

Canterbury Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 11,044 patients
 Emergency attendances:² 10,968 patients

Same period last year	Change since one year ago
10,452	6%
10,381	6%

Canterbury Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,037 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,662 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,148 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,083 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,243	
8 minutes	8 minutes
21 minutes	35 minutes
3,629	
18 minutes	20 minutes
77 minutes	99 minutes
4,731	
24 minutes	26 minutes
122 minutes	137 minutes
759	
23 minutes	23 minutes
115 minutes	135 minutes

Canterbury Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 11,035 patients

Percentage of patients who left the ED within four hours 84%

Same period last year	Change since one year ago
10,451	6%
80%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

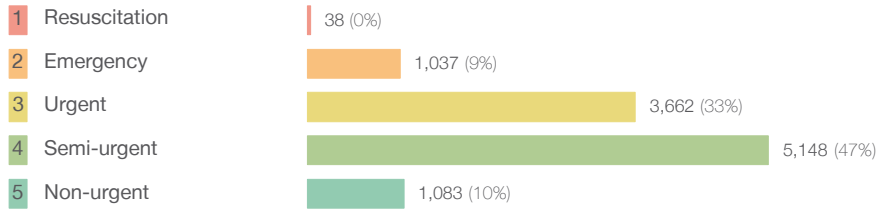
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Canterbury Hospital: Patients attending the emergency department

January to March 2016

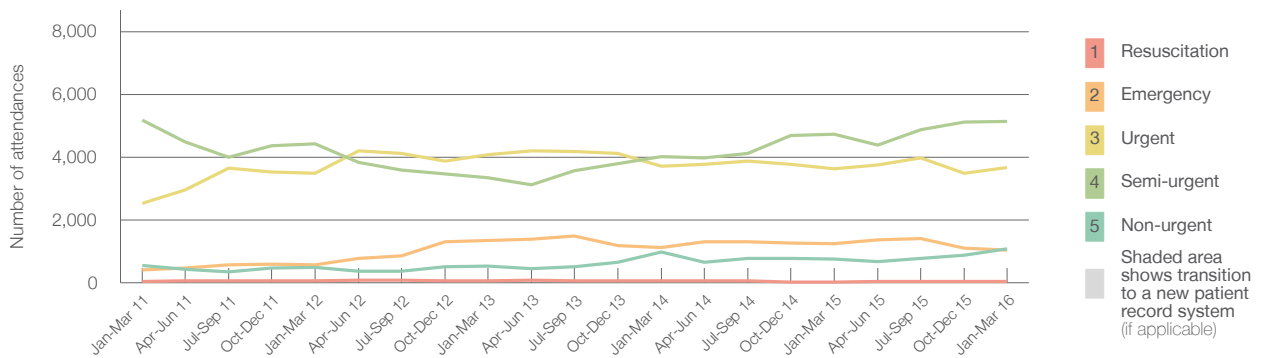
All attendances:¹ 11,044 patients

Emergency attendances² by triage category: 10,968 patients



Same period last year	Change since one year ago
10,452	6%
10,381	6%
19	100%
1,243	-17%
3,629	1%
4,731	9%
759	43%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	47	50	59	50	19	38
Emergency	412	566	1,348	1,118	1,243	1,037
Urgent	2,532	3,485	4,087	3,714	3,629	3,662
Semi-urgent	5,182	4,419	3,351	4,025	4,731	5,148
Non-urgent	557	488	522	968	759	1,083
All emergency attendances	8,730	9,008	9,367	9,875	10,381	10,968

Canterbury Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,652 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,786	
11 minutes	-1 minute
38 minutes	-15 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Canterbury Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 1,037

