

Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,965 patients
Emergency presentations:² 5,655 patients

Same period last year	Change since one year ago
5,378	10.9%
5,219	8.4%



Hawkesbury District Health Services: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 688 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  30 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,879 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,762 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 298 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  40 minutes

Same period last year	NSW (this period)
523	
14 minutes	8 minutes
31 minutes	26 minutes
1,515	
19 minutes	20 minutes
47 minutes	67 minutes
2,709	
22 minutes	25 minutes
76 minutes	99 minutes
448	
21 minutes	23 minutes
81 minutes	101 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,965 patients

Percentage of patients who spent four hours or less in the ED  69.7%

Same period last year	Change since one year ago
5,378	10.9%
75.5%	

* 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.

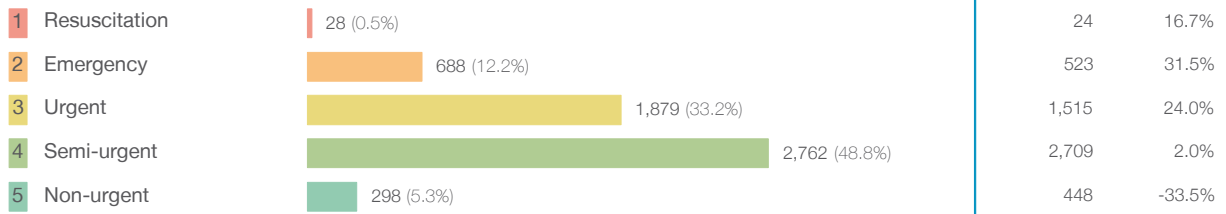
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Hawkesbury District Health Services: Patients presenting to the emergency department

April to June 2017

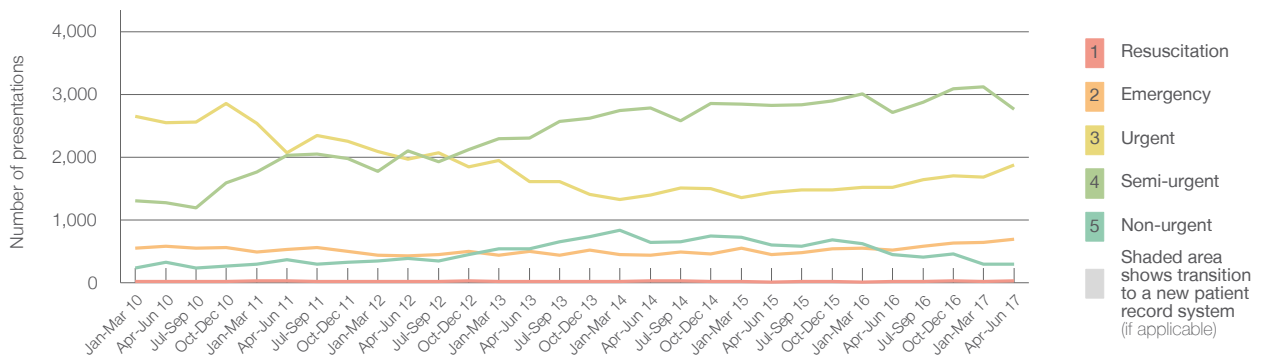
All presentations:¹ 5,965 patients

Emergency presentations² by triage category: 5,655 patients



	Same period last year	Change since one year ago
All presentations	5,378	10.9%
Emergency presentations	5,219	8.4%
Resuscitation	24	16.7%
Emergency	523	31.5%
Urgent	1,515	24.0%
Semi-urgent	2,709	2.0%
Non-urgent	448	-33.5%

Emergency presentations² by quarter, April 2012 to June 2017 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	23	29	16	18	25	8	24	28
Emergency	576	533	430	494	436	445	523	688
Urgent	2,547	2,072	1,963	1,613	1,392	1,442	1,515	1,879
Semi-urgent	1,272	2,024	2,105	2,303	2,780	2,820	2,709	2,762
Non-urgent	323	362	385	542	637	600	448	298
All emergency presentations	4,741	5,020	4,899	4,970	5,270	5,315	5,219	5,655

Hawkesbury District Health Services: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 882 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	789	
ED Transfer of care time	18 minutes	-5 minutes
90th percentile time	40 minutes	-13 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 688

