

Belmont Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,616 patients
Emergency presentations:² 6,591 patients

Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%

Belmont Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,410 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
479	
7 minutes	9 minutes
15 minutes	29 minutes
1,353	
17 minutes	23 minutes
39 minutes	83 minutes
3,019	
22 minutes	30 minutes
83 minutes	121 minutes
994	
25 minutes	26 minutes
109 minutes	118 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,616 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
5,902	12.1%
73.0%	

* 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.

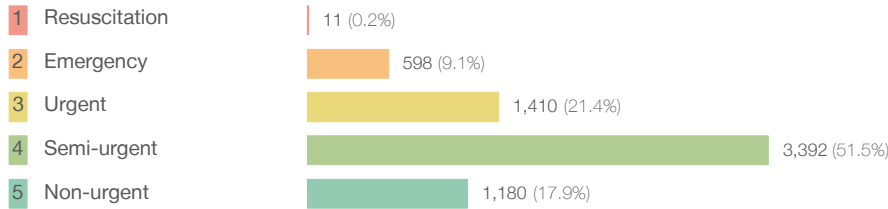
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Belmont Hospital: Patients presenting to the emergency department July to September 2017

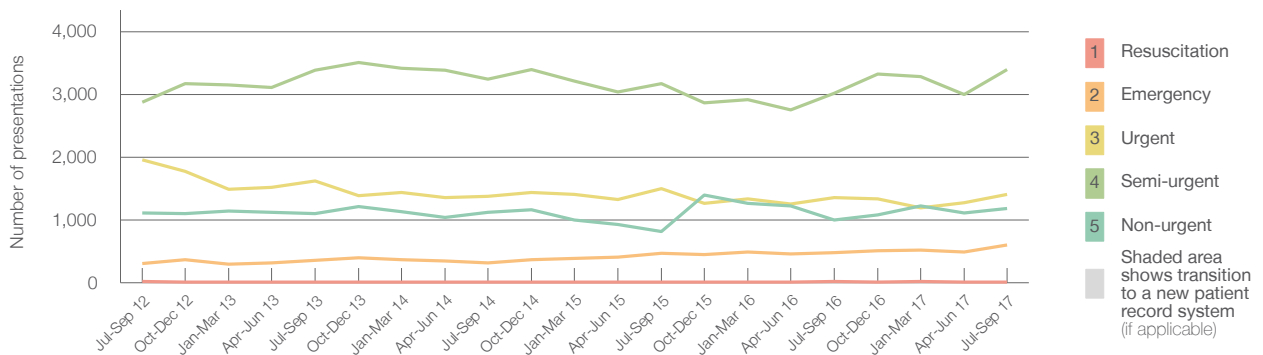
All presentations:¹ 6,616 patients

Emergency presentations² by triage category: 6,591 patients



Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%
16	-31.3%
479	24.8%
1,353	4.2%
3,019	12.4%
994	18.7%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	24	11	7	9	16	11
Emergency	305	351	319	463	479	598
Urgent	1,955	1,623	1,373	1,496	1,353	1,410
Semi-urgent	2,877	3,386	3,246	3,168	3,019	3,392
Non-urgent	1,113	1,099	1,118	816	994	1,180
All emergency presentations	6,274	6,470	6,063	5,952	5,861	6,591

Belmont Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,502 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
10 minutes	2 minutes
22 minutes	3 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 598

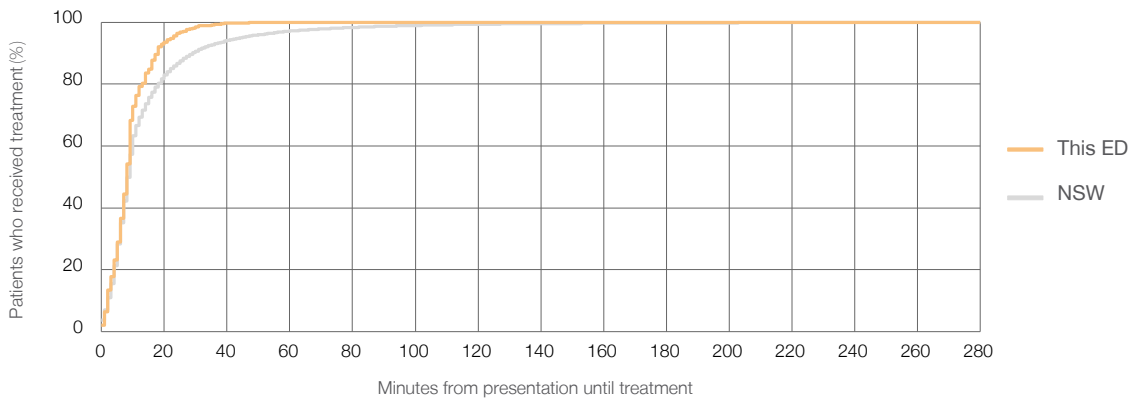
Number of triage 2 patients used to calculate waiting time:³ 590

