



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Nepean Blue Mountains Local Health District

April to June 2017





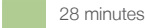



## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

April to June 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 4,141 patients	4,171	-0.7%
Emergency presentations: <sup>2</sup> 4,081 patients	4,089	-0.2%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 650 patients	526	
Median time to start treatment <sup>4</sup>  8 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  25 minutes	20 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 906 patients	973	
Median time to start treatment <sup>4</sup>  16 minutes	17 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>  64 minutes	52 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 2,075 patients	1,955	
Median time to start treatment <sup>4</sup>  28 minutes	22 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup>  122 minutes	89 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 428 patients	617	
Median time to start treatment <sup>4</sup>  26 minutes	22 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>  130 minutes	92 minutes	101 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,137 patients	4,171	-0.8%
Percentage of patients who spent four hours or less in the ED  81.6%	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.

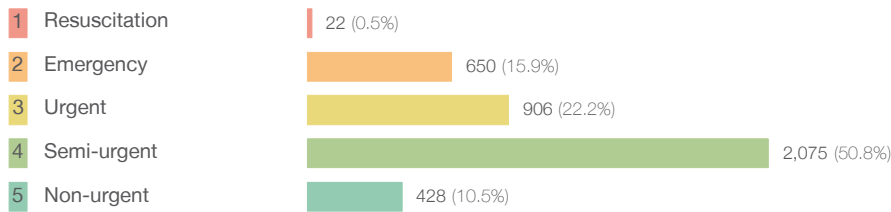
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department April to June 2017

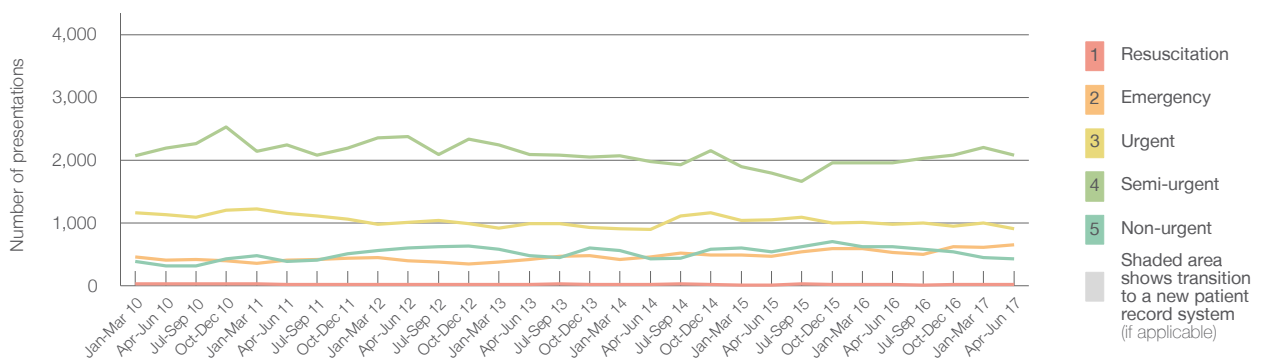
All presentations:<sup>1</sup> 4,141 patients

Emergency presentations<sup>2</sup> by triage category: 4,081 patients



	Same period last year	Change since one year ago
All presentations	4,171	-0.7%
Emergency presentations	4,089	-0.2%
Resuscitation	18	22.2%
Emergency	526	23.6%
Urgent	973	-6.9%
Semi-urgent	1,955	6.1%
Non-urgent	617	-30.6%

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	26	24	15	23	24	13	18	22
Emergency	407	411	394	421	462	471	526	650
Urgent	1,136	1,149	1,007	987	899	1,053	973	906
Semi-urgent	2,196	2,240	2,377	2,091	1,974	1,796	1,955	2,075
Non-urgent	314	386	596	475	429	543	617	428
All emergency presentations	4,079	4,210	4,389	3,997	3,788	3,876	4,089	4,081

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 774 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	607	
ED Transfer of care time	12 minutes	-1 minute
ED Transfer of care time (90th percentile)	23 minutes	0 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.

## Blue Mountains District Anzac Memorial 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: 650

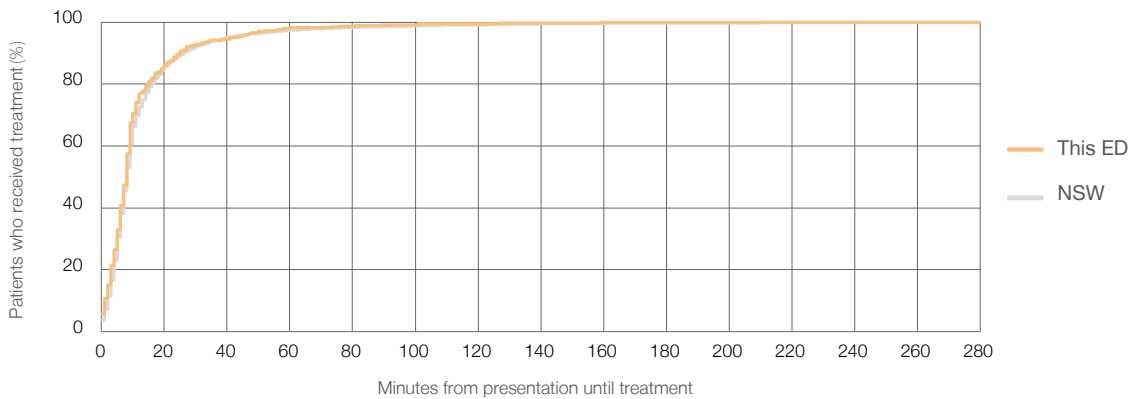
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 606

Median time to start treatment<sup>4</sup>  8 minutes

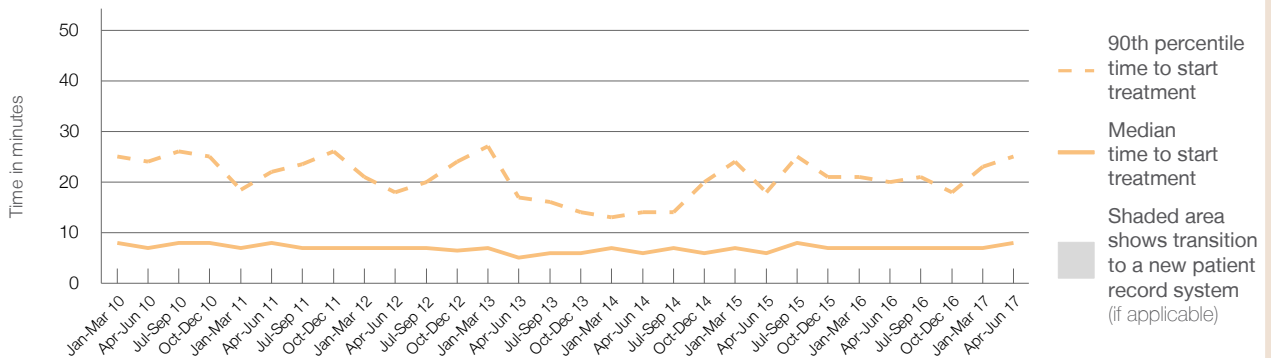
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
526	
522	
7 minutes	8 minutes
20 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)	7	8	7	5	6	6	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	22	18	17	14	18	20	25

(†) 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.

## Blue Mountains District Anzac Memorial 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: 906

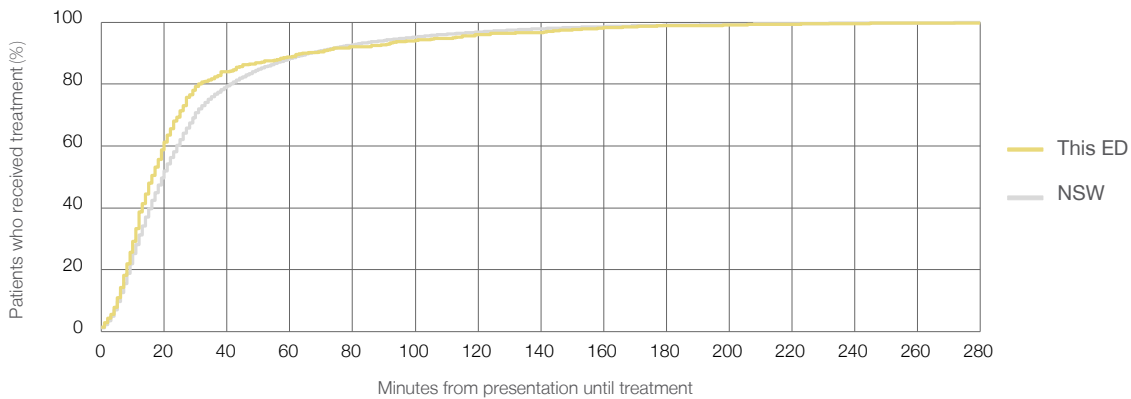
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 841

Median time to start treatment<sup>4</sup>  16 minutes

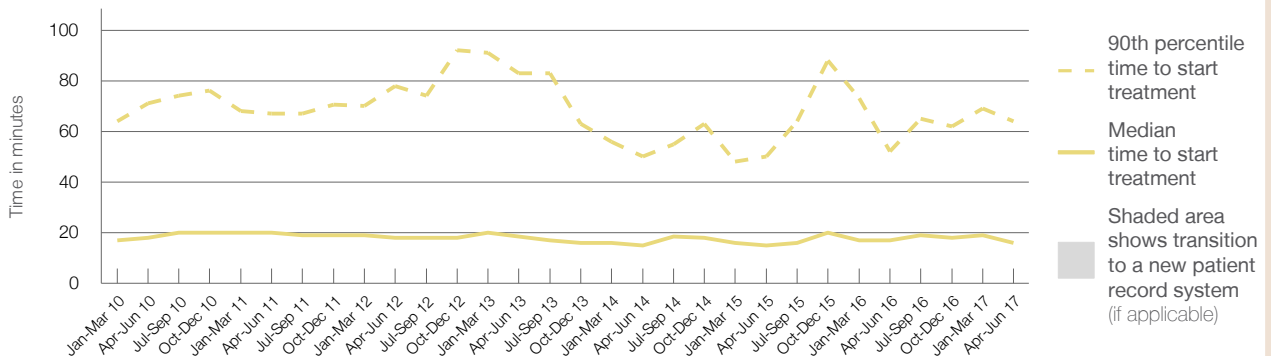
90th percentile time to start treatment<sup>5</sup>  64 minutes

Same period last year	NSW (this period)
973	
939	
17 minutes	20 minutes
52 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)	18	20	18	19	15	15	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	71	67	78	83	50	50	52	64

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## Blue Mountains District Anzac Memorial 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: 2,075

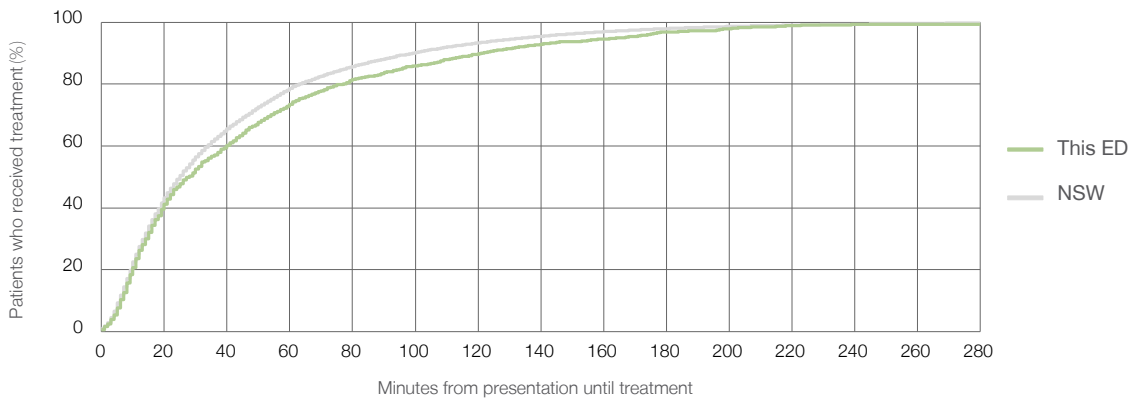
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,920

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

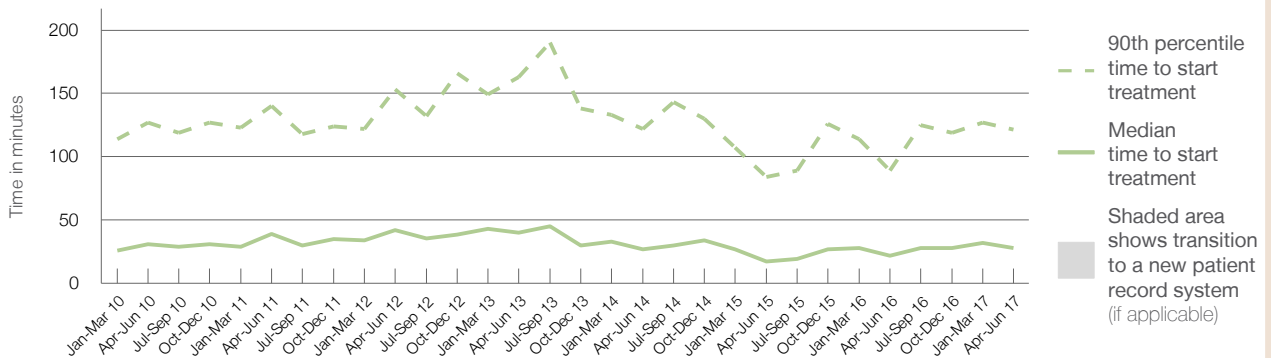
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,955	1,838
22 minutes	25 minutes
89 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)	31	39	42	40	27	17	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)	127	140	153	163	122	84	89	122

(†) 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.

