

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 10,058 patients

Emergency presentations:² 10,001 patients

Same period last year	Change since one year ago
9,206	9.3%
9,155	9.2%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,440 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,219 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,636 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,662 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,349	
5 minutes	8 minutes
9 minutes	26 minutes
2,078	
13 minutes	20 minutes
44 minutes	67 minutes
4,049	
16 minutes	25 minutes
69 minutes	99 minutes
1,633	
12 minutes	23 minutes
78 minutes	101 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,058 patients

Percentage of patients who spent four hours or less in the ED 78.2%

Same period last year	Change since one year ago
9,206	9.3%
75.2%	

* 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, July to September 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.

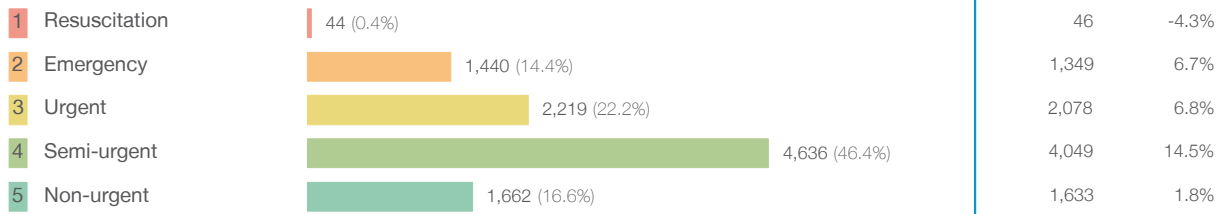
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

April to June 2017

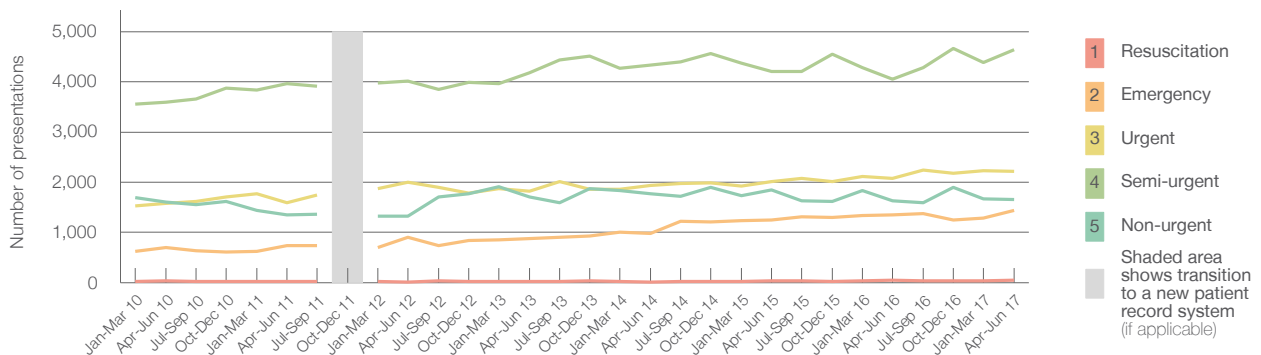
All presentations:¹ 10,058 patients

Emergency presentations² by triage category: 10,001 patients



Same period last year	Change since one year ago
9,206	9.3%
9,155	9.2%
46	-4.3%
1,349	6.7%
2,078	6.8%
4,049	14.5%
1,633	1.8%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	42	26	17	30	15	34	46	44
Emergency	698	738	902	874	977	1,248	1,349	1,440
Urgent	1,581	1,597	1,995	1,828	1,931	2,019	2,078	2,219
Semi-urgent	3,591	3,962	4,012	4,180	4,335	4,200	4,049	4,636
Non-urgent	1,606	1,356	1,320	1,703	1,771	1,849	1,633	1,662
All emergency presentations	7,518	7,679	8,246	8,615	9,029	9,350	9,155	10,001

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,982 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,864	
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.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,440