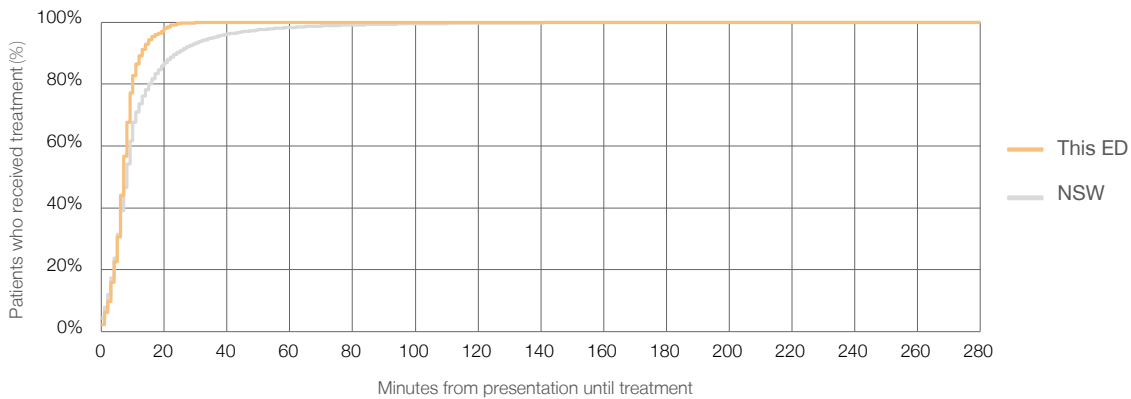
Number of triage 2 patients used to calculate waiting time:³ 1,035

Median time to start treatment⁴ ■ 7 minutes

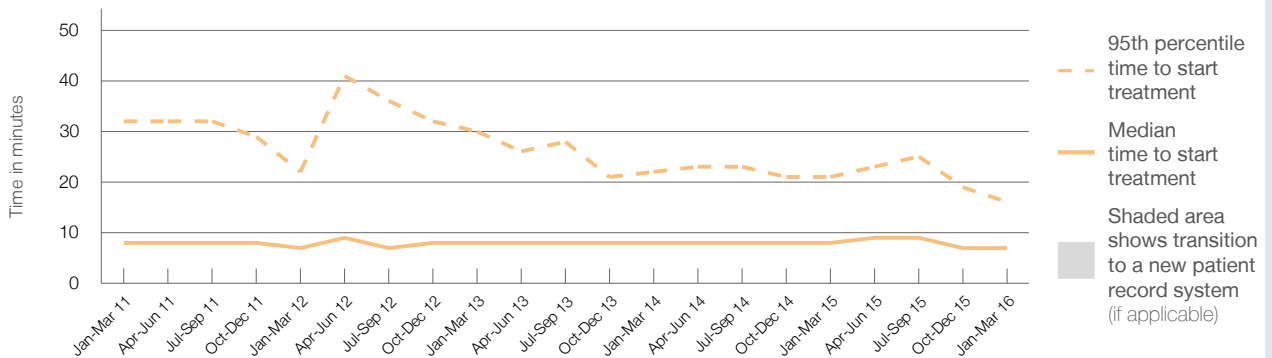
95th percentile time to start treatment⁵ ■ 16 minutes

Same period last year	NSW (this period)
1,243	
1,242	
8 minutes	8 minutes
21 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	8	7
95th percentile time to start treatment ⁵ (minutes)	32	22	30	22	21	16

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Canterbury Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,662

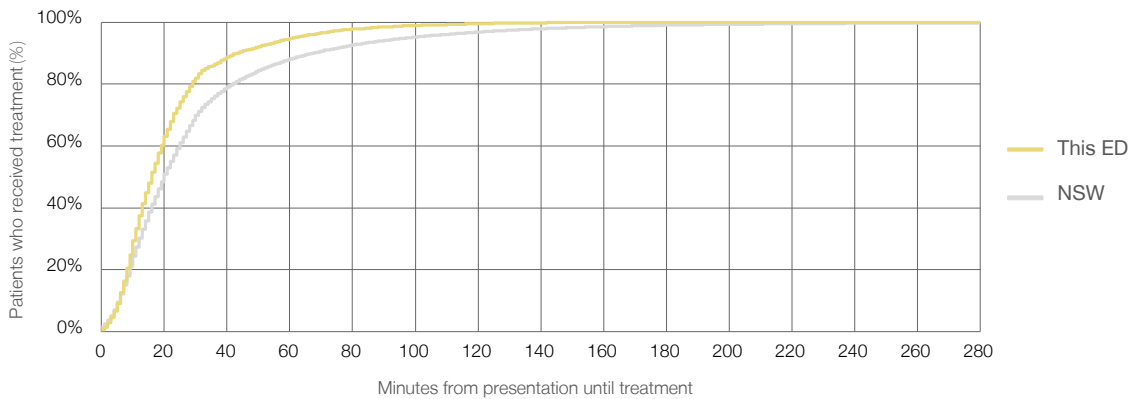
Number of triage 3 patients used to calculate waiting time:³ 3,616

