

Healthcare Quarterly

Emergency department

Nepean Blue Mountains Local Health District
Performance Profiles

July to September 2018

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

July to September 2018

All presentations:¹ 4,197 patients
 Emergency presentations:² 4,127 patients

	Same period last year	Change since one year ago
All presentations	4,491	-7%
Emergency presentations	4,420	-7%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 689 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,219 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,902 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 307 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 138 minutes

	Same period last year	NSW (this period)
Triage 2	674	
Median time to start treatment	8 minutes	8 minutes
90th percentile time to start treatment	28 minutes	28 minutes
Triage 3	1,194	
Median time to start treatment	20 minutes	21 minutes
90th percentile time to start treatment	96 minutes	72 minutes
Triage 4	2,123	
Median time to start treatment	33 minutes	26 minutes
90th percentile time to start treatment	146 minutes	105 minutes
Triage 5	393	
Median time to start treatment	38 minutes	22 minutes
90th percentile time to start treatment	171 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,195 patients

Percentage of patients who spent four hours or less in the ED 76%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,491	-7%
Percentage of patients who spent four hours or less in the ED	77%	

* 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, January to March 2018*.
- 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 16 October 2018).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2018

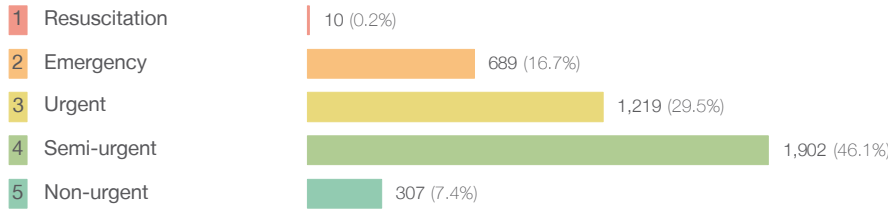
All presentations:¹ 4,197 patients

Same period last year
Change since one year ago

4,491 -7%

Emergency presentations² by triage category: 4,127 patients

4,420 -7%



36 -72.2%

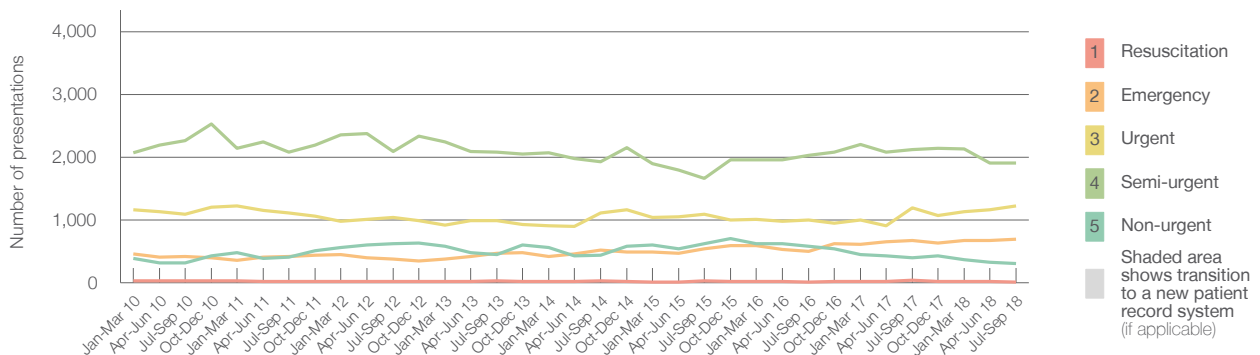
674 2.2%

1,194 2.1%

2,123 -10.4%

393 -21.9%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	26	22	18	28	29	28	12	36	10
Emergency	421	415	377	469	523	544	497	674	689
Urgent	1,091	1,114	1,039	991	1,109	1,088	997	1,194	1,219
Semi-urgent	2,263	2,080	2,086	2,083	1,922	1,665	2,033	2,123	1,902
Non-urgent	312	406	616	447	439	617	584	393	307
All emergency presentations	4,113	4,037	4,136	4,018	4,022	3,942	4,123	4,420	4,127

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 879 patients

Same period last year
Change since one year ago

842

ED Transfer of care time

Median time 14 minutes

12 minutes 2 minutes

90th percentile time 25 minutes

26 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 689

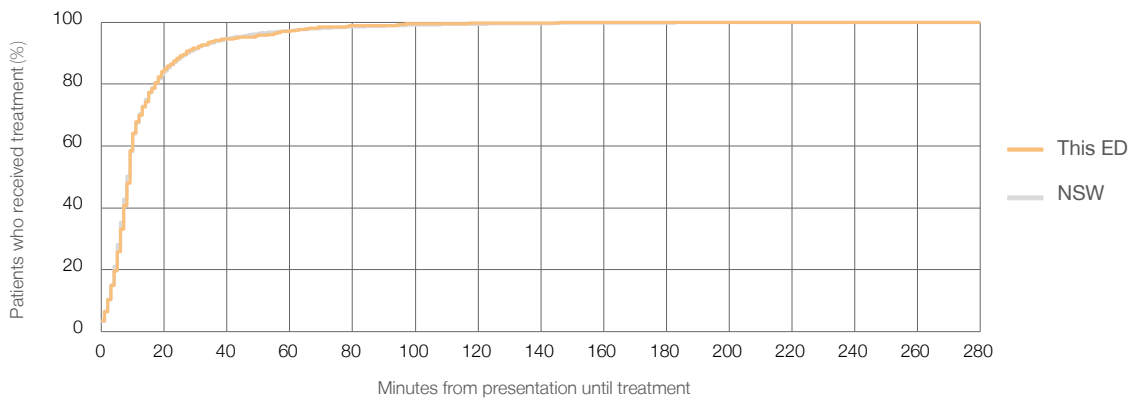
Number of triage 2 patients used to calculate waiting time:³ 689

Median time to start treatment⁴ 9 minutes

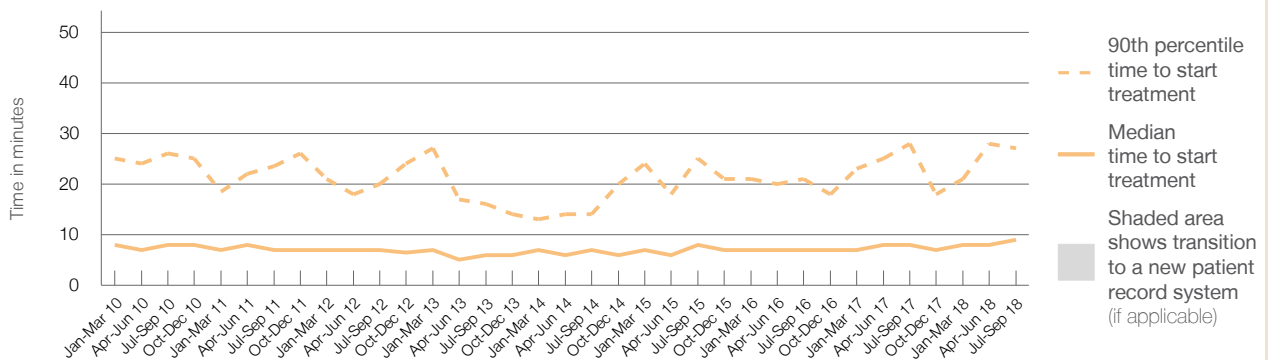
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
674	
672	
8 minutes	8 minutes
28 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	7	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	26	24	20	16	14	25	21	28	27

(†) 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 July to September 2018

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

Number of triage 3 patients: 1,219

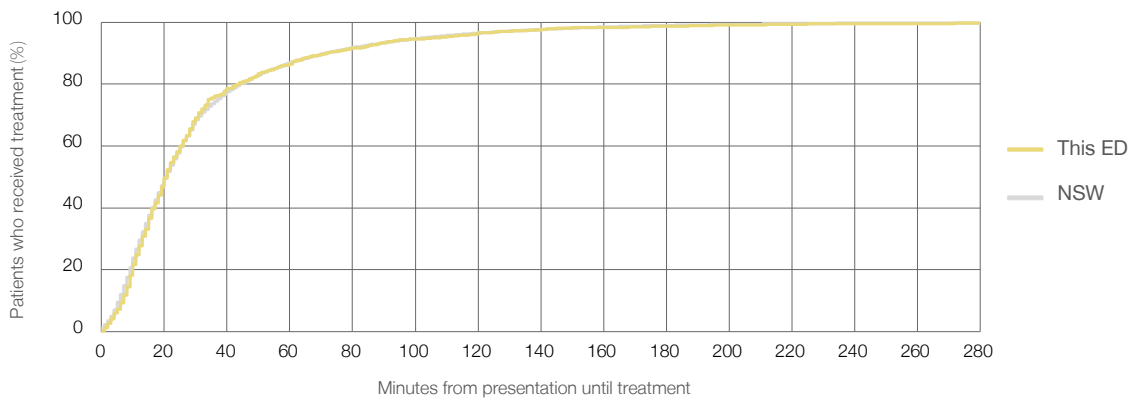
Number of triage 3 patients used to calculate waiting time:³ 1,210

Median time to start treatment⁴ 21 minutes

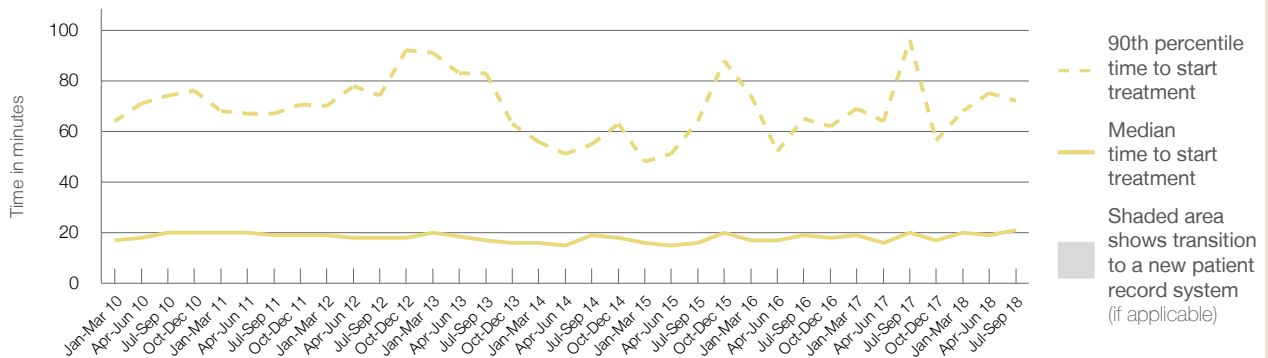
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,194	
1,171	
20 minutes	21 minutes
96 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	19	18	17	19	16	19	20	21
90th percentile time to start treatment ⁵ (minutes)	74	67	74	83	55	64	65	96	72

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,902

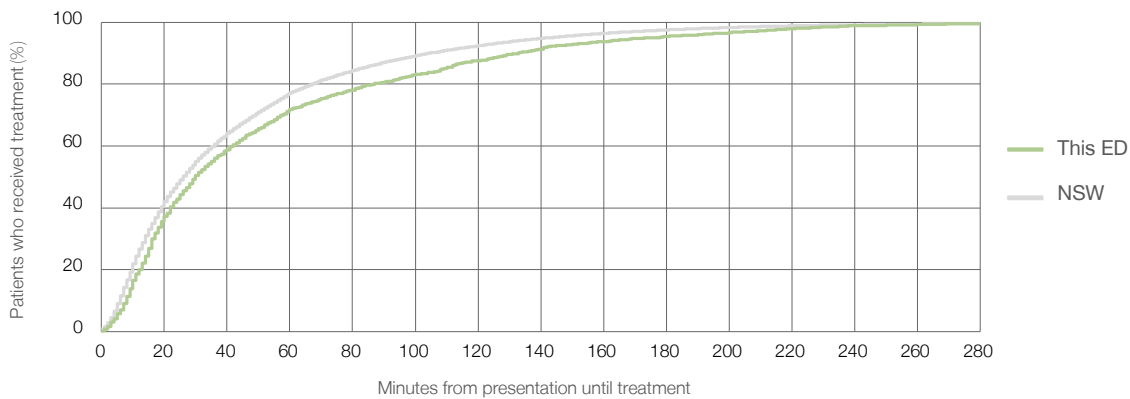
Number of triage 4 patients used to calculate waiting time:³ 1,796