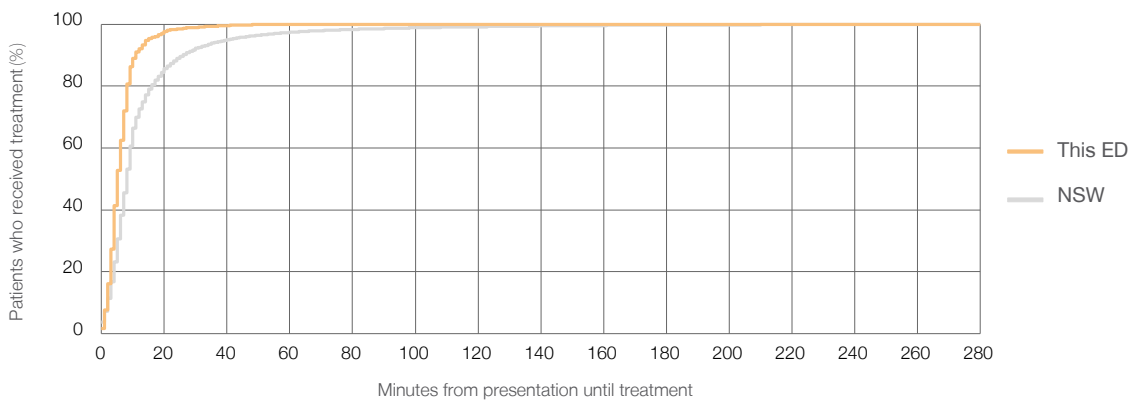
Number of triage 2 patients used to calculate waiting time:³ 1,439

Median time to start treatment⁴ 5 minutes

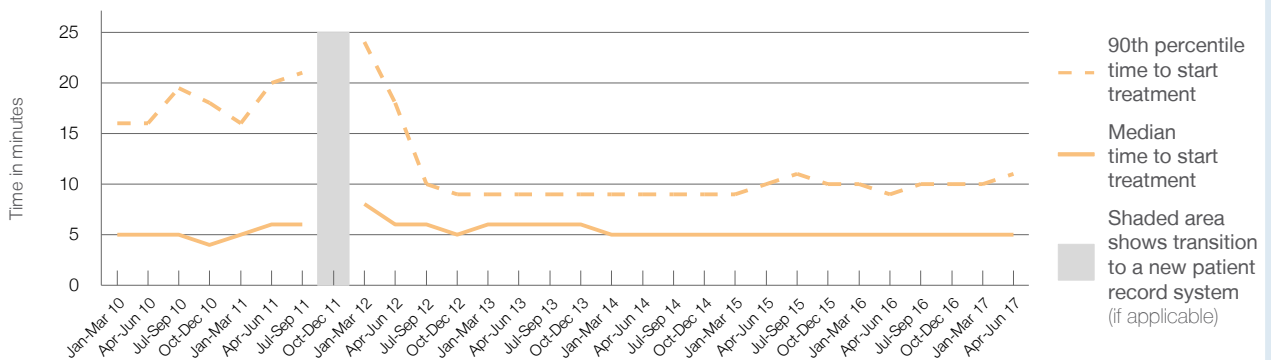
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,349	1,348
5 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	5	6	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	20	18	9	9	10	9	11

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 2,219

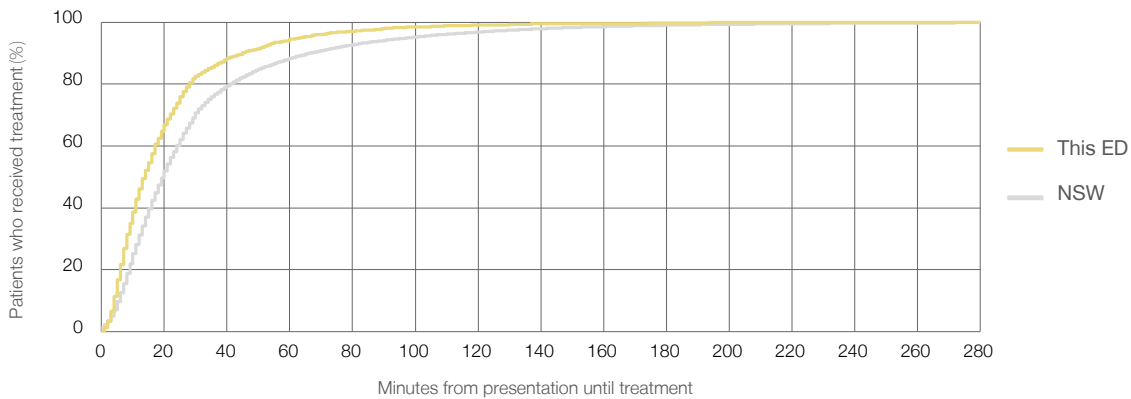
Number of triage 3 patients used to calculate waiting time:³ 2,213

