

Auburn Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,681 patients
Emergency presentations:² 6,435 patients

Same period last year	Change since one year ago
6,152	8.6%
5,961	8.0%

Auburn Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,067 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): 2,363 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,567 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
838	
9 minutes	8 minutes
21 minutes	26 minutes
2,229	
19 minutes	20 minutes
51 minutes	67 minutes
2,478	
25 minutes	25 minutes
91 minutes	99 minutes
393	
18 minutes	23 minutes
77 minutes	101 minutes

Auburn Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,680 patients

Percentage of patients who spent four hours or less in the ED 76.7%

Same period last year	Change since one year ago
6,152	8.6%
82.8%	

* 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.

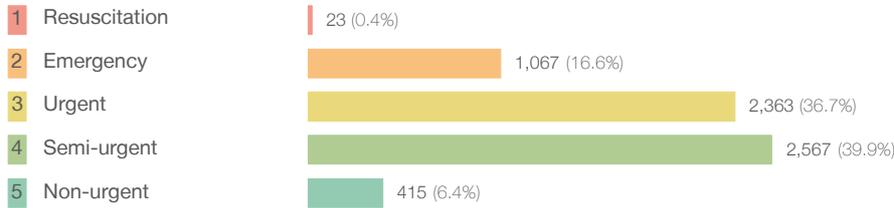
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Auburn Hospital: Patients presenting to the emergency department

April to June 2017

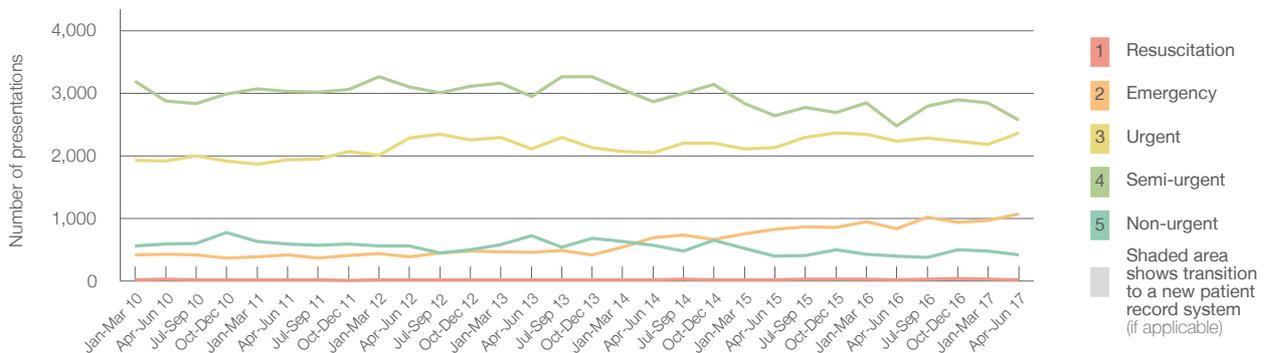
All presentations:¹ 6,681 patients

Emergency presentations² by triage category: 6,435 patients



	Same period last year	Change since one year ago
All presentations	6,152	8.6%
Emergency presentations	5,961	8.0%
1 Resuscitation	23	0.0%
2 Emergency	838	27.3%
3 Urgent	2,229	6.0%
4 Semi-urgent	2,478	3.6%
5 Non-urgent	393	5.6%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	27	15	19	19	15	22	23	23
Emergency	428	414	388	455	689	828	838	1,067
Urgent	1,918	1,938	2,288	2,112	2,054	2,129	2,229	2,363
Semi-urgent	2,877	3,027	3,102	2,943	2,863	2,642	2,478	2,567
Non-urgent	587	591	564	726	568	392	393	415
All emergency presentations	5,837	5,985	6,361	6,255	6,189	6,013	5,961	6,435

Auburn Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 850 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	749	
Median time	13 minutes	0 minutes
90th percentile time	23 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.

