

Wollongong Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 15,983 patients
 Emergency attendances:² 15,617 patients

Same period last year	Change since one year ago
15,661	2%
15,131	3%

Wollongong Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,845 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,483 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 118 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,585 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,809	
10 minutes	8 minutes
34 minutes	35 minutes
6,012	
28 minutes	20 minutes
126 minutes	99 minutes
6,684	
37 minutes	26 minutes
180 minutes	137 minutes
507	
33 minutes	23 minutes
165 minutes	135 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
15,661	2%
64%	

* 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.

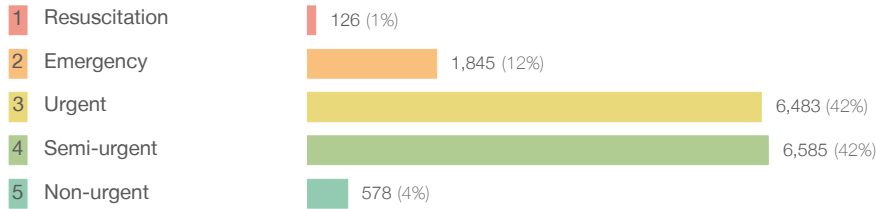
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Wollongong Hospital: Patients attending the emergency department January to March 2016

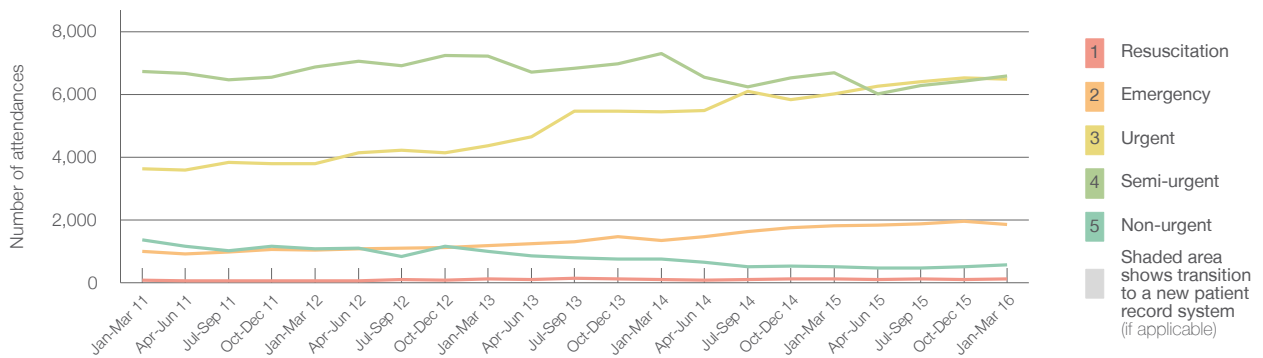
All attendances:¹ 15,983 patients

Emergency attendances² by triage category: 15,617 patients



Same period last year	Change since one year ago
15,661	2%
15,131	3%
119	6%
1,809	2%
6,012	8%
6,684	-1%
507	14%

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	70	51	113	109	119	126
Emergency	1,000	1,035	1,173	1,350	1,809	1,845
Urgent	3,632	3,783	4,357	5,446	6,012	6,483
Semi-urgent	6,730	6,878	7,211	7,301	6,684	6,585
Non-urgent	1,356	1,070	1,004	754	507	578
All emergency attendances	12,788	12,817	13,858	14,960	15,131	15,617

Wollongong Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 5,301 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,205	
12 minutes	0 minutes
37 minutes	2 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.

