

## Sutherland Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 12,700 patients



Emergency presentations:<sup>2</sup> 12,579 patients

Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%

## Sutherland Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,904 patients

Median time to start treatment<sup>4</sup>  13 minutes  
90th percentile time to start treatment<sup>5</sup>  30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,519 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,320 patients

Median time to start treatment<sup>4</sup>  32 minutes  
90th percentile time to start treatment<sup>5</sup>  83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 783 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,648	
13 minutes	8 minutes
31 minutes	26 minutes
5,074	
28 minutes	20 minutes
66 minutes	67 minutes
4,280	
31 minutes	25 minutes
76 minutes	99 minutes
894	
28 minutes	23 minutes
84 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,692 patients

Percentage of patients who spent four hours or less in the ED  69.3%

Same period last year	Change since one year ago
12,049	5.3%
71.3%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

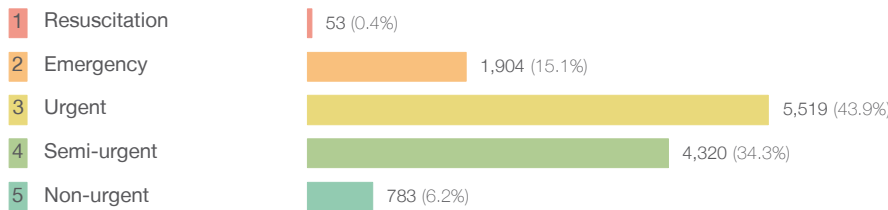
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Sutherland Hospital: Patients presenting to the emergency department

April to June 2017

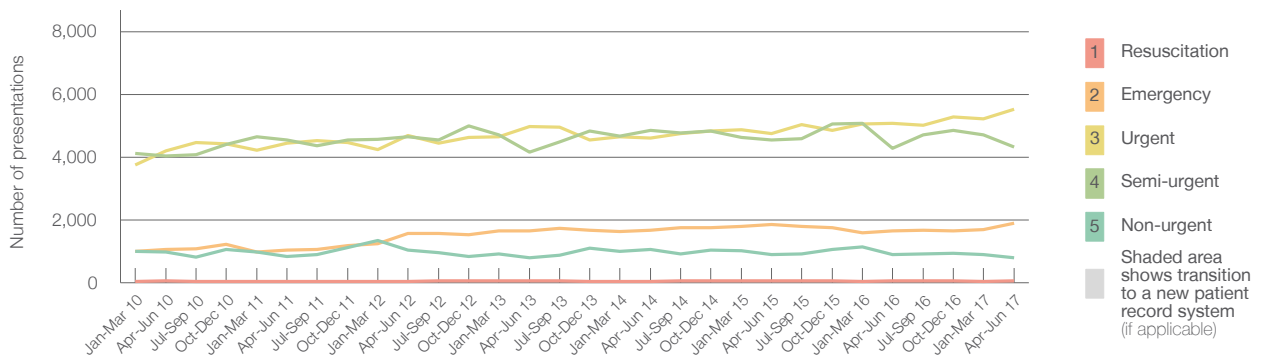
All presentations:<sup>1</sup> 12,700 patients

Emergency presentations<sup>2</sup> by triage category: 12,579 patients



Same period last year	Change since one year ago
12,051	5.4%
11,960	5.2%
64	-17.2%
1,648	15.5%
5,074	8.8%
4,280	0.9%
894	-12.4%

Emergency presentations<sup>2</sup> 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	52	39	43	51	43	62	64	53
Emergency	1,063	1,032	1,568	1,644	1,661	1,858	1,648	1,904
Urgent	4,195	4,453	4,693	4,976	4,599	4,754	5,074	5,519
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543	4,280	4,320
Non-urgent	968	835	1,040	802	1,056	891	894	783
All emergency presentations	10,320	10,904	11,988	11,639	12,222	12,108	11,960	12,579

## Sutherland Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,448 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,200	
14 minutes	-2 minutes
28 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.

