

## Canterbury Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 11,223 patients

Emergency presentations:<sup>2</sup> 11,169 patients

Same period last year	Change since one year ago
11,740	-4%
11,694	-4%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,127 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,161 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,743 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,105 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,087	
8 minutes	8 minutes
17 minutes	23 minutes
3,984	
19 minutes	20 minutes
61 minutes	65 minutes
5,405	
26 minutes	25 minutes
103 minutes	98 minutes
1,200	
26 minutes	22 minutes
114 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,220 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
11,739	-4%
77%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

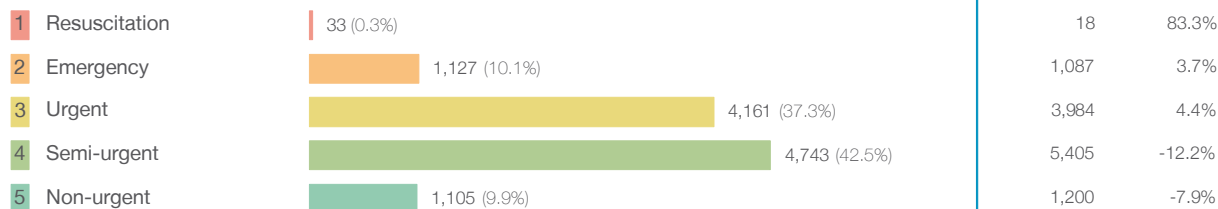
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Canterbury Hospital: Patients presenting to the emergency department

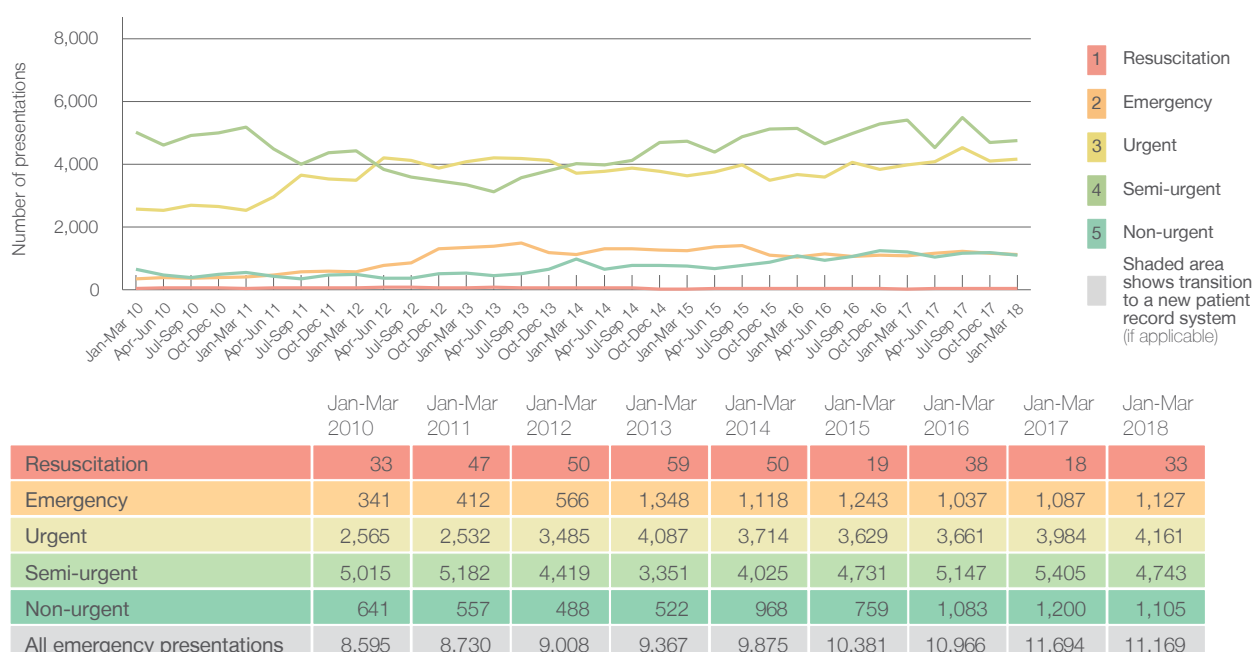
January to March 2018

All presentations:<sup>1</sup> 11,223 patients

Emergency presentations<sup>2</sup> by triage category: 11,169 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Canterbury Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,895 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.

