

Wyong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 16,264 patients

Emergency presentations:² 16,147 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,493 | 5.0% |
| 15,328 | 5.3% |

Wyong Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,569 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,584 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,107 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 61 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,584 | |
| 7 minutes | 8 minutes |
| 27 minutes | 26 minutes |
| 4,742 | |
| 19 minutes | 20 minutes |
| 61 minutes | 67 minutes |
| 7,881 | |
| 25 minutes | 25 minutes |
| 77 minutes | 99 minutes |
| 1,045 | |
| 20 minutes | 23 minutes |
| 66 minutes | 101 minutes |

Wyong Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 16,264 patients

Percentage of patients who spent four hours or less in the ED 74.6%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,493 | 5.0% |
| 72.3% | |

* 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.

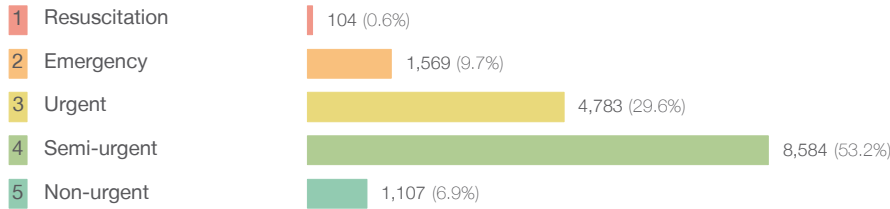
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Wyong Hospital: Patients presenting to the emergency department

April to June 2017

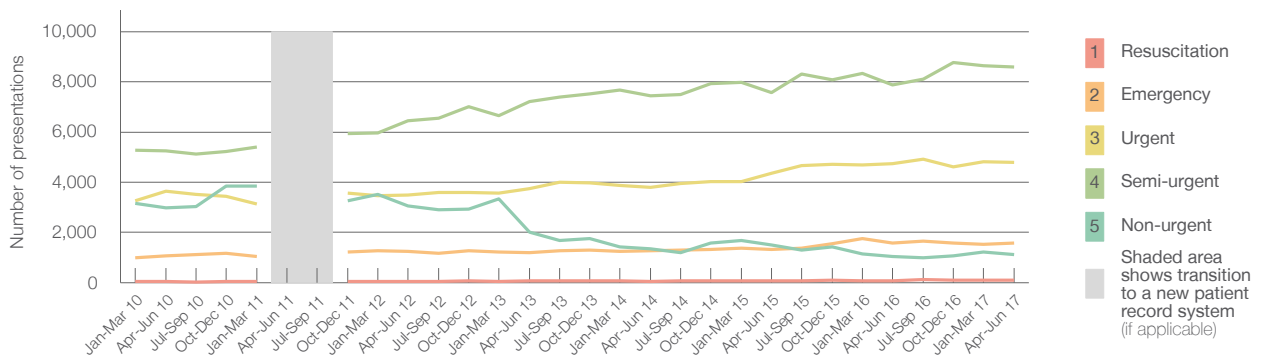
All presentations:¹ 16,264 patients

Emergency presentations² by triage category: 16,147 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,493 | 5.0% |
| 15,328 | 5.3% |
| 76 | 36.8% |
| 1,584 | -0.9% |
| 4,742 | 0.9% |
| 7,881 | 8.9% |
| 1,045 | 5.9% |

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 | 51 | | 51 | 62 | 51 | 69 | 76 | 104 |
| Emergency | 1,079 | | 1,258 | 1,207 | 1,263 | 1,335 | 1,584 | 1,569 |
| Urgent | 3,637 | | 3,494 | 3,741 | 3,792 | 4,370 | 4,742 | 4,783 |
| Semi-urgent | 5,239 | | 6,441 | 7,216 | 7,437 | 7,566 | 7,881 | 8,584 |
| Non-urgent | 2,970 | | 3,058 | 2,013 | 1,344 | 1,501 | 1,045 | 1,107 |
| All emergency presentations | 12,976 | | 14,302 | 14,239 | 13,887 | 14,841 | 15,328 | 16,147 |

Wyong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,019 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,867 | |
| 10 minutes | 0 minutes |
| 25 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.

