

## Nepean Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 18,747 patients

Emergency presentations:<sup>2</sup> 18,603 patients

Same period last year	Change since one year ago
17,046	10.0%
16,905	10.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,028 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,398 patients

Median time to start treatment<sup>4</sup> 45 minutes  
 90th percentile time to start treatment<sup>5</sup> 162 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,225 patients

Median time to start treatment<sup>4</sup> 47 minutes  
 90th percentile time to start treatment<sup>5</sup> 163 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,823 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 90th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
2,633	
11 minutes	9 minutes
51 minutes	29 minutes
5,005	
30 minutes	23 minutes
145 minutes	83 minutes
7,332	
32 minutes	30 minutes
144 minutes	121 minutes
1,836	
35 minutes	26 minutes
137 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
17,018	10.1%
52.7%	

\* 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.

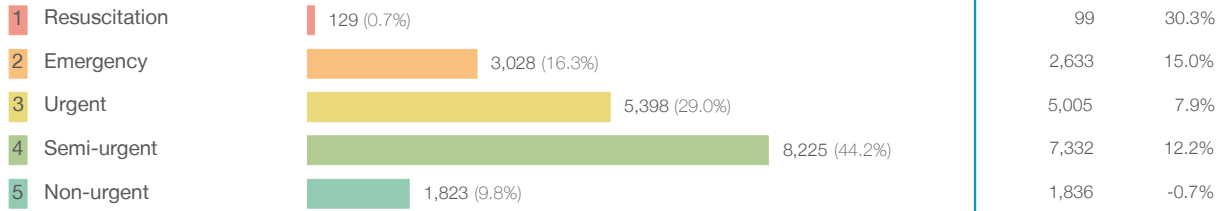
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

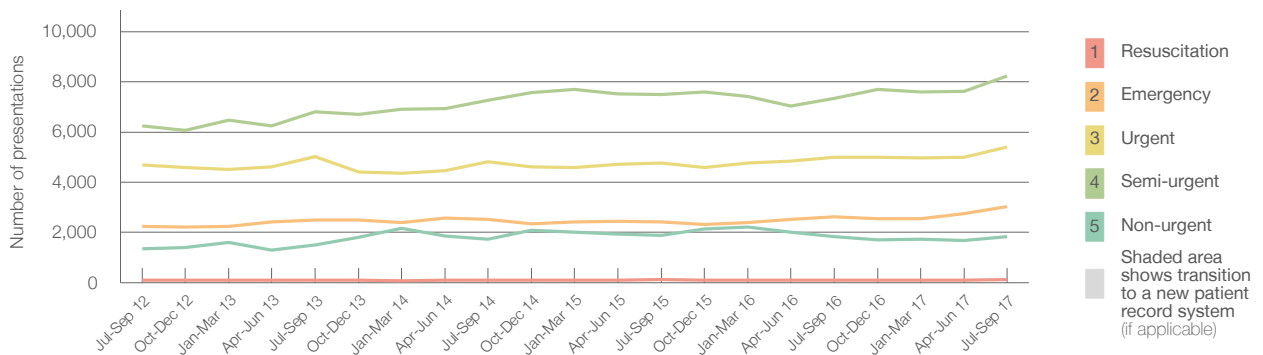
## Nepean Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 18,747 patients

Emergency presentations<sup>2</sup> by triage category: 18,603 patients



Emergency presentations<sup>2</sup> 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	98	99	94	118	99	129
Emergency	2,234	2,493	2,522	2,414	2,633	3,028
Urgent	4,696	5,019	4,810	4,767	5,005	5,398
Semi-urgent	6,252	6,812	7,268	7,501	7,332	8,225
Non-urgent	1,350	1,489	1,733	1,886	1,836	1,823
All emergency presentations	14,630	15,912	16,427	16,686	16,905	18,603

## Nepean Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,120 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 July to September 2017

