

Concord Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 9,661 patients
Emergency presentations:² 9,636 patients

Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%



Concord Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,173 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,090 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,905 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  75 minutes

Same period last year	NSW (this period)
968	
8 minutes	8 minutes
14 minutes	26 minutes
3,123	
20 minutes	20 minutes
48 minutes	67 minutes
4,674	
28 minutes	25 minutes
84 minutes	99 minutes
430	
24 minutes	23 minutes
83 minutes	101 minutes

Concord Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,660 patients

Percentage of patients who spent four hours or less in the ED  75.6%

Same period last year	Change since one year ago
9,267	4.2%
76.3%	

* 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.

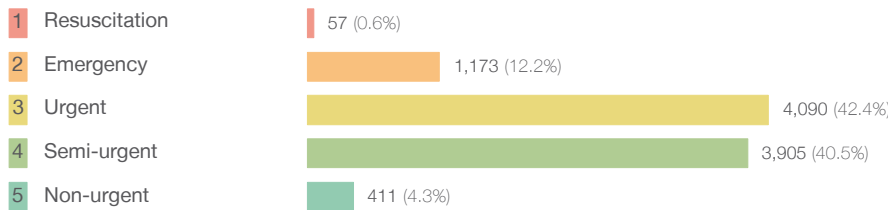
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Concord Hospital: Patients presenting to the emergency department

April to June 2017

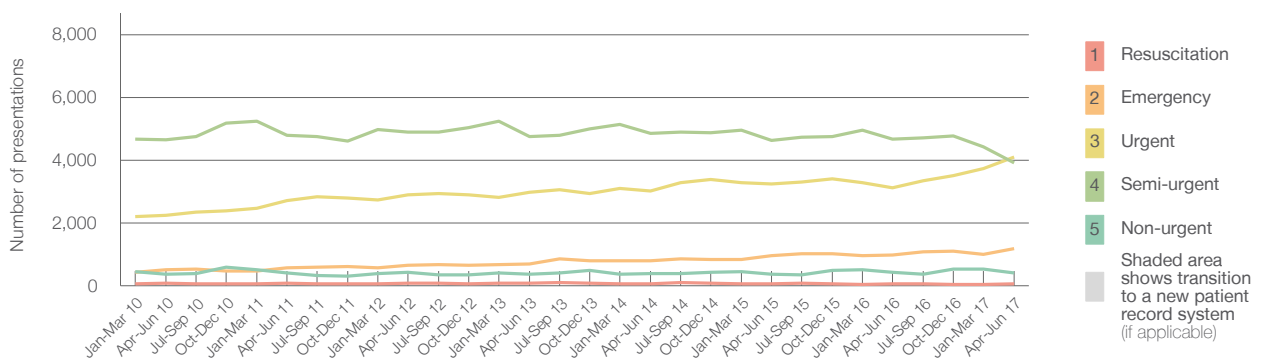
All presentations:¹ 9,661 patients

Emergency presentations² by triage category: 9,636 patients



Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%
51	11.8%
968	21.2%
3,123	31.0%
4,674	-16.5%
430	-4.4%

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	70	77	78	87	50	63	51	57
Emergency	509	560	648	700	792	965	968	1,173
Urgent	2,238	2,709	2,904	2,979	3,020	3,235	3,123	4,090
Semi-urgent	4,643	4,801	4,890	4,755	4,856	4,631	4,674	3,905
Non-urgent	361	405	432	369	393	357	430	411
All emergency presentations	7,821	8,552	8,952	8,890	9,111	9,251	9,246	9,636

Concord Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,345 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,048	
11 minutes	1 minute
20 minutes	1 minute

(†) 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.

