

John Hunter Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 20,298 patients

Emergency presentations:² 19,974 patients

Same period last year	Change since one year ago
20,698	-2%
20,319	-2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,950 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,267 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,057 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,581 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	8 minutes
18 minutes	28 minutes
4,853	
24 minutes	21 minutes
93 minutes	72 minutes
10,720	
43 minutes	26 minutes
148 minutes	105 minutes
2,863	
48 minutes	22 minutes
170 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 20,298 patients

Percentage of patients who spent four hours or less in the ED 58%

Same period last year	Change since one year ago
20,698	-2%
54%	

* 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.

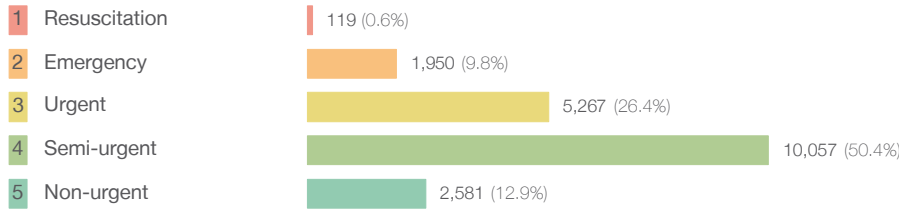
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

John Hunter Hospital: Patients presenting to the emergency department

July to September 2018

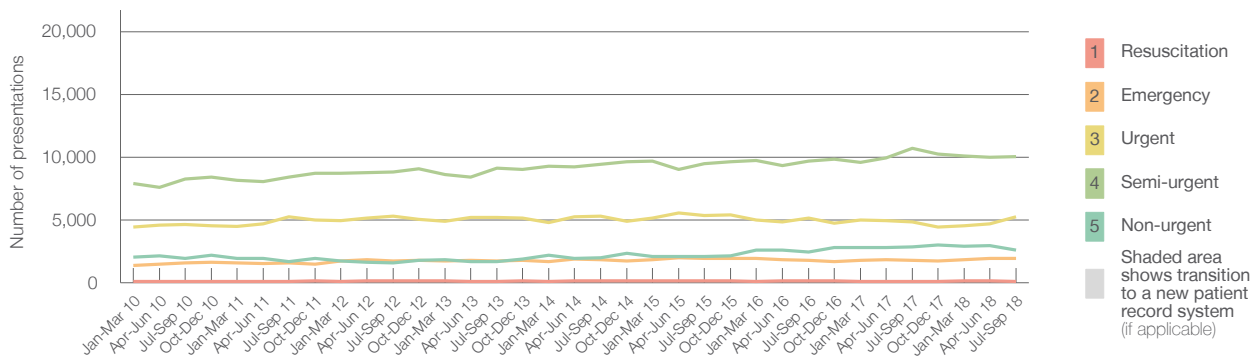
All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 19,974 patients



Same period last year	Change since one year ago
20,698	-2%
20,319	-2%
91	30.8%
1,792	8.8%
4,853	8.5%
10,720	-6.2%
2,863	-9.8%

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	108	114	155	118	142	170	141	91	119
Emergency	1,562	1,583	1,719	1,722	1,821	1,951	1,785	1,792	1,950
Urgent	4,610	5,230	5,276	5,188	5,309	5,349	5,164	4,853	5,267
Semi-urgent	8,234	8,393	8,824	9,102	9,429	9,455	9,687	10,720	10,057
Non-urgent	1,948	1,701	1,550	1,680	1,982	2,084	2,430	2,863	2,581
All emergency presentations	16,462	17,021	17,524	17,810	18,683	19,009	19,207	20,319	19,974

John Hunter Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,848 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,911	
12 minutes	0 minutes
29 minutes	-2 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.

