

Campbelltown Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 18,336 patients

Emergency presentations:² 18,109 patients

Same period last year	Change since one year ago
16,916	8%
16,744	8%

Campbelltown Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,830 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,532 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,581 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,064 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,672	
6 minutes	8 minutes
19 minutes	23 minutes
6,534	
14 minutes	20 minutes
74 minutes	65 minutes
6,540	
25 minutes	25 minutes
131 minutes	98 minutes
1,913	
32 minutes	22 minutes
147 minutes	97 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 18,335 patients

Percentage of patients who spent four hours or less in the ED 61%

Same period last year	Change since one year ago
16,915	8%
56%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

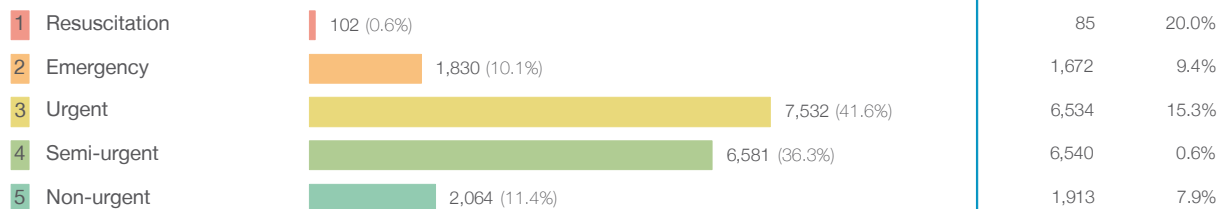
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Campbelltown Hospital: Patients presenting to the emergency department

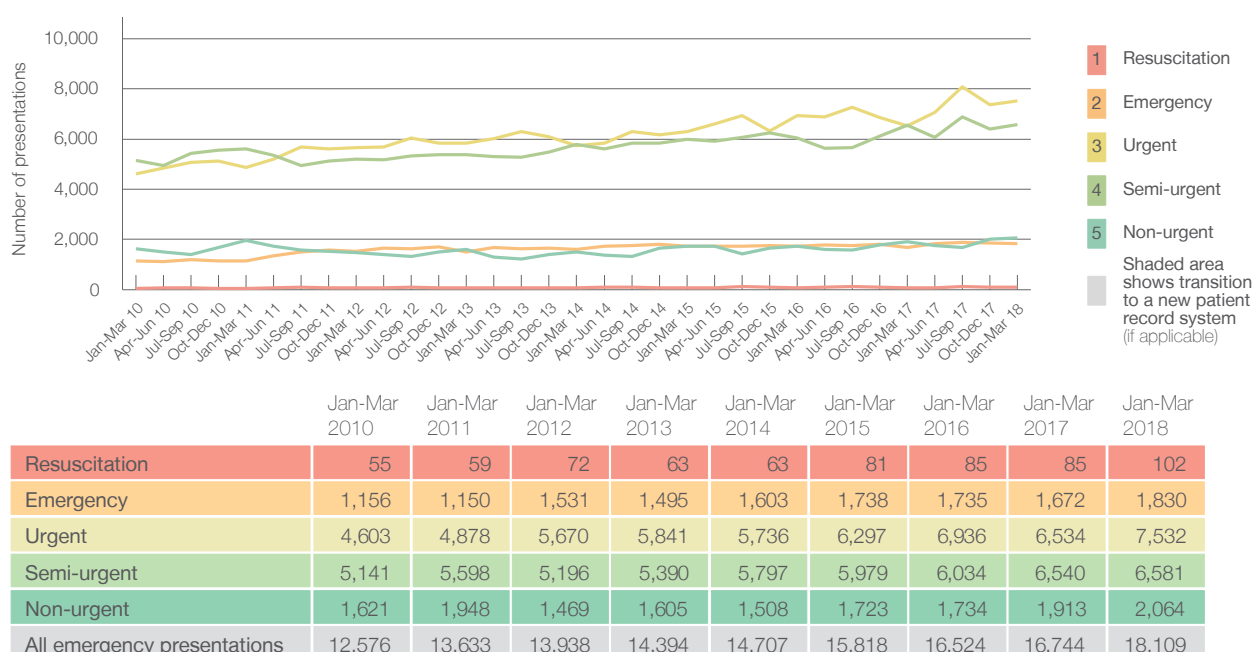
January to March 2018

All presentations:¹ 18,336 patients

Emergency presentations² by triage category: 18,109 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Campbelltown Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,412 patients

