

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,719 patients
Emergency presentations:² 6,500 patients

Same period last year	Change since one year ago
6,792	-1.1%
6,594	-1.4%

Auburn Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 964 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,186 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
943	
9 minutes	8 minutes
26 minutes	26 minutes
2,346	
22 minutes	20 minutes
68 minutes	69 minutes
2,841	
32 minutes	26 minutes
125 minutes	101 minutes
430	
22 minutes	23 minutes
104 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,717 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
6,792	-1.1%
81.6%	

* 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, July to September 2016*.
- 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.
- 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.
- 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.

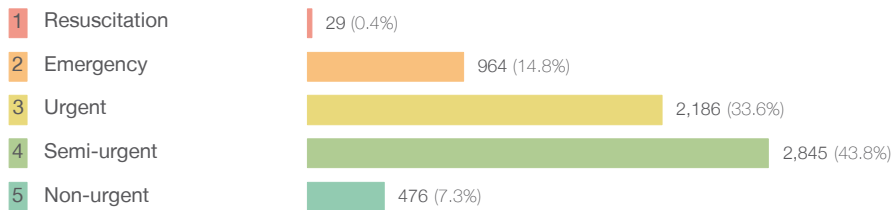
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Auburn Hospital: Patients presenting to the emergency department January to March 2017

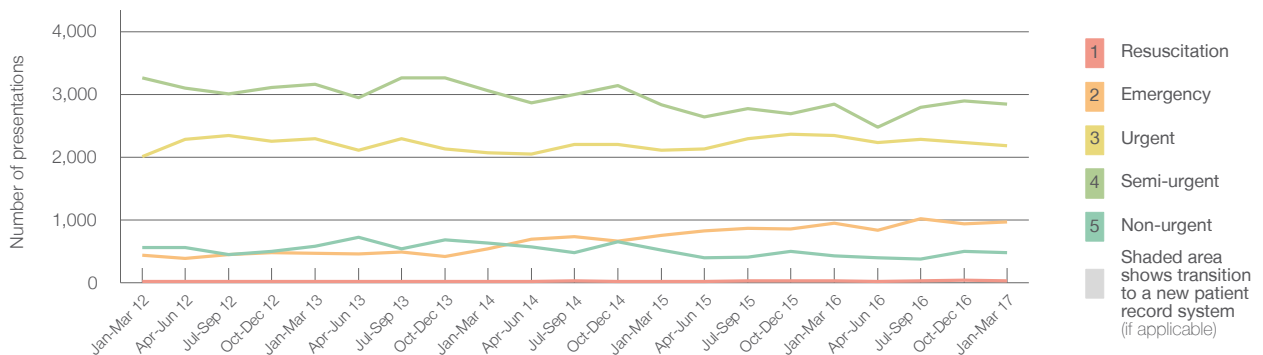
All presentations:¹ 6,719 patients

Emergency presentations² by triage category: 6,500 patients



	Same period last year	Change since one year ago
All presentations	6,792	-1.1%
Emergency presentations	6,594	-1.4%
Resuscitation	34	-14.7%
Emergency	943	2.2%
Urgent	2,346	-6.8%
Semi-urgent	2,841	0.1%
Non-urgent	430	10.7%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	18	17	20	16	34	29
Emergency	441	471	541	753	943	964
Urgent	2,010	2,291	2,067	2,109	2,346	2,186
Semi-urgent	3,267	3,157	3,059	2,835	2,841	2,845
Non-urgent	557	575	636	518	430	476
All emergency presentations	6,293	6,511	6,323	6,231	6,594	6,500

Auburn Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 823 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	795	
ED Transfer of care time	13 minutes	0 minutes
90th percentile time	23 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.