Median time to start treatment⁴ 8 minutes

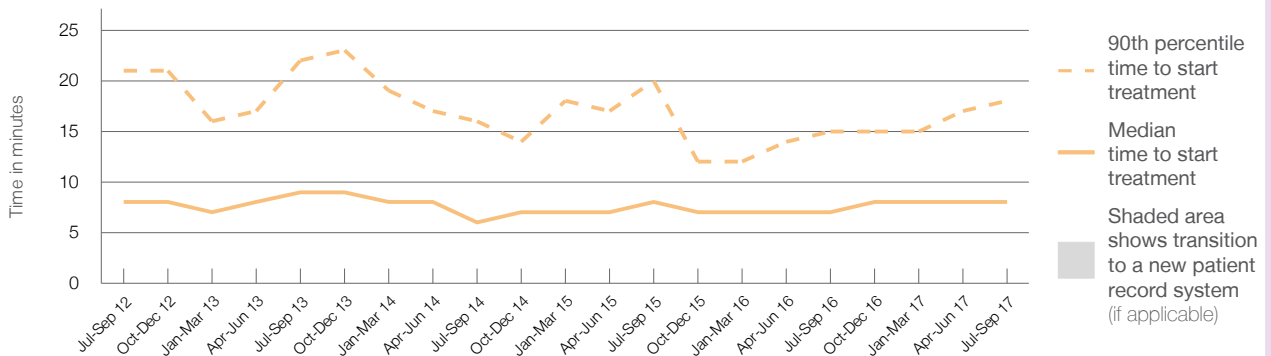
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
479	
471	
7 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	6	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	22	16	20	15	18

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Belmont Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,410

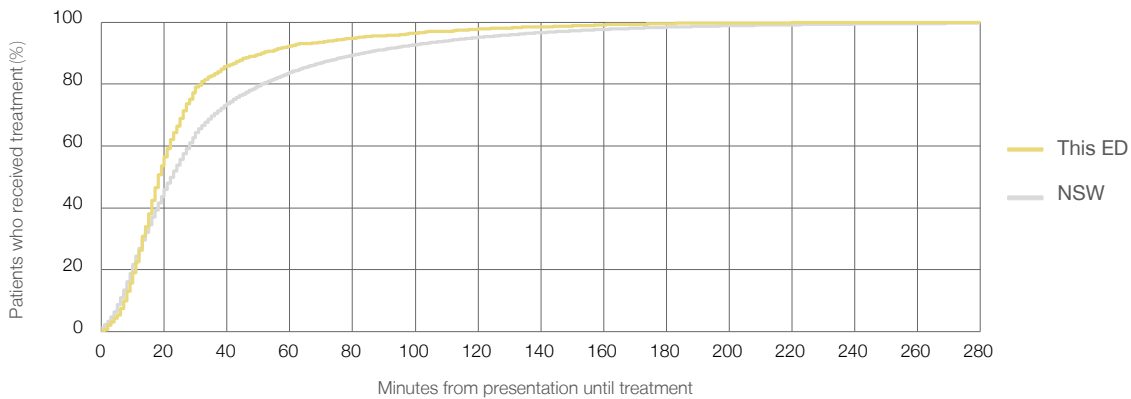
Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴ 18 minutes