## Canterbury Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,127

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,126

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

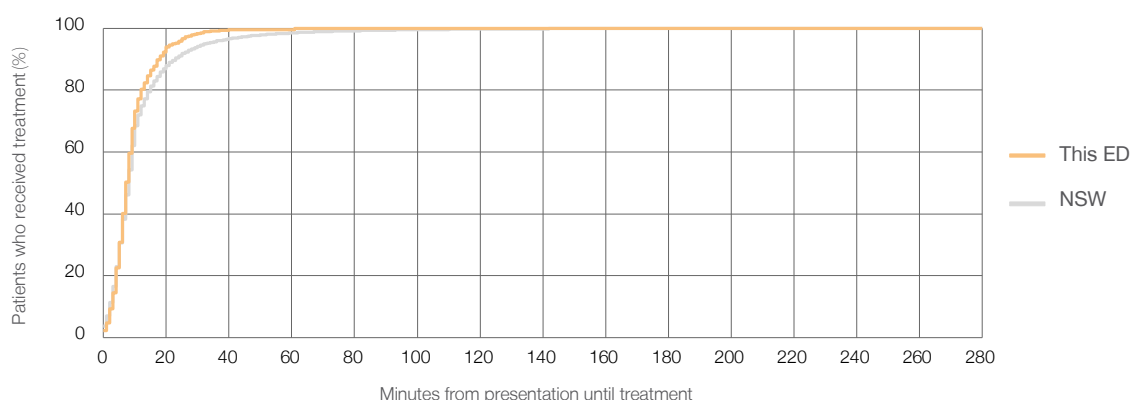
7 minutes

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

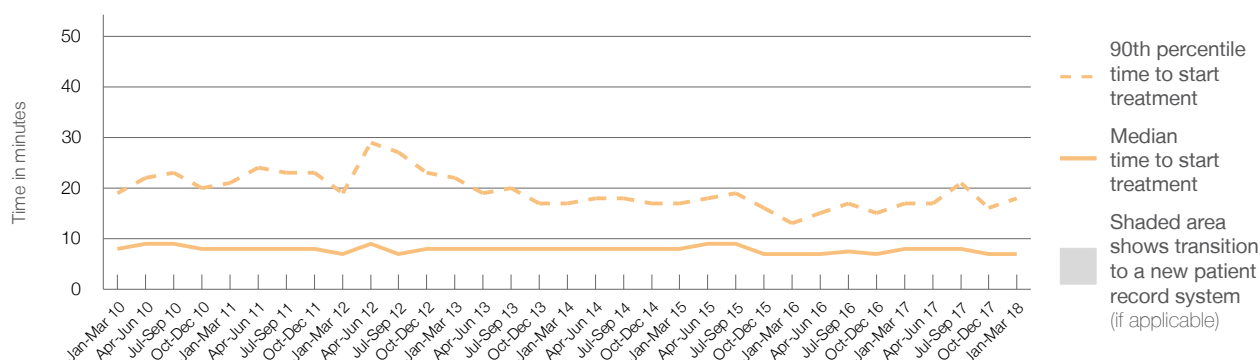
18 minutes

Same period last year	NSW (this period)
1,087	
1,081	
8 minutes	8 minutes
17 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	8	7	8	8	8	7	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	21	19	22	17	17	13	17	18

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## Canterbury Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,161

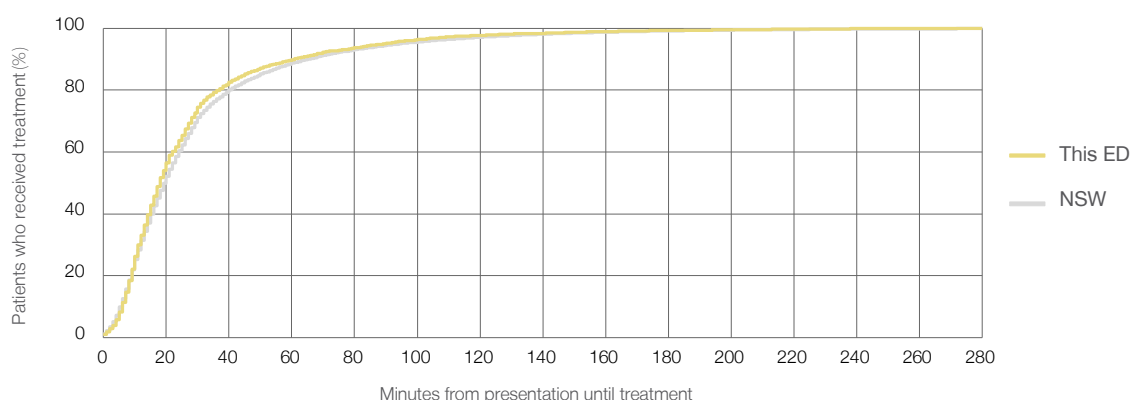
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,072