Concord 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: 1,173

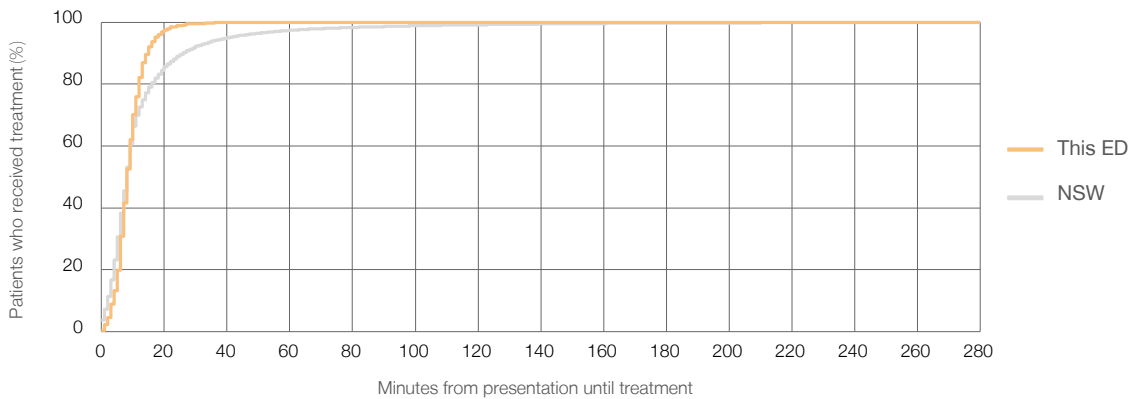
Number of triage 2 patients used to calculate waiting time:³ 1,166

Median time to start treatment⁴ ■ 8 minutes

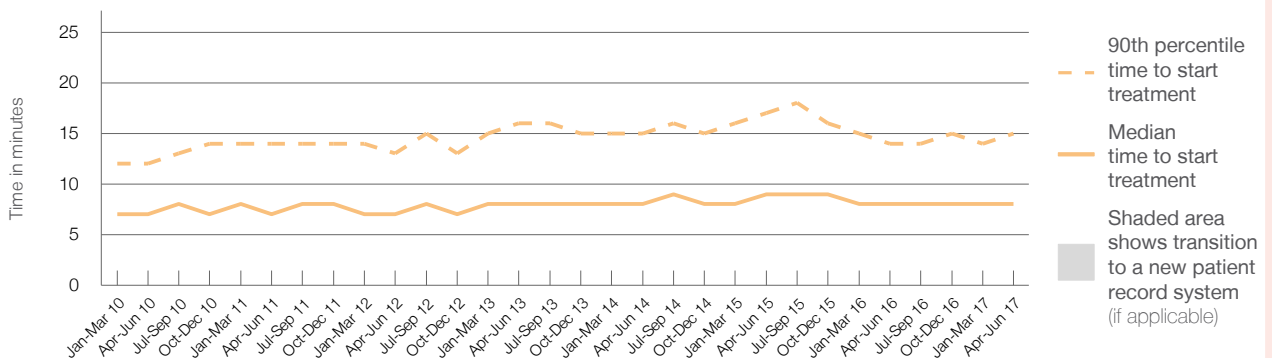
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
968	
964	
8 minutes	8 minutes
14 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)	7	7	7	8	8	9	8	8
90th percentile time to start treatment ⁵ (minutes)	12	14	13	16	15	17	14	15

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Concord 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: 4,090

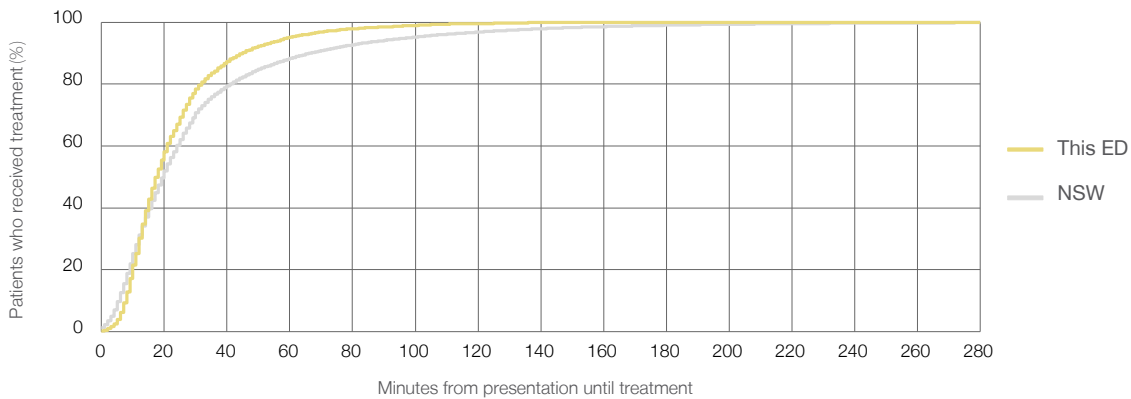
Number of triage 3 patients used to calculate waiting time:³ 3,995

