



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Central Coast Local Health District

July to September 2017

## Gosford Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 17,749 patients

Emergency presentations:<sup>2</sup> 17,631 patients

Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%

## Gosford Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,238 patients

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

90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,986 patients

Median time to start treatment<sup>4</sup> 24 minutes

90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,700 patients

Median time to start treatment<sup>4</sup> 42 minutes

90th percentile time to start treatment<sup>5</sup> 134 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 496 patients

Median time to start treatment<sup>4</sup> 28 minutes

90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
2,230	
6 minutes	9 minutes
22 minutes	29 minutes
6,799	
24 minutes	23 minutes
85 minutes	83 minutes
6,614	
39 minutes	30 minutes
125 minutes	121 minutes
447	
26 minutes	26 minutes
116 minutes	118 minutes

## Gosford Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Percentage of patients who spent four hours or less in the ED 63.2%

Same period last year	Change since one year ago
16,429	7.9%
62.4%	

\* 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.

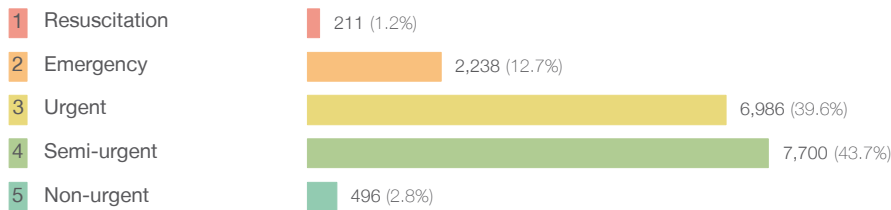
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Gosford Hospital: Patients presenting to the emergency department July to September 2017

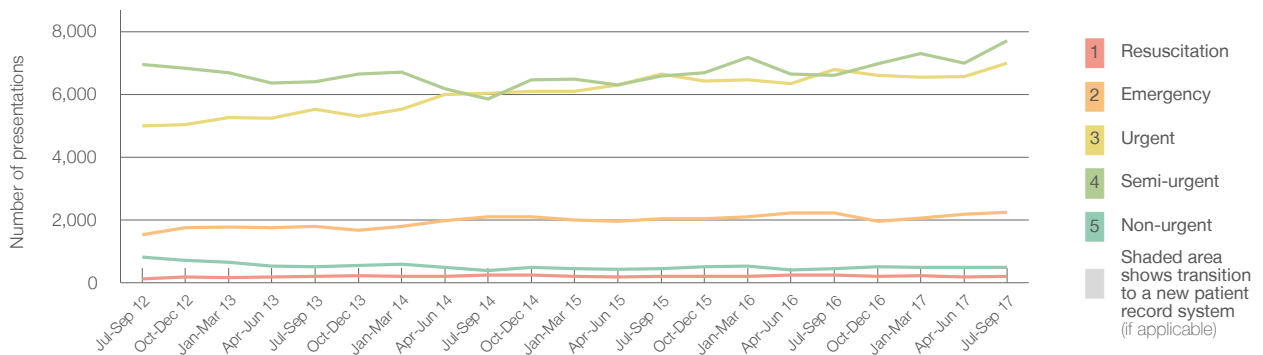
All presentations:<sup>1</sup> 17,749 patients

Emergency presentations<sup>2</sup> by triage category: 17,631 patients



Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%
234	-9.8%
2,230	0.4%
6,799	2.8%
6,614	16.4%
447	11.0%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	113	191	233	193	234	211
Emergency	1,530	1,789	2,107	2,034	2,230	2,238
Urgent	4,994	5,525	6,028	6,648	6,799	6,986
Semi-urgent	6,958	6,399	5,853	6,596	6,614	7,700
Non-urgent	804	511	389	451	447	496
All emergency presentations	14,399	14,415	14,610	15,922	16,324	17,631

## Gosford Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,207 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,835	
10 minutes	1 minute
72 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.

## Gosford Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,238

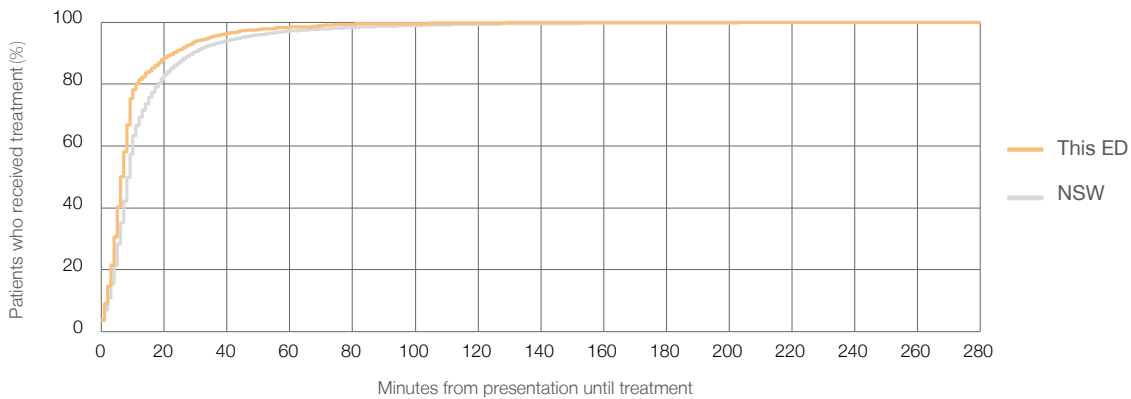
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,233

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

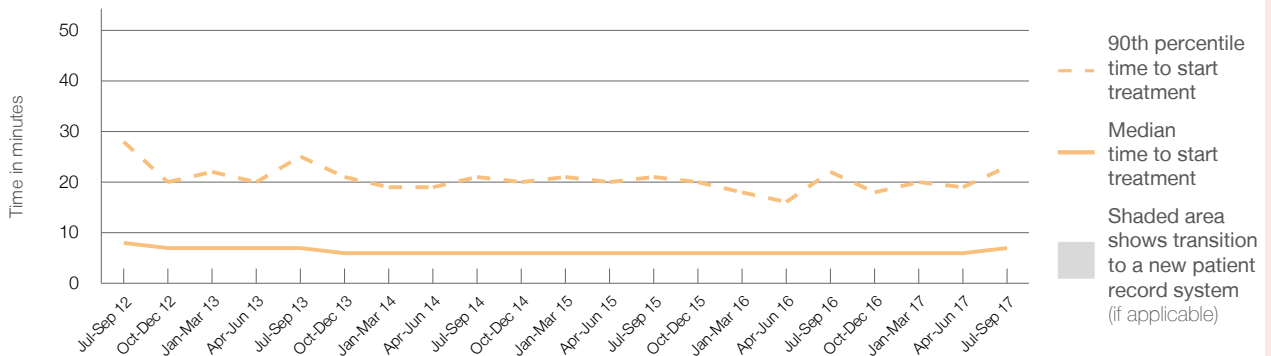
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
2,230	
2,224	
6 minutes	9 minutes
22 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	25	21	21	22	23