Wollongong 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: 1,845

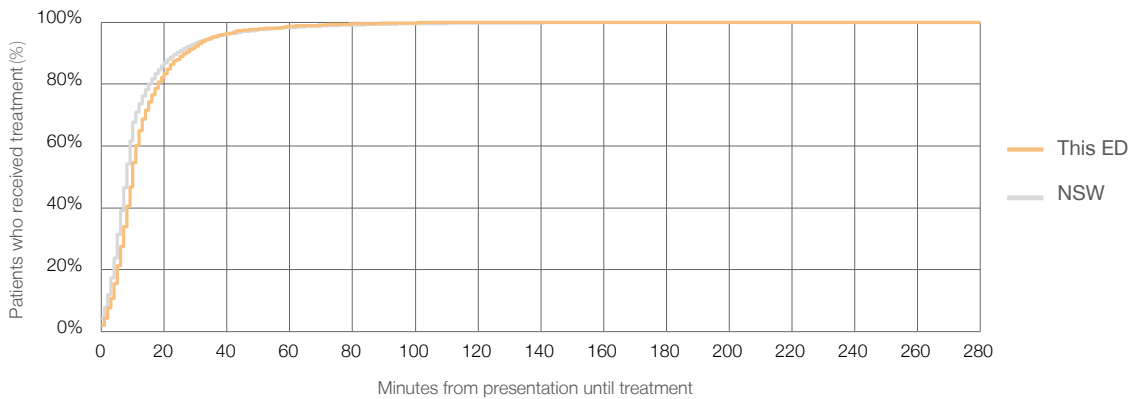
Number of triage 2 patients used to calculate waiting time:³ 1,845

Median time to start treatment⁴ 10 minutes

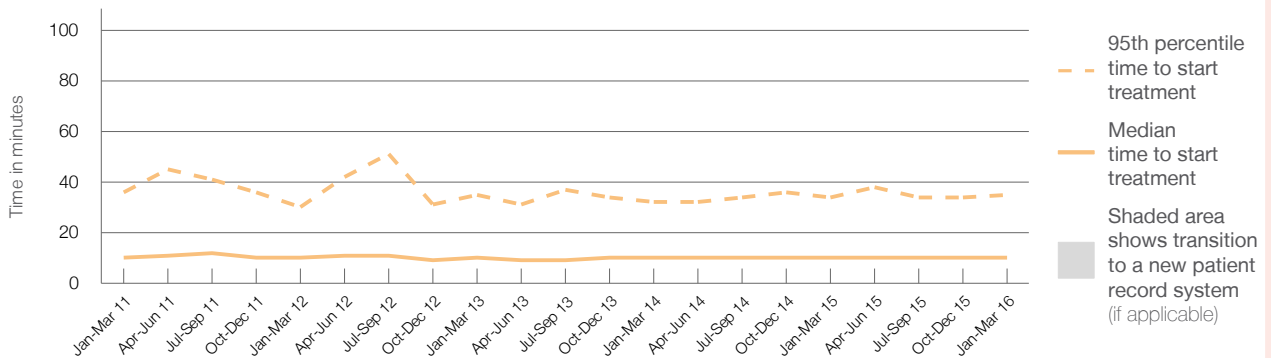
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,809	1,806
10 minutes	8 minutes
34 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)	10	10	10	10	10	10
95th percentile time to start treatment ⁵ (minutes)	36	30	35	32	34	35

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Wollongong 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: 6,483

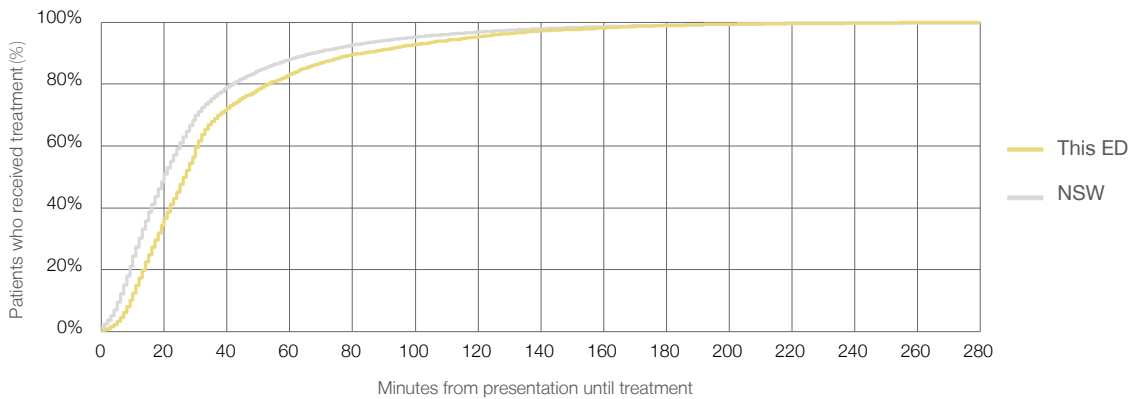
Number of triage 3 patients used to calculate waiting time:³ 6,361

