

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,969 patients

Emergency presentations:² 9,907 patients

Same period last year	Change since one year ago
9,655	3%
9,594	3%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,463 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,227 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,552 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,630 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
1,282	
5 minutes	8 minutes
10 minutes	23 minutes
2,224	
14 minutes	20 minutes
42 minutes	65 minutes
4,380	
17 minutes	25 minutes
71 minutes	98 minutes
1,672	
15 minutes	22 minutes
83 minutes	97 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,969 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
9,655	3%
80%	

* 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).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

January to March 2018

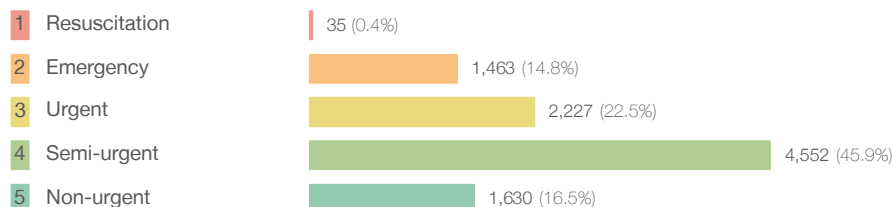
All presentations:¹ 9,969 patients

Same period last year
Change since one year ago

9,655 3%

Emergency presentations² by triage category: 9,907 patients

9,594 3%



36 -2.8%

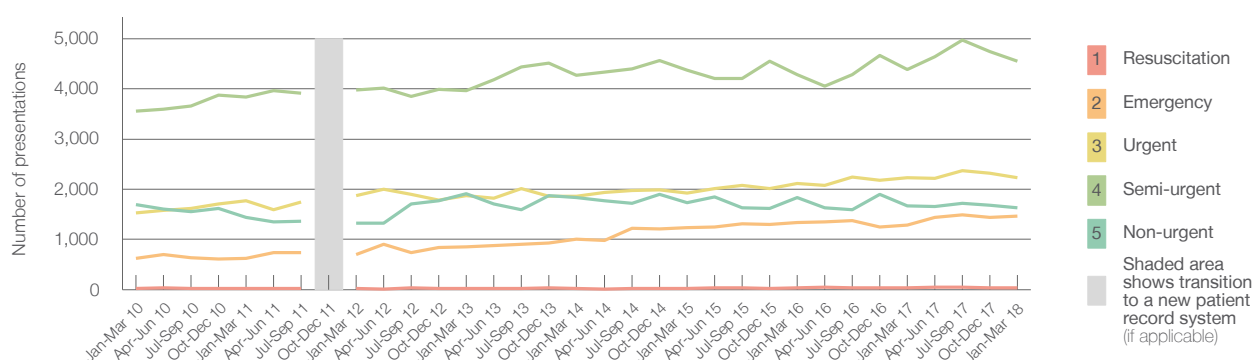
1,282 14.1%

2,224 0.1%

4,380 3.9%

1,672 -2.5%

Emergency presentations² 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
Resuscitation	30	23	23	25	24	21	32	36	35
Emergency	628	621	695	854	1,003	1,241	1,332	1,282	1,463
Urgent	1,524	1,775	1,868	1,872	1,865	1,930	2,121	2,224	2,227
Semi-urgent	3,551	3,834	3,973	3,965	4,274	4,375	4,280	4,380	4,552
Non-urgent	1,689	1,445	1,323	1,908	1,839	1,736	1,830	1,672	1,630
All emergency presentations	7,422	7,698	7,882	8,624	9,005	9,303	9,595	9,594	9,907

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,966 patients

Same period last year
Change since one year ago

1,904

ED Transfer of care time

Median time 11 minutes

11 minutes 0 minutes

90th percentile time 22 minutes

21 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.