Median time to start treatment⁴ 18 minutes

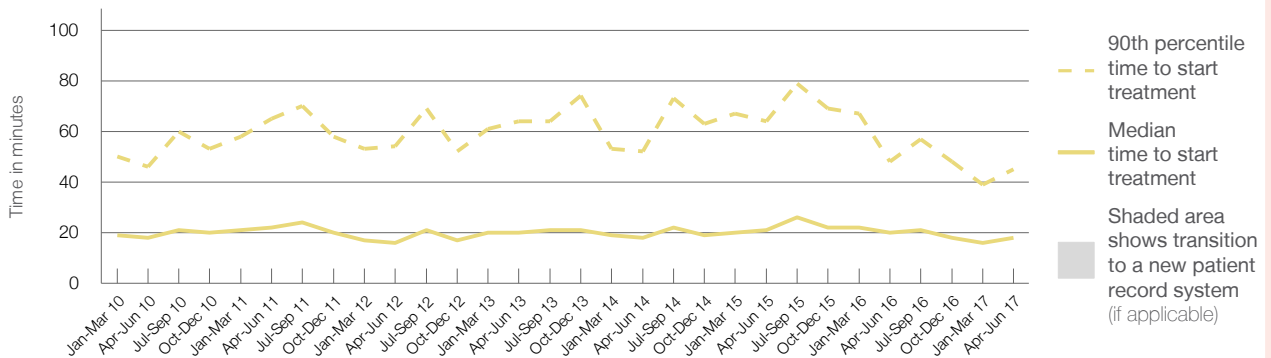
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
3,123	3,076
20 minutes	20 minutes
48 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)	18	22	16	20	18	21	20	18
90th percentile time to start treatment ⁵ (minutes)	46	65	54	64	52	64	48	45

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Concord 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: 3,905

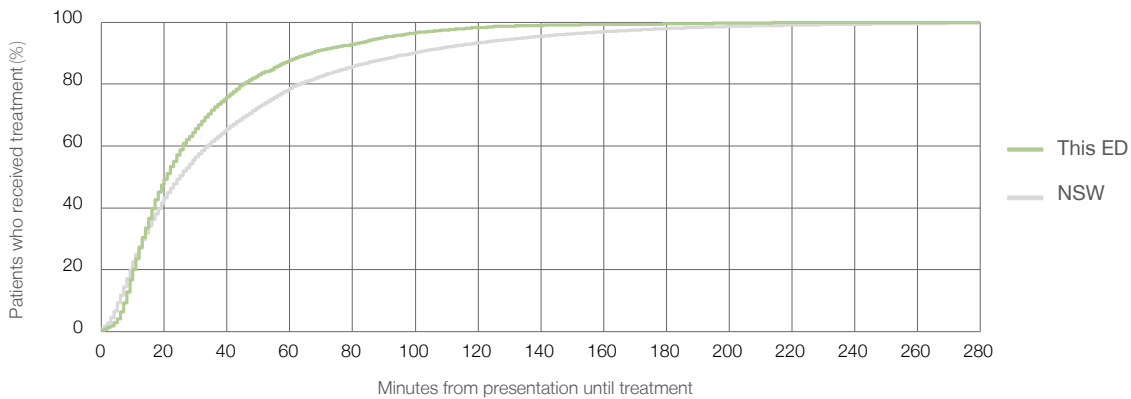
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 21 minutes