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,986

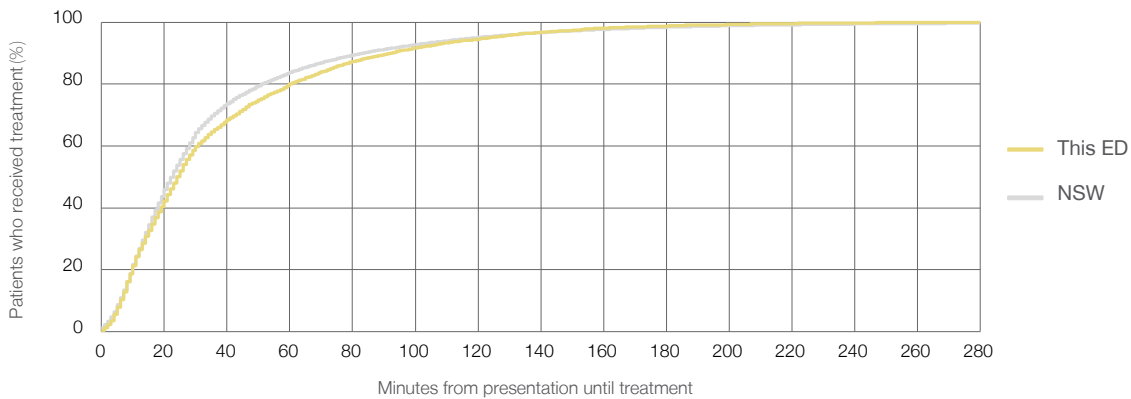
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,866

Median time to start treatment<sup>4</sup> 24 minutes

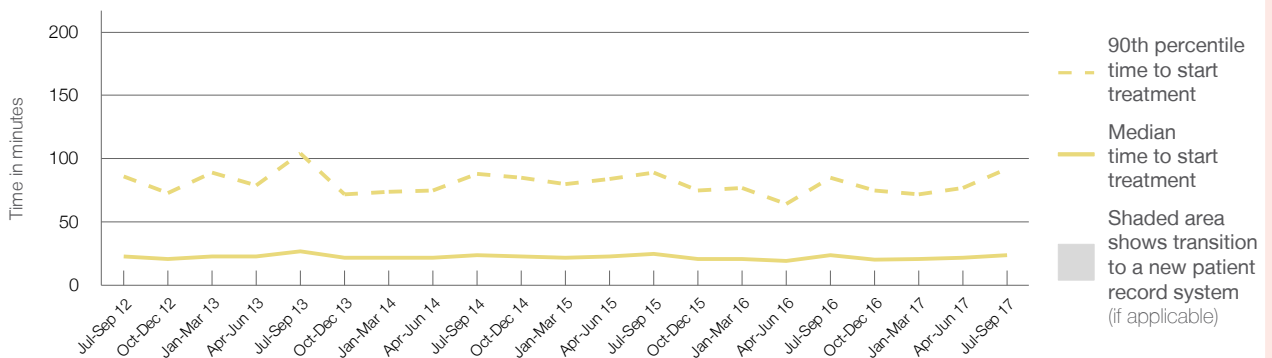
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
6,799	
6,678	
24 minutes	23 minutes
85 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	27	24	25	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	86	104	88	89	85	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Gosford Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 7,700

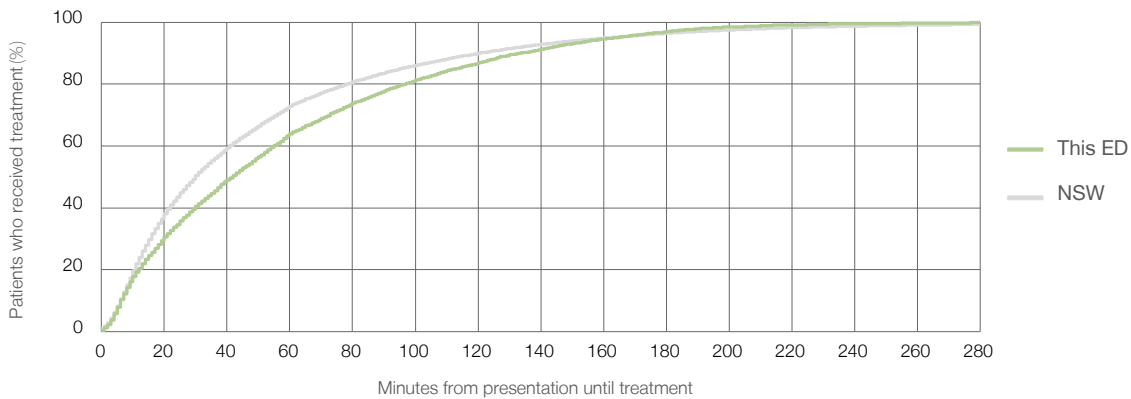
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,208

Median time to start treatment<sup>4</sup>  42 minutes

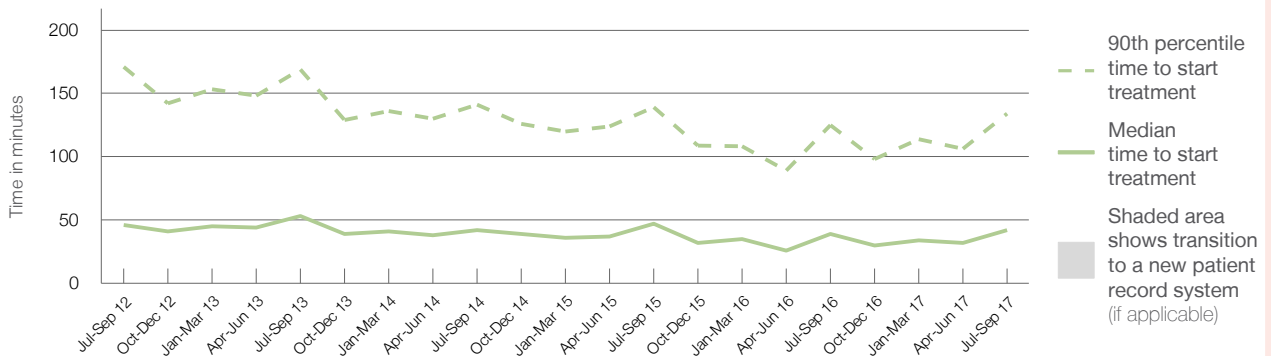
90th percentile time to start treatment<sup>5</sup>  134 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	6,614	6,265
Median time to start treatment <sup>4</sup>	39 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup>	125 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	53	42	47	39	42
90th percentile time to start treatment <sup>5</sup> (minutes)	171	169	141	139	125	134