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

Number of triage 2 patients: 3,028

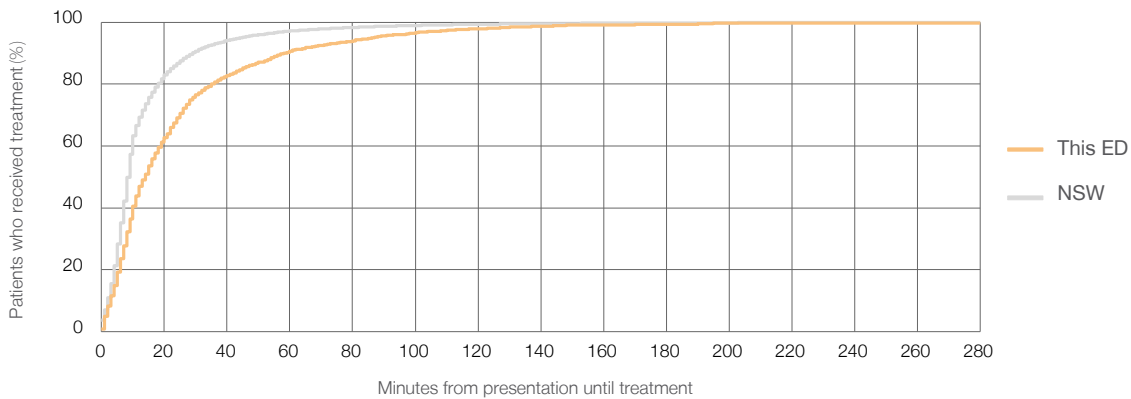
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,990

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

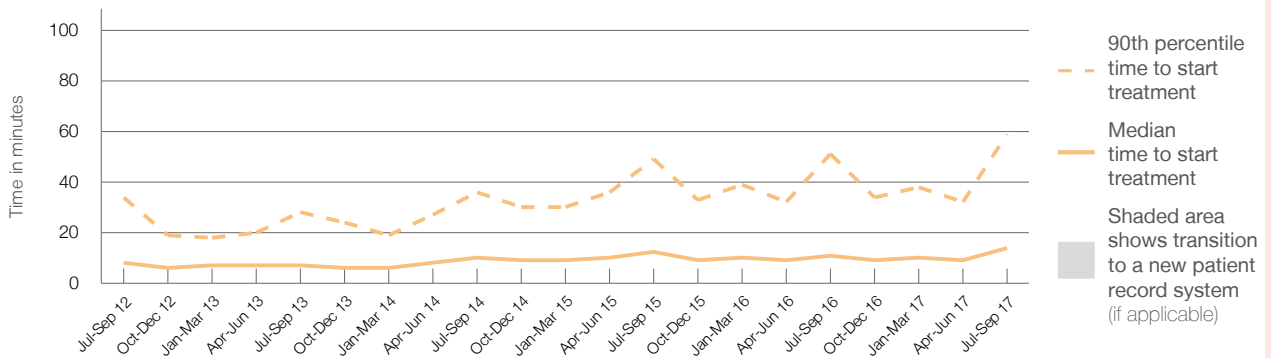
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
2,633	
2,602	
11 minutes	9 minutes
51 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	10	13	11	14
90th percentile time to start treatment <sup>5</sup> (minutes)	34	28	36	49	51	59

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## Nepean 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: 5,398

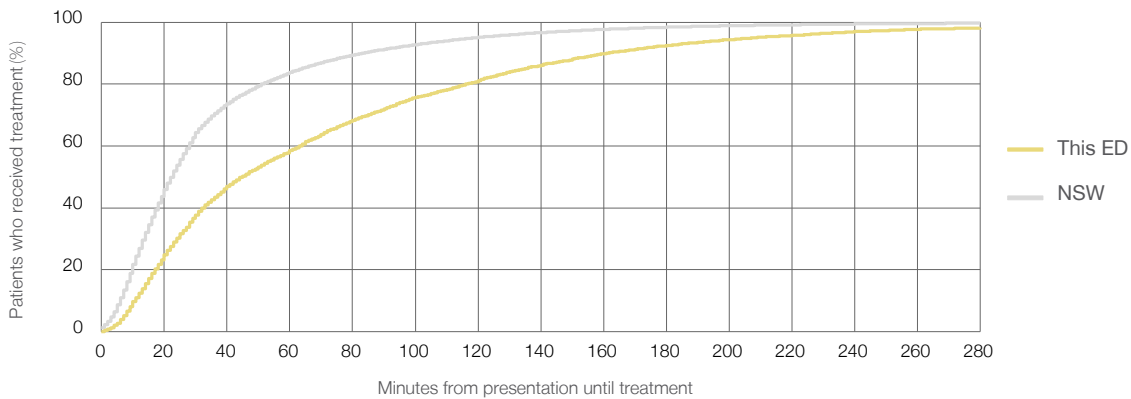
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,983

