

## Belmont Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 6,417 patients  
 Emergency presentations:<sup>2</sup> 6,392 patients

Same period last year	Change since one year ago
6,616	-3%
6,589	-3%



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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 571 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,457 patients

Median time to start treatment<sup>4</sup>  18 minutes  
 90th percentile time to start treatment<sup>5</sup>  46 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,299 patients

Median time to start treatment<sup>4</sup>  25 minutes  
 90th percentile time to start treatment<sup>5</sup>  90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,051 patients

Median time to start treatment<sup>4</sup>  29 minutes  
 90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
598	
8 minutes	8 minutes
18 minutes	28 minutes
1,410	
18 minutes	21 minutes
51 minutes	72 minutes
3,391	
26 minutes	26 minutes
96 minutes	105 minutes
1,179	
30 minutes	22 minutes
120 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,417 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
6,616	-3%
69%	

\* 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.

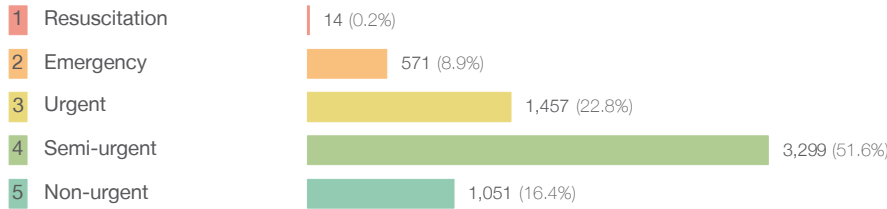
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Belmont Hospital: Patients presenting to the emergency department July to September 2018

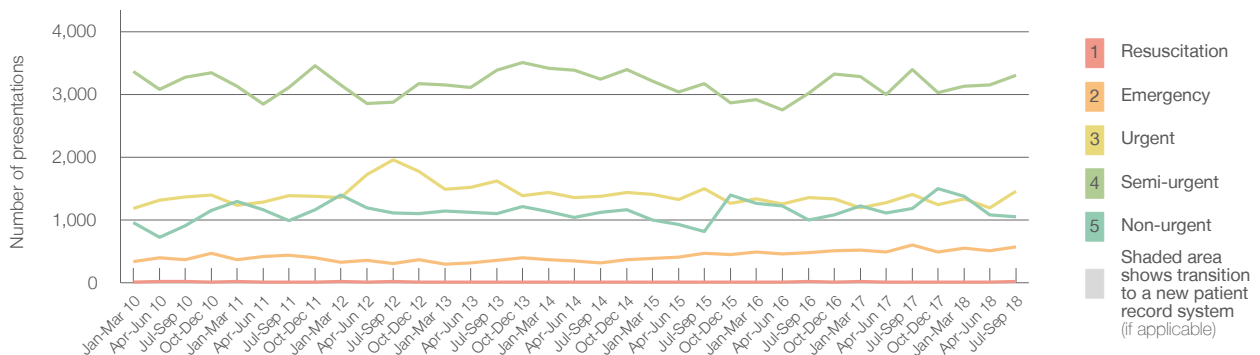
All presentations:<sup>1</sup> 6,417 patients

Emergency presentations<sup>2</sup> by triage category: 6,392 patients



Same period last year	Change since one year ago
6,616	-3%
6,589	-3%
11	27.3%
598	-4.5%
1,410	3.3%
3,391	-2.7%
1,179	-10.9%

Emergency presentations<sup>2</sup> 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	15	10	24	11	7	9	16	11	14
Emergency	366	435	305	351	319	463	479	598	571
Urgent	1,366	1,383	1,955	1,623	1,373	1,496	1,353	1,410	1,457
Semi-urgent	3,272	3,111	2,877	3,386	3,246	3,168	3,019	3,391	3,299
Non-urgent	908	991	1,113	1,099	1,118	816	994	1,179	1,051
All emergency presentations	5,927	5,930	6,274	6,470	6,063	5,952	5,861	6,589	6,392

## Belmont Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,330 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,463	
12 minutes	-1 minute
25 minutes	-3 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

