

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

Wollongong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,008 patients

Emergency presentations:² 15,716 patients

Same period last year	Change since one year ago
15,986	0.1%
15,617	0.6%

Wollongong Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,089 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,631 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,186 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,845	
10 minutes	8 minutes
27 minutes	26 minutes
6,484	
27 minutes	20 minutes
83 minutes	69 minutes
6,586	
34 minutes	26 minutes
119 minutes	101 minutes
576	
32 minutes	23 minutes
122 minutes	104 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,008 patients

Percentage of patients who spent four hours or less in the ED 63.9%

Same period last year	Change since one year ago
15,986	0.1%
64.8%	

* 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.

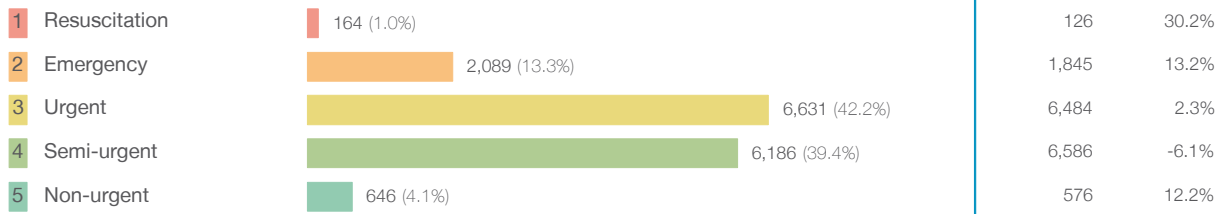
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Wollongong Hospital: Patients presenting to the emergency department January to March 2017

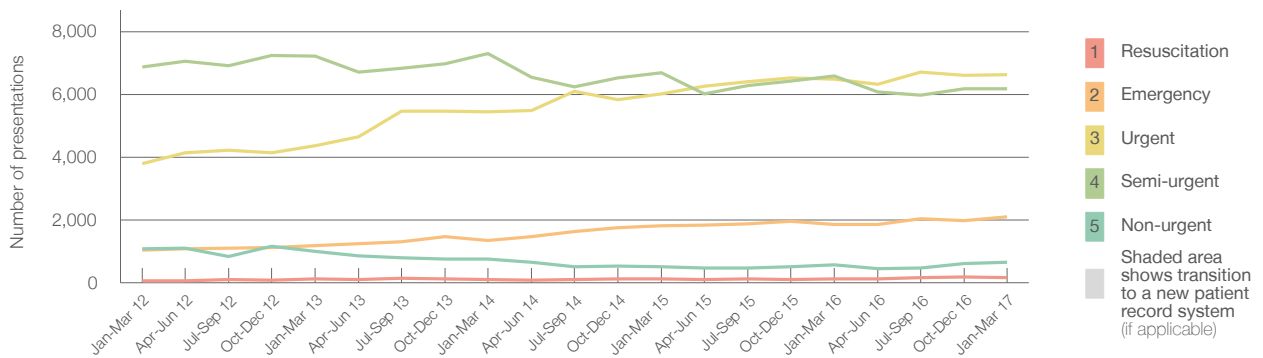
All presentations:¹ 16,008 patients

Emergency presentations² by triage category: 15,716 patients



Same period last year	Change since one year ago
15,986	0.1%
15,617	0.6%
126	30.2%
1,845	13.2%
6,484	2.3%
6,586	-6.1%
576	12.2%

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

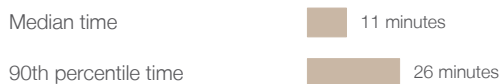


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	51	113	109	119	126	164
Emergency	1,035	1,173	1,350	1,809	1,845	2,089
Urgent	3,783	4,357	5,446	6,012	6,484	6,631
Semi-urgent	6,878	7,211	7,301	6,684	6,586	6,186
Non-urgent	1,070	1,004	754	507	576	646
All emergency presentations	12,817	13,858	14,960	15,131	15,617	15,716

Wollongong Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,343 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,301	
12 minutes	-1 minute
28 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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Wollongong 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: 2,089