Median time to start treatment⁴ 30 minutes

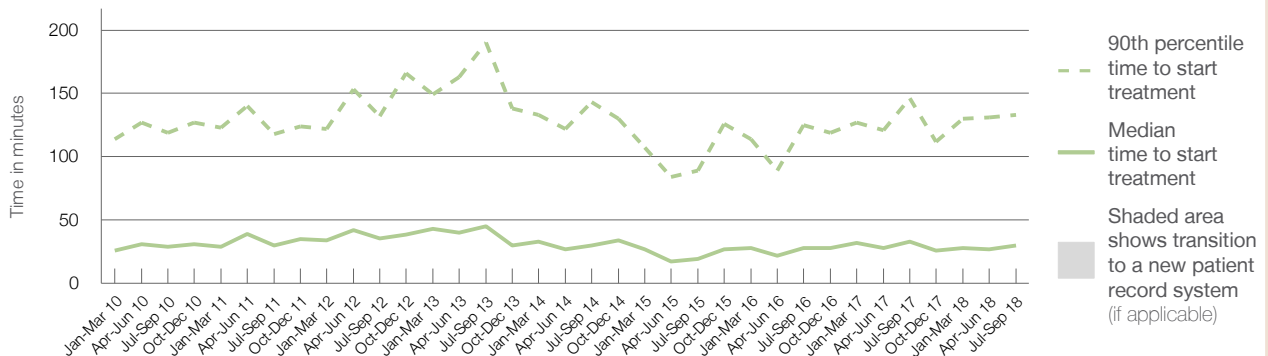
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,123	
1,968	
33 minutes	26 minutes
146 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	30	36	45	30	19	28	33	30
90th percentile time to start treatment ⁵ (minutes)	119	118	132	190	143	89	125	146	133

(†) 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 July to September 2018

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

Number of triage 5 patients: 307

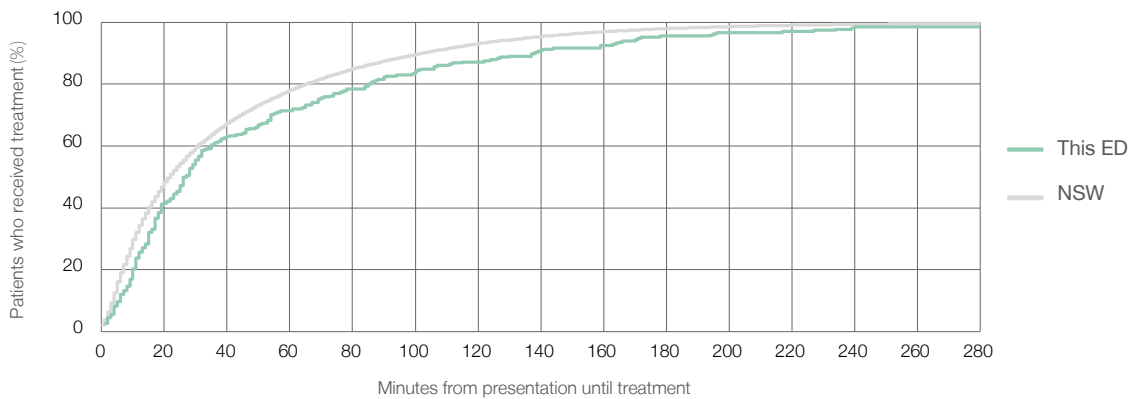
Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴ 27 minutes

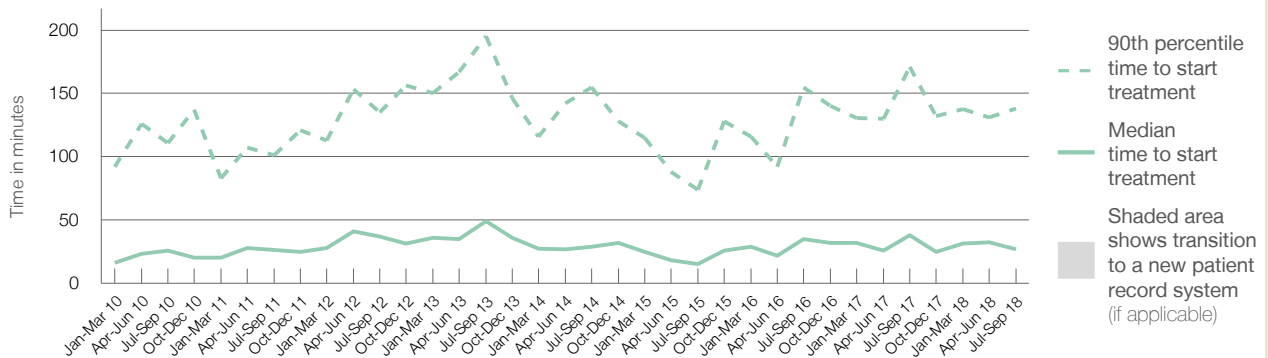
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
393	
328	
38 minutes	22 minutes
171 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	26	27	37	49	29	15	35	38	27
90th percentile time to start treatment ⁵ (minutes)	111	101	135	195	155	74	155	171	138

(†) 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

July to September 2018

All presentations:¹ 4,197 patients

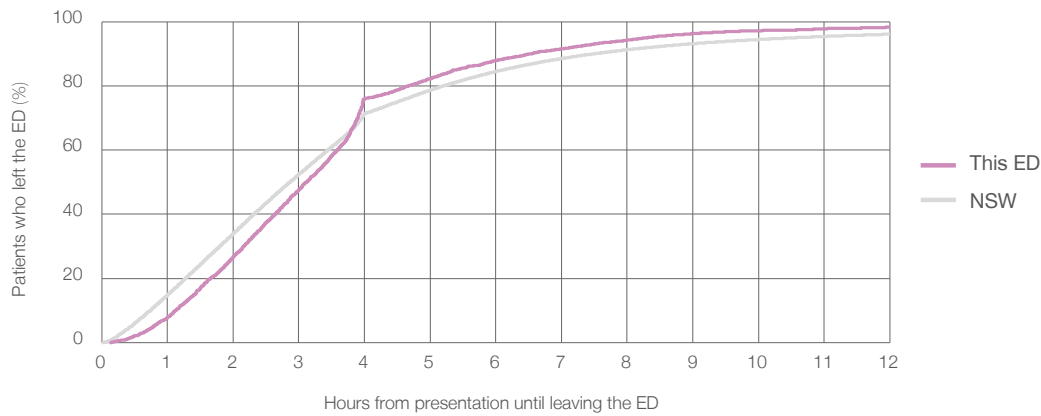
Presentations used to calculate time to leaving the ED:⁶ 4,195 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

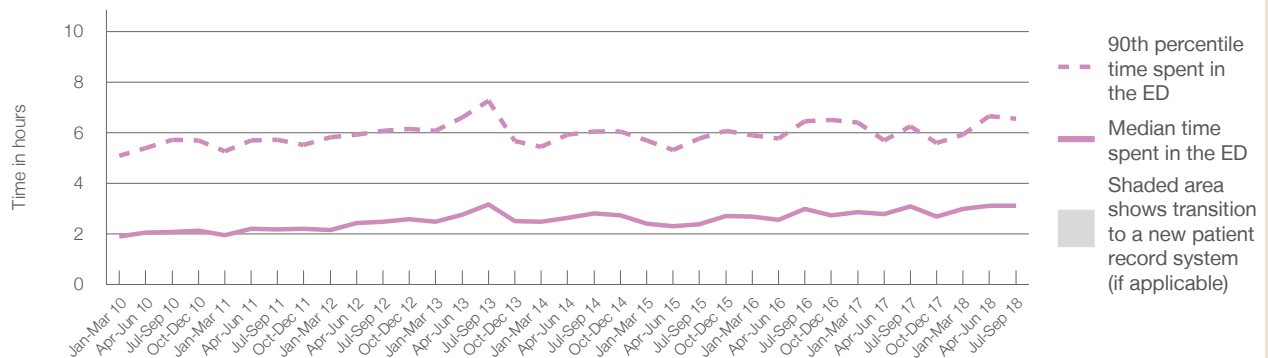
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
4,491	4,491
3 hours and 6 minutes	2 hours and 52 minutes
6 hours and 16 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 5m	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 43m	5h 43m	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 16m	6h 33m

(†) 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

July to September 2018

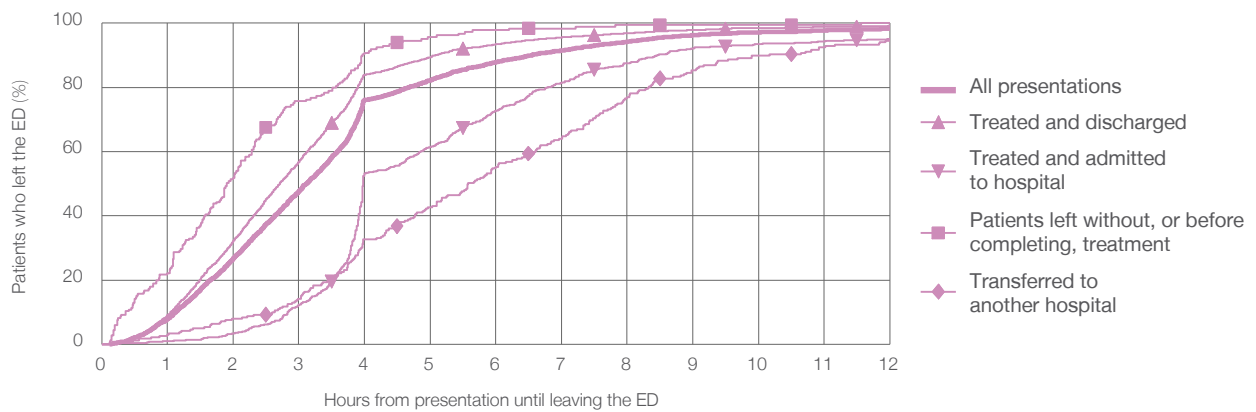
All presentations:¹ 4,197 patients

Presentations used to calculate time to leaving the ED:⁶ 4,195 patients

Treated and discharged	3,041 (72.5%)
Treated and admitted to hospital	719 (17.1%)
Patient left without, or before completing, treatment	185 (4.4%)
Transferred to another hospital	240 (5.7%)
Other	12 (0.3%)

Same period last year	Change since one year ago
4,491	-7%
3,181	-4.4%
823	-12.6%
277	-33.2%
198	21.2%
12	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	9.1%	32.3%	56.9%	84.0%	93.5%	96.8%	98.5%	99.2%
Treated and admitted to hospital	1.0%	3.3%	12.3%	53.2%	72.7%	87.6%	93.6%	95.1%
Patient left without, or before completing, treatment	22.2%	51.9%	75.7%	90.8%	97.8%	99.5%	99.5%	100%
Transferred to another hospital	2.9%	7.9%	14.2%	32.6%	55.2%	77.0%	90.0%	94.6%
All presentations	7.9%	26.9%	47.7%	76.1%	87.9%	94.3%	97.2%	98.3%

(†) 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 spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 4,197 patients

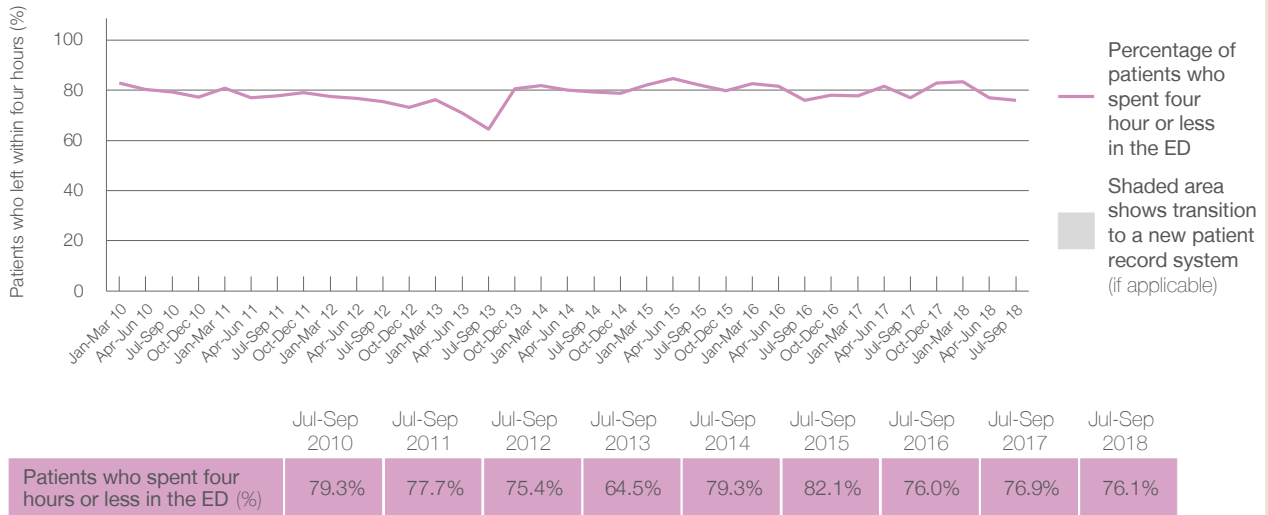
Presentations used to calculate time to leaving the ED: ⁶ 4,195 patients

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



Same period last year	Change since one year ago
4,491	-7%
4,491	-7%
76.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,603 patients
 Emergency presentations:² 6,360 patients

Same period last year	Change since one year ago
6,452	2%
6,213	2%



Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 969 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  32 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,992 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,125 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 246 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  60 minutes

Same period last year	NSW (this period)
772	
14 minutes	8 minutes
35 minutes	28 minutes
2,021	
18 minutes	21 minutes
49 minutes	72 minutes
3,073	
18 minutes	26 minutes
70 minutes	105 minutes
322	
16 minutes	22 minutes
63 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,603 patients

Percentage of patients who spent four hours or less in the ED  76%

Same period last year	Change since one year ago
6,452	2%
64%	

* 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, January to March 2018*.
- 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.