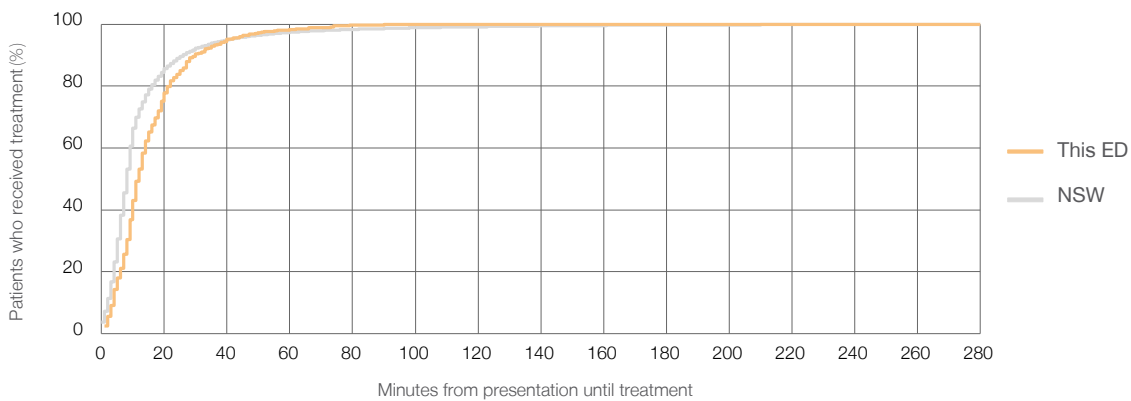
Number of triage 2 patients used to calculate waiting time:³ 688

Median time to start treatment⁴ 12 minutes

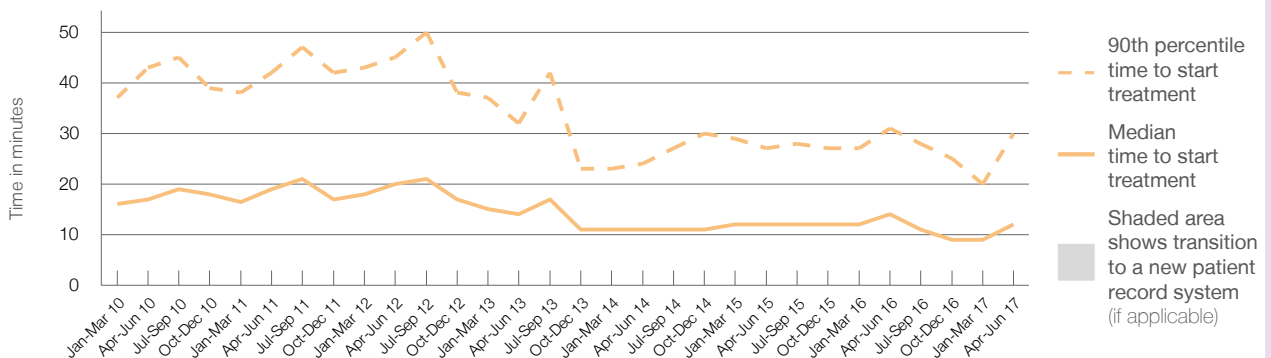
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
523	523
14 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	17	19	20	14	11	12	14	12
90th percentile time to start treatment ⁵ (minutes)	43	42	45	32	24	27	31	30

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,879

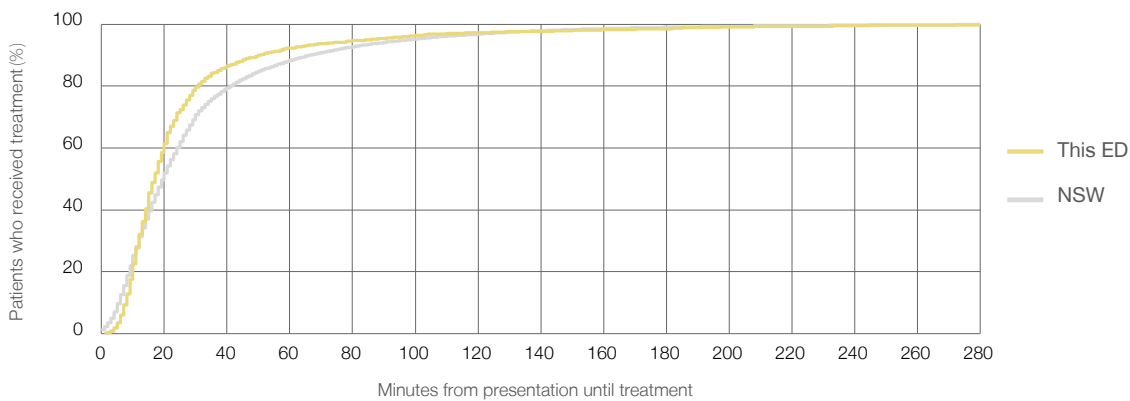
Number of triage 3 patients used to calculate waiting time:³ 1,870