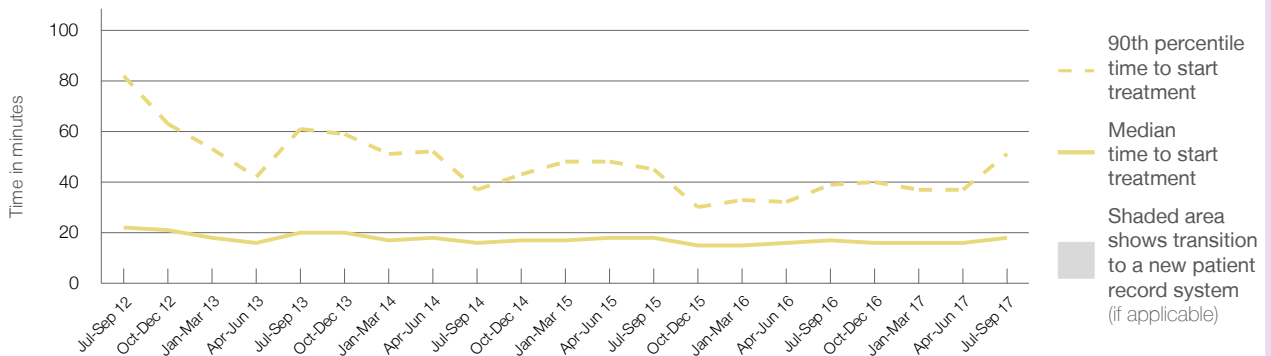
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,353	
1,302	
17 minutes	23 minutes
39 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	20	16	18	17	18
90th percentile time to start treatment ⁵ (minutes)	82	61	37	45	39	51

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Belmont Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,392

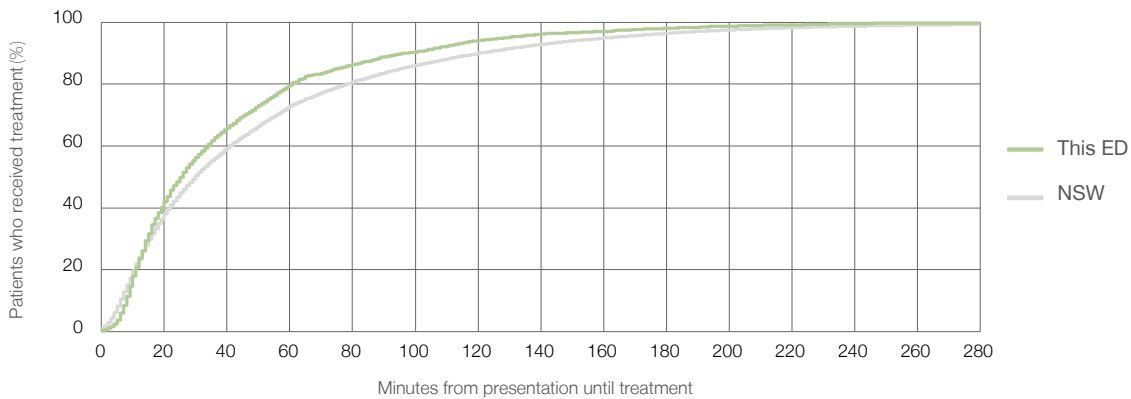
Number of triage 4 patients used to calculate waiting time:³ 2,830

Median time to start treatment⁴ 26 minutes

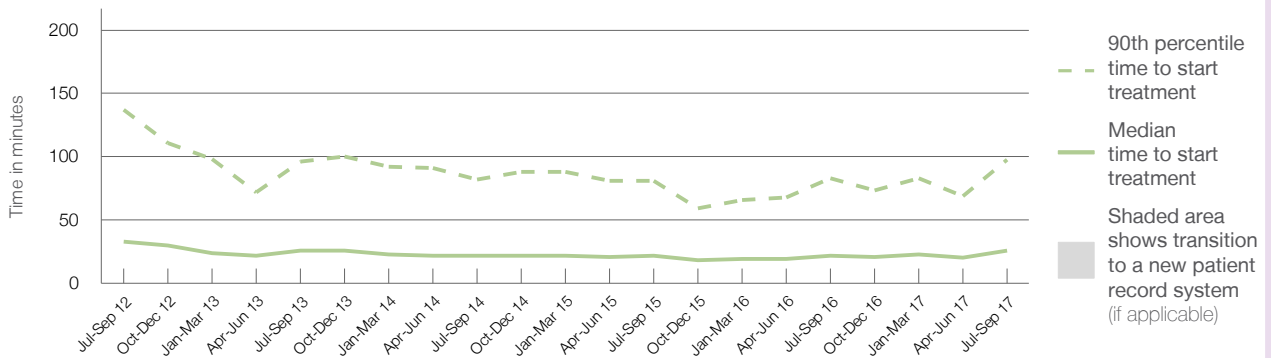
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,019	
2,533	
22 minutes	30 minutes
83 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	26	22	22	22	26
90th percentile time to start treatment ⁵ (minutes)	137	96	82	81	83	98