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Auburn Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 964

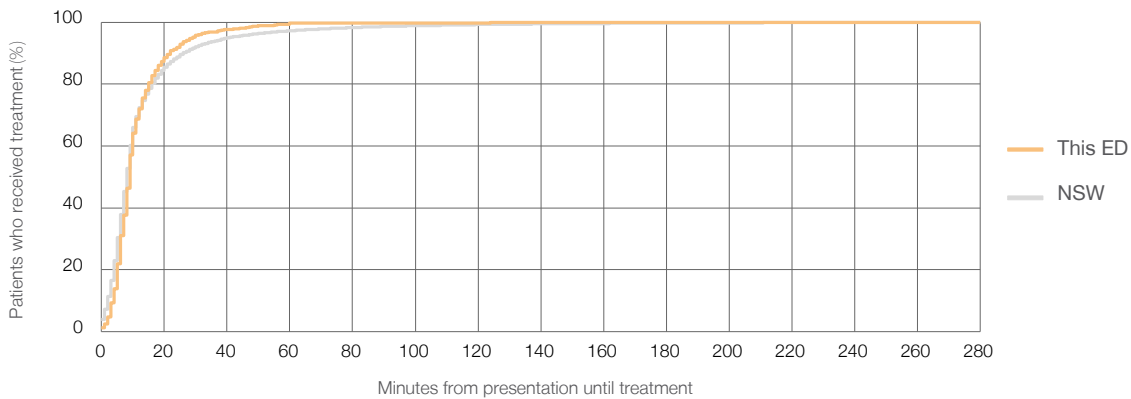
Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴ 9 minutes

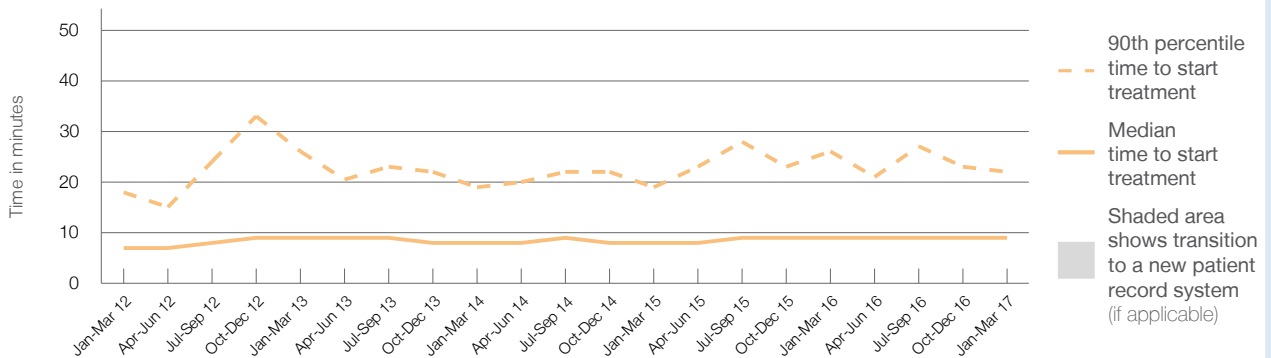
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
943	
930	
9 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	18	26	19	19	26	22

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,186

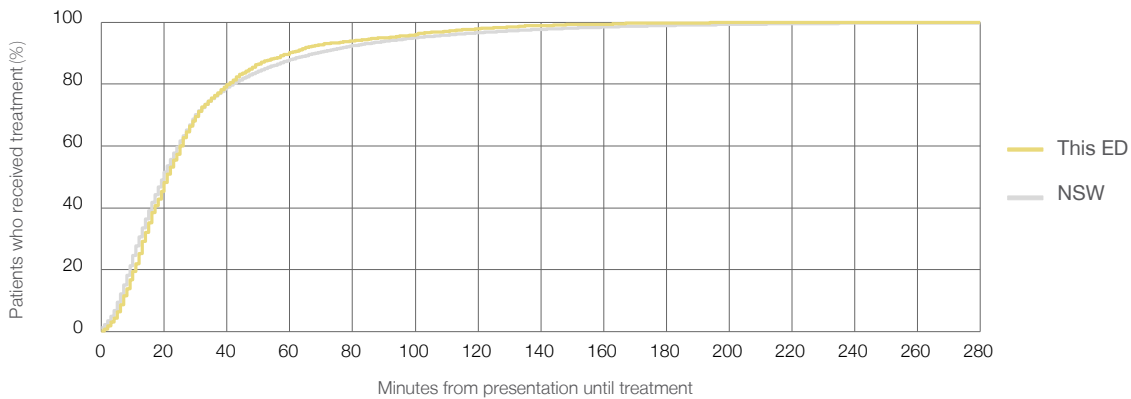
Number of triage 3 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴ 21 minutes