## Blue Mountains District Anzac Memorial 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: 428

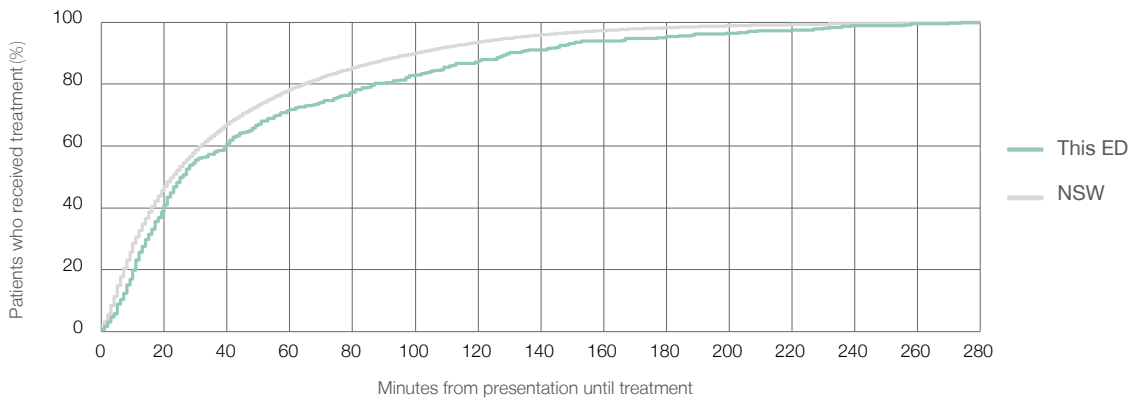
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 359

Median time to start treatment<sup>4</sup>  26 minutes

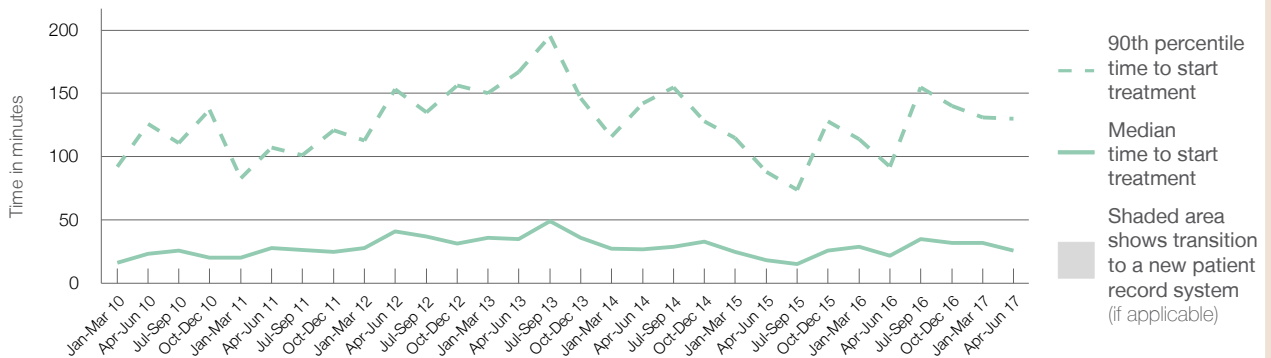
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
617	545
22 minutes	23 minutes
92 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)	24	28	41	35	27	18	22	26
90th percentile time to start treatment <sup>5</sup> (minutes)	126	107	153	167	142	88	92	130

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## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 4,141 patients

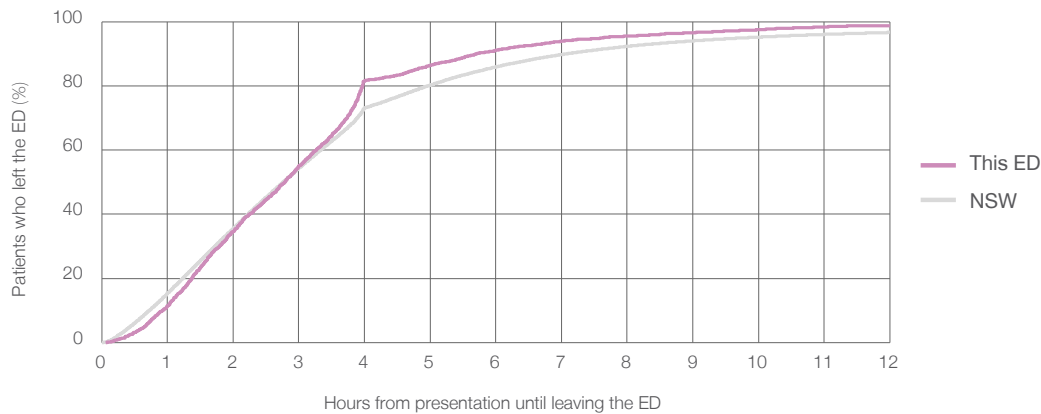
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

Median time spent in the ED<sup>8</sup> 2 hours and 47 minutes

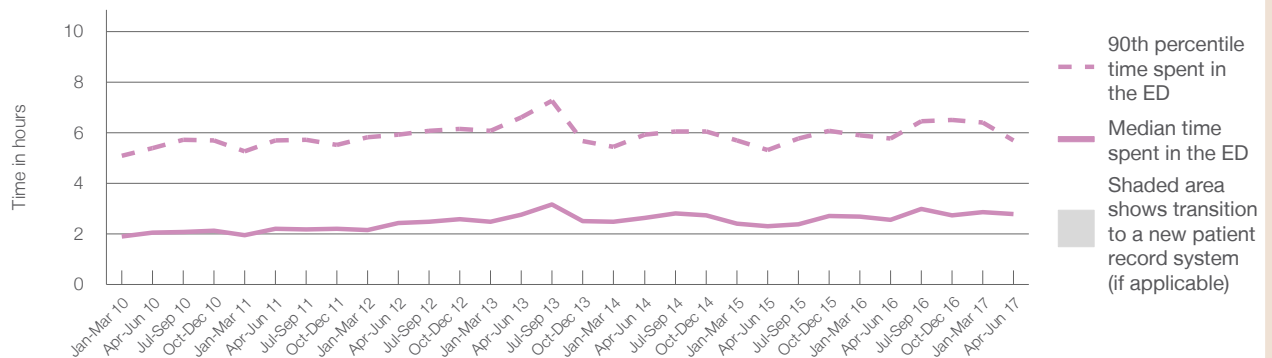
90th percentile time spent in the ED<sup>9</sup> 5 hours and 42 minutes

Same period last year	NSW (this period)
4,171	4,171
2 hours and 34 minutes	2 hours and 46 minutes
5 hours and 47 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)	2h 4m	2h 13m	2h 26m	2h 46m	2h 38m	2h 19m	2h 34m	2h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 24m	5h 42m	5h 56m	6h 37m	5h 55m	5h 20m	5h 47m	5h 42m

(†) 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.



## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

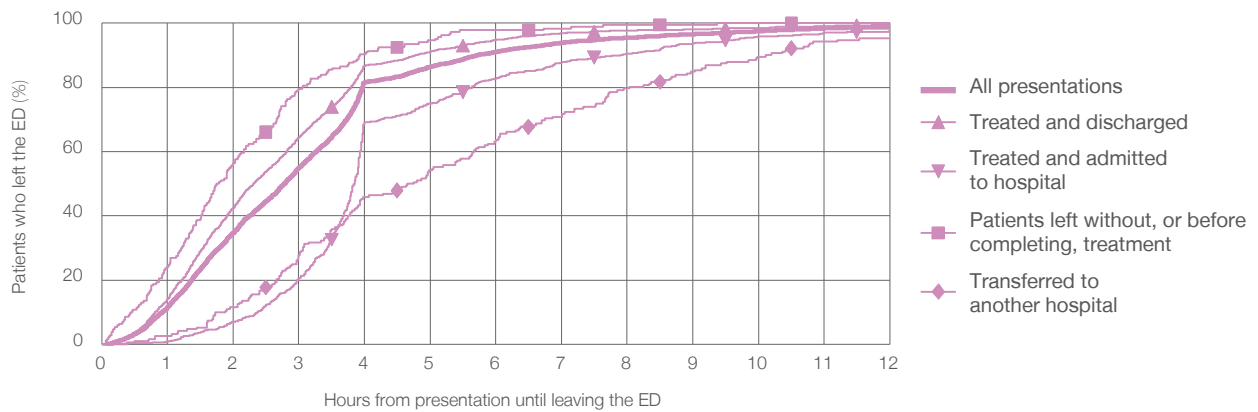
All presentations:<sup>1</sup> 4,141 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

Treated and discharged	2,934 (70.9%)
Treated and admitted to hospital	669 (16.2%)
Patient left without, or before completing, treatment	189 (4.6%)
Transferred to another hospital	193 (4.7%)
Other	156 (3.8%)

Same period last year	Change since one year ago
4,171	-0.8%
3,099	-5.3%
669	0.0%
214	-11.7%
178	8.4%
11	1318.2%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.1%	42.5%	64.5%	86.8%	94.8%	97.7%	98.5%	99.5%
Treated and admitted to hospital	0.7%	6.9%	20.5%	69.2%	82.7%	90.4%	95.8%	97.5%
Patient left without, or before completing, treatment	24.2%	56.5%	79.6%	90.3%	97.8%	99.5%	100%	100%
Transferred to another hospital	2.6%	11.5%	27.6%	45.8%	63.5%	79.7%	89.6%	95.3%
All presentations	11.5%	34.7%	55.0%	81.6%	91.1%	95.5%	97.5%	98.8%

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## Blue Mountains District Anzac Memorial 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> 4,141 patients

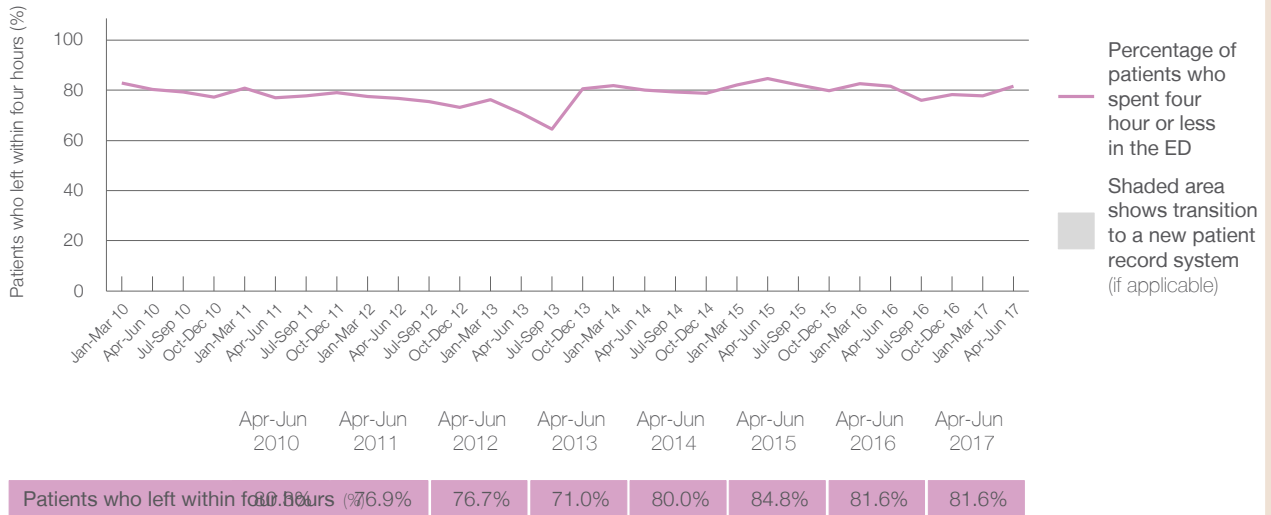
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

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: <sup>1</sup>	4,171	-0.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,171	-0.8%
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, April 2012 to June 2017<sup>†‡</sup>



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	76.9%
Apr-Jun 2011	76.7%
Apr-Jun 2012	71.0%
Apr-Jun 2013	80.0%
Apr-Jun 2014	84.8%
Apr-Jun 2015	81.6%
Apr-Jun 2016	81.6%
Apr-Jun 2017	81.6%

\* 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).

## Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2017


All presentations:<sup>1</sup> 5,965 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017



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

Median time to start treatment<sup>4</sup>  12 minutes  
90th percentile time to start treatment<sup>5</sup>  30 minutes



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

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  51 minutes

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

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  77 minutes

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

Median time to start treatment<sup>4</sup>  14 minutes  
90th percentile time to start treatment<sup>5</sup>  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:<sup>6</sup> 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.

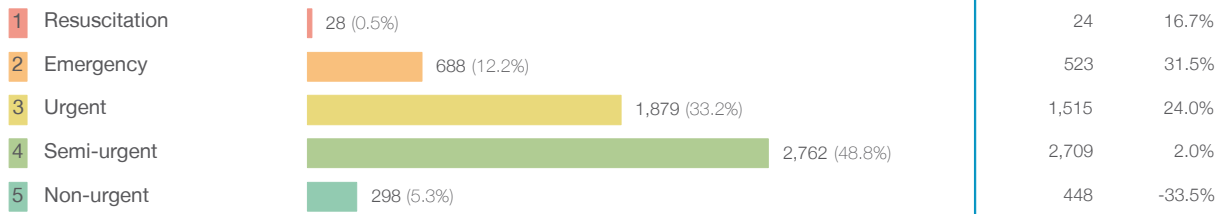
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Hawkesbury District Health Services: Patients presenting to the emergency department

April to June 2017

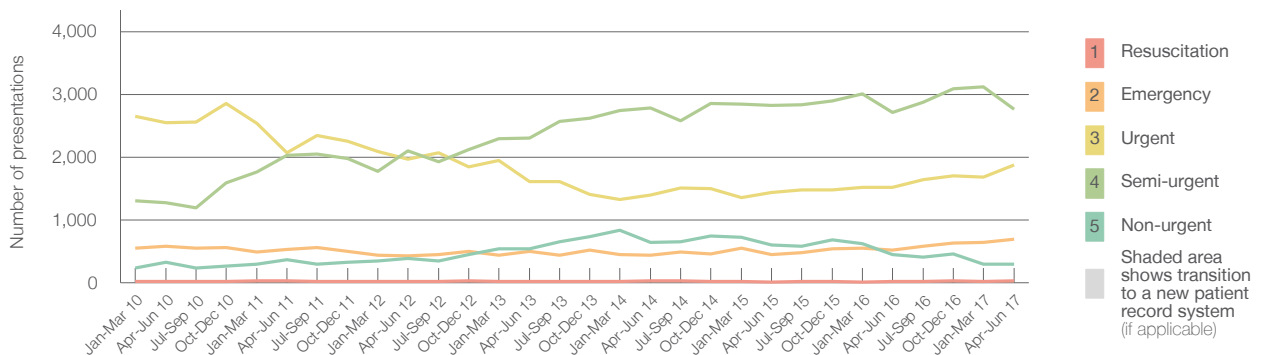
All presentations:<sup>1</sup> 5,965 patients

Emergency presentations<sup>2</sup> 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 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	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:<sup>7</sup> 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

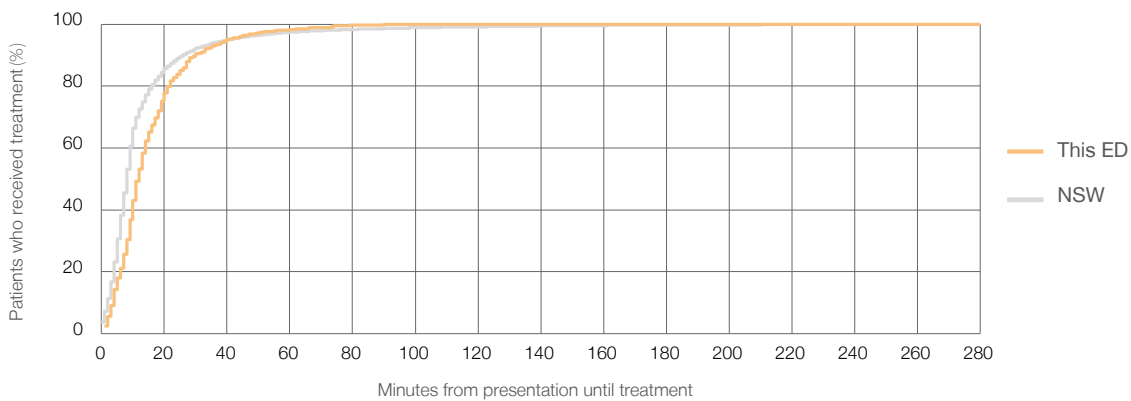
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 688

Median time to start treatment<sup>4</sup>  12 minutes

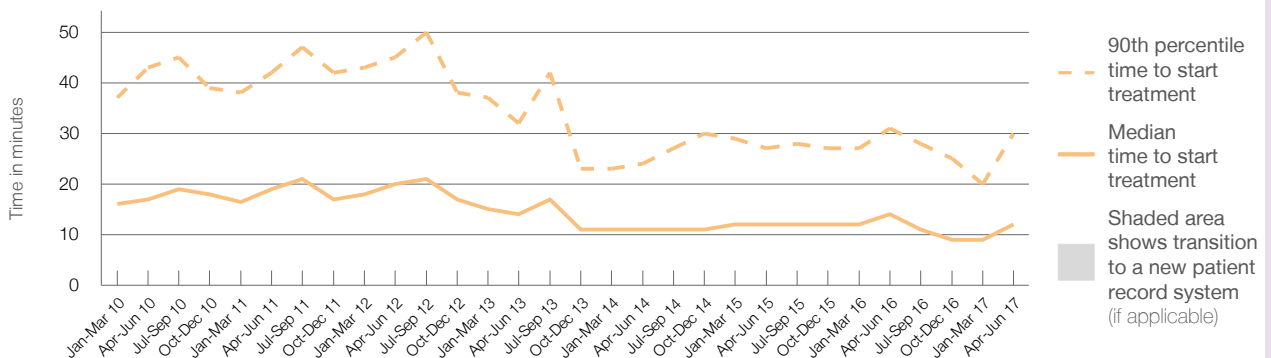
90th percentile time to start treatment<sup>5</sup>  30 minutes

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<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)	17	19	20	14	11	12	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	43	42	45	32	24	27	31	30

(†) 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 3 April to June 2017

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

Number of triage 3 patients: 1,879

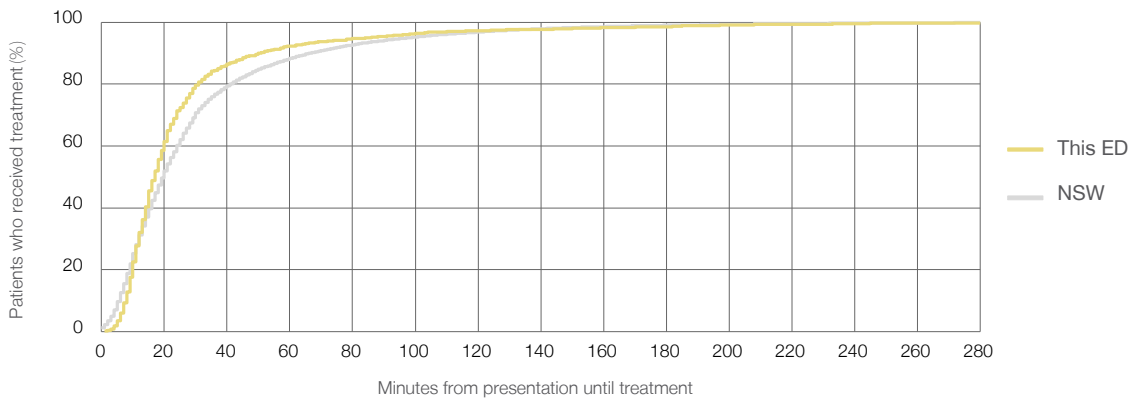
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,870

Median time to start treatment<sup>4</sup> 17 minutes

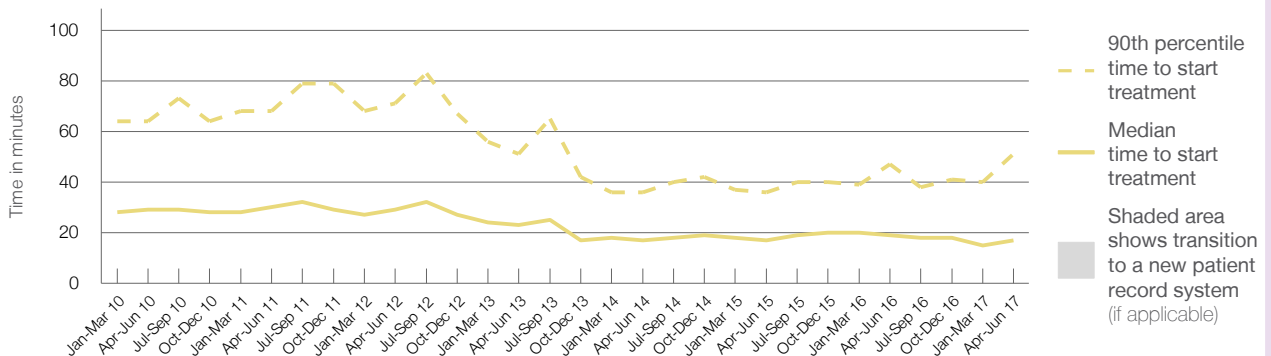
90th percentile time to start treatment<sup>5</sup> 51 minutes

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<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)	29	30	29	23	17	17	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	64	68	71	51	36	36	47	51

(†) 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 4 April to June 2017

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

Number of triage 4 patients: 2,762

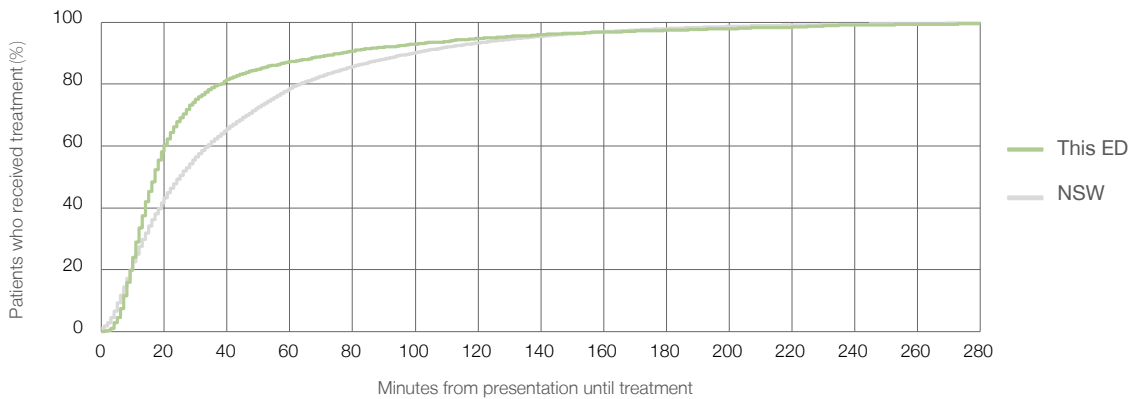
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,713

