

Singleton District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,050 patients
Emergency presentations:² 2,973 patients

Same period last year	Change since one year ago
2,724	12.0%
2,675	11.1%

Singleton District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 216 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 844 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,785 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 122 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
170	
8 minutes	9 minutes
20 minutes	29 minutes
743	
23 minutes	23 minutes
68 minutes	83 minutes
1,562	
33 minutes	30 minutes
90 minutes	121 minutes
200	
24 minutes	26 minutes
100 minutes	118 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,050 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,724	12.0%
90.0%	

* 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.

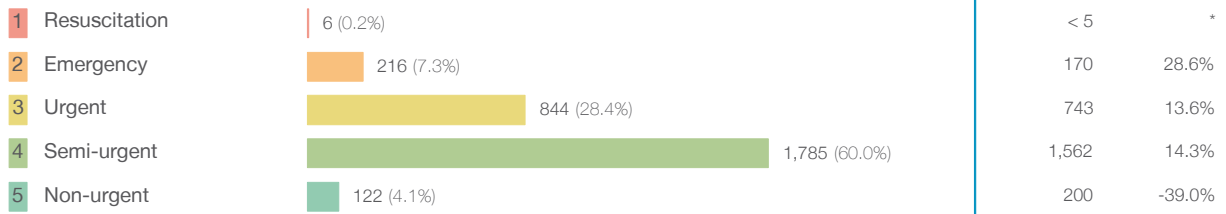
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Singleton District Hospital: Patients presenting to the emergency department July to September 2017

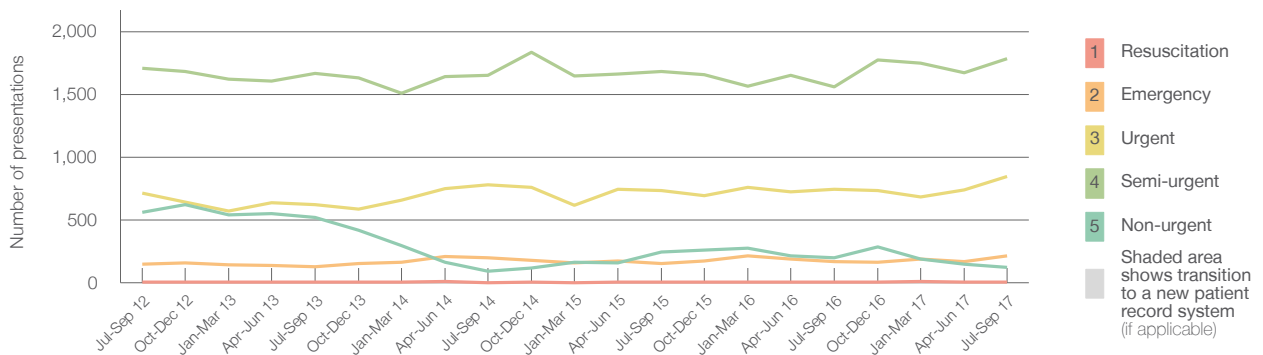
All presentations:¹ 3,050 patients

Emergency presentations² by triage category: 2,973 patients



	Same period last year	Change since one year ago
All presentations	2,724	12.0%
Emergency presentations	2,675	11.1%
1 Resuscitation	< 5	*
2 Emergency	170	28.6%
3 Urgent	743	13.6%
4 Semi-urgent	1,562	14.3%
5 Non-urgent	200	-39.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	147	127	199	155	170	216
Urgent	711	621	780	736	743	844
Semi-urgent	1,709	1,669	1,653	1,683	1,562	1,785
Non-urgent	558	519	92	245	200	122
All emergency presentations	3,125	2,936	2,724	2,819	2,675	2,973

Singleton District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 319 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	241	
Median time	5 minutes	2 minutes
90th percentile time	15 minutes	133 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.