Median time to start treatment⁴ 27 minutes

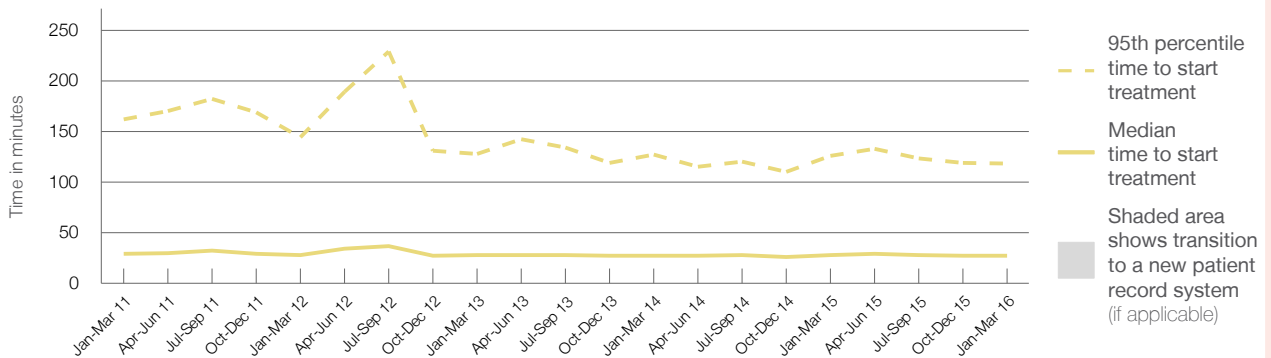
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
6,012	
5,858	
28 minutes	20 minutes
126 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)	29	28	28	27	28	27
95th percentile time to start treatment ⁵ (minutes)	162	144	128	127	126	118

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Wollongong 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: 6,585

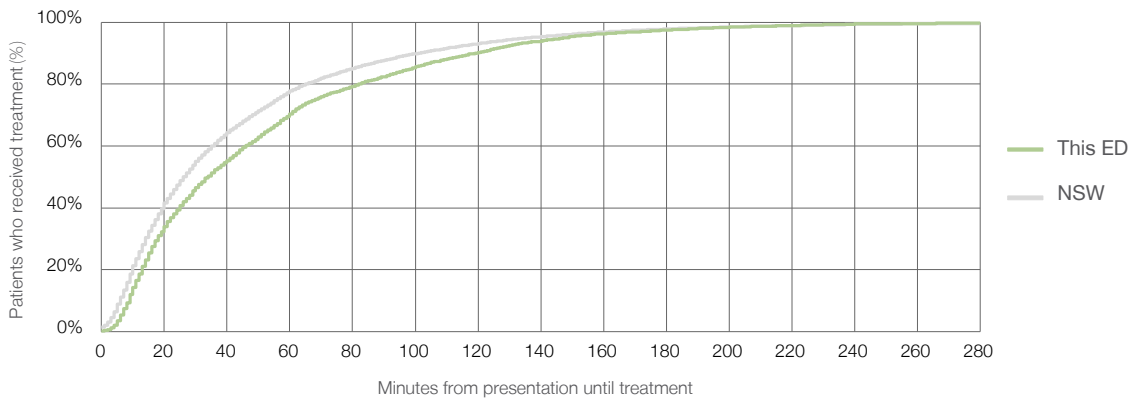
Number of triage 4 patients used to calculate waiting time:³ 6,203

