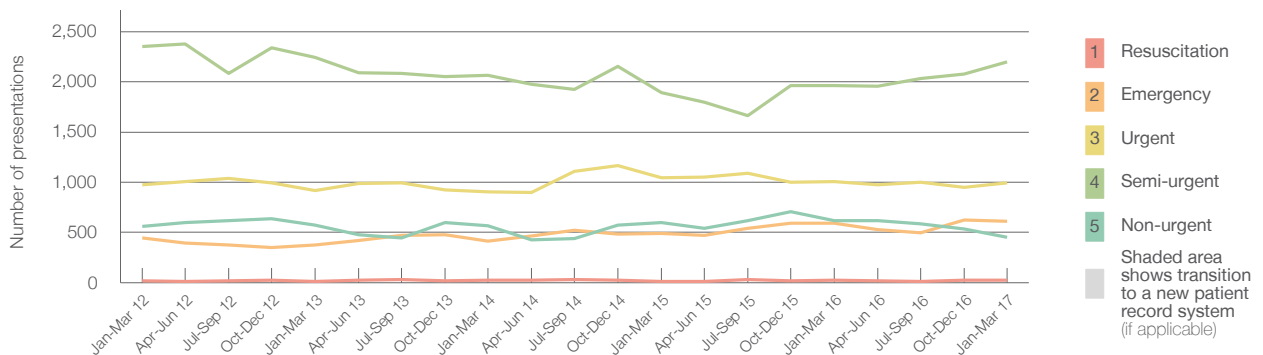
All presentations:¹ 4,328 patients

Emergency presentations² by triage category: 4,275 patients



Same period last year	Change since one year ago
4,296	0.7%
4,201	1.8%
22	0.0%
591	3.0%
1,007	-1.1%
1,962	12.0%
619	-27.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	16	14	22	10	22	22
Emergency	447	375	415	488	591	609
Urgent	977	919	902	1,042	1,007	996
Semi-urgent	2,351	2,243	2,068	1,895	1,962	2,198
Non-urgent	559	576	564	597	619	450
All emergency presentations	4,350	4,127	3,971	4,032	4,201	4,275

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 832 patients

ED Transfer of care time



Same period last year	Change since one year ago
578	
12 minutes	0 minutes
22 minutes	3 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 609

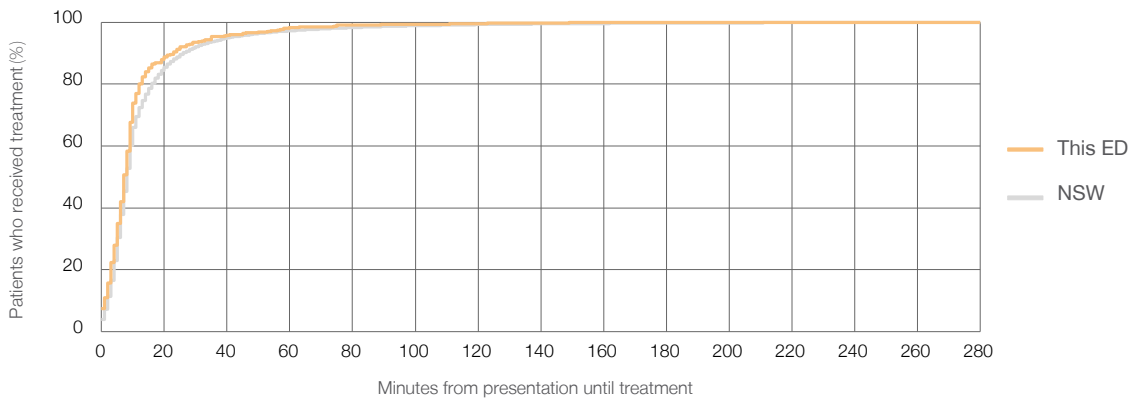
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 7 minutes