Singleton District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 216

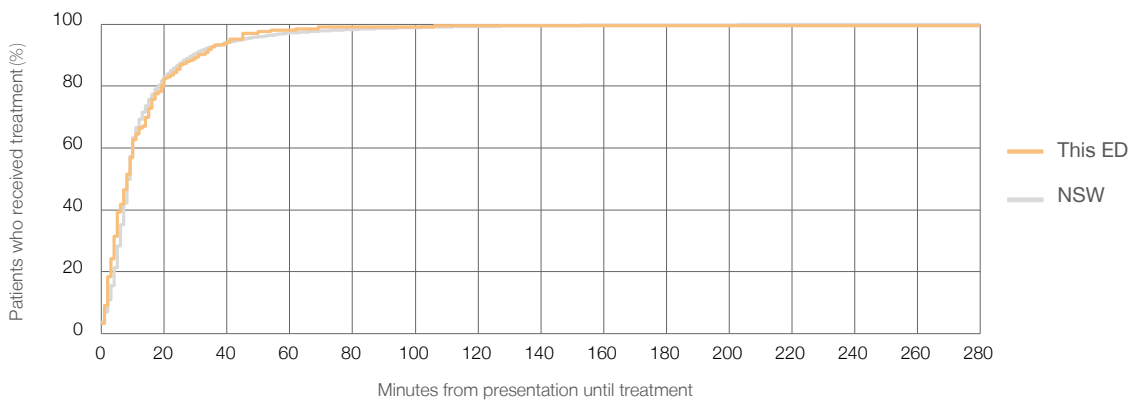
Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴ 8 minutes

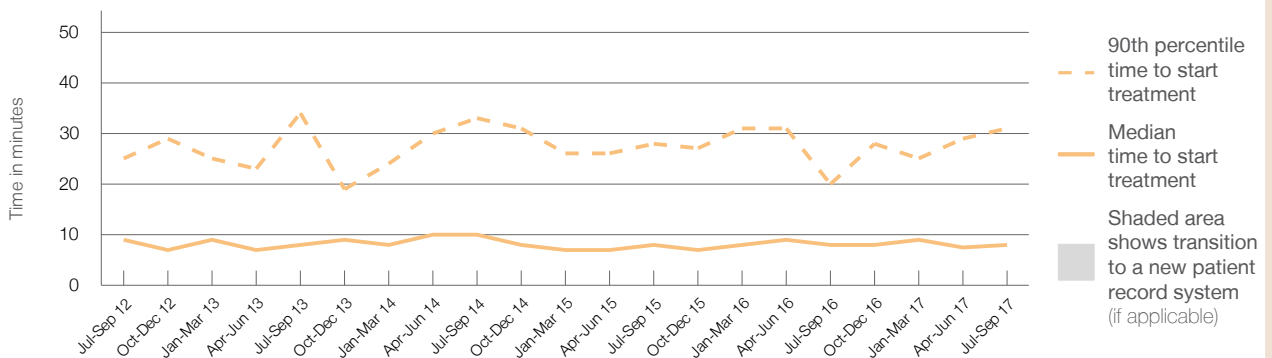
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
170	161
8 minutes	9 minutes
20 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	10	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	34	33	28	20	31

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Singleton District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 844

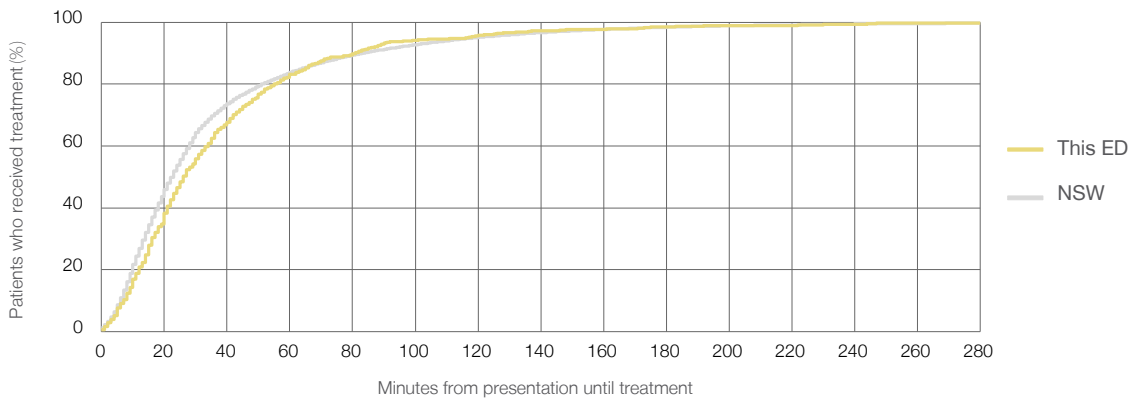
Number of triage 3 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ 26 minutes

