

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

## Lithgow Health Service: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 2,955 patients  
Emergency presentations:<sup>2</sup> 2,851 patients

Same period last year	Change since one year ago
3,176	-7.0%
3,028	-5.8%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 306 patients

Median time to start treatment<sup>4</sup> 4 minutes  
90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 892 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,206 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
324	
4 minutes	8 minutes
11 minutes	26 minutes
906	
10 minutes	20 minutes
37 minutes	69 minutes
1,303	
10 minutes	26 minutes
50 minutes	101 minutes
477	
8 minutes	23 minutes
42 minutes	104 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,955 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
3,175	-6.9%
88.4%	

\* 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.

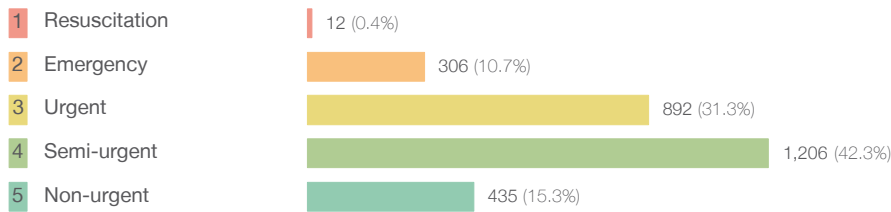
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Lithgow Health Service: Patients presenting to the emergency department January to March 2017

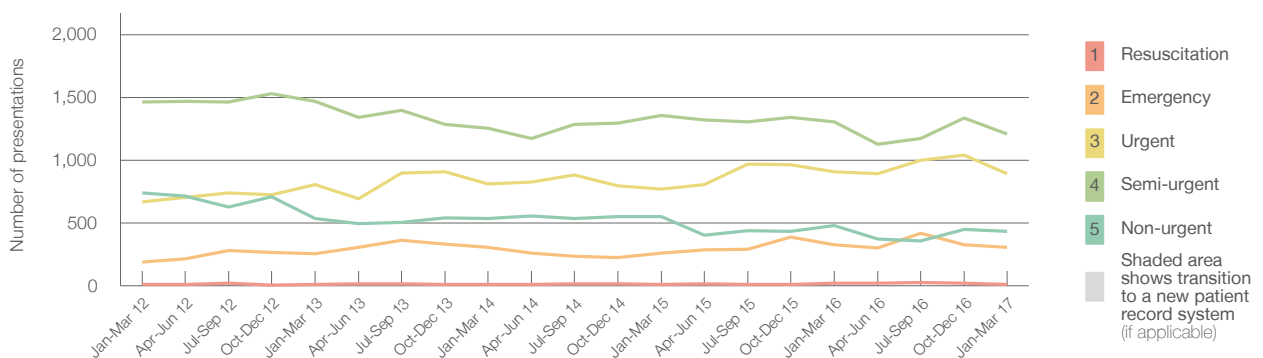
All presentations:<sup>1</sup> 2,955 patients

Emergency presentations<sup>2</sup> by triage category: 2,851 patients



	Same period last year	Change since one year ago
All presentations	3,176	-7.0%
Emergency presentations	3,028	-5.8%
Resuscitation	18	-33.3%
Emergency	324	-5.6%
Urgent	906	-1.5%
Semi-urgent	1,303	-7.4%
Non-urgent	477	-8.8%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>

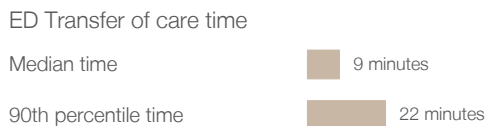


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	8	7	10	12	18	12
Emergency	187	253	305	259	324	306
Urgent	668	804	810	767	906	892
Semi-urgent	1,461	1,466	1,254	1,358	1,303	1,206
Non-urgent	737	535	533	552	477	435
All emergency presentations	3,061	3,065	2,912	2,948	3,028	2,851

## Lithgow Health Service: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 576 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	587	
Median time	10 minutes	-1 minute
90th percentile time	20 minutes	2 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.