## Sutherland Hospital: 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: 1,904

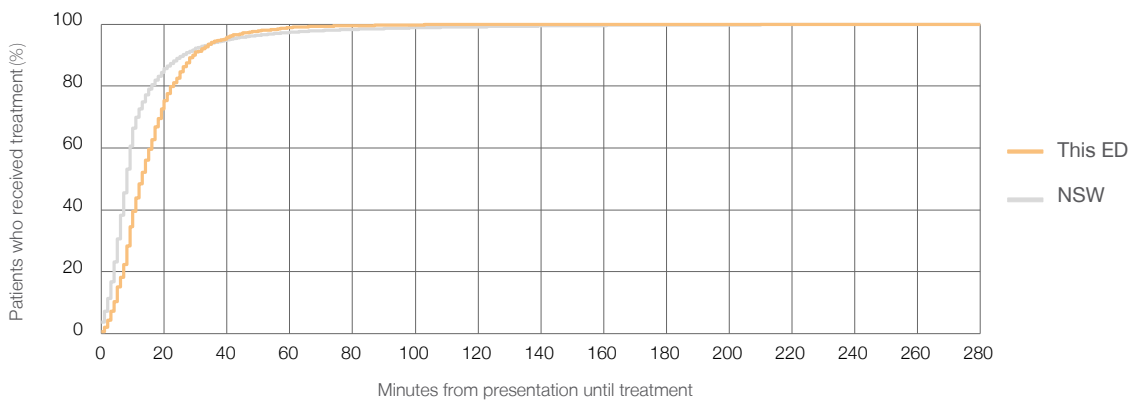
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,889

Median time to start treatment<sup>4</sup>  13 minutes

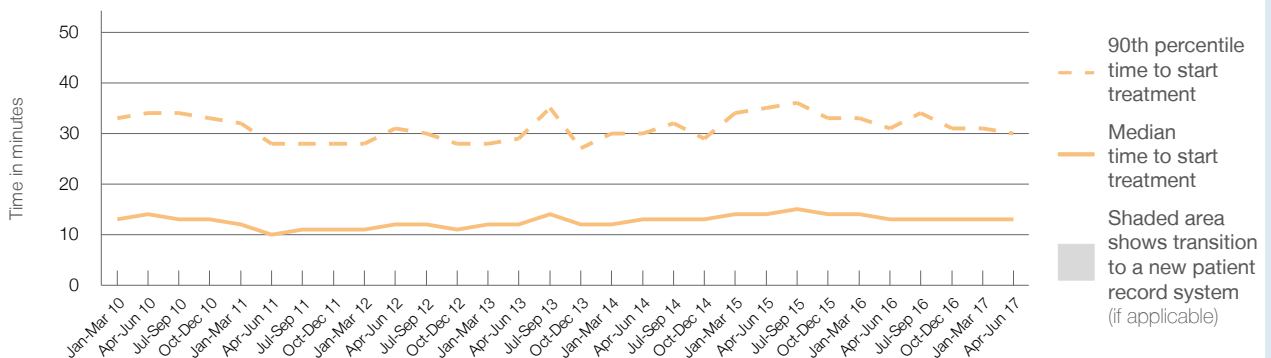
90th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
1,648	1,639
13 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	14	10	12	12	13	14	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	34	28	31	29	30	35	31	30

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## Sutherland Hospital: 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: 5,519

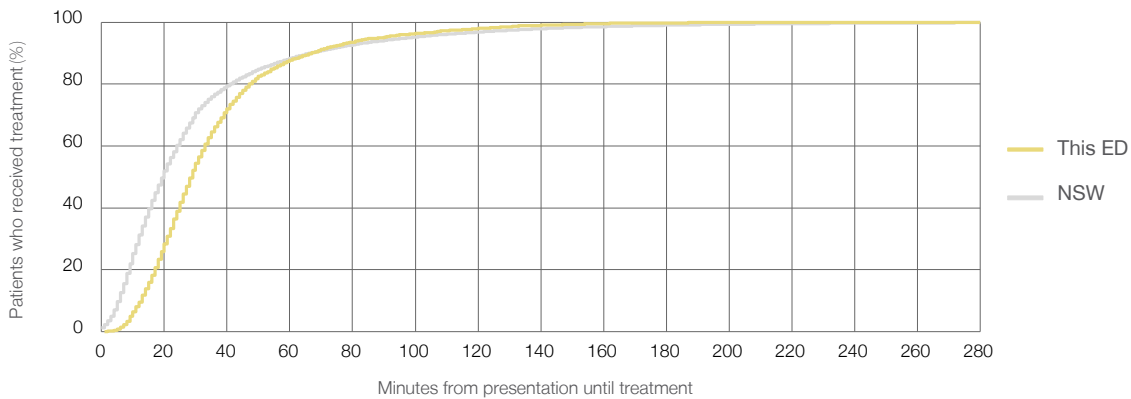
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,444

