

Singleton Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations:² 2,595 patients

Same period last year	Change since one year ago
2,894	-8%
2,814	-8%

Singleton Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 671 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,462 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
190	
9 minutes	8 minutes
25 minutes	23 minutes
682	
27 minutes	20 minutes
80 minutes	65 minutes
1,749	
41 minutes	25 minutes
120 minutes	98 minutes
186	
33 minutes	22 minutes
106 minutes	97 minutes

Singleton Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,656 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
2,894	-8%
90%	

* 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.

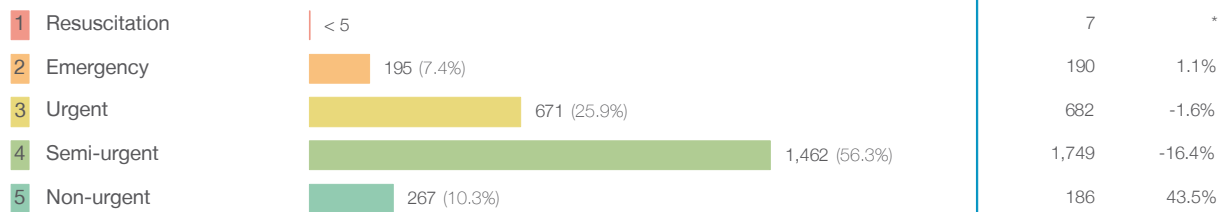
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Singleton Hospital: Patients presenting to the emergency department

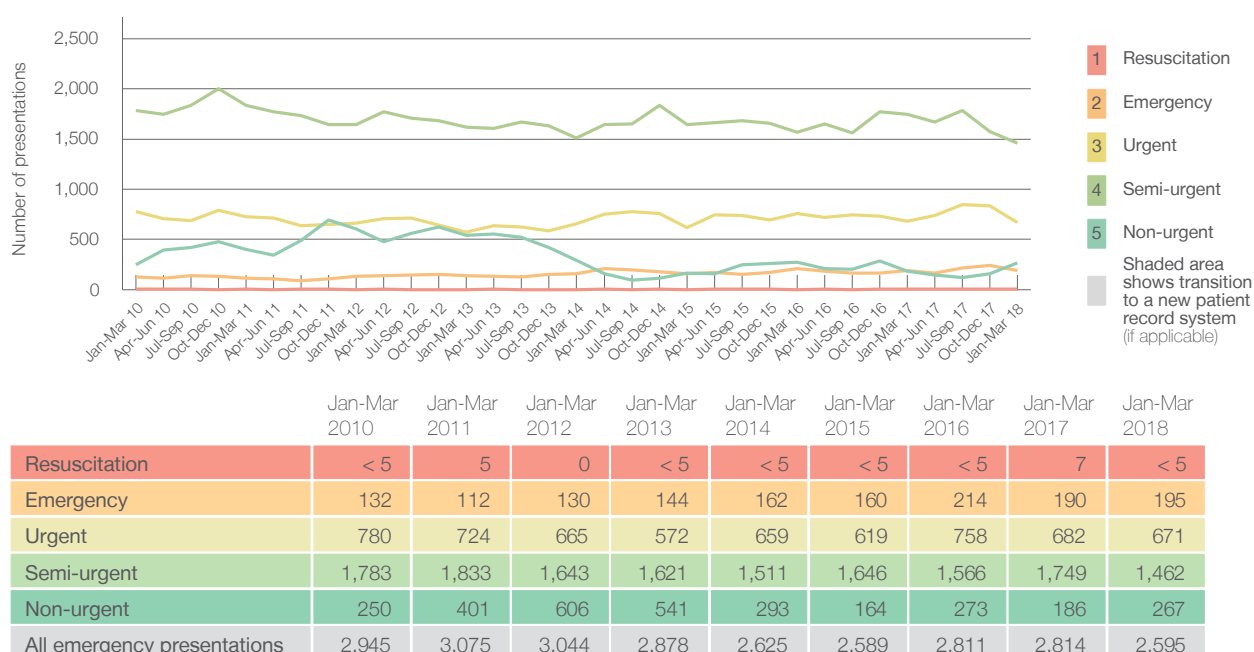
January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations² by triage category: 2,595 patients



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



Singleton Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [†] 271 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.