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## Lithgow Health Service: 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: 306

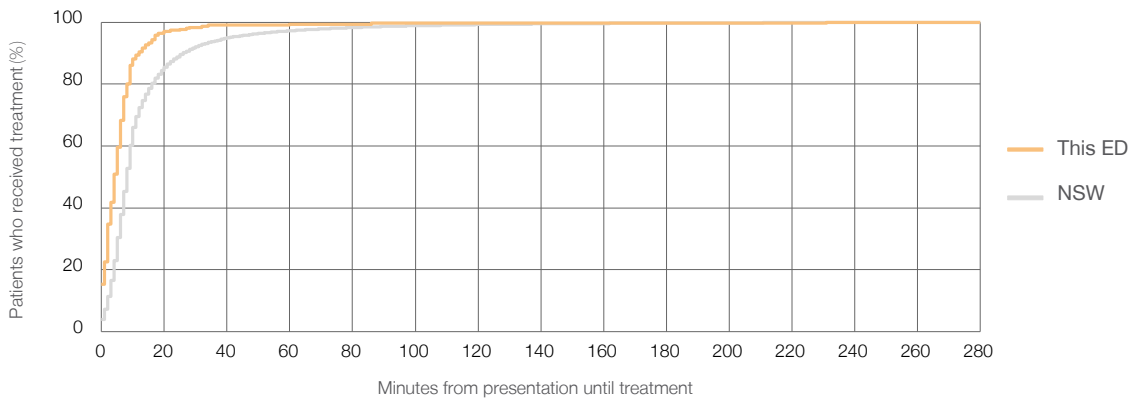
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 302

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

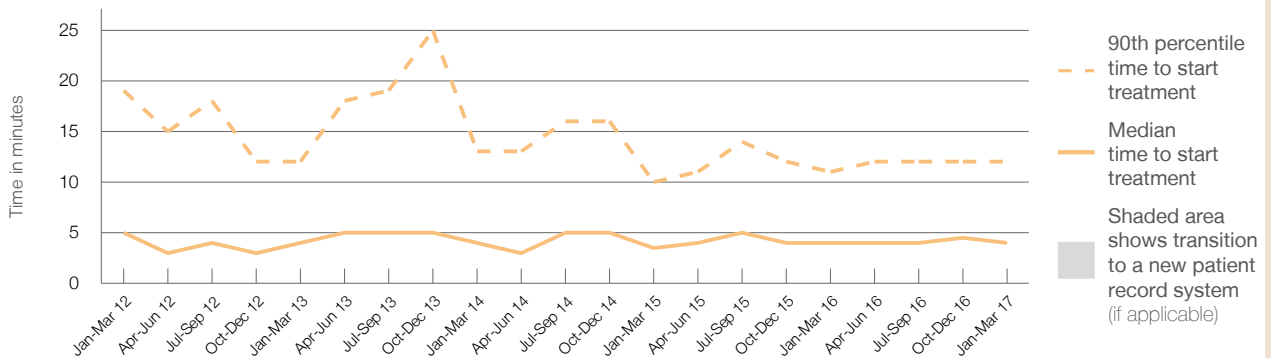
90th percentile time to start treatment<sup>5</sup> 12 minutes

Same period last year	NSW (this period)
324	
321	
4 minutes	8 minutes
11 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	5	4	4	4	4	4
90th percentile time to start treatment <sup>5</sup> (minutes)	19	12	13	10	11	12

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## Lithgow Health Service: 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: 892