Wyong 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: 1,569

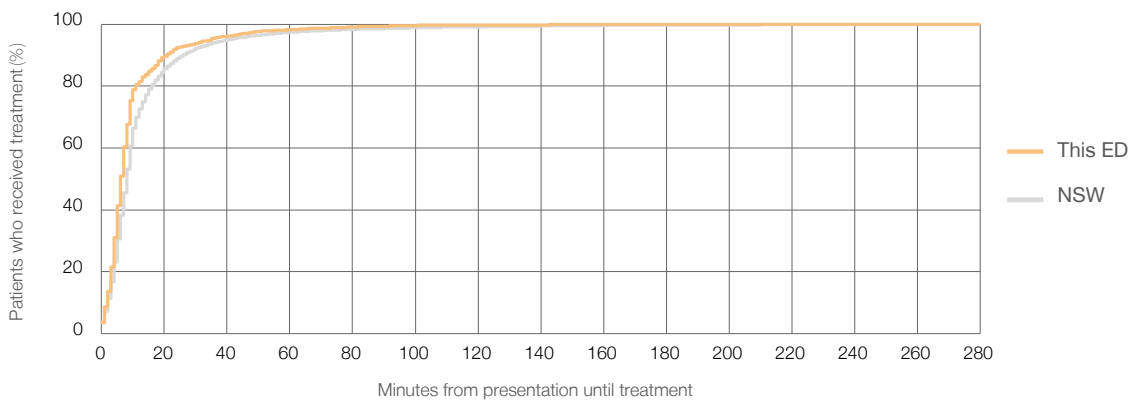
Number of triage 2 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴ 6 minutes

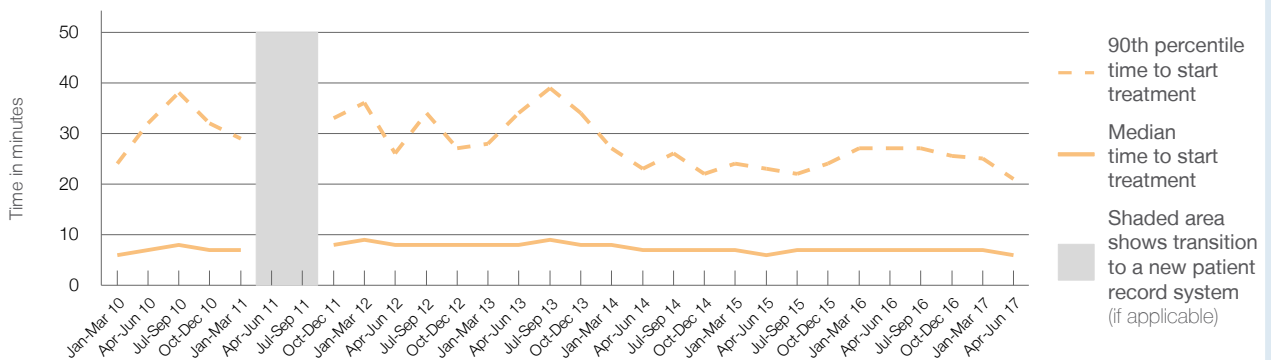
90th percentile time to start treatment⁵ 21 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,584 | |
| 1,574 | |
| 7 minutes | 8 minutes |
| 27 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 | | 8 | 8 | 7 | 6 | 7 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 32 | | 26 | 34 | 23 | 23 | 27 | 21 |

(†) 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.