Number of triage 2 patients: 571

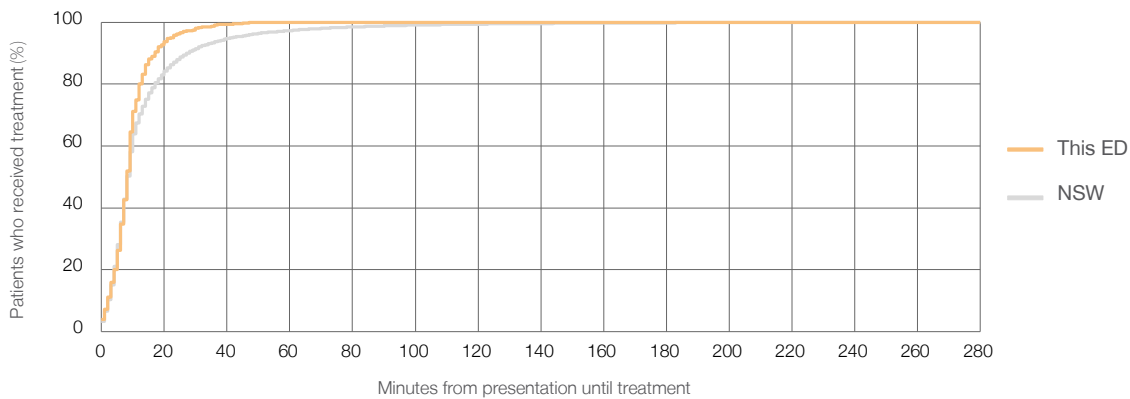
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 560

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

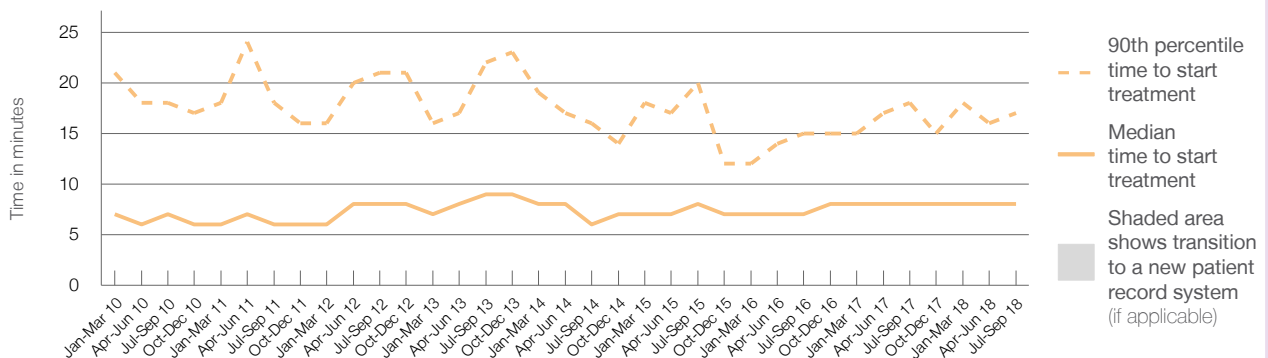
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
598	590
8 minutes	8 minutes
18 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	7	6	8	9	6	8	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	18	21	22	16	20	15	18	17

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

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## Belmont 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: 1,457

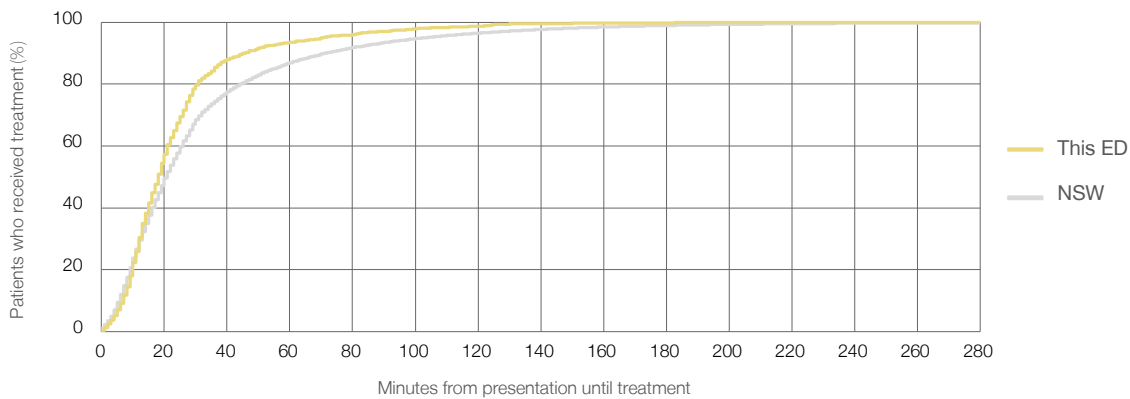
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,407