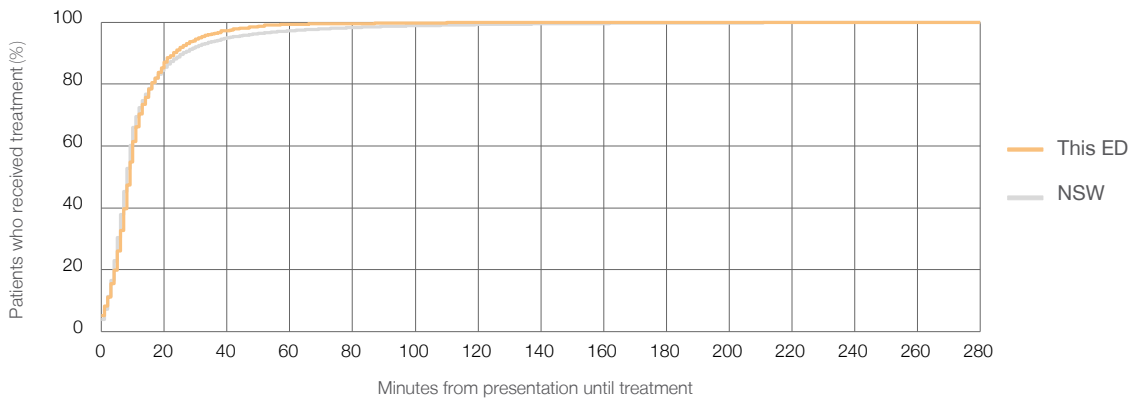
Number of triage 2 patients used to calculate waiting time:³ 2,084

Median time to start treatment⁴ 9 minutes

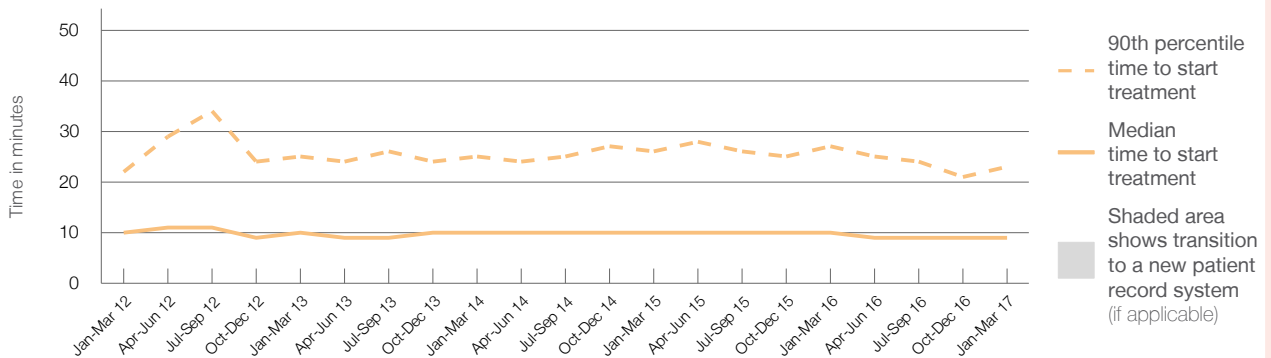
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
1,845	1,845
10 minutes	8 minutes
27 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)	10	10	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	22	25	25	26	27	23

