

## Sutherland Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 13,003 patients  
 Emergency attendances:<sup>2</sup> 12,910 patients

Same period last year	Change since one year ago
12,505	4%
12,375	4%

## Sutherland Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,587 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 95th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,063 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 95th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,079 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,140 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 95th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,802	
14 minutes	8 minutes
42 minutes	35 minutes
4,871	
28 minutes	20 minutes
79 minutes	99 minutes
4,629	
29 minutes	26 minutes
91 minutes	137 minutes
1,008	
26 minutes	23 minutes
98 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,003 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
12,505	4%
74%	

\* 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.

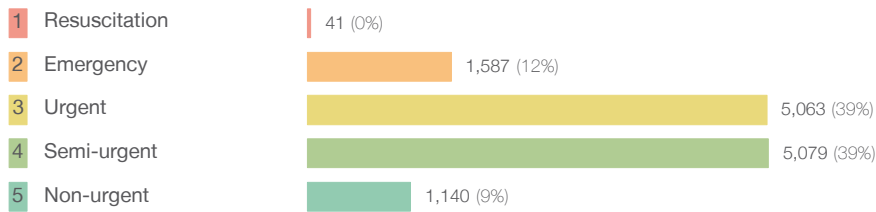
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Sutherland Hospital: Patients attending the emergency department January to March 2016

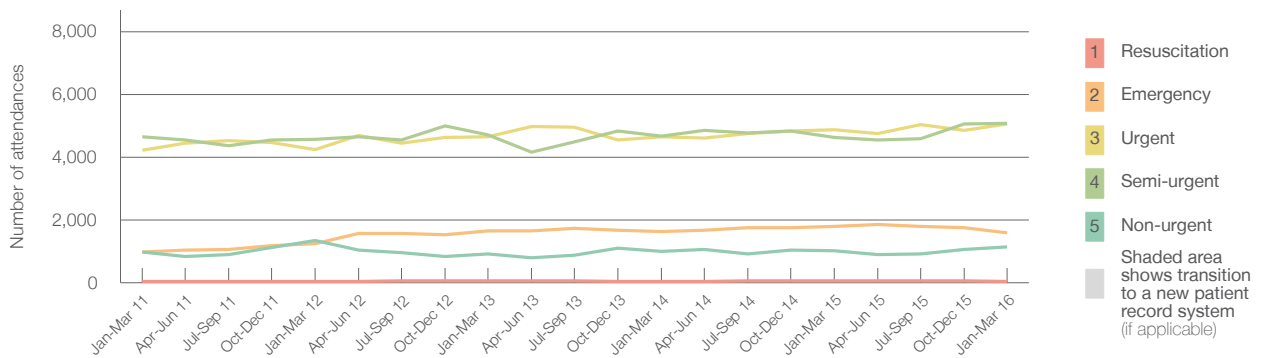
All attendances:<sup>1</sup> 13,003 patients

Emergency attendances<sup>2</sup> by triage category: 12,910 patients



Same period last year	Change since one year ago
12,505	4%
12,375	4%
65	-37%
1,802	-12%
4,871	4%
4,629	10%
1,008	13%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	45	41	49	36	65	41
Emergency	974	1,246	1,653	1,636	1,802	1,587
Urgent	4,221	4,240	4,652	4,652	4,871	5,063
Semi-urgent	4,641	4,561	4,717	4,663	4,629	5,079
Non-urgent	981	1,337	907	999	1,008	1,140
All emergency attendances	10,862	11,425	11,978	11,986	12,375	12,910

## Sutherland Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,205 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,079	
14 minutes	-1 minute
43 minutes	-10 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.