Median time to start treatment<sup>4</sup> 45 minutes

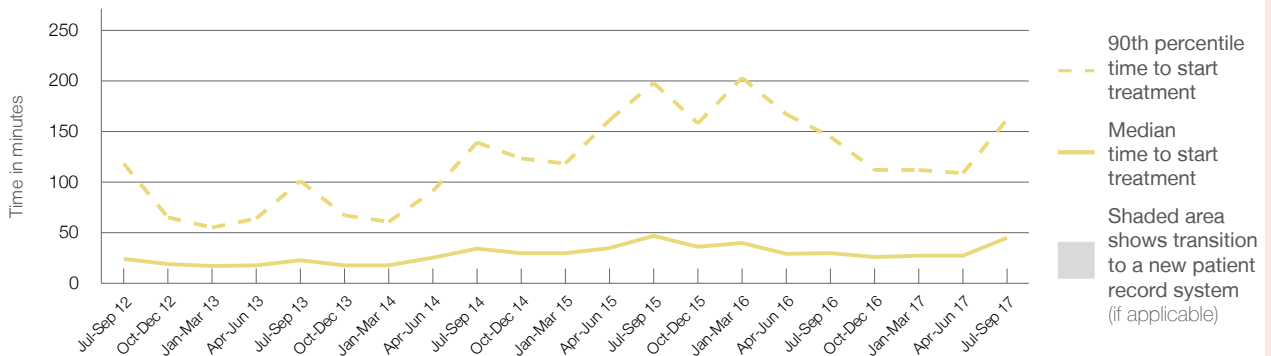
90th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
5,005	
4,687	
30 minutes	23 minutes
145 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	23	34	47	30	45
90th percentile time to start treatment <sup>5</sup> (minutes)	118	101	139	198	145	162

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## Nepean 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: 8,225

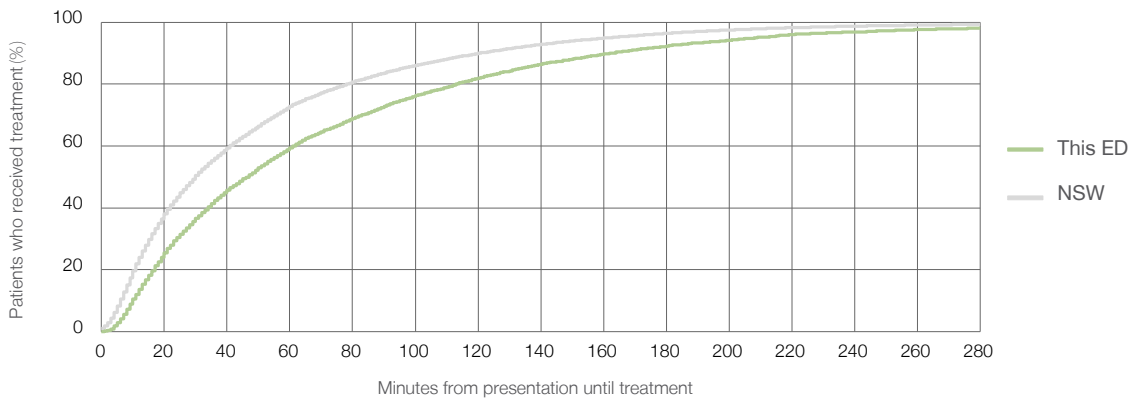
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,379

Median time to start treatment<sup>4</sup> 47 minutes

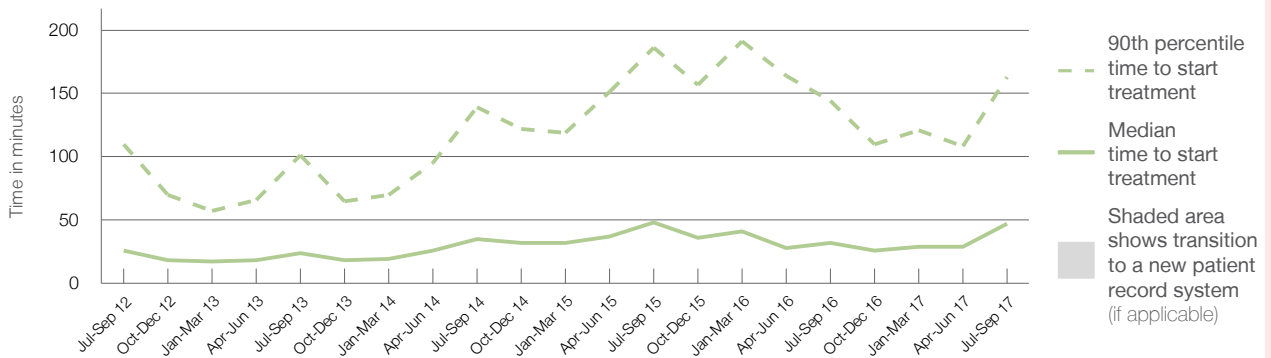
90th percentile time to start treatment<sup>5</sup> 163 minutes