Auburn Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,067

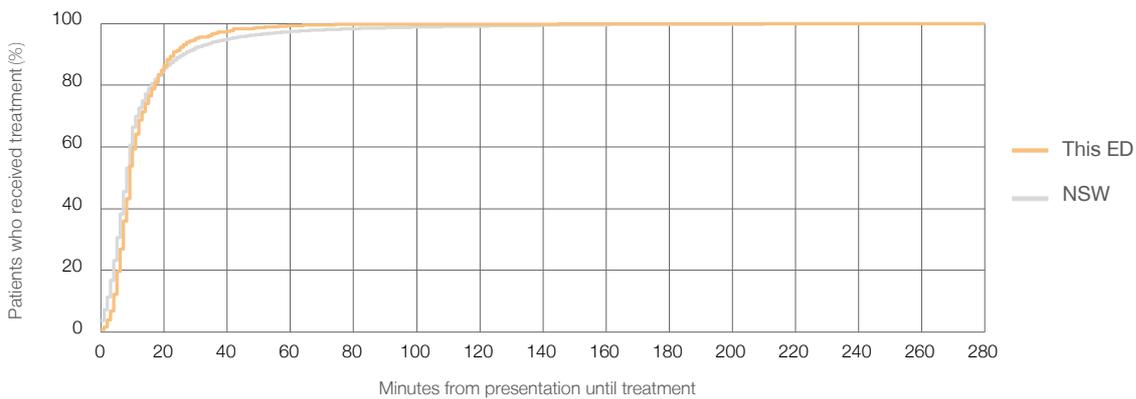
Number of triage 2 patients used to calculate waiting time:³ 1,063

Median time to start treatment⁴ 9 minutes

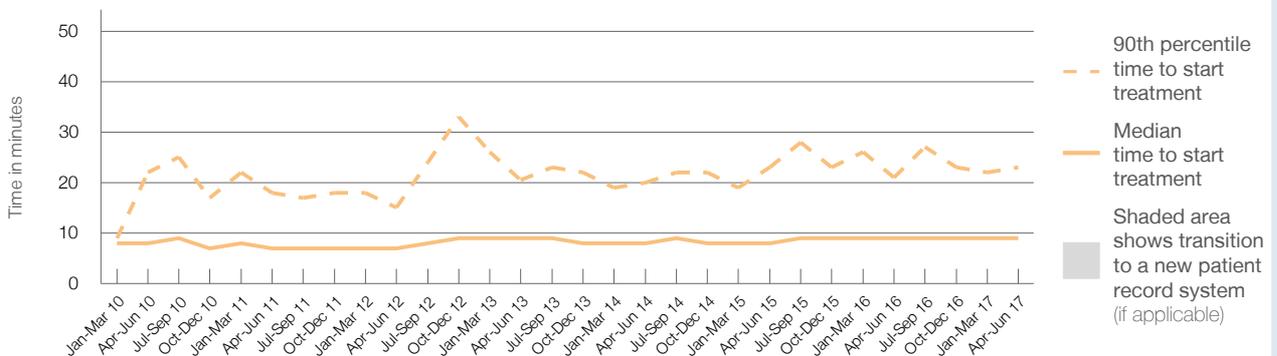
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
838	826
9 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	8	7	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	22	18	15	21	20	23	21	23

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Auburn Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 2,363

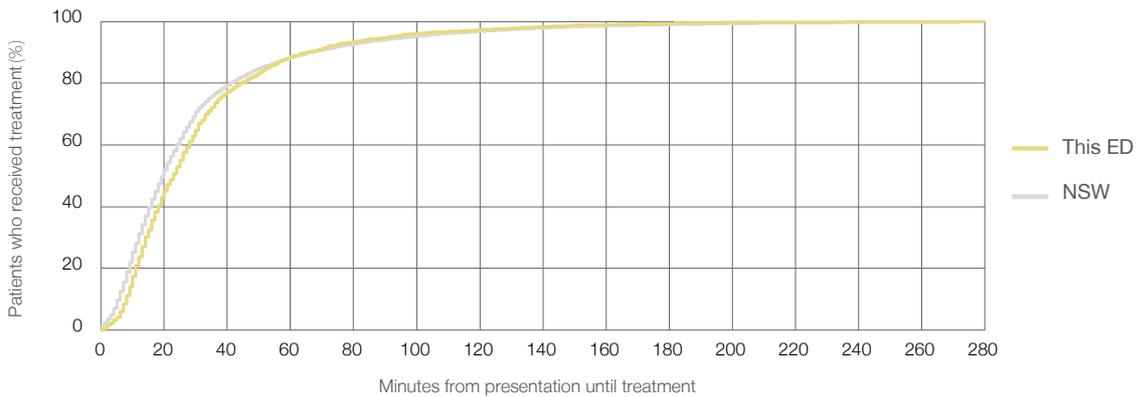
Number of triage 3 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴ 23 minutes