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 496

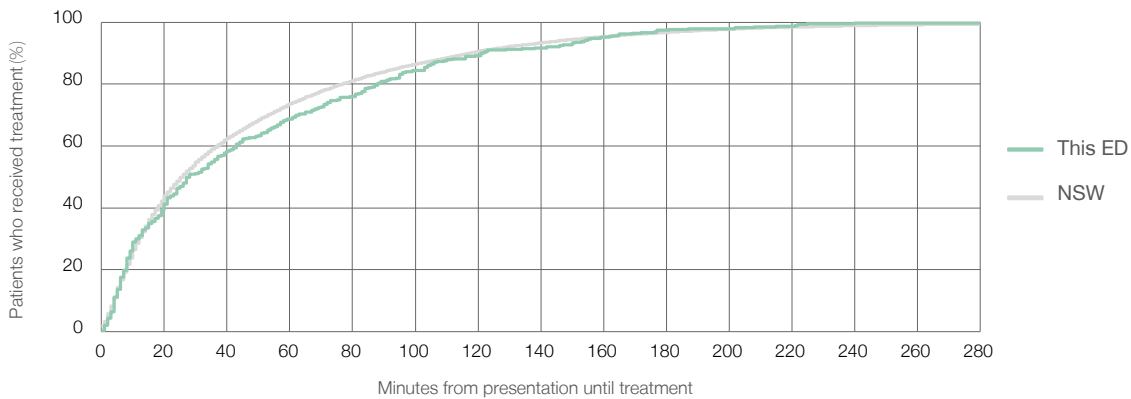
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 387

Median time to start treatment<sup>4</sup>  28 minutes

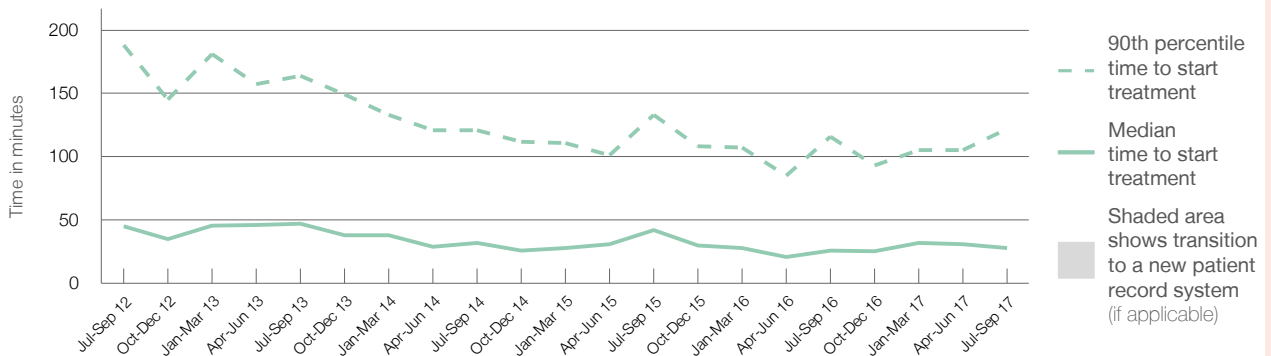
90th percentile time to start treatment<sup>5</sup>  122 minutes

Same period last year	NSW (this period)
447	
366	
26 minutes	26 minutes
116 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	45	47	32	42	26	28
90th percentile time to start treatment <sup>5</sup> (minutes)	188	164	121	133	116	122

(†) 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.

## Gosford Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 17,749 patients

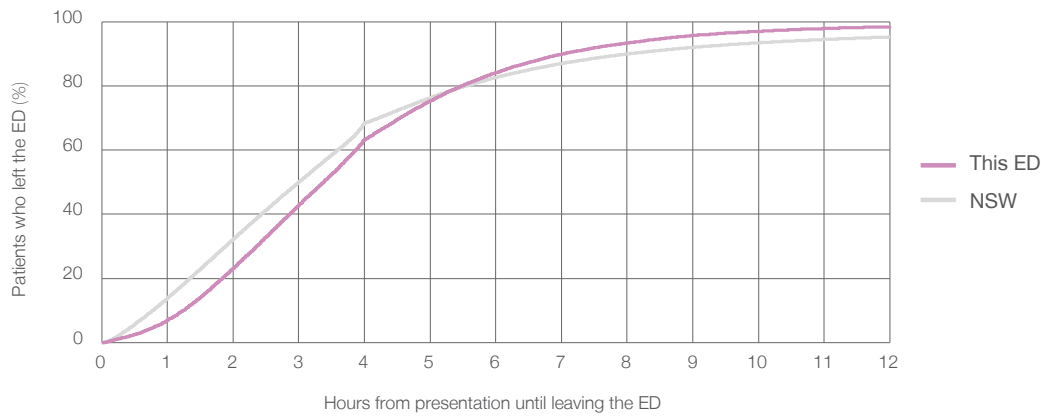
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