Median time to start treatment⁴ 16 minutes

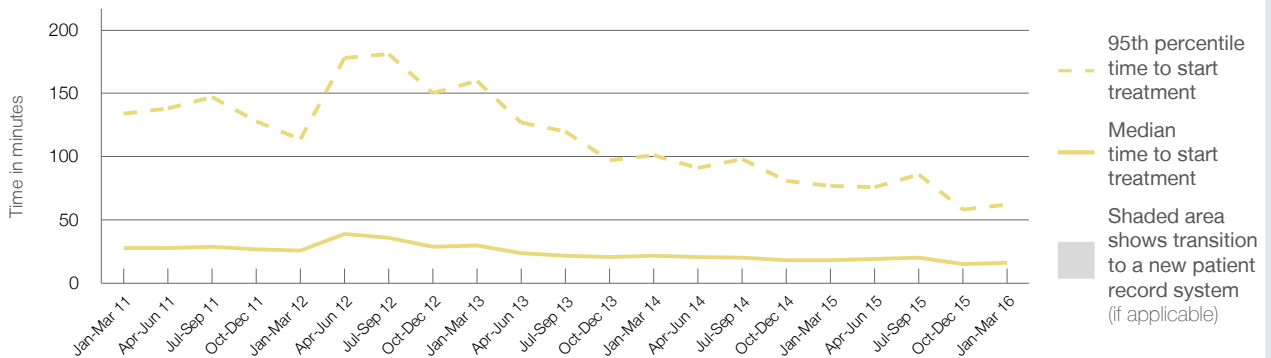
95th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,629	
3,584	
18 minutes	20 minutes
77 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	28	26	30	22	18	16
95th percentile time to start treatment ⁵ (minutes)	134	114	160	101	77	62

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Canterbury Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 5,148

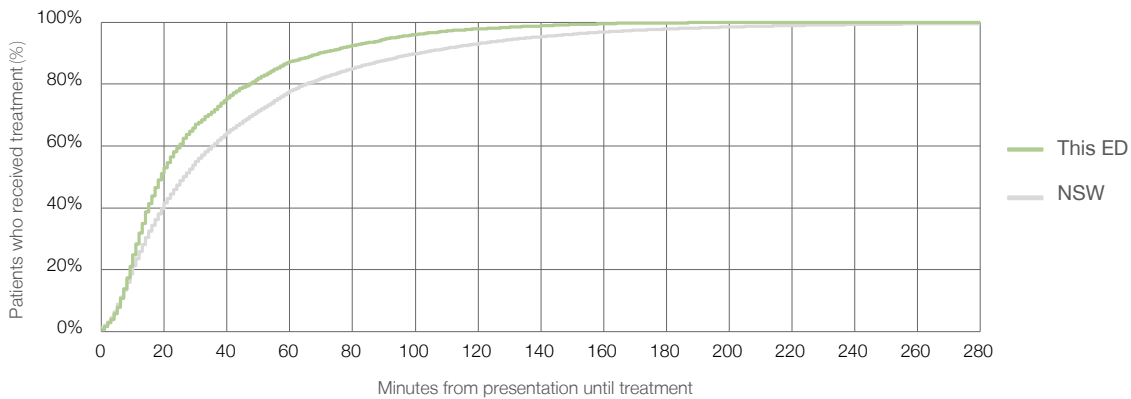
Number of triage 4 patients used to calculate waiting time:³ 4,873