Hornsby Ku-ring-gai 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: 1,463

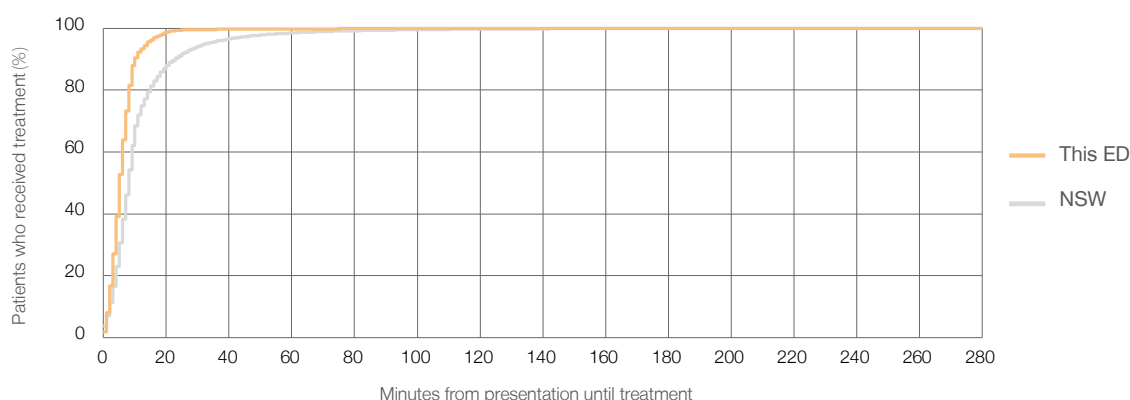
Number of triage 2 patients used to calculate waiting time: ³ 1,463

Median time to start treatment ⁴ 5 minutes

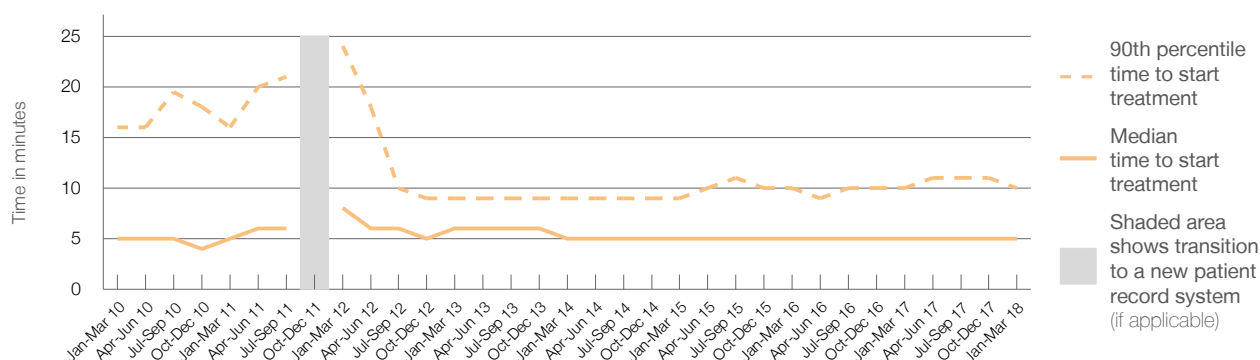
90th percentile time to start treatment ⁵ 10 minutes

Same period last year	NSW (this period)
1,282	
1,279	
5 minutes	8 minutes
10 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)	5	5	8	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	16	24	9	9	9	10	10	10

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Hornsby Ku-ring-gai 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: 2,227

Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴

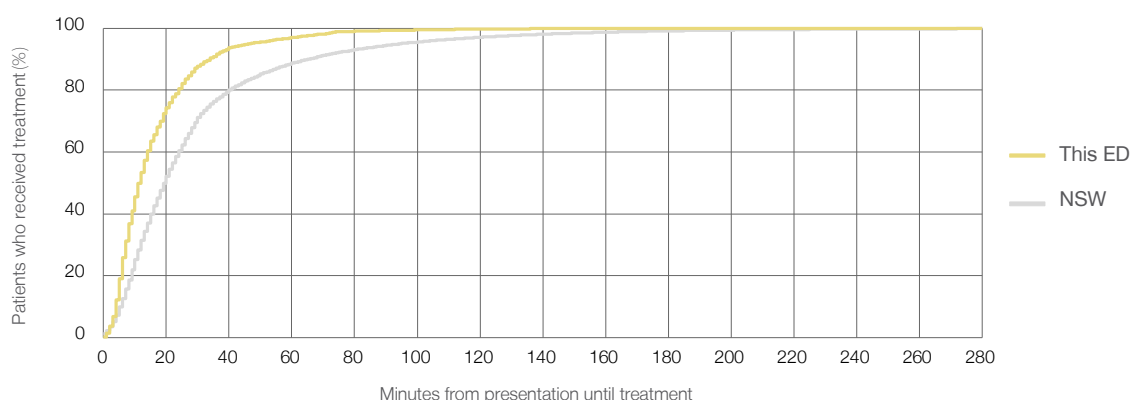
12 minutes

90th percentile time to start treatment⁵

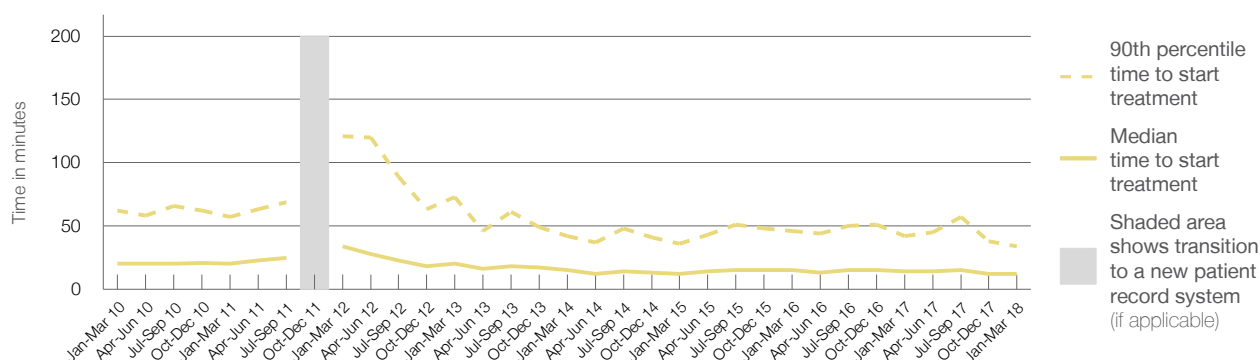
34 minutes

Same period last year	NSW (this period)
2,224	
2,209	
14 minutes	20 minutes
42 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)	20	20	34	20	15	12	15	14	12
90th percentile time to start treatment ⁵ (minutes)	62	57	121	73	42	36	46	42	34

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Hornsby Ku-ring-gai 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: 4,552

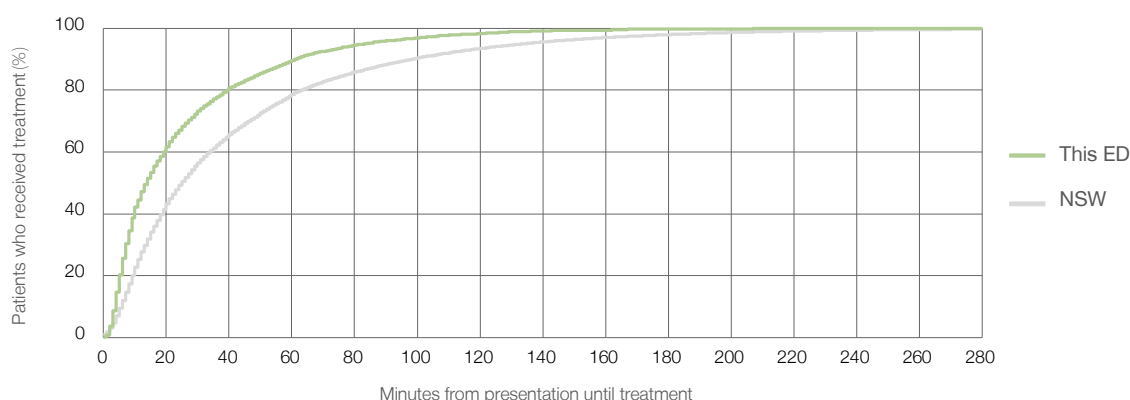
Number of triage 4 patients used to calculate waiting time:³ 4,444