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

Wollongong 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: 6,631

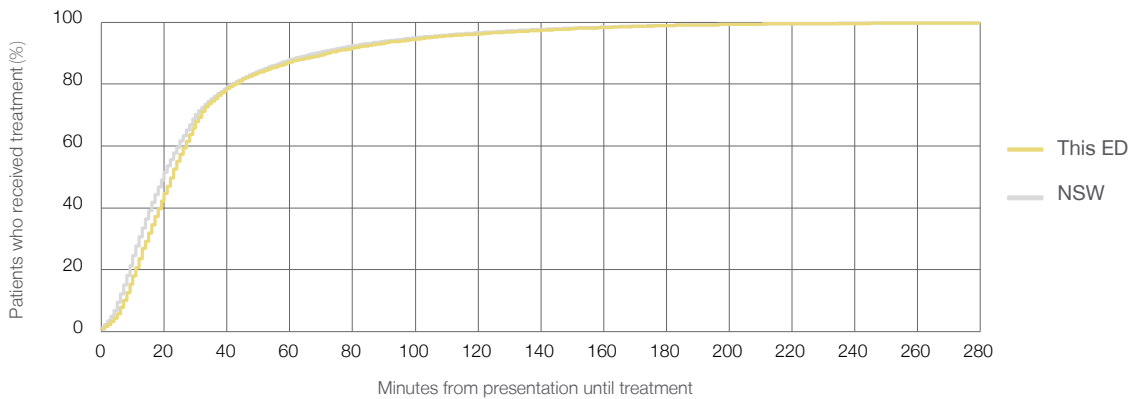
Number of triage 3 patients used to calculate waiting time:³ 6,508

Median time to start treatment⁴ 23 minutes

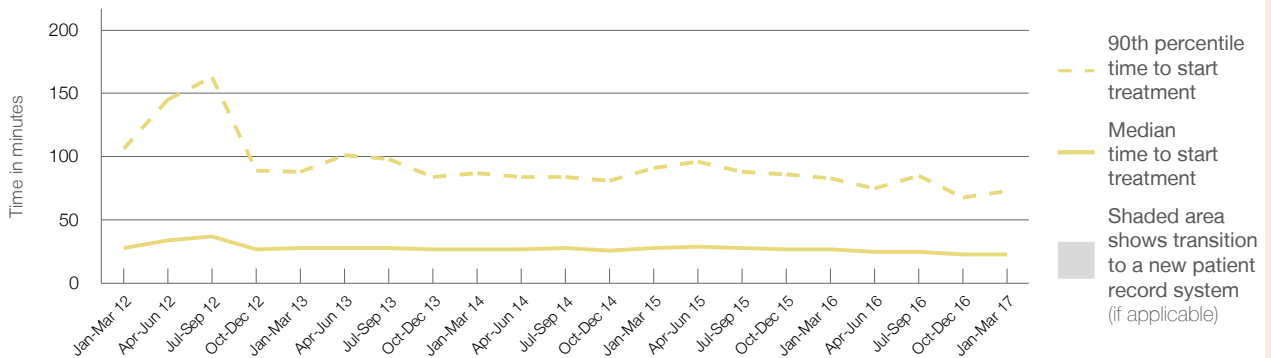
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,484	
6,364	
27 minutes	20 minutes
83 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)	28	28	27	28	27	23
90th percentile time to start treatment ⁵ (minutes)	106	88	87	91	83	73

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

Wollongong 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: 6,186

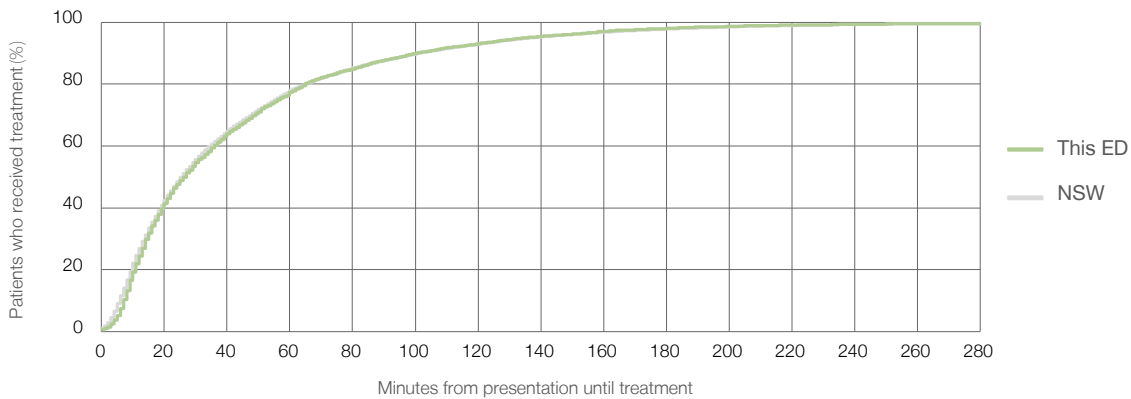
Number of triage 4 patients used to calculate waiting time:³ 5,891