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

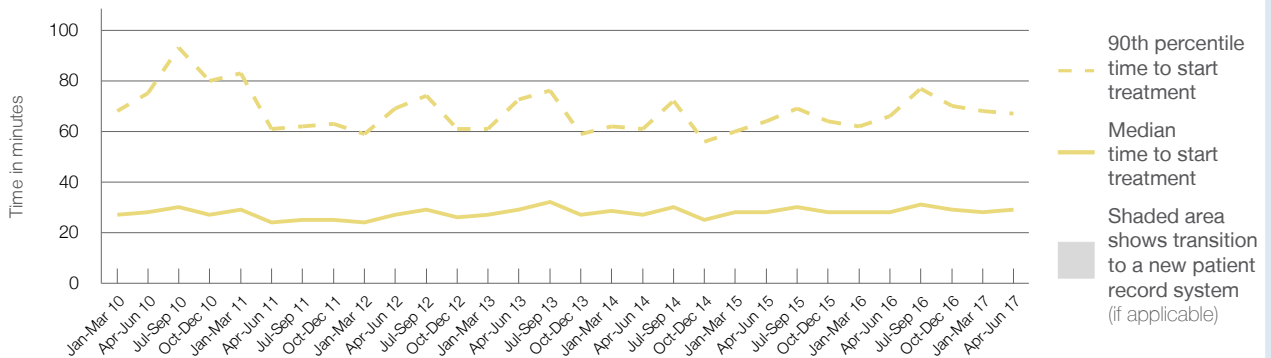
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
5,074	5,010
28 minutes	20 minutes
66 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	28	24	27	29	27	28	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	75	61	69	73	61	64	66	67

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## Sutherland Hospital: 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: 4,320

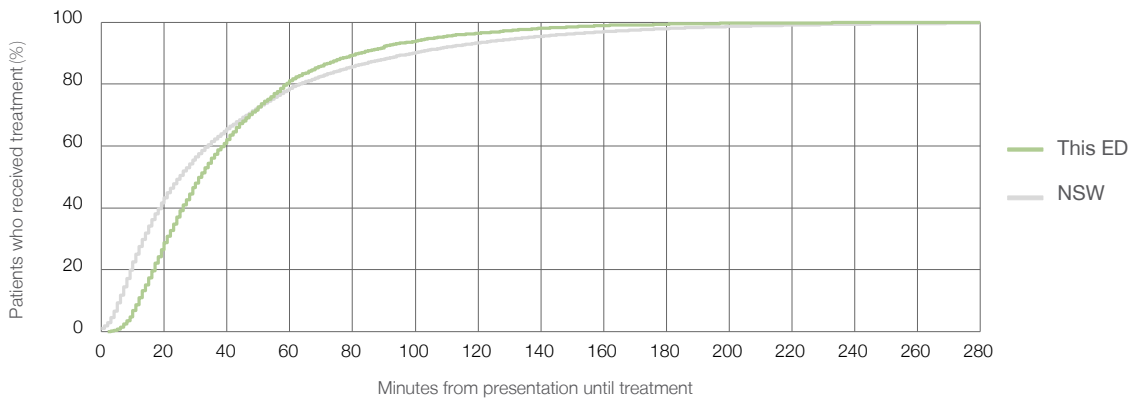
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,203