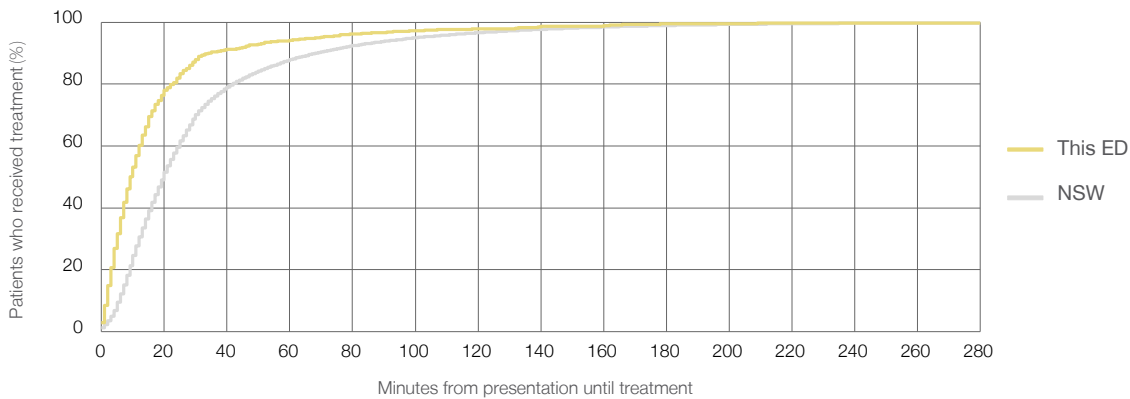
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 875

Median time to start treatment<sup>4</sup> 9 minutes

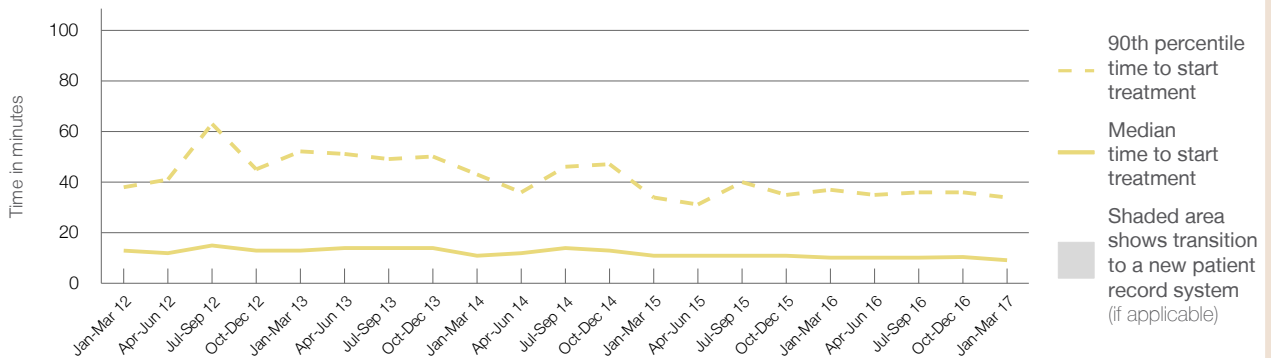
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
906	
877	
10 minutes	20 minutes
37 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	13	13	11	11	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	38	52	43	34	37	34

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## Lithgow Health Service: 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: 1,206

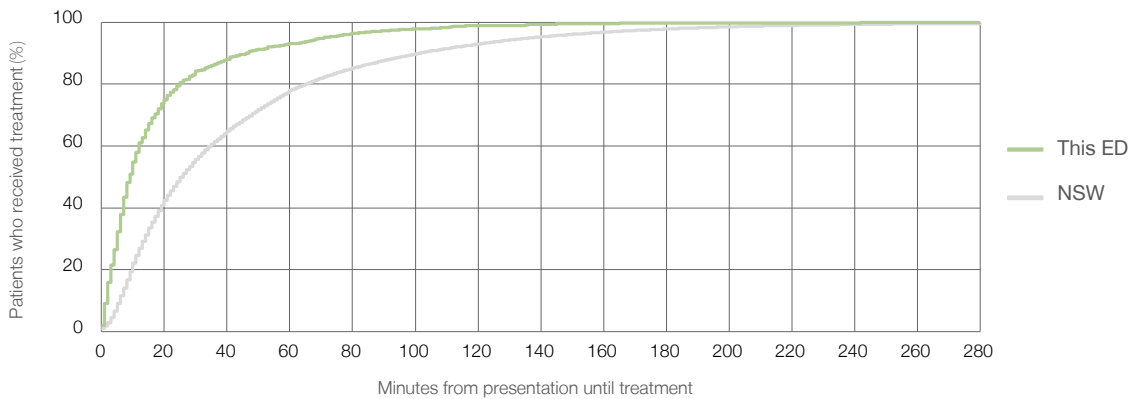
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,160