Median time to start treatment⁴ 27 minutes

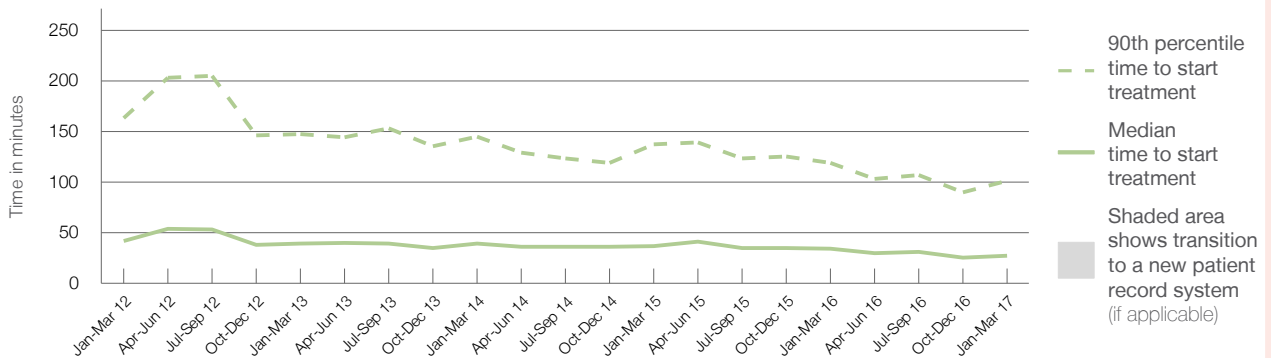
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
6,586	
6,205	
34 minutes	26 minutes
119 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)	42	39	39	37	34	27
90th percentile time to start treatment ⁵ (minutes)	163	147	145	137	119	101

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

Wollongong 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: 646

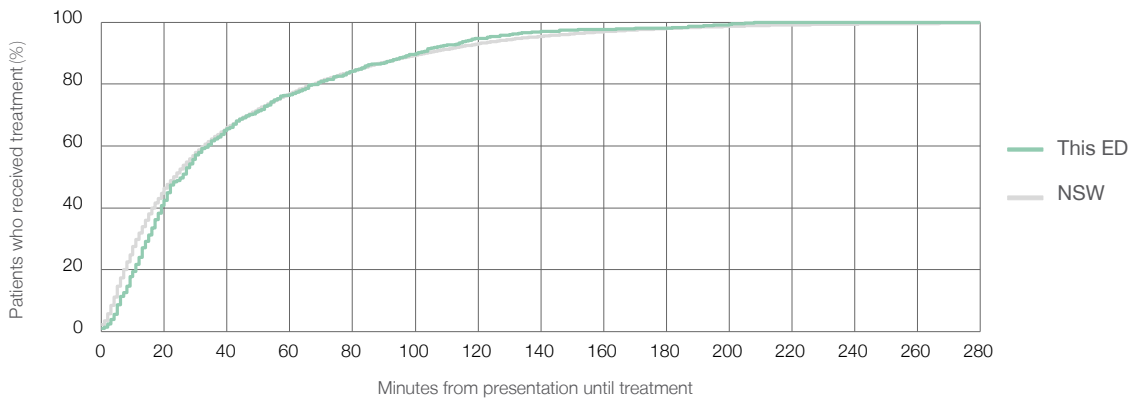
Number of triage 5 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 26 minutes