Same period last year	NSW (this period)
7,332	
6,698	
32 minutes	30 minutes
144 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	26	24	35	48	32	47
90th percentile time to start treatment <sup>5</sup> (minutes)	110	101	139	186	144	163

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## Nepean 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: 1,823

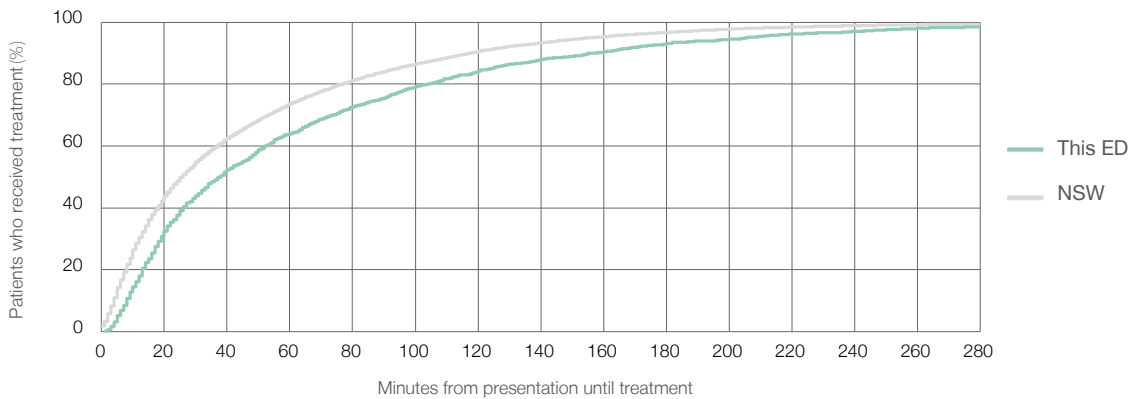
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,488

Median time to start treatment<sup>4</sup>  38 minutes

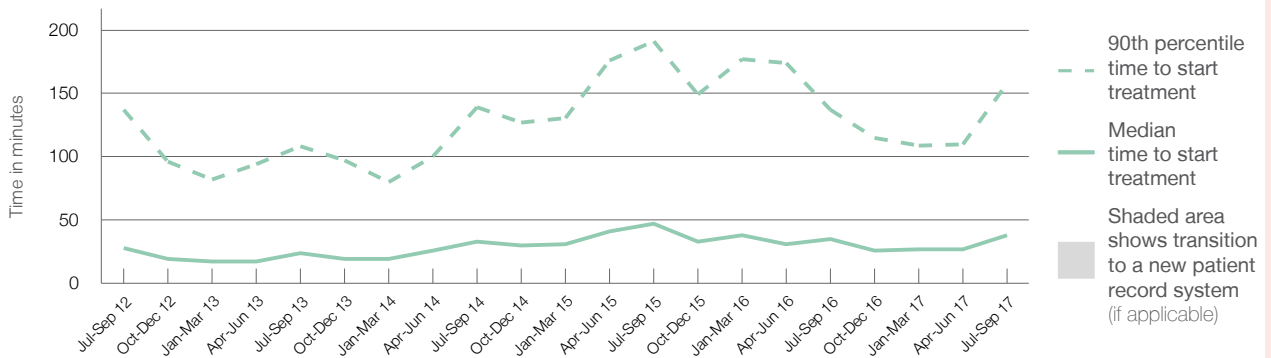
90th percentile time to start treatment<sup>5</sup>  158 minutes

Same period last year	NSW (this period)
1,836	1,536
35 minutes	26 minutes
137 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	28	24	33	47	35	38
90th percentile time to start treatment <sup>5</sup> (minutes)	137	108	139	191	137	158