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Belmont Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,180

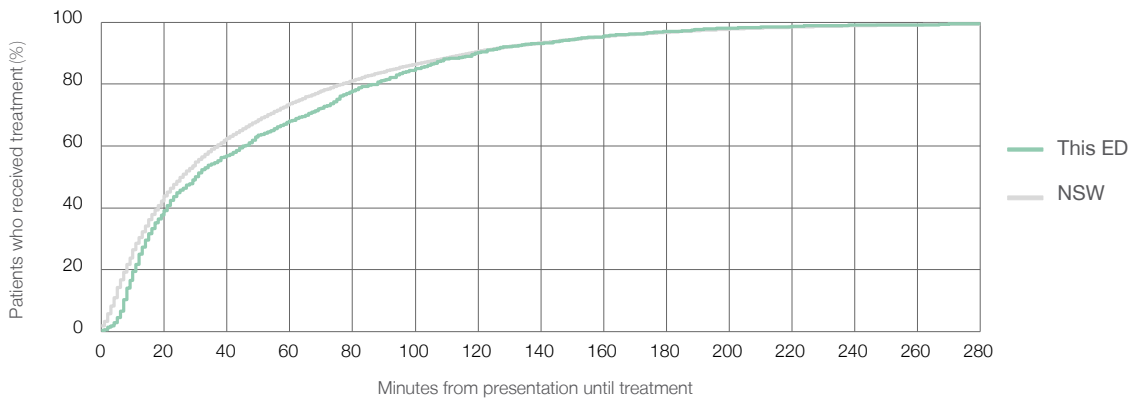
Number of triage 5 patients used to calculate waiting time:³ 861

Median time to start treatment⁴ 30 minutes

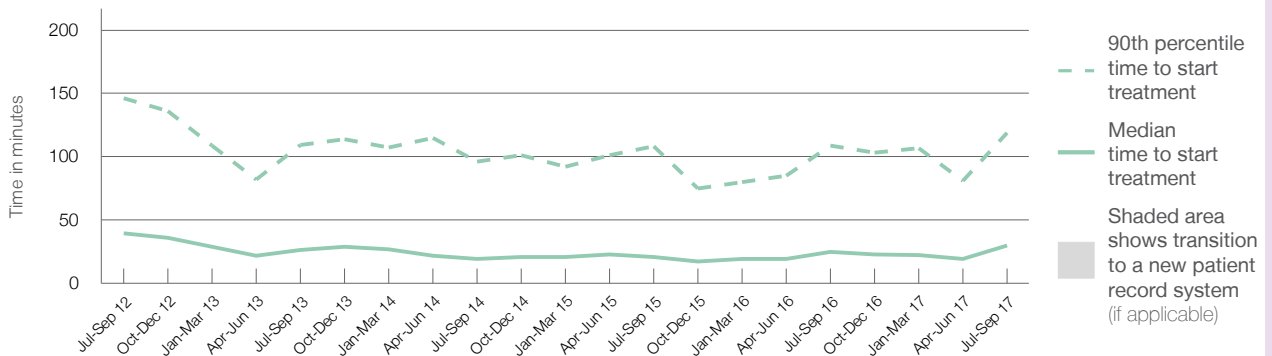
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
994	756
25 minutes	26 minutes
109 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	27	19	21	25	30
90th percentile time to start treatment ⁵ (minutes)	146	110	96	108	109	119

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Belmont Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 6,616 patients