Median time to start treatment<sup>4</sup>  17 minutes

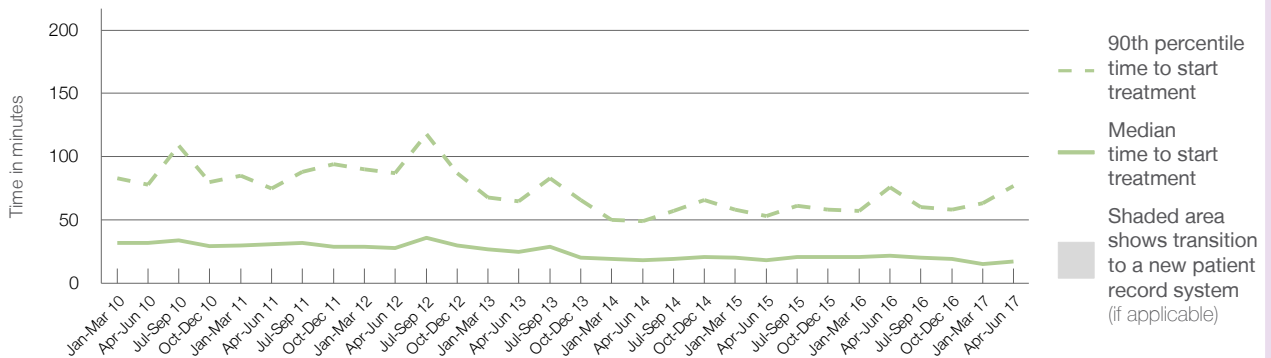
90th percentile time to start treatment<sup>5</sup>  77 minutes

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<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	31	28	25	18	18	22	17
90th percentile time to start treatment <sup>5</sup> (minutes)	78	75	87	65	49	53	76	77

(†) 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 5

April to June 2017

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

Number of triage 5 patients: 298

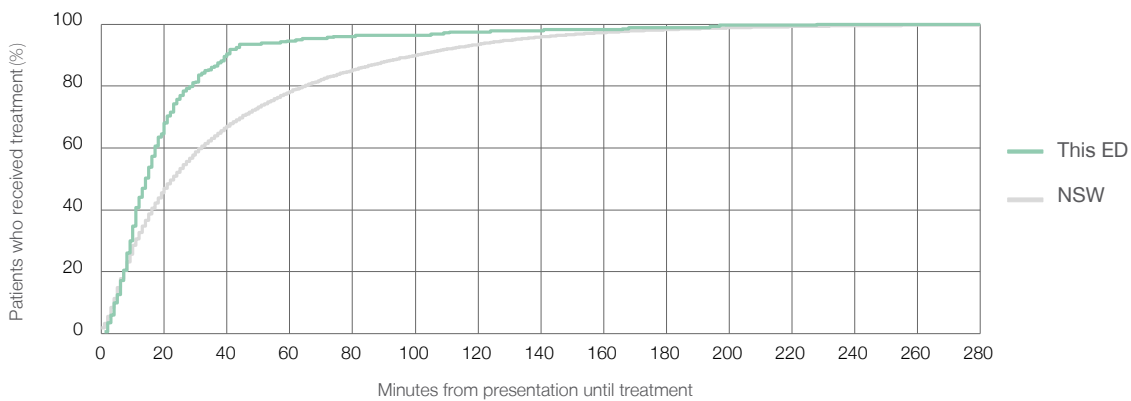
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 279

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

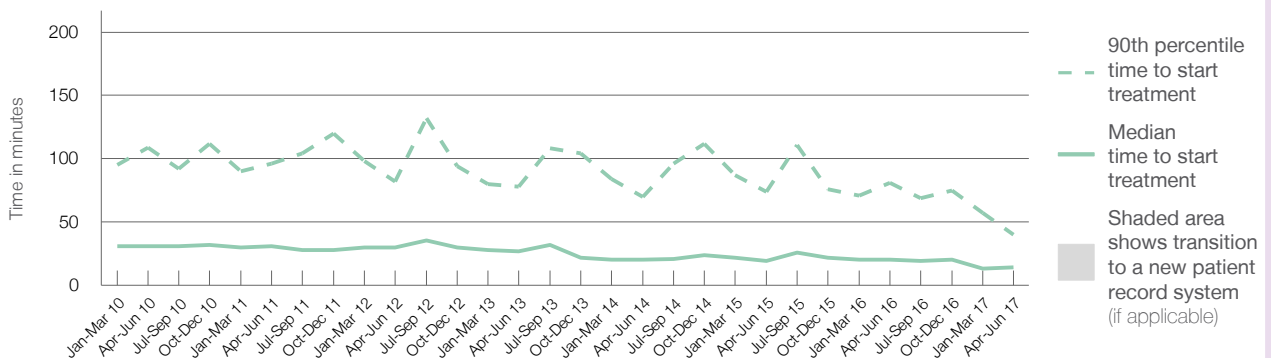
90th percentile time to start treatment<sup>5</sup> 40 minutes

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<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)	31	31	30	27	20	19	21	14
90th percentile time to start treatment <sup>5</sup> (minutes)	109	96	82	78	70	74	81	40

(†) 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 spent in the ED

April to June 2017

All presentations:<sup>1</sup> 5,965 patients

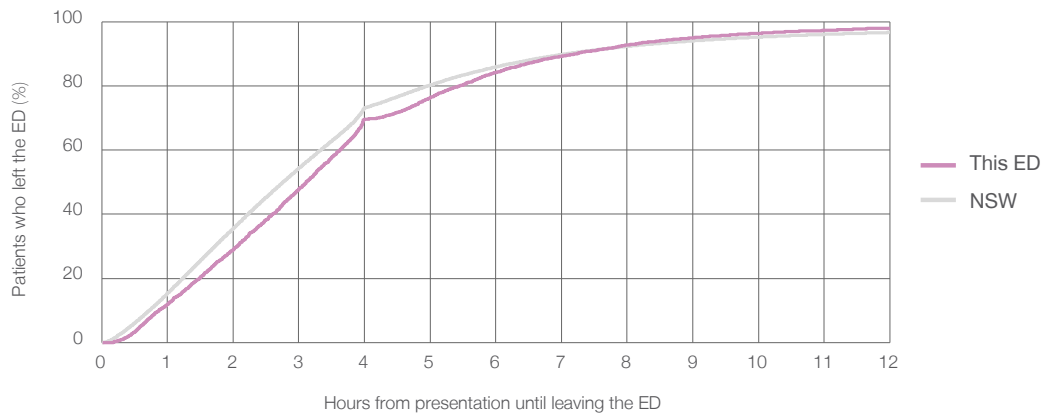
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,965 patients

Median time spent in the ED<sup>8</sup> 3 hours and 7 minutes

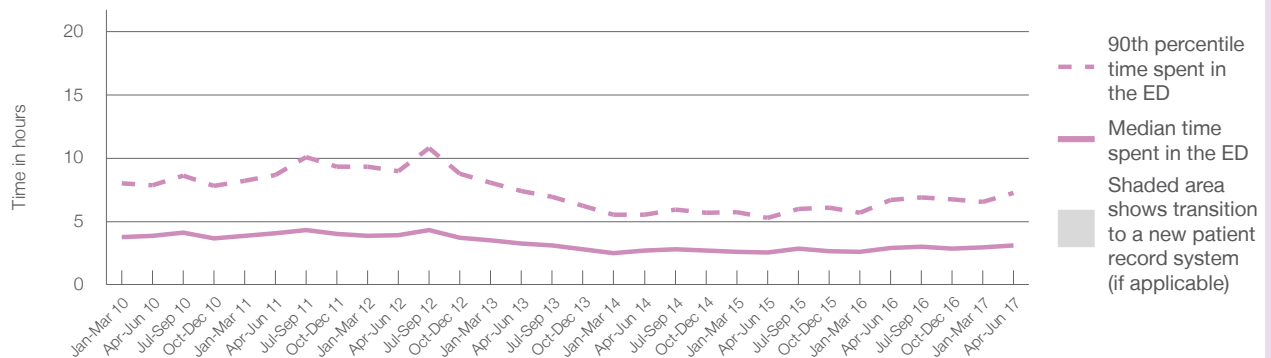
90th percentile time spent in the ED<sup>9</sup> 7 hours and 14 minutes

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<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 53m	4h 5m	3h 56m	3h 17m	2h 41m	2h 33m	2h 55m	3h 7m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 51m	8h 39m	8h 58m	7h 25m	5h 31m	5h 18m	6h 43m	7h 14m

(†) 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 spent in the ED By mode of separation April to June 2017

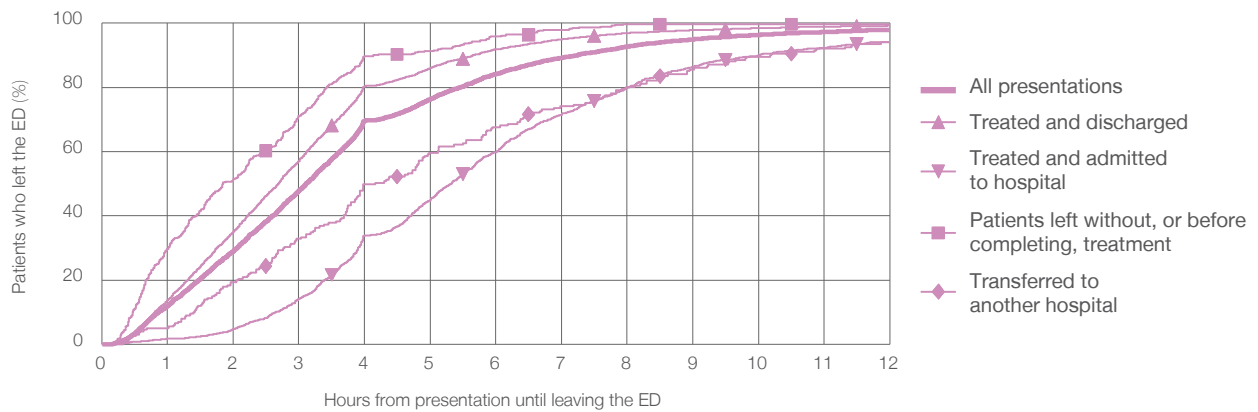
All presentations:<sup>1</sup> 5,965 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††§</sup>



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%

(†) 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 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> 5,965 patients

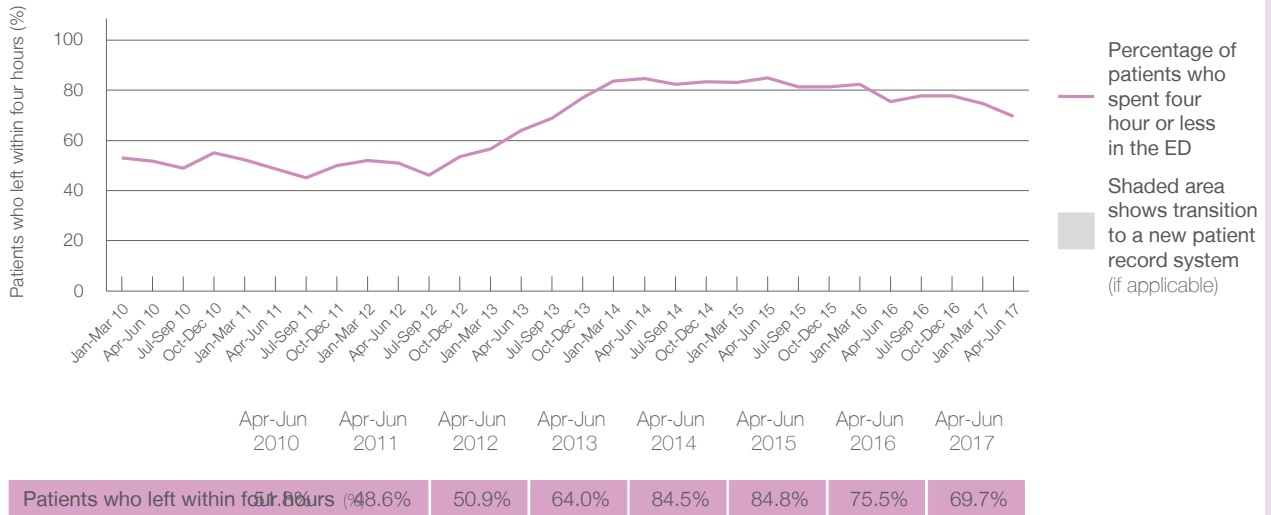
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,965 patients

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<sup>†‡</sup>



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	84.8%
Apr-Jun 2016	75.5%
Apr-Jun 2017	69.7%

\* 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).

## Lithgow Health Service: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 3,057 patients  
Emergency presentations:<sup>2</sup> 2,955 patients

Same period last year	Change since one year ago
2,808	8.9%
2,711	9.0%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 290 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 916 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 43 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,376 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 362 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
298	
4 minutes	8 minutes
12 minutes	26 minutes
893	
10 minutes	20 minutes
35 minutes	67 minutes
1,128	
11 minutes	25 minutes
50 minutes	99 minutes
374	
10 minutes	23 minutes
53 minutes	101 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,053 patients

Percentage of patients who spent four hours or less in the ED 86.3%

Same period last year	Change since one year ago
2,808	8.7%
86.9%	

\* 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.