Median time to start treatment<sup>4</sup> 9 minutes

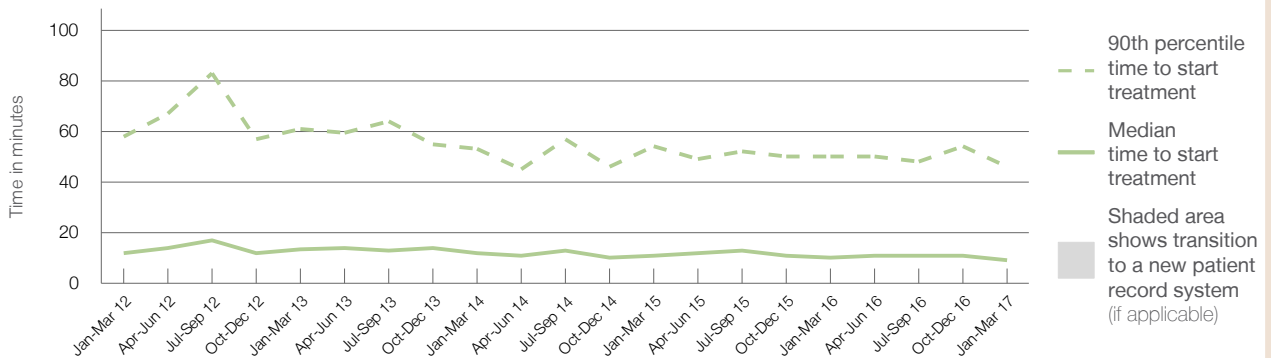
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
1,303	
1,241	
10 minutes	26 minutes
50 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	12	14	12	11	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	58	61	53	54	50	46

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## Lithgow Health Service: 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: 435

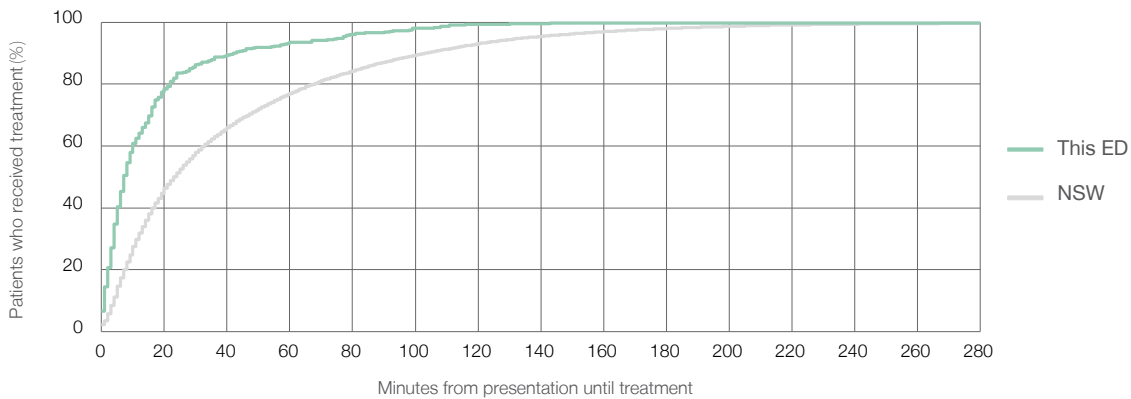
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 406