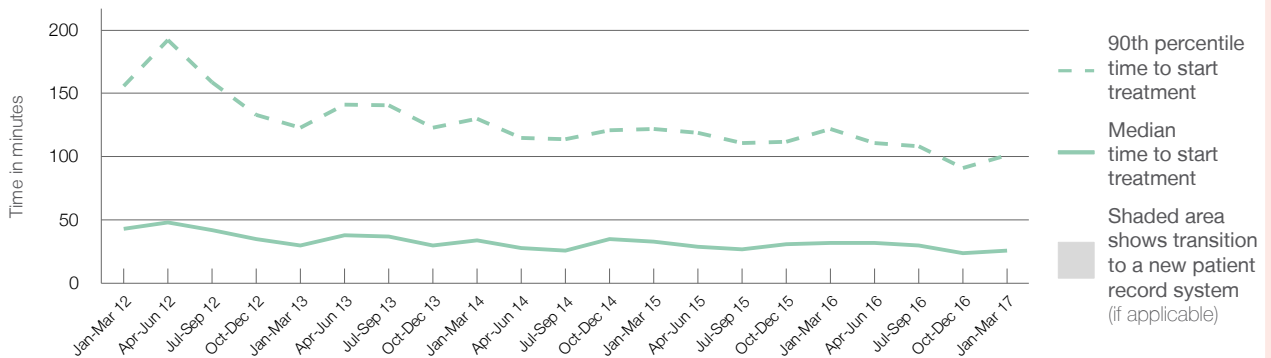
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
576	503
32 minutes	23 minutes
122 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)	43	30	34	33	32	26
90th percentile time to start treatment ⁵ (minutes)	156	123	130	122	122	101

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Wollongong Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,008 patients

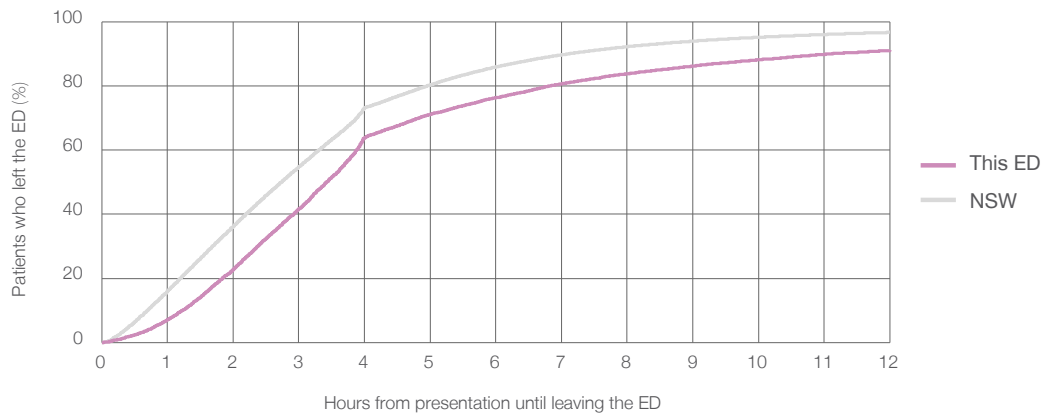
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

90th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
15,986	15,986
3 hours and 22 minutes	2 hours and 44 minutes
11 hours and 52 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)	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m	3h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 54m	9h 24m	9h 21m	9h 42m	11h 52m	11h 7m

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:¹ 16,008 patients

Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

Treated and discharged 8,381 (52.4%)

Treated and admitted to hospital 6,239 (39.0%)

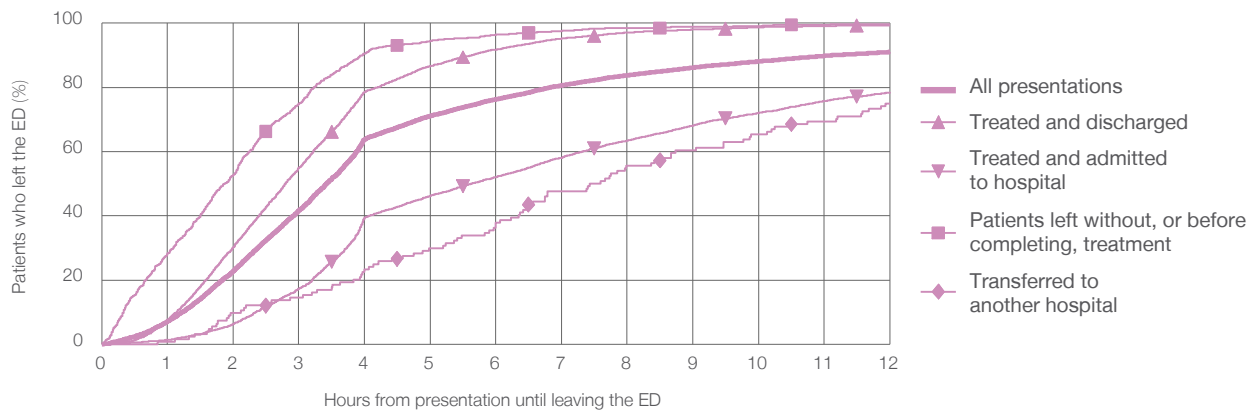
Patient left without, or before completing, treatment 1,170 (7.3%)