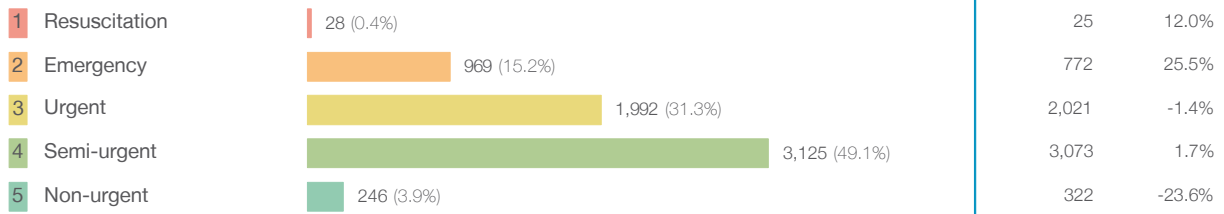
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2018

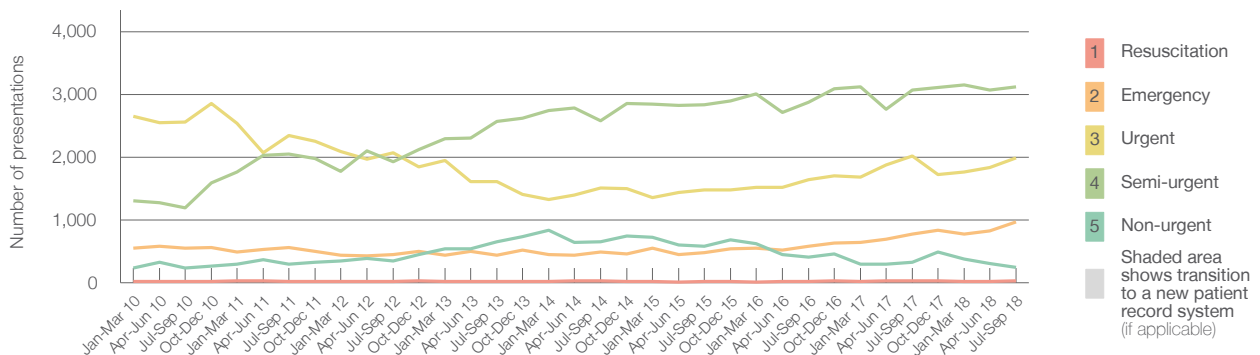
All presentations:¹ 6,603 patients

Emergency presentations² by triage category: 6,360 patients



Same period last year	Change since one year ago
6,452	2%
6,213	2%
25	12.0%
772	25.5%
2,021	-1.4%
3,073	1.7%
322	-23.6%

Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	23	15	24	20	25	16	21	25	28
Emergency	551	560	446	440	485	474	582	772	969
Urgent	2,564	2,344	2,068	1,607	1,505	1,481	1,640	2,021	1,992
Semi-urgent	1,192	2,051	1,922	2,567	2,580	2,838	2,872	3,073	3,125
Non-urgent	231	295	341	648	656	581	407	322	246
All emergency presentations	4,561	5,265	4,801	5,282	5,251	5,390	5,522	6,213	6,360

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,005 patients

ED Transfer of care time



Same period last year	Change since one year ago
990	
14 minutes	-3 minutes
34 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 July to September 2018

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

Number of triage 2 patients: 969

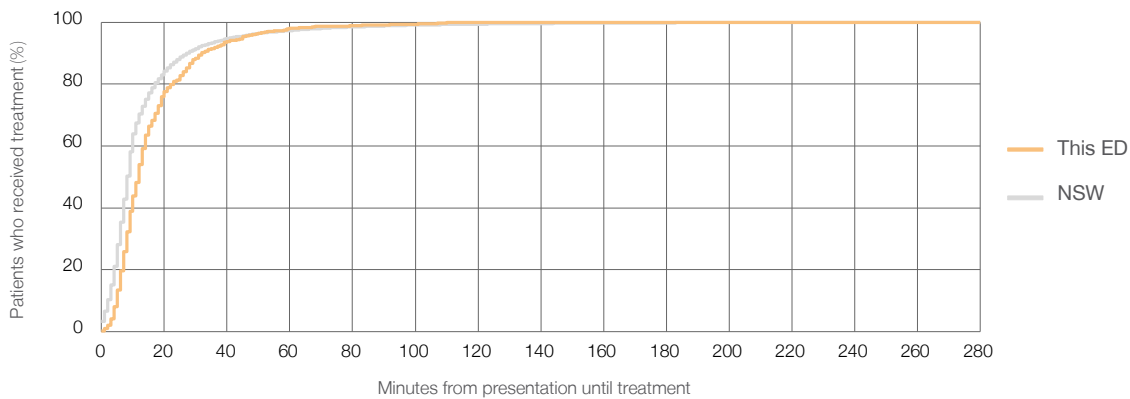
Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 12 minutes

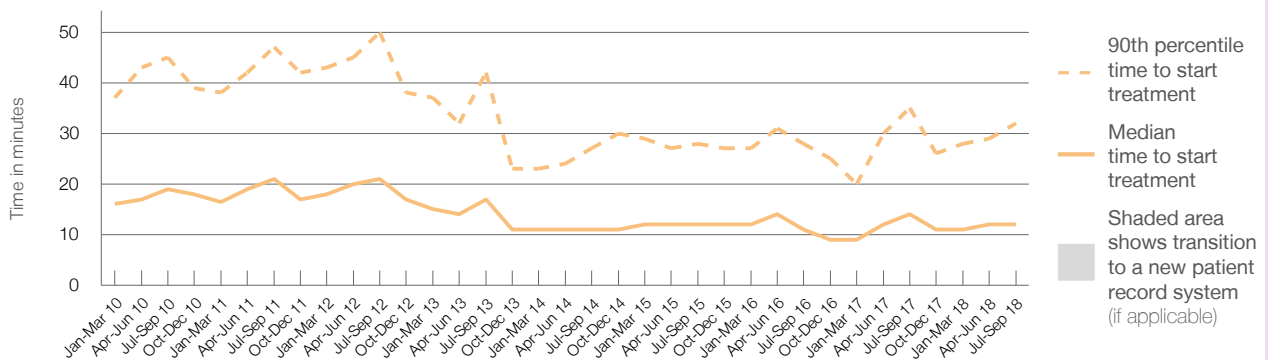
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
772	
769	
14 minutes	8 minutes
35 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	19	21	21	17	11	12	11	14	12
90th percentile time to start treatment ⁵ (minutes)	45	47	50	42	27	28	28	35	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.

(§) 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 July to September 2018

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

Number of triage 3 patients: 1,992

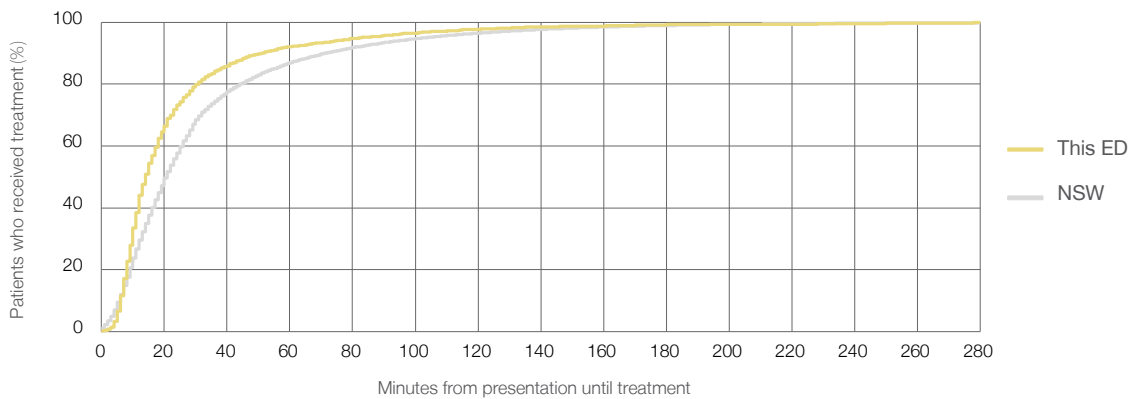
Number of triage 3 patients used to calculate waiting time:³ 1,985

Median time to start treatment⁴ 14 minutes

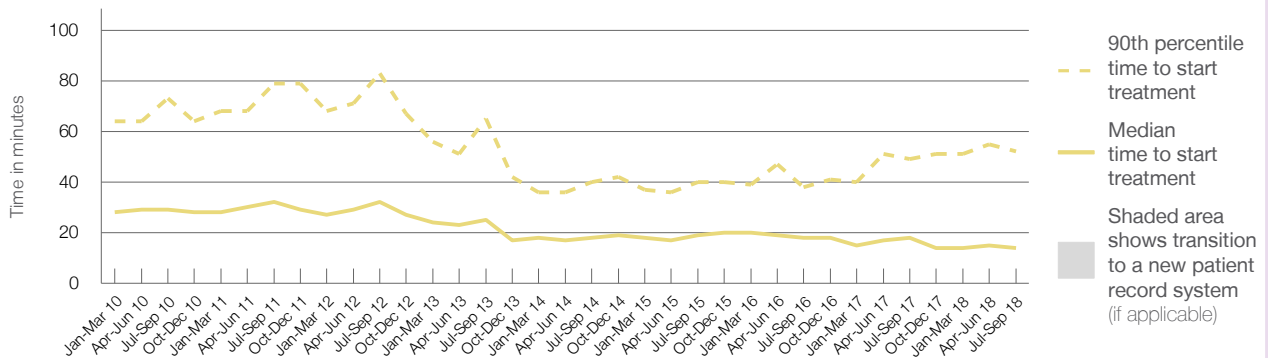
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,021	
1,997	
18 minutes	21 minutes
49 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	32	32	25	18	19	18	18	14
90th percentile time to start treatment ⁵ (minutes)	73	79	83	65	40	40	38	49	52

(†) 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 July to September 2018

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

Number of triage 4 patients: 3,125

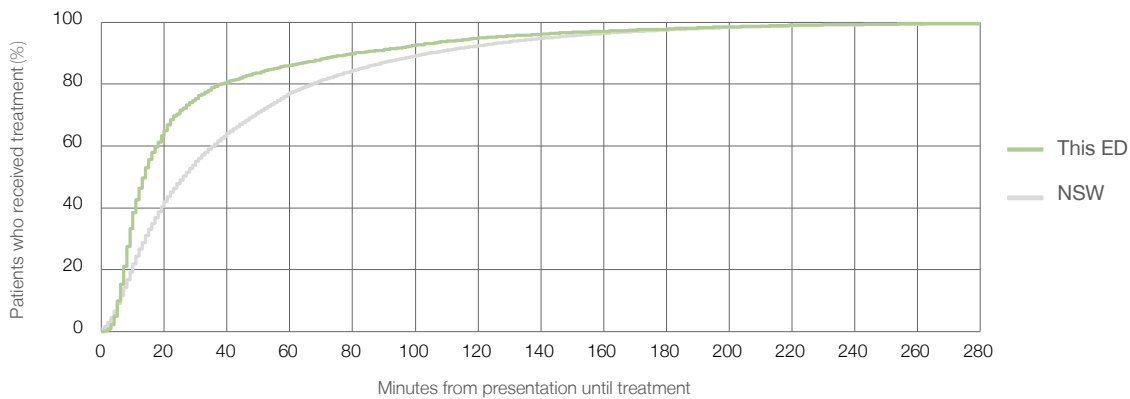
Number of triage 4 patients used to calculate waiting time:³ 3,061