Wyong 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: 4,783

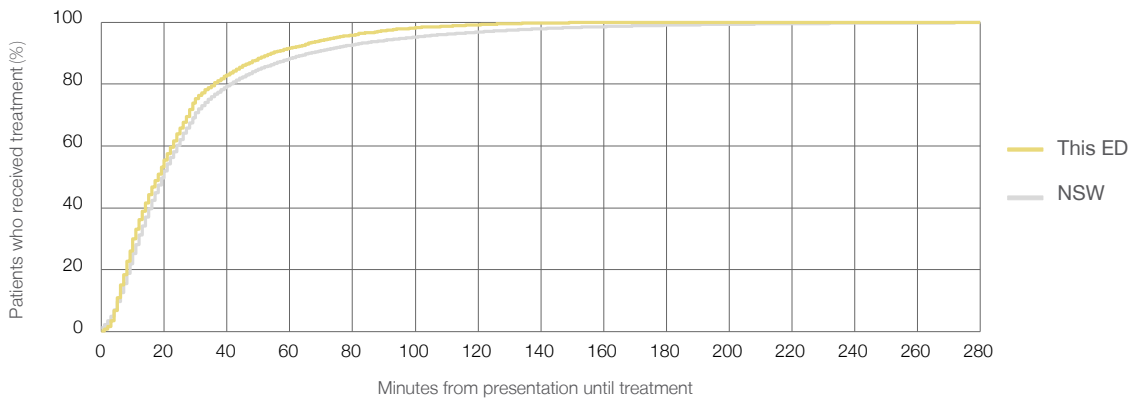
Number of triage 3 patients used to calculate waiting time:³ 4,757

Median time to start treatment⁴ 18 minutes

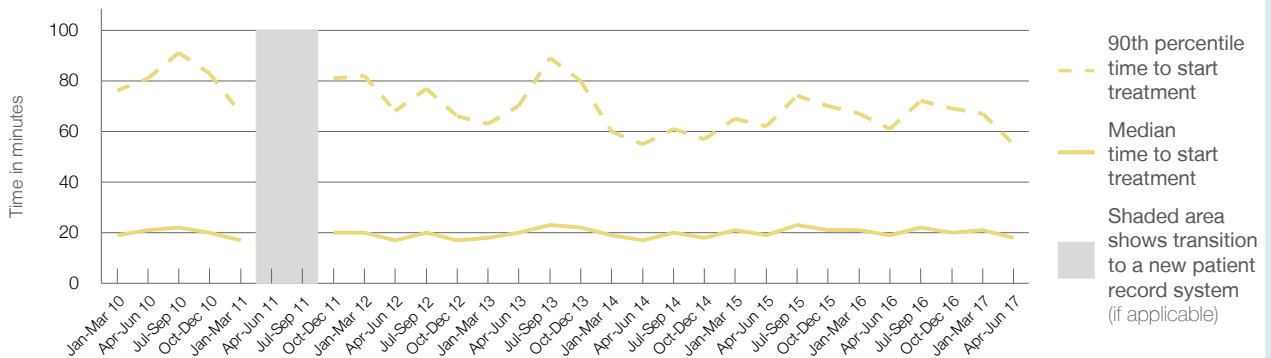
90th percentile time to start treatment⁵ 55 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,742 | 4,709 |
| 19 minutes | 20 minutes |
| 61 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 | 20 | 17 | 19 | 19 | 18 |
| 90th percentile time to start treatment ⁵ (minutes) | 81 | | 68 | 70 | 55 | 62 | 61 | 55 |

(†) 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.