John Hunter 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: 1,950

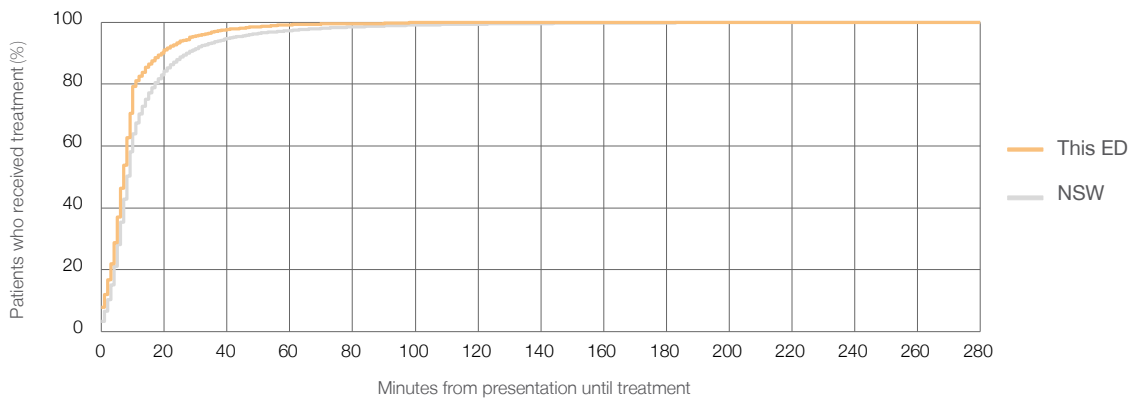
Number of triage 2 patients used to calculate waiting time:³ 1,937

Median time to start treatment⁴ 7 minutes

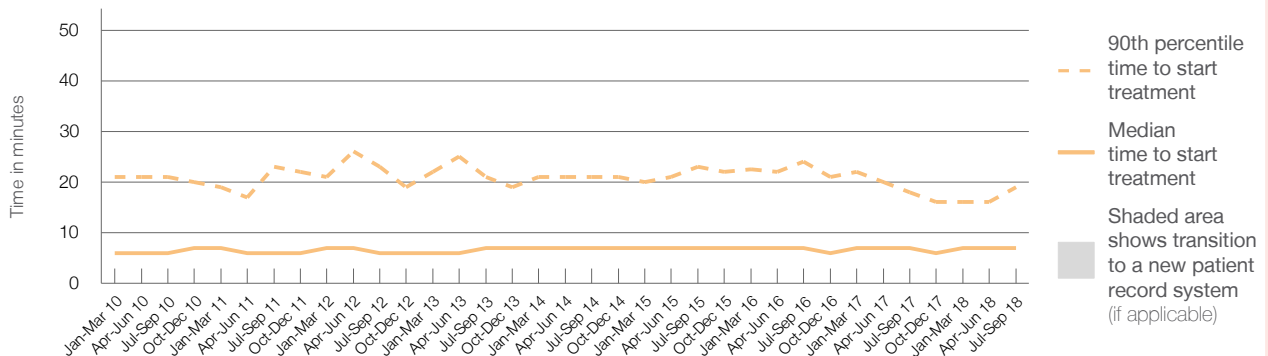
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,792	1,779
7 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^{†‡}



	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)	6	6	6	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	23	23	21	21	23	24	18	19

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John Hunter 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: 5,267

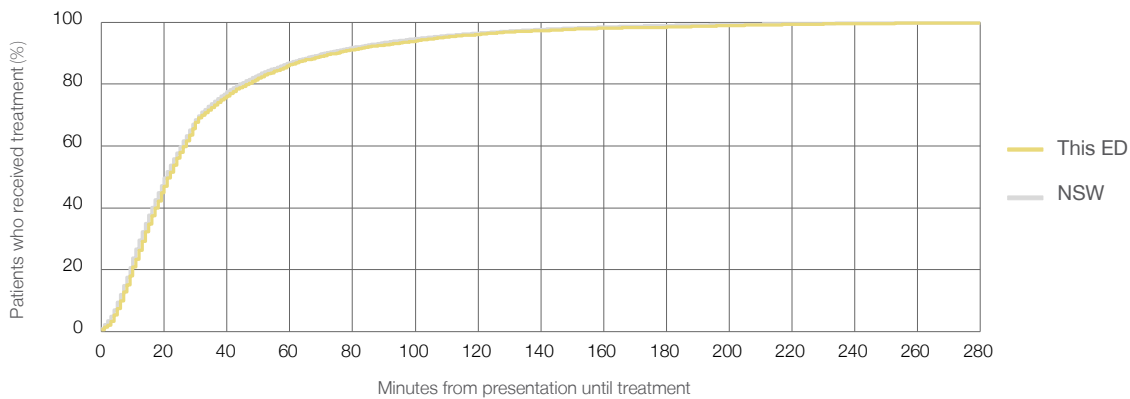
Number of triage 3 patients used to calculate waiting time:³ 5,135