## Sutherland 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: 1,587

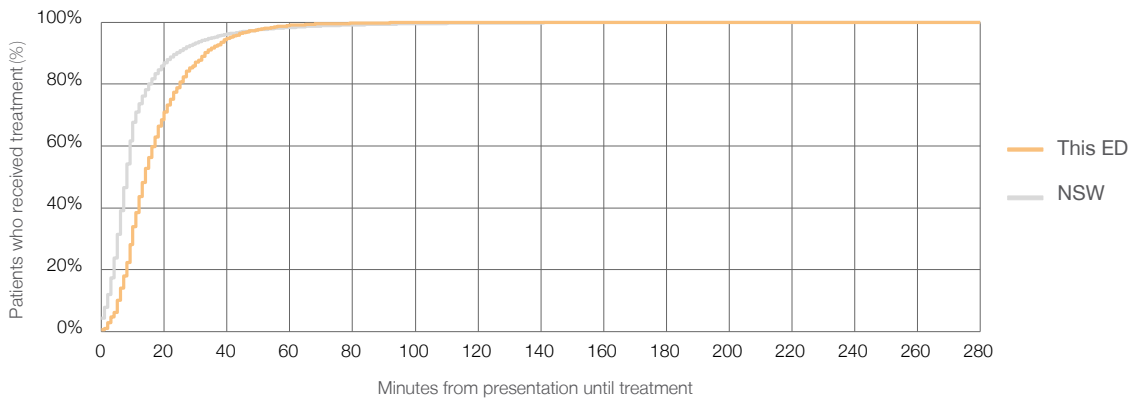
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,580

Median time to start treatment<sup>4</sup> 14 minutes

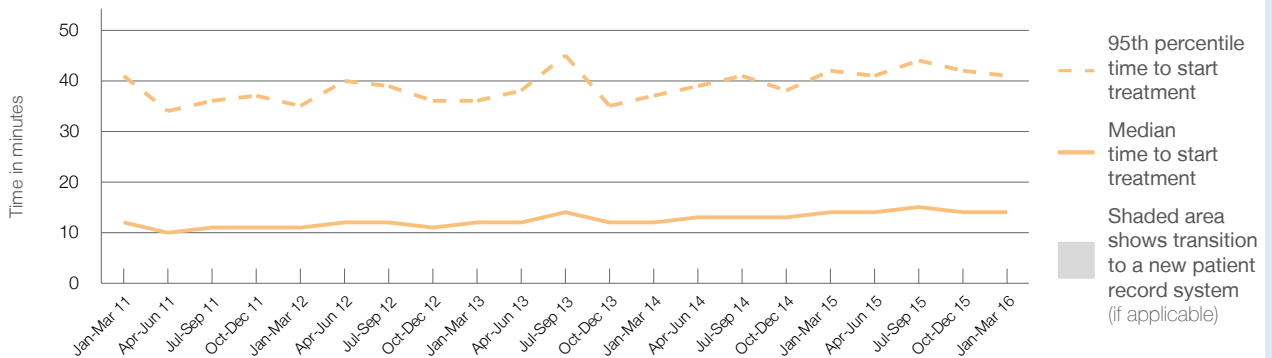
95th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
1,802	1,799
14 minutes	8 minutes
42 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	12	11	12	12	14	14
95th percentile time to start treatment <sup>5</sup> (minutes)	41	35	36	37	42	41

(†) 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.

## Sutherland 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: 5,063

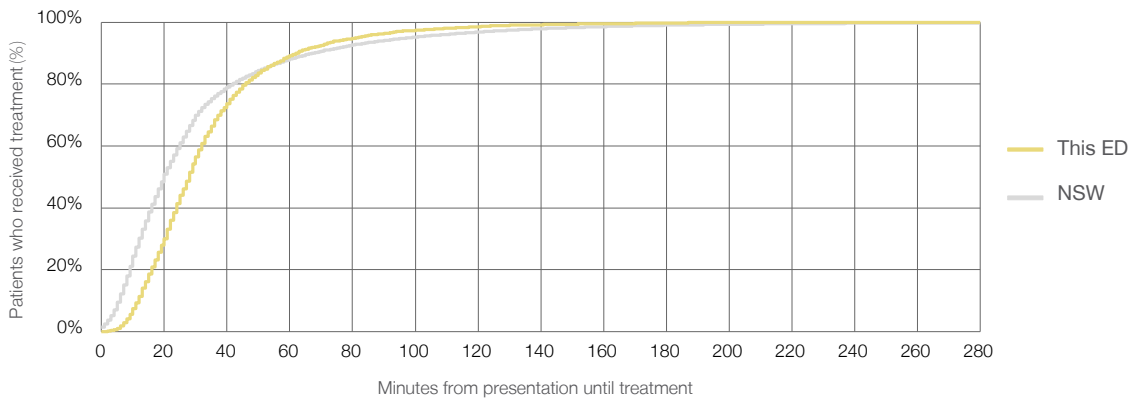
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,002