Singleton 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: 195

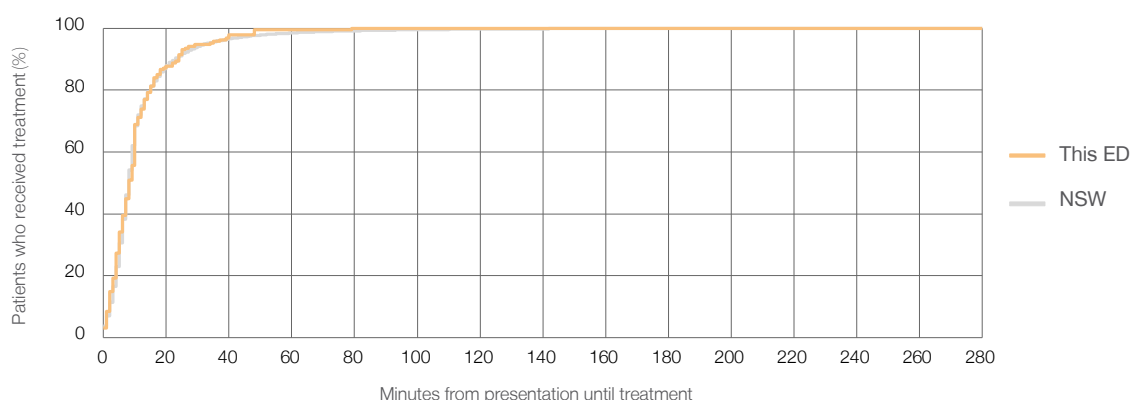
Number of triage 2 patients used to calculate waiting time:³ 187

Median time to start treatment⁴ 8 minutes

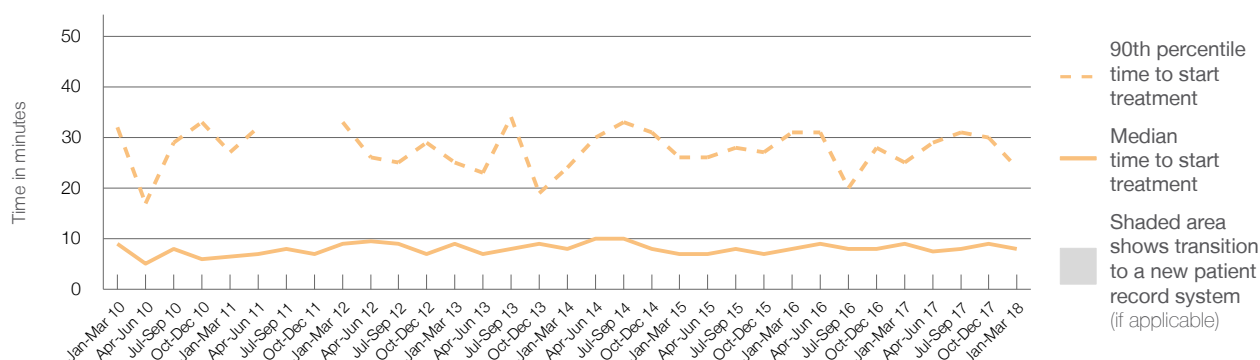
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
190	
183	
9 minutes	8 minutes
25 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)	9	7	9	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	32	27	33	25	24	26	31	25	24