Median time to start treatment⁴ 17 minutes

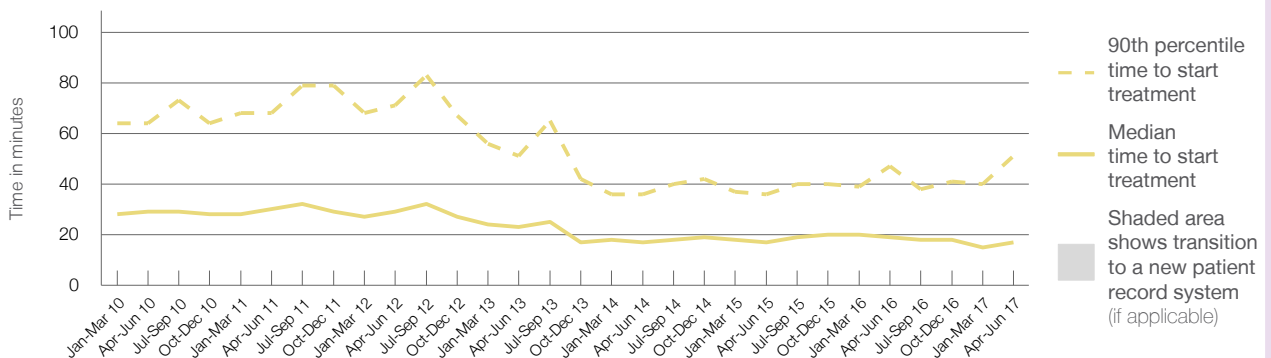
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,515	
1,511	
19 minutes	20 minutes
47 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	29	30	29	23	17	17	19	17
90th percentile time to start treatment ⁵ (minutes)	64	68	71	51	36	36	47	51

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,762

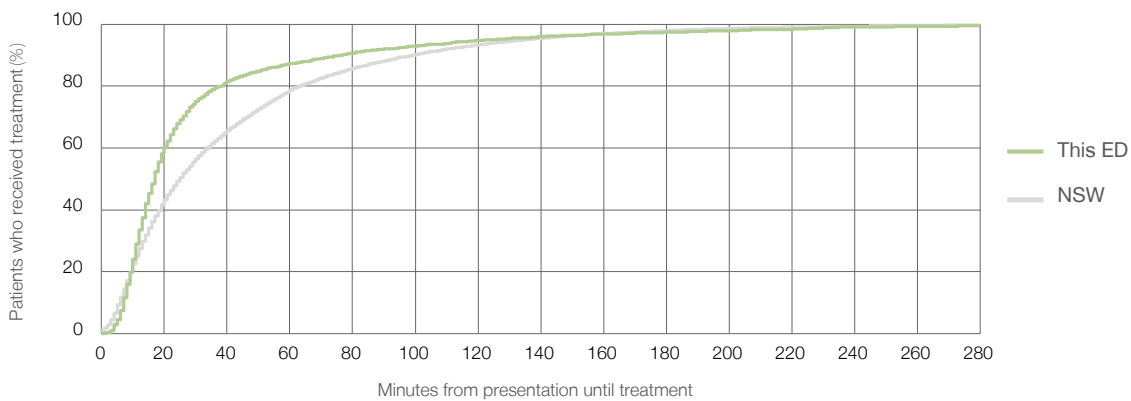
Number of triage 4 patients used to calculate waiting time:³ 2,713