Wyong 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: 8,584

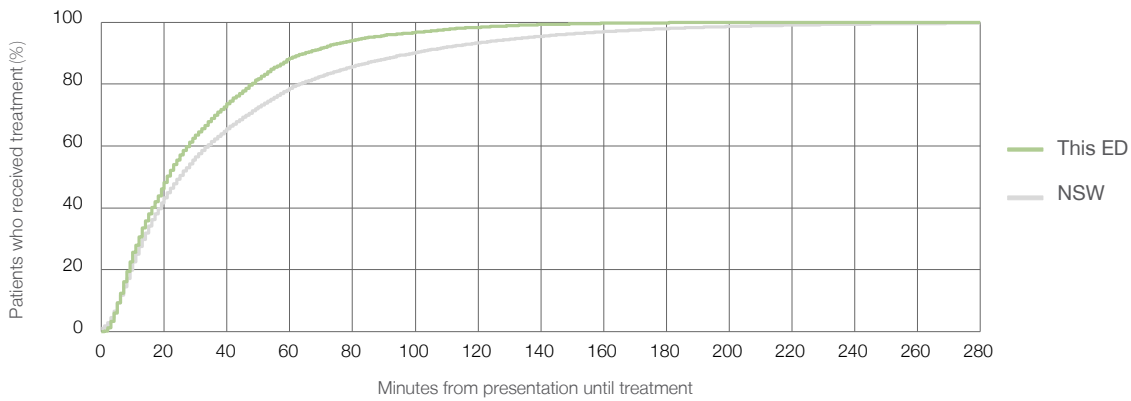
Number of triage 4 patients used to calculate waiting time:³ 8,454

Median time to start treatment⁴ 21 minutes

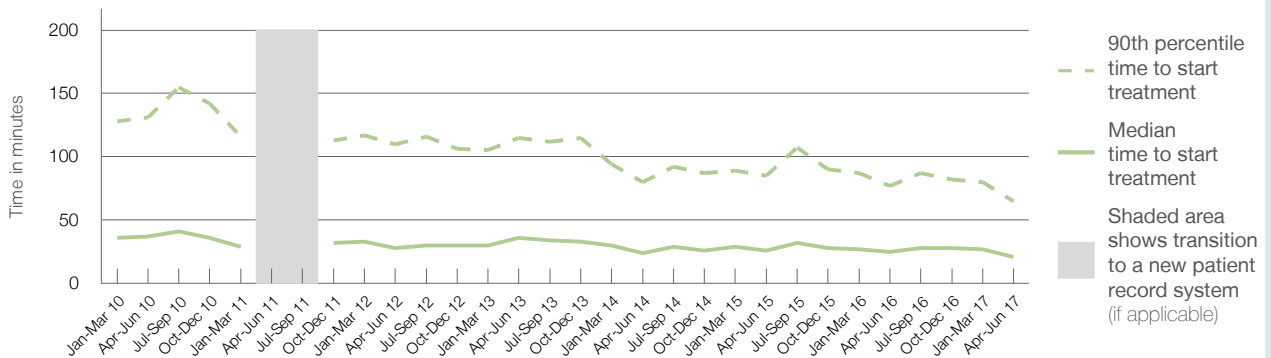
90th percentile time to start treatment⁵ 65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 7,881 | 7,732 |
| 25 minutes | 25 minutes |
| 77 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) | 37 | | 28 | 36 | 24 | 26 | 25 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 131 | | 110 | 115 | 80 | 85 | 77 | 65 |

(†) 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.

Wyong 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: 1,107

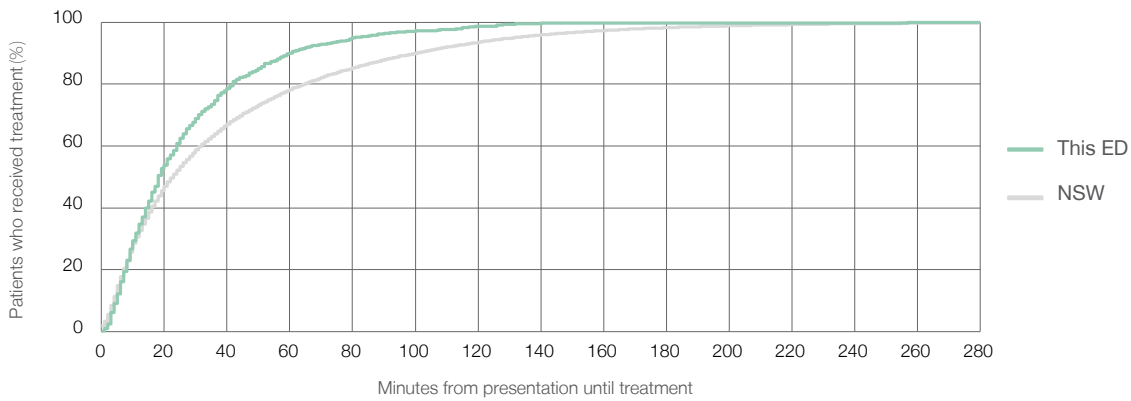
Number of triage 5 patients used to calculate waiting time:³ 1,058

