

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 17,136 patients

Emergency presentations:² 17,048 patients

Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,544 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,988 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,704 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,723 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,321	
9 minutes	8 minutes
33 minutes	26 minutes
4,578	
36 minutes	20 minutes
158 minutes	67 minutes
7,586	
36 minutes	25 minutes
156 minutes	97 minutes
2,147	
33 minutes	24 minutes
149 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 17,125 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
16,819	1.8%
53.3%	

* 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 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.

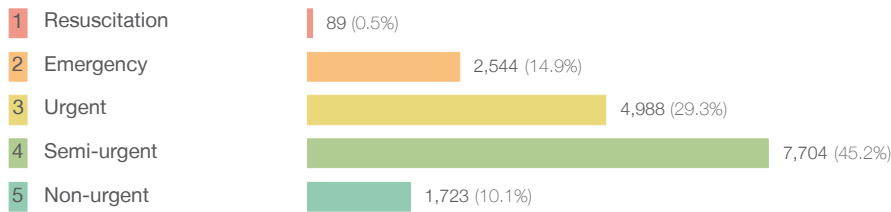
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Patients presenting to the emergency department October to December 2016

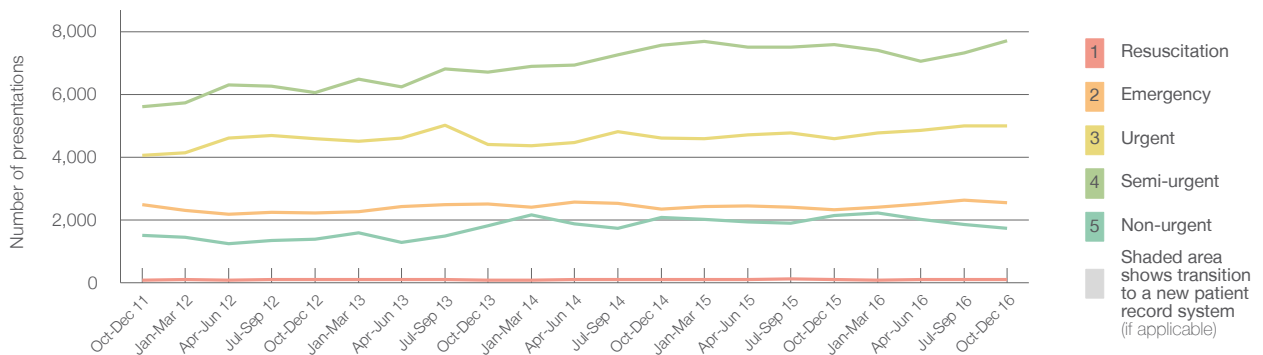
All presentations:¹ 17,136 patients

Emergency presentations² by triage category: 17,048 patients



Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%
89	0.0%
2,321	9.6%
4,578	9.0%
7,586	1.6%
2,147	-19.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	77	102	88	95	89	89
Emergency	2,486	2,225	2,500	2,350	2,321	2,544
Urgent	4,064	4,593	4,397	4,606	4,578	4,988
Semi-urgent	5,603	6,066	6,702	7,572	7,586	7,704
Non-urgent	1,501	1,387	1,818	2,083	2,147	1,723
All emergency presentations	13,731	14,373	15,505	16,706	16,721	17,048

Nepean Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,839 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,763	
11 minutes	0 minutes
32 minutes	-9 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