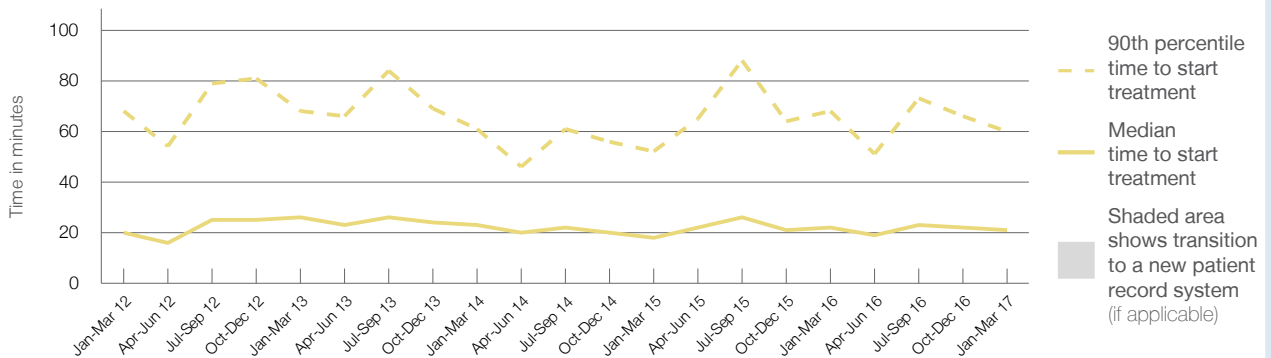
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,346	
2,224	
22 minutes	20 minutes
68 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	26	23	18	22	21
90th percentile time to start treatment ⁵ (minutes)	68	68	61	52	68	60

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,845

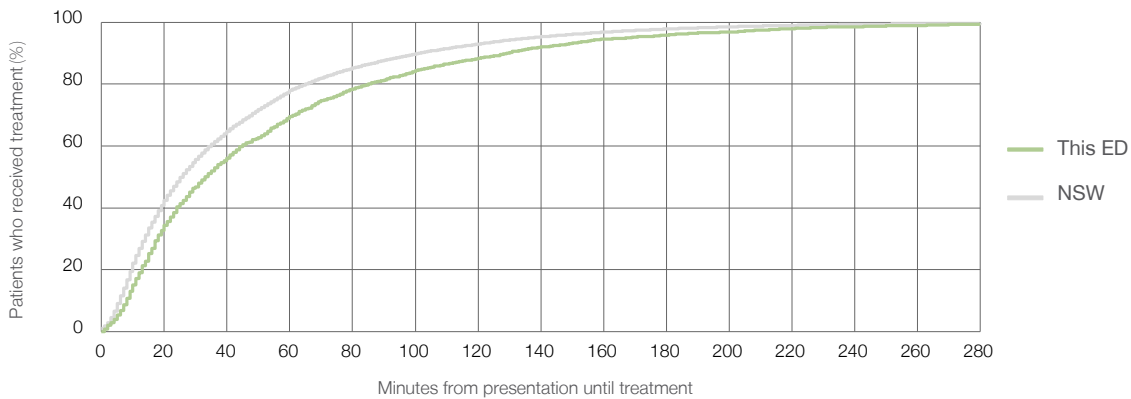
Number of triage 4 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴ 33 minutes