ED Transfer of care time



(†) 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.

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

January to March 2018

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

Number of triage 2 patients: 1,830

Number of triage 2 patients used to calculate waiting time: ³ 1,818

Median time to start treatment ⁴

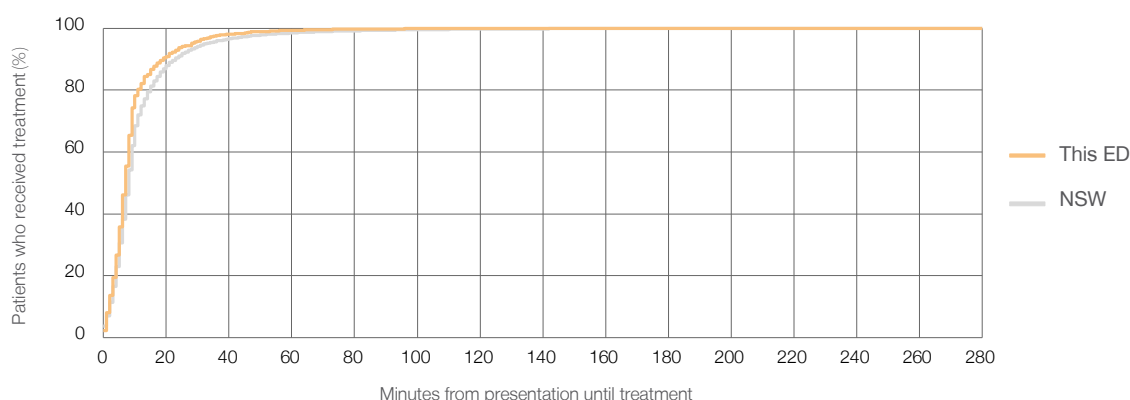
7 minutes

90th percentile time to start treatment ⁵

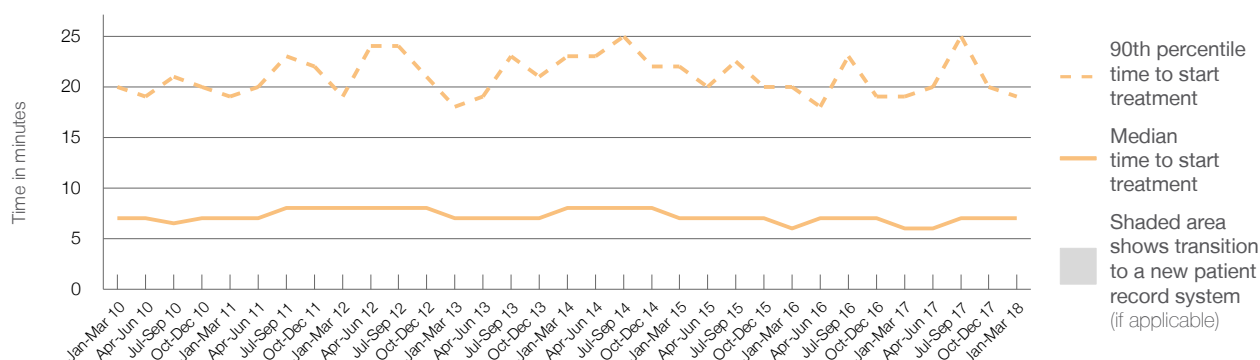
19 minutes

Same period last year	NSW (this period)
1,672	1,672
6 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	7	8	7	8	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	20	19	19	18	23	22	20	19	19