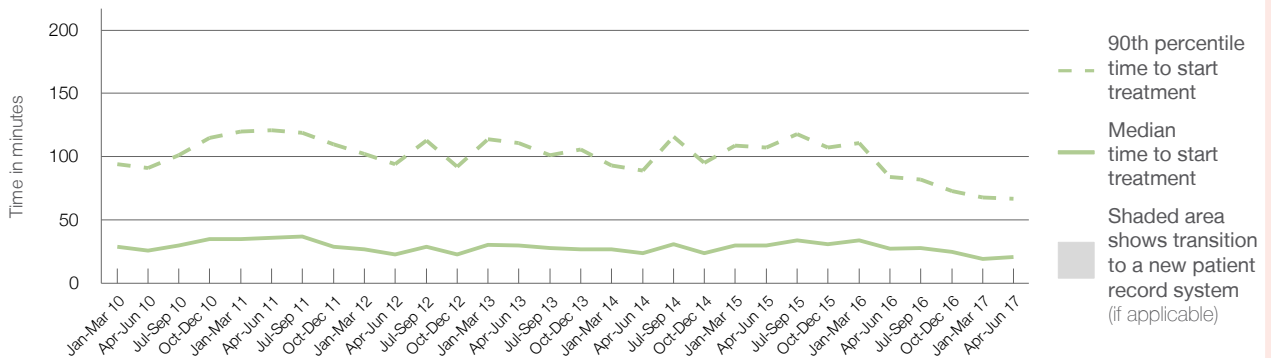
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
4,674	
4,494	
28 minutes	25 minutes
84 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)	26	36	23	30	24	30	28	21
90th percentile time to start treatment ⁵ (minutes)	91	121	94	111	89	107	84	67

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Concord 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: 411

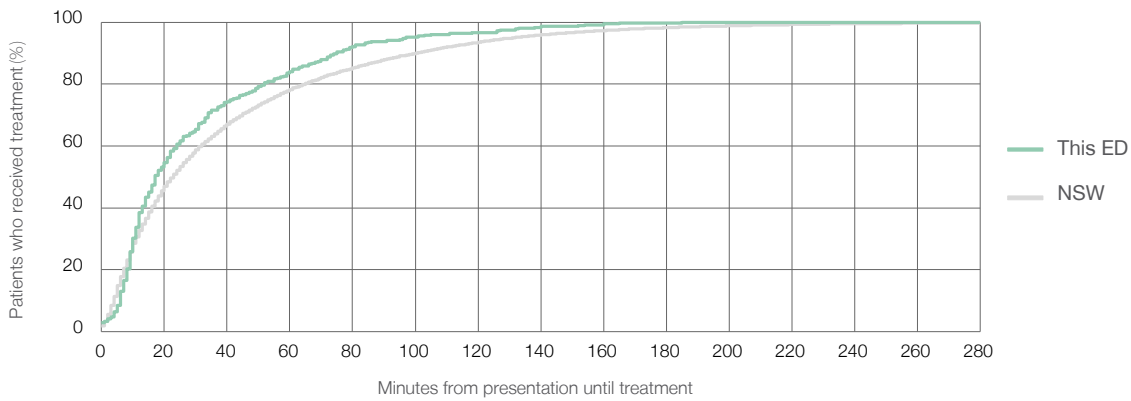
Number of triage 5 patients used to calculate waiting time:³ 355

Median time to start treatment⁴ 17 minutes

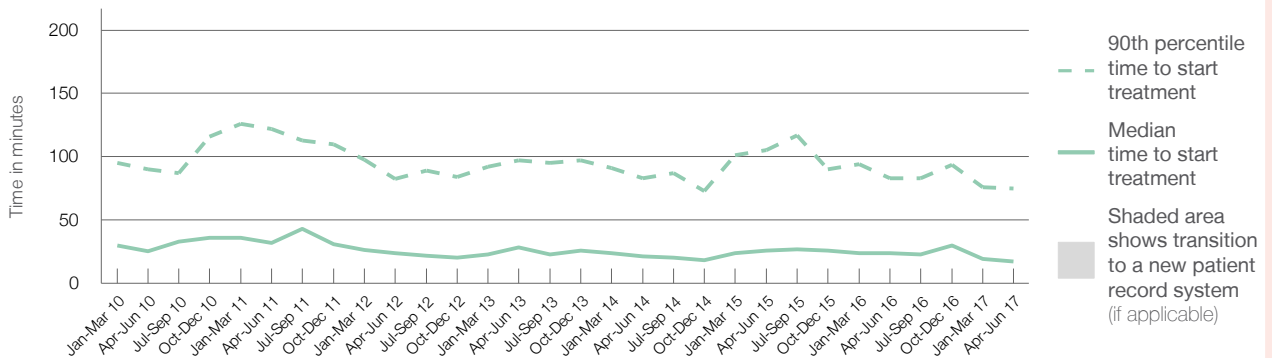
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
430	
370	
24 minutes	23 minutes
83 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)	26	32	24	29	22	26	24	17
90th percentile time to start treatment ⁵ (minutes)	90	122	83	97	83	105	83	75