Median time to start treatment⁴ 17 minutes

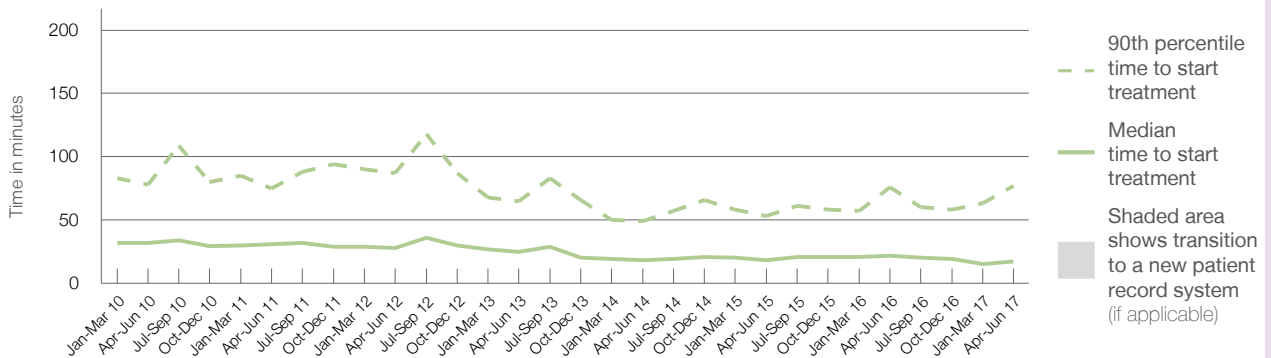
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,709	2,689
22 minutes	25 minutes
76 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	31	28	25	18	18	22	17
90th percentile time to start treatment ⁵ (minutes)	78	75	87	65	49	53	76	77

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 298

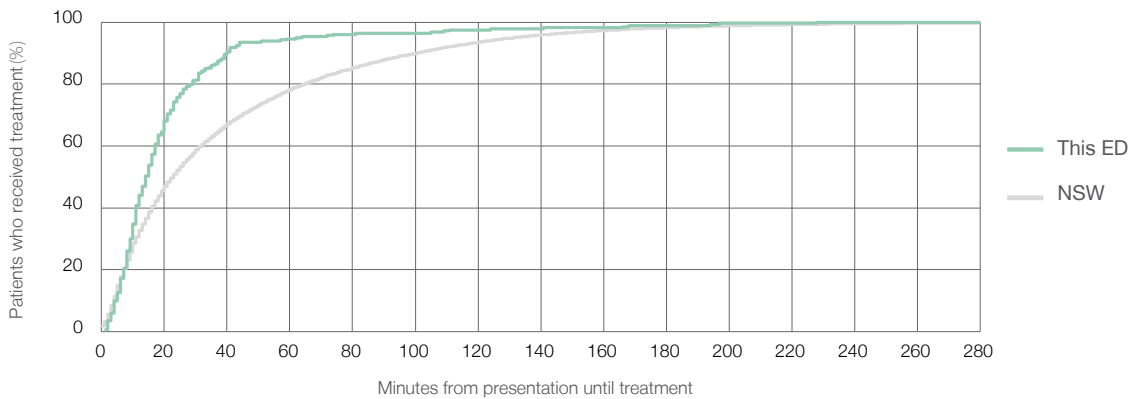
Number of triage 5 patients used to calculate waiting time:³ 279

Median time to start treatment⁴ 14 minutes

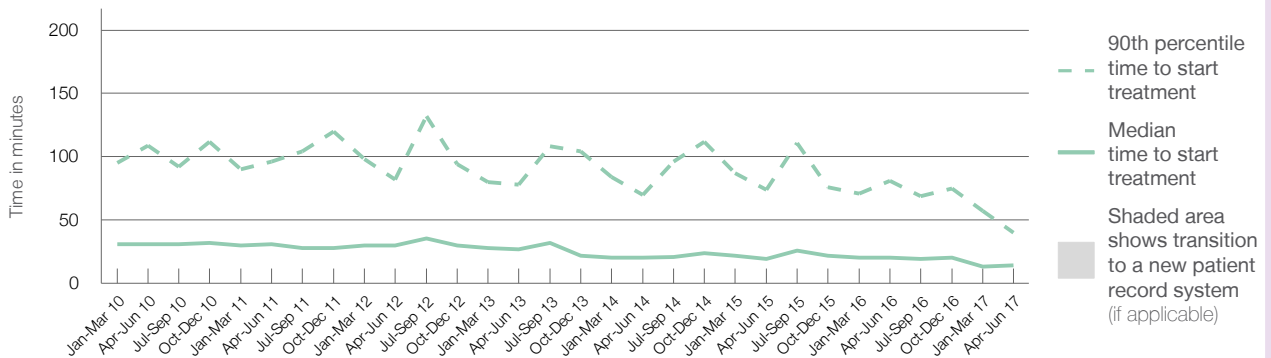
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
448	
434	
21 minutes	23 minutes
81 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	31	31	30	27	20	19	21	14
90th percentile time to start treatment ⁵ (minutes)	109	96	82	78	70	74	81	40

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Hawkesbury District Health Services: Time patients spent in the ED