Median time to start treatment⁴ 22 minutes

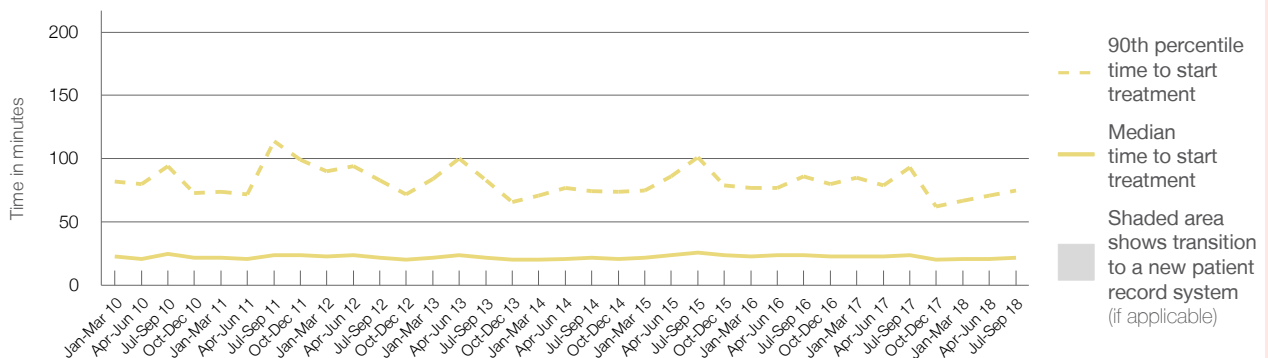
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,853	4,700
24 minutes	21 minutes
93 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)	25	24	22	22	22	26	24	24	22
90th percentile time to start treatment ⁵ (minutes)	94	114	83	83	75	101	86	93	75

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John Hunter 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: 10,057

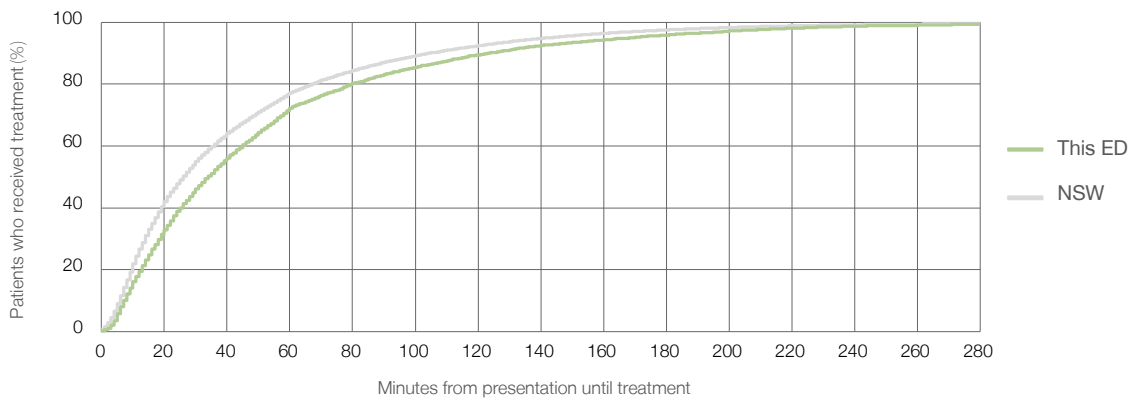
Number of triage 4 patients used to calculate waiting time:³ 9,012

Median time to start treatment⁴ 34 minutes

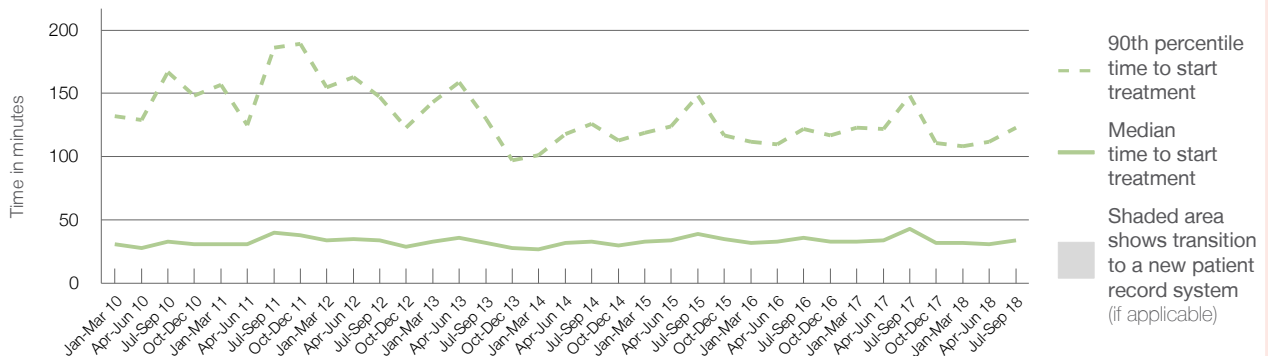
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
10,720	9,417
43 minutes	26 minutes
148 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)	33	40	34	32	33	39	36	43	34
90th percentile time to start treatment ⁵ (minutes)	167	186	147	130	126	148	122	148	123