Median time to start treatment⁴ 14 minutes

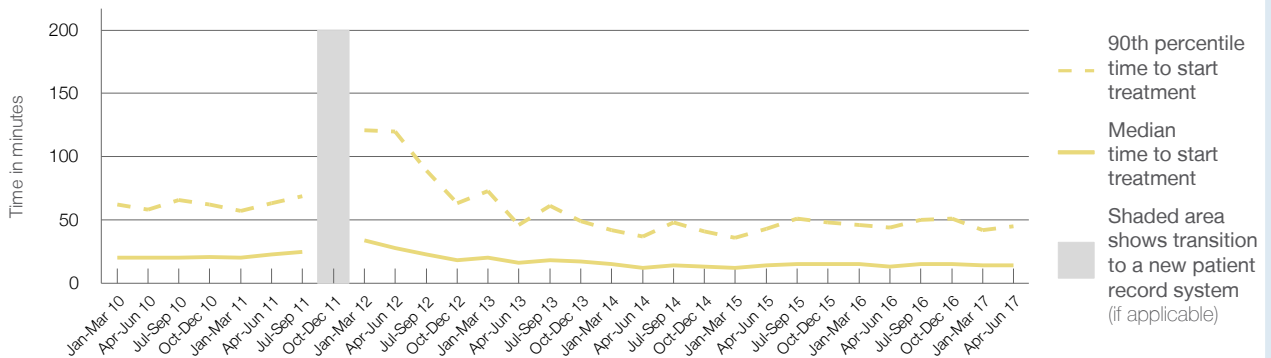
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
2,078	
2,066	
13 minutes	20 minutes
44 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	23	28	16	12	14	13	14
90th percentile time to start treatment ⁵ (minutes)	58	63	120	46	37	43	44	45

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 4,636

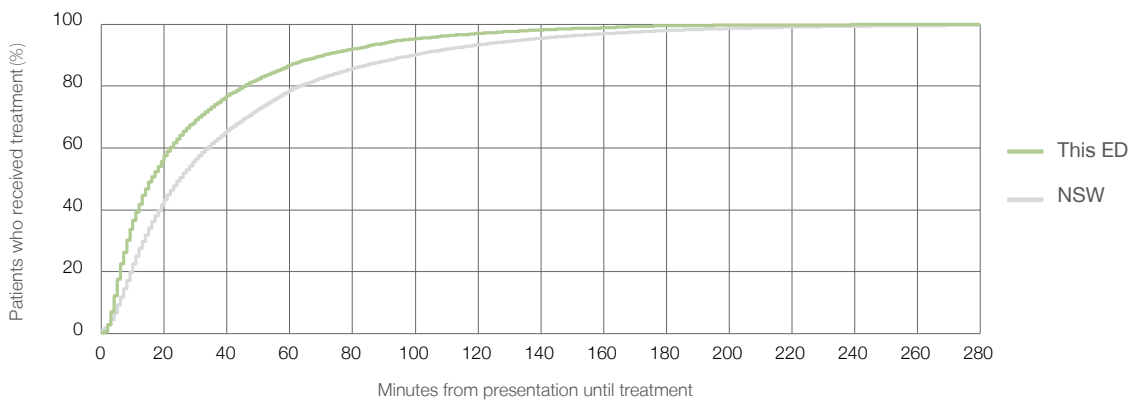
Number of triage 4 patients used to calculate waiting time:³ 4,549