Median time to start treatment⁴ 19 minutes

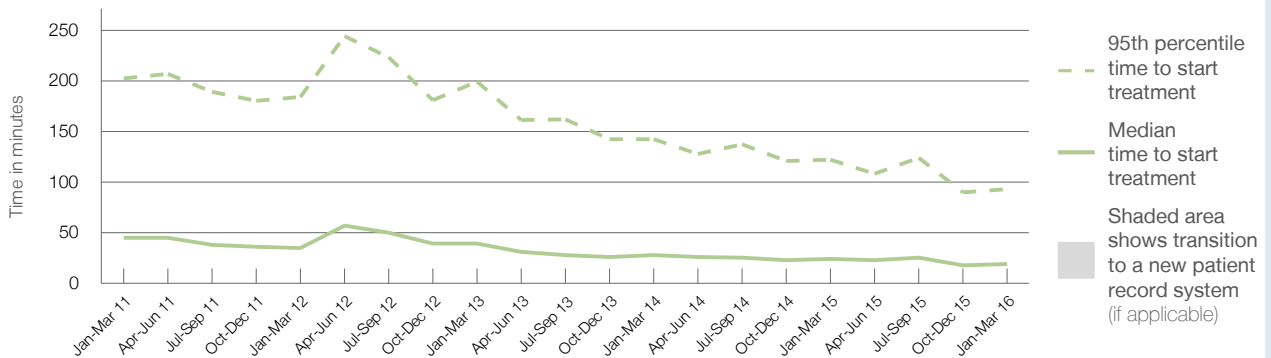
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,731	
4,478	
24 minutes	26 minutes
122 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	45	35	39	28	24	19
95th percentile time to start treatment ⁵ (minutes)	202	184	199	142	122	93

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Canterbury Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 1,083

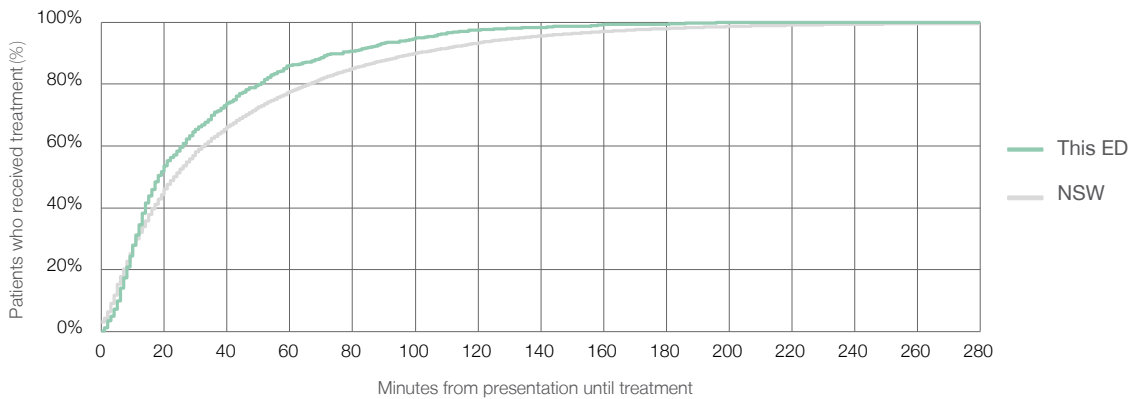
Number of triage 5 patients used to calculate waiting time:³ 889