Median time to start treatment⁴ 18 minutes

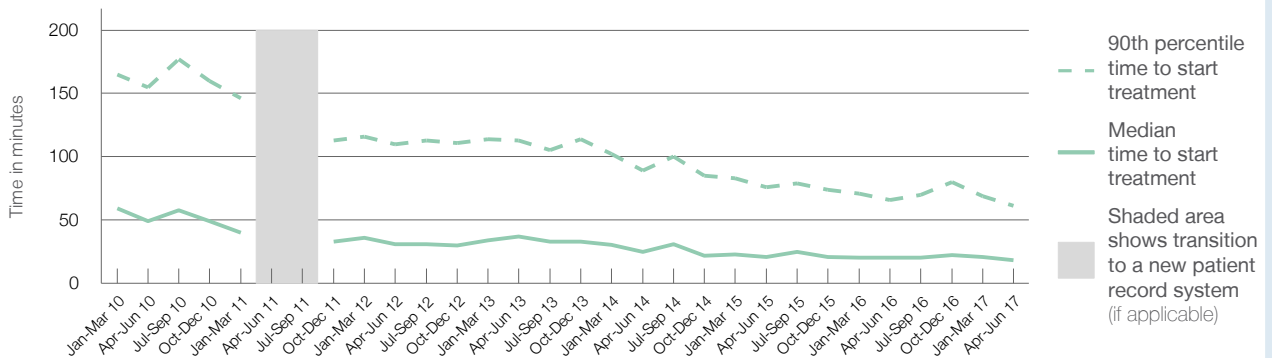
90th percentile time to start treatment⁵ 61 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,045 | 1,019 |
| 20 minutes | 23 minutes |
| 66 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) | 49 | | 31 | 37 | 25 | 21 | 20 | 18 |
| 90th percentile time to start treatment ⁵ (minutes) | 155 | | 110 | 113 | 89 | 76 | 66 | 61 |

(†) 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.

Wyong Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 16,264 patients

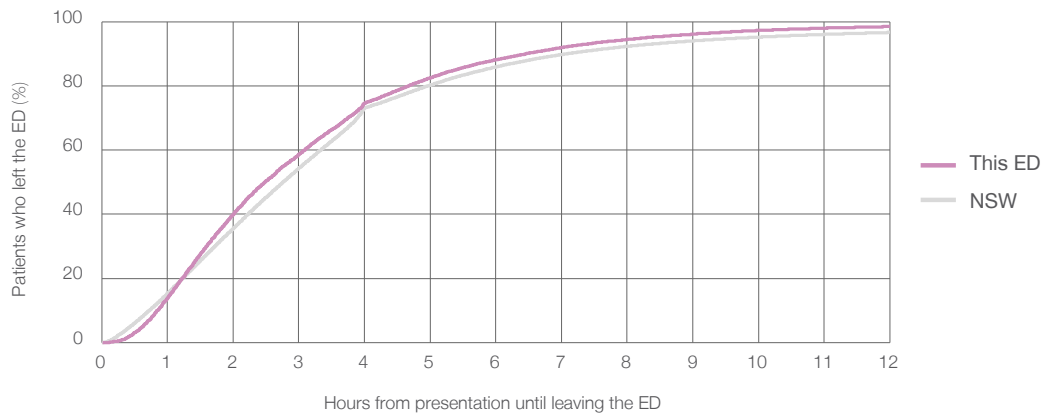
Presentations used to calculate time to leaving the ED:⁶ 16,264 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