Median time to start treatment⁴ 14 minutes

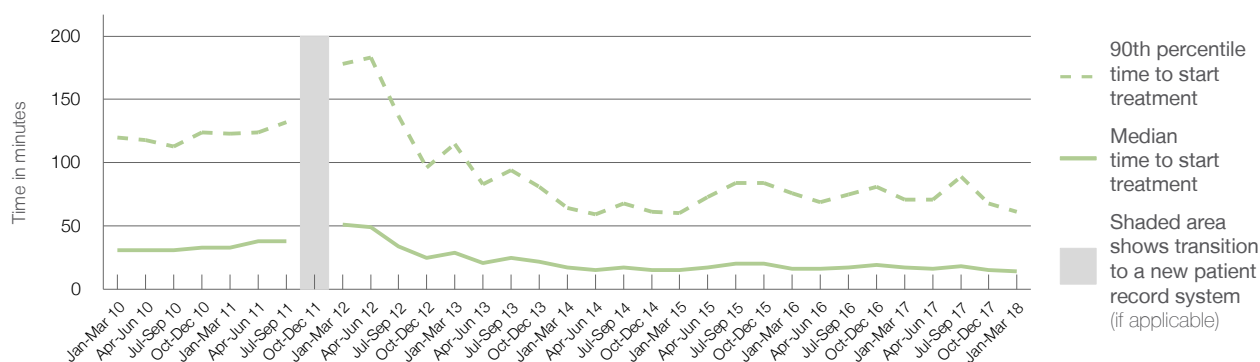
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,380	
4,257	
17 minutes	25 minutes
71 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)	31	33	51	29	17	15	16	17	14
90th percentile time to start treatment ⁵ (minutes)	120	123	178	115	64	60	76	71	61

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Hornsby Ku-ring-gai 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: 1,630

Number of triage 5 patients used to calculate waiting time: ³ 1,546

Median time to start treatment ⁴

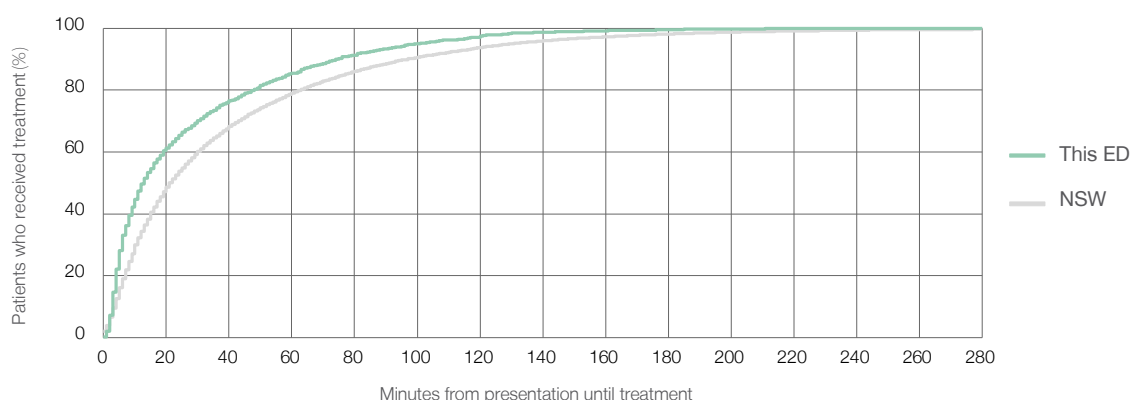
13 minutes

90th percentile time to start treatment ⁵

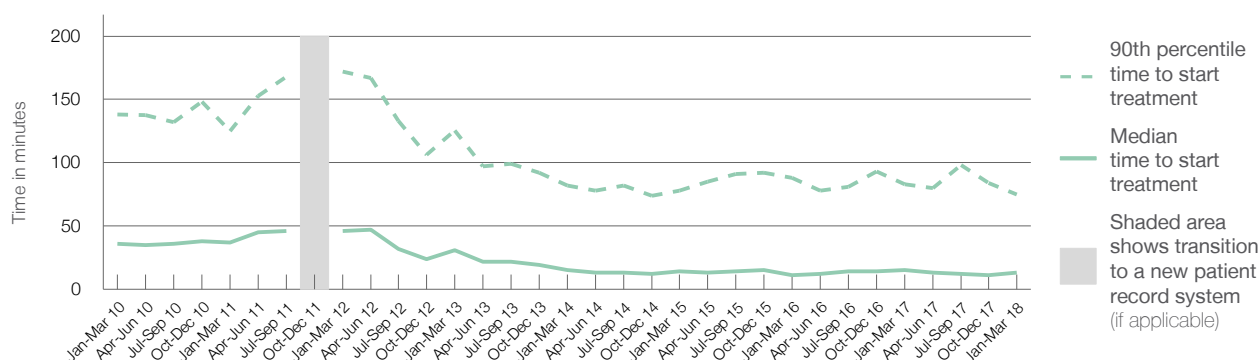
75 minutes

Same period last year	NSW (this period)
1,672	
1,587	
15 minutes	22 minutes
83 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)	36	37	46	31	15	14	11	15	13
90th percentile time to start treatment ⁵ (minutes)	138	125	172	126	82	78	88	83	75