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

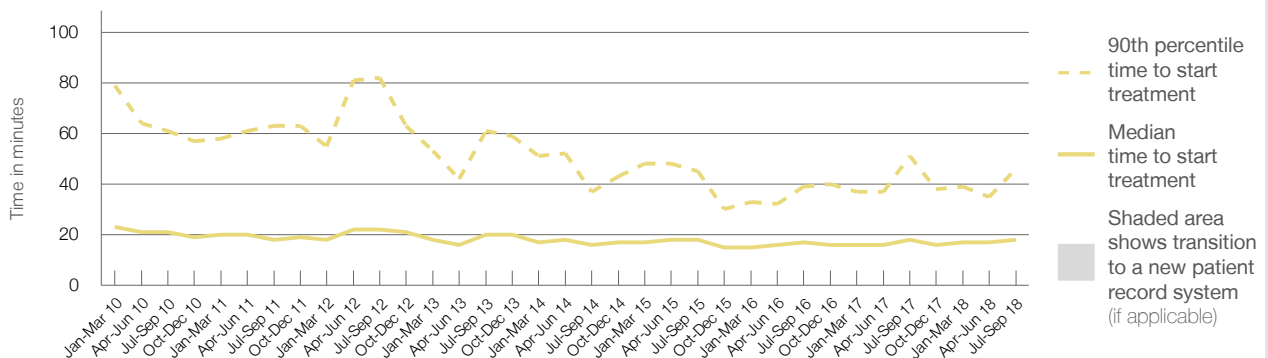
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
1,410	
1,344	
18 minutes	21 minutes
51 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	21	18	22	20	16	18	17	18	18
90th percentile time to start treatment <sup>5</sup> (minutes)	61	63	82	61	37	45	39	51	46

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## Belmont 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: 3,299

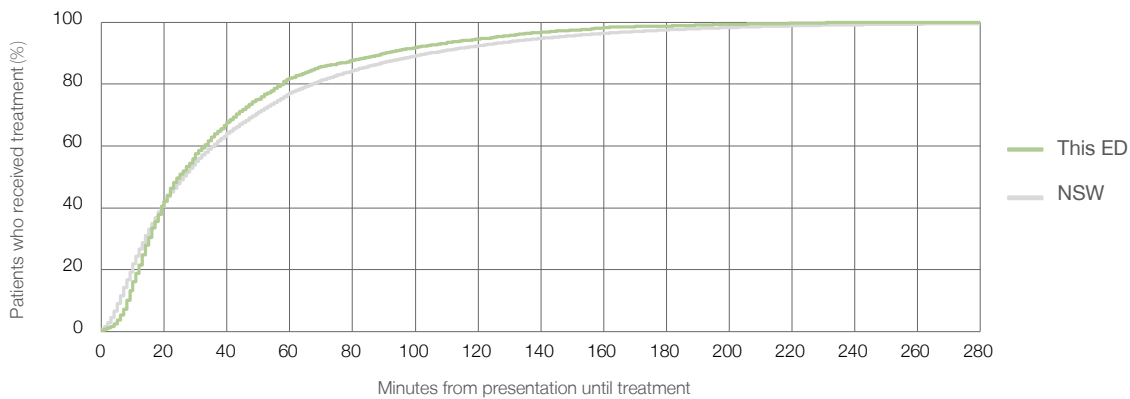
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,773