Median time to start treatment<sup>4</sup> 32 minutes

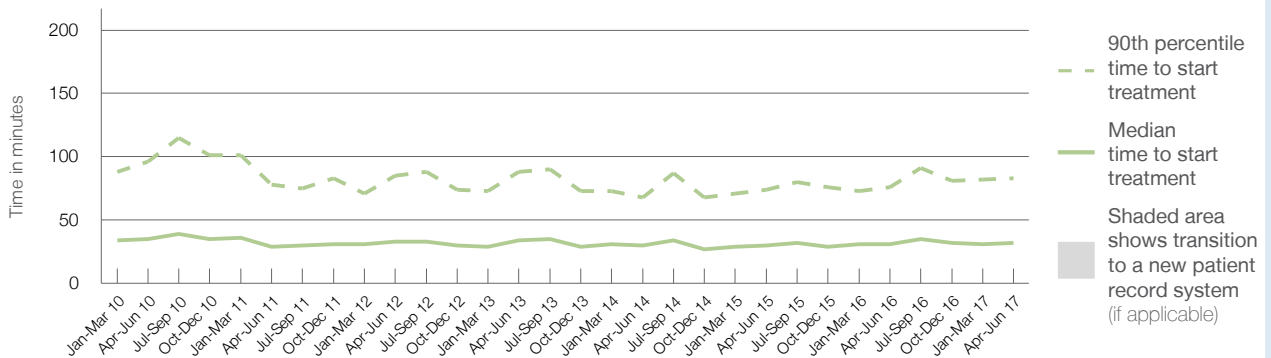
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
4,280	4,165
31 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	35	29	33	34	30	30	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	96	78	85	88	68	74	76	83

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## Sutherland Hospital: 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: 783

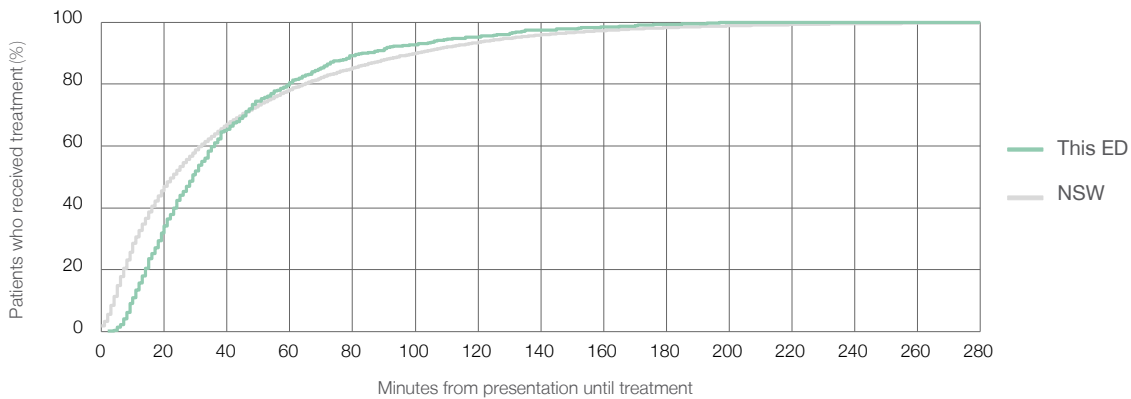
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 715

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

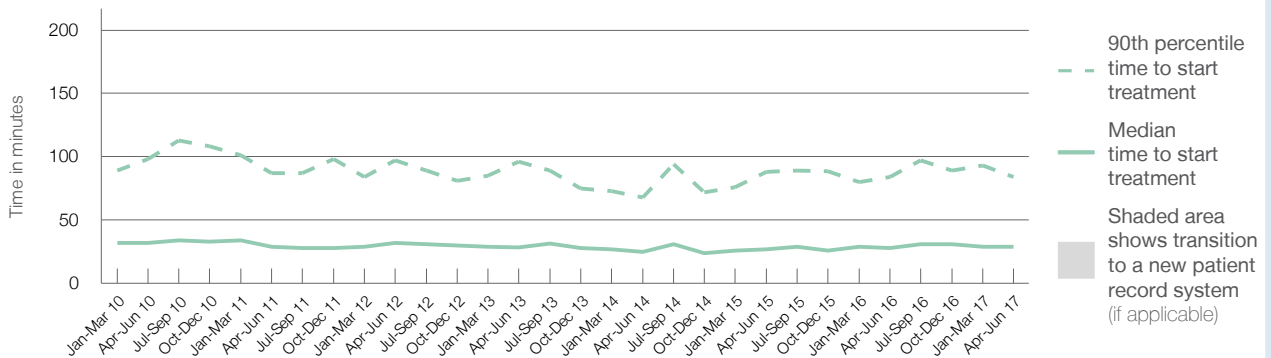
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
894	825
28 minutes	23 minutes
84 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	32	29	32	29	25	27	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	98	87	97	96	68	88	84	84