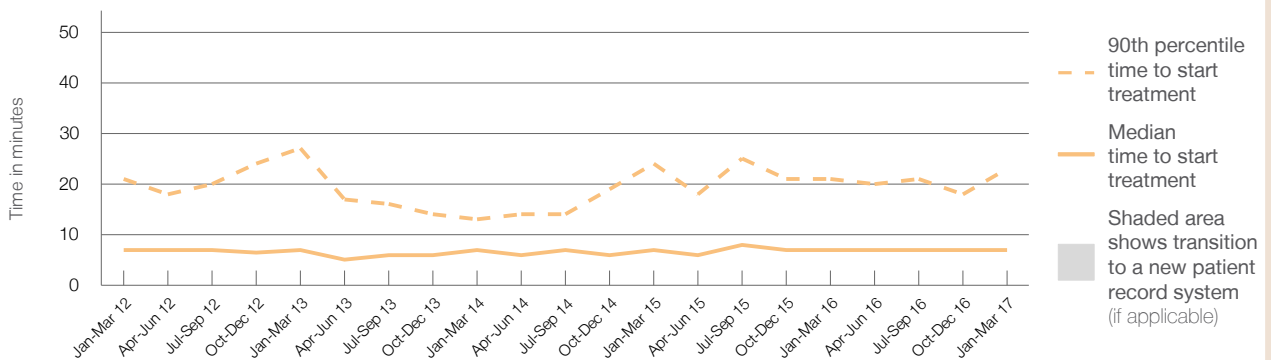
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
591	
586	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	27	13	24	21	23

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More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 996

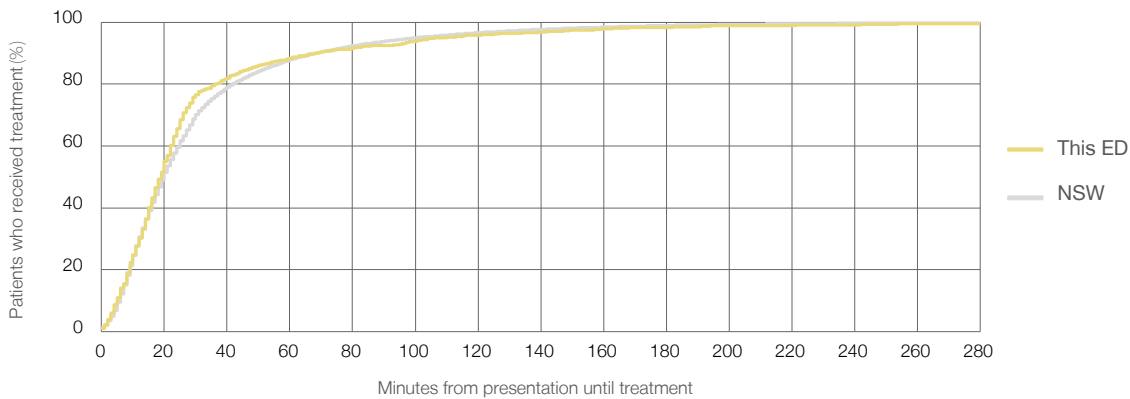
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 19 minutes

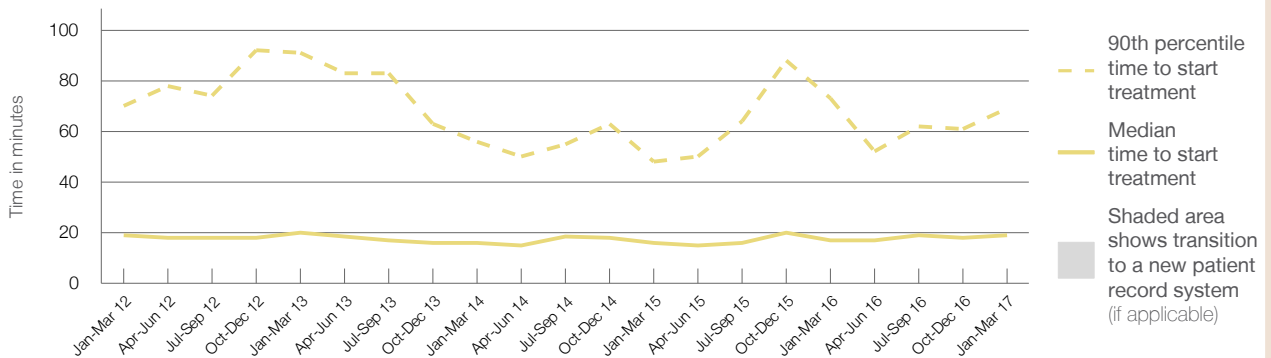
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,007	
958	
17 minutes	20 minutes
73 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	20	16	16	17	19
90th percentile time to start treatment ⁵ (minutes)	70	91	56	48	73	69