Median time to start treatment⁴ 18 minutes

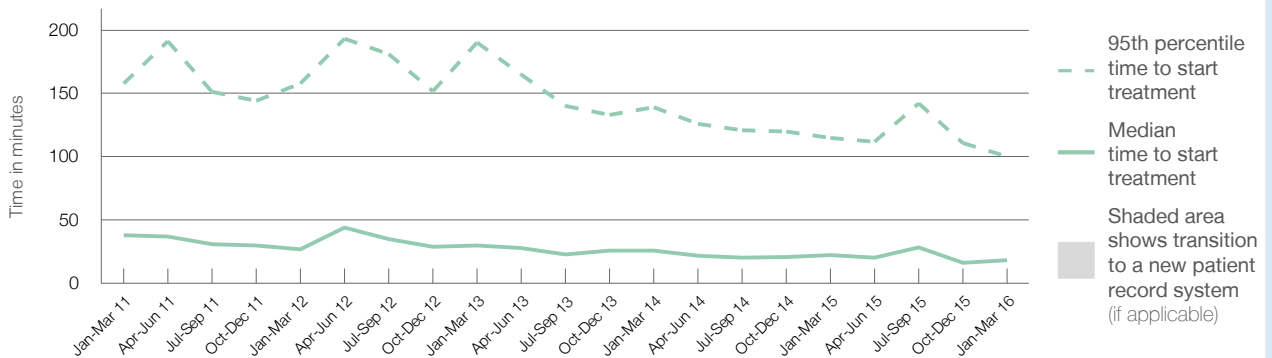
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
759	588
23 minutes	23 minutes
115 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	38	27	30	26	23	18
95th percentile time to start treatment ⁵ (minutes)	158	158	190	139	115	100

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Canterbury Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 11,044 patients

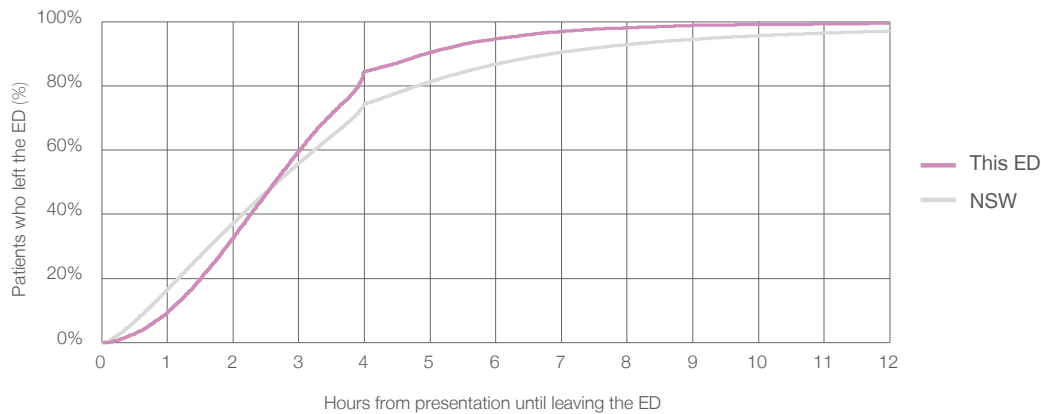
Attendances used to calculate time to leaving the ED:⁶ 11,035 patients

Median time to leaving the ED⁸ 2 hours and 38 minutes

95th percentile time to leaving the ED⁹ 6 hours and 9 minutes

Same period last year	NSW (this period)
10,452	10,451
2 hours and 50 minutes	2 hours and 40 minutes
6 hours and 28 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 53m	10h 13m	8h 49m	7h 3m	6h 28m	6h 9m

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Canterbury Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