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## Sutherland Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 12,700 patients

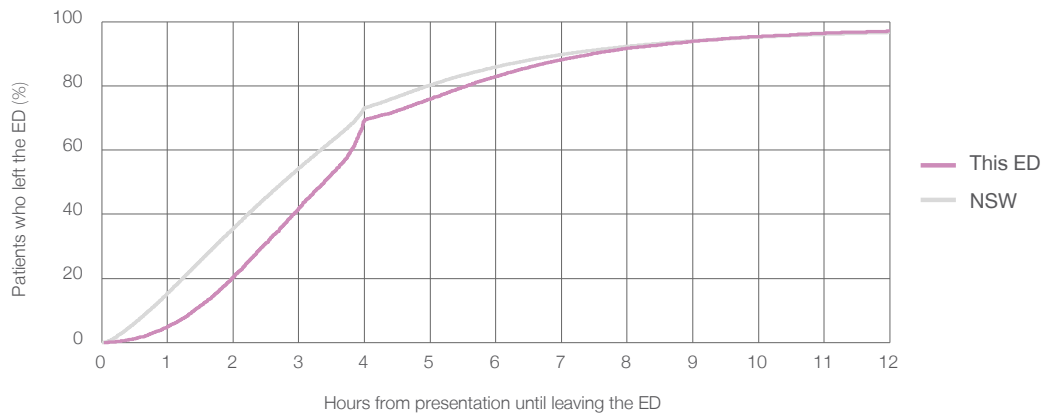
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,692 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

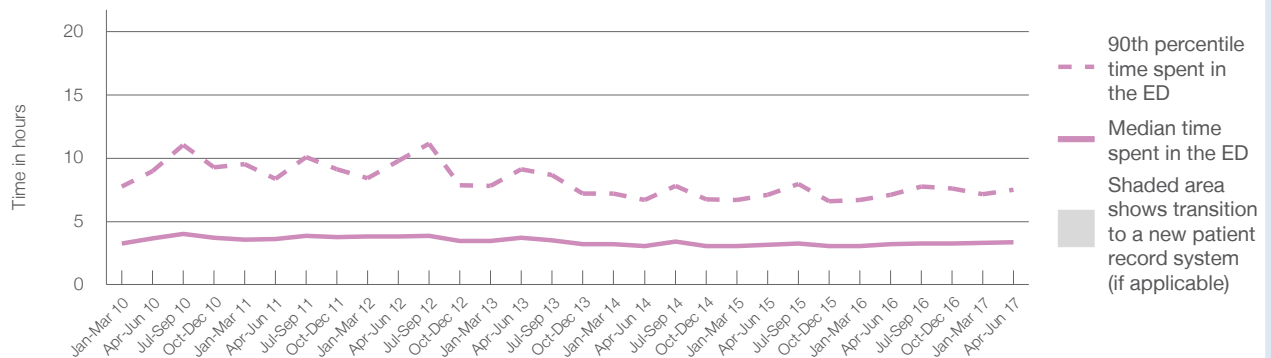
90th percentile time spent in the ED<sup>9</sup> 7 hours and 29 minutes

Same period last year	NSW (this period)
12,051	
12,049	
3 hours and 12 minutes	2 hours and 46 minutes
7 hours and 6 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m	3h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 57m	8h 22m	9h 46m	9h 6m	6h 42m	7h 5m	7h 6m	7h 29m

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**Sutherland Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

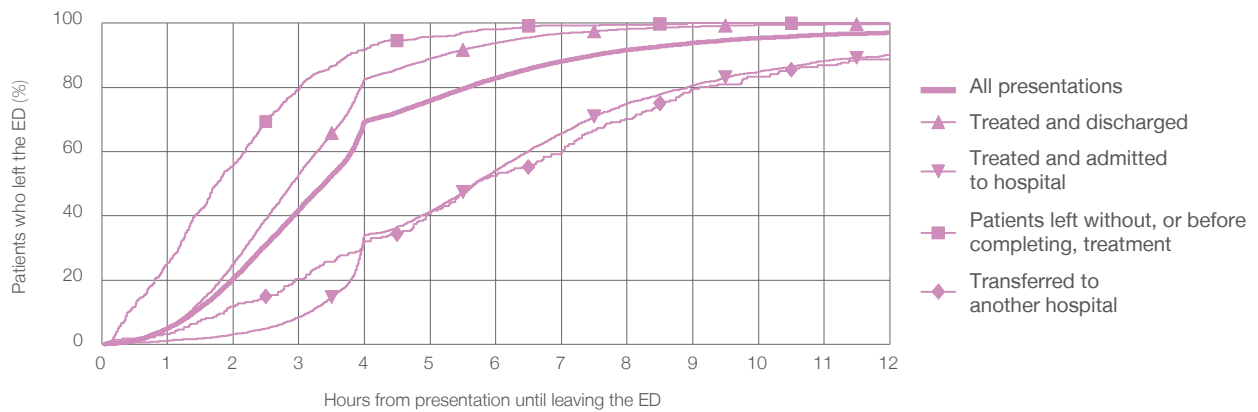
All presentations:<sup>1</sup> 12,700 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,692 patients