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

January to March 2018

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

Number of triage 3 patients: 7,532

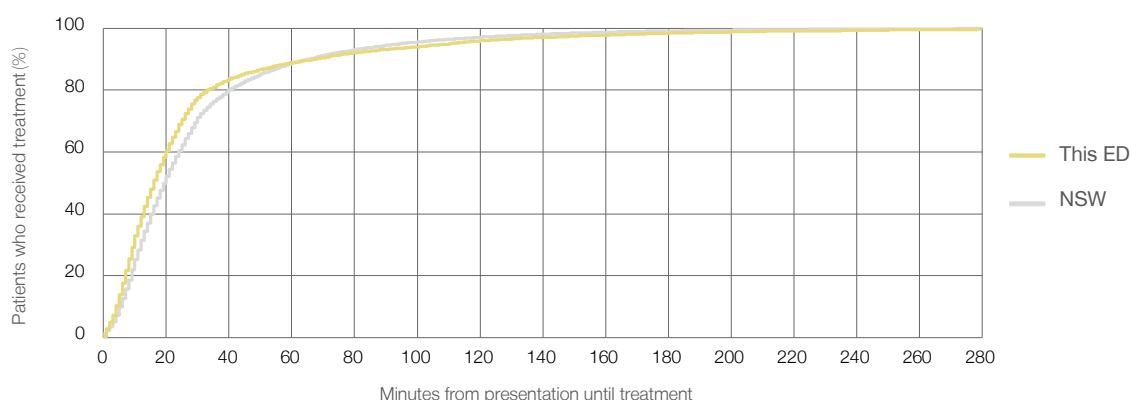
Number of triage 3 patients used to calculate waiting time: ³ 7,331

Median time to start treatment ⁴ 16 minutes

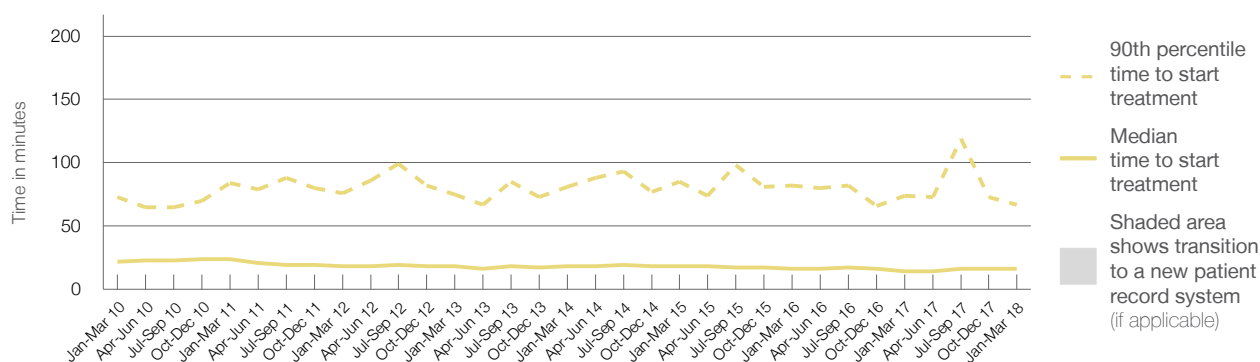
90th percentile time to start treatment ⁵ 67 minutes

Same period last year	NSW (this period)
6,534	
6,367	
14 minutes	20 minutes
74 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	24	18	18	18	18	16	14	16
90th percentile time to start treatment ⁵ (minutes)	73	84	76	75	81	85	82	74	67