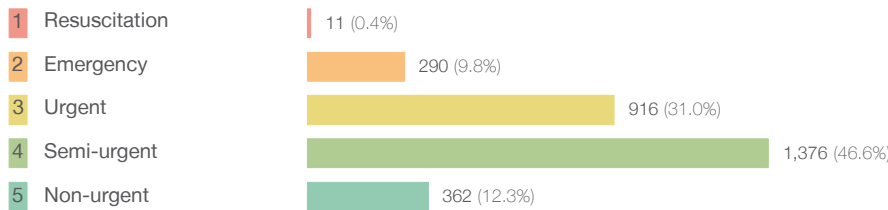
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Lithgow Health Service: Patients presenting to the emergency department

April to June 2017

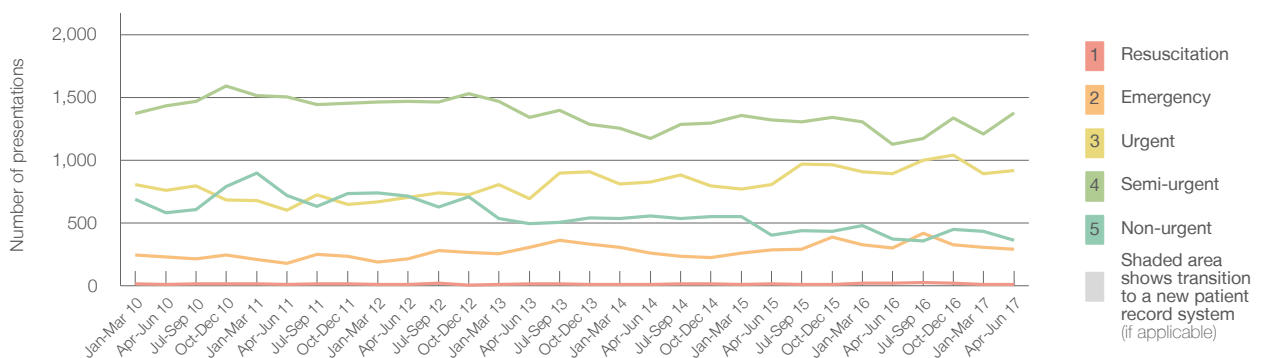
All presentations:<sup>1</sup> 3,057 patients

Emergency presentations<sup>2</sup> by triage category: 2,955 patients



Same period last year	Change since one year ago
2,808	8.9%
2,711	9.0%
18	-38.9%
298	-2.7%
893	2.6%
1,128	22.0%
374	-3.2%

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	10	12	12	13	12	17	18	11
Emergency	228	180	216	305	261	284	298	290
Urgent	760	601	703	691	828	805	893	916
Semi-urgent	1,434	1,506	1,466	1,341	1,170	1,322	1,128	1,376
Non-urgent	583	721	713	496	555	404	374	362
All emergency presentations	3,015	3,020	3,110	2,846	2,826	2,832	2,711	2,955

## Lithgow Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 599 patients

ED Transfer of care time



Same period last year	Change since one year ago
522	
10 minutes	-1 minute
21 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.

## Lithgow Health Service: 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: 290

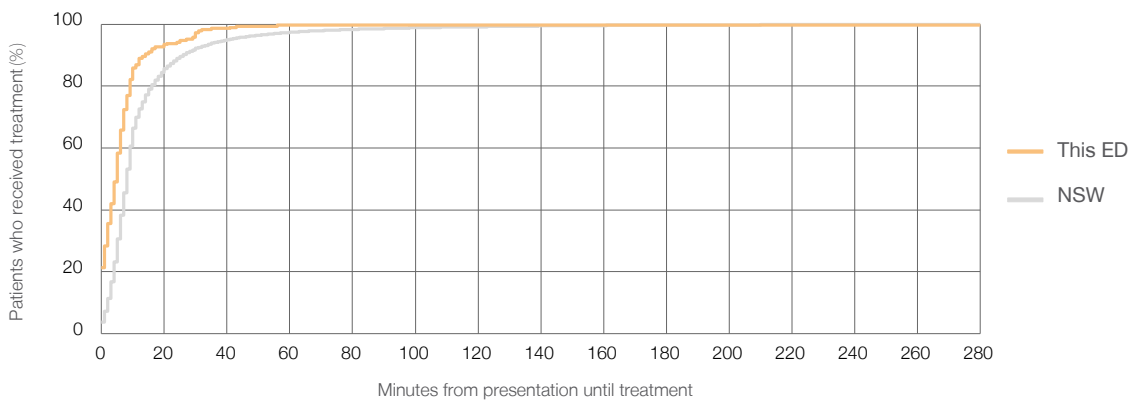
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 290

Median time to start treatment<sup>4</sup> 5 minutes

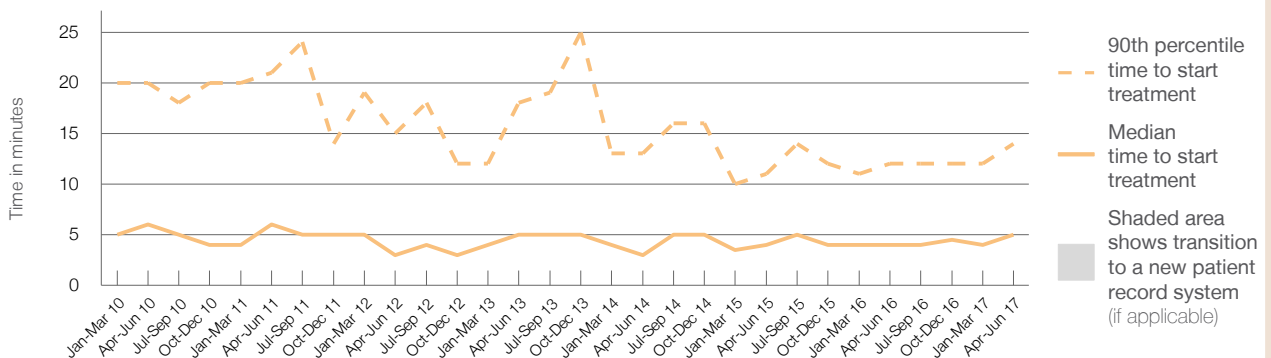
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
298	
294	
4 minutes	8 minutes
12 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)	6	6	3	5	3	4	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	20	21	15	18	13	11	12	14

(†) 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.

## Lithgow Health Service: 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: 916

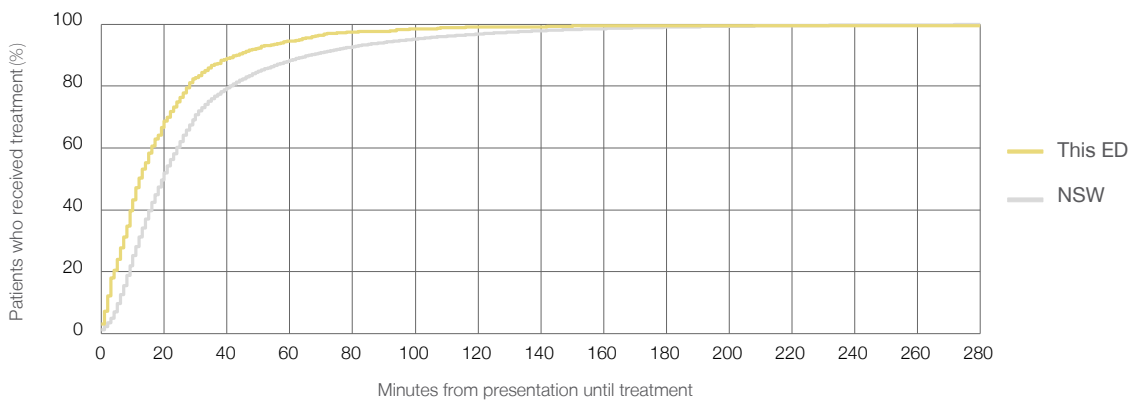
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 902

Median time to start treatment<sup>4</sup> 12 minutes

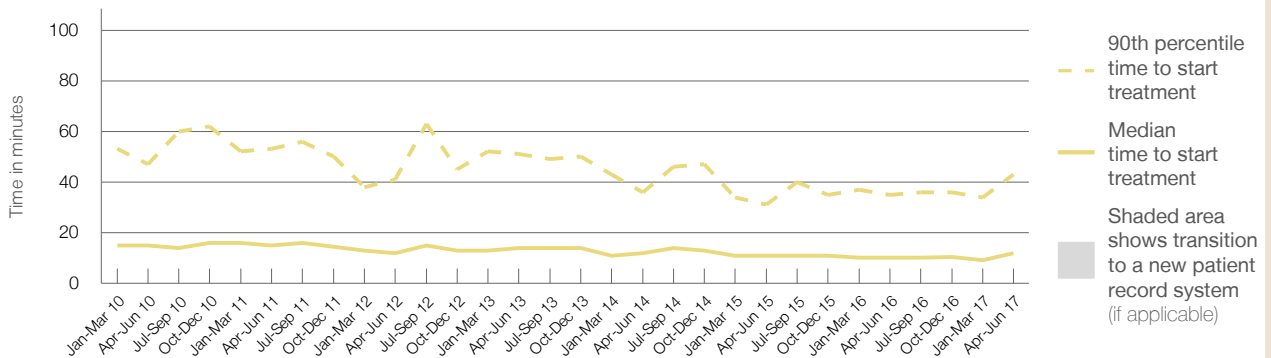
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
893	
878	
10 minutes	20 minutes
35 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)	15	15	12	14	12	11	10	12
90th percentile time to start treatment <sup>5</sup> (minutes)	47	53	41	51	36	31	35	43

(†) 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.

## Lithgow Health Service: 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: 1,376

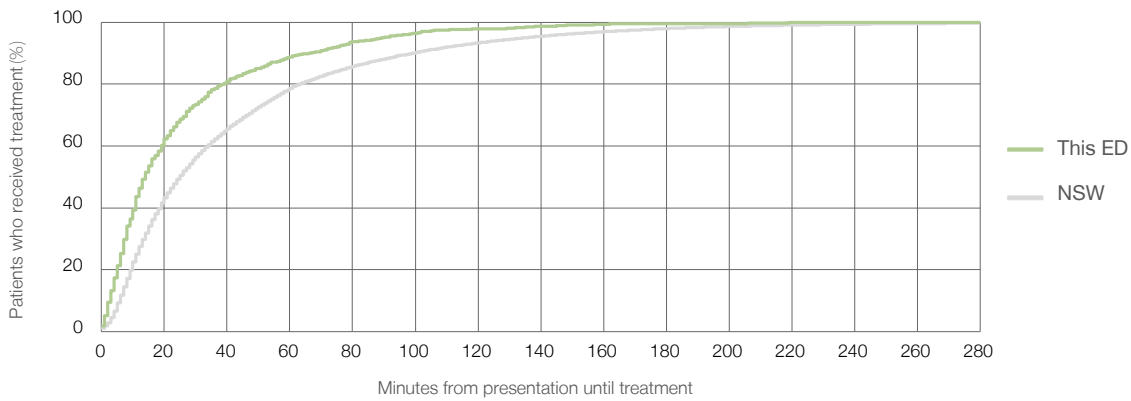
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,349

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

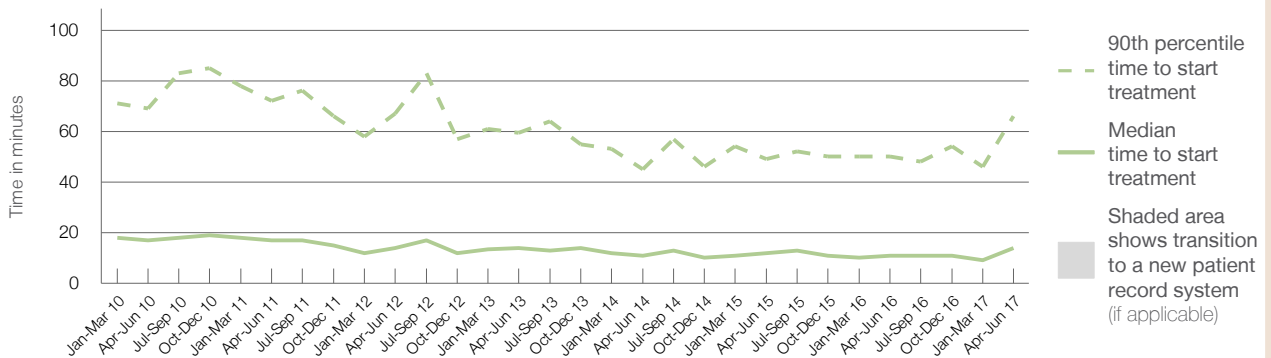
90th percentile time to start treatment<sup>5</sup>  66 minutes

Same period last year	NSW (this period)
1,128	1,079
11 minutes	25 minutes
50 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)	17	17	14	14	11	12	11	14
90th percentile time to start treatment <sup>5</sup> (minutes)	69	72	67	60	45	49	50	66

(†) 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.