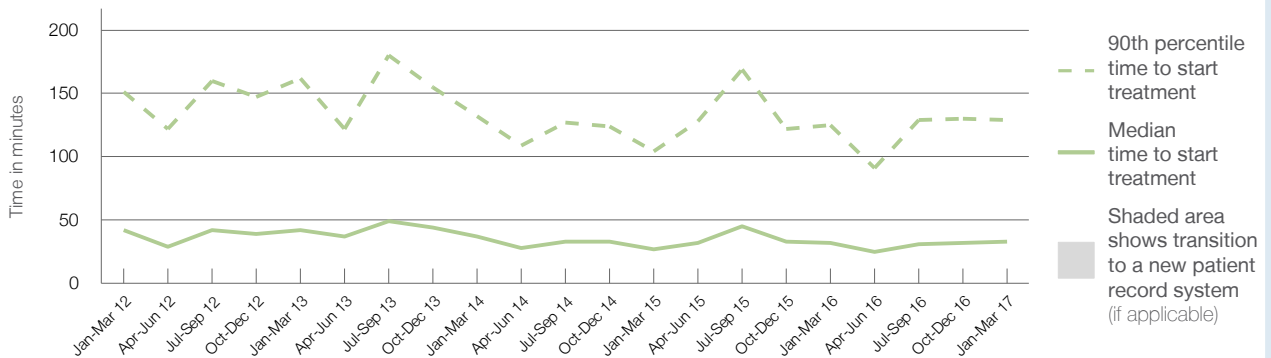
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,841	2,476
32 minutes	26 minutes
125 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	42	37	27	32	33
90th percentile time to start treatment ⁵ (minutes)	151	162	132	104	125	129

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 476

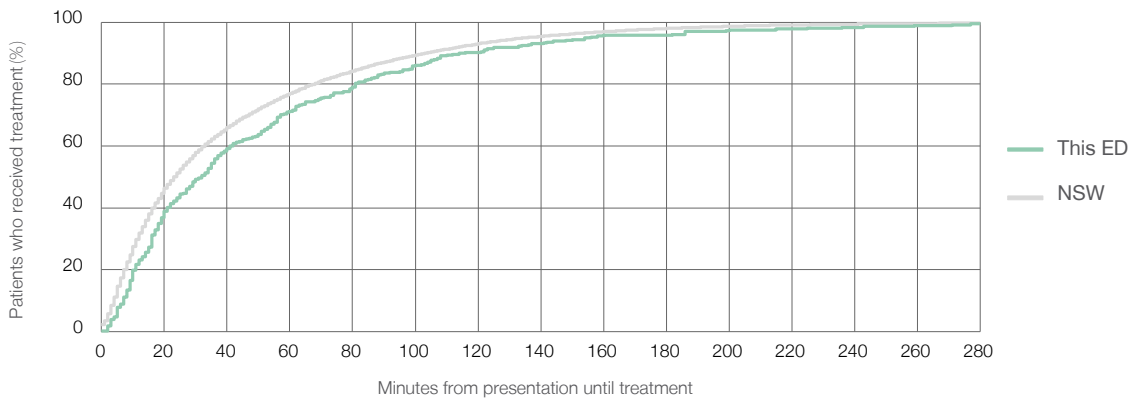
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 32 minutes

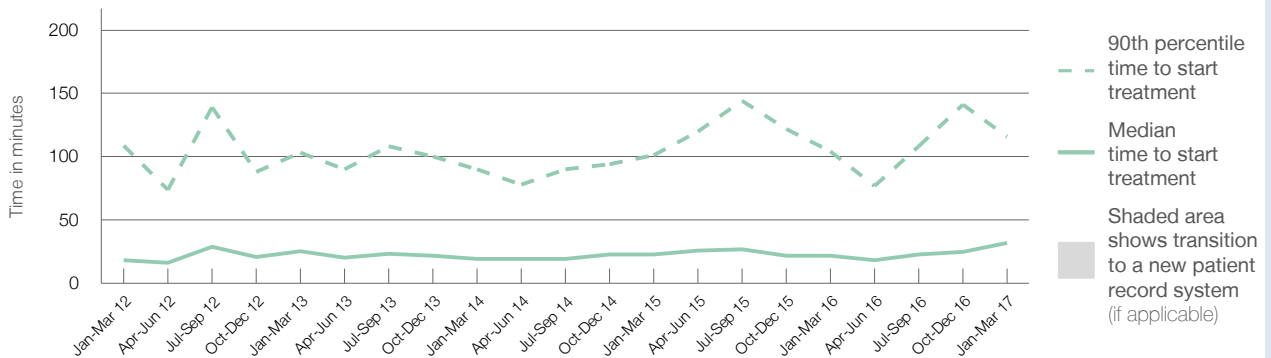
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
430	
312	
22 minutes	23 minutes
104 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	26	19	23	22	32
90th percentile time to start treatment ⁵ (minutes)	109	103	90	101	104	116