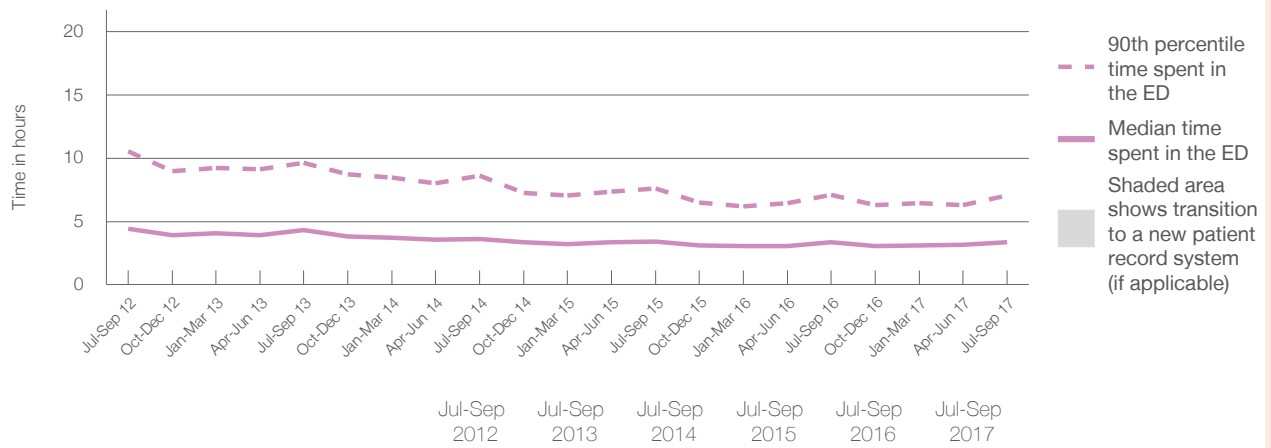
90th percentile time spent in the ED<sup>9</sup> 7 hours and 2 minutes

Same period last year	NSW (this period)
16,429	16,429
3 hours and 21 minutes	3 hours and 0 minutes
7 hours and 5 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m	3h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 33m	9h 39m	8h 36m	7h 37m	7h 5m	7h 2m

(†) 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.



**Gosford Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

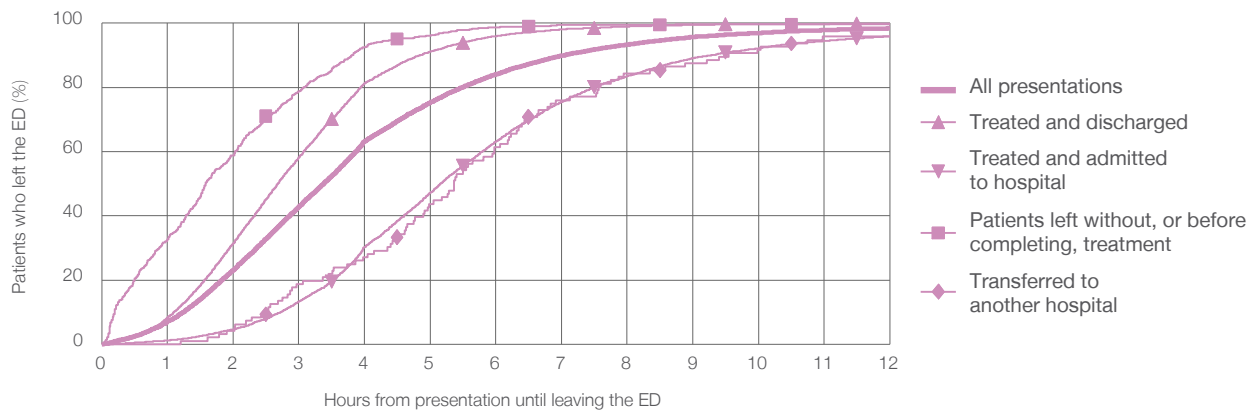
All presentations:<sup>1</sup> 17,749 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Treated and discharged	10,412 (58.7%)
Treated and admitted to hospital	6,386 (36.0%)
Patient left without, or before completing, treatment	784 (4.4%)
Transferred to another hospital	96 (0.5%)
Other	71 (0.4%)

Same period last year	Change since one year ago
16,429	7.9%
9,327	11.6%
6,322	1.0%
616	27.3%
110	-12.7%
54	31.5%

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



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	8.4%	31.6%	58.2%	81.3%	96.0%	99.0%	99.7%	99.8%
Treated and admitted to hospital	1.2%	4.6%	13.3%	30.3%	63.2%	83.5%	92.2%	96.0%
Patient left without, or before completing, treatment	32.7%	58.8%	78.8%	92.6%	98.7%	99.5%	99.6%	99.7%
Transferred to another hospital	0%	4.2%	18.8%	27.1%	61.5%	84.4%	91.7%	95.8%
All presentations	7.1%	23.1%	42.9%	63.2%	84.1%	93.4%	97.0%	98.4%

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(‡) 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.

**Gosford Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 17,749 patients

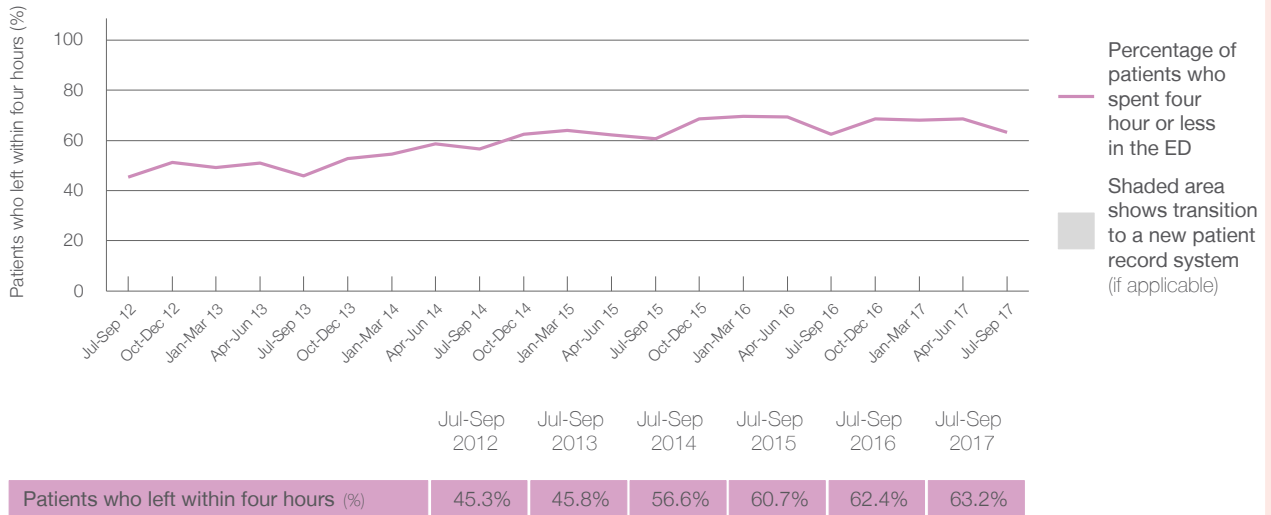
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

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	16,429	8.0%
Presentations used to calculate time to leaving the ED	16,429	7.9%
Percentage of patients who spent four hours or less in the ED	62.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

## Wyong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 17,446 patients



Emergency presentations:<sup>2</sup> 17,359 patients

Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%

## Wyong Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,955 patients

Median time to start treatment<sup>4</sup>  25 minutes  
90th percentile time to start treatment<sup>5</sup>  82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,268 patients

Median time to start treatment<sup>4</sup>  31 minutes  
90th percentile time to start treatment<sup>5</sup>  94 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,201 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
1,661	
7 minutes	9 minutes
27 minutes	29 minutes
4,928	
22 minutes	23 minutes
72 minutes	83 minutes
8,117	
28 minutes	30 minutes
87 minutes	121 minutes
985	
20 minutes	26 minutes
70 minutes	118 minutes

## Wyong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,438 patients

Percentage of patients who spent four hours or less in the ED  69.0%

Same period last year	Change since one year ago
15,970	9.2%
69.4%	

\* 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.