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

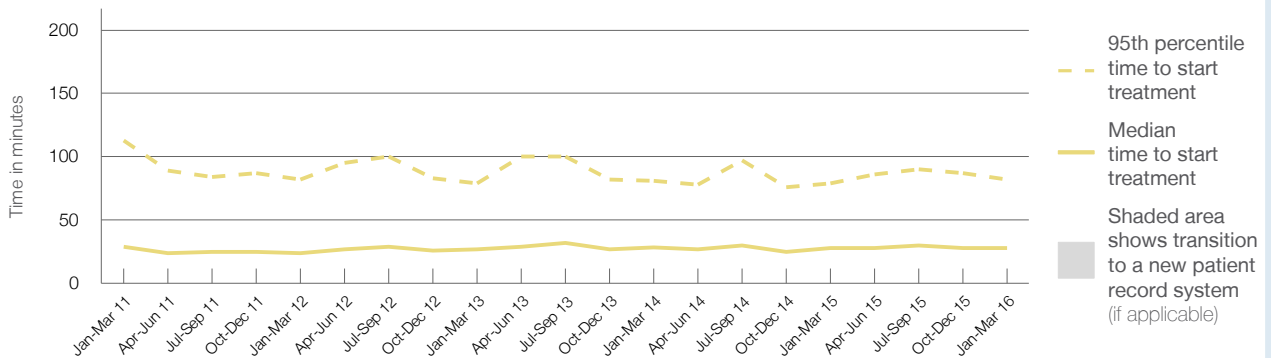
95th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
4,871	4,817
28 minutes	20 minutes
79 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	29	24	27	29	28	28
95th percentile time to start treatment <sup>5</sup> (minutes)	113	82	79	81	79	82

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## Sutherland 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: 5,079

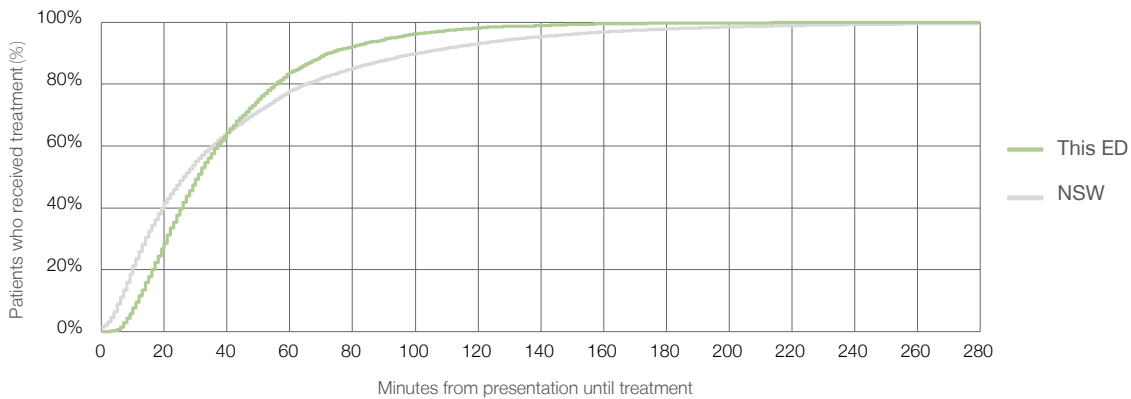
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,967