Median time to start treatment⁴ 34 minutes

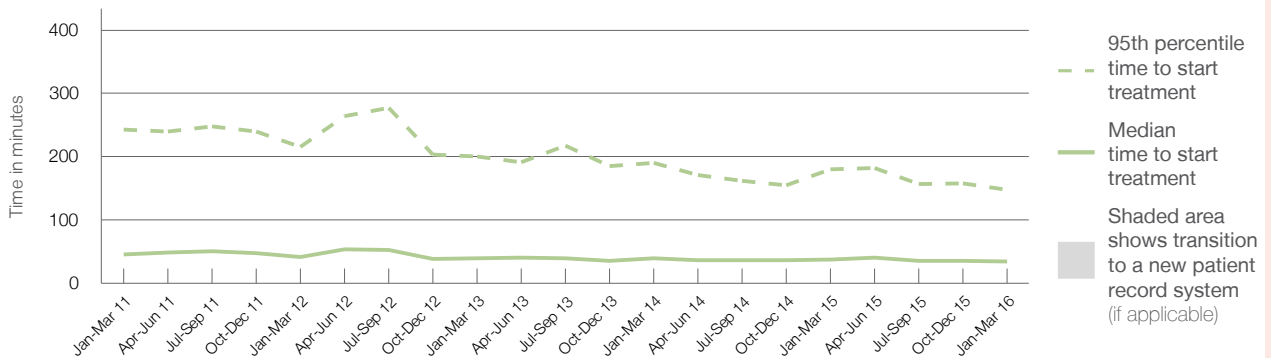
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
6,684	
6,192	
37 minutes	26 minutes
180 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)	46	42	39	39	37	34
95th percentile time to start treatment ⁵ (minutes)	243	215	200	190	180	148

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Wollongong 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: 578

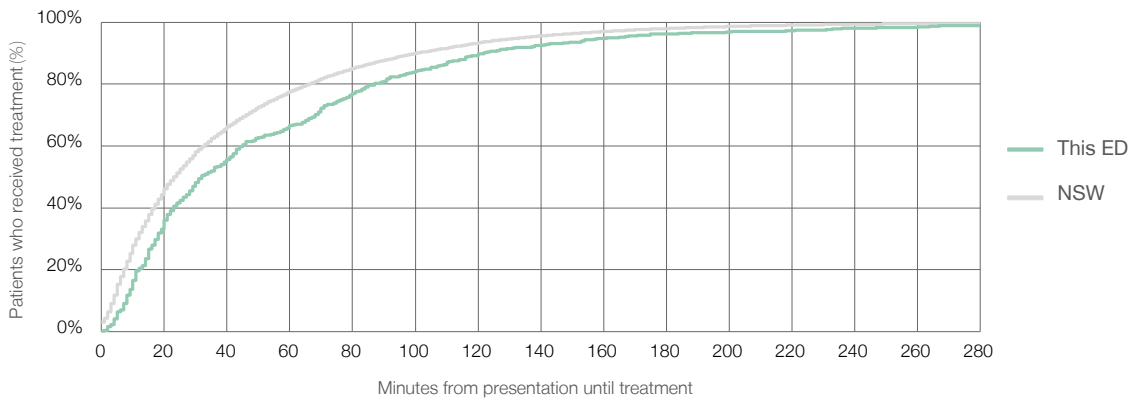
Number of triage 5 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 32 minutes

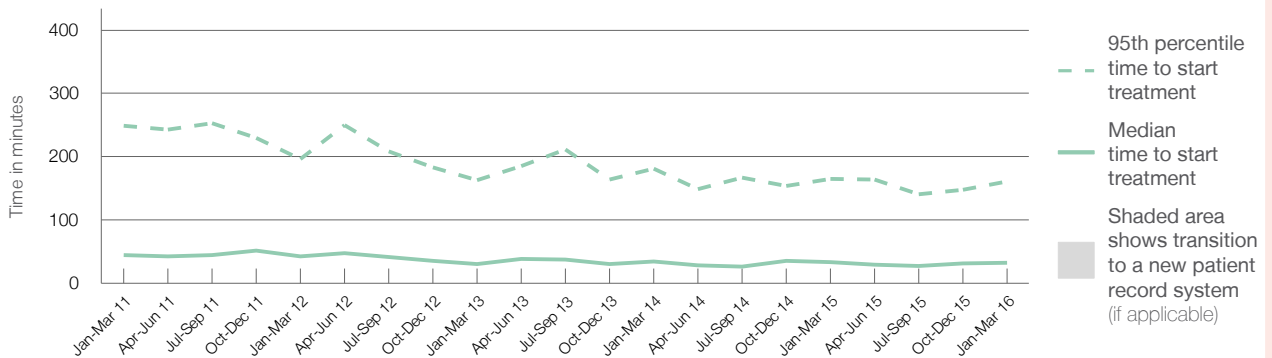
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
507	418
33 minutes	23 minutes
165 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)	45	43	30	34	33	32
95th percentile time to start treatment ⁵ (minutes)	249	196	163	181	165	161

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Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 15,983 patients