Median time to start treatment<sup>4</sup> 18 minutes

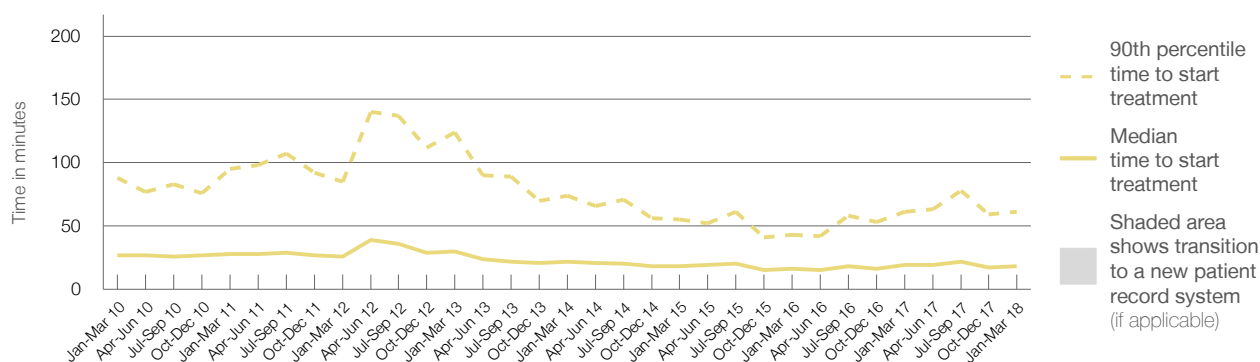
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
3,984	
3,889	
19 minutes	20 minutes
61 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	28	26	30	22	18	16	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	88	95	85	124	74	55	43	61	61

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## Canterbury Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,743

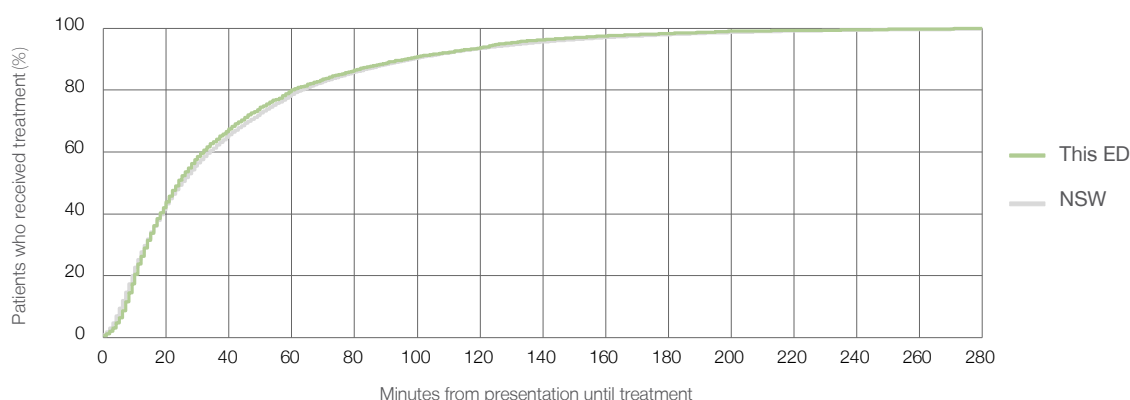
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,451