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,198

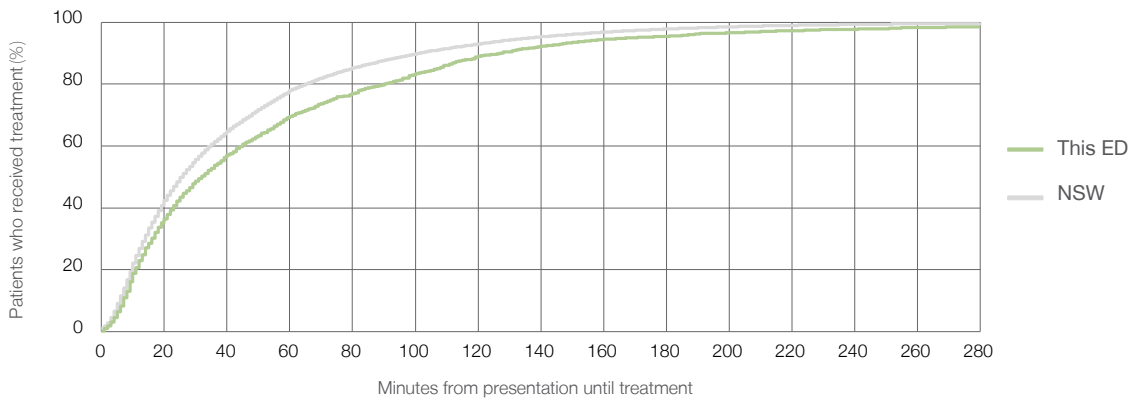
Number of triage 4 patients used to calculate waiting time:³ 1,973

Median time to start treatment⁴ 32 minutes

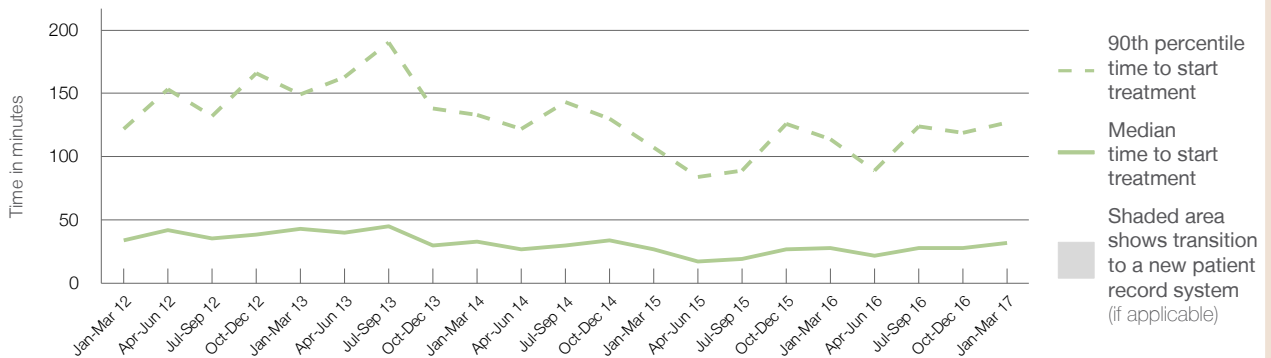
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,962	
1,812	
28 minutes	26 minutes
114 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	43	33	27	28	32
90th percentile time to start treatment ⁵ (minutes)	122	149	133	107	114	127