Median time to start treatment<sup>4</sup> 7 minutes

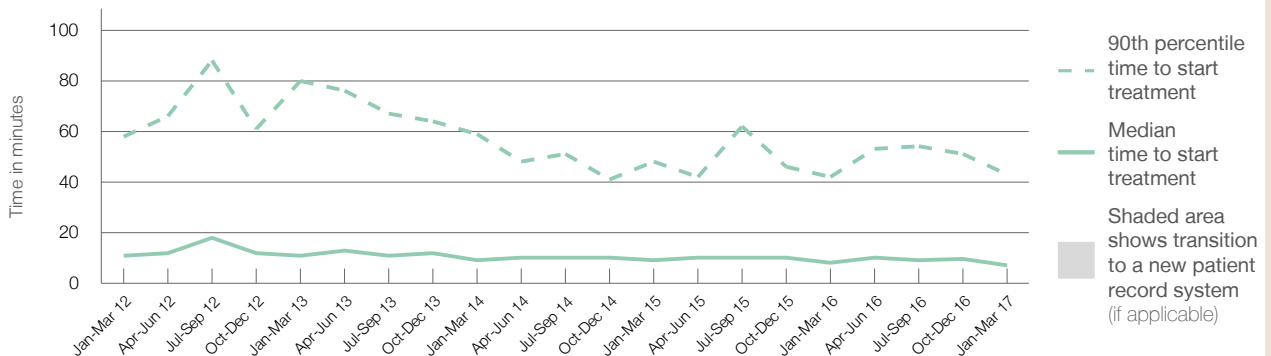
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
477	
435	
8 minutes	23 minutes
42 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	11	11	9	9	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	58	80	59	48	42	43

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## Lithgow Health Service: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 2,955 patients

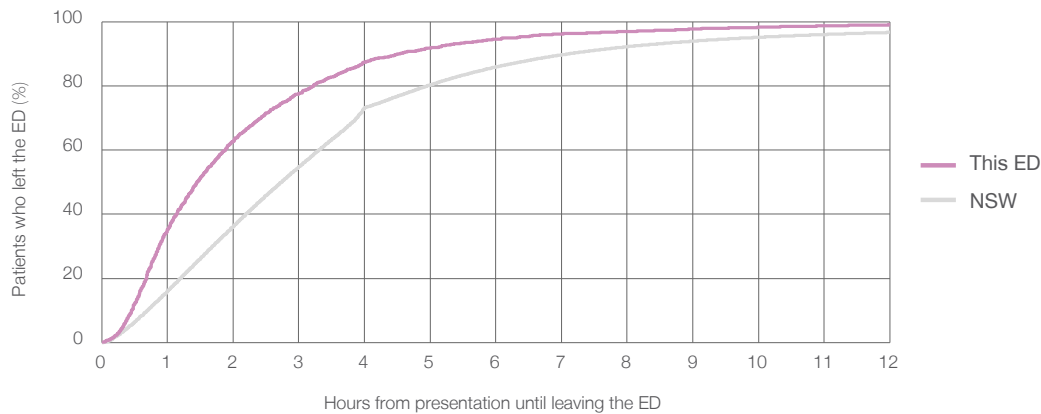
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,955 patients

Median time spent in the ED<sup>8</sup> 1 hours and 27 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 32 minutes

Same period last year	NSW (this period)
3,176	3,175
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 18 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m

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## Lithgow Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

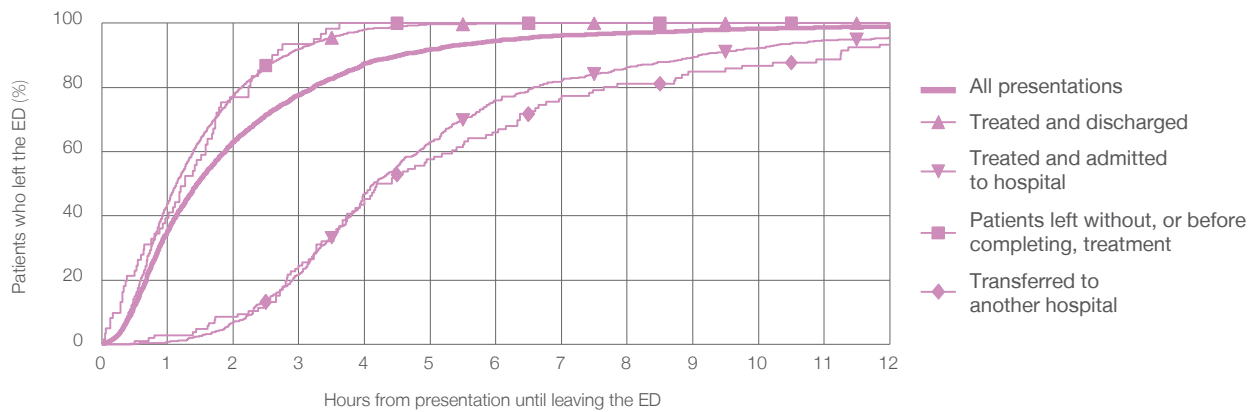
All presentations:<sup>1</sup> 2,955 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,955 patients