Median time to start treatment<sup>4</sup>  25 minutes

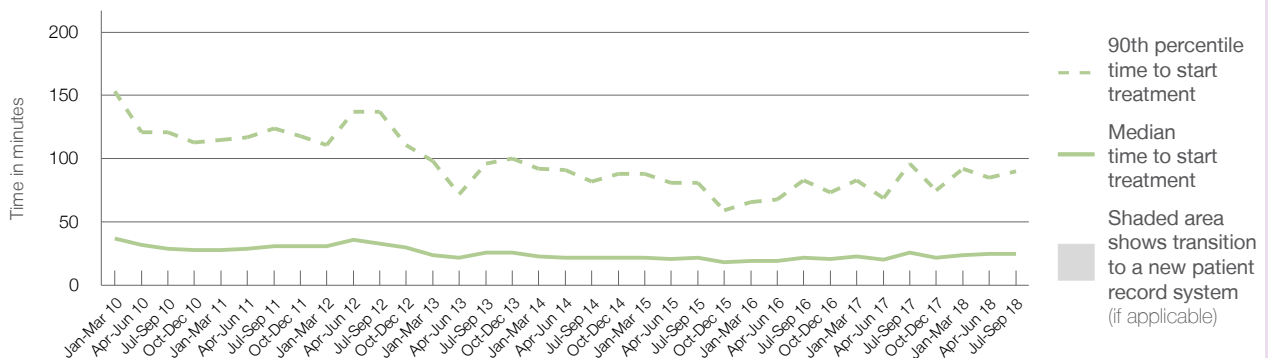
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
3,391	
2,829	
26 minutes	26 minutes
96 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	29	31	33	26	22	22	22	26	25
90th percentile time to start treatment <sup>5</sup> (minutes)	121	124	137	96	82	81	83	96	90

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## Belmont 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: 1,051

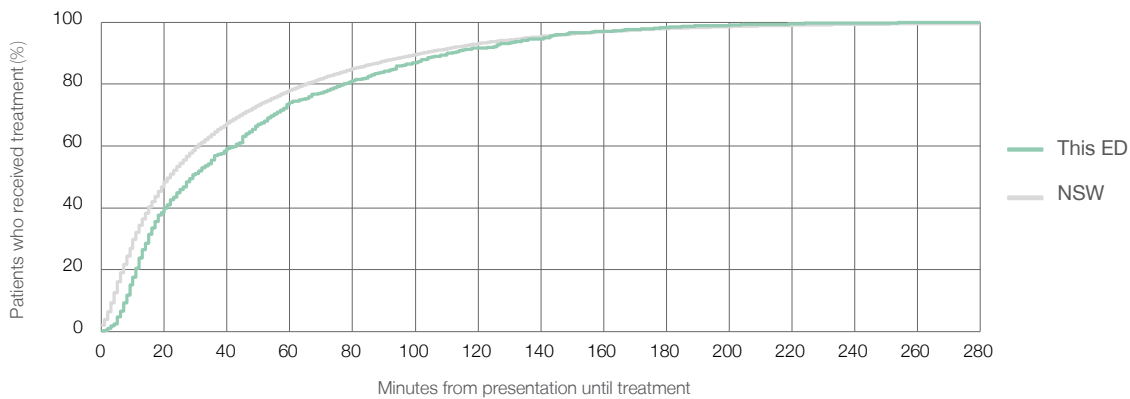
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 758

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

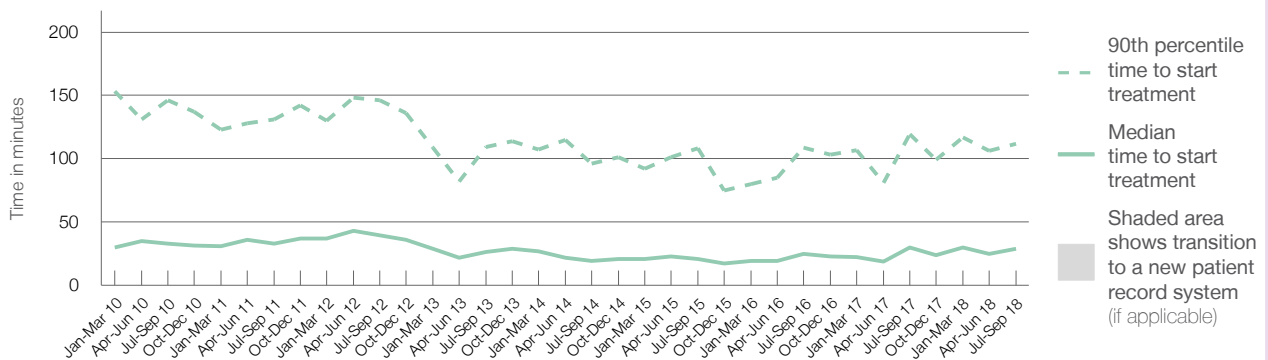
90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
1,179	860
30 minutes	22 minutes
120 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	33	33	40	27	19	21	25	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)	146	131	146	110	96	108	109	120	112

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## Belmont Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 6,417 patients