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

January to March 2018

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

Number of triage 4 patients: 6,581

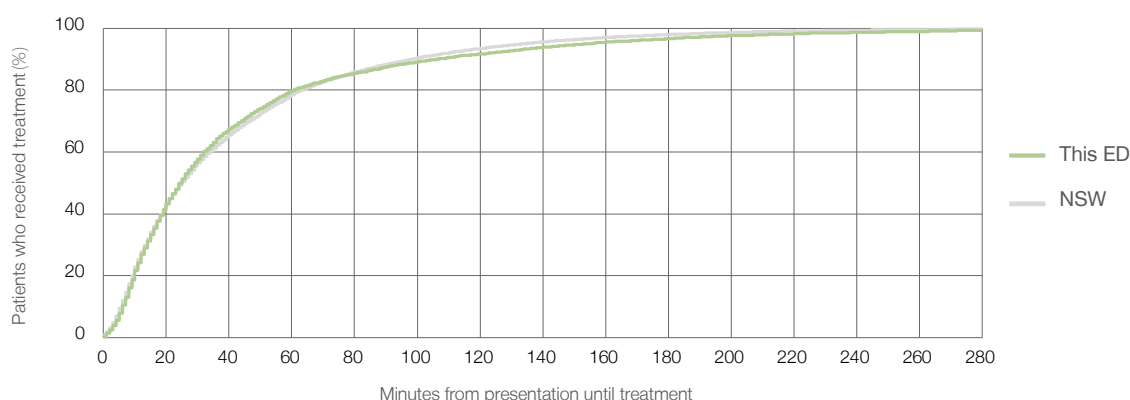
Number of triage 4 patients used to calculate waiting time:³ 6,203

Median time to start treatment⁴ 25 minutes

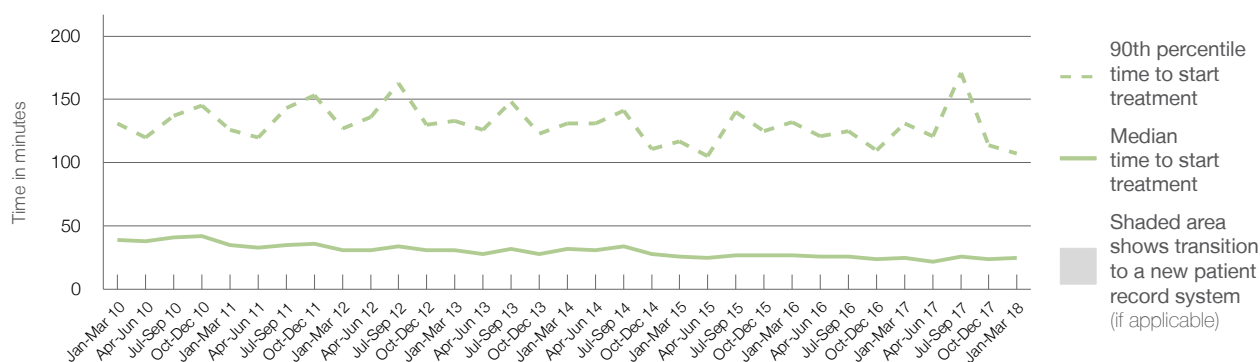
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
6,540	
6,023	
25 minutes	25 minutes
131 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	39	35	31	31	32	26	27	25	25
90th percentile time to start treatment ⁵ (minutes)	131	126	127	133	131	117	132	131	107