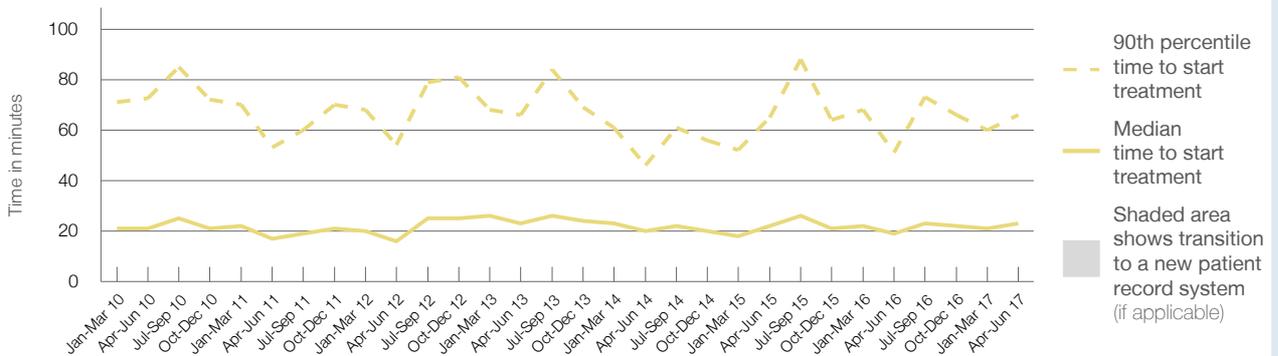
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,229	
2,121	
19 minutes	20 minutes
51 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	17	16	23	20	22	19	23
90th percentile time to start treatment ⁵ (minutes)	73	53	54	66	46	65	51	66

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Auburn Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,567

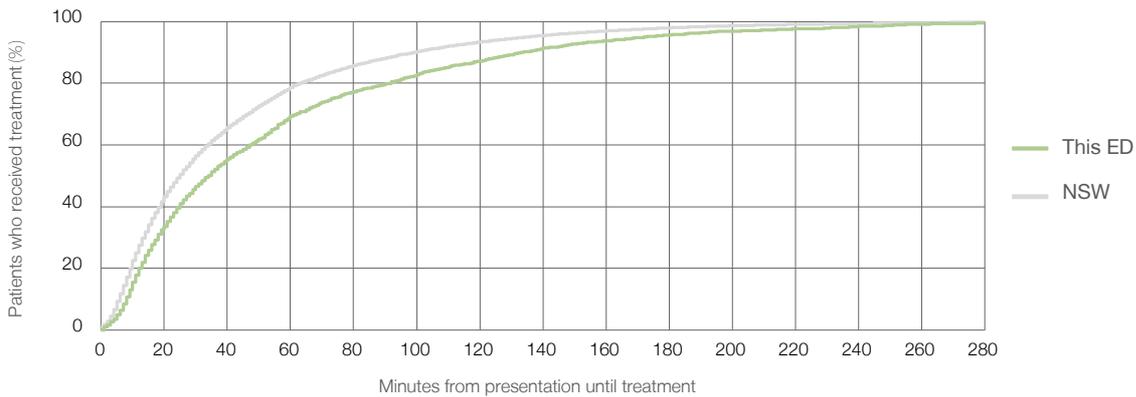
Number of triage 4 patients used to calculate waiting time:³ 2,299