Median time to start treatment⁴ 14 minutes

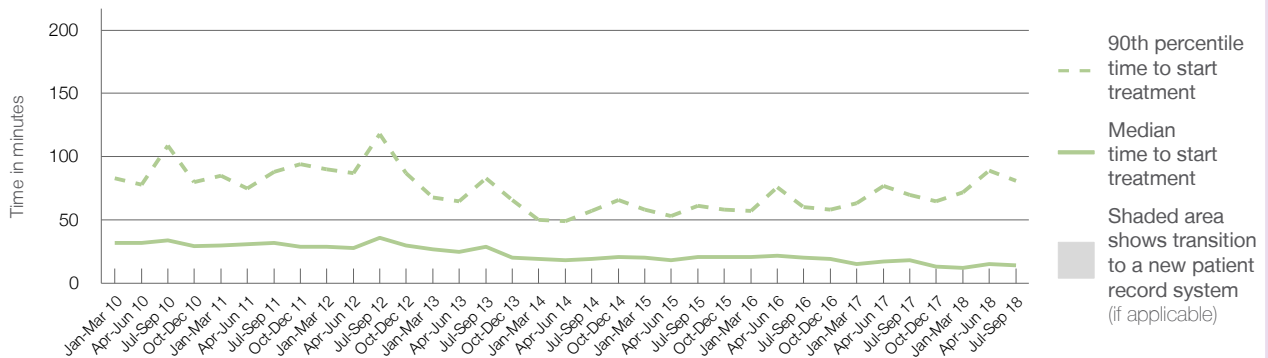
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
3,073	2,973
18 minutes	26 minutes
70 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	34	32	36	29	19	21	20	18	14
90th percentile time to start treatment ⁵ (minutes)	109	88	118	83	57	61	60	70	81

(†) 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 July to September 2018

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

Number of triage 5 patients: 246

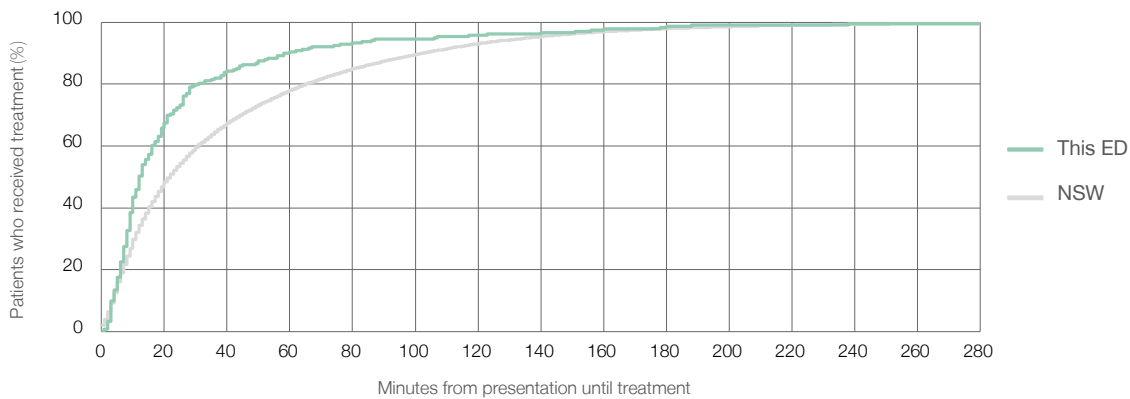
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 12 minutes

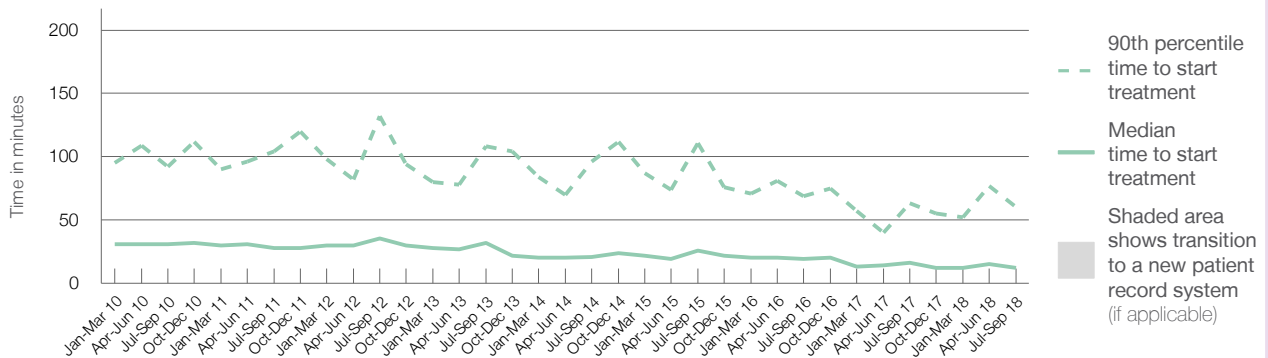
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
322	
293	
16 minutes	22 minutes
63 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	31	28	36	32	21	26	19	16	12
90th percentile time to start treatment ⁵ (minutes)	92	104	132	108	96	111	69	63	60

(†) 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

July to September 2018

All presentations:¹ 6,603 patients

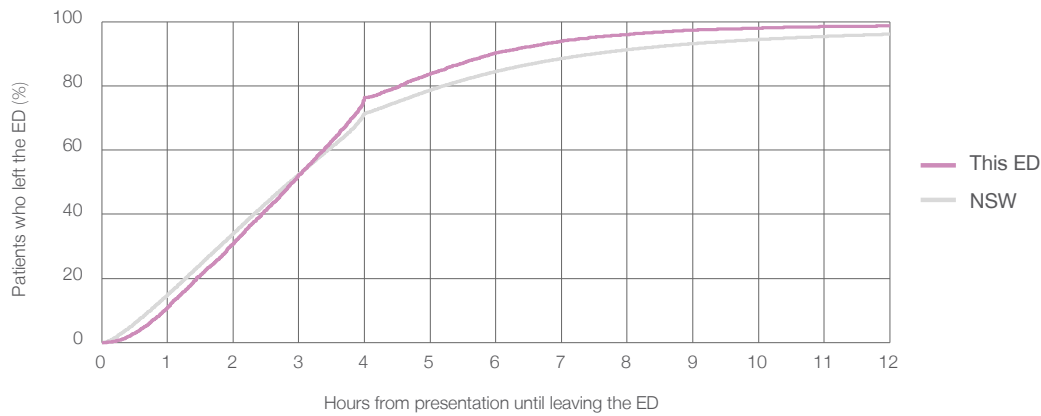
Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

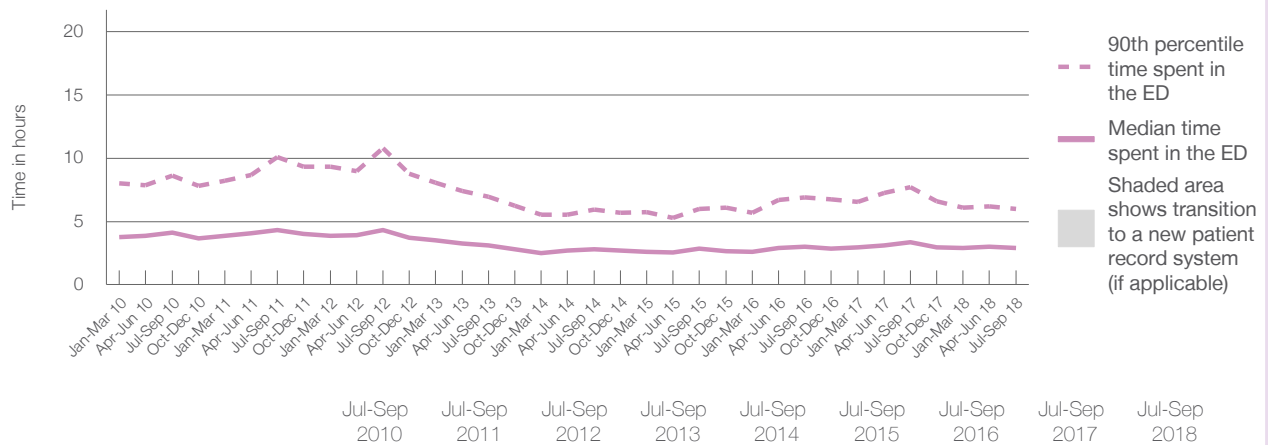
90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
6,452	6,452
3 hours and 22 minutes	2 hours and 52 minutes
7 hours and 43 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 6m	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	10h 5m	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m	5h 58m

(†) 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

July to September 2018

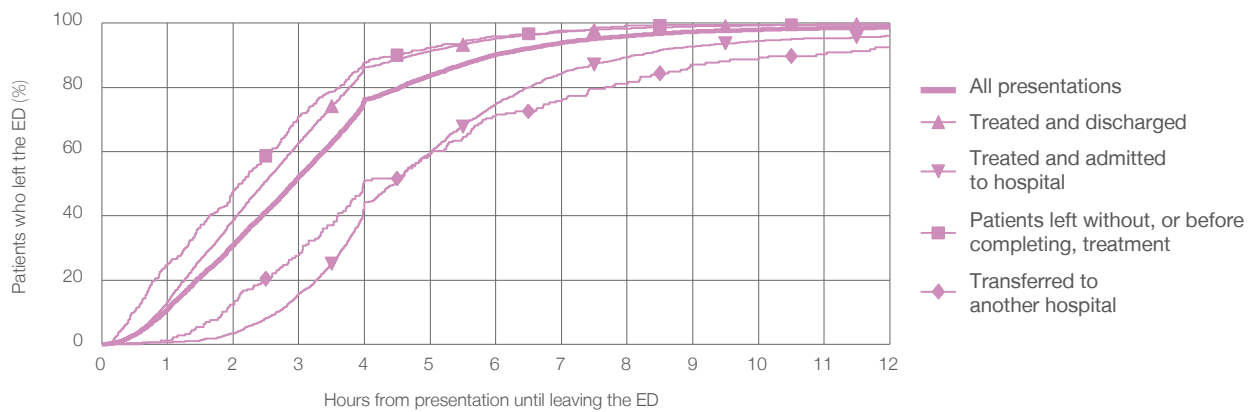
All presentations:¹ 6,603 patients

Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Treated and discharged	4,588 (69.5%)
Treated and admitted to hospital	1,422 (21.5%)
Patient left without, or before completing, treatment	400 (6.1%)
Transferred to another hospital	186 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,452	2%
4,180	9.8%
1,505	-5.5%
568	-29.6%
143	30.1%
56	-87.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	13.2%	38.7%	62.8%	86.4%	95.2%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.4%	15.8%	44.2%	75.0%	89.3%	94.4%	96.1%
Patient left without, or before completing, treatment	25.0%	47.8%	71.0%	87.8%	96.0%	99.3%	99.5%	99.5%
Transferred to another hospital	1.1%	12.4%	28.0%	51.1%	71.5%	81.2%	89.2%	92.5%
All presentations	10.9%	30.9%	52.2%	76.4%	90.3%	96.0%	98.0%	98.7%

(†) 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 July to September 2018

All presentations at the emergency department: ¹ 6,603 patients

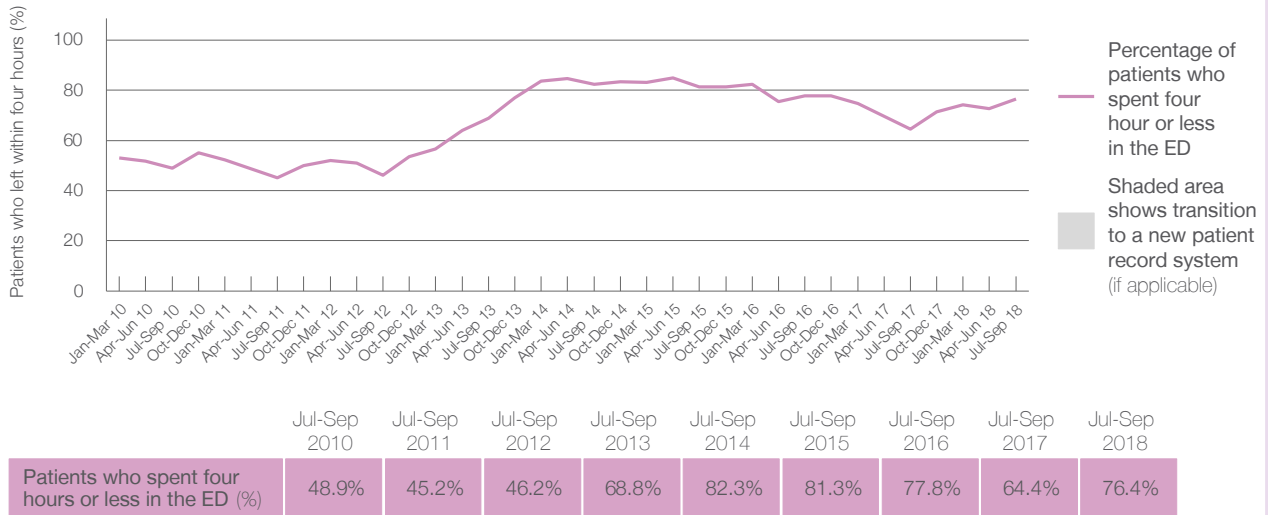
Presentations used to calculate time to leaving the ED: ⁶ 6,603 patients

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	6,452	2%
Presentations used to calculate time to leaving the ED	6,452	2%
Percentage of patients who spent four hours or less in the ED	64.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Lithgow Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 3,247 patients
Emergency presentations:² 3,157 patients

Same period last year	Change since one year ago
3,271	-1%
3,160	0%

Lithgow Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 313 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,192 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,311 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 326 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
337	
6 minutes	8 minutes
13 minutes	28 minutes
932	
12 minutes	21 minutes
46 minutes	72 minutes
1,490	
14 minutes	26 minutes
67 minutes	105 minutes
383	
11 minutes	22 minutes
69 minutes	103 minutes

Lithgow Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,247 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,271	-1%
84%	

* 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, January to March 2018*.
- 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.