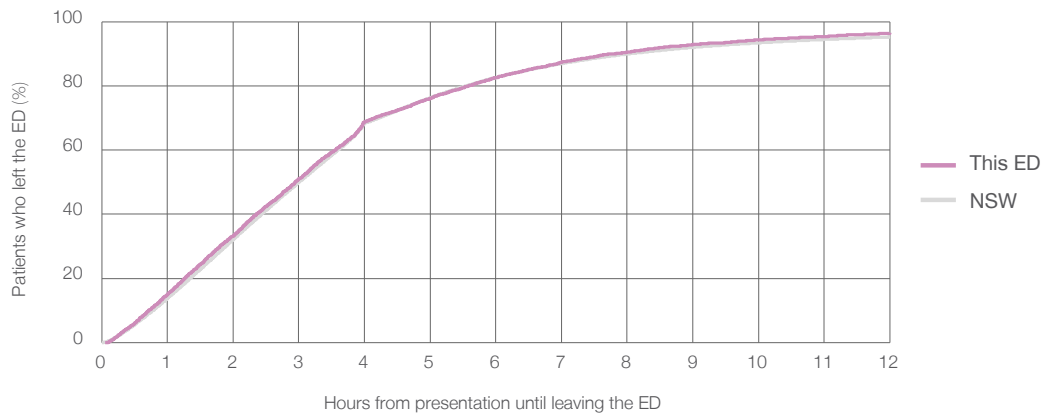
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

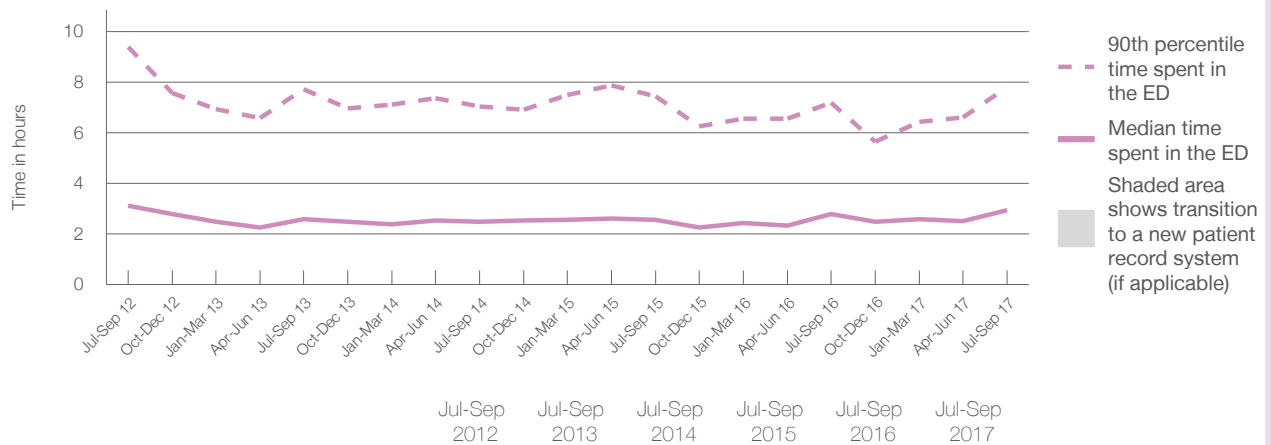
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
5,902	5,902
2 hours and 47 minutes	3 hours and 0 minutes
7 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m

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

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Belmont Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