## Lithgow Health Service: 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: 362

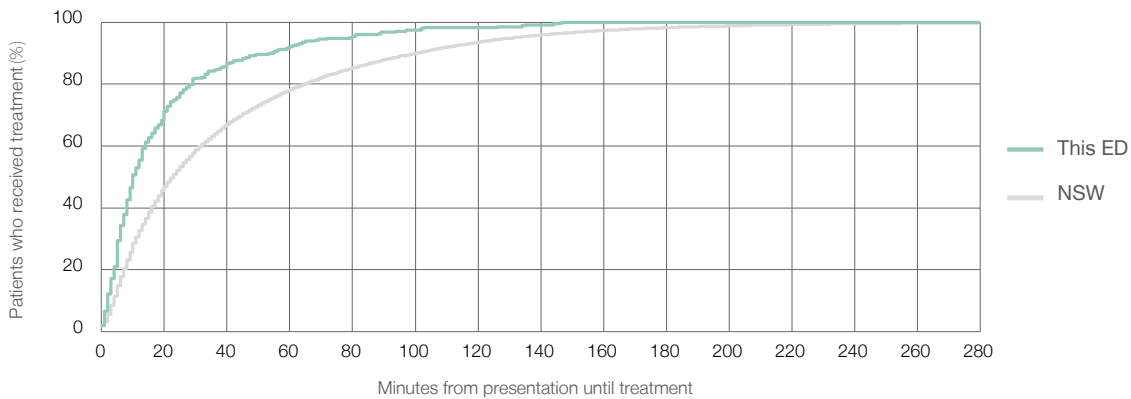
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 343

Median time to start treatment<sup>4</sup>  10 minutes

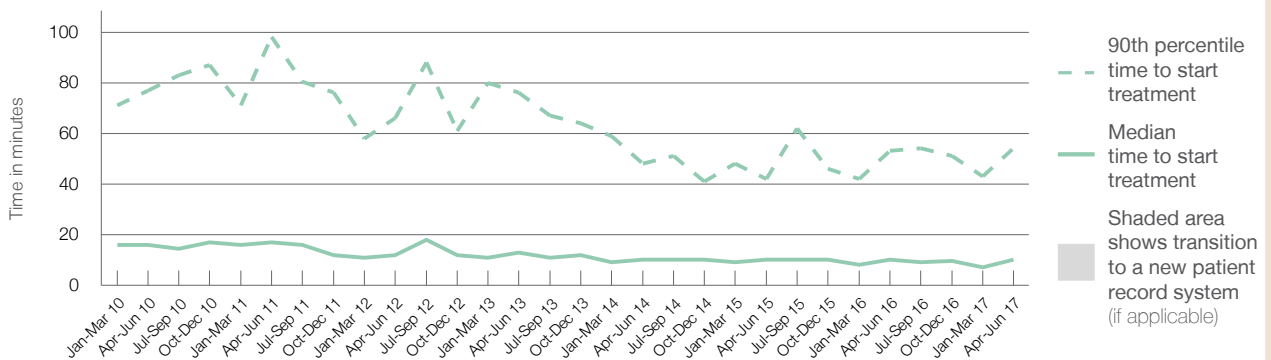
90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
374	344
10 minutes	23 minutes
53 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)	16	17	12	13	10	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	77	98	66	76	48	42	53	54

(†) 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.

## Lithgow Health Service: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 3,057 patients

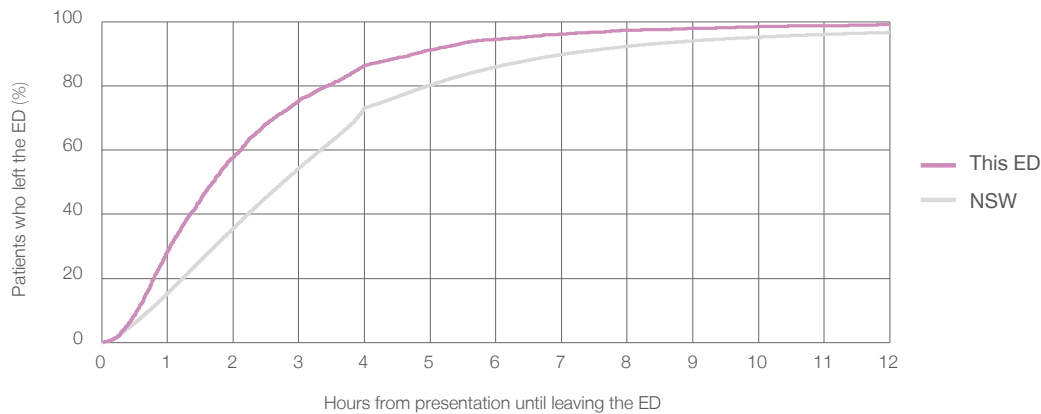
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,053 patients

Median time spent in the ED<sup>8</sup> 1 hours and 42 minutes

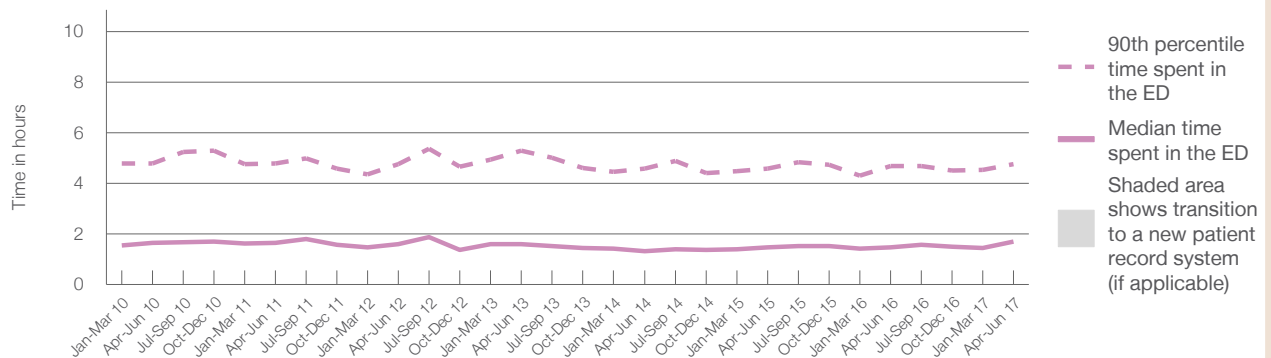
90th percentile time spent in the ED<sup>9</sup> 4 hours and 46 minutes

Same period last year	NSW (this period)
2,808	2,808
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 41 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)	1h 40m	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m	1h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 47m	4h 48m	4h 46m	5h 17m	4h 35m	4h 36m	4h 41m	4h 46m

(†) 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.

**Lithgow Health Service: Time patients spent in the ED**  
By mode of separation  
April to June 2017

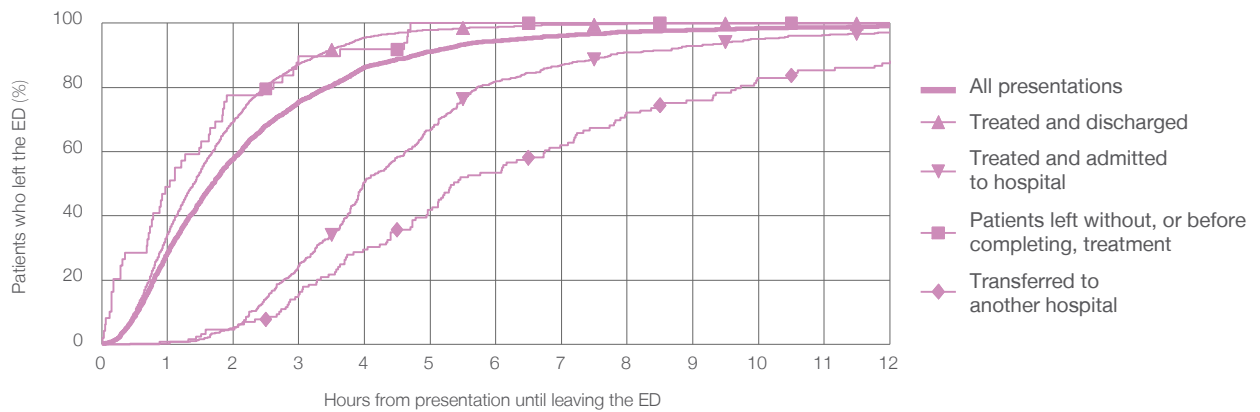
All presentations:<sup>1</sup> 3,057 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,053 patients

Treated and discharged	2,434 (79.6%)
Treated and admitted to hospital	428 (14.0%)
Patient left without, or before completing, treatment	52 (1.7%)
Transferred to another hospital	129 (4.2%)
Other	14 (0.5%)

Same period last year	Change since one year ago
2,808	8.7%
2,234	9.0%
402	6.5%
61	-14.8%
104	24.0%
7	100.0%

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	34.3%	69.4%	87.3%	95.5%	98.8%	99.8%	99.9%	100%
Treated and admitted to hospital	0.2%	5.1%	24.5%	50.7%	82.0%	90.9%	95.1%	97.2%
Patient left without, or before completing, treatment	49.0%	77.6%	89.8%	91.8%	100%	100%	100%	100%
Transferred to another hospital	0.8%	4.7%	15.5%	29.5%	53.5%	72.1%	82.9%	88.4%
All presentations	28.5%	57.8%	75.5%	86.3%	94.5%	97.4%	98.5%	99.1%

(†) 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.

## Lithgow Health Service: 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> 3,057 patients

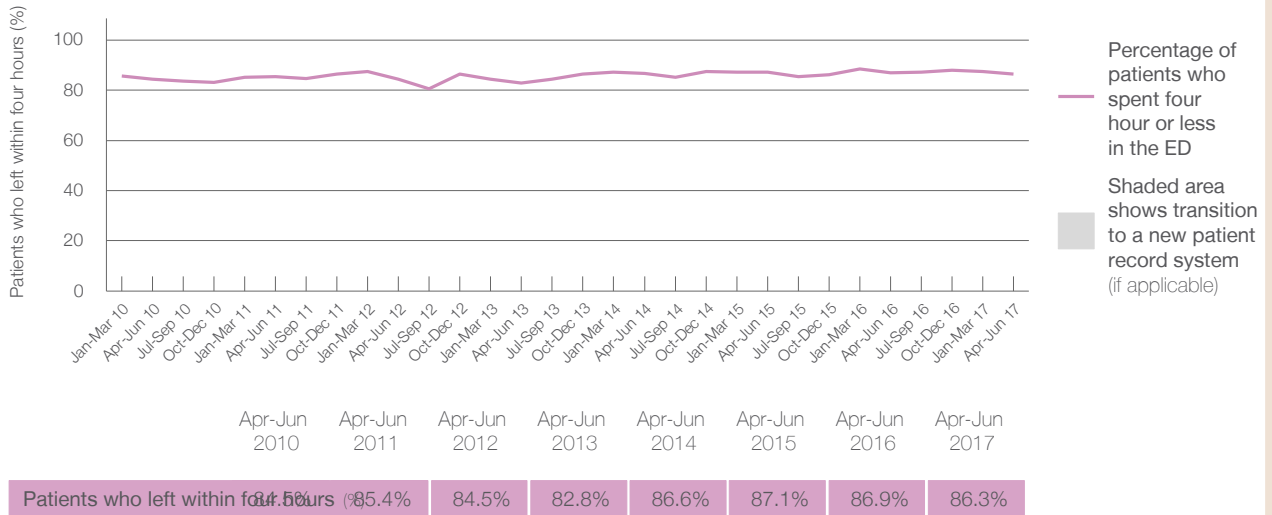
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,053 patients

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



Same period last year	Change since one year ago
2,808	8.9%
2,808	8.7%
86.9%	

### 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).

## Nepean Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 17,280 patients

Emergency presentations:<sup>2</sup> 17,154 patients

Same period last year	Change since one year ago
16,671	3.7%
16,524	3.8%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,754 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,993 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,687 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
2,514	
9 minutes	8 minutes
32 minutes	26 minutes
4,843	
29 minutes	20 minutes
167 minutes	67 minutes
7,048	
28 minutes	25 minutes
164 minutes	99 minutes
2,021	
31 minutes	23 minutes
174 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Percentage of patients who spent four hours or less in the ED 60.5%

Same period last year	Change since one year ago
16,671	3.6%
48.2%	

\* 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.