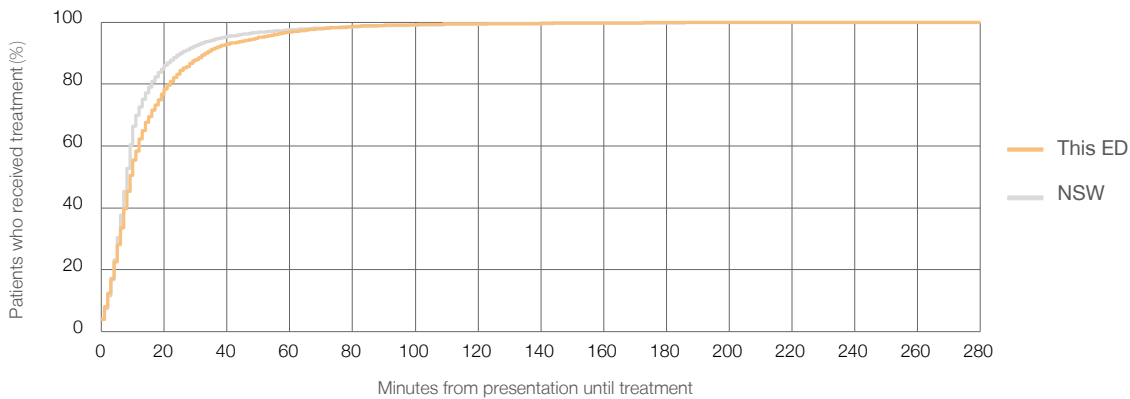
Number of triage 2 patients: 2,544

Number of triage 2 patients used to calculate waiting time:³ 2,530

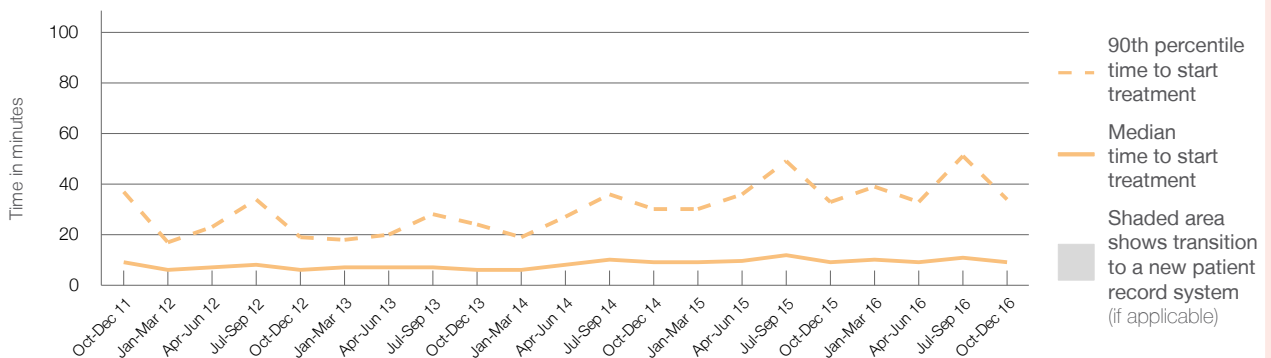
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 34 minutes

Same period last year	NSW (this period)
2,321	
2,251	
9 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	6	9	9	9
90th percentile time to start treatment ⁵ (minutes)	37	19	24	30	33	34

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,988

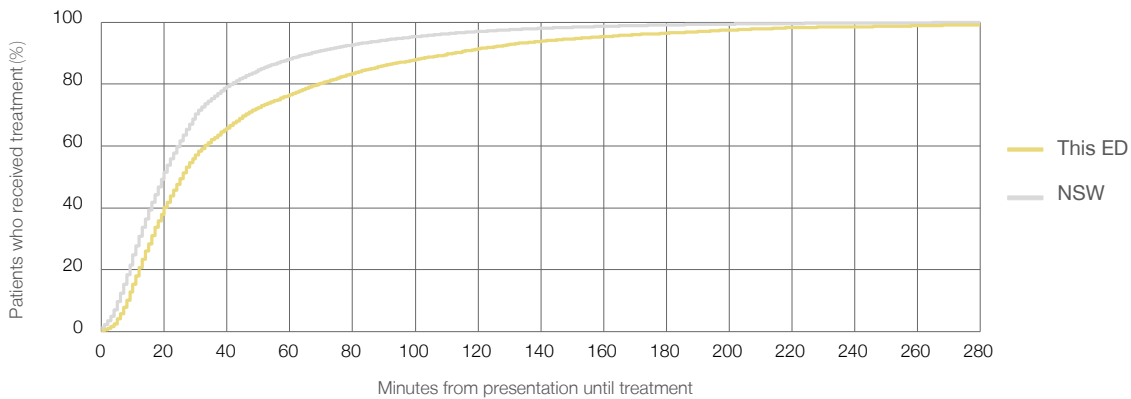
Number of triage 3 patients used to calculate waiting time:³ 4,794