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John Hunter 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: 2,581

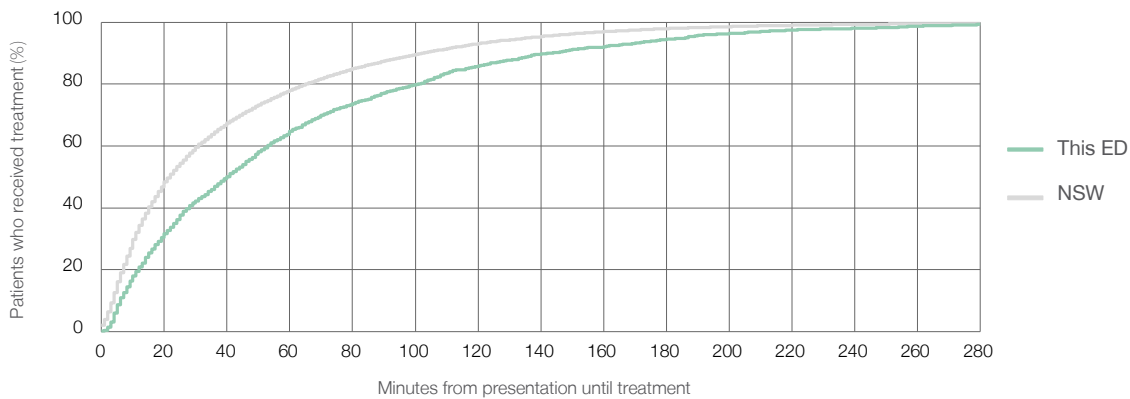
Number of triage 5 patients used to calculate waiting time:³ 1,995

Median time to start treatment⁴ 40 minutes

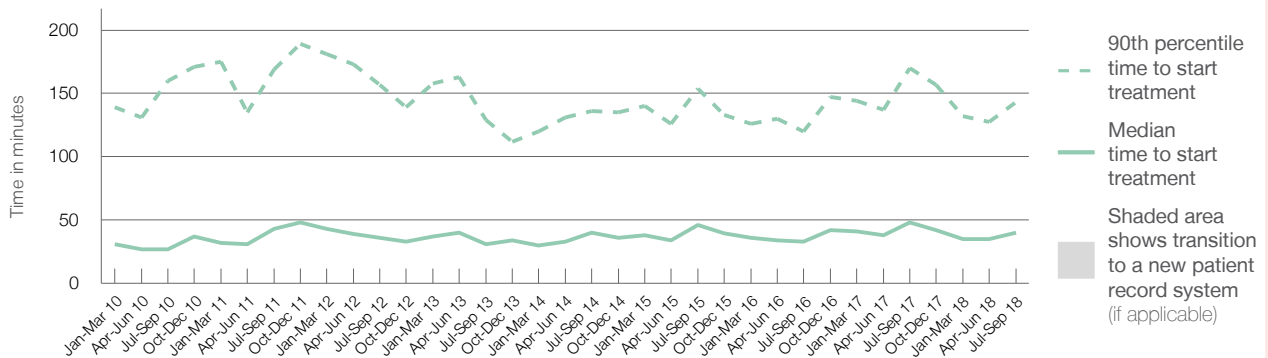
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
2,863	
2,212	
48 minutes	22 minutes
170 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)	27	43	36	31	40	46	33	48	40
90th percentile time to start treatment ⁵ (minutes)	160	169	157	129	136	154	120	170	143

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John Hunter Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 20,298 patients