Median time to start treatment<sup>4</sup> 24 minutes

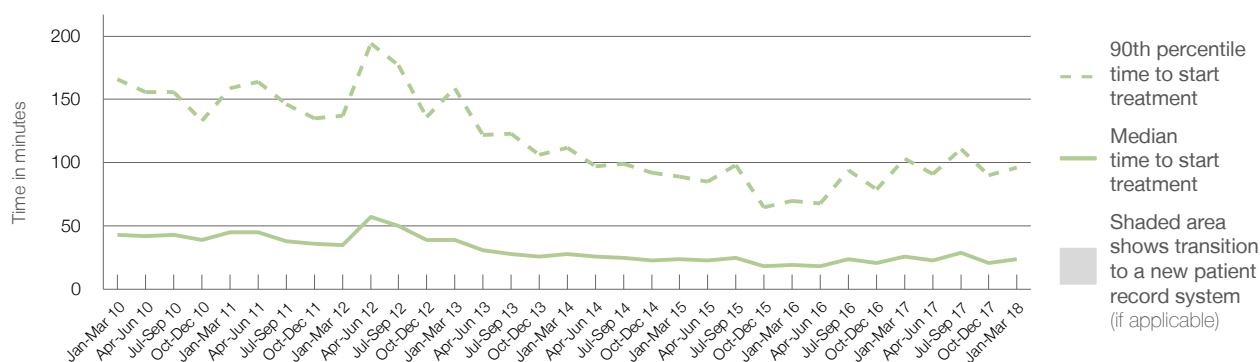
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
5,405	
4,949	
26 minutes	25 minutes
103 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	43	45	35	39	28	24	19	26	24
90th percentile time to start treatment <sup>5</sup> (minutes)	166	159	137	159	112	89	70	103	96

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## Canterbury Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,105

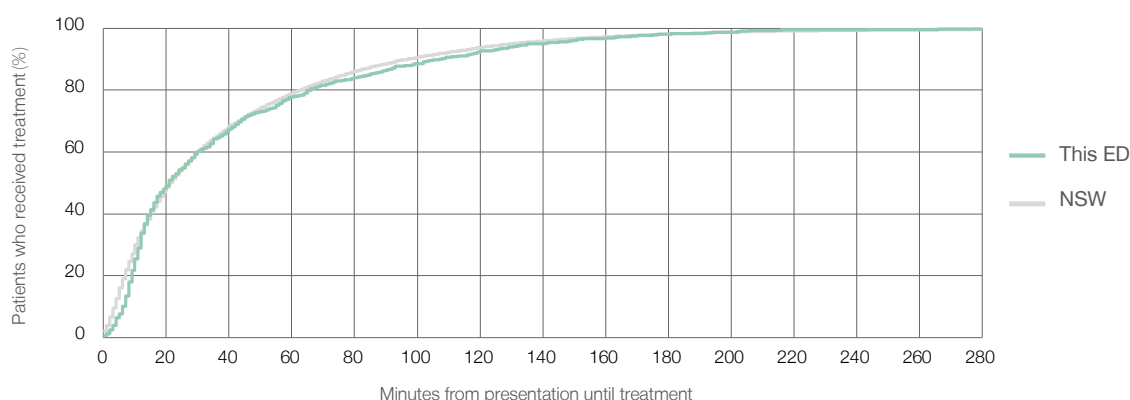
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 889

Median time to start treatment<sup>4</sup> 21 minutes

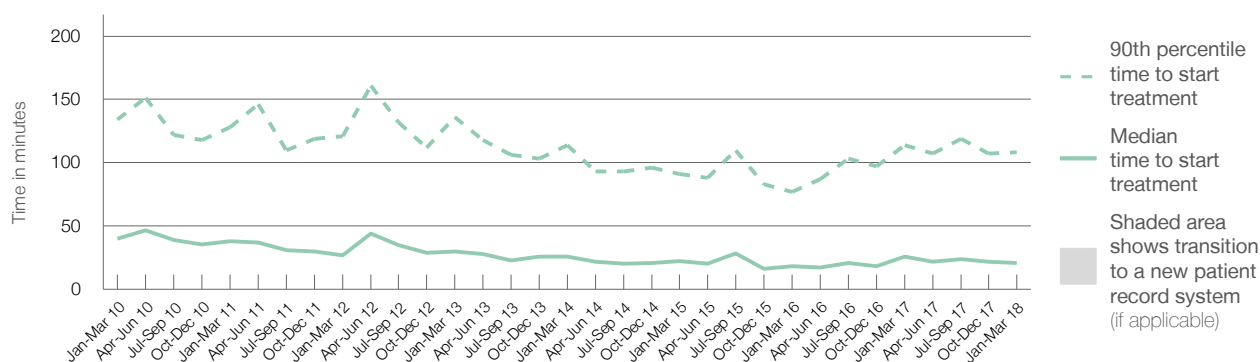
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,200	
907	
26 minutes	22 minutes
114 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	40	38	27	30	26	23	18	26	21
90th percentile time to start treatment <sup>5</sup> (minutes)	134	128	121	136	114	91	77	114	108

