

Wyong Hospital: Emergency department (ED) overview

January to March 2016



All attendances:¹ 16,198 patients
Emergency attendances:² 15,986 patients

Same period last year	Change since one year ago
15,341	6%
15,127	6%

Wyong Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,748 patients

Median time to start treatment⁴  7 minutes
95th percentile time to start treatment⁵  43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,679 patients

Median time to start treatment⁴  21 minutes
95th percentile time to start treatment⁵  93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,339 patients

Median time to start treatment⁴  27 minutes
95th percentile time to start treatment⁵  113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,152 patients

Median time to start treatment⁴  20 minutes
95th percentile time to start treatment⁵  101 minutes

Same period last year	NSW (this period)
1,374	
7 minutes	8 minutes
35 minutes	35 minutes
4,023	
21 minutes	20 minutes
88 minutes	99 minutes
7,970	
29 minutes	26 minutes
116 minutes	137 minutes
1,679	
23 minutes	23 minutes
112 minutes	135 minutes

Wyong Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 16,198 patients

Percentage of patients who left the ED within four hours  74%

Same period last year	Change since one year ago
15,341	6%
71%	

* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

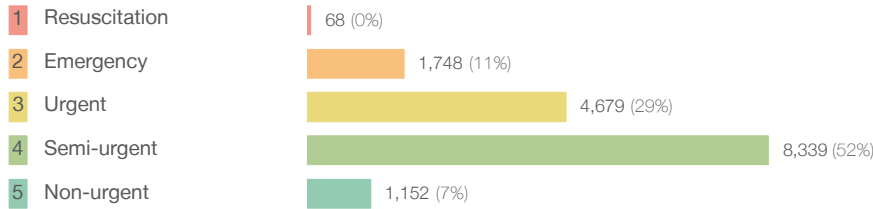
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Wyong Hospital: Patients attending the emergency department January to March 2016

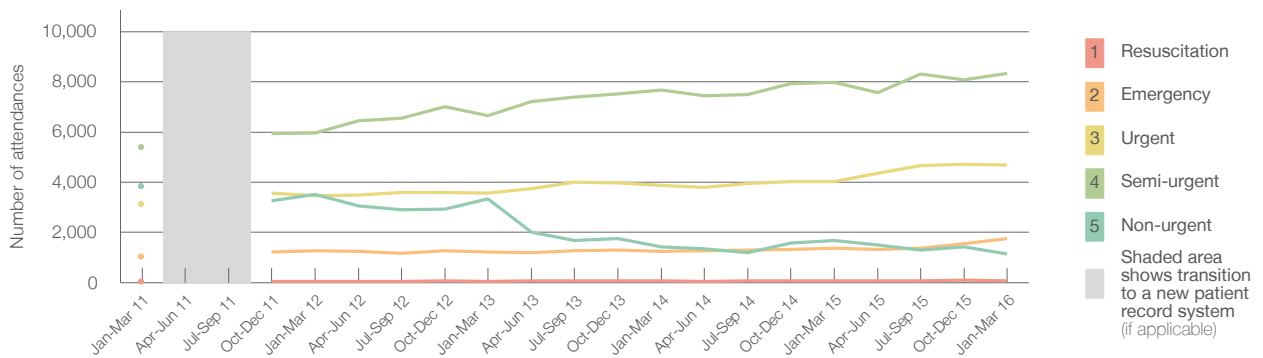
All attendances:¹ 16,198 patients

Emergency attendances² by triage category: 15,986 patients



Same period last year	Change since one year ago
15,341	6%
15,127	6%
81	-16%
1,374	27%
4,023	16%
7,970	5%
1,679	-31%

Emergency attendances² by quarter, January 2011 to March 2016[‡]

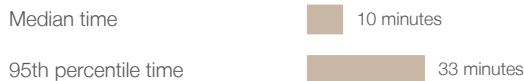


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	37	55	41	71	81	68
Emergency	1,054	1,280	1,230	1,247	1,374	1,748
Urgent	3,141	3,457	3,569	3,865	4,023	4,679
Semi-urgent	5,415	5,967	6,661	7,682	7,970	8,339
Non-urgent	3,847	3,511	3,343	1,426	1,679	1,152
All emergency attendances	13,494	14,270	14,844	14,291	15,127	15,986