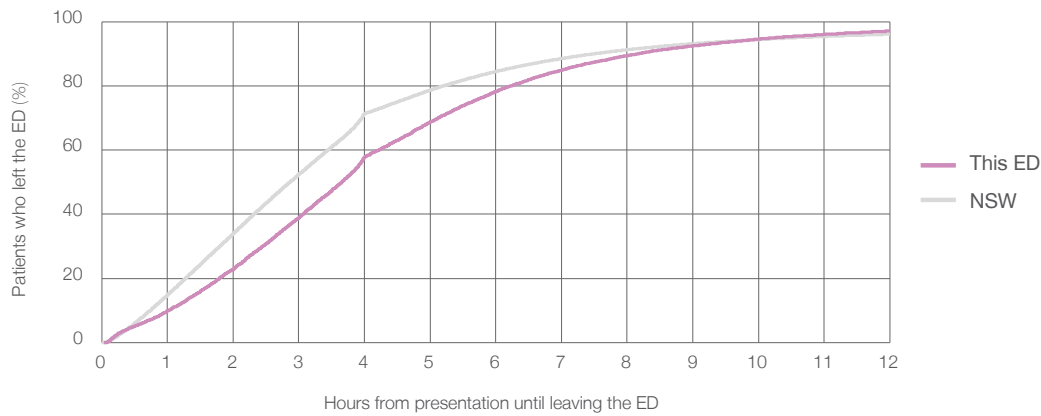
Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

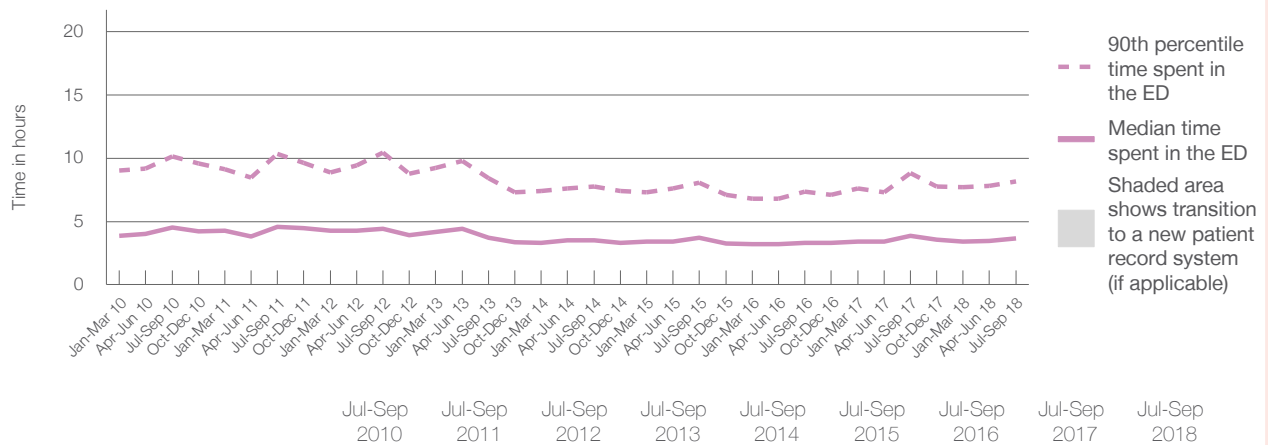
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
20,698	20,698
3 hours and 52 minutes	2 hours and 52 minutes
8 hours and 49 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 31m	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 9m	10h 21m	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m	8h 10m