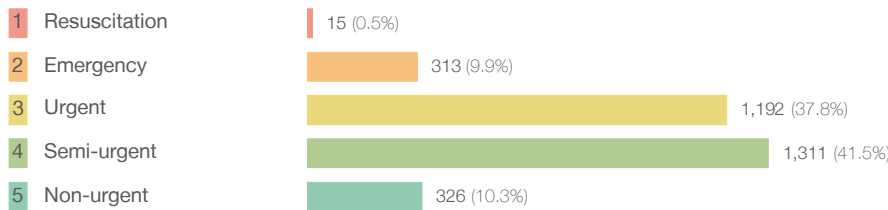
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Lithgow Hospital: Patients presenting to the emergency department

July to September 2018

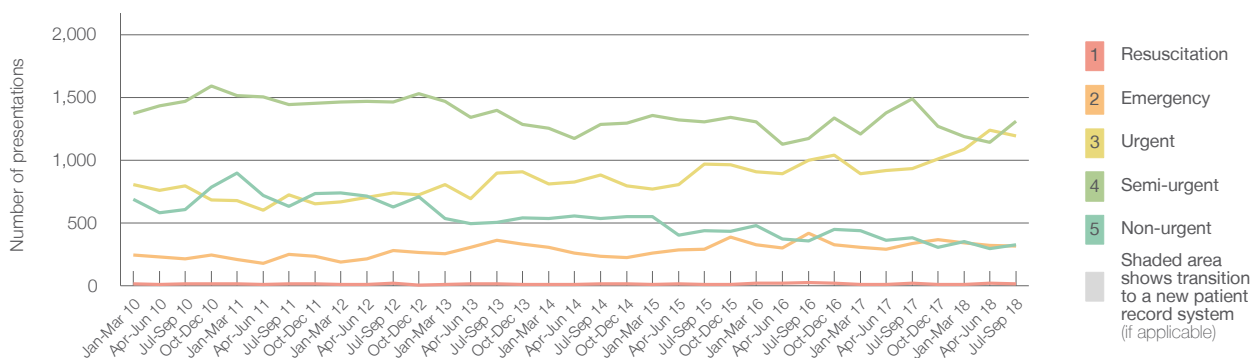
All presentations:¹ 3,247 patients

Emergency presentations² by triage category: 3,157 patients



Same period last year	Change since one year ago
3,271	-1%
3,160	0%
18	-16.7%
337	-7.1%
932	27.9%
1,490	-12.0%
383	-14.9%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	17	17	21	15	15	8	24	18	15
Emergency	212	247	278	359	236	289	420	337	313
Urgent	794	726	738	896	883	969	999	932	1,192
Semi-urgent	1,466	1,441	1,461	1,395	1,286	1,307	1,171	1,490	1,311
Non-urgent	606	633	628	505	534	439	354	383	326
All emergency presentations	3,095	3,064	3,126	3,170	2,954	3,012	2,968	3,160	3,157

Lithgow Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 624 patients

ED Transfer of care time



Same period last year	Change since one year ago
597	
10 minutes	-1 minute
21 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.

Lithgow Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 313

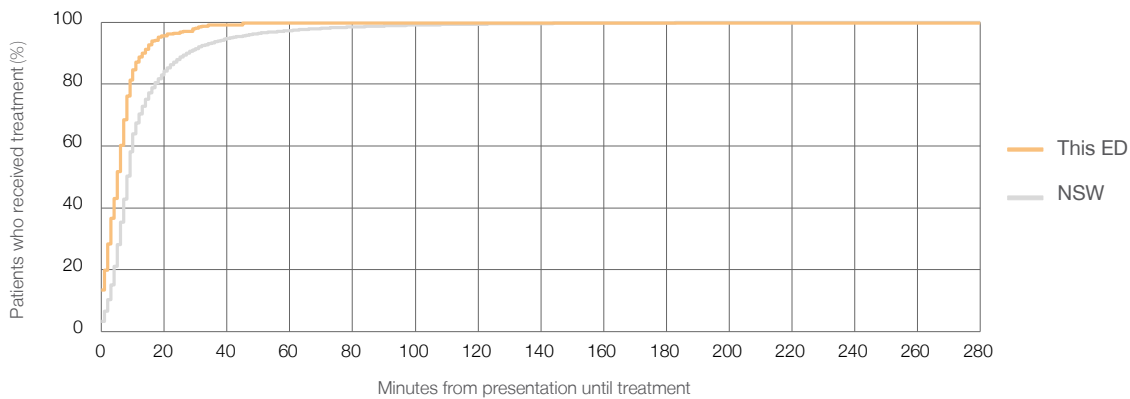
Number of triage 2 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ ■ 5 minutes

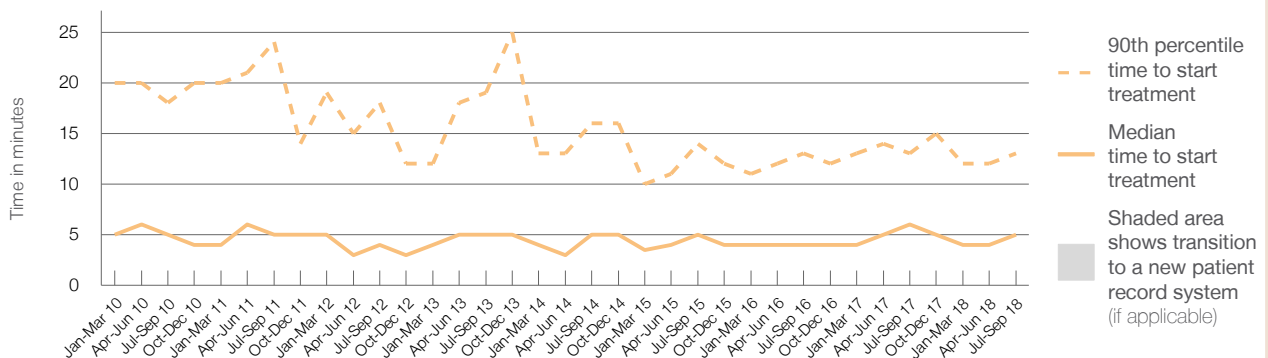
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
337	337
6 minutes	8 minutes
13 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	5	4	5	5	5	4	6	5
90th percentile time to start treatment ⁵ (minutes)	18	24	18	19	16	14	13	13	13

(†) 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 Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,192

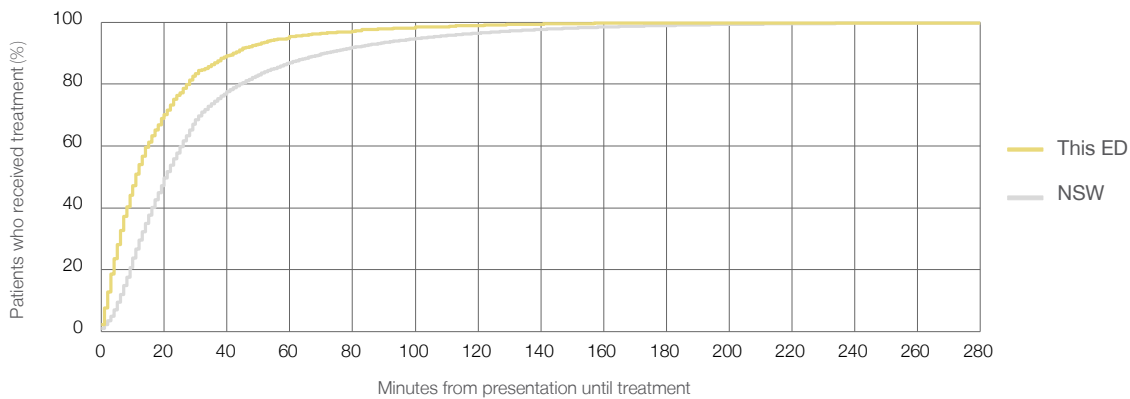
Number of triage 3 patients used to calculate waiting time:³ 1,185

Median time to start treatment⁴ 11 minutes

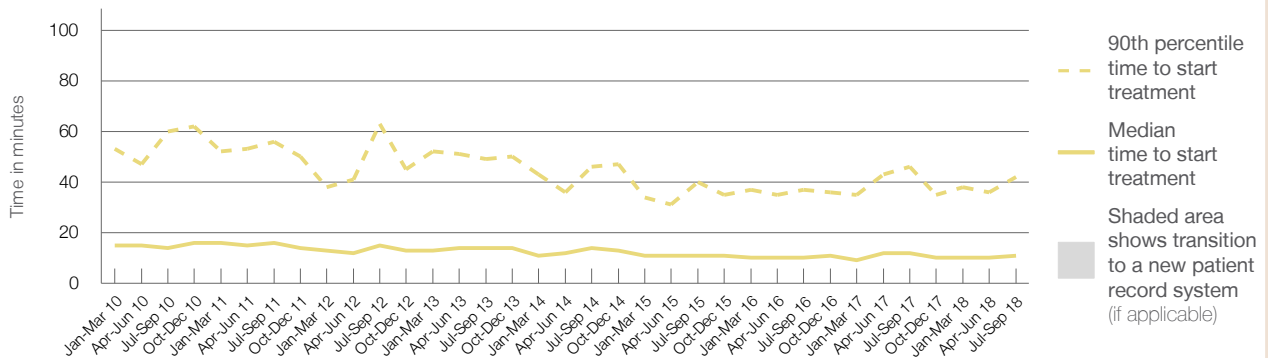
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
932	
917	
12 minutes	21 minutes
46 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	14	16	15	14	14	11	10	12	11
90th percentile time to start treatment ⁵ (minutes)	60	56	63	49	46	40	37	46	42

(†) 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 Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,311

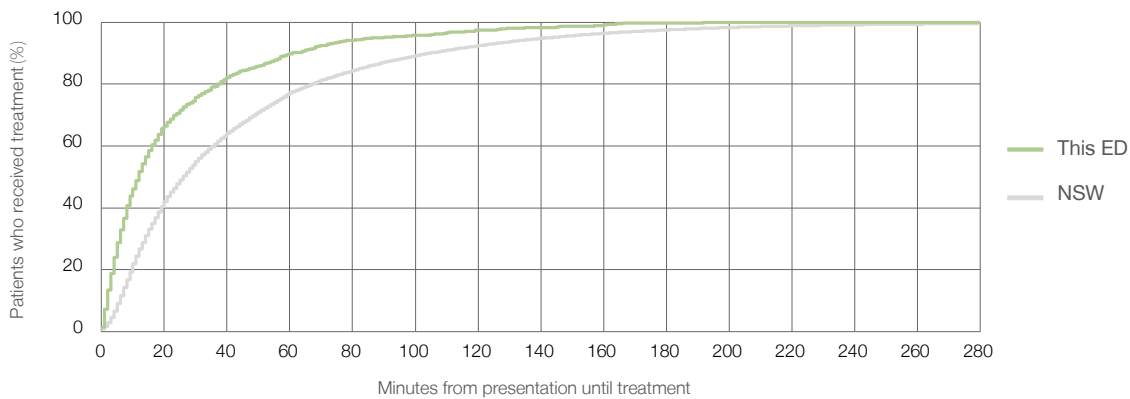
Number of triage 4 patients used to calculate waiting time:³ 1,278

Median time to start treatment⁴ 12 minutes

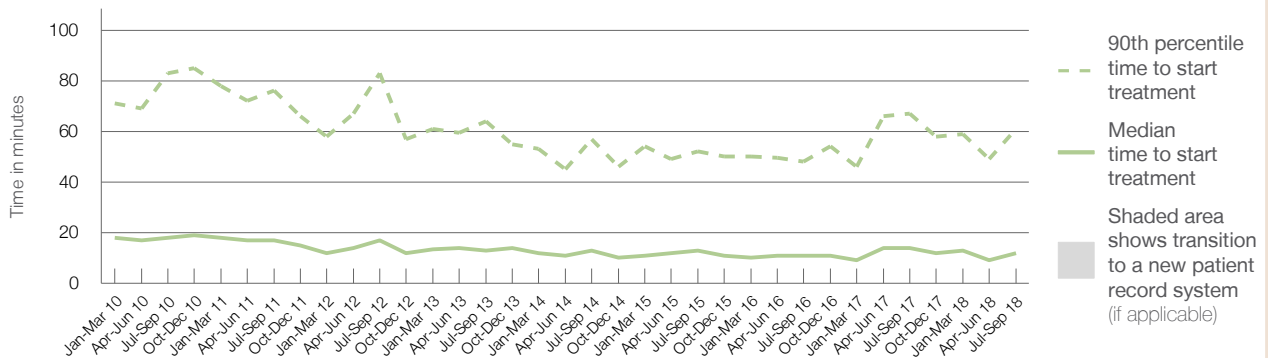
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,490	1,446
14 minutes	26 minutes
67 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18	17	17	13	13	13	11	14	12
90th percentile time to start treatment ⁵ (minutes)	83	76	83	64	57	52	48	67	61