Treated and discharged	8,614 (67.8%)
Treated and admitted to hospital	3,318 (26.1%)
Patient left without, or before completing, treatment	487 (3.8%)
Transferred to another hospital	221 (1.7%)
Other	60 (0.5%)

Same period last year	Change since one year ago
12,049	5.3%
8,444	2.0%
2,867	15.7%
474	2.7%
206	7.3%
60	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	5.1%	25.0%	53.0%	82.5%	93.9%	98.2%	99.4%	99.8%
Treated and admitted to hospital	1.1%	3.1%	8.5%	34.0%	54.3%	75.0%	84.9%	90.2%
Patient left without, or before completing, treatment	25.3%	55.9%	79.3%	91.8%	98.2%	99.6%	100%	100%
Transferred to another hospital	3.2%	11.8%	20.4%	32.1%	52.5%	70.1%	83.3%	88.7%
All presentations	5.0%	20.4%	42.0%	69.3%	83.0%	91.7%	95.4%	97.1%

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## Sutherland Hospital: 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:<sup>1</sup> 12,700 patients

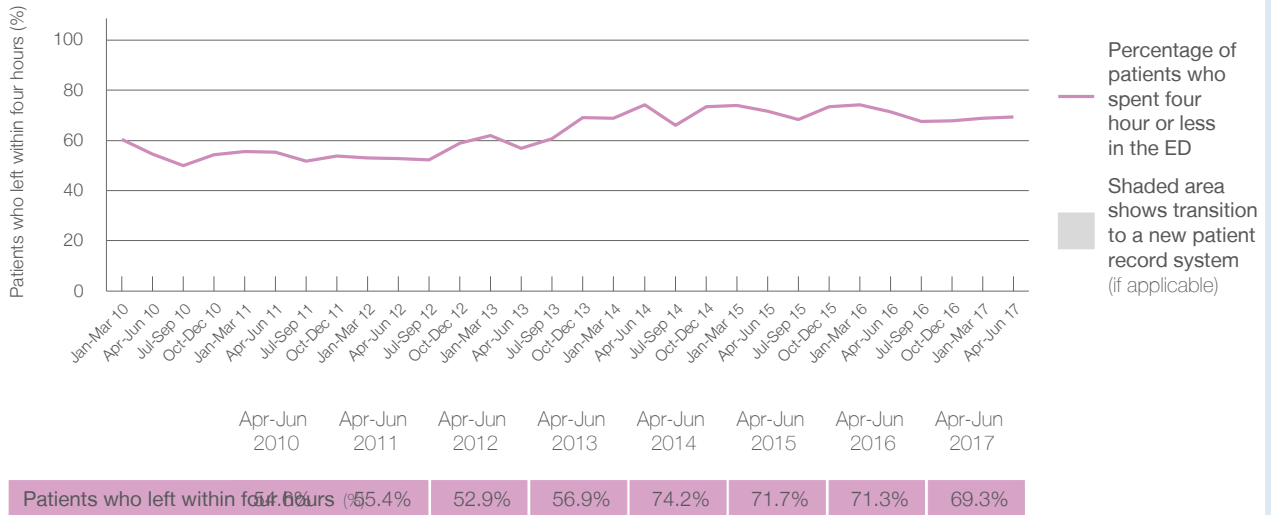
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,692 patients

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



Same period last year	Change since one year ago
12,051	5.4%
12,049	5.3%
71.3%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<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 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).