(†) 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

July to September 2017

All presentations:<sup>1</sup> 18,747 patients

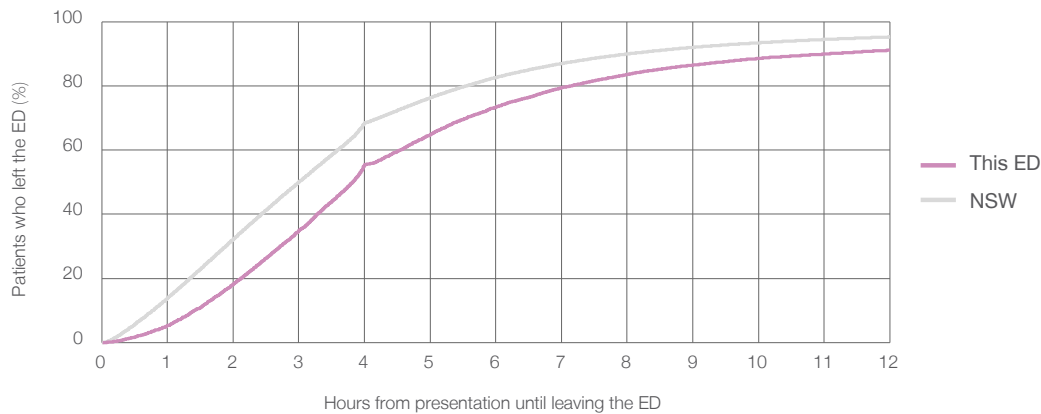
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Median time spent in the ED<sup>8</sup> 3 hours and 49 minutes

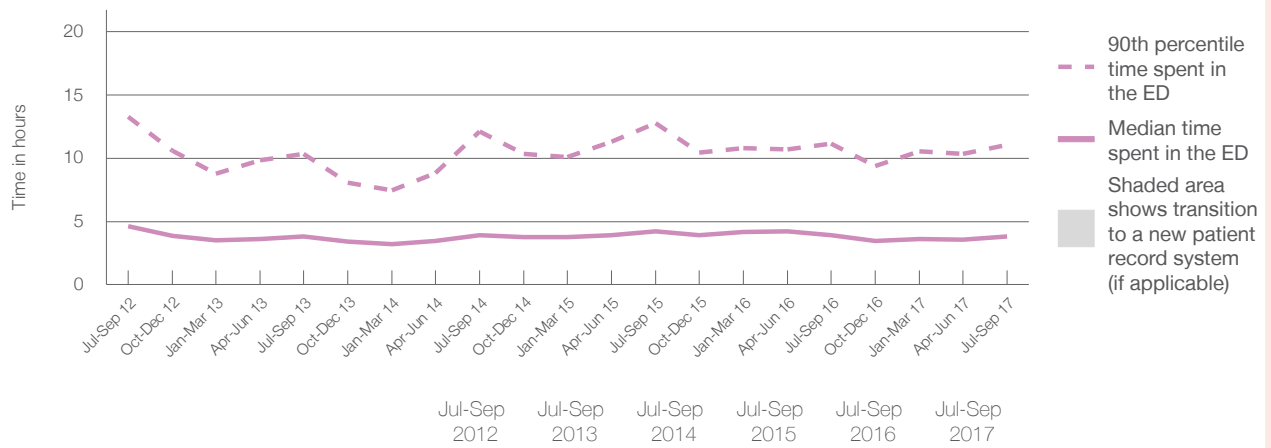
90th percentile time spent in the ED<sup>9</sup> 11 hours and 3 minutes

Same period last year	NSW (this period)
17,046	17,018
3 hours and 55 minutes	3 hours and 0 minutes
11 hours and 8 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m

(†) 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 By mode of separation July to September 2017