(†) 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 Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 326

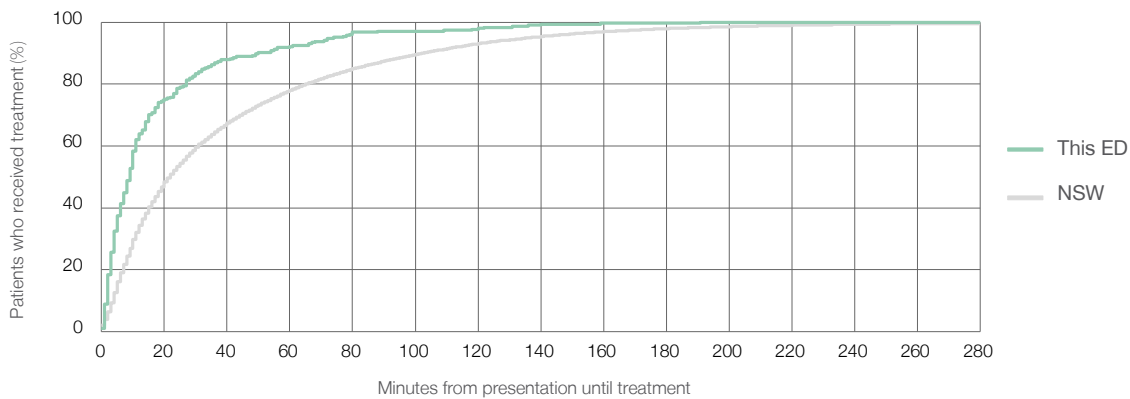
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 9 minutes

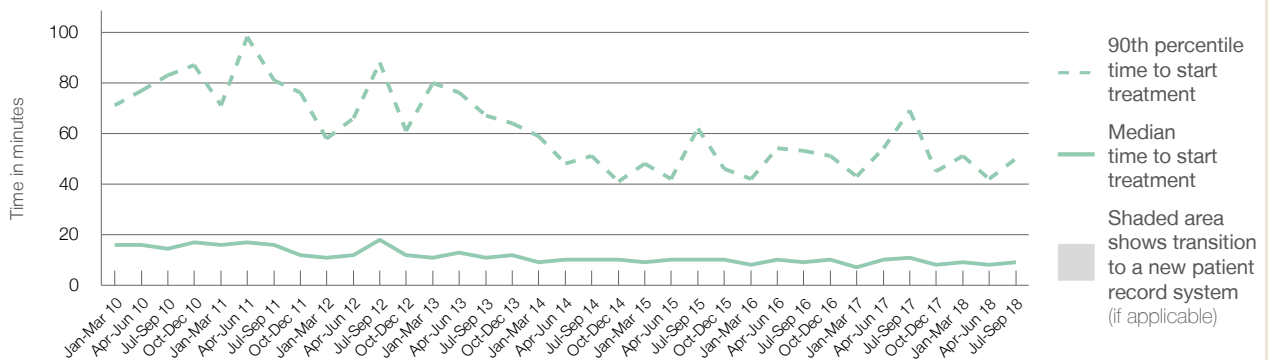
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
383	361
11 minutes	22 minutes
69 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15	16	18	11	10	10	9	11	9
90th percentile time to start treatment ⁵ (minutes)	83	81	88	67	51	62	53	69	50

(†) 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 Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 3,247 patients

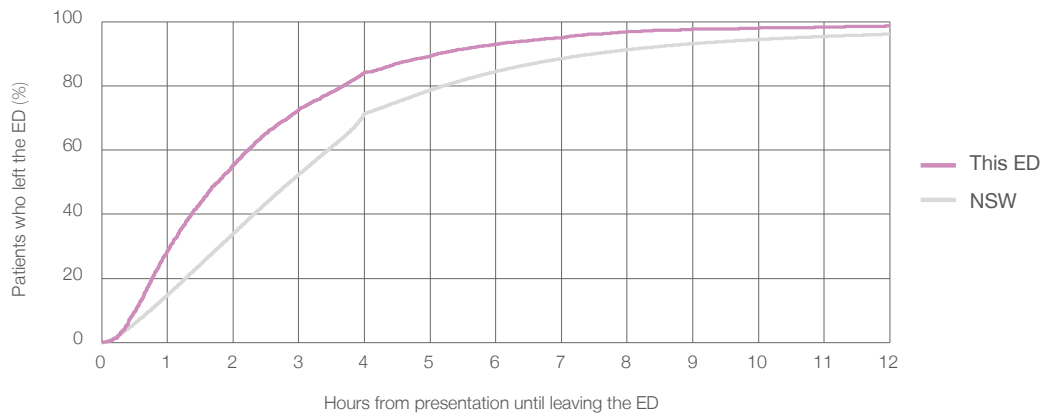
Presentations used to calculate time to leaving the ED:⁶ 3,247 patients

Median time spent in the ED⁸ ■ 1 hours and 46 minutes

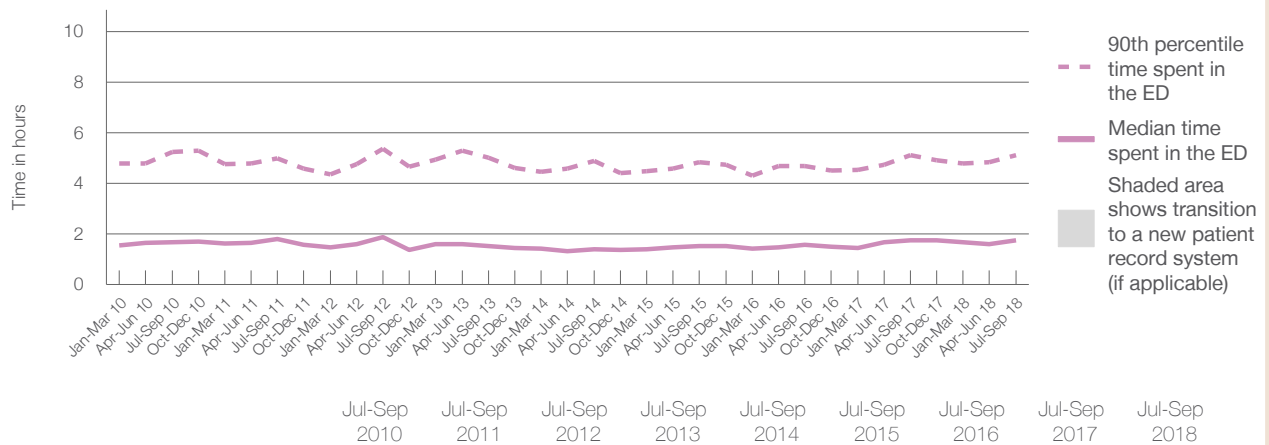
90th percentile time spent in the ED⁹ ■ 5 hours and 7 minutes

Same period last year	NSW (this period)
3,271	3,271
1 hours and 45 minutes	2 hours and 52 minutes
5 hours and 7 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



(†) 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 Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

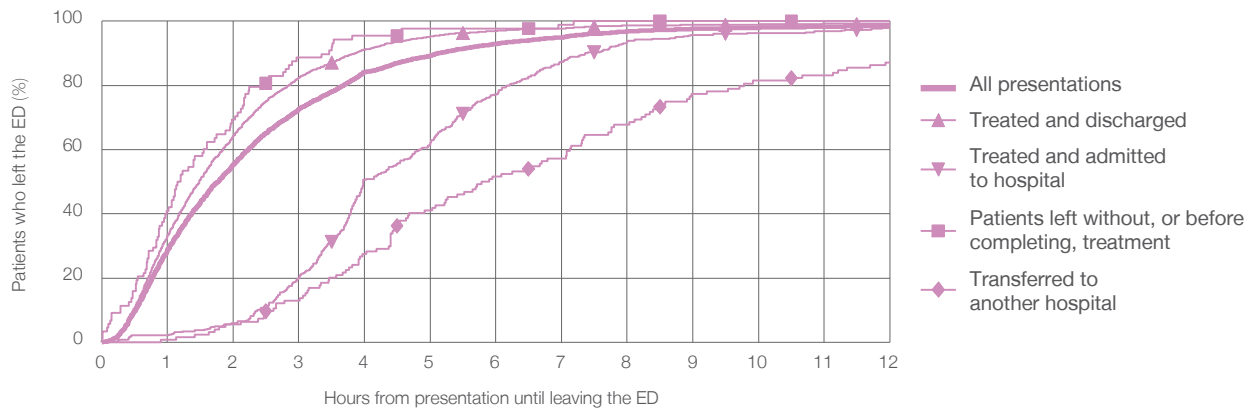
All presentations:¹ 3,247 patients

Presentations used to calculate time to leaving the ED:⁶ 3,247 patients

Treated and discharged	2,640 (81.3%)
Treated and admitted to hospital	381 (11.7%)
Patient left without, or before completing, treatment	88 (2.7%)
Transferred to another hospital	124 (3.8%)
Other	14 (0.4%)

Same period last year	Change since one year ago
3,271	-1%
2,714	-2.7%
344	10.8%
91	-3.3%
113	9.7%
9	55.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	33.4%	64.4%	82.4%	91.2%	97.0%	98.6%	99.0%	99.2%
Treated and admitted to hospital	2.1%	6.0%	19.9%	50.7%	77.2%	93.7%	96.3%	97.9%
Patient left without, or before completing, treatment	40.9%	69.3%	88.6%	95.5%	97.7%	100%	100%	100%
Transferred to another hospital	0.8%	5.6%	12.9%	27.4%	51.6%	67.7%	81.5%	87.1%
All presentations	28.8%	55.5%	72.6%	84.1%	92.9%	96.9%	98.0%	98.6%

(†) 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 Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 3,247 patients

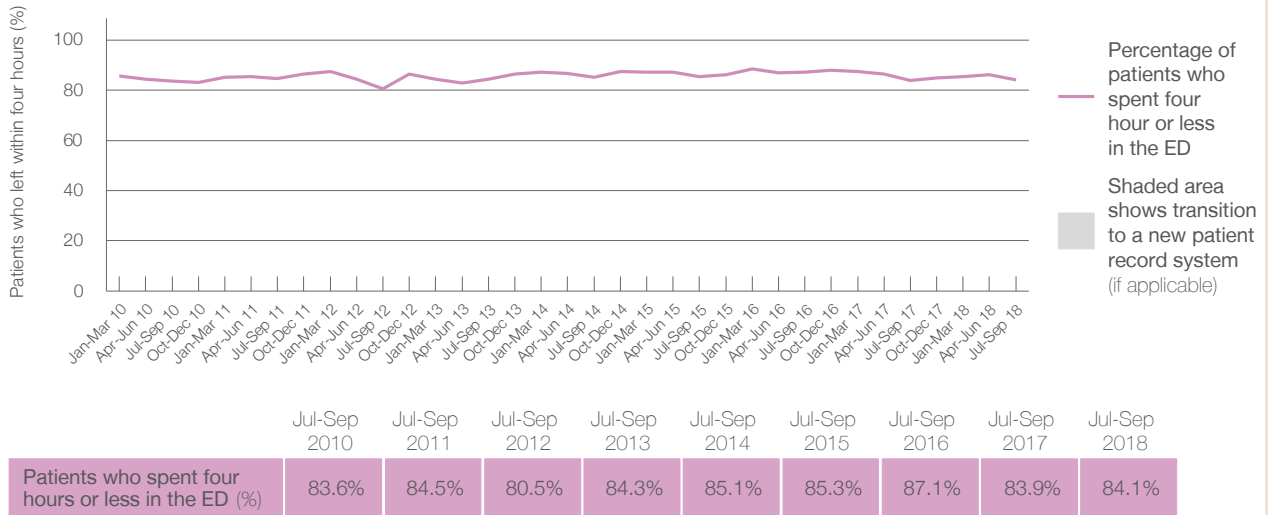
Presentations used to calculate time to leaving the ED: ⁶ 3,247 patients

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	3,271	-1%
Presentations used to calculate time to leaving the ED	3,271	-1%
Percentage of patients who spent four hours or less in the ED	83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Nepean Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 18,047 patients



Emergency presentations:² 17,804 patients

Same period last year	Change since one year ago
18,748	-4%
18,604	-4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,225 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  54 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,873 patients

Median time to start treatment⁴  43 minutes
90th percentile time to start treatment⁵  169 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,385 patients

Median time to start treatment⁴  41 minutes
90th percentile time to start treatment⁵  160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment⁴  38 minutes
90th percentile time to start treatment⁵  147 minutes

Same period last year	NSW (this period)
3,028	
14 minutes	8 minutes
59 minutes	28 minutes
5,398	
45 minutes	21 minutes
162 minutes	72 minutes
8,225	
47 minutes	26 minutes
163 minutes	105 minutes
1,824	
38 minutes	22 minutes
158 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 18,039 patients

Percentage of patients who spent four hours or less in the ED  59%

Same period last year	Change since one year ago
18,745	-4%
55%	

* 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, January to March 2018*.
- 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.