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

January to March 2018

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

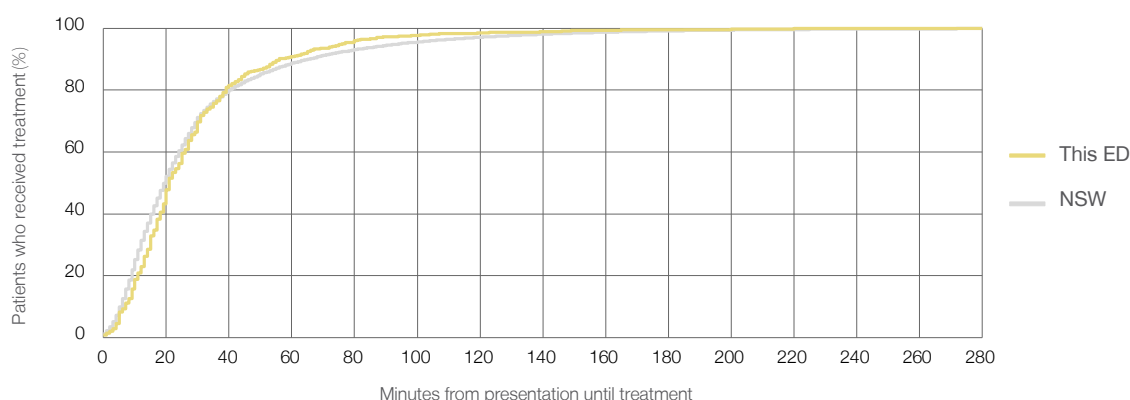
Number of triage 3 patients: 671

Number of triage 3 patients used to calculate waiting time:³ 657

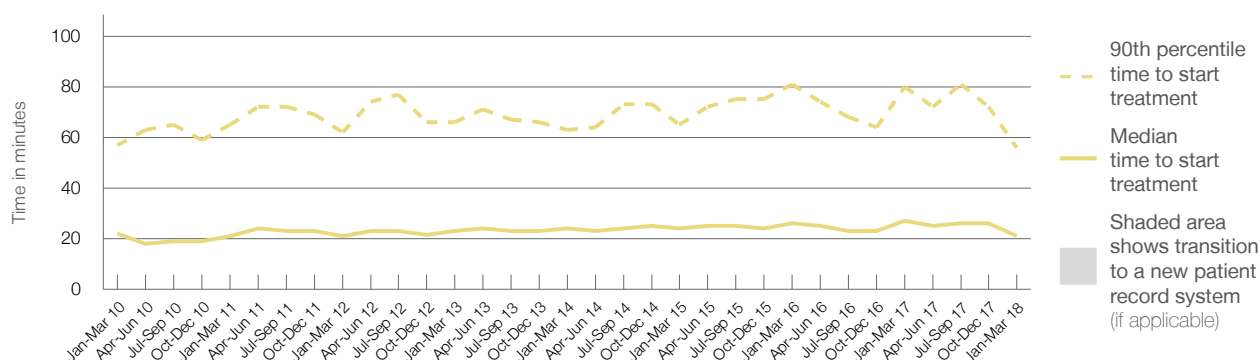
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
682	
661	
27 minutes	20 minutes
80 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	21	21	23	24	24	26	27	21
90th percentile time to start treatment ⁵ (minutes)	57	65	62	66	63	65	81	80	56

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Singleton 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: 1,462

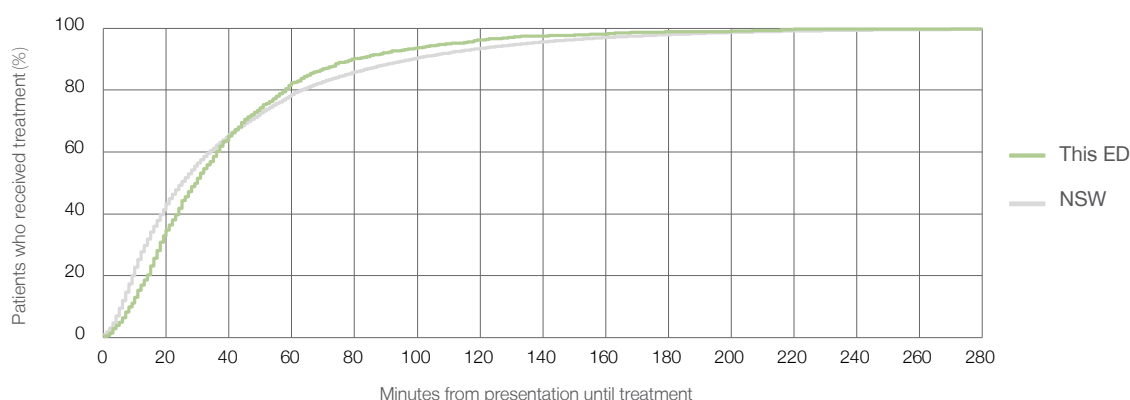
Number of triage 4 patients used to calculate waiting time: ³ 1,409