Wyong Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,766 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,831	
11 minutes	-1 minute
45 minutes	-12 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Wyong Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,748

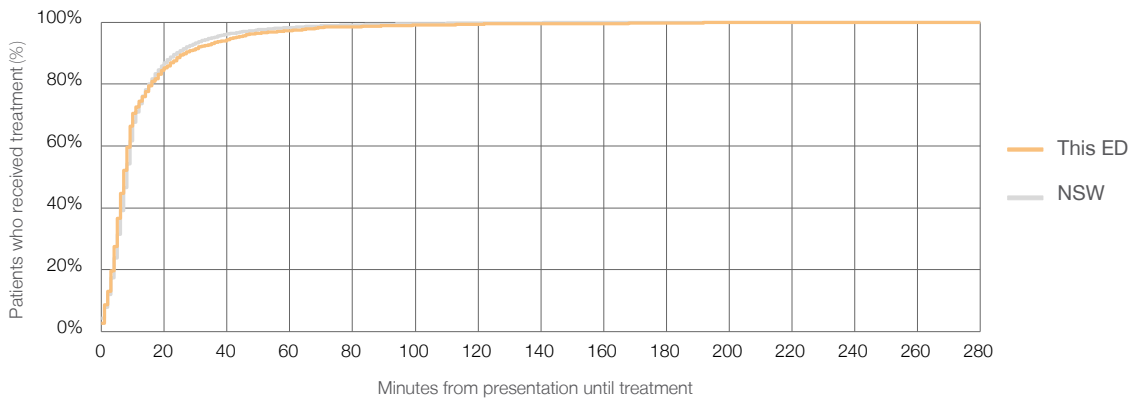
Number of triage 2 patients used to calculate waiting time:³ 1,733

Median time to start treatment⁴ 7 minutes

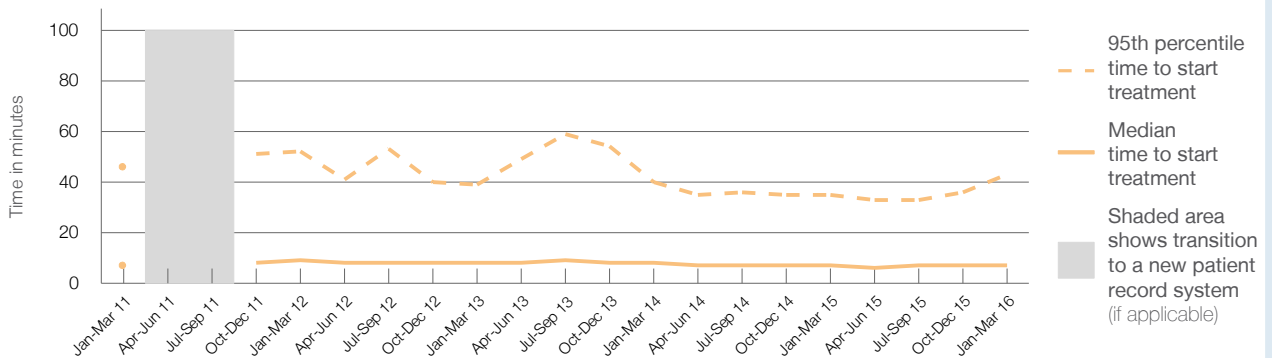
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,374	1,367
7 minutes	8 minutes
35 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	9	8	8	7	7
95th percentile time to start treatment ⁵ (minutes)	46	52	39	40	35	43

(†) 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.