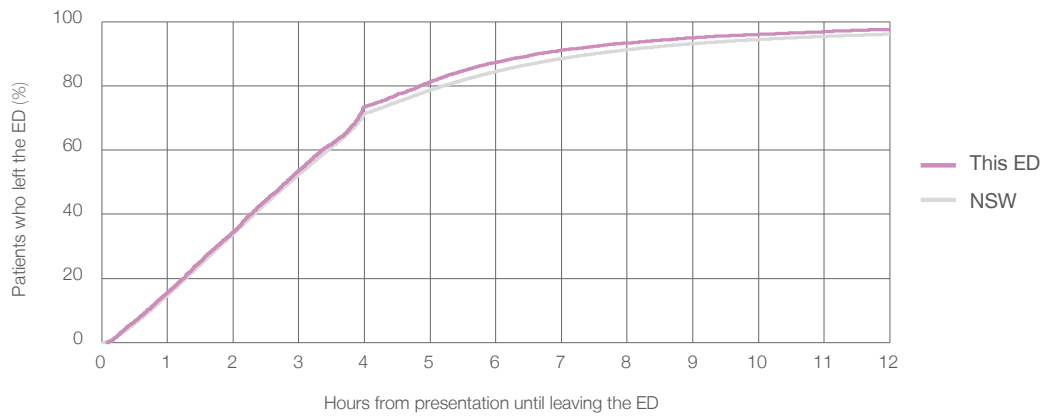
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,417 patients

Median time spent in the ED<sup>8</sup> 2 hours and 49 minutes

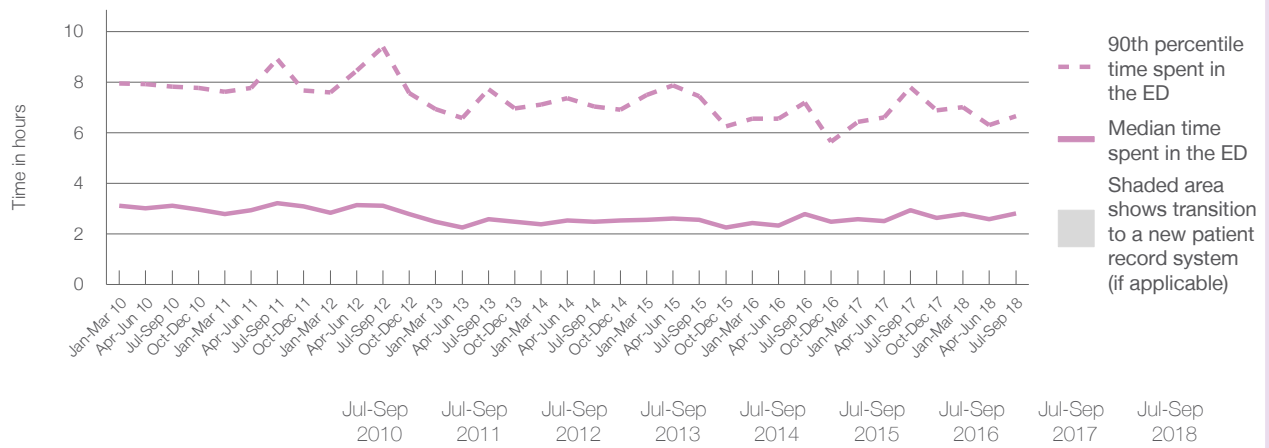
90th percentile time spent in the ED<sup>9</sup> 6 hours and 39 minutes

Same period last year	NSW (this period)
6,616	6,616
2 hours and 57 minutes	2 hours and 52 minutes
7 hours and 48 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 8m	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m	2h 49m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 49m	8h 54m	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m	6h 39m