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,969 patients

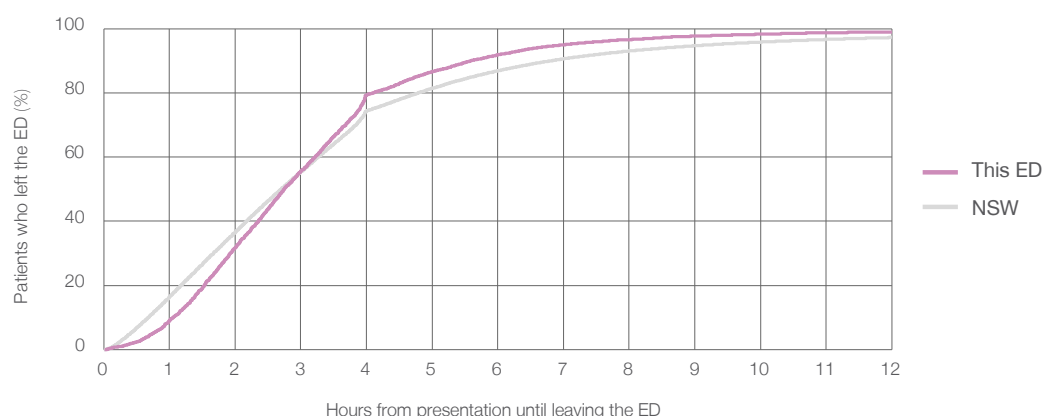
Presentations used to calculate time to leaving the ED:⁶ 9,969 patients

Median time spent in the ED⁸ 2 hours and 45 minutes

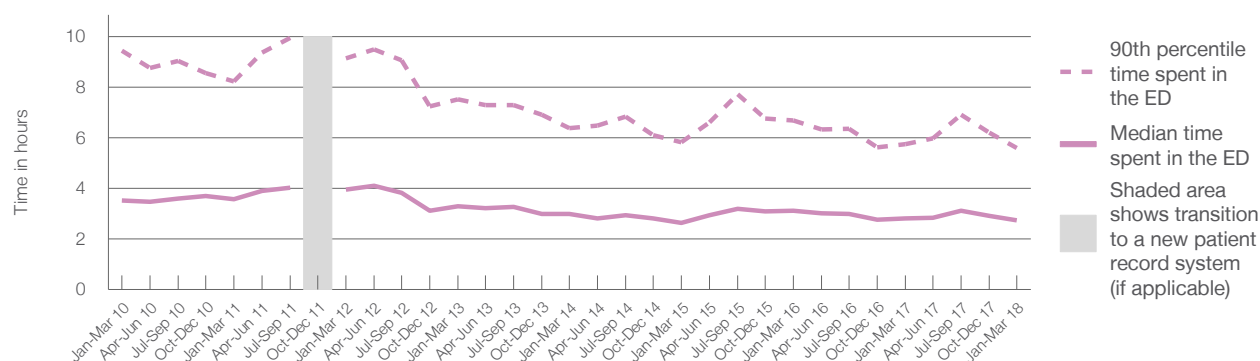
90th percentile time spent in the ED⁹ 5 hours and 36 minutes

Same period last year	NSW (this period)
9,655	
9,655	
2 hours and 49 minutes	2 hours and 42 minutes
5 hours and 45 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 32m	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 26m	8h 14m	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m	5h 36m