Median time to start treatment ⁴ 30 minutes

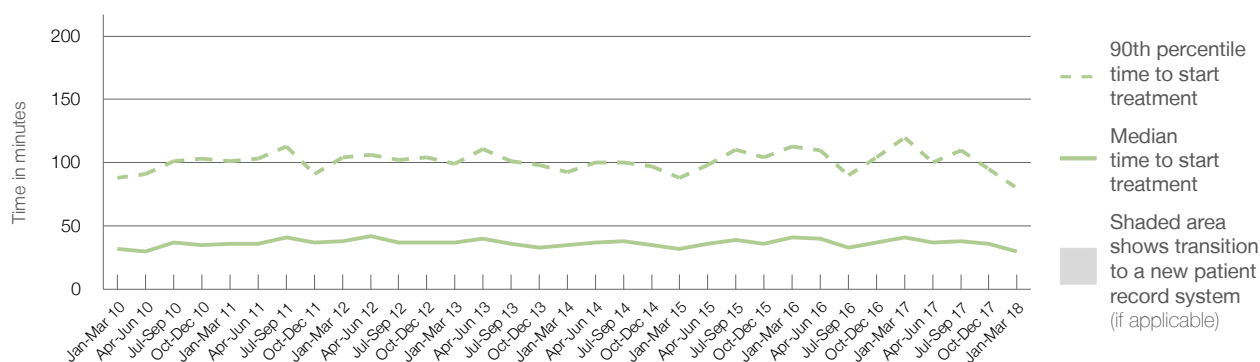
90th percentile time to start treatment ⁵ 80 minutes

Same period last year	NSW (this period)
1,749	
1,662	
41 minutes	25 minutes
120 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)	32	36	38	37	35	32	41	41	30
90th percentile time to start treatment ⁵ (minutes)	88	101	104	99	93	88	113	120	80

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Singleton 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: 267

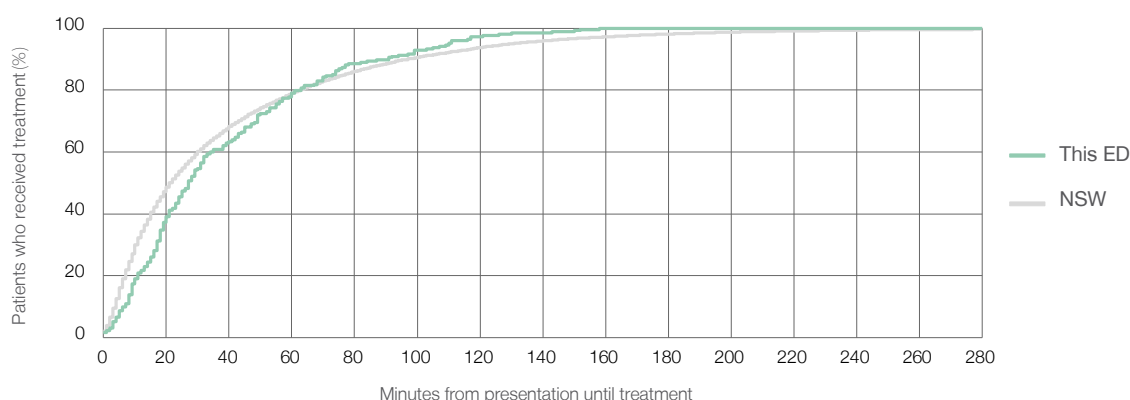
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

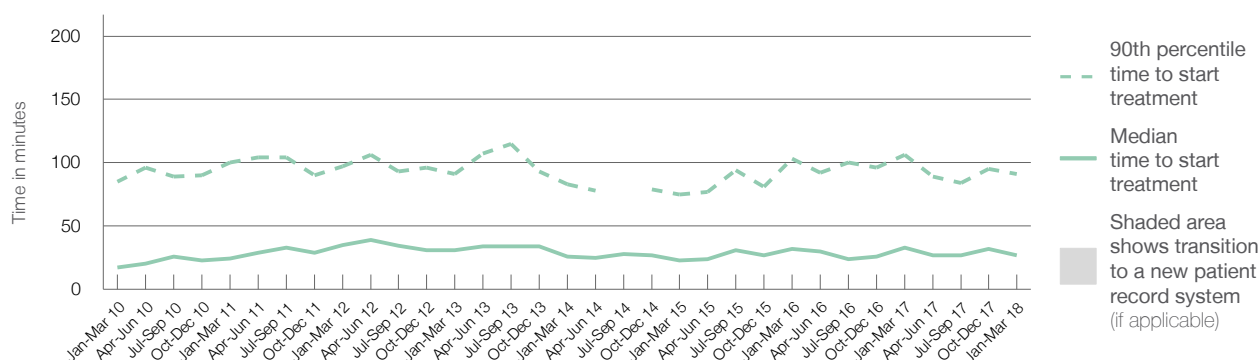
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
186	
168	
33 minutes	22 minutes
106 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)	17	25	35	31	26	23	32	33	27
90th percentile time to start treatment ⁵ (minutes)	85	100	97	91	83	75	103	106	91