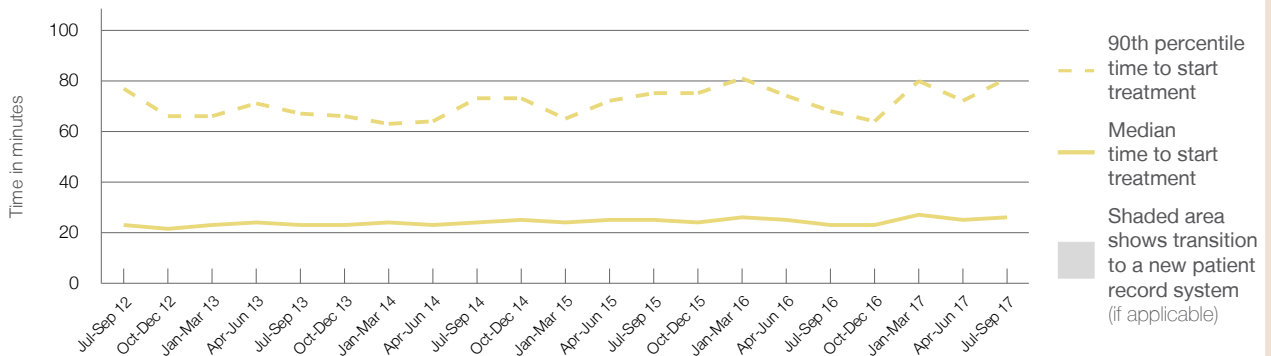
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
743	
716	
23 minutes	23 minutes
68 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	24	25	23	26
90th percentile time to start treatment ⁵ (minutes)	77	67	73	75	68	81

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Singleton District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,785

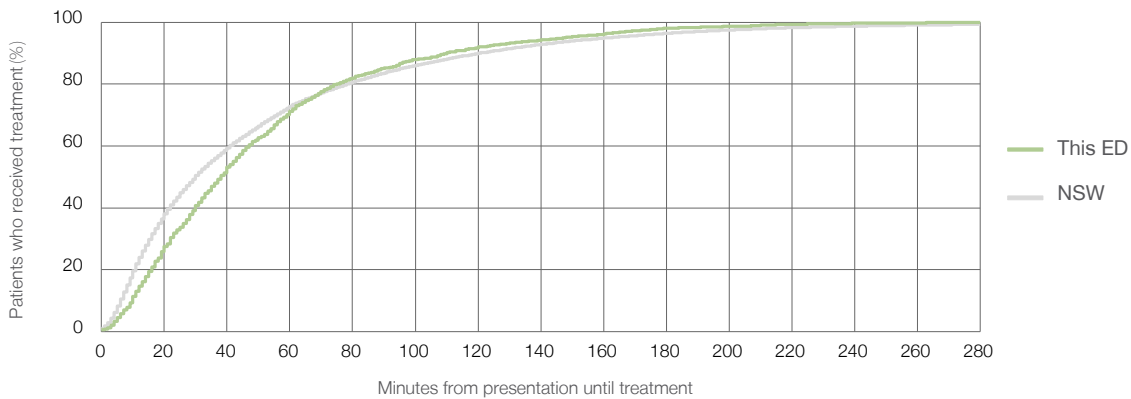
Number of triage 4 patients used to calculate waiting time:³ 1,704