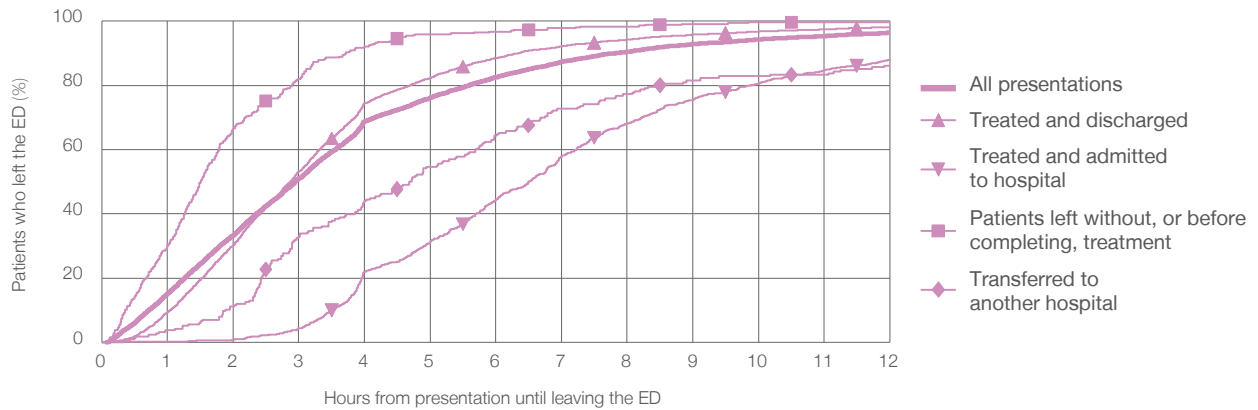
All presentations:¹ 6,616 patients

Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Treated and discharged	4,391 (66.4%)
Treated and admitted to hospital	992 (15.0%)
Patient left without, or before completing, treatment	371 (5.6%)
Transferred to another hospital	216 (3.3%)
Other	646 (9.8%)

Same period last year	Change since one year ago
5,902	12.1%
3,825	14.8%
1,019	-2.6%
253	46.6%
224	-3.6%
581	11.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	30.3%	53.2%	74.5%	88.5%	94.3%	96.8%	98.2%
Treated and admitted to hospital	0.2%	0.8%	4.3%	22.0%	44.5%	68.1%	80.6%	88.2%
Patient left without, or before completing, treatment	30.2%	66.6%	81.9%	92.2%	96.8%	98.4%	99.7%	99.7%
Transferred to another hospital	3.7%	11.1%	32.9%	44.0%	64.4%	77.3%	82.9%	86.1%
All presentations	15.2%	33.4%	51.1%	68.9%	82.6%	90.5%	94.3%	96.5%

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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.

Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 6,616 patients

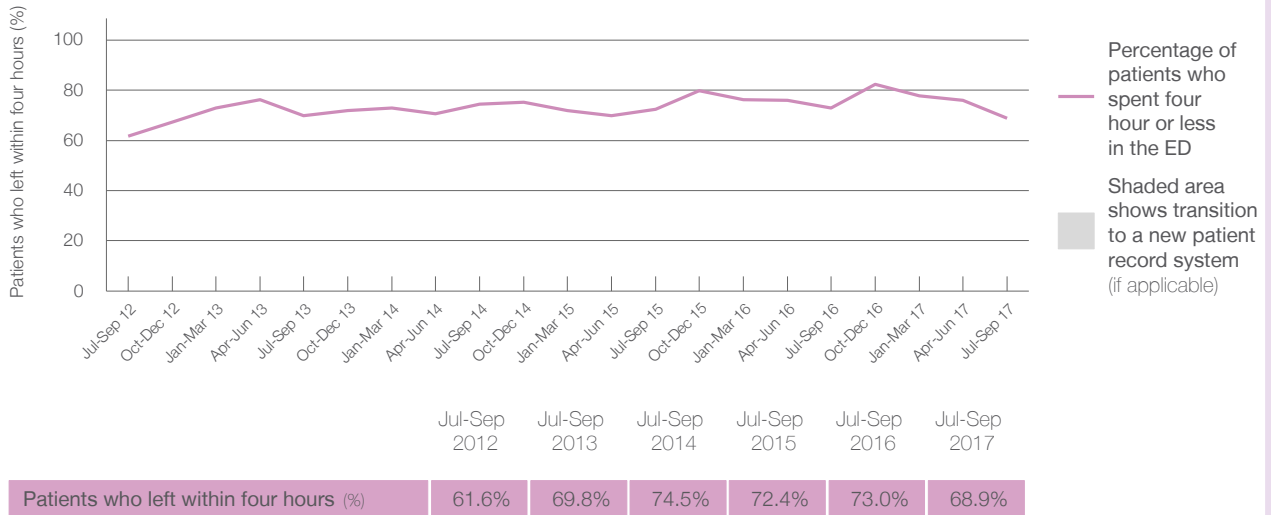
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

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: ¹	5,902	12.1%
Presentations used to calculate time to leaving the ED: ⁶	5,902	12.1%
Percentage of patients who spent four hours or less in the ED	73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).