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

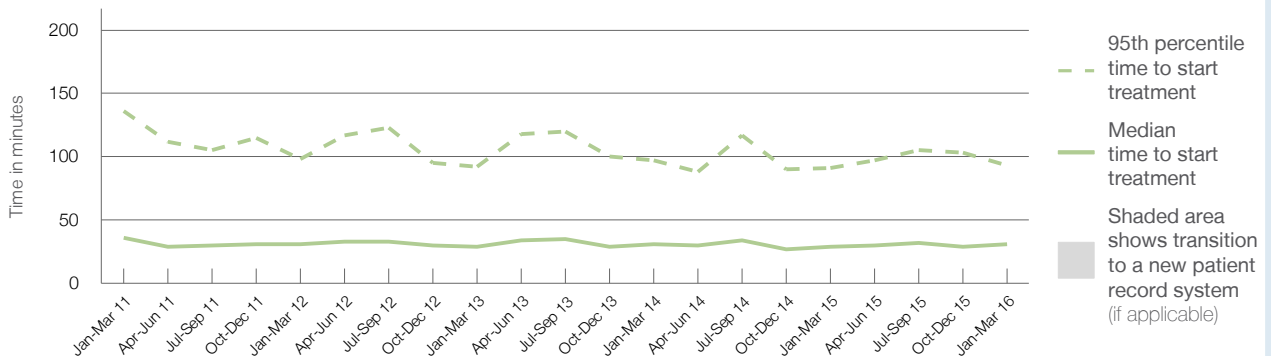
95th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
4,629	4,534
29 minutes	26 minutes
91 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	36	31	29	31	29	31
95th percentile time to start treatment <sup>5</sup> (minutes)	136	98	92	97	91	93

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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.

## Sutherland 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: 1,140

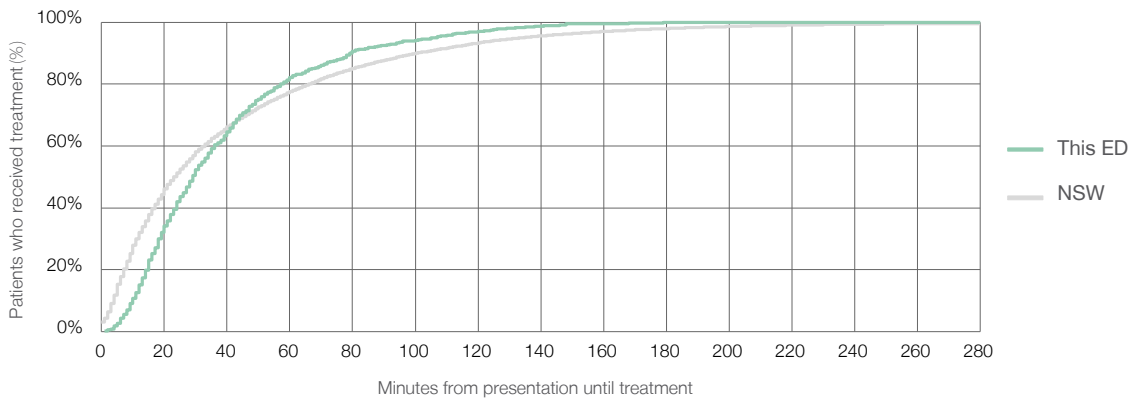
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,069

Median time to start treatment<sup>4</sup>  29 minutes

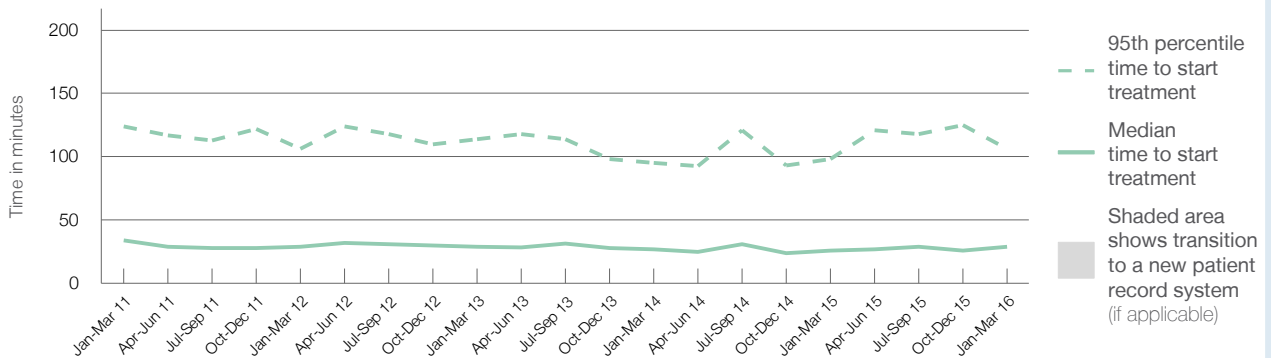
95th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
1,008	944
26 minutes	23 minutes
98 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	34	29	29	27	26	29
95th percentile time to start treatment <sup>5</sup> (minutes)	124	106	114	95	98	106