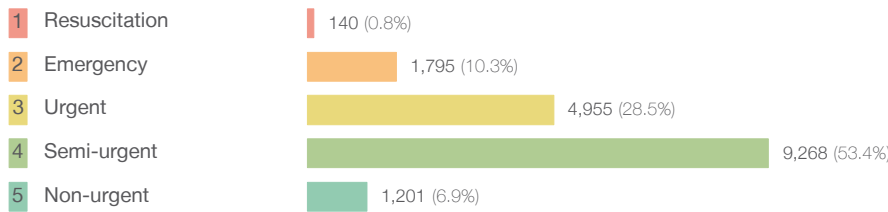
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Wyong Hospital: Patients presenting to the emergency department

July to September 2017

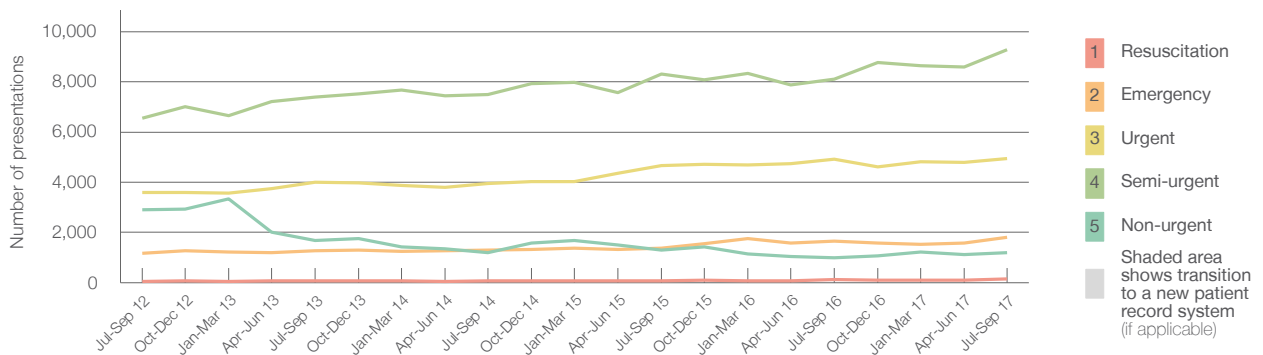
All presentations:<sup>1</sup> 17,446 patients

Emergency presentations<sup>2</sup> by triage category: 17,359 patients



Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%
113	23.9%
1,661	8.1%
4,928	0.5%
8,117	14.2%
985	21.9%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	50	75	66	79	113	140
Emergency	1,172	1,260	1,288	1,371	1,661	1,795
Urgent	3,604	3,994	3,946	4,661	4,928	4,955
Semi-urgent	6,546	7,394	7,483	8,299	8,117	9,268
Non-urgent	2,907	1,676	1,190	1,300	985	1,201
All emergency presentations	14,279	14,399	13,973	15,710	15,804	17,359

## Wyong Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,476 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,078	
10 minutes	2 minutes
30 minutes	18 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.

## Wyong Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,795

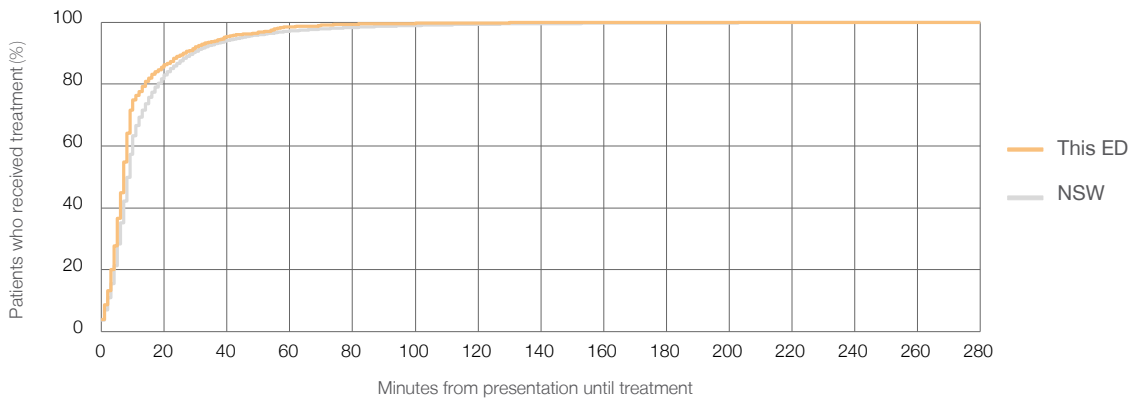
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,785

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

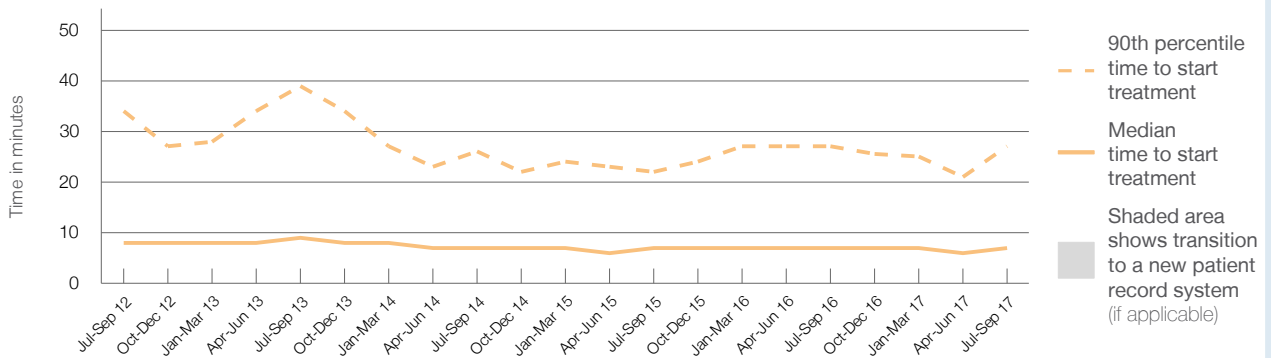
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
1,661	1,656
7 minutes	9 minutes
27 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	9	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	34	39	26	22	27	27