Median time to start treatment⁴ 26 minutes

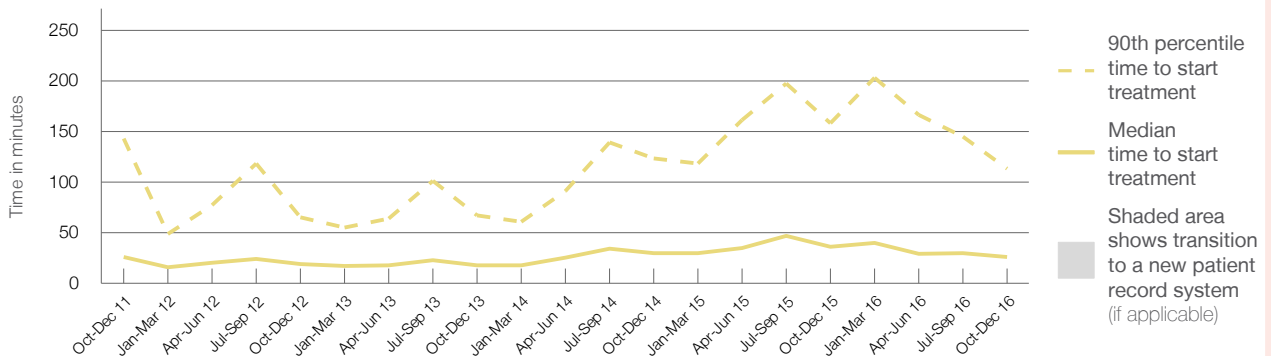
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,578	
4,180	
36 minutes	20 minutes
158 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	18	30	36	26
90th percentile time to start treatment ⁵ (minutes)	143	65	67	123	158	113

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,704

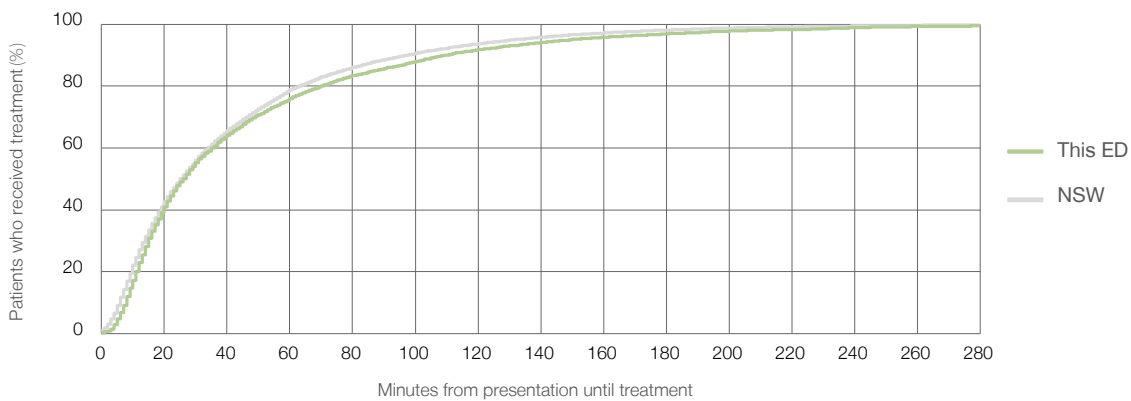
Number of triage 4 patients used to calculate waiting time:³ 7,210

Median time to start treatment⁴ 26 minutes

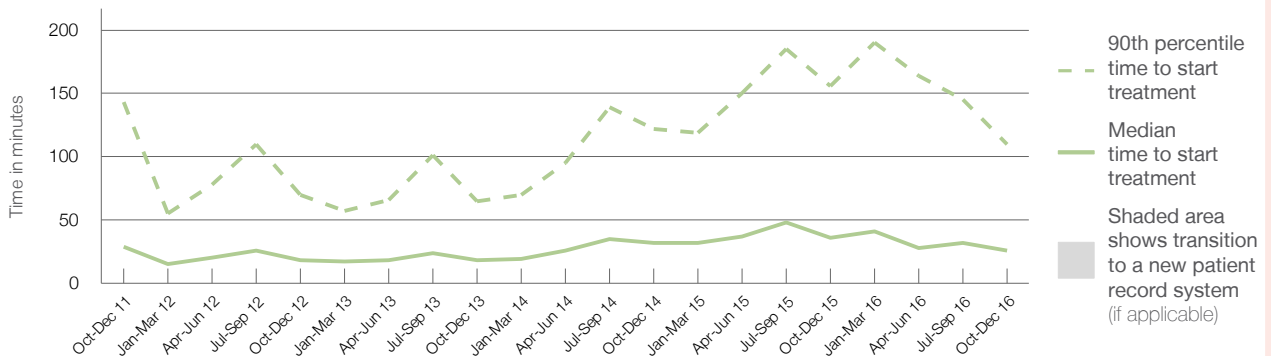
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
7,586	
6,700	
36 minutes	25 minutes
156 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	18	18	32	36	26
90th percentile time to start treatment ⁵ (minutes)	143	70	65	122	156	110