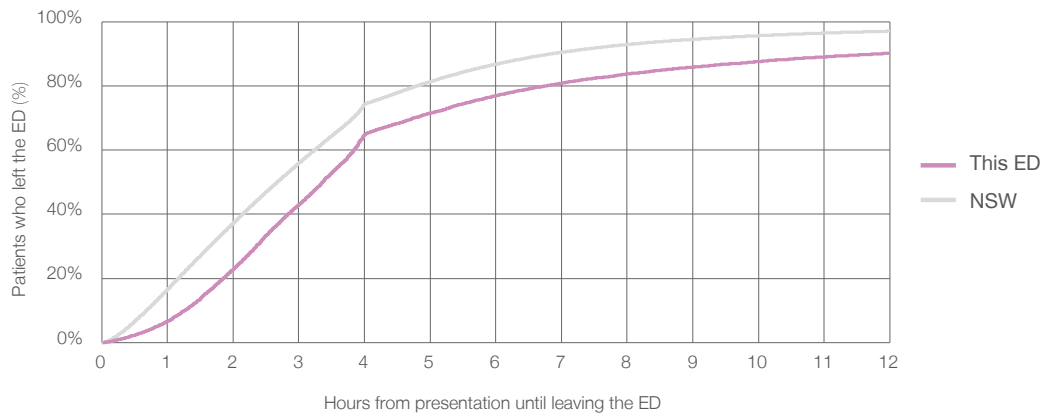
Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Median time to leaving the ED⁸ 3 hours and 22 minutes

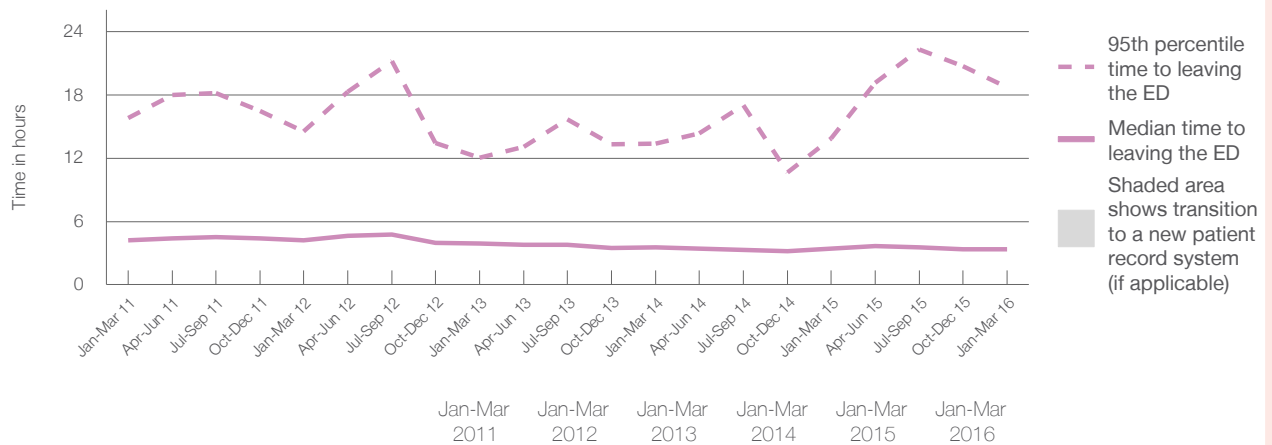
95th percentile time to leaving the ED⁹ 18 hours and 42 minutes

Same period last year	NSW (this period)
15,661	15,661
3 hours and 24 minutes	2 hours and 40 minutes
13 hours and 52 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 13m	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 50m	14h 32m	12h 2m	13h 23m	13h 52m	18h 42m

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Wollongong Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

All attendances:¹ 15,983 patients

Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Treated and discharged 8,845 (55%)

Treated and admitted to hospital 5,795 (36%)