Wyong Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 4,679

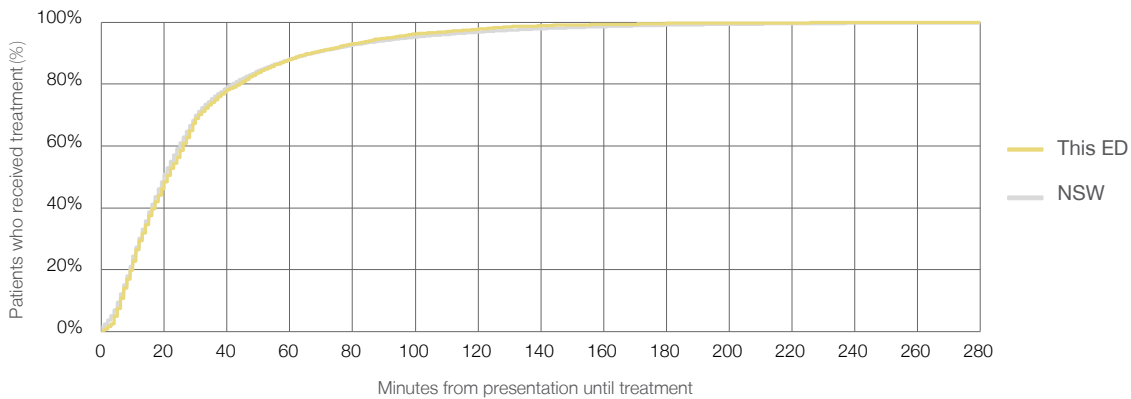
Number of triage 3 patients used to calculate waiting time:³ 4,634

Median time to start treatment⁴ 21 minutes

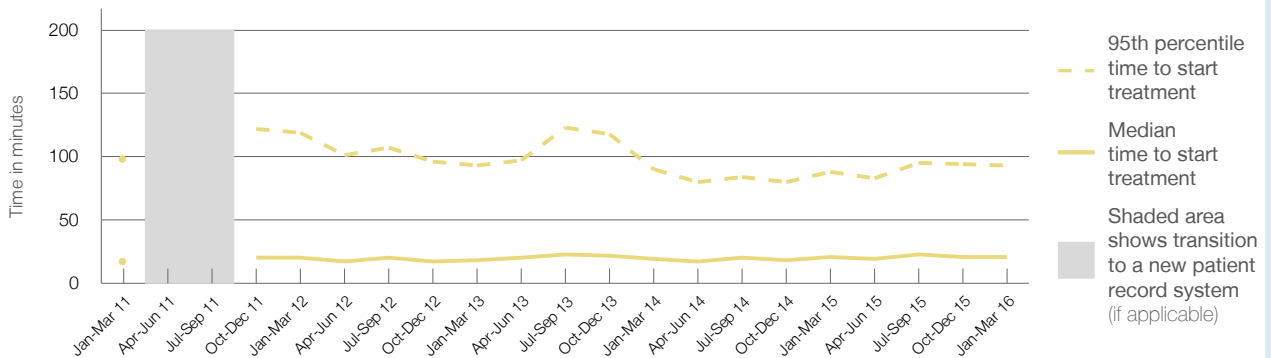
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,023	
3,968	
21 minutes	20 minutes
88 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	17	20	18	19	21	21
95th percentile time to start treatment ⁵ (minutes)	98	119	93	90	88	93

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Wyong Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 8,339

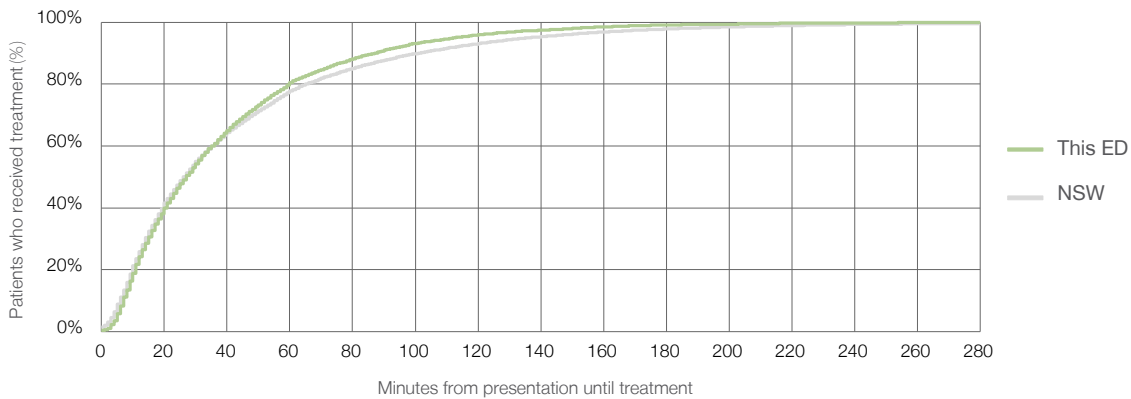
Number of triage 4 patients used to calculate waiting time:³ 8,083