Median time to start treatment⁴ 38 minutes

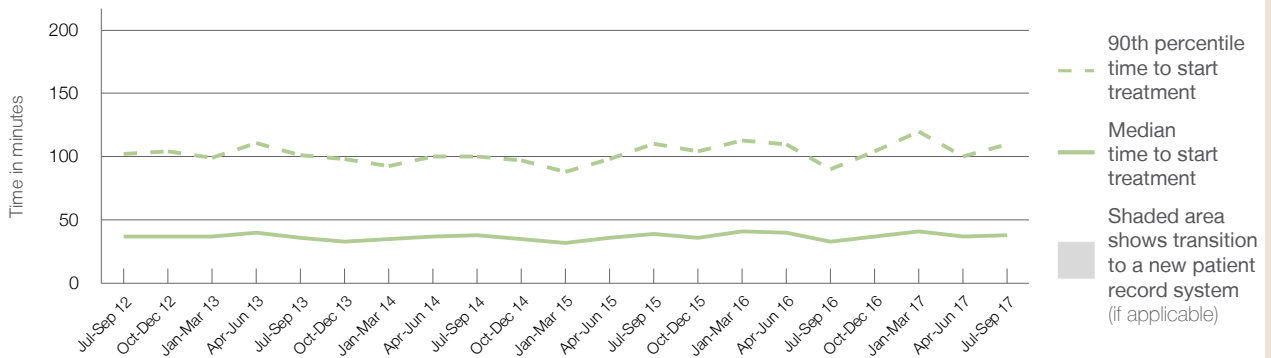
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,562	1,498
33 minutes	30 minutes
90 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	36	38	39	33	38
90th percentile time to start treatment ⁵ (minutes)	102	101	100	111	90	110

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Singleton District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 122

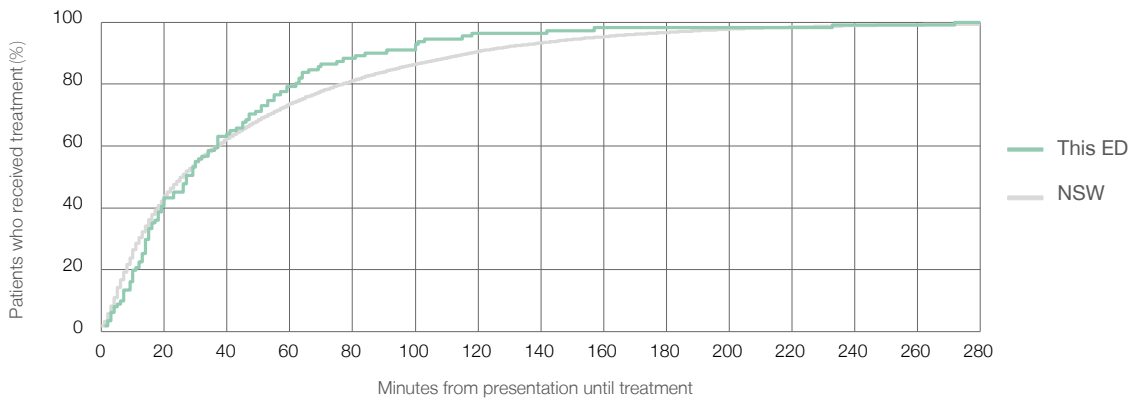
Number of triage 5 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 27 minutes

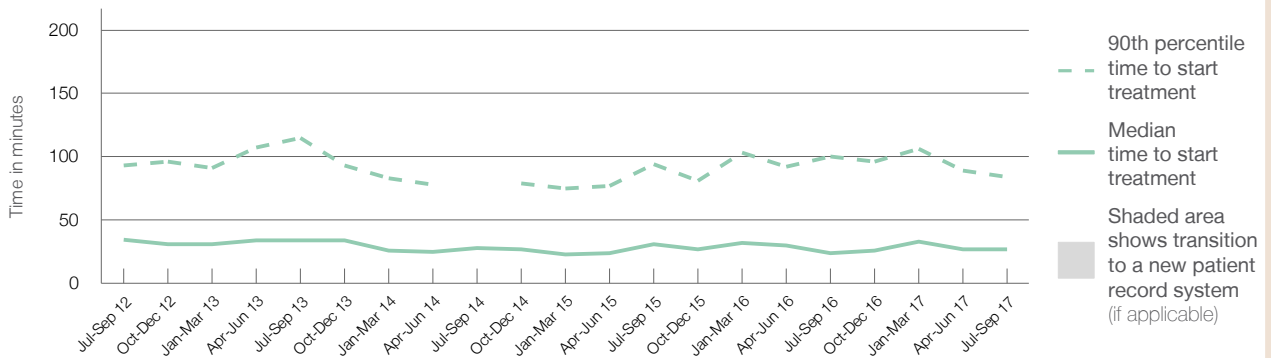
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
200	175
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	34	28	31	24	27
90th percentile time to start treatment ⁵ (minutes)	93	115	*	94	100	84

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Singleton District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 3,050 patients