Median time to start treatment⁴ 16 minutes

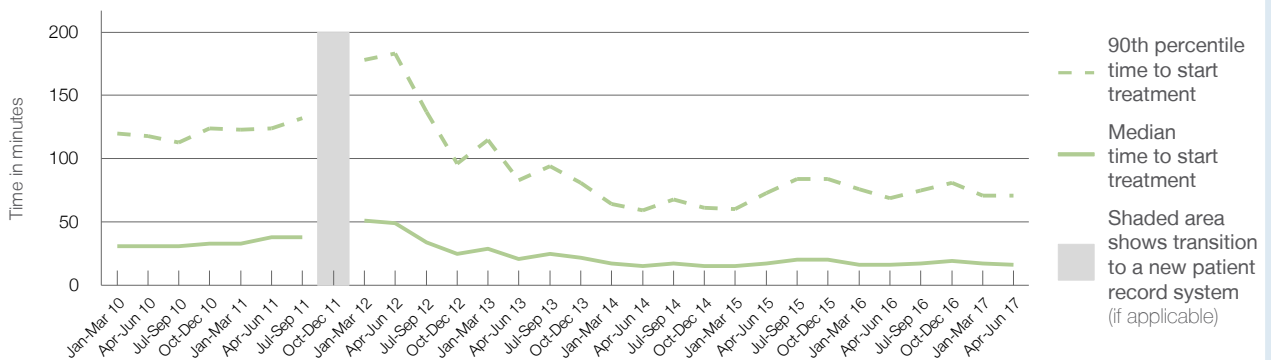
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,049	3,945
16 minutes	25 minutes
69 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	31	38	49	21	15	17	16	16
90th percentile time to start treatment ⁵ (minutes)	118	124	183	83	59	73	69	71

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,662

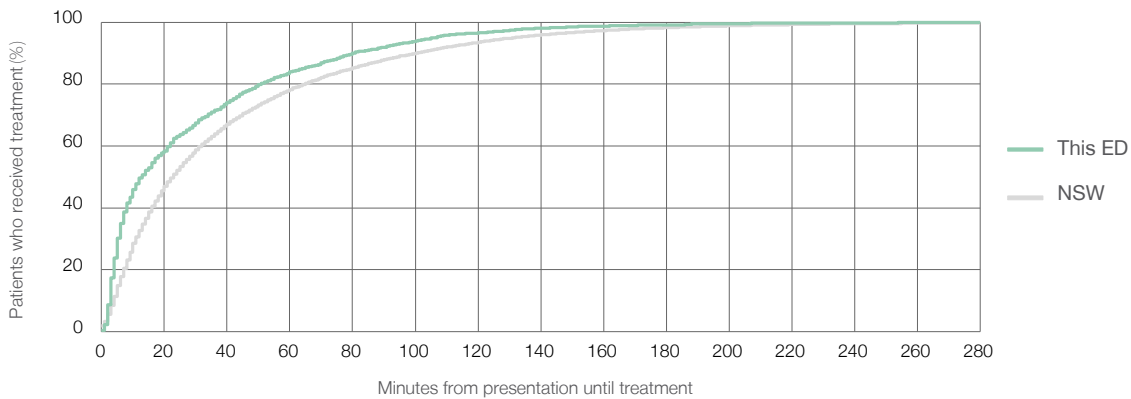
Number of triage 5 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 13 minutes

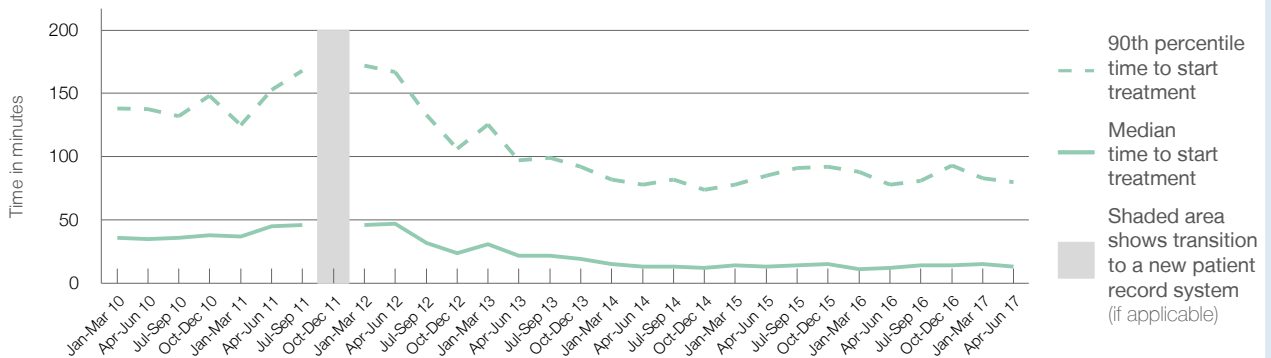
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,633	
1,550	
12 minutes	23 minutes
78 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	35	45	47	22	13	13	12	13
90th percentile time to start treatment ⁵ (minutes)	138	153	167	97	78	85	78	80