Median time to start treatment⁴ 27 minutes

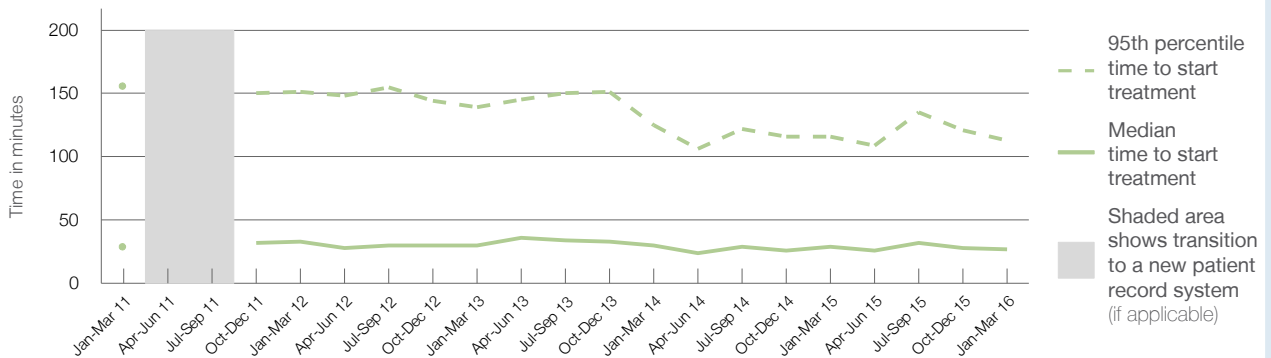
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
7,970	7,725
29 minutes	26 minutes
116 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	33	30	30	29	27
95th percentile time to start treatment ⁵ (minutes)	156	151	139	125	116	113

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Wyong Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,152

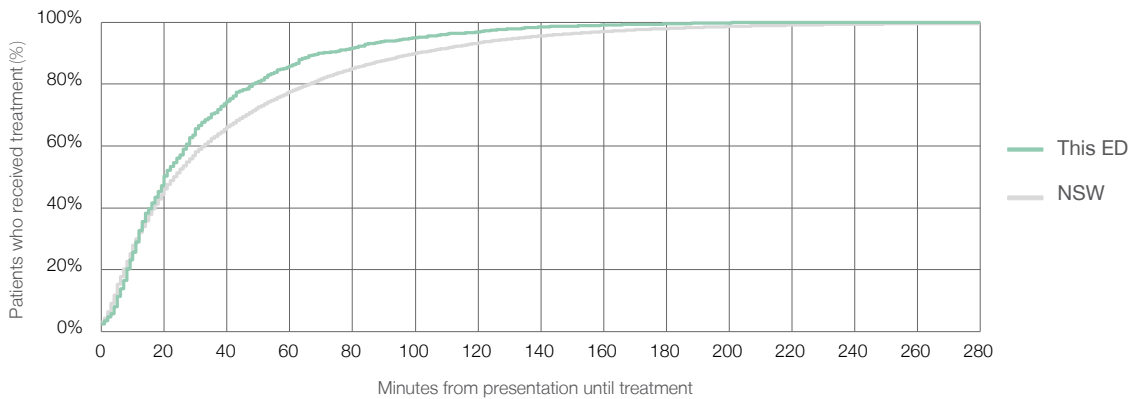
Number of triage 5 patients used to calculate waiting time:³ 1,113