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 450

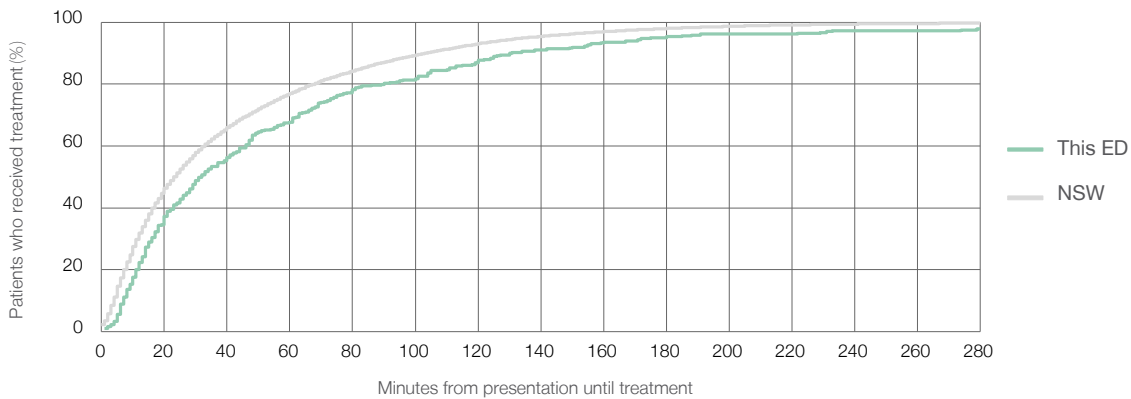
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 32 minutes

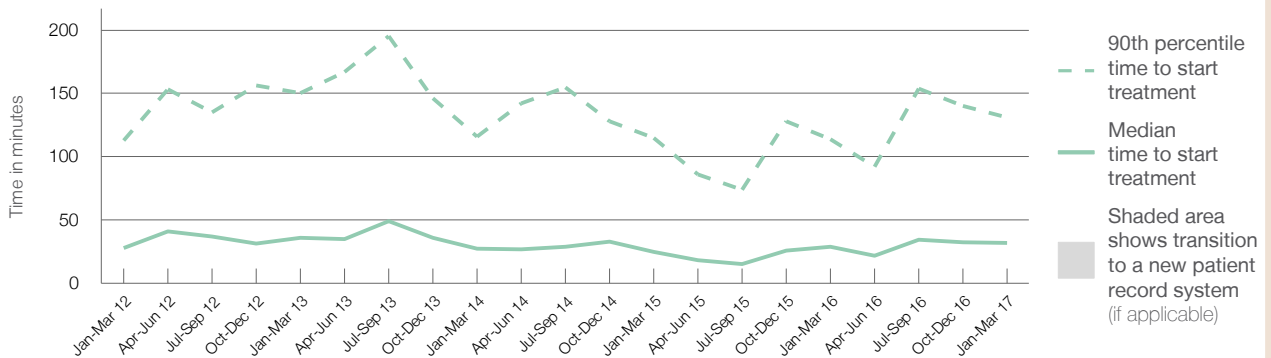
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
619	
532	
29 minutes	23 minutes
114 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	36	28	25	29	32
90th percentile time to start treatment ⁵ (minutes)	113	150	116	115	114	131