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,723

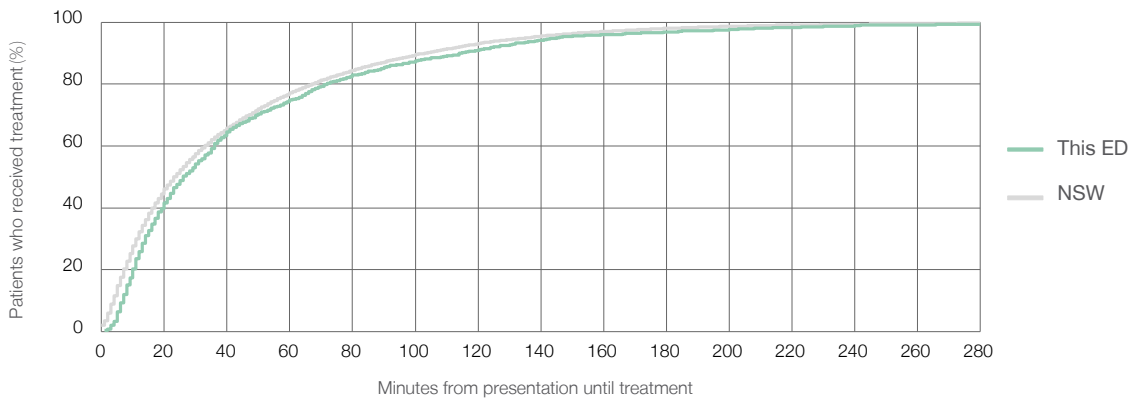
Number of triage 5 patients used to calculate waiting time:³ 1,457

Median time to start treatment⁴ 26 minutes

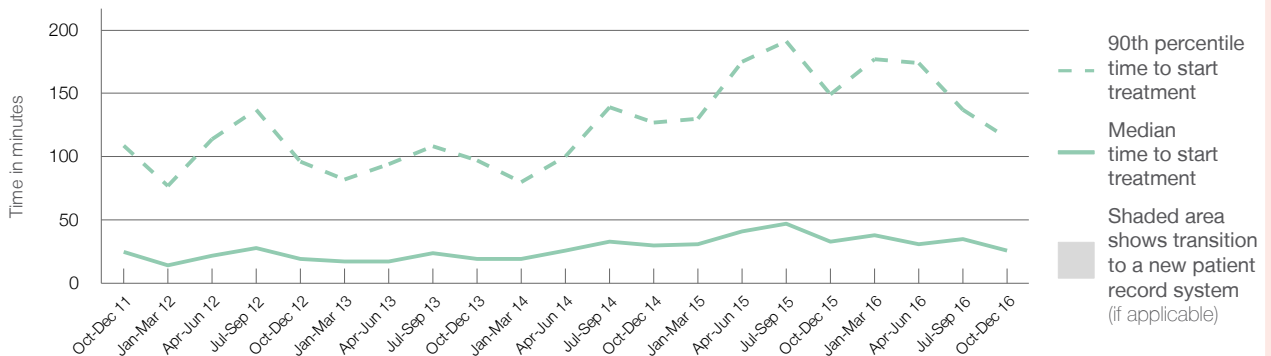
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,147	
1,752	
33 minutes	24 minutes
149 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	19	19	30	33	26
90th percentile time to start treatment ⁵ (minutes)	109	96	97	127	149	115