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Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 10,058 patients

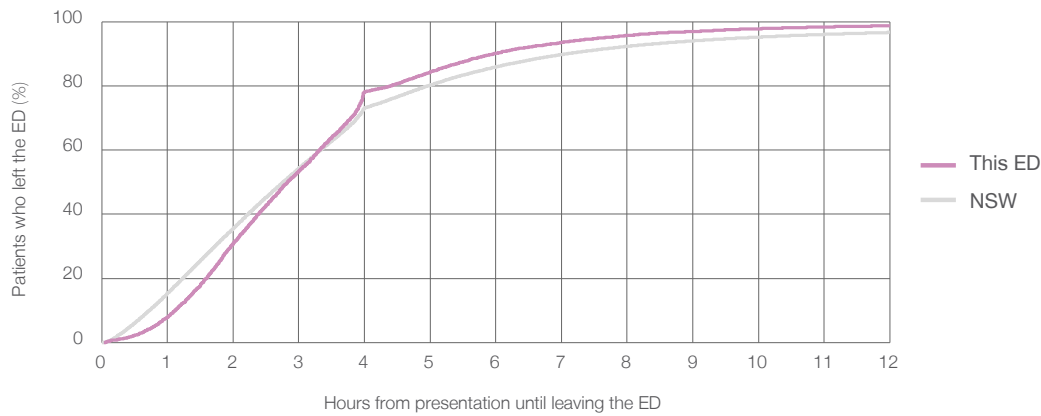
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

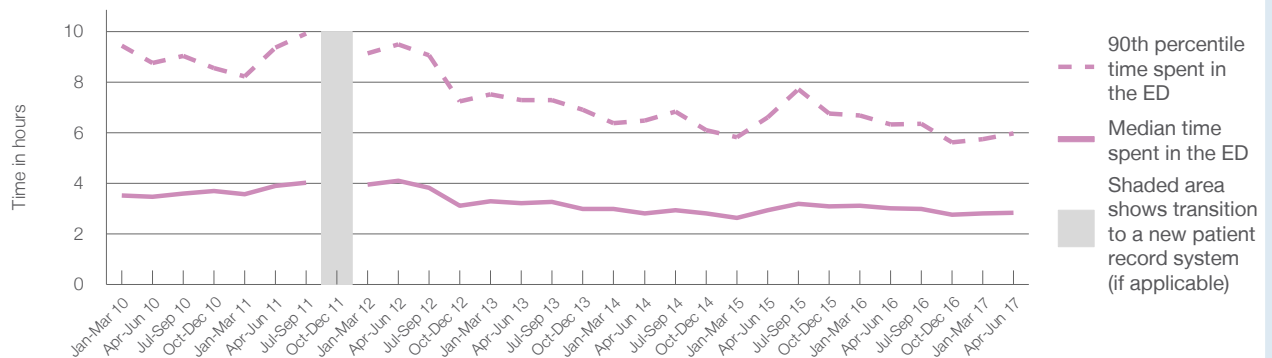
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,206	9,206
3 hours and 1 minutes	2 hours and 46 minutes
6 hours and 20 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 28m	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 46m	9h 22m	9h 30m	7h 17m	6h 29m	6h 37m	6h 20m	5h 59m

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

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Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