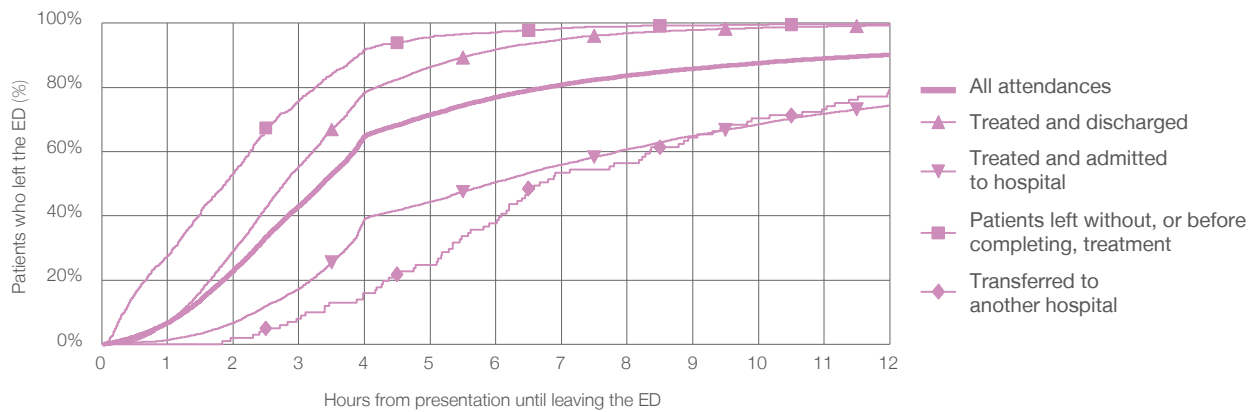
Patient left without, or before completing, treatment 1,135 (7%)

Transferred to another hospital 101 (1%)

Other 107 (1%)

Same period last year	Change since one year ago
15,661	2%
7,983	11%
6,188	-6%
1,303	-13%
72	40%
115	-7%

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

Treated and discharged	7%	29%	55%	78%	92%	97%	99%	99%
Treated and admitted to hospital	1%	7%	17%	39%	51%	61%	68%	74%
Patient left without, or before completing, treatment	28%	53%	76%	92%	97%	99%	100%	100%
Transferred to another hospital	0%	2%	8%	16%	38%	56%	70%	79%
All attendances	7%	23%	43%	65%	77%	84%	88%	90%

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Wollongong 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 15,983 patients

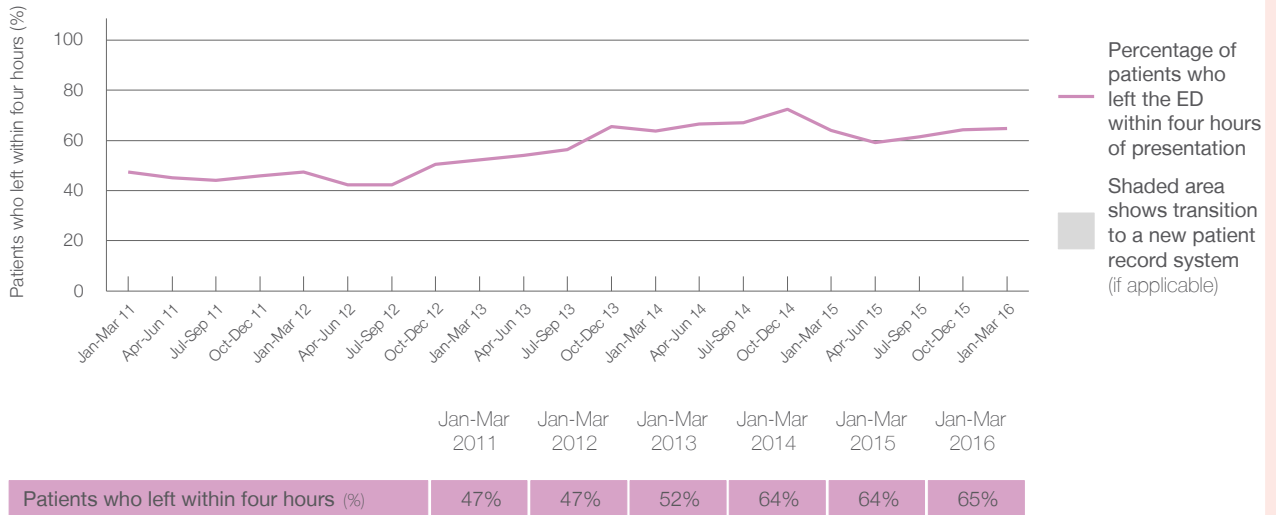
Attendances used to calculate time to leaving the ED:⁶ 15,983 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
15,661	2%
15,661	2%
64%	

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).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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).