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Auburn Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,719 patients

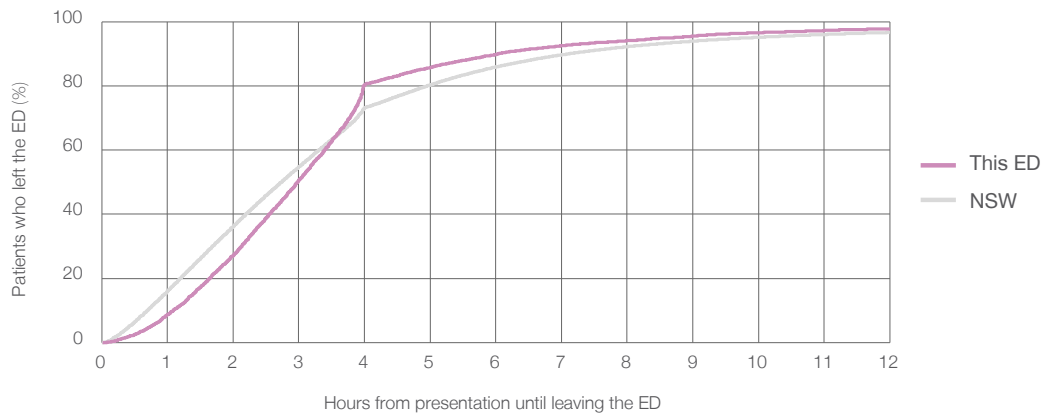
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

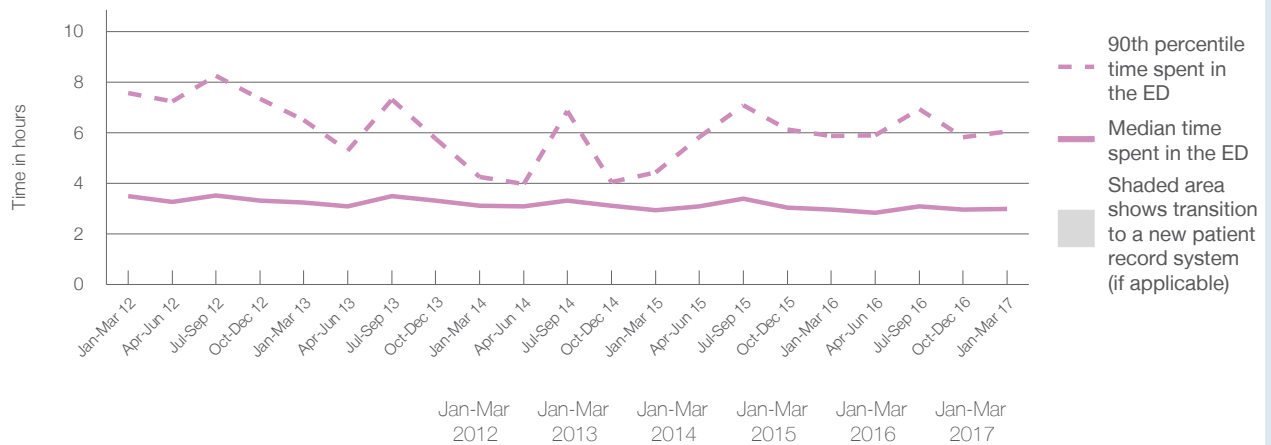
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
6,792	6,792
2 hours and 58 minutes	2 hours and 44 minutes
5 hours and 53 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m

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Auburn Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