Median time to start treatment⁴ 34 minutes

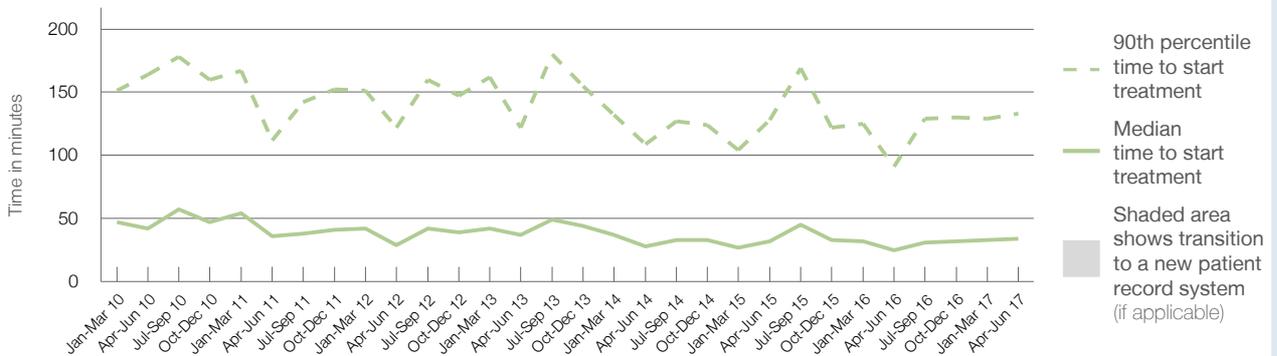
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,478	2,178
25 minutes	25 minutes
91 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	42	36	29	37	28	32	25	34
90th percentile time to start treatment ⁵ (minutes)	164	112	122	122	109	128	91	133

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Auburn Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 415

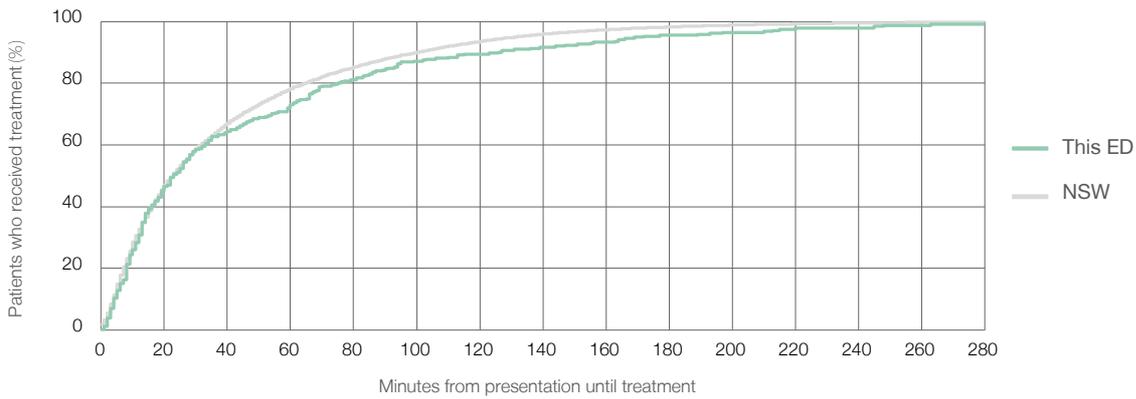
Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 23 minutes

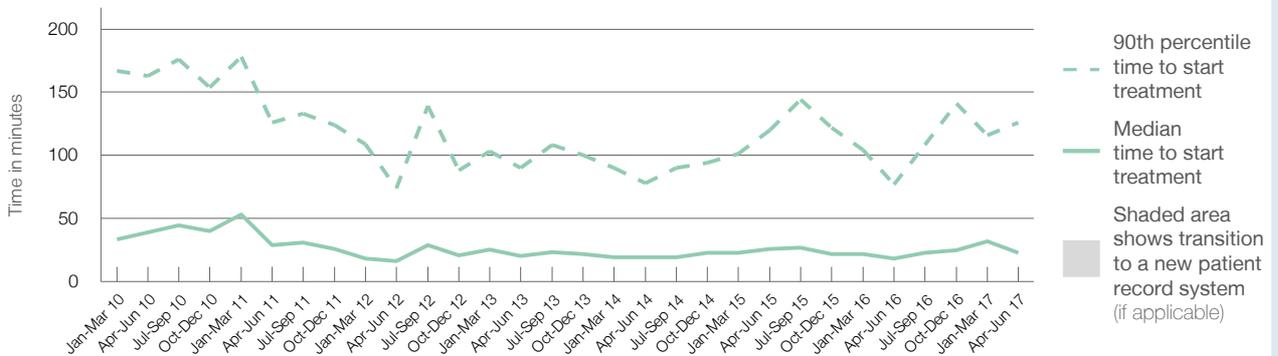
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
393	
293	
18 minutes	23 minutes
77 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	39	29	16	20	19	26	18	23
90th percentile time to start treatment ⁵ (minutes)	163	126	74	90	78	120	77	126