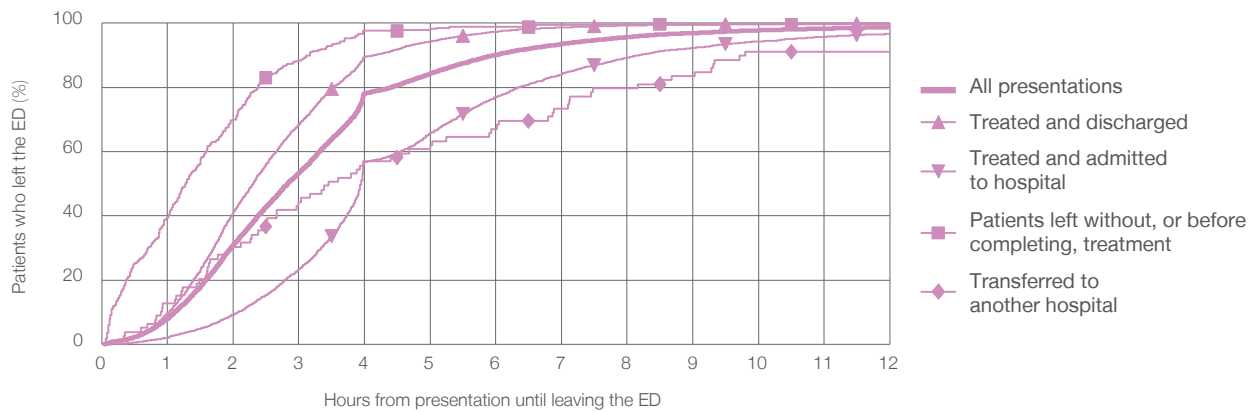
All presentations:[†] 10,058 patients

Presentations used to calculate time to leaving the ED:[‡] 10,058 patients

Treated and discharged	6,171 (61.4%)
Treated and admitted to hospital	3,467 (34.5%)
Patient left without, or before completing, treatment	337 (3.4%)
Transferred to another hospital	79 (0.8%)
Other	4 (0%)

Same period last year	Change since one year ago
9,206	9.3%
5,538	11.4%
3,193	8.6%
392	-14.0%
74	6.8%
9	-55.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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	9.6%	41.2%	68.4%	89.4%	97.4%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.0%	9.2%	23.4%	56.8%	77.0%	89.3%	94.3%	96.7%
Patient left without, or before completing, treatment	39.5%	70.0%	88.4%	97.6%	98.8%	99.7%	99.7%	99.7%
Transferred to another hospital	12.7%	30.4%	44.3%	57.0%	67.1%	79.7%	91.1%	91.1%
All presentations	8.0%	31.1%	53.4%	78.2%	90.2%	95.7%	97.8%	98.7%

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Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 10,058 patients

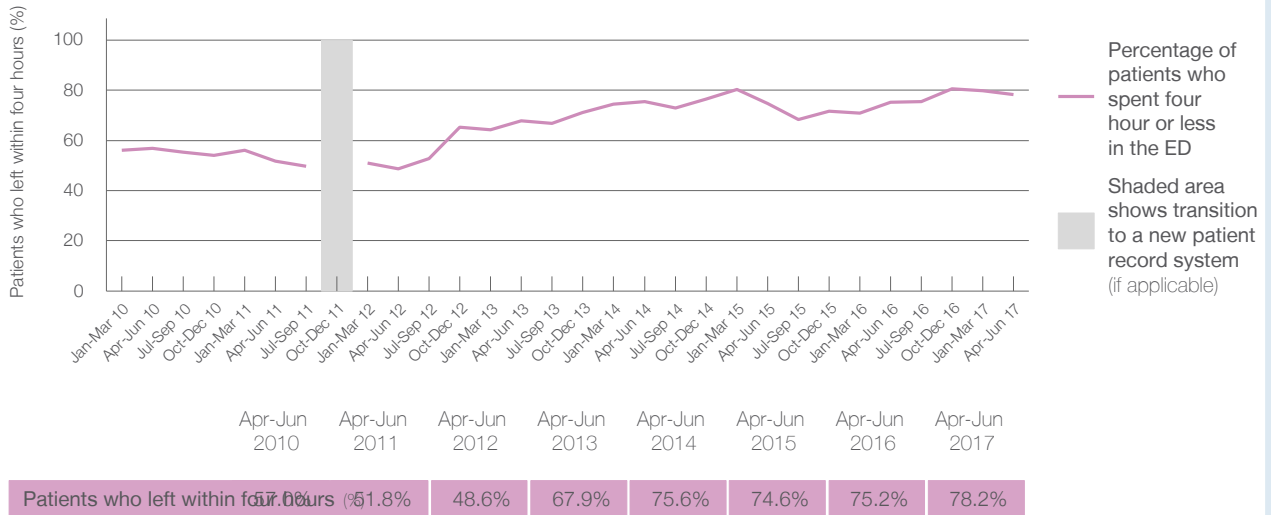
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

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: ¹	9,206	9.3%
Presentations used to calculate time to leaving the ED: ⁶	9,206	9.3%
Percentage of patients who spent four hours or less in the ED	75.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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, July to September 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).