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

January to March 2018

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

Number of triage 5 patients: 2,064

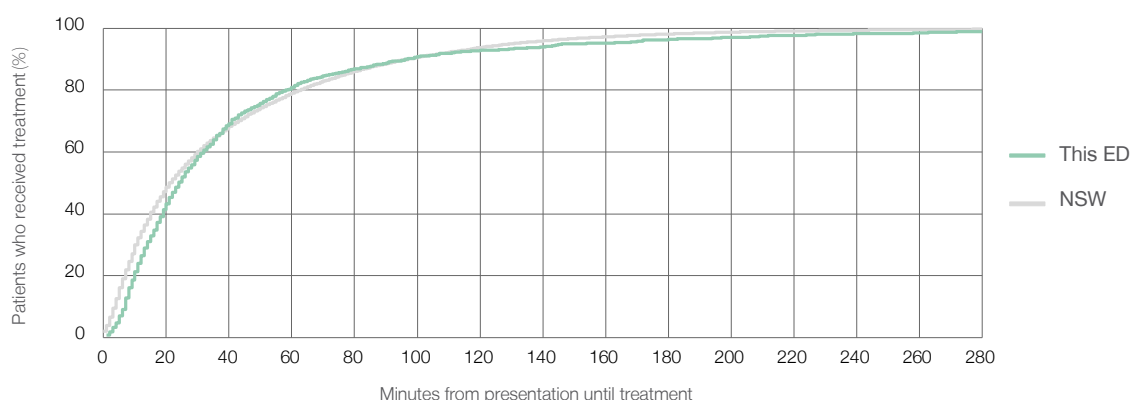
Number of triage 5 patients used to calculate waiting time: ³ 1,821

Median time to start treatment ⁴ 24 minutes

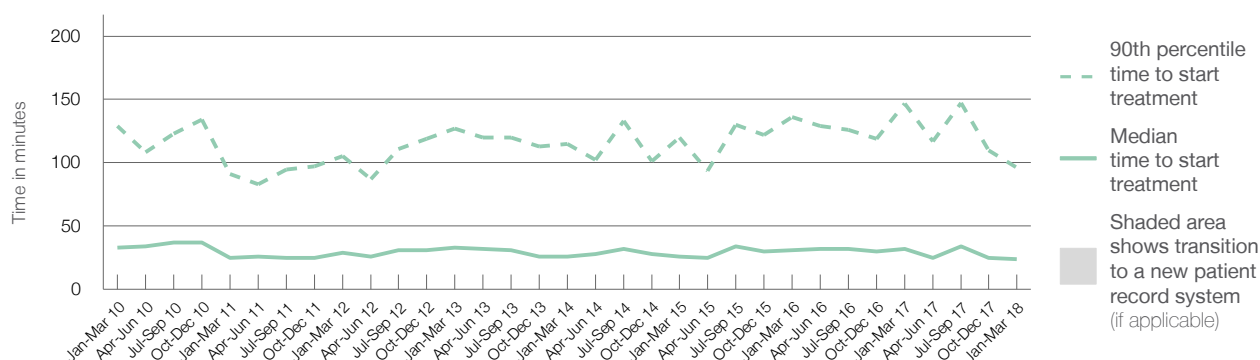
90th percentile time to start treatment ⁵ 96 minutes

Same period last year	NSW (this period)
1,913	
1,630	
32 minutes	22 minutes
147 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	33	25	29	33	26	26	31	32	24
90th percentile time to start treatment ⁵ (minutes)	129	91	105	127	115	120	136	147	96

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Campbelltown Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 18,336 patients

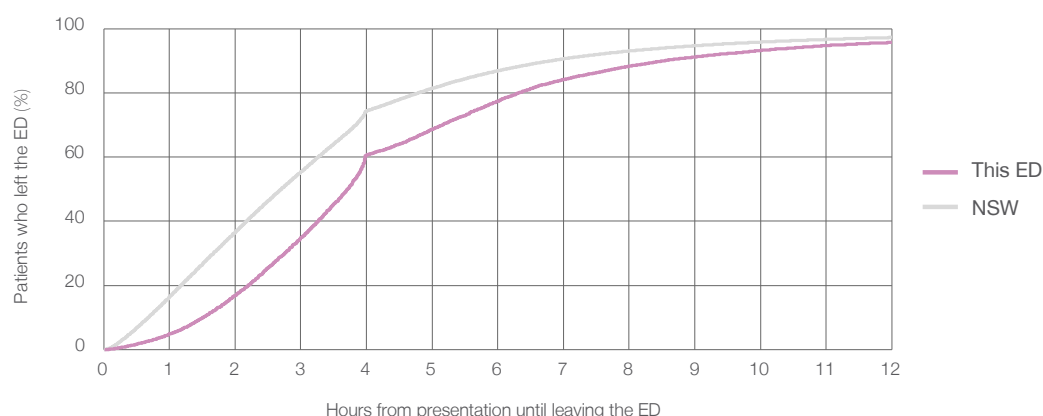
Presentations used to calculate time to leaving the ED:⁶ 18,335 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