Median time to start treatment⁴ 20 minutes

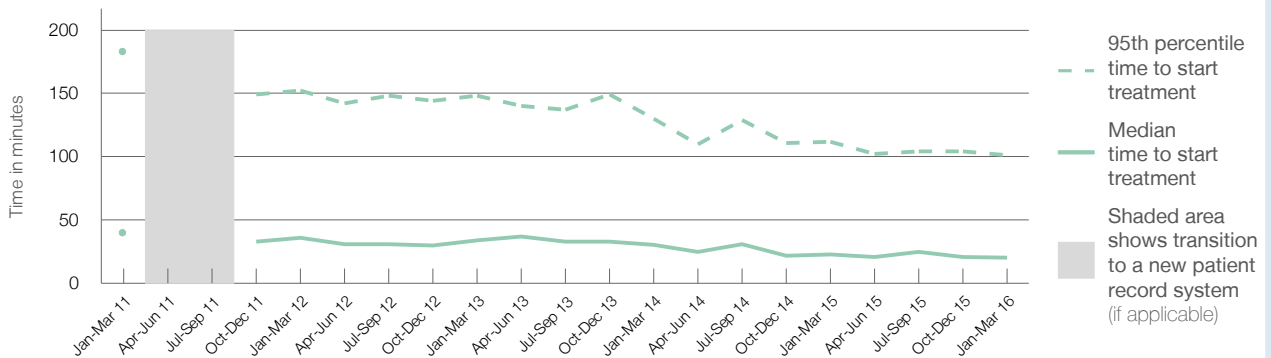
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,679	1,604
23 minutes	23 minutes
112 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	40	36	34	31	23	20
95th percentile time to start treatment ⁵ (minutes)	183	152	148	130	112	101

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Wyong Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 16,198 patients

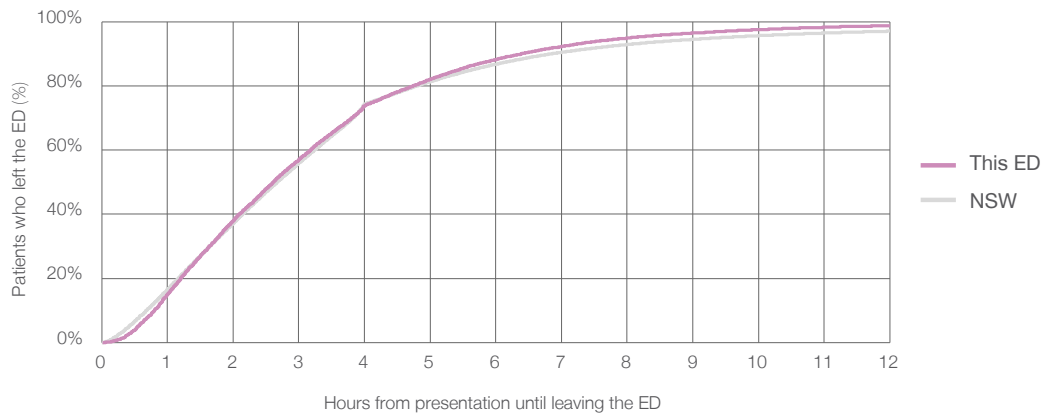
Attendances used to calculate time to leaving the ED:⁶ 16,198 patients

Median time to leaving the ED⁸ 2 hours and 37 minutes

95th percentile time to leaving the ED⁹ 8 hours and 3 minutes

Same period last year	NSW (this period)
15,341	15,341
2 hours and 42 minutes	2 hours and 40 minutes
8 hours and 32 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 26m	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 53m	12h 3m	10h 46m	9h 31m	8h 32m	8h 3m

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Wyong Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