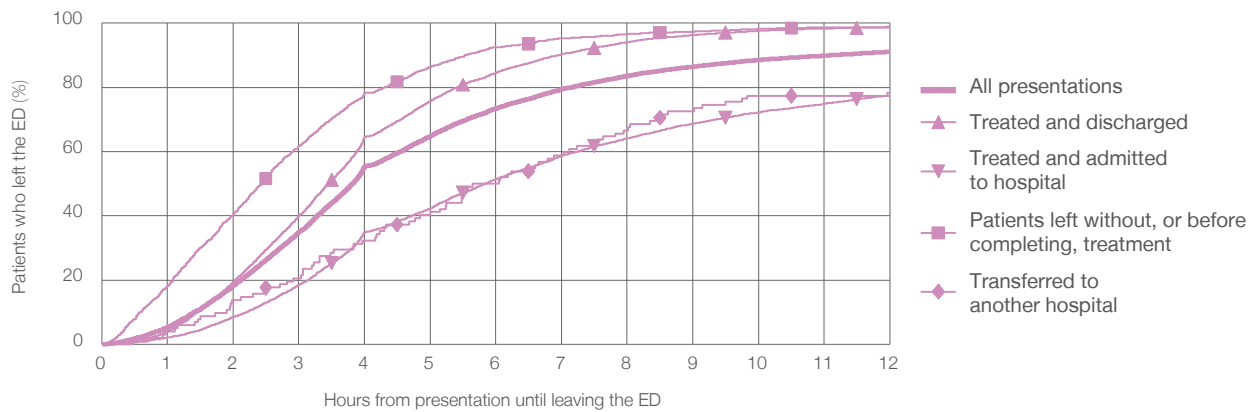
All presentations:<sup>1</sup> 18,747 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Treated and discharged	9,818 (52.4%)
Treated and admitted to hospital	6,676 (35.6%)
Patient left without, or before completing, treatment	1,838 (9.8%)
Transferred to another hospital	102 (0.5%)
Other	313 (1.7%)

Same period last year	Change since one year ago
17,018	10.1%
8,122	20.9%
7,084	-5.8%
1,683	9.2%
72	41.7%
85	268.2%

Percentage of patients who left the ED by time and mode of separation, July to September 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	4.0%	19.5%	40.0%	64.6%	84.6%	94.1%	97.6%	98.8%
Treated and admitted to hospital	2.1%	8.5%	18.5%	34.8%	51.4%	64.2%	72.2%	77.4%
Patient left without, or before completing, treatment	18.2%	40.7%	61.8%	78.3%	92.4%	96.6%	98.3%	98.8%
Transferred to another hospital	3.9%	13.7%	20.6%	32.4%	50.0%	66.7%	77.5%	78.4%
All presentations	5.4%	18.3%	34.9%	55.4%	73.4%	83.6%	88.5%	91.1%

(†) 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.



**Nepean 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:<sup>1</sup> 18,747 patients

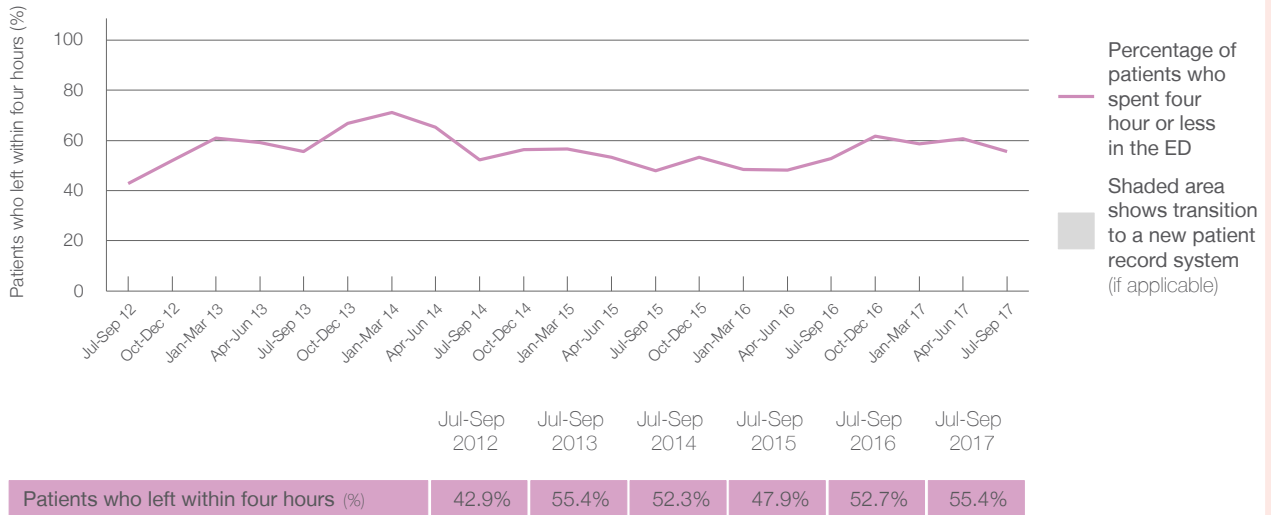
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

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>	17,046	10.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	17,018	10.1%
Percentage of patients who spent four hours or less in the ED	52.7%	

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.  
 † 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).