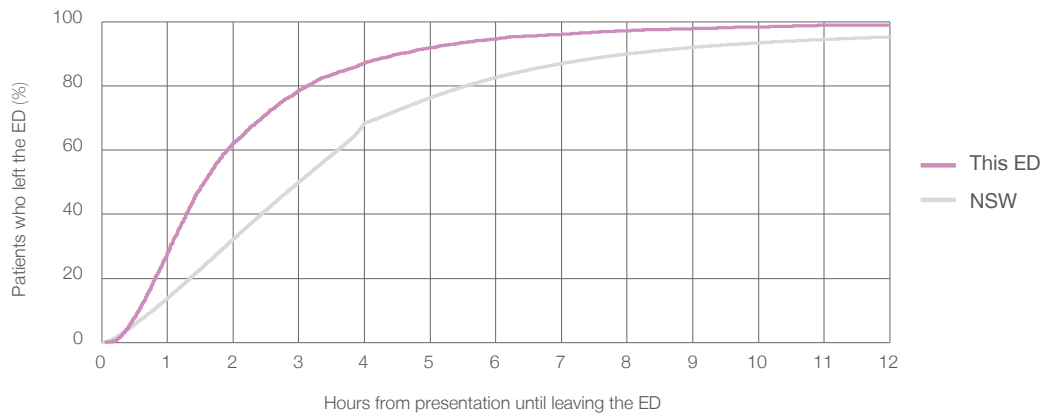
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

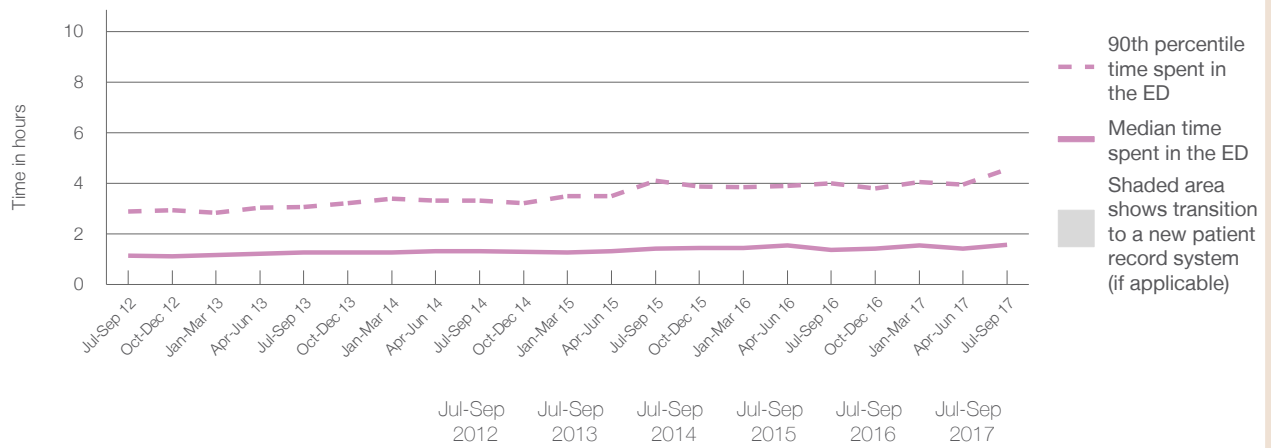
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
2,724	2,724
1 hours and 23 minutes	3 hours and 0 minutes
4 hours and 0 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m	1h 34m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 53m	3h 4m	3h 19m	4h 6m	4h 0m	4h 33m

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Singleton District Hospital: Time patients spent in the ED By mode of separation July to September 2017