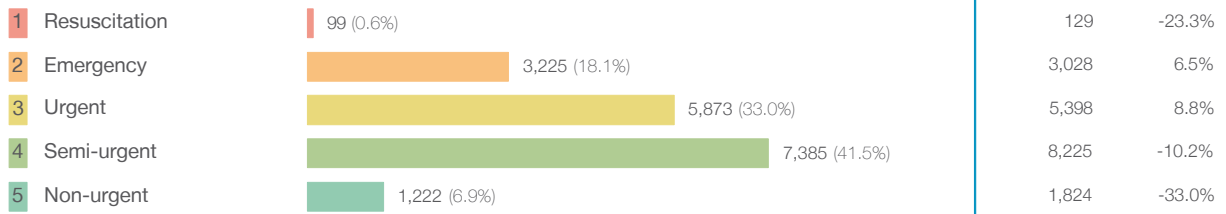
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Nepean Hospital: Patients presenting to the emergency department July to September 2018

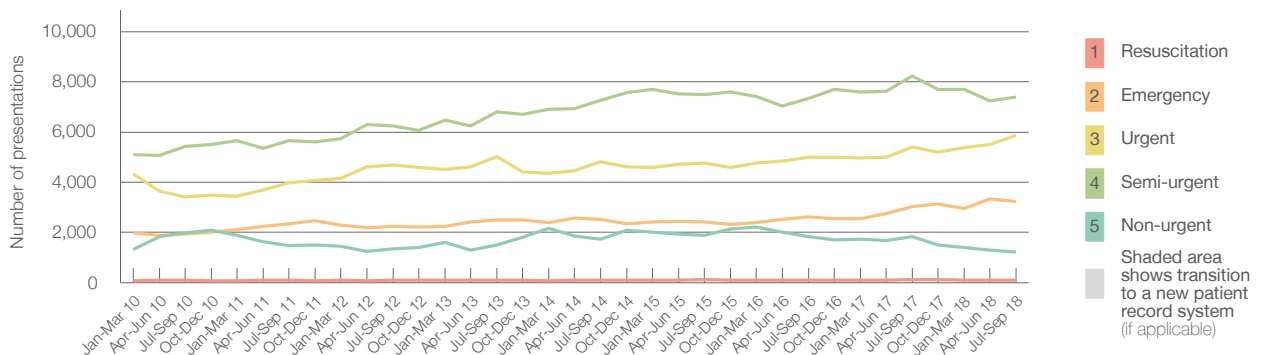
All presentations:¹ 18,047 patients

Emergency presentations² by triage category: 17,804 patients



Same period last year	Change since one year ago
18,748	-4%
18,604	-4%
129	-23.3%
3,028	6.5%
5,398	8.8%
8,225	-10.2%
1,824	-33.0%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	89	89	96	99	94	118	99	129	99
Emergency	1,936	2,353	2,235	2,493	2,522	2,414	2,633	3,028	3,225
Urgent	3,420	3,977	4,697	5,019	4,810	4,767	5,005	5,398	5,873
Semi-urgent	5,423	5,651	6,252	6,812	7,268	7,501	7,332	8,225	7,385
Non-urgent	1,983	1,464	1,350	1,489	1,733	1,886	1,836	1,824	1,222
All emergency presentations	12,851	13,534	14,630	15,912	16,427	16,686	16,905	18,604	17,804

Nepean Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,017 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,070	
14 minutes	-2 minutes
45 minutes	-16 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.

Nepean Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 3,225

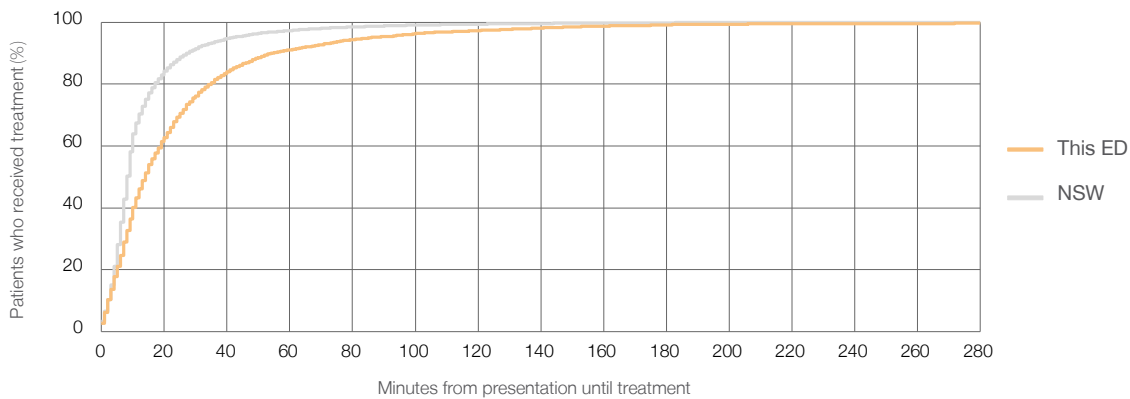
Number of triage 2 patients used to calculate waiting time:³ 3,196

Median time to start treatment⁴ 14 minutes

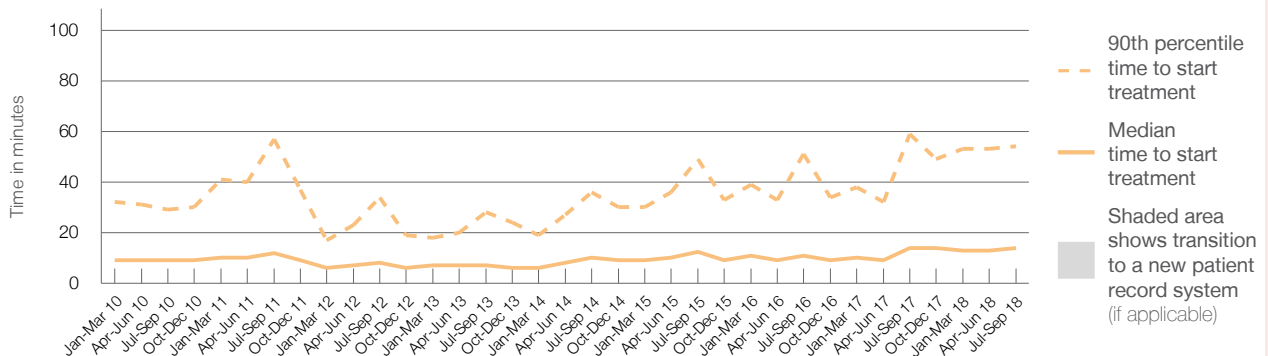
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
3,028	
2,992	
14 minutes	8 minutes
59 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	12	8	7	10	13	11	14	14
90th percentile time to start treatment ⁵ (minutes)	29	57	34	28	36	49	51	59	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.

Nepean Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 5,873

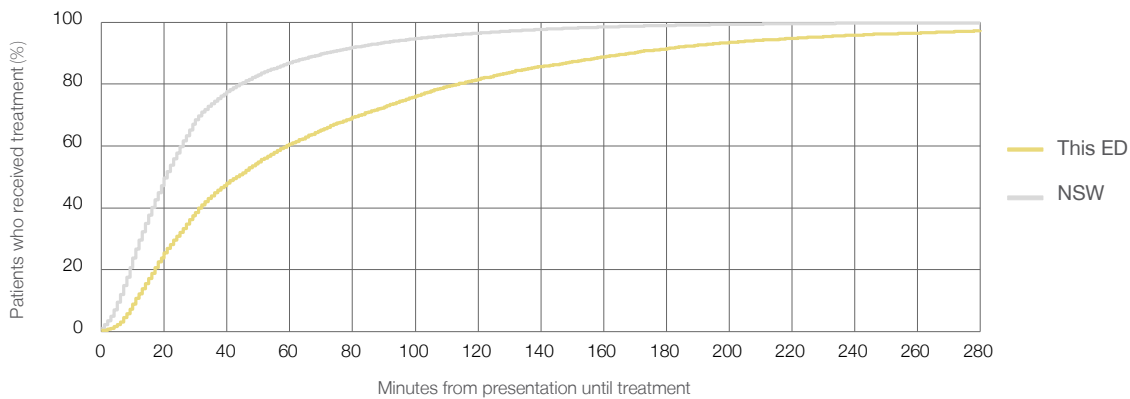
Number of triage 3 patients used to calculate waiting time:³ 5,486

Median time to start treatment⁴ 43 minutes

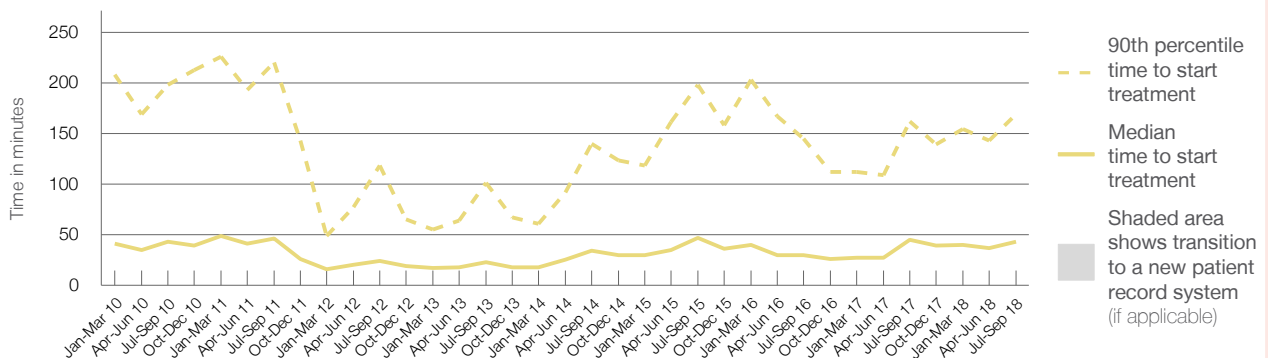
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
5,398	
4,985	
45 minutes	21 minutes
162 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	43	46	24	23	34	47	30	45	43
90th percentile time to start treatment ⁵ (minutes)	198	220	118	101	140	198	145	162	169

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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 patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 7,385

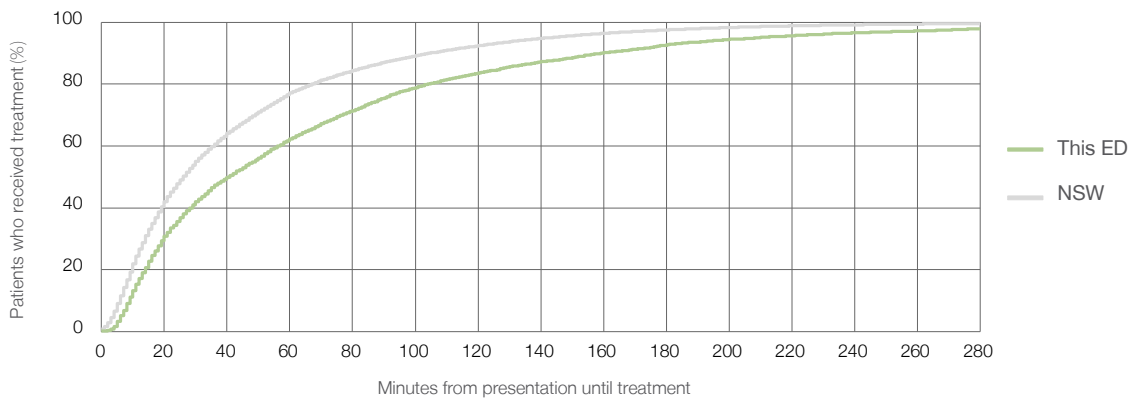
Number of triage 4 patients used to calculate waiting time:³ 6,777