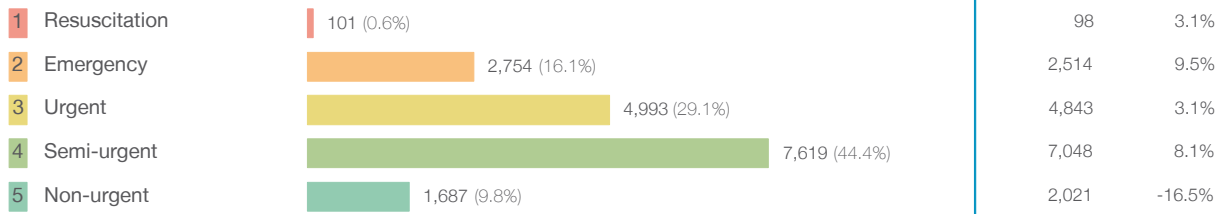
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Nepean Hospital: Patients presenting to the emergency department

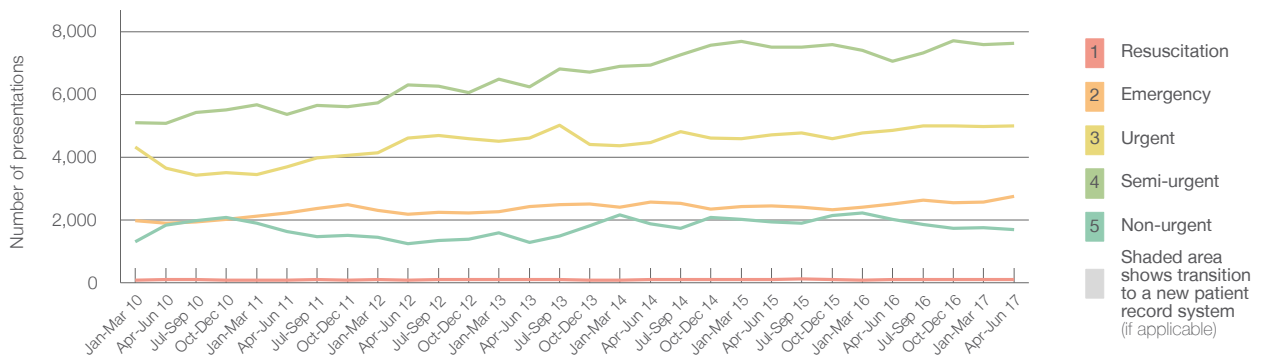
April to June 2017

All presentations:<sup>1</sup> 17,280 patients

Emergency presentations<sup>2</sup> by triage category: 17,154 patients



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	90	87	78	105	102	107	98	101
Emergency	1,889	2,231	2,181	2,432	2,561	2,439	2,514	2,754
Urgent	3,644	3,682	4,614	4,611	4,472	4,705	4,843	4,993
Semi-urgent	5,069	5,354	6,295	6,238	6,932	7,508	7,048	7,619
Non-urgent	1,831	1,636	1,248	1,286	1,870	1,926	2,021	1,687
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,524	17,154

## Nepean Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,736 patients

ED Transfer of care time



(†) 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.

## Nepean 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: 2,754

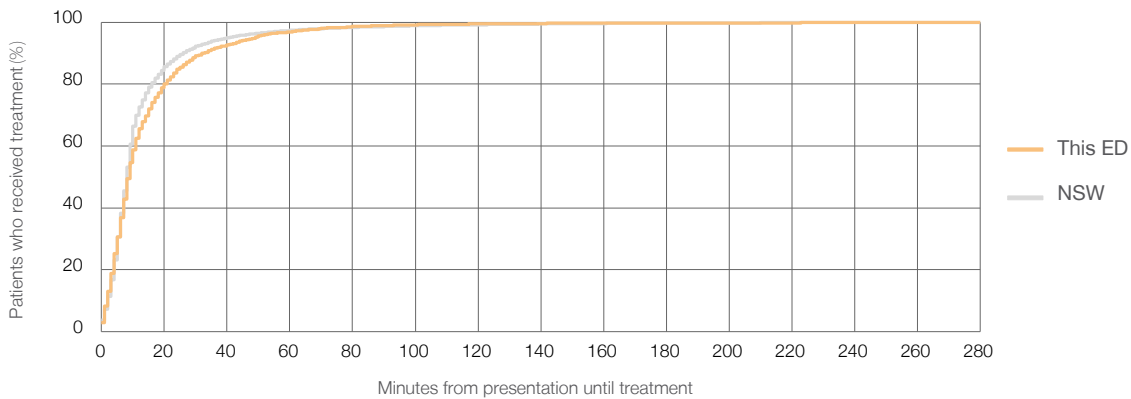
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,735

Median time to start treatment<sup>4</sup> 9 minutes

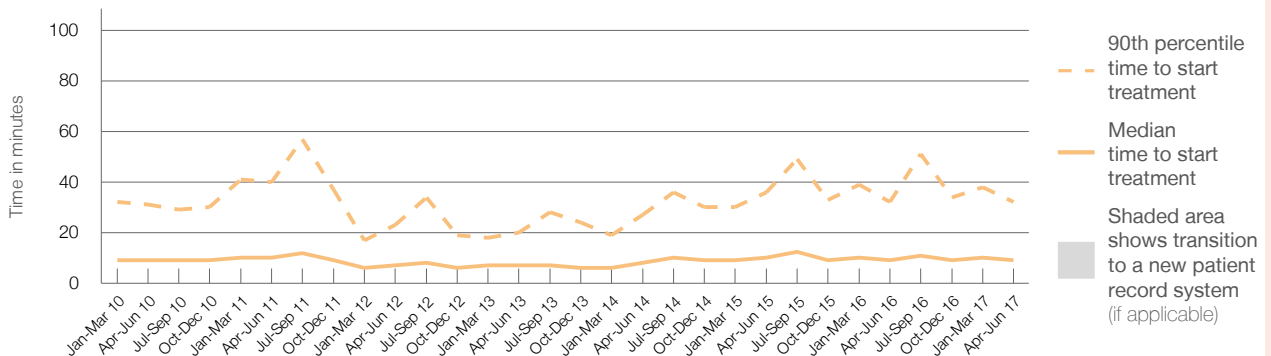
90th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
2,514	
2,461	
9 minutes	8 minutes
32 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)	9	10	7	7	8	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	31	40	23	20	27	36	32	32

(†) 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.

## Nepean 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: 4,993

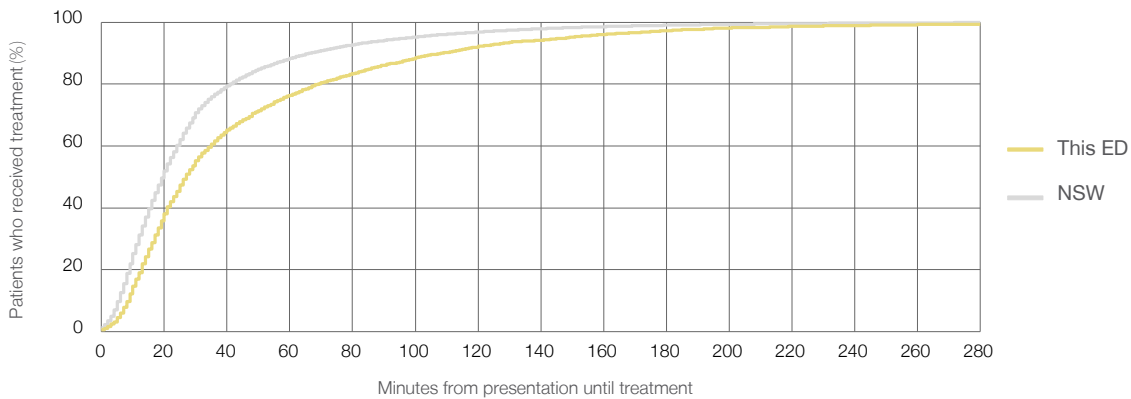
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,771

Median time to start treatment<sup>4</sup>  27 minutes

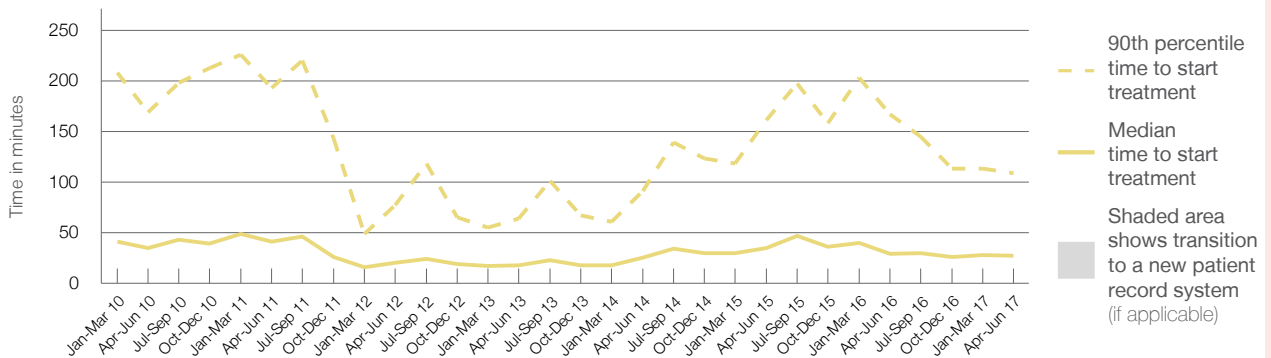
90th percentile time to start treatment<sup>5</sup>  109 minutes

Same period last year	NSW (this period)
4,843	4,410
29 minutes	20 minutes
167 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)	35	41	20	18	25	35	29	27
90th percentile time to start treatment <sup>5</sup> (minutes)	169	193	77	64	91	161	167	109

(†) 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.



## Nepean 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: 7,619

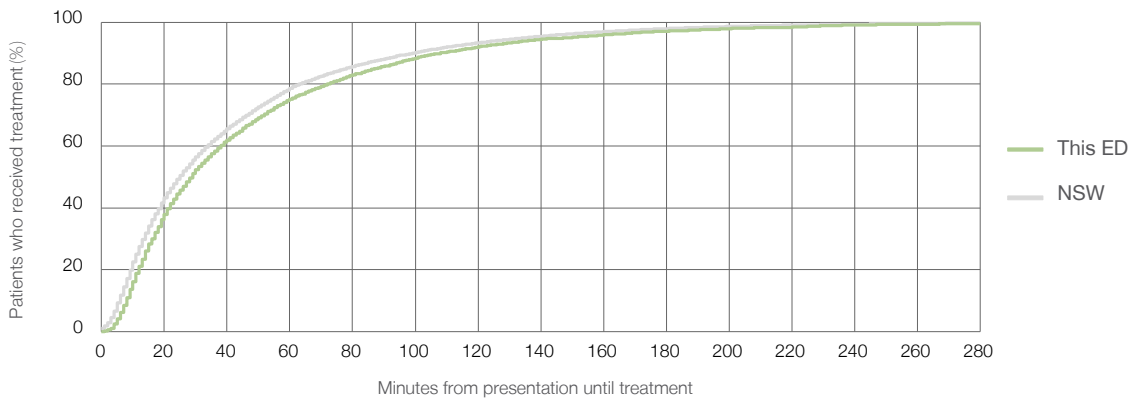
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,137

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

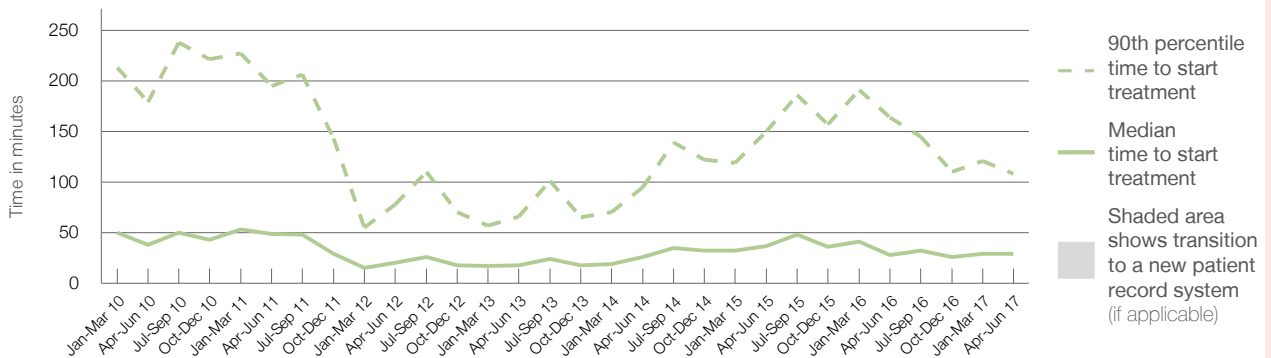
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
7,048	
6,261	
28 minutes	25 minutes
164 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)	38	49	20	18	26	37	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	179	195	78	66	95	150	164	108

(†) 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.