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 4,328 patients

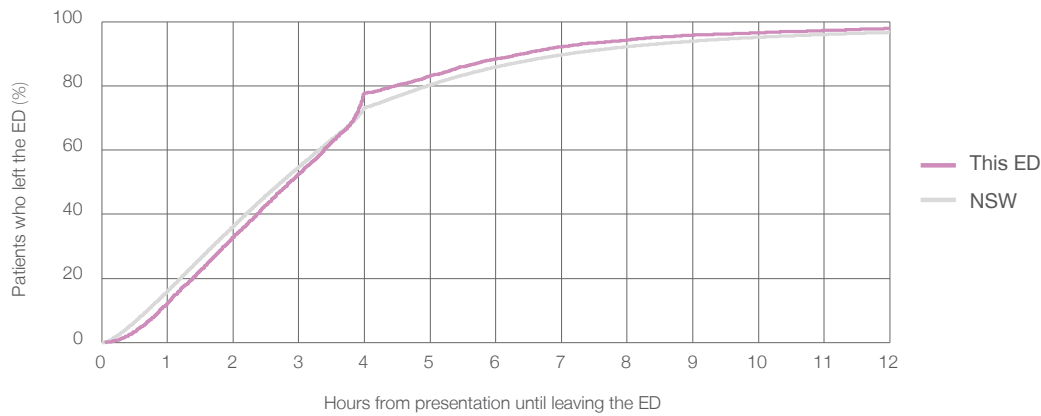
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

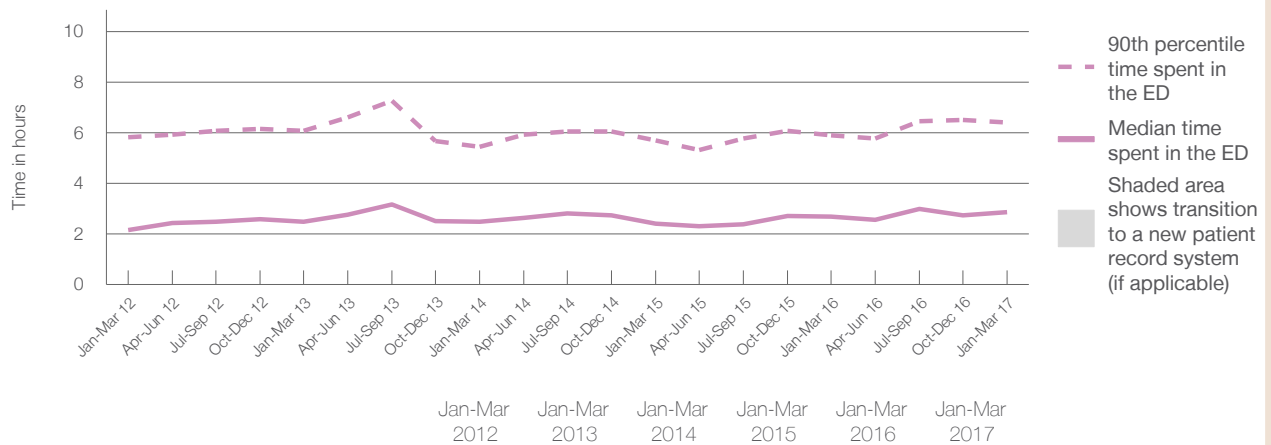
90th percentile time spent in the ED⁹ 6 hours and 25 minutes

Same period last year	NSW (this period)
4,296	4,296
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 54 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED By mode of separation January to March 2017