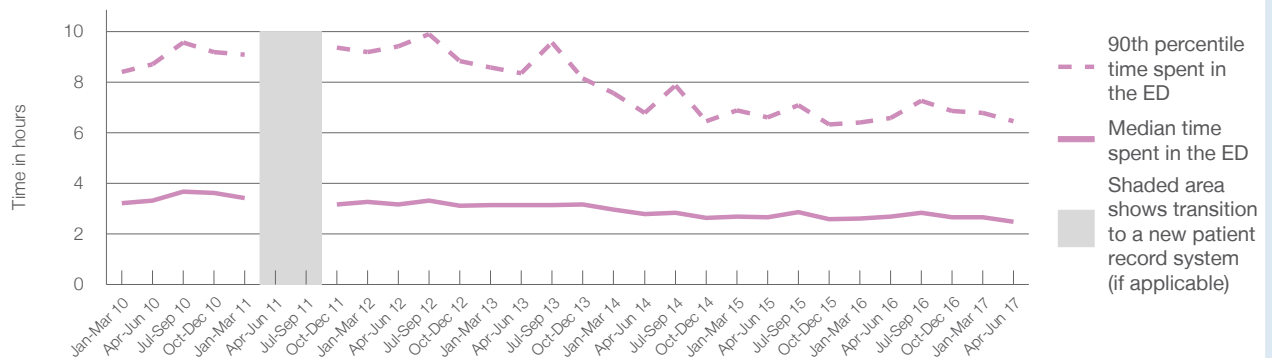
90th percentile time spent in the ED⁹ 6 hours and 28 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 15,493 | 15,493 |
| 2 hours and 41 minutes | 2 hours and 46 minutes |
| 6 hours and 35 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 19m | | 3h 11m | 3h 9m | 2h 47m | 2h 40m | 2h 41m | 2h 29m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 8h 43m | | 9h 25m | 8h 21m | 6h 48m | 6h 37m | 6h 35m | 6h 28m |

(†) 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.

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

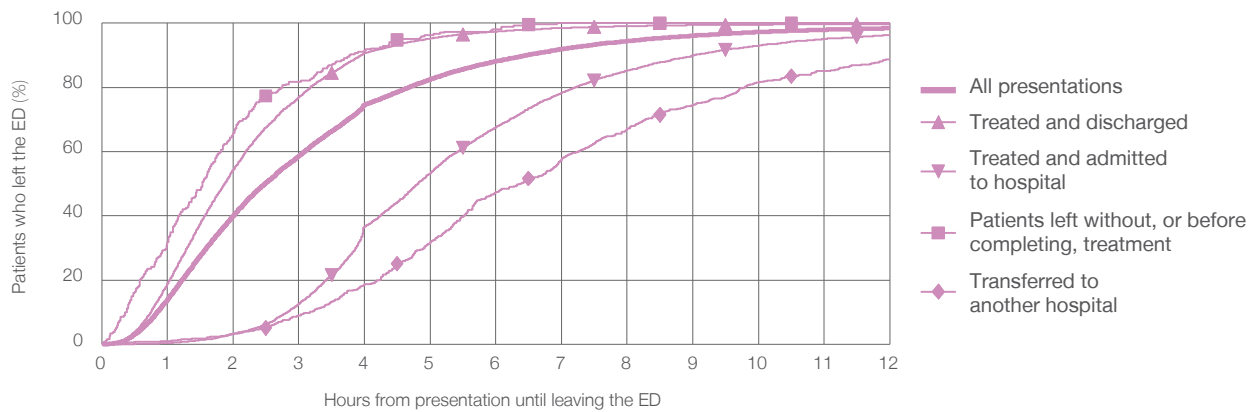
All presentations:¹ 16,264 patients

Presentations used to calculate time to leaving the ED:⁶ 16,264 patients

| | |
|---|----------------|
| Treated and discharged | 11,362 (69.9%) |
| Treated and admitted to hospital | 3,942 (24.2%) |
| Patient left without, or before completing, treatment | 269 (1.7%) |
| Transferred to another hospital | 670 (4.1%) |
| Other | 21 (0.1%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,493 | 5.0% |
| 10,551 | 7.7% |
| 3,900 | 1.1% |
| 293 | -8.2% |
| 688 | -2.6% |
| 61 | -65.6% |