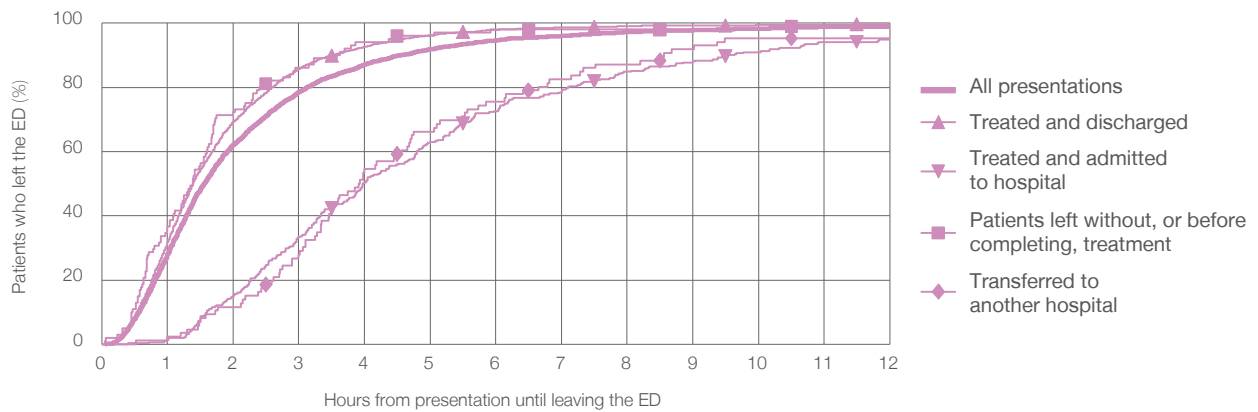
All presentations:¹ 3,050 patients

Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Treated and discharged	2,497 (81.9%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	86 (2.8%)
Other	55 (1.8%)

Same period last year	Change since one year ago
2,724	12.0%
2,199	13.6%
339	-8.3%
61	65.6%
64	34.4%
61	-9.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	31.9%	69.3%	85.7%	92.7%	98.0%	99.1%	99.4%	99.6%
Treated and admitted to hospital	1.3%	15.1%	33.4%	50.5%	72.7%	84.9%	91.0%	94.9%
Patient left without, or before completing, treatment	36.6%	72.3%	86.1%	94.1%	98.0%	98.0%	98.0%	99.0%
Transferred to another hospital	2.3%	11.6%	27.9%	54.7%	75.6%	87.2%	95.3%	95.3%
All presentations	28.2%	62.2%	78.5%	87.2%	94.6%	97.2%	98.4%	99.0%

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

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Singleton District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 3,050 patients

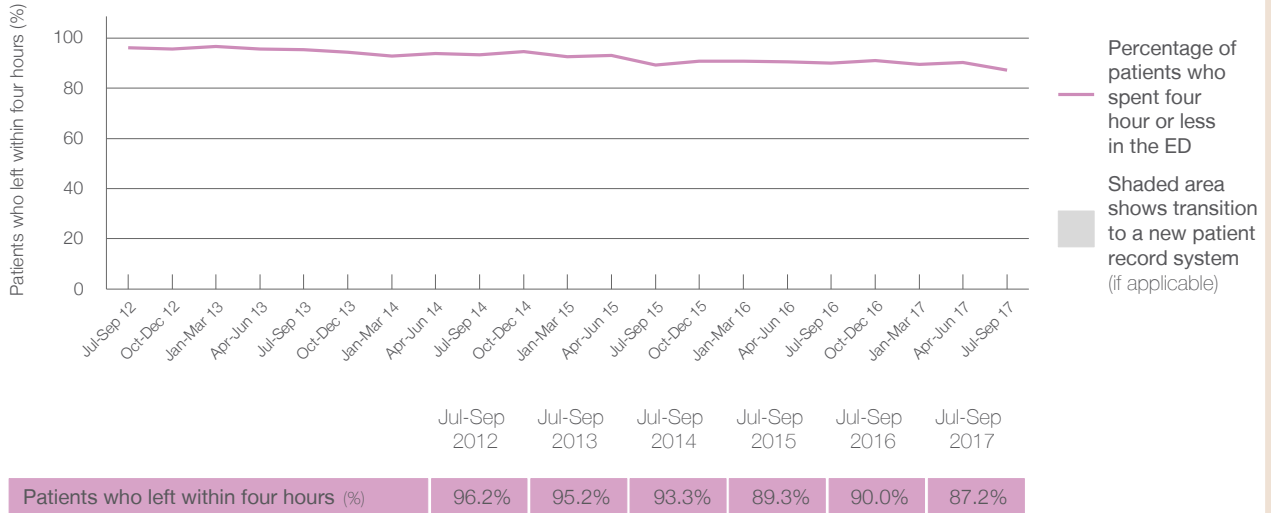
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

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	2,724	12.0%
Presentations used to calculate time to leaving the ED: ⁶	2,724	12.0%
Percentage of patients who spent four hours or less in the ED	90.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).