(†) 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 July to September 2017

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

Number of triage 3 patients: 4,955

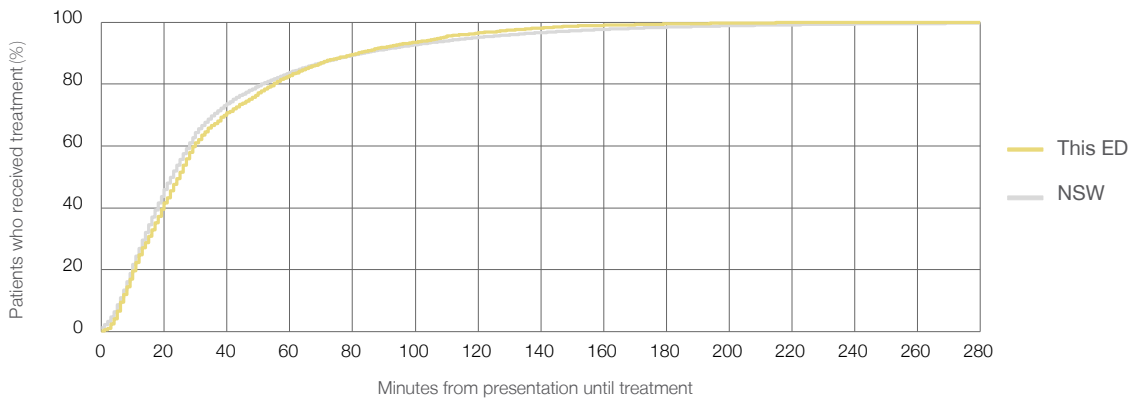
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,891

Median time to start treatment<sup>4</sup>  25 minutes

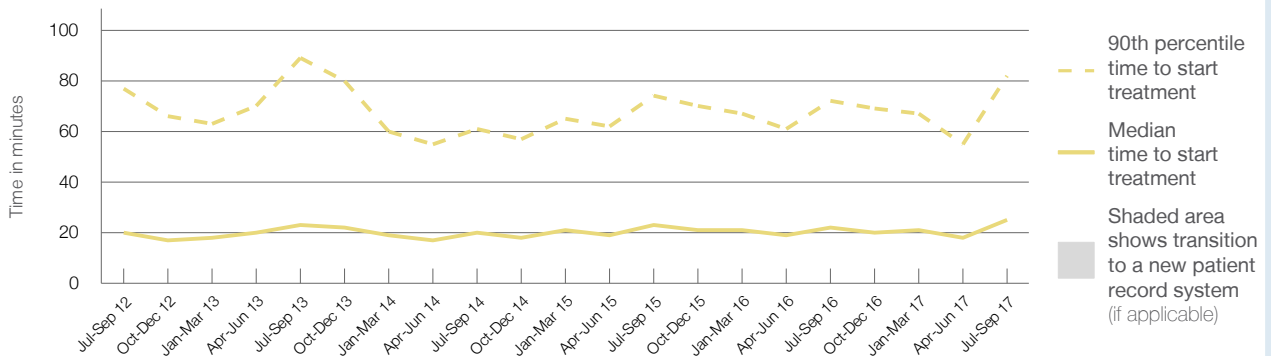
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
4,928	4,886
22 minutes	23 minutes
72 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	20	23	20	23	22	25
90th percentile time to start treatment <sup>5</sup> (minutes)	77	89	61	74	72	82

(†) 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 July to September 2017

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

Number of triage 4 patients: 9,268

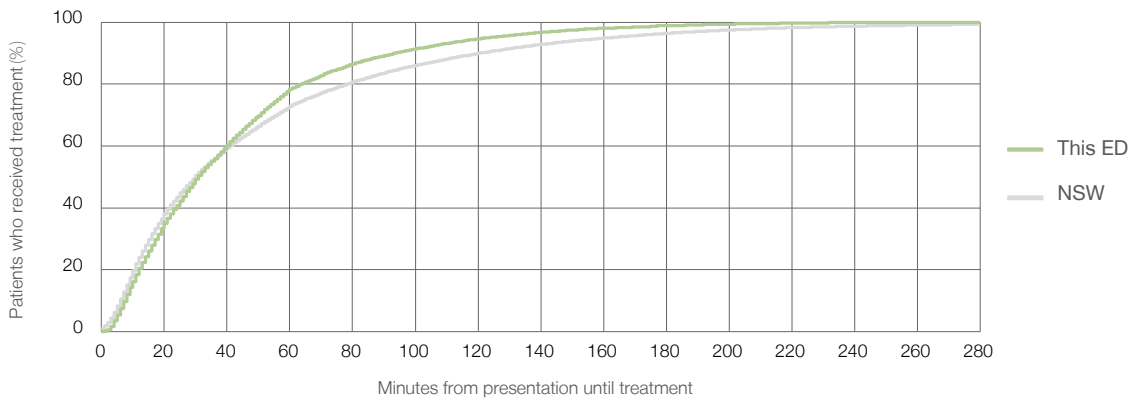
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,961

Median time to start treatment<sup>4</sup>  31 minutes

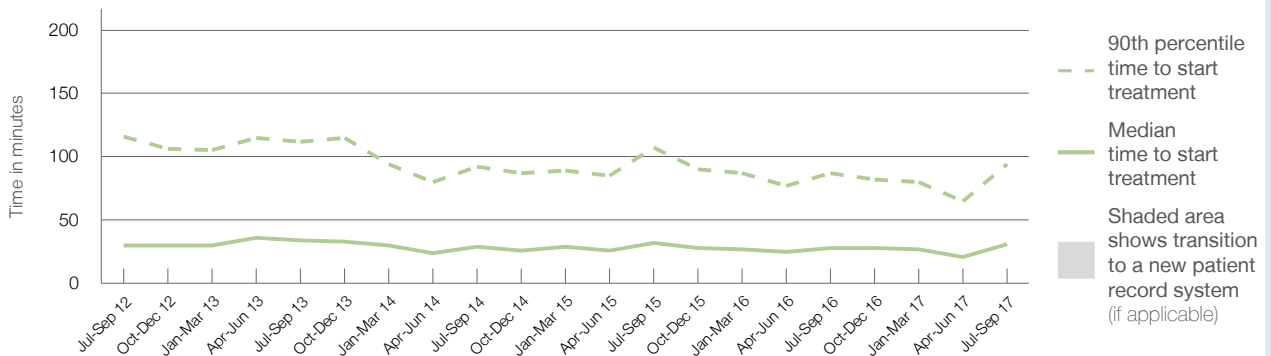
90th percentile time to start treatment<sup>5</sup>  94 minutes