Treated and discharged	2,273 (76.9%)
Treated and admitted to hospital	488 (16.5%)
Patient left without, or before completing, treatment	61 (2.1%)
Transferred to another hospital	106 (3.6%)
Other	27 (0.9%)

Same period last year	Change since one year ago
3,175	-6.9%
2,536	-10.4%
440	10.9%
74	-17.6%
115	-7.8%
11	145.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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

Treated and discharged	44.0%	77.3%	92.0%	98.1%	99.9%	100%	100%	100%
Treated and admitted to hospital	0.8%	7.0%	21.7%	46.9%	76.0%	86.3%	92.4%	95.5%
Patient left without, or before completing, treatment	39.3%	77.0%	93.4%	100%	100%	100%	100%	100%
Transferred to another hospital	2.8%	8.5%	24.5%	45.3%	66.0%	81.1%	86.8%	93.4%
All presentations	35.3%	62.9%	77.6%	87.4%	94.6%	97.0%	98.2%	99.0%

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

## Lithgow Health Service: 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:<sup>1</sup> 2,955 patients

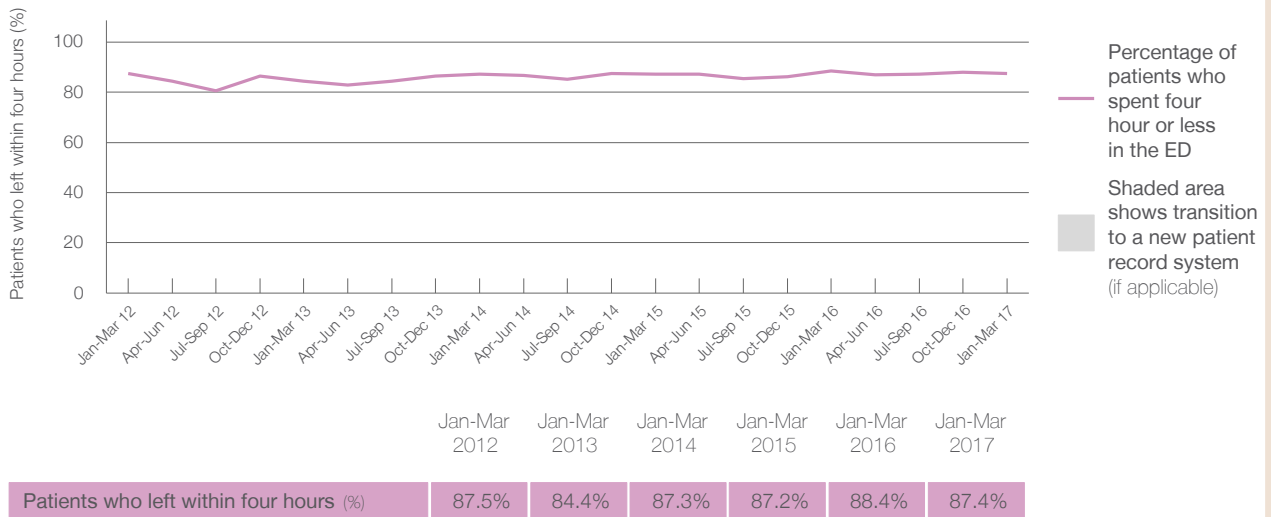
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,955 patients

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	3,176	-7.0%
Presentations used to calculate time to leaving the ED	3,175	-6.9%
Percentage of patients who spent four hours or less in the ED	88.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	87.5%	84.4%	87.3%	87.2%	88.4%	87.4%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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).