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Concord Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,661 patients

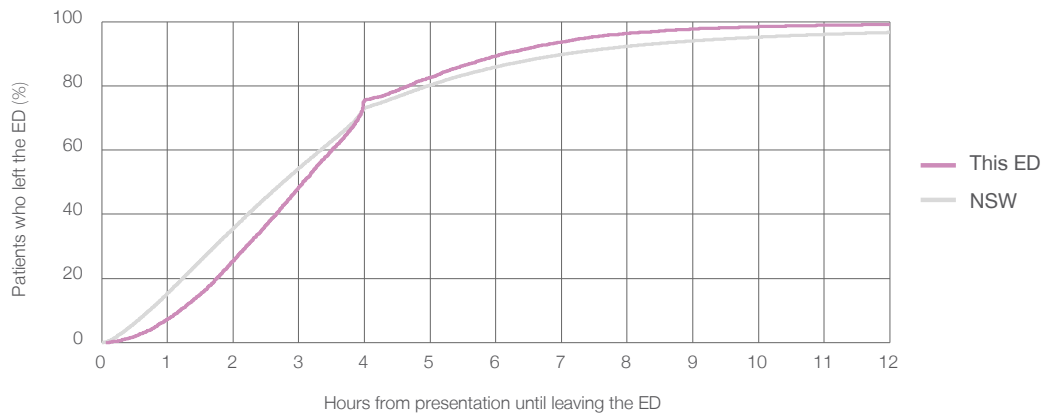
Presentations used to calculate time to leaving the ED:⁶ 9,660 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

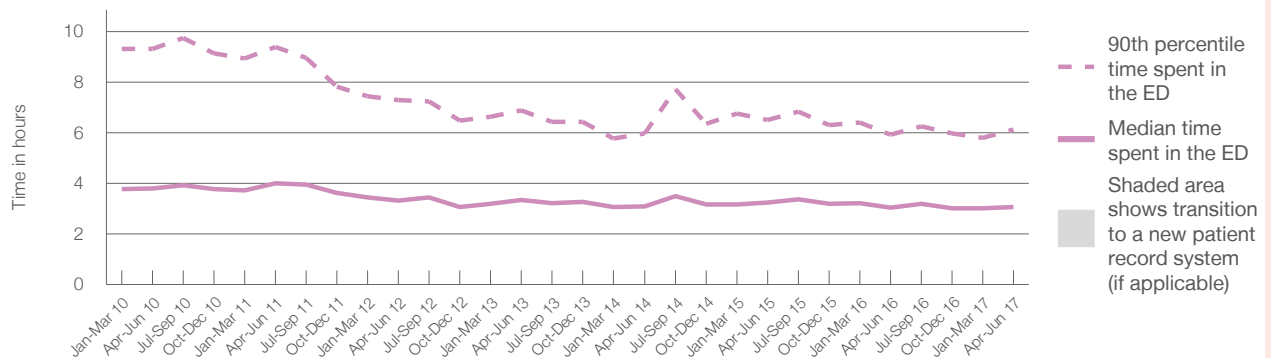
90th percentile time spent in the ED⁹ 6 hours and 8 minutes

Same period last year	NSW (this period)
9,268	
9,267	
3 hours and 3 minutes	2 hours and 46 minutes
5 hours and 56 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	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m