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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 18.9% | 54.3% | 76.9% | 90.6% | 97.4% | 99.1% | 99.6% | 99.8% |
| Treated and admitted to hospital | 0.4% | 3.2% | 12.6% | 36.7% | 67.7% | 85.3% | 93.0% | 96.4% |
| Patient left without, or before completing, treatment | 32.0% | 65.8% | 81.8% | 91.4% | 98.1% | 100% | 100% | 100% |
| Transferred to another hospital | 0.9% | 3.3% | 9.0% | 18.7% | 47.5% | 67.2% | 81.5% | 88.8% |
| All presentations | 14.0% | 40.1% | 58.7% | 74.6% | 88.2% | 94.4% | 97.3% | 98.5% |

(†) 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.

Wyong 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 16,264 patients

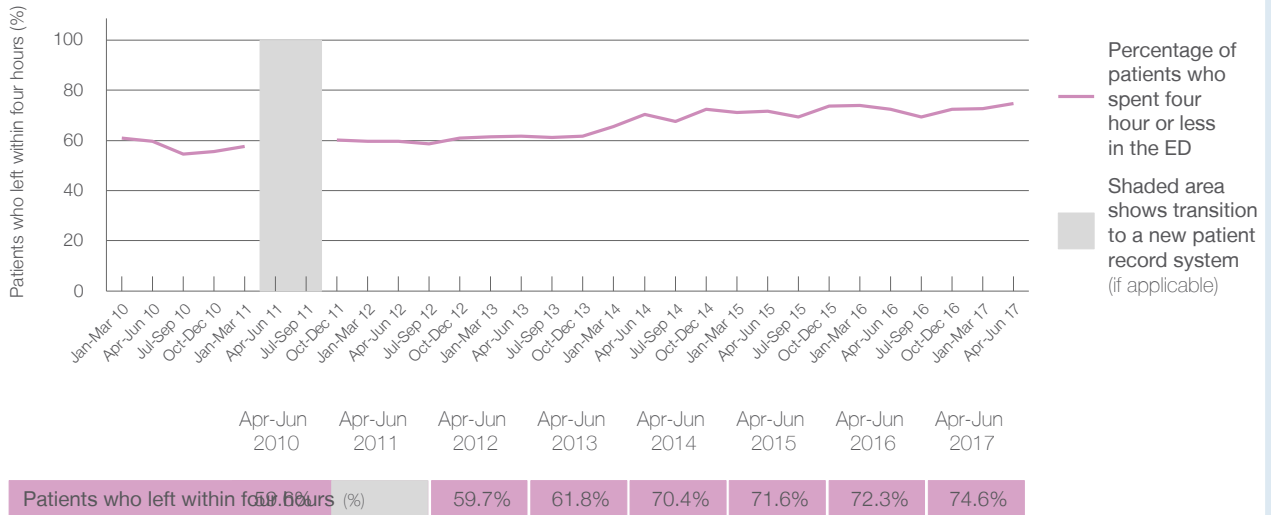
Presentations used to calculate time to leaving the ED:⁶ 16,264 patients

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 | 15,493 | 5.0% |
| Presentations used to calculate time to leaving the ED: ⁶ | 15,493 | 5.0% |
| Percentage of patients who spent four hours or less in the ED | 72.3% | |

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.

† Data points are not shown in graphs for quarters when patient numbers were 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*.

- 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).