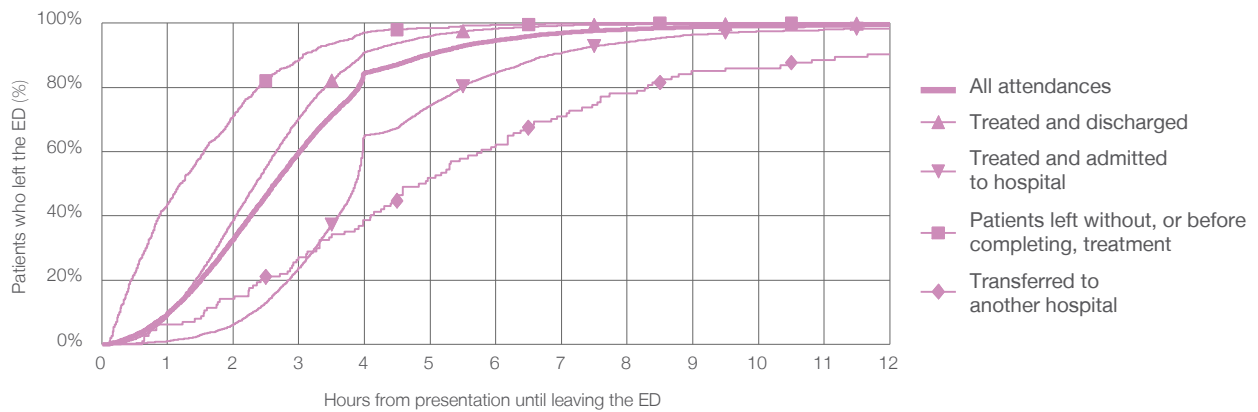
All attendances:¹ 11,044 patients

Attendances used to calculate time to leaving the ED:⁶ 11,035 patients

Treated and discharged	7,418 (67%)
Treated and admitted to hospital	2,717 (25%)
Patient left without, or before completing, treatment	770 (7%)
Transferred to another hospital	114 (1%)
Other	25 (0%)

Same period last year	Change since one year ago
10,451	6%
7,487	-1%
2,104	29%
730	5%
119	-4%
12	108%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	9%	39%	70%	91%	98%	100%	100%	100%
Treated and admitted to hospital	1%	6%	24%	65%	85%	94%	97%	98%
Patient left without, or before completing, treatment	44%	71%	89%	97%	99%	100%	100%	100%
Transferred to another hospital	6%	14%	27%	39%	62%	78%	86%	90%
All attendances	10%	33%	60%	84%	95%	98%	99%	99%

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Canterbury Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 11,044 patients

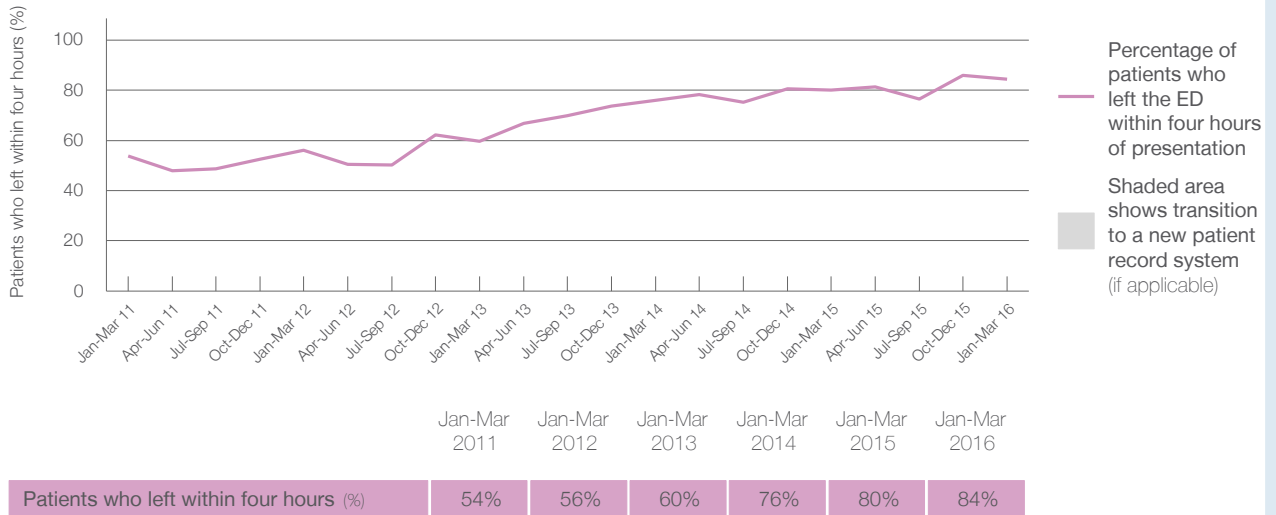
Attendances used to calculate time to leaving the ED:⁶ 11,035 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
10,452	6%
10,451	6%
80%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 attendances at the emergency department (ED).
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- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).