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 17,136 patients

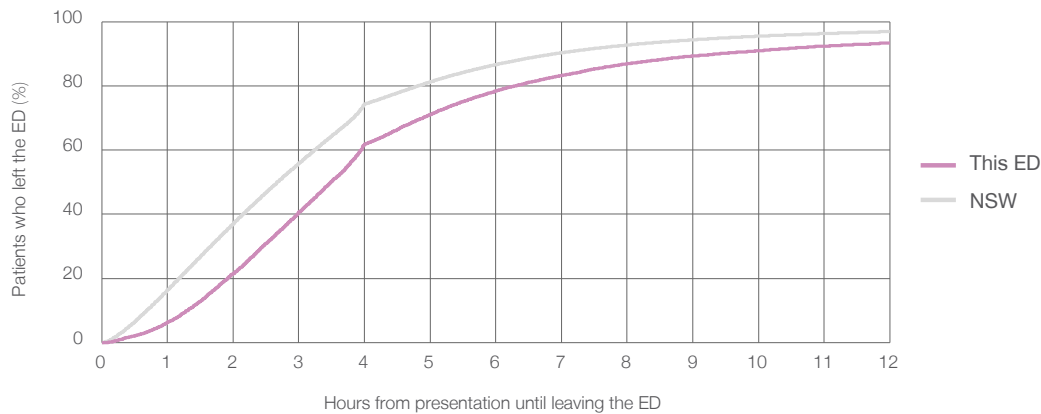
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

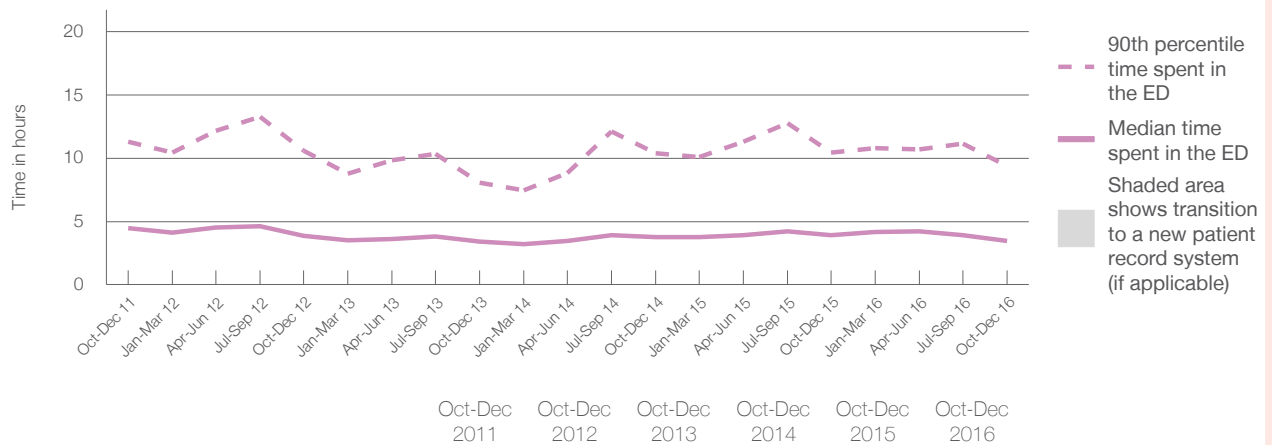
90th percentile time spent in the ED⁹ 9 hours and 24 minutes

Same period last year	NSW (this period)
16,819	16,819
3 hours and 54 minutes	2 hours and 41 minutes
10 hours and 25 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 53m	3h 26m	3h 47m	3h 54m	3h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 18m	10h 35m	8h 4m	10h 22m	10h 25m	9h 24m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