Transferred to another hospital 124 (0.8%)

Other 94 (0.6%)

	Same period last year	Change since one year ago
	15,986	0.1%
Treated and discharged	8,841	-5.2%
Treated and admitted to hospital	5,809	7.4%
Patient left without, or before completing, treatment	1,135	3.1%
Transferred to another hospital	94	31.9%
Other	107	-12.1%

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

Treated and discharged	7.6%	30.3%	54.9%	78.5%	91.8%	97.1%	98.7%	99.3%
Treated and admitted to hospital	1.4%	6.3%	17.3%	39.4%	52.1%	63.4%	72.1%	78.5%
Patient left without, or before completing, treatment	28.3%	52.7%	75.0%	90.5%	96.4%	98.5%	99.1%	99.7%
Transferred to another hospital	0.8%	9.7%	14.5%	23.4%	37.9%	55.6%	65.3%	75.0%
All presentations	7.1%	22.8%	41.7%	63.9%	76.3%	83.8%	88.1%	91.1%

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Wollongong 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 16,008 patients

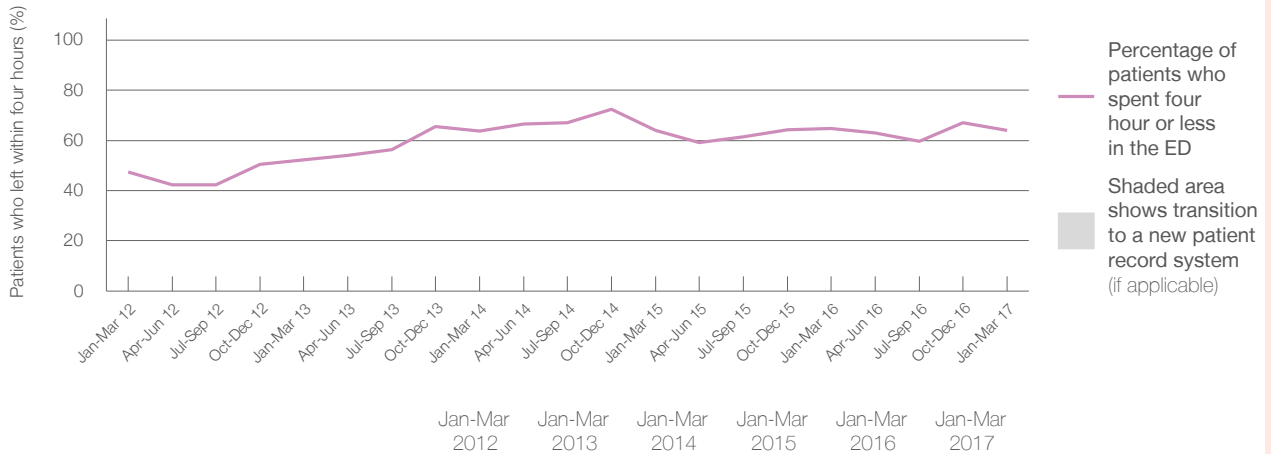
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

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 16,008 patients	15,986	0.1%
Presentations used to calculate time to leaving the ED: ⁶ 16,008 patients	15,986	0.1%
Percentage of patients who spent four hours or less in the ED	64.8%	

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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	47.5%	52.4%	63.7%	64.0%	64.8%	63.9%

* 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.

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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).