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

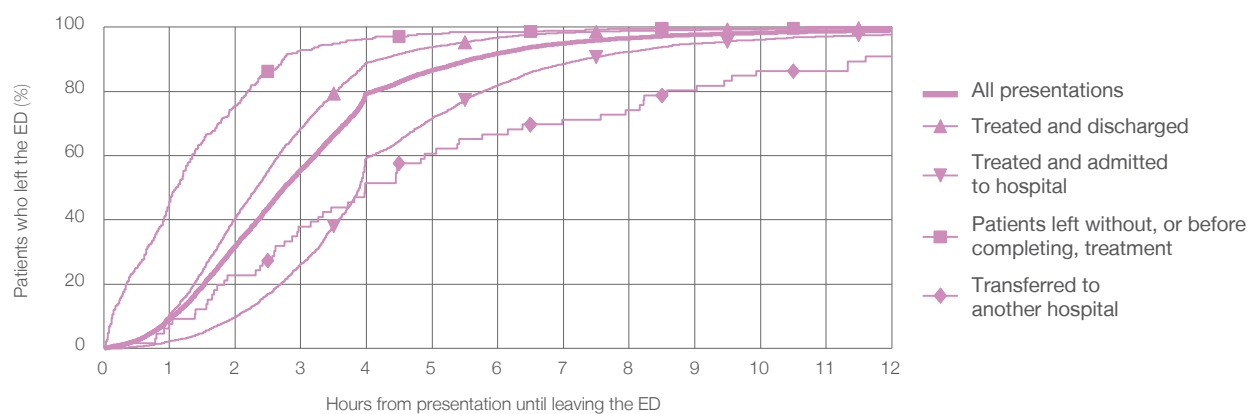
January to March 2018

All presentations:[†] 9,969 patients

Presentations used to calculate time to leaving the ED:[‡] 9,969 patients

		Same period last year	Change since one year ago
Treated and discharged	6,304 (63.2%)	9,655	3%
Treated and admitted to hospital	3,207 (32.2%)	6,036	4.4%
Patient left without, or before completing, treatment	386 (3.9%)	3,120	2.8%
Transferred to another hospital	66 (0.7%)	416	-7.2%
Other	6 (0.1%)	75	-12.0%
		8	-25.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.5%	40.6%	68.5%	88.9%	96.8%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.2%	9.8%	26.3%	59.3%	81.9%	92.4%	96.1%	97.8%
Patient left without, or before completing, treatment	45.6%	75.6%	93.0%	96.4%	98.4%	99.5%	99.7%	100%
Transferred to another hospital	7.6%	22.7%	37.9%	51.5%	66.7%	74.2%	86.4%	90.9%
All presentations	9.2%	31.9%	55.6%	79.4%	91.8%	96.6%	98.3%	99.0%

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Hornsby Ku-ring-gai 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 9,969 patients

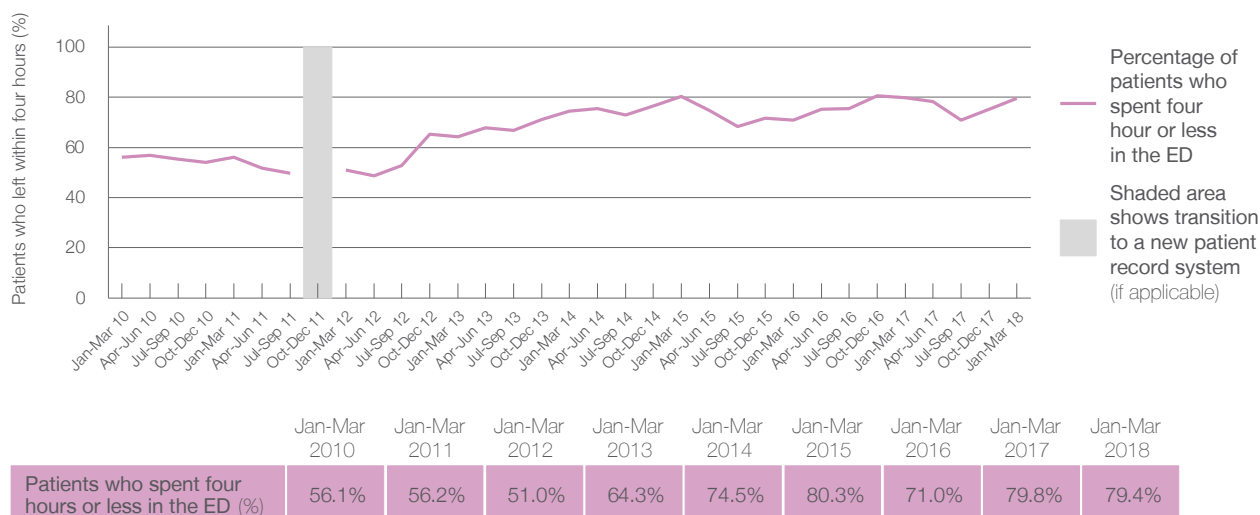
Presentations used to calculate time to leaving the ED: ⁶ 9,969 patients

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



Same period last year	Change since one year ago
9,655	3%
9,655	3%
79.8%	

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations 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 took 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 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).