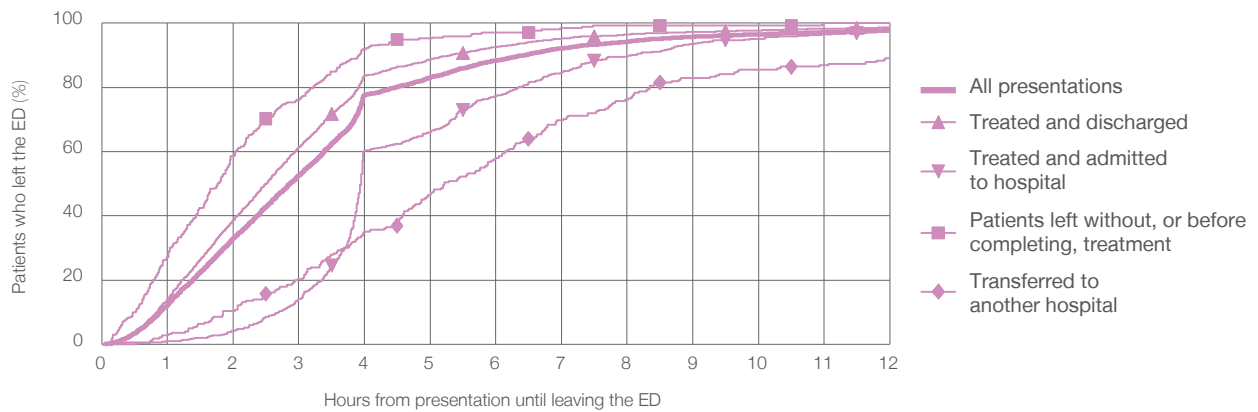
All presentations:¹ 4,328 patients

Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Treated and discharged	3,065 (70.8%)
Treated and admitted to hospital	597 (13.8%)
Patient left without, or before completing, treatment	281 (6.5%)
Transferred to another hospital	224 (5.2%)
Other	161 (3.7%)

Same period last year	Change since one year ago
4,296	0.5%
3,155	-2.9%
687	-13.1%
243	15.6%
207	8.2%
4	3925.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	14.1%	38.8%	61.4%	83.7%	92.6%	96.5%	97.7%	98.7%
Treated and admitted to hospital	1.0%	4.2%	14.1%	60.5%	77.4%	89.8%	95.1%	97.3%
Patient left without, or before completing, treatment	27.1%	58.6%	76.2%	91.9%	97.1%	99.3%	99.3%	100%
Transferred to another hospital	2.7%	10.4%	20.3%	35.1%	58.1%	76.1%	85.6%	89.2%
All presentations	12.3%	33.0%	52.6%	77.7%	88.4%	94.2%	96.5%	97.9%

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED

January to March 2017

All presentations at the emergency department:¹ 4,328 patients

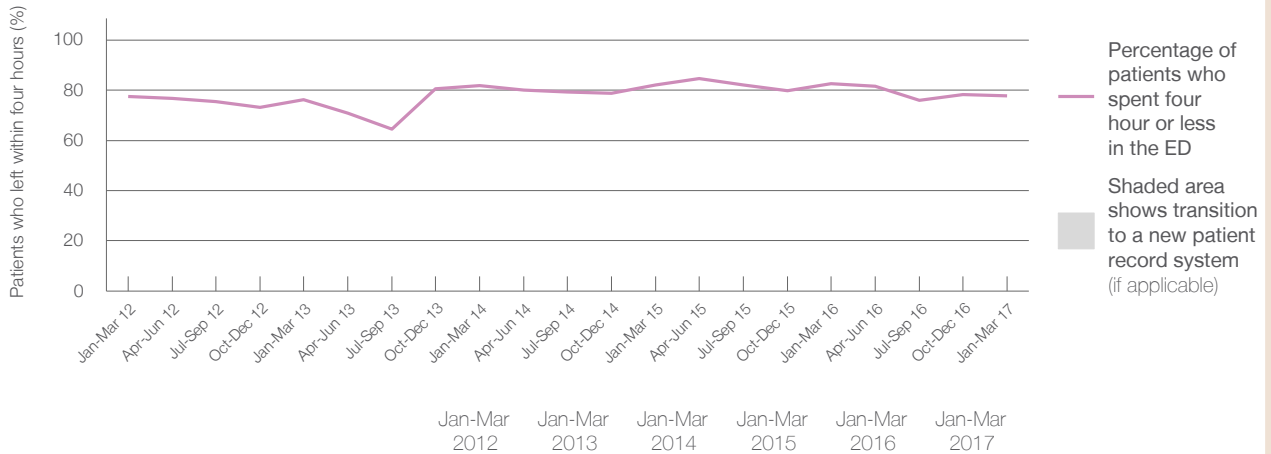
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

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: ¹ 4,328 patients	4,296	0.7%
Presentations used to calculate time to leaving the ED: ⁶ 4,317 patients	4,296	0.5%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	77.5%	76.3%	81.8%	82.0%	82.6%	77.7%
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- 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).