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Singleton Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,656 patients

Presentations used to calculate time to leaving the ED:⁶ 2,656 patients

Median time spent in the ED⁸

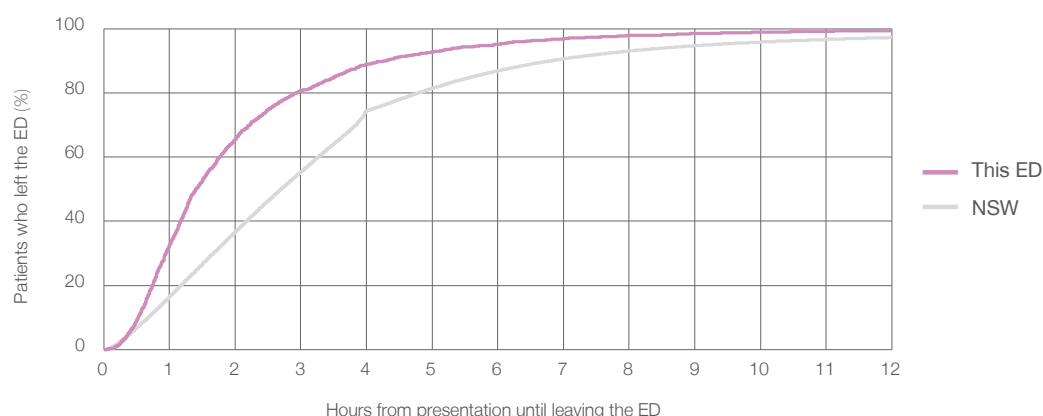
1 hours and 25 minutes

90th percentile time spent in the ED⁹

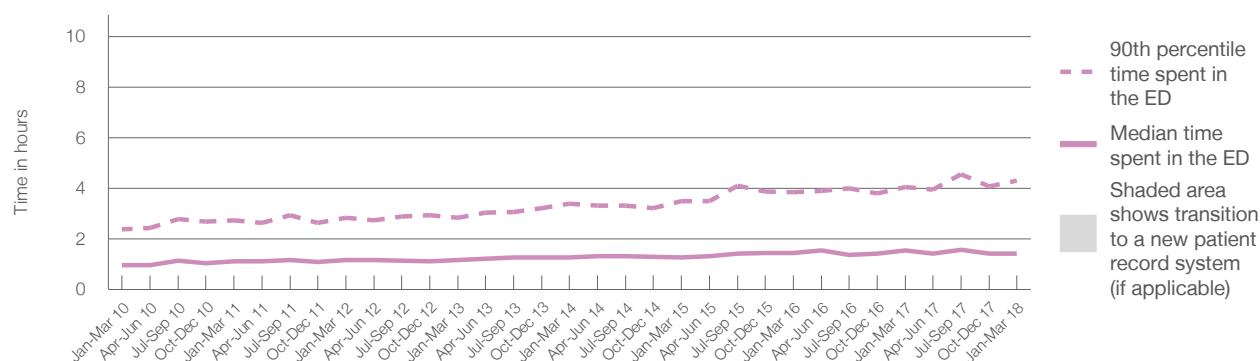
4 hours and 18 minutes

Same period last year	NSW (this period)
2,894	
2,894	
1 hours and 33 minutes	2 hours and 42 minutes
4 hours and 4 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)	0h 59m	1h 7m	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 23m	2h 45m	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m	4h 18m

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Singleton Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