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## Canterbury Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 11,223 patients

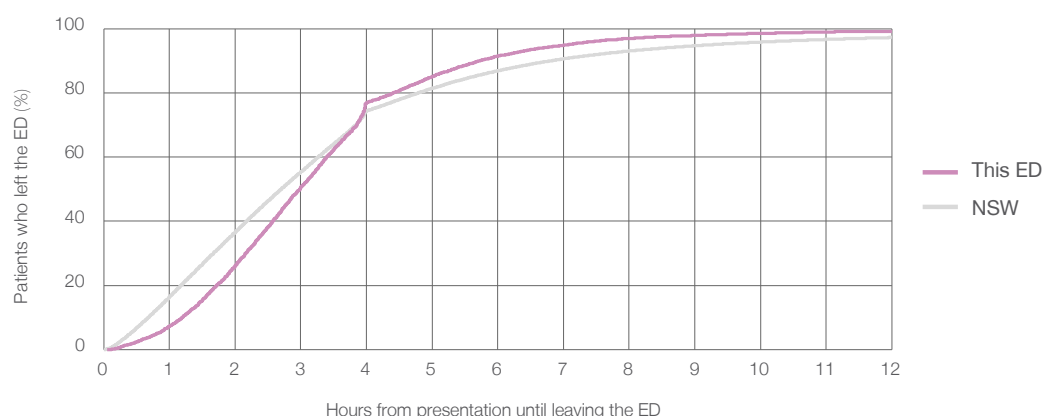
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,220 patients

Median time spent in the ED<sup>8</sup> 2 hours and 59 minutes

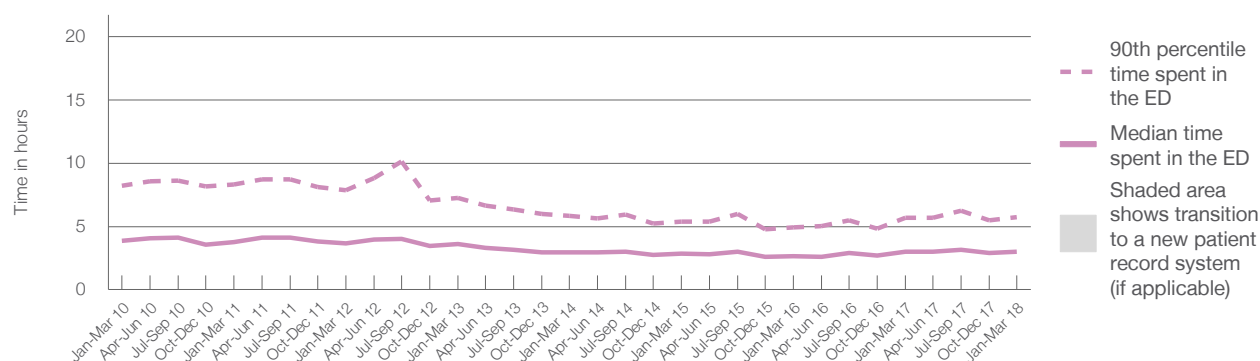
90th percentile time spent in the ED<sup>9</sup> 5 hours and 43 minutes

Same period last year	NSW (this period)
11,740	
11,739	
2 hours and 59 minutes	2 hours and 42 minutes
5 hours and 41 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 51m	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m	2h 59m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 14m	8h 20m	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m	5h 43m

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

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## Canterbury Hospital: Time patients spent in the ED