Same period last year	NSW (this period)
8,117	
7,846	
28 minutes	30 minutes
87 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	30	34	29	32	28	31
90th percentile time to start treatment <sup>5</sup> (minutes)	116	112	92	107	87	94

(†) 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

July to September 2017

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

Number of triage 5 patients: 1,201

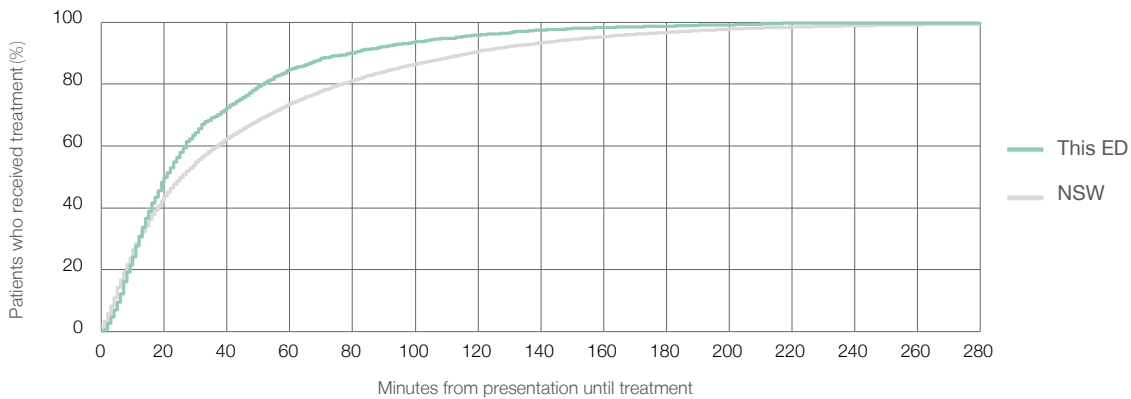
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,136

Median time to start treatment<sup>4</sup>  21 minutes

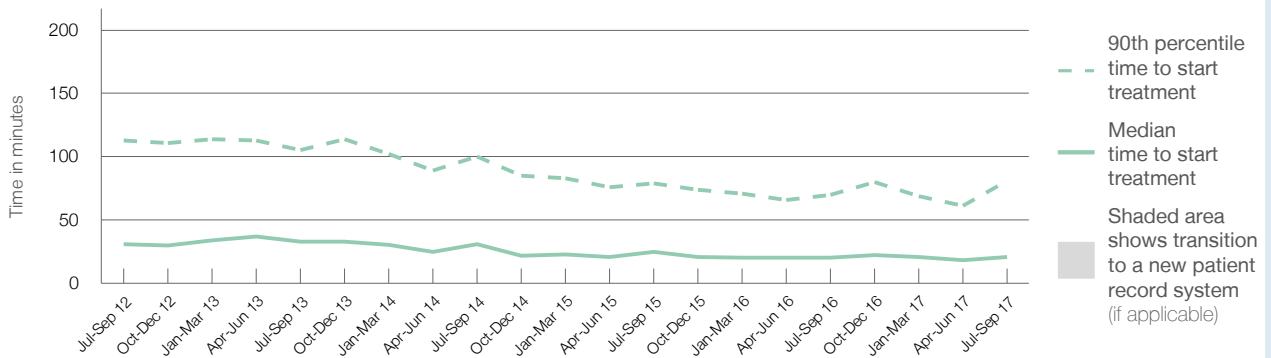
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
985	926
20 minutes	26 minutes
70 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	33	31	25	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	113	105	100	79	70	81

(†) 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

July to September 2017

All presentations:<sup>1</sup> 17,446 patients

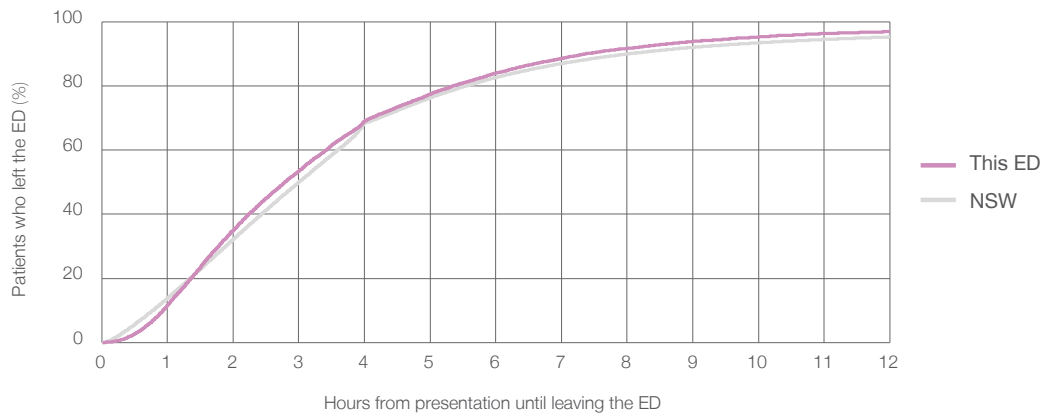
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,438 patients