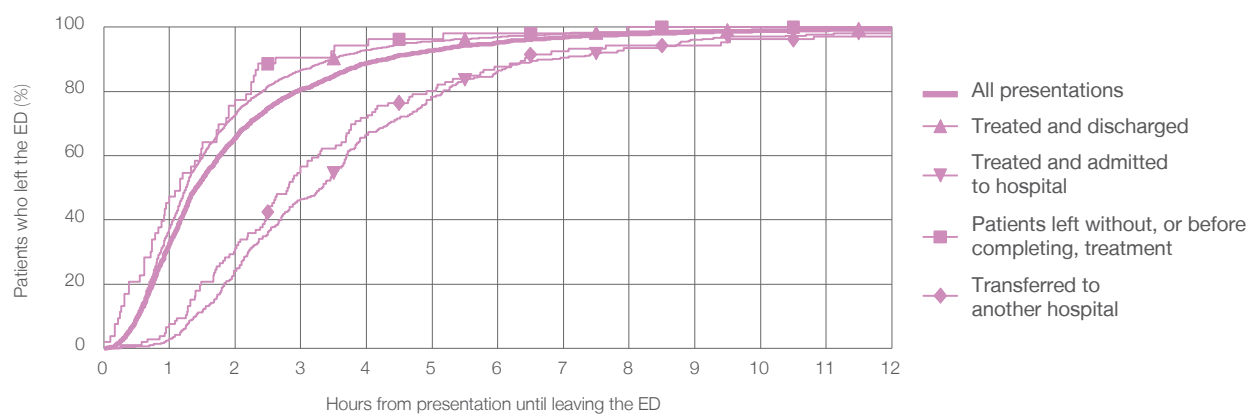
All presentations:[†] 2,656 patients

Presentations used to calculate time to leaving the ED:[‡] 2,656 patients

Treated and discharged	2,142 (80.6%)
Treated and admitted to hospital	306 (11.5%)
Patient left without, or before completing, treatment	53 (2.0%)
Transferred to another hospital	106 (4.0%)
Other	49 (1.8%)

Same period last year	Change since one year ago
2,894	-8%
2,366	-9.5%
289	5.9%
103	-48.5%
97	9.3%
39	25.6%

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	37.5%	72.8%	86.6%	92.9%	96.9%	98.6%	99.2%	99.7%
Treated and admitted to hospital	2.9%	24.2%	46.4%	66.3%	86.6%	93.5%	97.1%	98.0%
Patient left without, or before completing, treatment	47.2%	77.4%	90.6%	94.3%	98.1%	100%	100%	100%
Transferred to another hospital	7.5%	31.1%	56.6%	71.7%	87.7%	94.3%	96.2%	97.2%
All presentations	32.8%	65.6%	80.7%	88.7%	95.2%	97.9%	98.8%	99.4%

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Singleton 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 2,656 patients

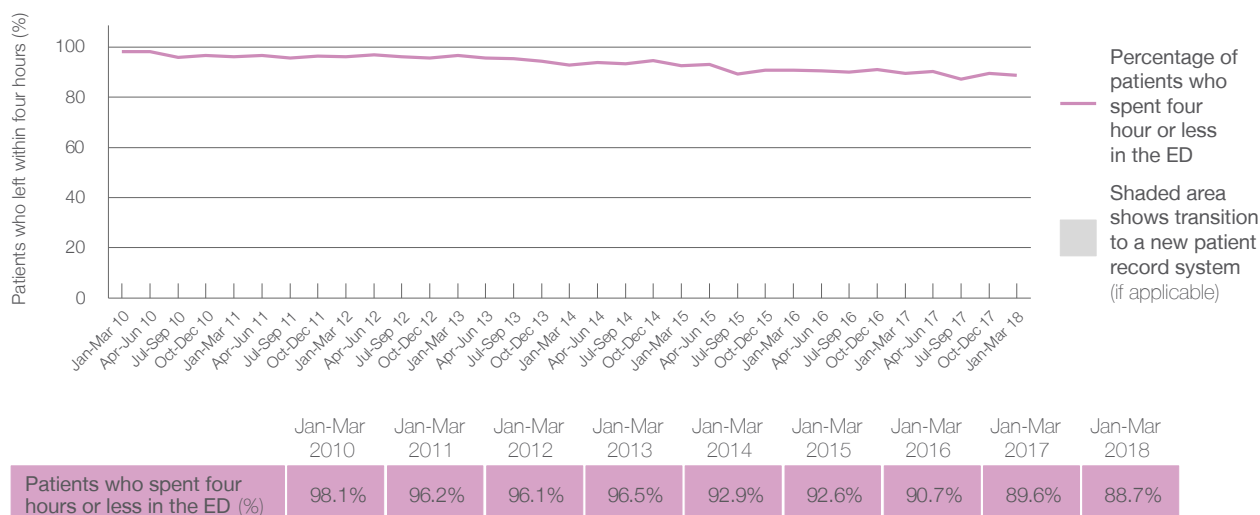
Presentations used to calculate time to leaving the ED: ⁶ 2,656 patients

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



Same period last year	Change since one year ago
2,894	-8%
2,894	-8%
89.6%	

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).
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 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).