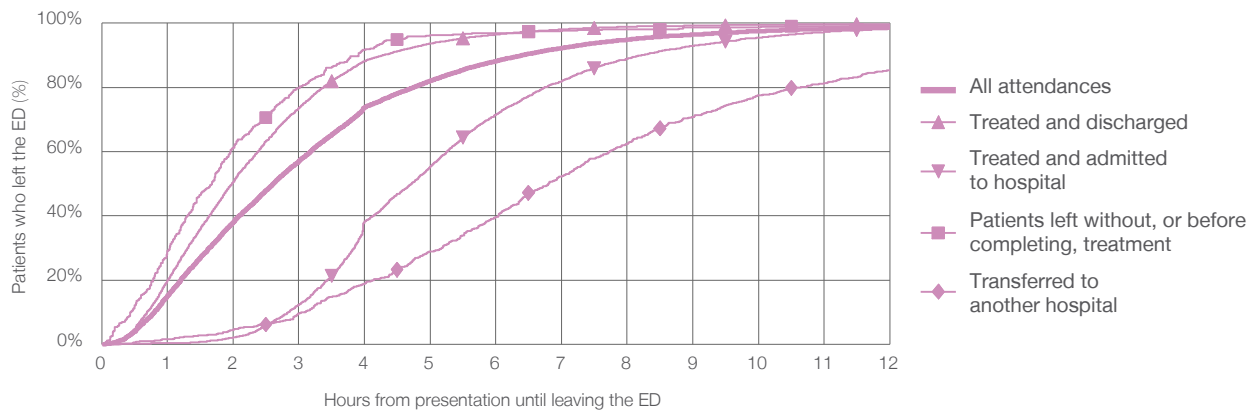
All attendances:¹ 16,198 patients

Attendances used to calculate time to leaving the ED:⁶ 16,198 patients

Treated and discharged	11,320 (70%)
Treated and admitted to hospital	3,605 (22%)
Patient left without, or before completing, treatment	431 (3%)
Transferred to another hospital	791 (5%)
Other	51 (0%)

Same period last year	Change since one year ago
15,341	6%
11,163	1%
2,993	20%
466	-8%
682	16%
37	38%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	20%	51%	74%	88%	96%	99%	100%	100%
Treated and admitted to hospital	0%	2%	12%	38%	72%	89%	96%	98%
Patient left without, or before completing, treatment	29%	61%	80%	92%	97%	98%	99%	99%
Transferred to another hospital	2%	5%	10%	19%	40%	62%	78%	85%
All attendances	15%	38%	57%	74%	88%	95%	98%	99%

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Wyong Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 16,198 patients

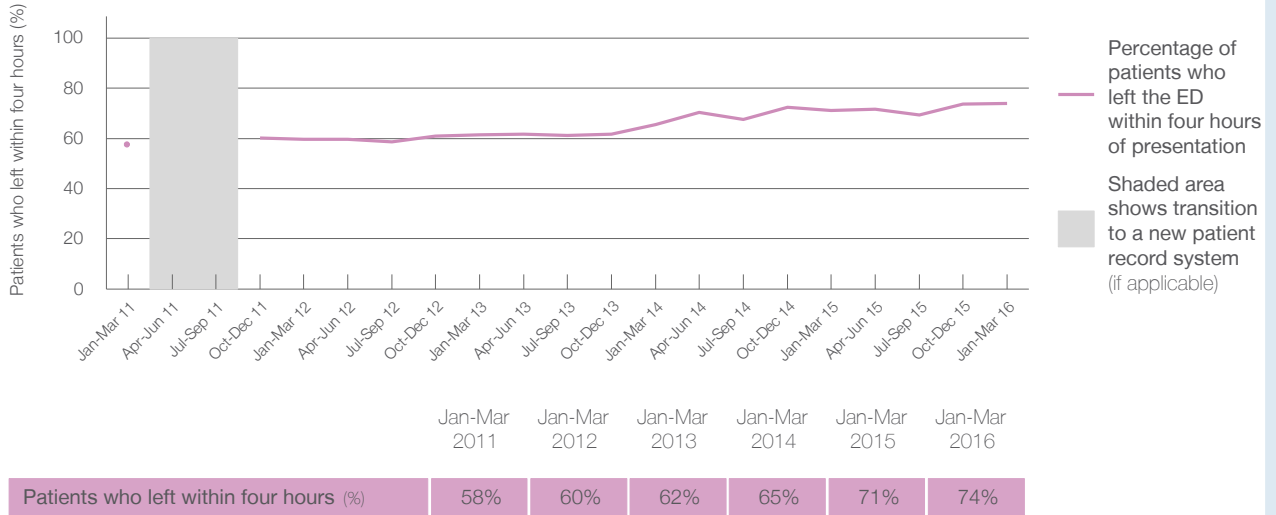
Attendances used to calculate time to leaving the ED:⁶ 16,198 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	15,341	6%
Attendances used to calculate time to leaving the ED	15,341	6%
Percentage of patients who left the ED within four hours	71%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System(extracted 22 April 2016).