Median time spent in the ED<sup>8</sup> 2 hours and 47 minutes

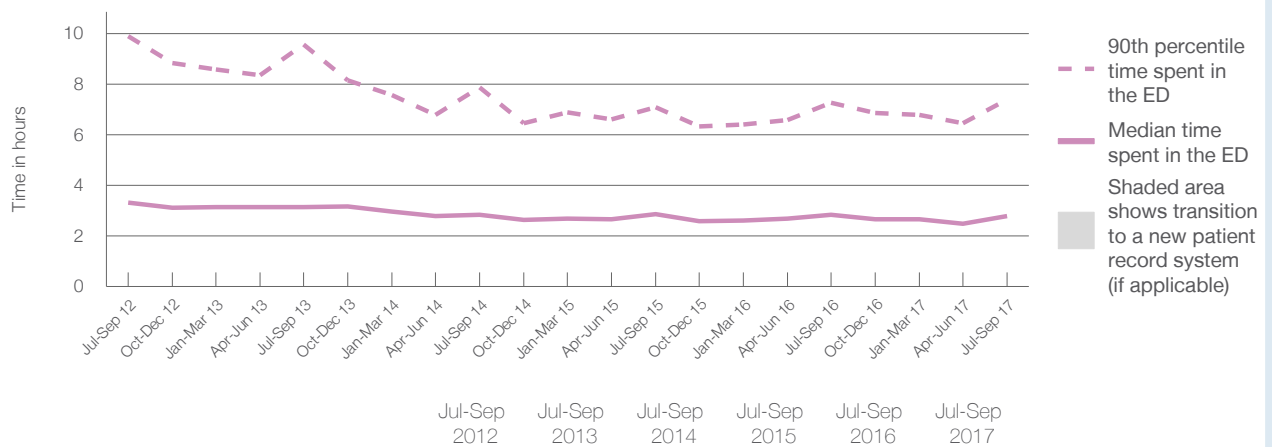
90th percentile time spent in the ED<sup>9</sup> 7 hours and 23 minutes

Same period last year	NSW (this period)
15,971	15,970
2 hours and 50 minutes	3 hours and 0 minutes
7 hours and 16 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 19m	3h 9m	2h 51m	2h 52m	2h 50m	2h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 54m	9h 34m	7h 52m	7h 6m	7h 16m	7h 23m

(†) 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  
July to September 2017

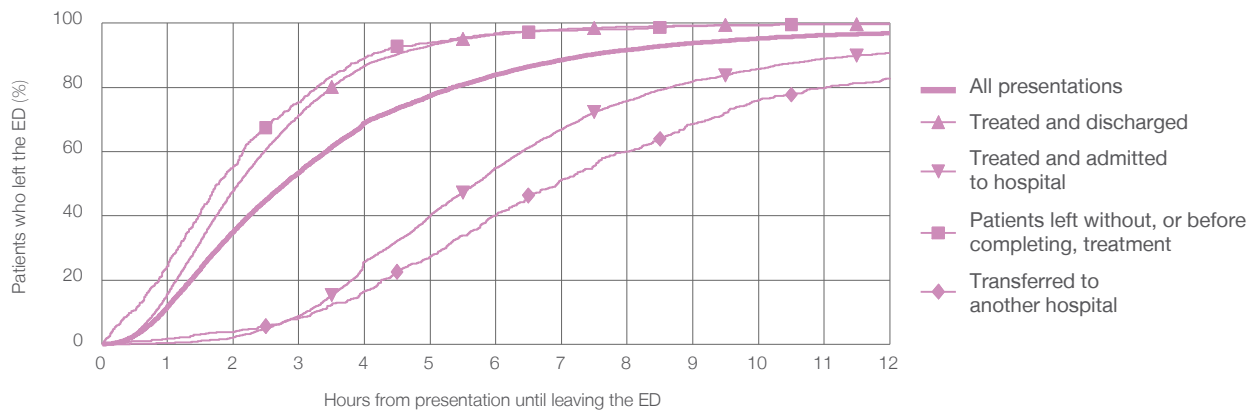
All presentations:<sup>1</sup> 17,446 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,438 patients

Treated and discharged	11,871 (68.0%)
Treated and admitted to hospital	4,382 (25.1%)
Patient left without, or before completing, treatment	545 (3.1%)
Transferred to another hospital	626 (3.6%)
Other	22 (0.1%)

Same period last year	Change since one year ago
15,970	9.2%
10,664	11.3%
4,109	6.6%
448	21.7%
709	-11.7%
41	-46.3%

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



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	15.8%	47.9%	71.3%	86.8%	96.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	0.4%	2.1%	8.8%	25.7%	54.9%	75.8%	85.7%	90.8%
Patient left without, or before completing, treatment	24.4%	55.4%	75.4%	89.2%	96.9%	98.2%	99.3%	99.8%
Transferred to another hospital	1.8%	3.8%	8.2%	16.5%	40.2%	60.0%	76.0%	83.0%
All presentations	11.8%	35.1%	53.5%	69.0%	84.0%	91.7%	95.2%	96.9%

(†) 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  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 17,446 patients

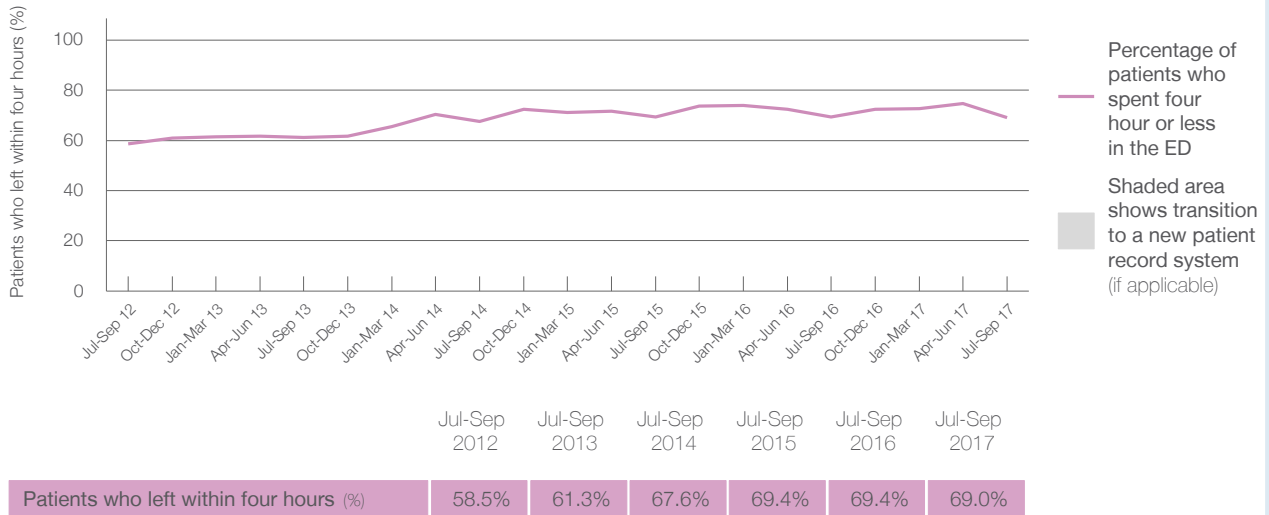
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,438 patients

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: <sup>1</sup>	15,971	9.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	15,970	9.2%
Percentage of patients who spent four hours or less in the ED	69.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).