Median time to start treatment⁴ 41 minutes

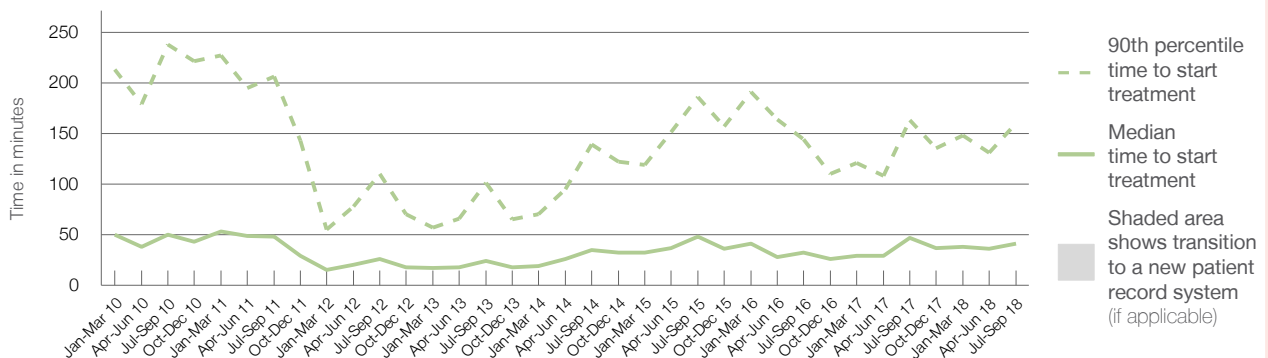
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
8,225	7,380
47 minutes	26 minutes
163 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	50	48	26	24	35	48	32	47	41
90th percentile time to start treatment ⁵ (minutes)	238	206	110	101	139	186	144	163	160

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Nepean Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,222

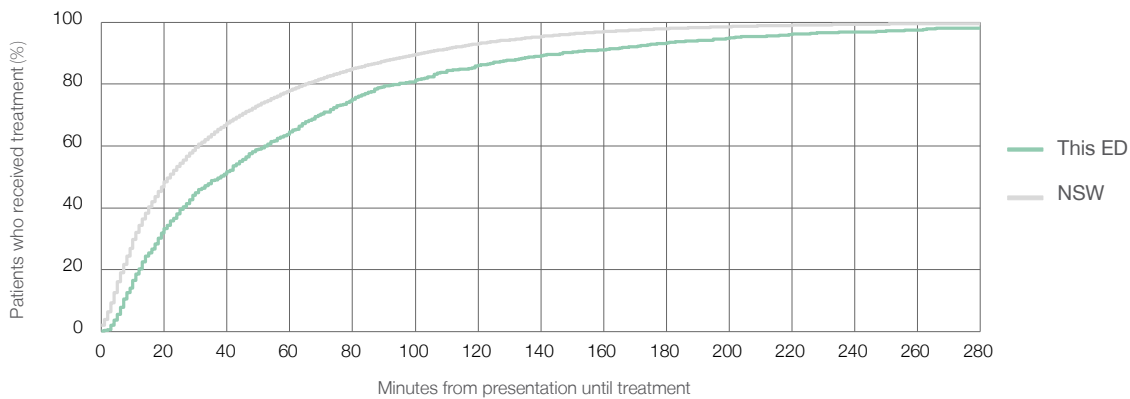
Number of triage 5 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 38 minutes

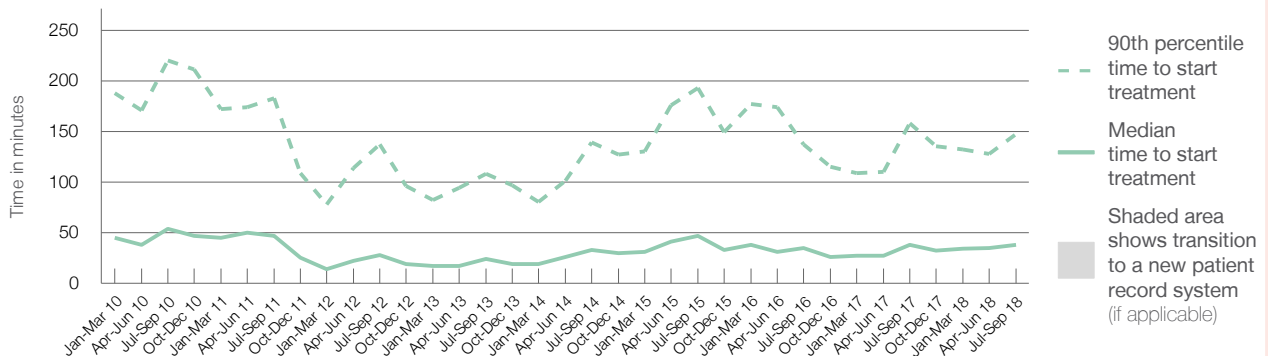
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,824	1,489
38 minutes	22 minutes
158 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	54	47	28	24	33	47	35	38	38
90th percentile time to start treatment ⁵ (minutes)	220	183	137	108	139	193	137	158	147

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Nepean Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 18,047 patients

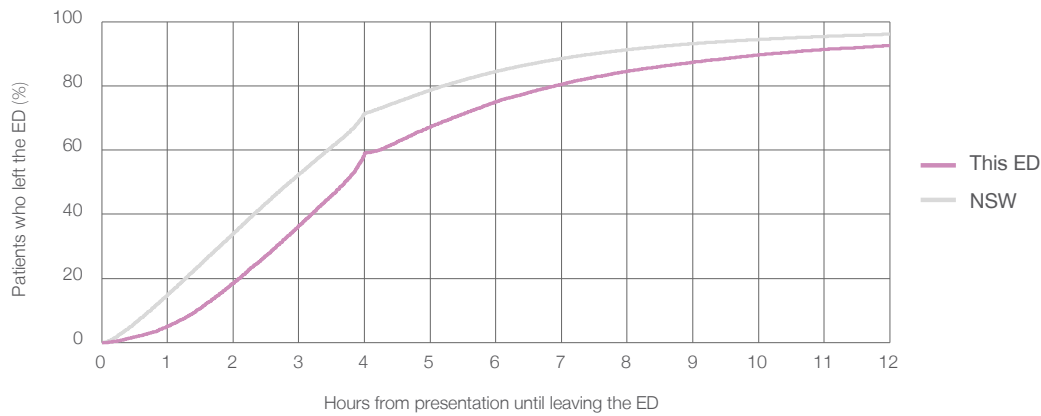
Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

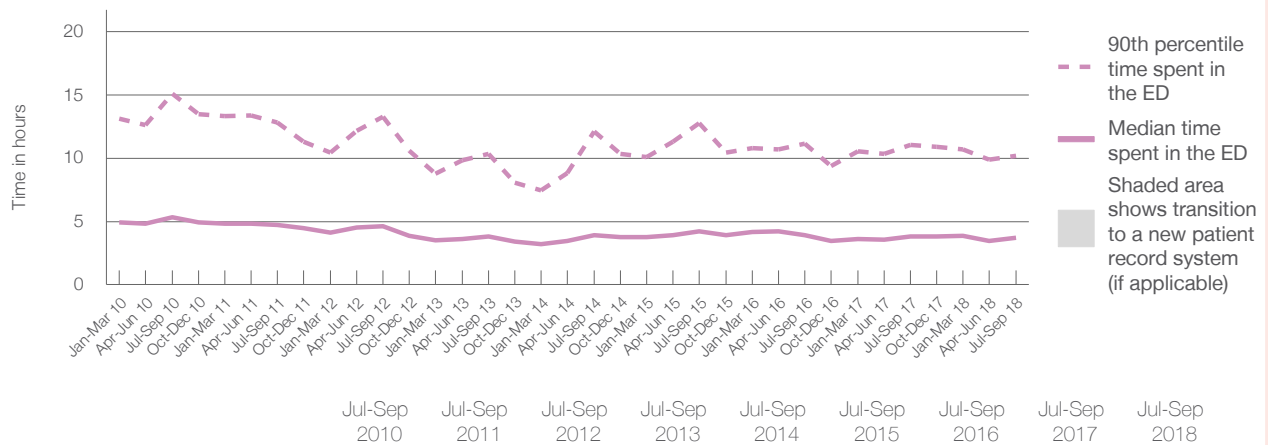
90th percentile time spent in the ED⁹ 10 hours and 12 minutes

Same period last year	NSW (this period)
18,748	18,745
3 hours and 49 minutes	2 hours and 52 minutes
11 hours and 3 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 20m	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m	3h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 5m	12h 48m	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m	10h 12m

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Nepean Hospital: Time patients spent in the ED By mode of separation July to September 2018

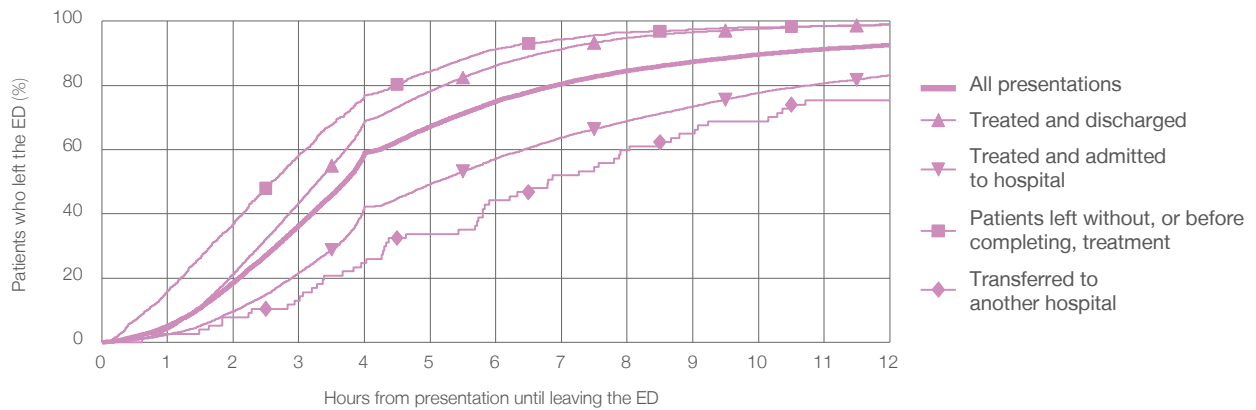
All presentations:¹ 18,047 patients

Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Treated and discharged	9,032 (50.0%)
Treated and admitted to hospital	7,128 (39.5%)
Patient left without, or before completing, treatment	1,569 (8.7%)
Transferred to another hospital	77 (0.4%)
Other	241 (1.3%)

Same period last year	Change since one year ago
18,745	-4%
9,820	-8.0%
6,679	6.7%
1,839	-14.7%
102	-24.5%
308	-21.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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%	21.2%	43.4%	68.8%	86.2%	94.8%	97.7%	98.9%
Treated and admitted to hospital	2.4%	9.6%	21.7%	42.2%	57.2%	68.9%	77.7%	83.3%
Patient left without, or before completing, treatment	15.9%	36.9%	58.5%	76.9%	91.2%	96.5%	98.1%	99.0%
Transferred to another hospital	2.6%	7.8%	13.0%	24.7%	44.2%	59.7%	68.8%	75.3%
All presentations	5.1%	18.5%	36.4%	59.0%	75.0%	84.6%	89.6%	92.6%

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Nepean Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 18,047 patients

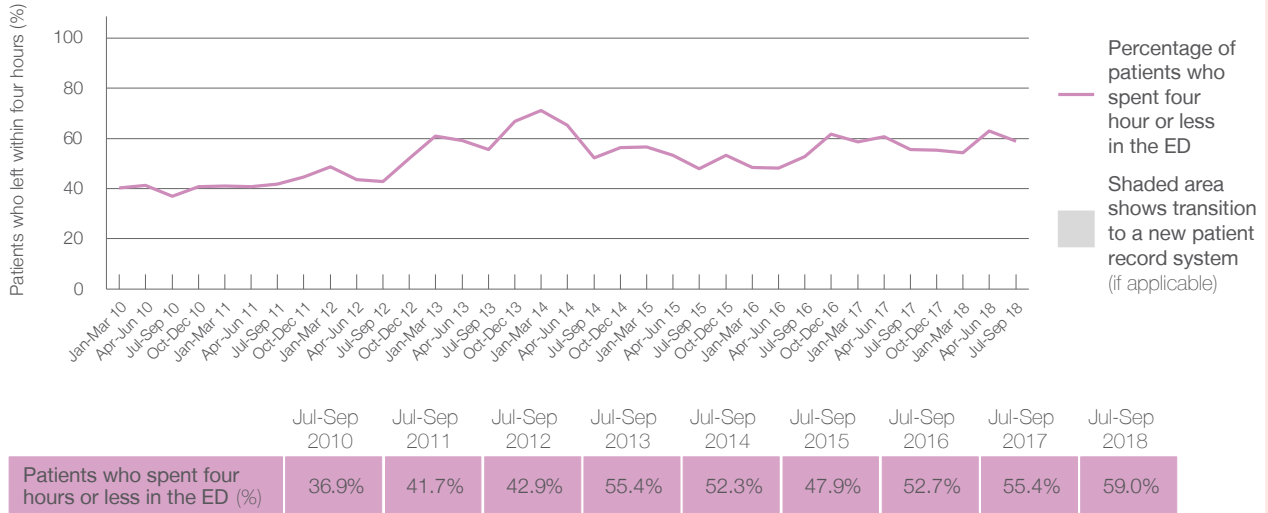
Presentations used to calculate time to leaving the ED: ⁶ 18,039 patients

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	18,748	-4%
Presentations used to calculate time to leaving the ED	18,745	-4%
Percentage of patients who spent four hours or less in the ED	55.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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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*.

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- 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.

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).