By mode of separation

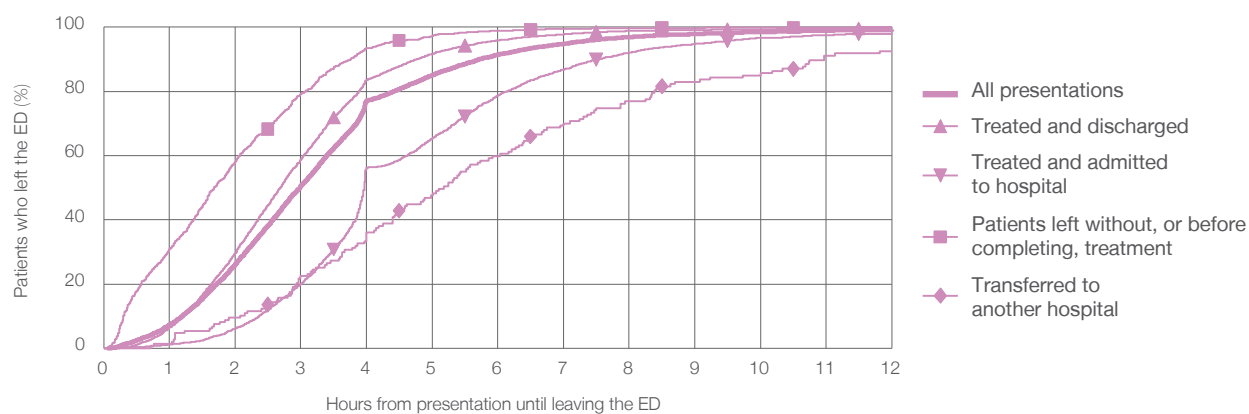
January to March 2018

All presentations:<sup>†</sup> 11,223 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 11,220 patients

		Same period last year	Change since one year ago
Treated and discharged	7,299 (65.0%)	11,739	-4%
Treated and admitted to hospital	2,788 (24.8%)	7,552	-3.4%
Patient left without, or before completing, treatment	968 (8.6%)	2,815	-1.0%
Transferred to another hospital	147 (1.3%)	1,220	-20.7%
Other	21 (0.2%)	115	27.8%
		38	-44.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	6.5%	29.8%	58.9%	83.6%	95.9%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.1%	6.2%	20.0%	56.3%	78.7%	92.0%	96.7%	98.1%
Patient left without, or before completing, treatment	30.9%	58.2%	79.2%	93.5%	99.0%	99.8%	99.9%	100%
Transferred to another hospital	1.4%	9.5%	22.4%	36.1%	59.9%	76.9%	85.7%	92.5%
All presentations	7.3%	26.2%	50.6%	77.1%	91.5%	96.9%	98.6%	99.2%

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## Canterbury Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 11,223 patients

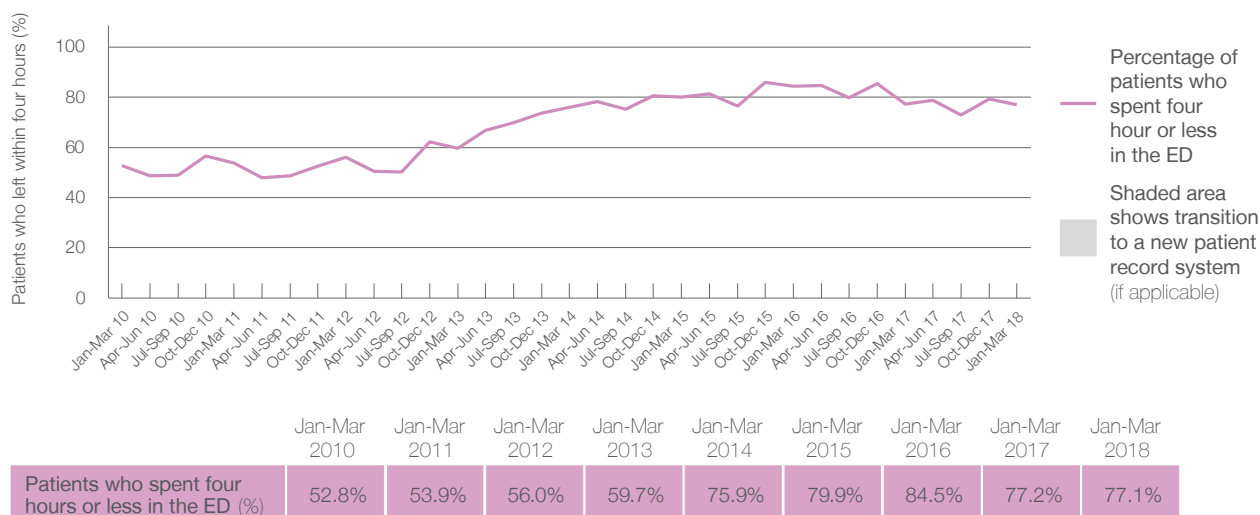
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,220 patients

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



Same period last year	Change since one year ago
11,740	-4%
11,739	-4%
77.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).