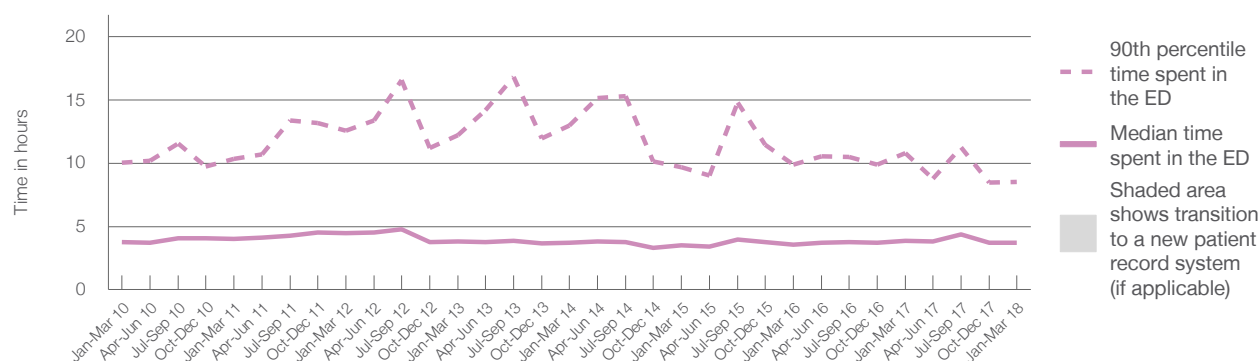
90th percentile time spent in the ED⁹ 8 hours and 32 minutes

Same period last year	NSW (this period)
16,916	
16,915	
3 hours and 53 minutes	2 hours and 42 minutes
10 hours and 48 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 46m	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m	3h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 2m	10h 21m	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 48m	8h 32m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:[†] 18,336 patients

Presentations used to calculate time to leaving the ED:[‡] 18,335 patients

Treated and discharged 9,669 (52.7%)

Treated and admitted to hospital 6,786 (37.0%)

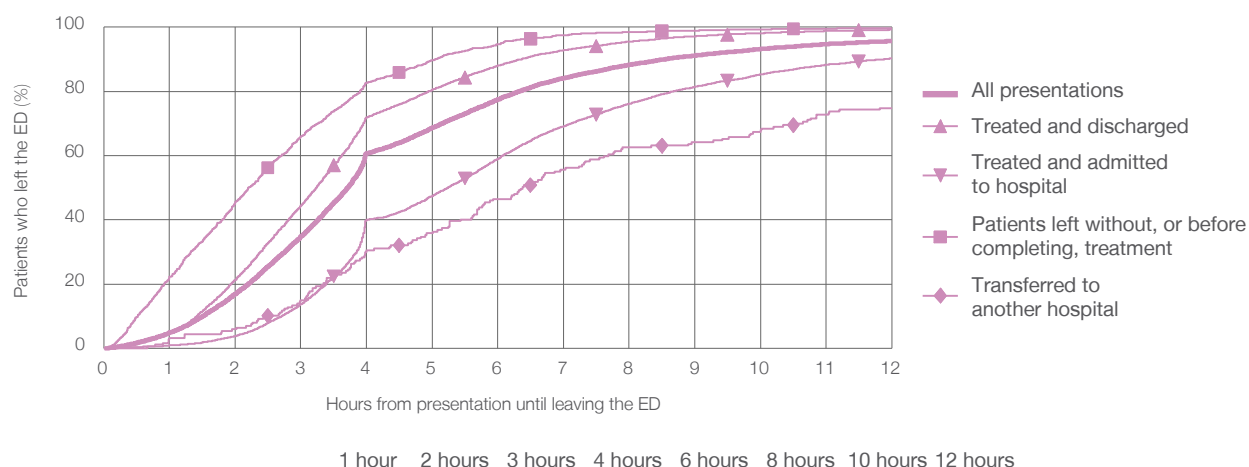
Patient left without, or before completing, treatment 1,690 (9.2%)