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Auburn Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,681 patients

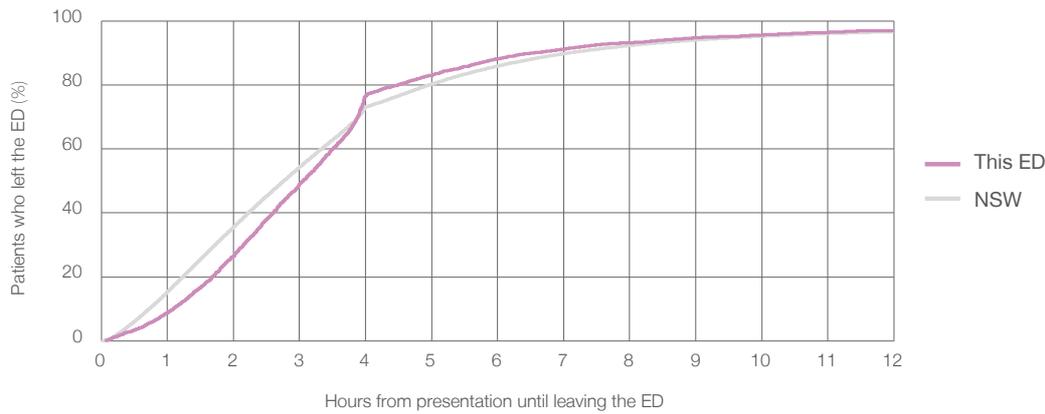
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

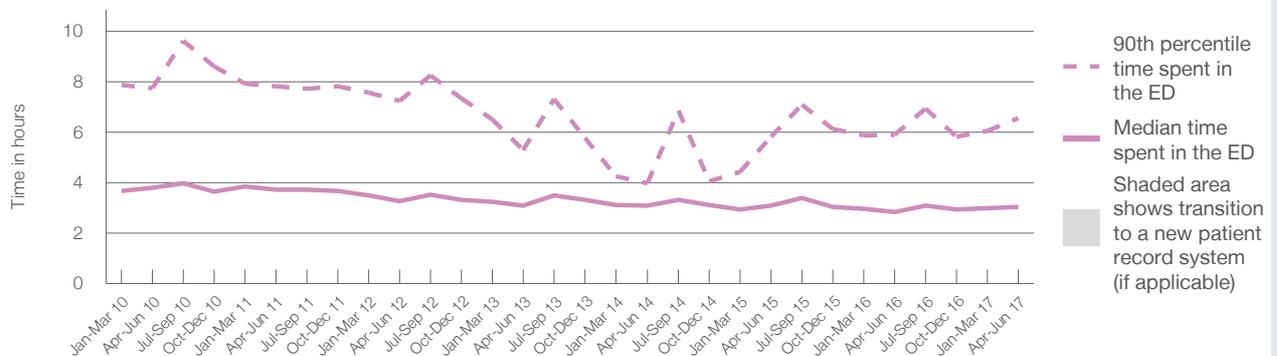
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
6,152	6,152
2 hours and 51 minutes	2 hours and 46 minutes
5 hours and 54 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 43m	3h 16m	3h 5m	3h 5m	3h 6m	2h 51m	3h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 50m	7h 15m	5h 18m	3h 59m	5h 50m	5h 54m	6h 33m

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Auburn Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