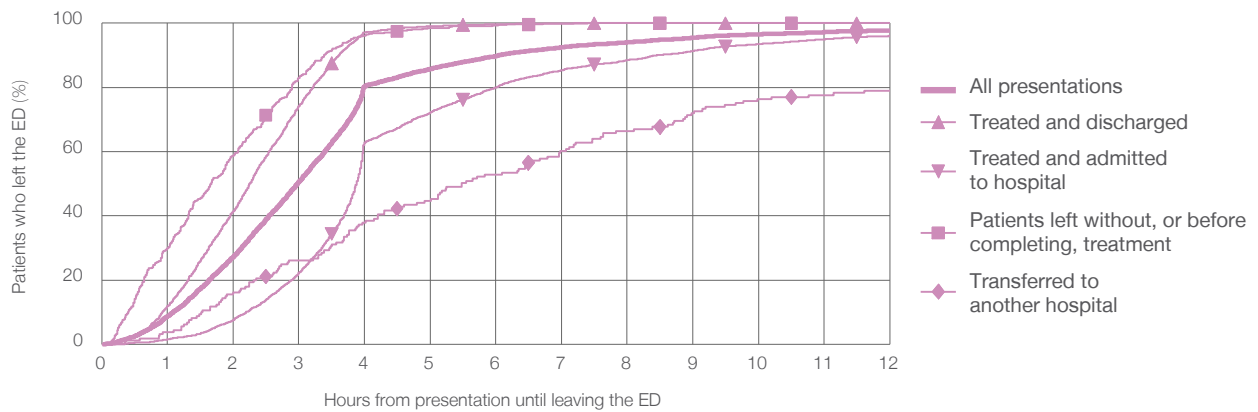
All presentations:¹ 6,719 patients

Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Treated and discharged	3,025 (45.0%)
Treated and admitted to hospital	2,990 (44.5%)
Patient left without, or before completing, treatment	514 (7.6%)
Transferred to another hospital	161 (2.4%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,792	-1.1%
3,317	-8.8%
2,825	5.8%
489	5.1%
130	23.8%
31	-6.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	11.9%	41.6%	74.2%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.5%	7.6%	22.2%	62.9%	80.0%	88.6%	93.5%	96.1%
Patient left without, or before completing, treatment	30.0%	58.8%	82.9%	96.1%	99.2%	100%	100%	100%
Transferred to another hospital	3.7%	16.1%	26.1%	37.9%	52.8%	66.5%	76.4%	78.9%
All presentations	8.7%	27.3%	50.7%	80.4%	89.8%	94.1%	96.6%	97.8%

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Auburn Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,719 patients

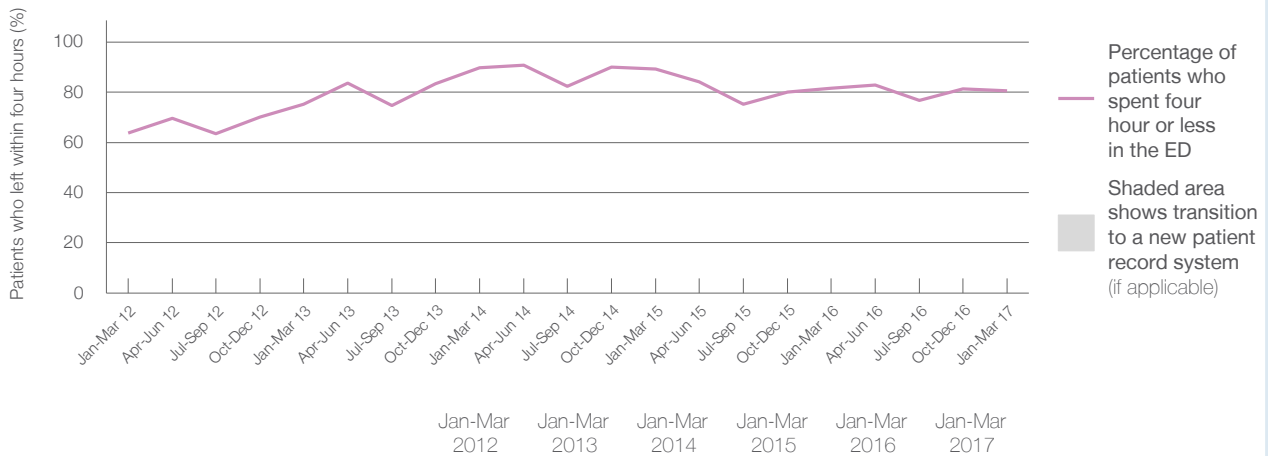
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,792	-1.1%
Presentations used to calculate time to leaving the ED	6,792	-1.1%
Percentage of patients who spent four hours or less in the ED	81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	63.7%	75.2%	89.7%	89.2%	81.6%	80.4%

* 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.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations 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, July to September 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 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.
- All presentations 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).