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

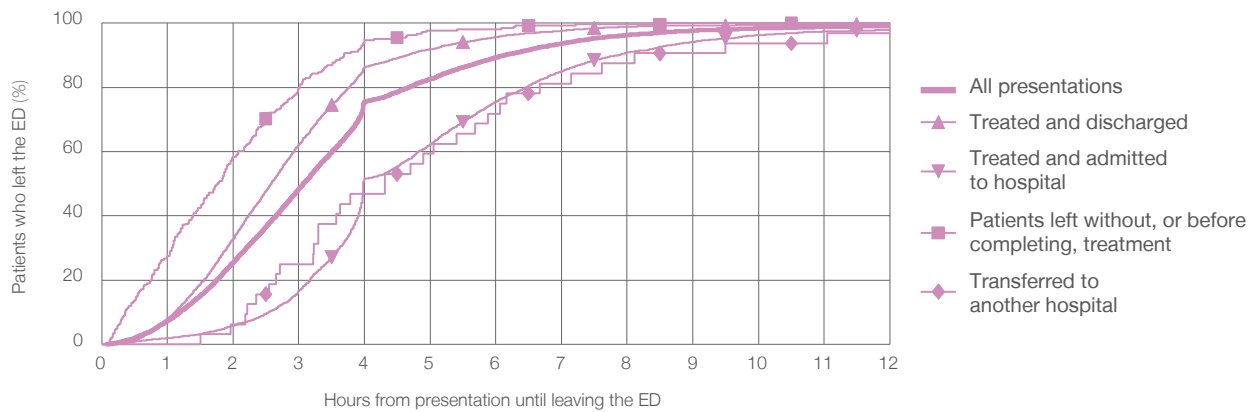
All presentations:¹ 9,661 patients

Presentations used to calculate time to leaving the ED:⁶ 9,660 patients

Treated and discharged	6,179 (64.0%)
Treated and admitted to hospital	3,051 (31.6%)
Patient left without, or before completing, treatment	269 (2.8%)
Transferred to another hospital	32 (0.3%)
Other	130 (1.3%)

Same period last year	Change since one year ago
9,267	4.2%
5,916	4.4%
3,012	1.3%
203	32.5%
15	113.3%
122	6.6%

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	8.1%	33.0%	62.2%	86.3%	95.7%	98.9%	99.4%	99.7%
Treated and admitted to hospital	1.9%	5.8%	16.7%	51.6%	75.5%	90.9%	96.3%	98.0%
Patient left without, or before completing, treatment	27.5%	58.4%	79.9%	94.8%	98.1%	99.6%	100%	100%
Transferred to another hospital	0%	6.3%	25.0%	46.9%	71.9%	87.5%	93.8%	96.9%
All presentations	7.3%	25.6%	48.5%	75.6%	89.3%	96.4%	98.4%	99.2%

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Concord Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2017

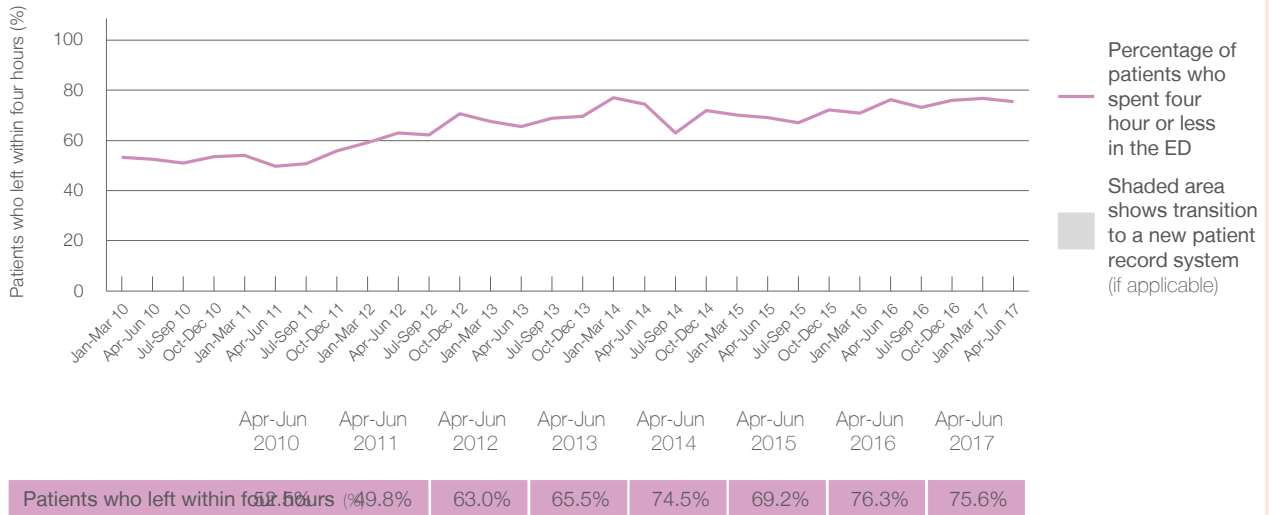
All presentations at the emergency department:¹ 9,661 patients
 Presentations used to calculate time to leaving the ED:⁶ 9,660 patients

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



Same period last year	Change since one year ago
9,268	4.2%
9,267	4.2%
76.3%	

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



* 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).
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- 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).