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

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

January to March 2016

All attendances:<sup>1</sup> 13,003 patients

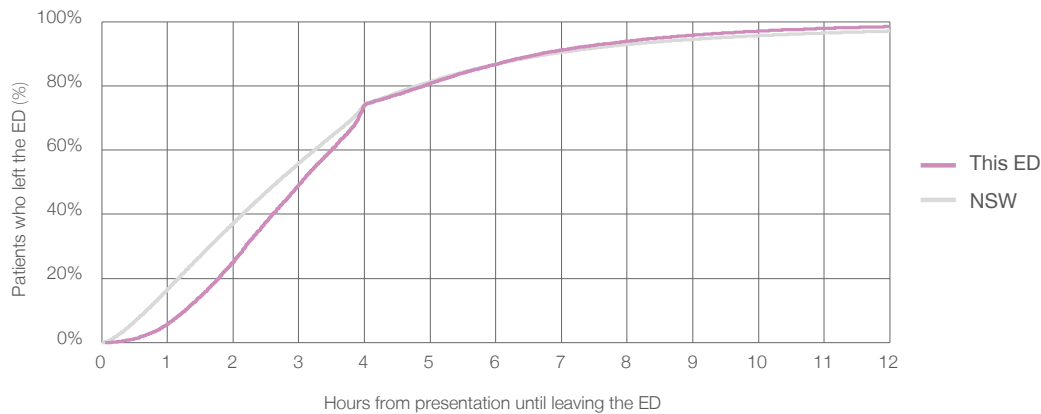
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,003 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 3 minutes

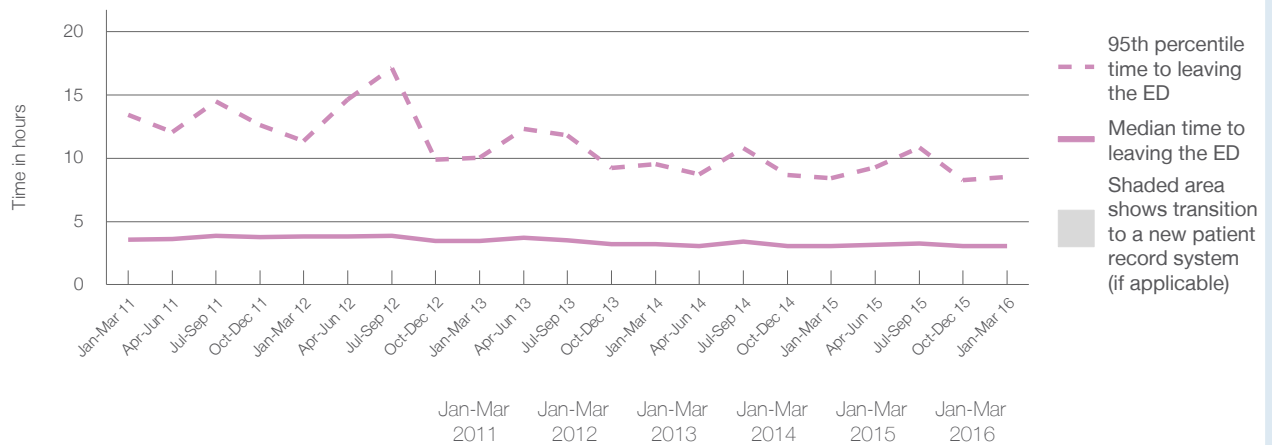
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 32 minutes

Same period last year	NSW (this period)
12,505	12,505
3 hours and 4 minutes	2 hours and 40 minutes
8 hours and 26 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<sup>††</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 24m	11h 20m	10h 1m	9h 33m	8h 26m	8h 32m