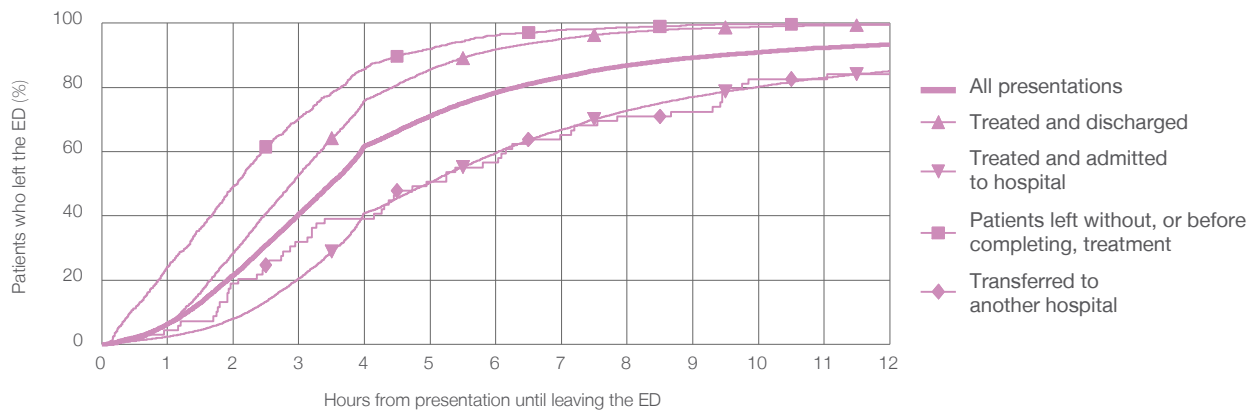
All presentations:¹ 17,136 patients

Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

Treated and discharged	8,339 (48.7%)
Treated and admitted to hospital	7,275 (42.5%)
Patient left without, or before completing, treatment	1,371 (8.0%)
Transferred to another hospital	69 (0.4%)
Other	82 (0.5%)

Same period last year	Change since one year ago
16,819	1.8%
8,560	-2.6%
6,376	14.1%
1,758	-22.0%
58	19.0%
67	22.4%

Percentage of patients who left the ED by time and mode of separation, October to December 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	6.4%	28.5%	52.8%	75.9%	91.8%	97.2%	98.9%	99.6%
Treated and admitted to hospital	2.4%	7.9%	20.6%	40.9%	59.6%	72.8%	80.2%	85.1%
Patient left without, or before completing, treatment	24.2%	49.2%	70.4%	85.7%	96.2%	98.8%	99.6%	99.8%
Transferred to another hospital	4.3%	18.8%	31.9%	39.1%	56.5%	71.0%	82.6%	84.1%
All presentations	6.4%	21.6%	40.6%	61.8%	78.4%	86.9%	90.9%	93.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 17,136 patients

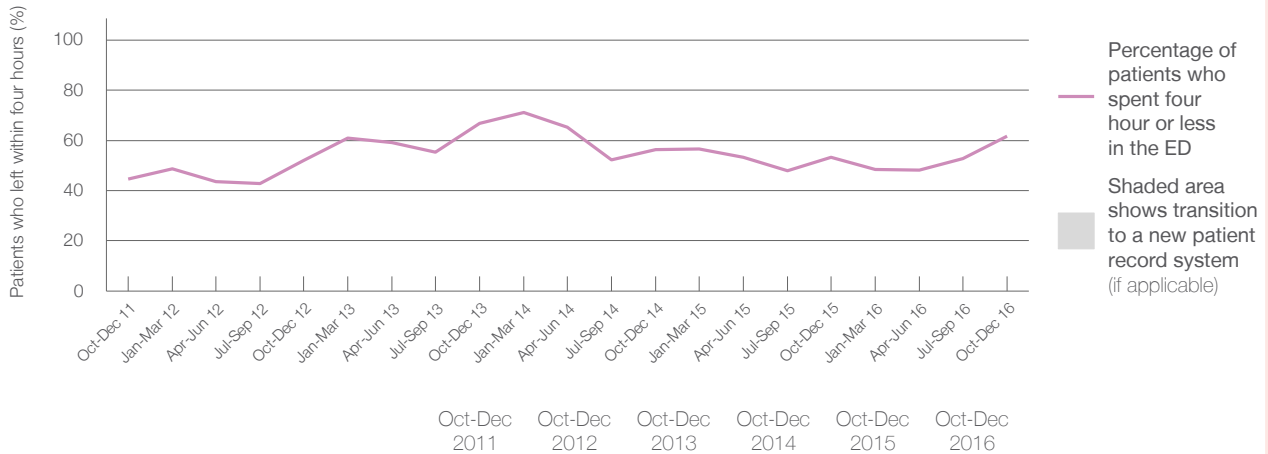
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

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	16,819	1.9%
Presentations used to calculate time to leaving the ED	16,819	1.8%
Percentage of patients who spent four hours or less in the ED	53.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	44.5%	51.9%	66.7%	56.4%	53.3%	61.8%

* 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 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).