Transferred to another hospital 187 (1.0%)

Other 4 (0%)

Same period last year	Change since one year ago
16,915	8%
8,819	9.6%
6,025	12.6%
1,825	-7.4%
241	-22.4%
6	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	4.7%	21.4%	44.5%	71.9%	88.0%	95.6%	98.2%	99.2%
Treated and admitted to hospital	0.9%	3.8%	13.7%	40.1%	59.0%	76.1%	85.3%	90.3%
Patient left without, or before completing, treatment	22.2%	45.6%	66.0%	82.7%	94.6%	98.5%	99.3%	99.8%
Transferred to another hospital	3.2%	5.9%	15.0%	30.5%	46.5%	62.6%	67.9%	74.9%
All presentations	4.9%	17.0%	34.8%	60.7%	77.5%	88.3%	93.2%	95.7%

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Campbelltown Hospital: Time spent in the ED

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

January to March 2018

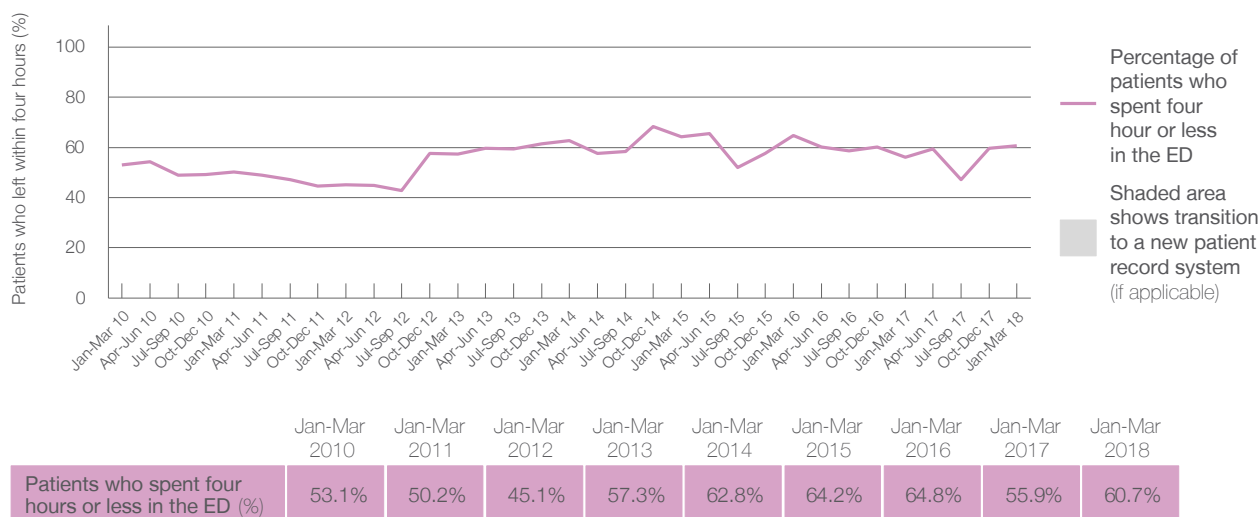
All presentations at the emergency department: ¹ 18,336 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,335 patients

Percentage of patients who spent four hours or less in the ED 60.7%

Same period last year	Change since one year ago
16,916	8%
16,915	8%
55.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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*.
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 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).