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

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

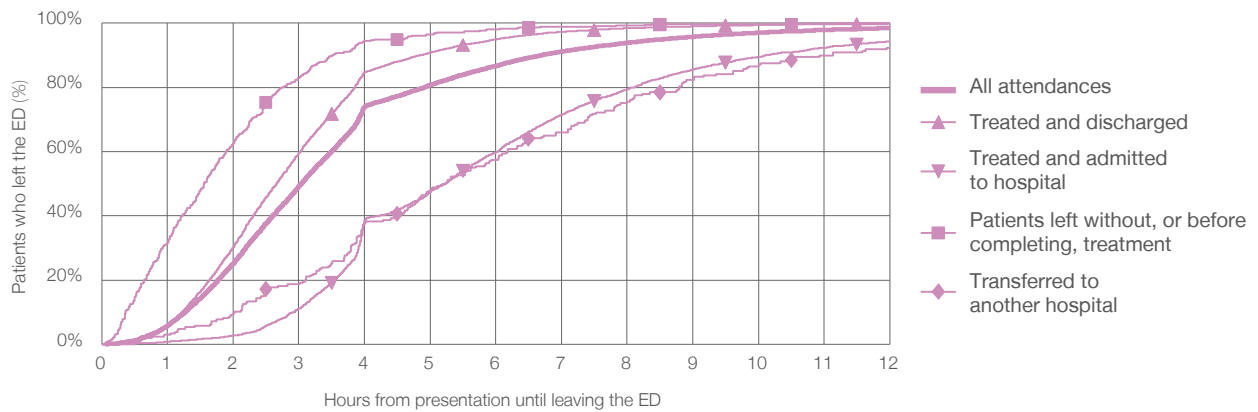
All attendances:<sup>1</sup> 13,003 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,003 patients

Treated and discharged	9,363 (72%)
Treated and admitted to hospital	2,870 (22%)
Patient left without, or before completing, treatment	507 (4%)
Transferred to another hospital	209 (2%)
Other	54 (0%)

Same period last year	Change since one year ago
12,505	4%
9,005	4%
2,777	3%
441	15%
227	-8%
55	-2%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	6%	30%	60%	85%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	11%	38%	60%	79%	89%	94%
Patient left without, or before completing, treatment	32%	63%	83%	94%	98%	99%	100%	100%
Transferred to another hospital	3%	10%	19%	38%	57%	76%	87%	92%
All attendances	6%	25%	49%	74%	87%	94%	97%	99%

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

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**Sutherland 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:<sup>1</sup> 13,003 patients

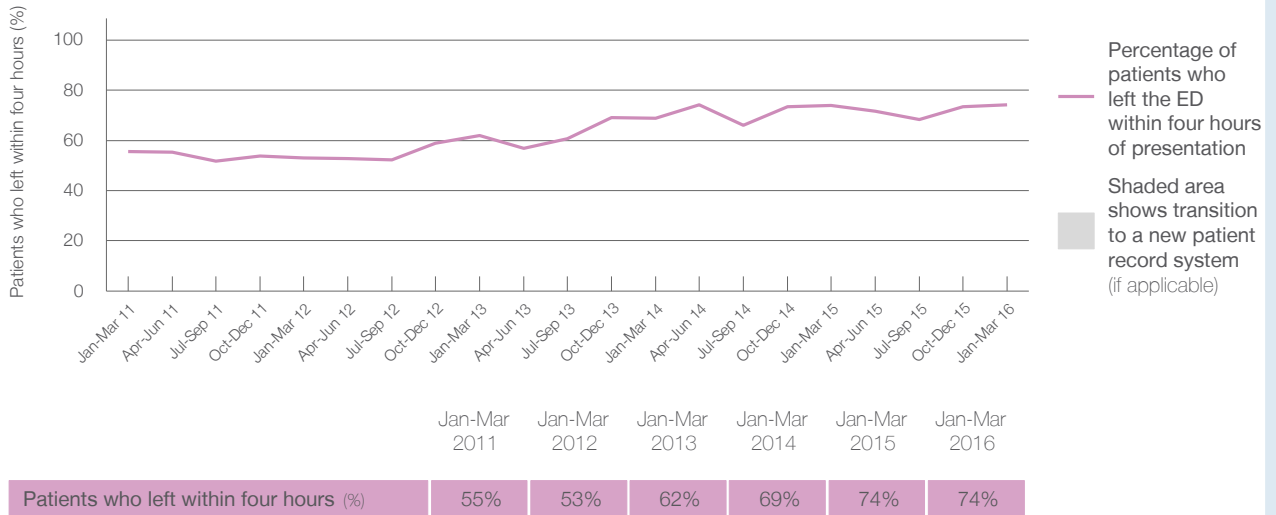
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,003 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
12,505	4%
12,505	4%
74%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



\* 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).
- 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.
- 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).