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

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

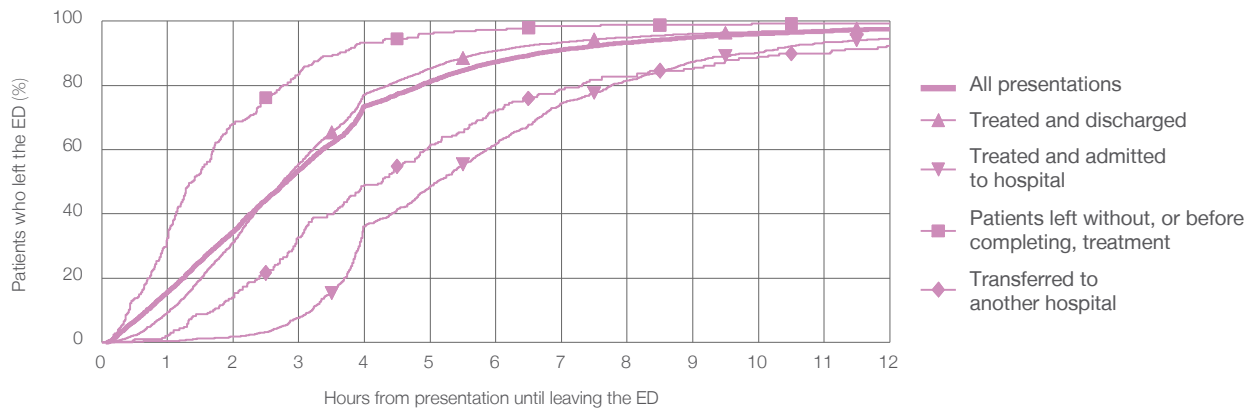
All presentations:<sup>1</sup> 6,417 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,417 patients

Treated and discharged	4,406 (68.7%)
Treated and admitted to hospital	891 (13.9%)
Patient left without, or before completing, treatment	256 (4.0%)
Transferred to another hospital	208 (3.2%)
Other	656 (10.2%)

Same period last year	Change since one year ago
6,616	-3%
4,348	1.3%
1,002	-11.1%
371	-31.0%
250	-16.8%
645	1.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	31.2%	55.7%	77.3%	90.8%	95.0%	96.8%	98.0%
Treated and admitted to hospital	0.4%	1.7%	7.6%	36.0%	61.8%	81.6%	90.2%	94.5%
Patient left without, or before completing, treatment	32.4%	68.0%	83.6%	93.4%	97.3%	98.8%	99.2%	99.2%
Transferred to another hospital	1.9%	13.9%	32.7%	49.0%	72.1%	82.7%	88.9%	92.3%
All presentations	15.7%	34.5%	53.7%	73.5%	87.3%	93.4%	96.0%	97.6%

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**Belmont 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: <sup>1</sup> 6,417 patients

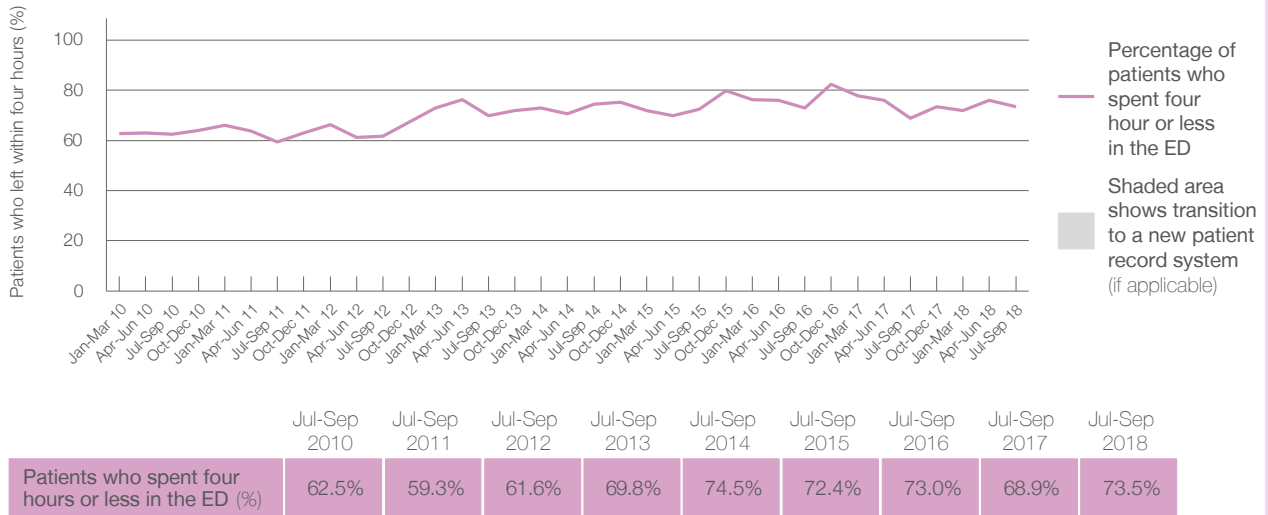
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,417 patients

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	6,616	-3%
Presentations used to calculate time to leaving the ED	6,616	-3%
Percentage of patients who spent four hours or less in the ED	68.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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).