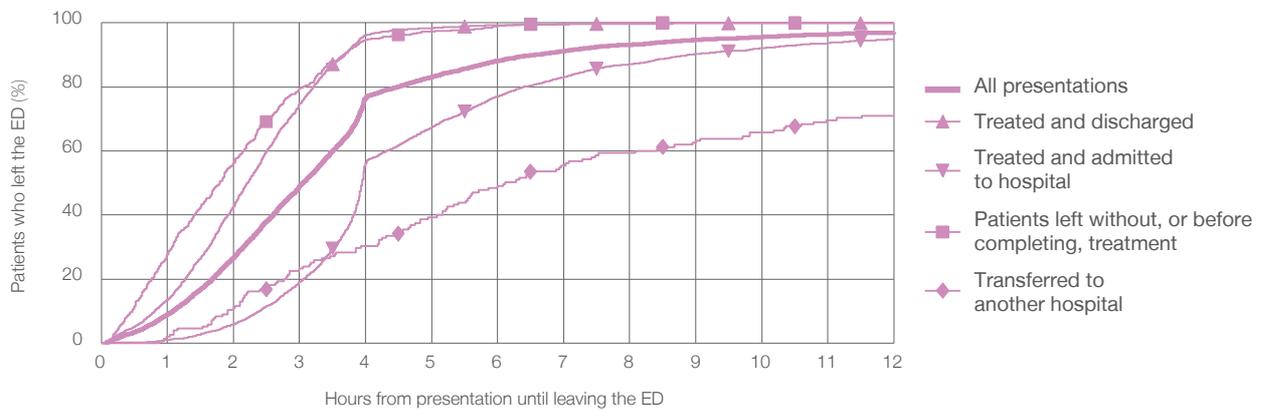
All presentations:¹ 6,681 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Treated and discharged	3,023 (45.2%)
Treated and admitted to hospital	2,983 (44.6%)
Patient left without, or before completing, treatment	491 (7.3%)
Transferred to another hospital	155 (2.3%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,152	8.6%
2,696	12.1%
2,921	2.1%
351	39.9%
148	4.7%
36	-19.4%

Percentage of patients who left the ED by time and mode of separation, April to June 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	13.5%	42.7%	74.7%	96.2%	99.3%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	5.8%	19.2%	56.2%	77.0%	87.1%	92.1%	94.9%
Patient left without, or before completing, treatment	27.8%	56.1%	79.6%	94.7%	99.2%	100%	100%	100%
Transferred to another hospital	1.9%	11.0%	23.2%	30.3%	49.0%	59.4%	65.8%	71.0%
All presentations	8.9%	26.6%	49.1%	76.7%	88.1%	93.2%	95.6%	97.0%

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Auburn Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 6,681 patients

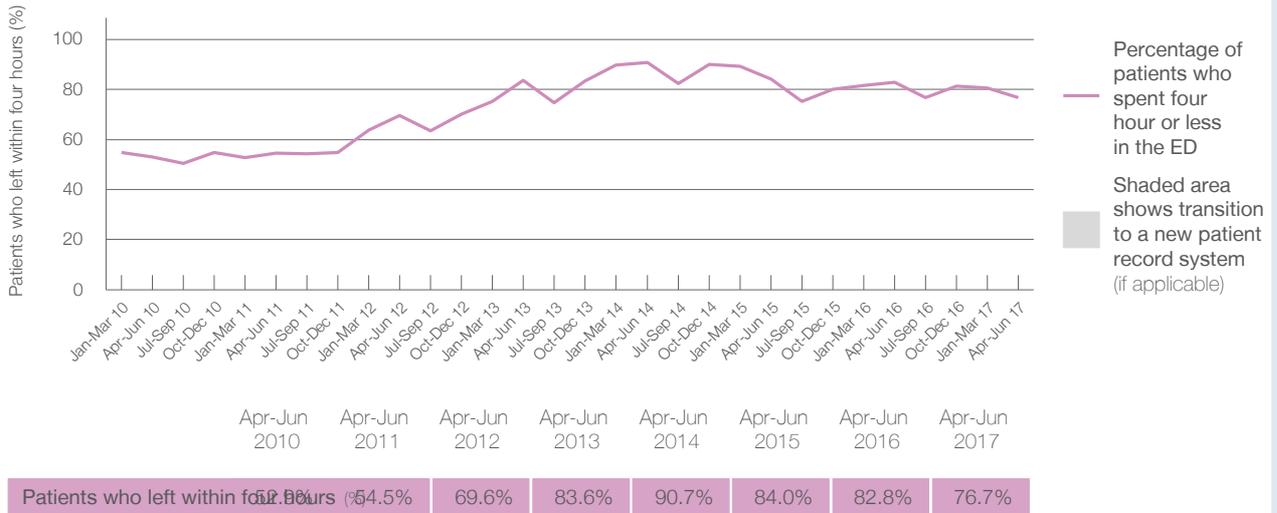
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

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	6,152	8.6%
Presentations used to calculate time to leaving the ED	6,152	8.6%
Percentage of patients who spent four hours or less in the ED	82.8%	

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



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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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).