April to June 2017

All presentations:¹ 5,965 patients

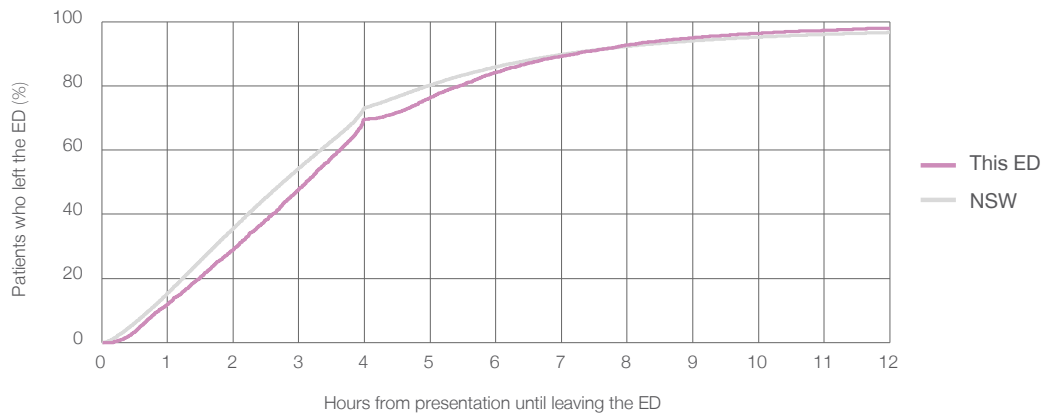
Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

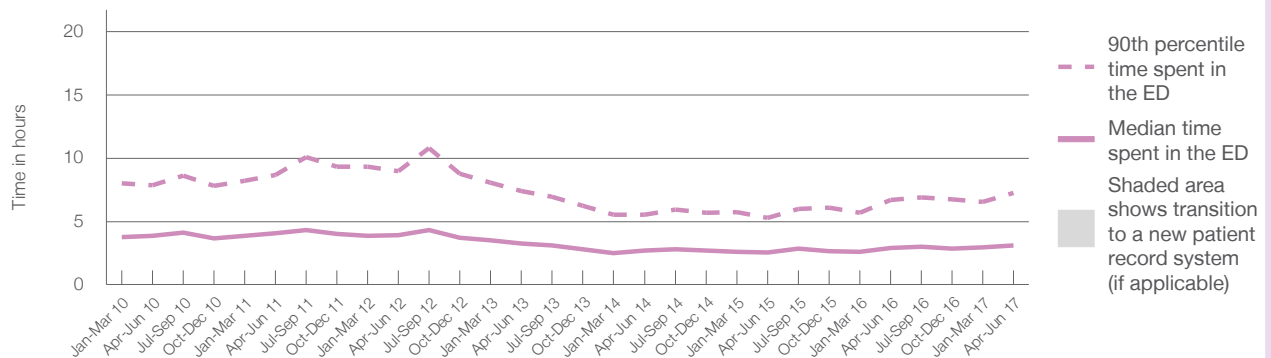
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
5,378	5,378
2 hours and 55 minutes	2 hours and 46 minutes
6 hours and 43 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	4h 5m	3h 56m	3h 17m	2h 41m	2h 33m	2h 55m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 51m	8h 39m	8h 58m	7h 25m	5h 31m	5h 18m	6h 43m	7h 14m