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

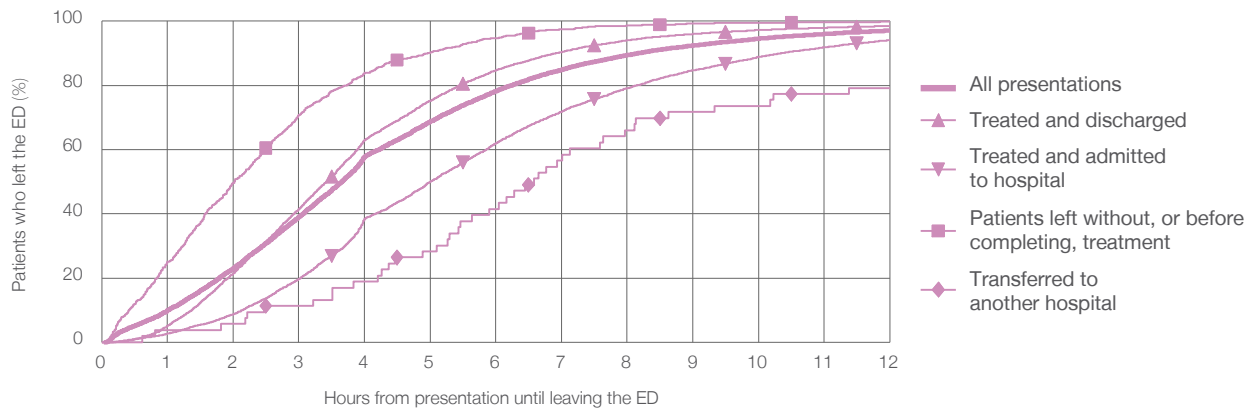
All presentations:¹ 20,298 patients

Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Treated and discharged	10,841 (53.4%)
Treated and admitted to hospital	6,935 (34.2%)
Patient left without, or before completing, treatment	1,202 (5.9%)
Transferred to another hospital	53 (0.3%)
Other	1,267 (6.2%)

Same period last year	Change since one year ago
20,698	-2%
11,027	-1.7%
6,750	2.7%
1,506	-20.2%
56	-5.4%
1,359	-6.8%

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	5.1%	21.4%	41.5%	63.1%	84.7%	94.1%	97.3%	98.5%
Treated and admitted to hospital	2.7%	8.7%	19.7%	38.4%	62.0%	79.1%	88.9%	94.1%
Patient left without, or before completing, treatment	25.0%	49.7%	70.7%	83.9%	94.7%	98.7%	99.6%	99.8%
Transferred to another hospital	3.8%	5.7%	11.3%	18.9%	41.5%	66.0%	73.6%	79.2%
All presentations	9.9%	23.0%	39.0%	57.8%	78.3%	89.4%	94.6%	97.1%

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John Hunter 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 20,298 patients

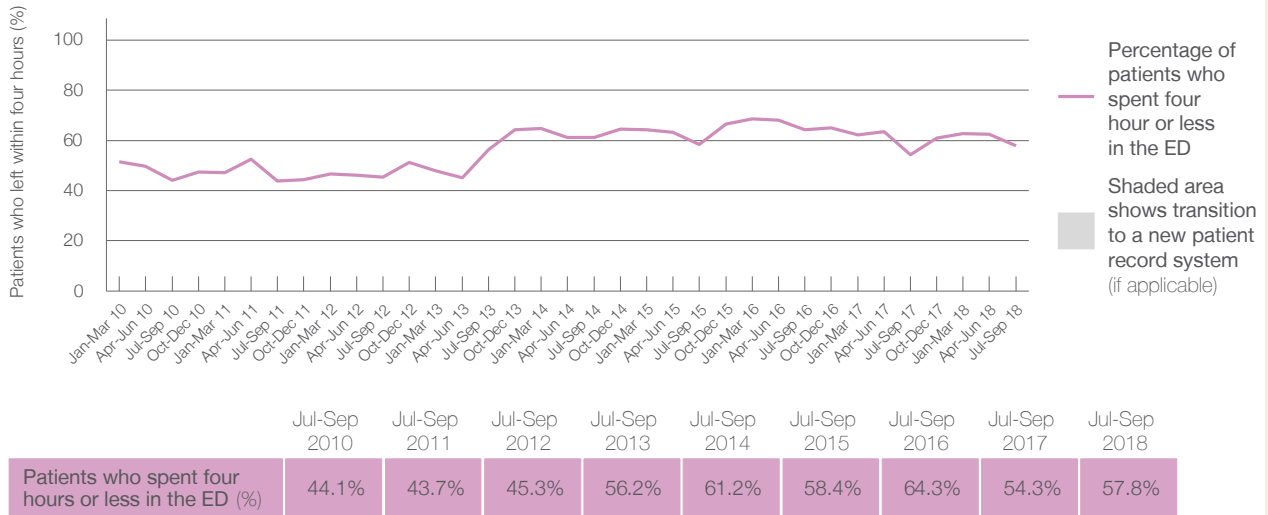
Presentations used to calculate time to leaving the ED: ⁶ 20,298 patients

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	20,698	-2%
Presentations used to calculate time to leaving the ED	20,698	-2%
Percentage of patients who spent four hours or less in the ED	54.3%	

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*.

- 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).