## Nepean 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: 1,687

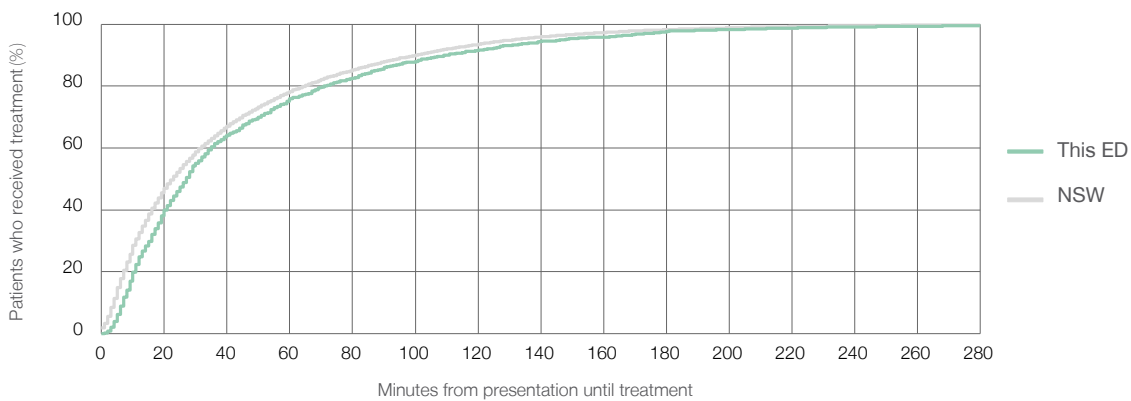
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,465

Median time to start treatment<sup>4</sup> 27 minutes

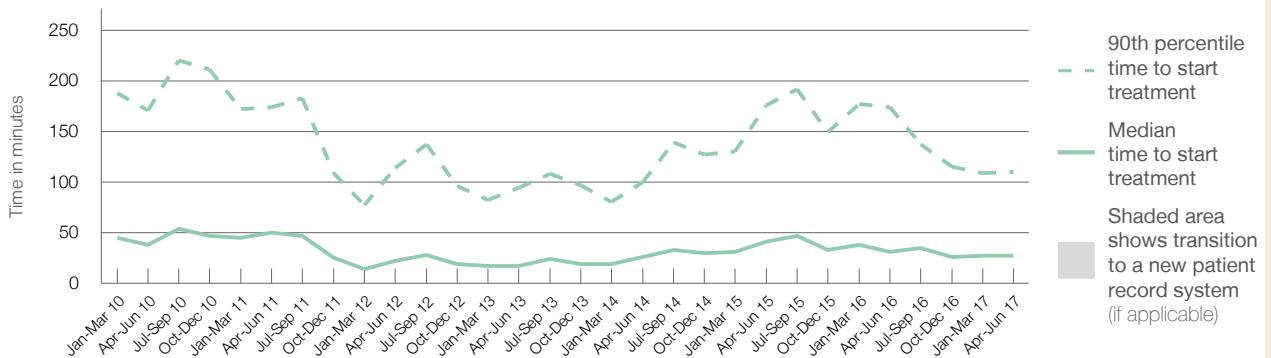
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
2,021	1,613
31 minutes	23 minutes
174 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)	38	50	22	17	26	41	31	27
90th percentile time to start treatment <sup>5</sup> (minutes)	171	174	114	94	100	176	174	110

(†) 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.

## Nepean Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 17,280 patients

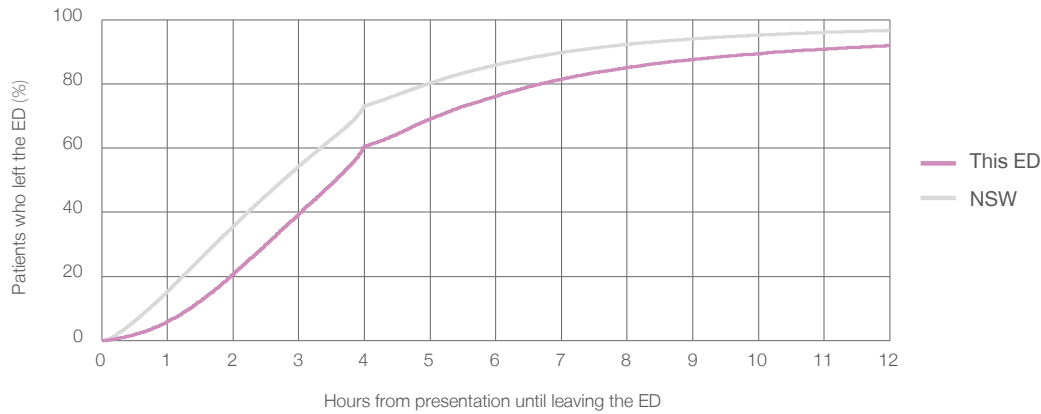
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Median time spent in the ED<sup>8</sup> 3 hours and 34 minutes

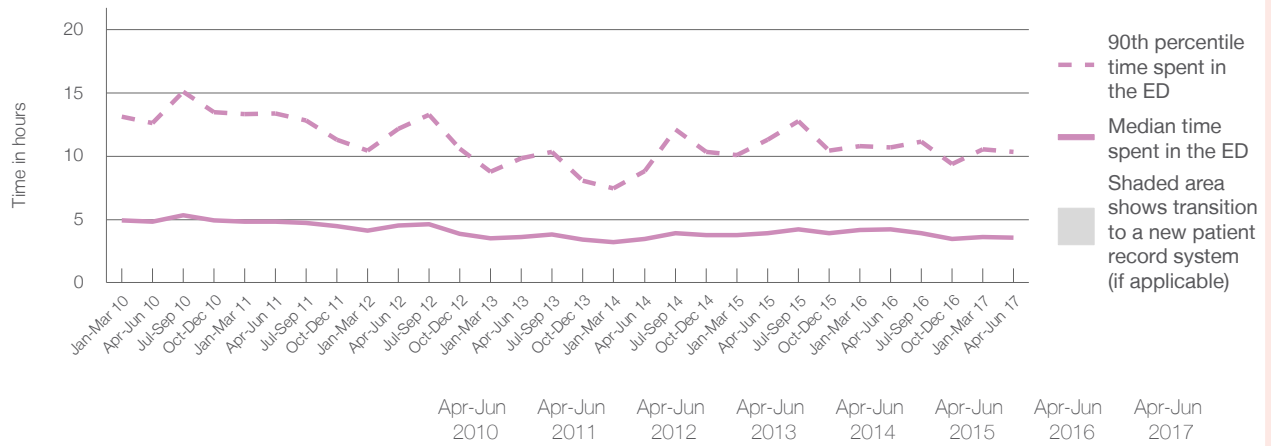
90th percentile time spent in the ED<sup>9</sup> 10 hours and 21 minutes

Same period last year	NSW (this period)
16,671	16,671
4 hours and 12 minutes	2 hours and 46 minutes
10 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<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)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 21m

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

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

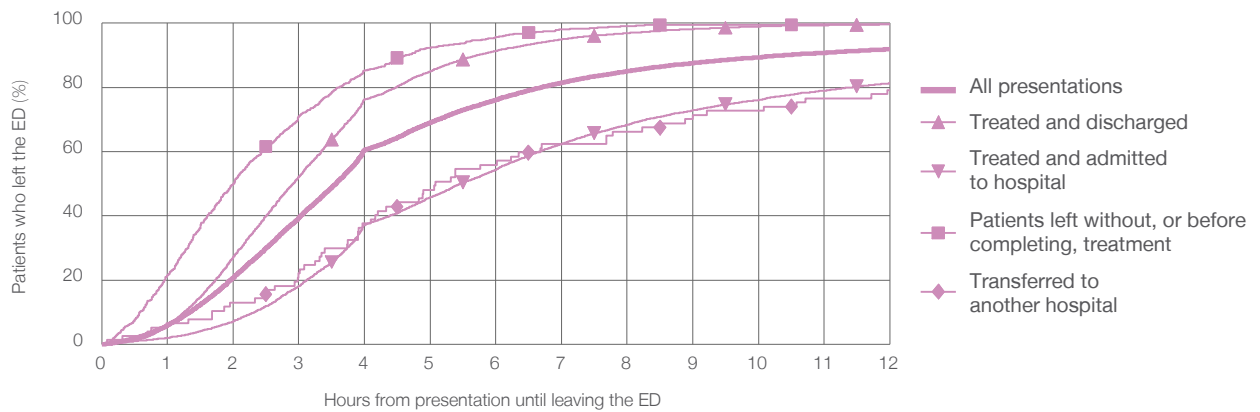
All presentations:<sup>1</sup> 17,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Treated and discharged	8,721 (50.5%)
Treated and admitted to hospital	7,196 (41.6%)
Patient left without, or before completing, treatment	1,009 (5.8%)
Transferred to another hospital	77 (0.4%)
Other	277 (1.6%)

Same period last year	Change since one year ago
16,671	3.6%
8,076	8.0%
6,506	10.6%
1,909	-47.1%
70	10.0%
110	151.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.2%	52.3%	76.3%	91.4%	97.0%	99.0%	99.6%
Treated and admitted to hospital	2.0%	7.1%	18.1%	37.2%	54.4%	68.4%	76.1%	81.3%
Patient left without, or before completing, treatment	21.5%	50.0%	71.0%	85.3%	95.6%	99.1%	99.5%	99.7%
Transferred to another hospital	6.5%	13.0%	22.1%	37.7%	55.8%	66.2%	72.7%	79.2%
All presentations	5.9%	20.8%	39.5%	60.5%	76.1%	85.1%	89.4%	91.9%

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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.

## Nepean 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> 17,280 patients

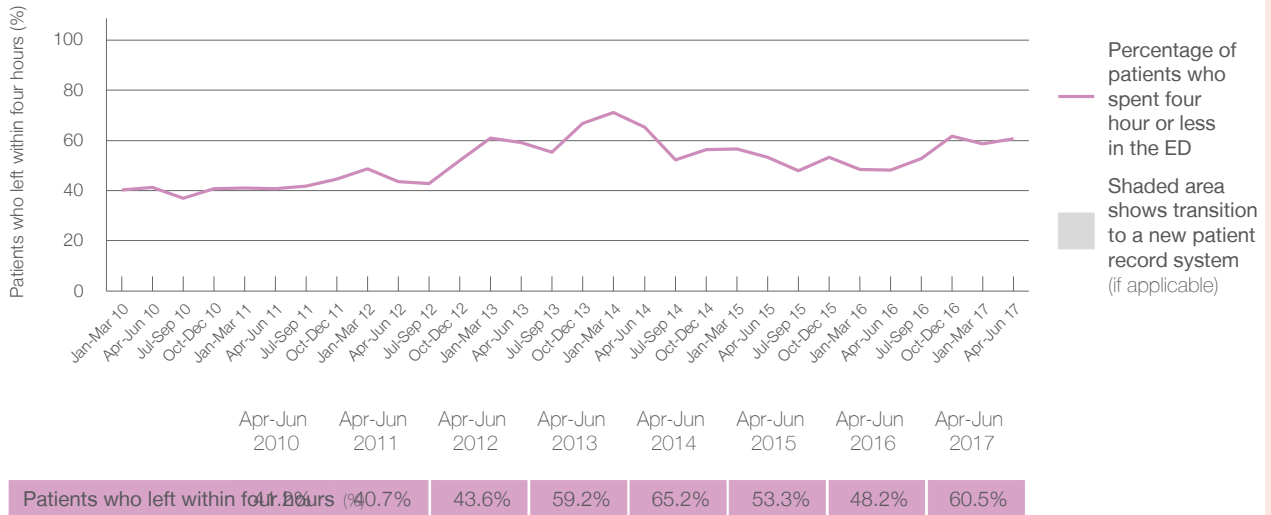
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

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	16,671	3.7%
Presentations used to calculate time to leaving the ED	16,671	3.6%
Percentage of patients who spent four hours or less in the ED	48.2%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Patients who left within four hours	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Percentage	40.7%	43.6%	59.2%	65.2%	53.3%	48.2%	60.5%	60.5%

\* 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*.

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- 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).