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

April to June 2017

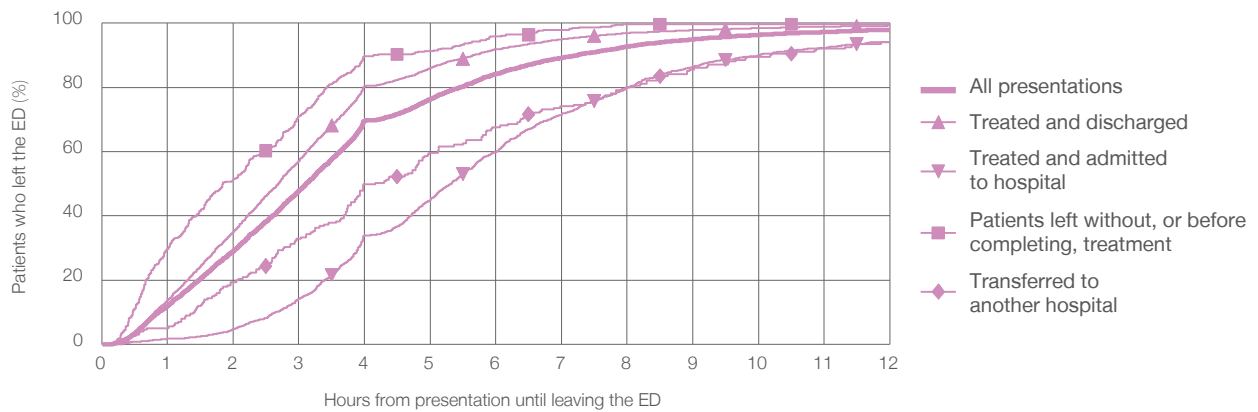
All presentations:¹ 5,965 patients

Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

Treated and discharged	3,992 (66.9%)
Treated and admitted to hospital	1,342 (22.5%)
Patient left without, or before completing, treatment	393 (6.6%)
Transferred to another hospital	201 (3.4%)
Other	37 (0.6%)

Same period last year	Change since one year ago
5,378	10.9%
3,610	10.6%
1,242	8.1%
350	12.3%
170	18.2%
6	516.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	13.7%	35.0%	57.1%	80.4%	91.9%	97.0%	98.5%	99.2%
Treated and admitted to hospital	1.8%	4.7%	14.2%	34.0%	59.8%	80.0%	89.9%	94.1%
Patient left without, or before completing, treatment	29.8%	51.4%	71.2%	89.8%	95.9%	99.7%	99.7%	99.7%
Transferred to another hospital	5.0%	19.4%	32.8%	49.8%	67.7%	80.1%	89.6%	94.0%
All presentations	12.0%	29.1%	47.8%	69.7%	84.2%	92.8%	96.3%	97.9%

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Hawkesbury District Health Services: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 5,965 patients

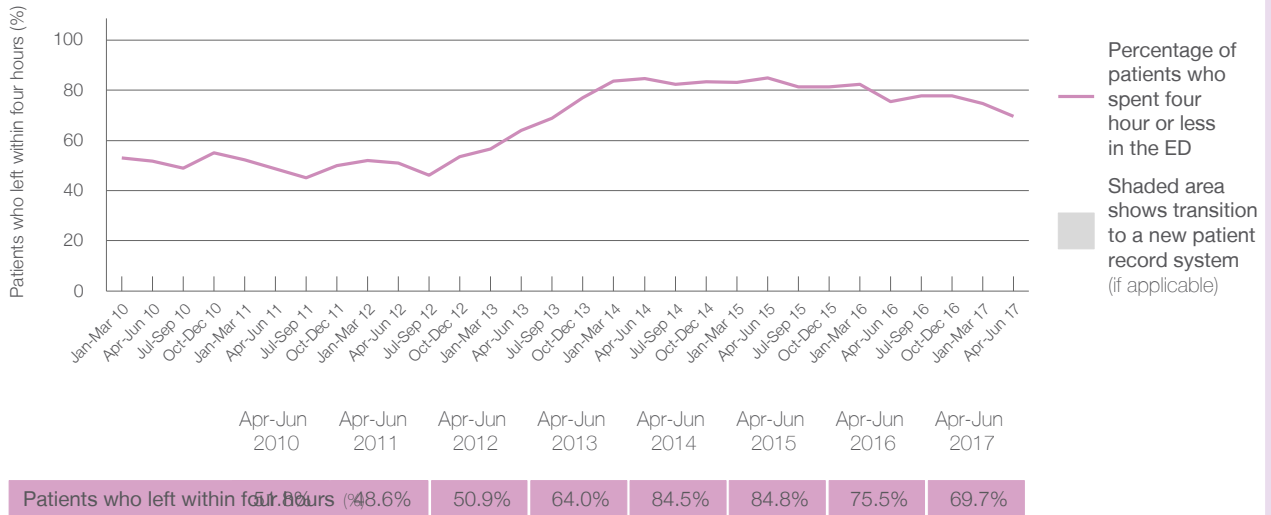
Presentations used to calculate time to leaving the ED:⁶ 5,965 patients

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	5,378	10.9%
Presentations used to calculate time to leaving the ED	5,378	10.9%
Percentage of patients who spent four hours or less in the ED	75.5%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	48.6%
Apr-Jun 2011	50.9%
Apr-Jun 2012	64.0%
Apr-Jun 2013	84.5%
Apr-Jun 2014	84.8%
Apr-Jun 2015	75.5%
Apr-Jun 2016	69.7%
Apr-Jun 2017	69.7%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).