

Westmead Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations:² 19,093 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,660 | 3.4% |
| 18,511 | 3.1% |

Westmead Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 6,299 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,960 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,200 patients

Median time to start treatment⁴ 47 minutes
 90th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,118 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 138 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,106 | |
| 15 minutes | 9 minutes |
| 80 minutes | 29 minutes |
| 6,982 | |
| 39 minutes | 23 minutes |
| 144 minutes | 83 minutes |
| 3,846 | |
| 40 minutes | 30 minutes |
| 126 minutes | 121 minutes |
| 1,067 | |
| 33 minutes | 26 minutes |
| 118 minutes | 118 minutes |

Westmead Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,647 | 3.4% |
| 56.8% | |

* 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.

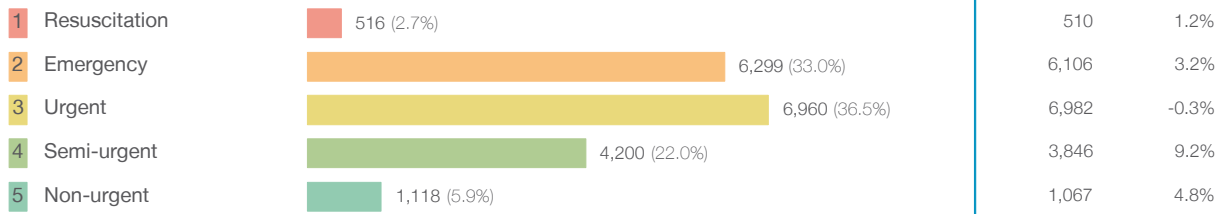
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

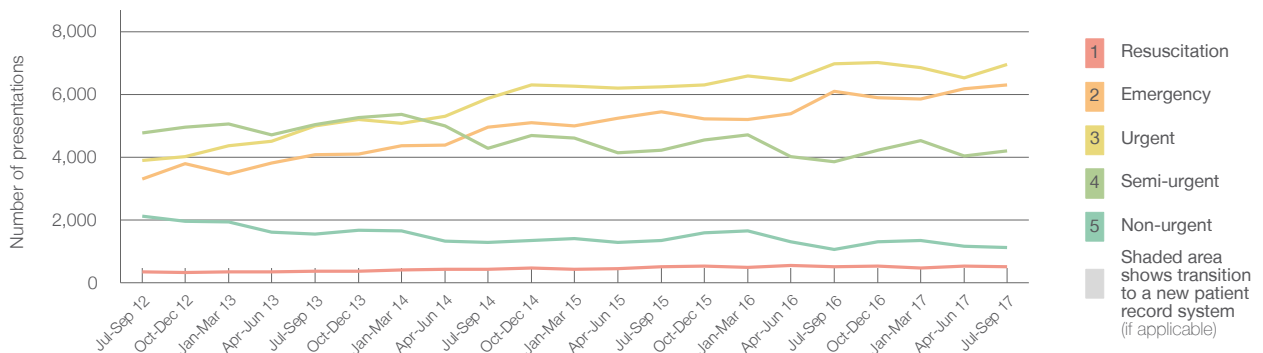
Westmead Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 19,292 patients

Emergency presentations² by triage category: 19,093 patients



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 | 337 | 367 | 424 | 506 | 510 | 516 |
| Emergency | 3,304 | 4,075 | 4,949 | 5,450 | 6,106 | 6,299 |
| Urgent | 3,895 | 5,000 | 5,882 | 6,233 | 6,982 | 6,960 |
| Semi-urgent | 4,770 | 5,041 | 4,284 | 4,230 | 3,846 | 4,200 |
| Non-urgent | 2,112 | 1,551 | 1,288 | 1,343 | 1,067 | 1,118 |
| All emergency presentations | 14,418 | 16,034 | 16,827 | 17,762 | 18,511 | 19,093 |

Westmead Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,941 patients

ED Transfer of care time



(†) 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.

Westmead 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: 6,299

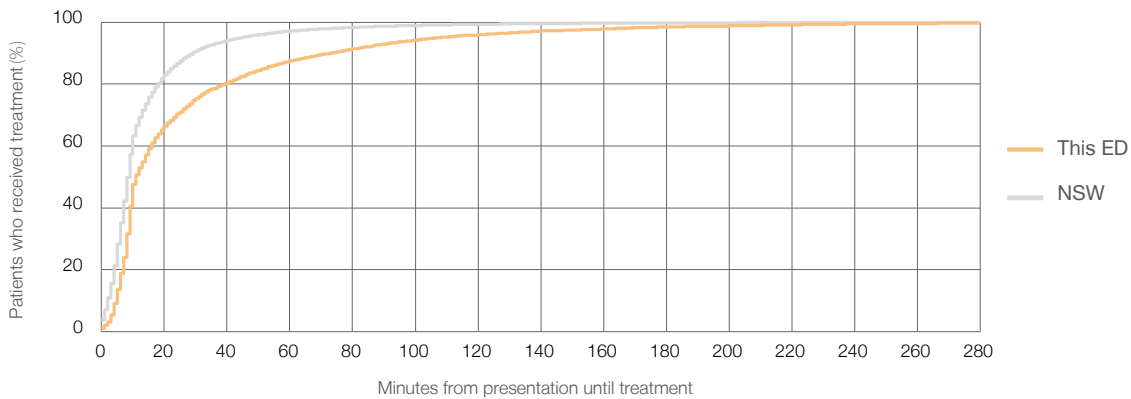
Number of triage 2 patients used to calculate waiting time:³ 6,135

Median time to start treatment⁴ 11 minutes

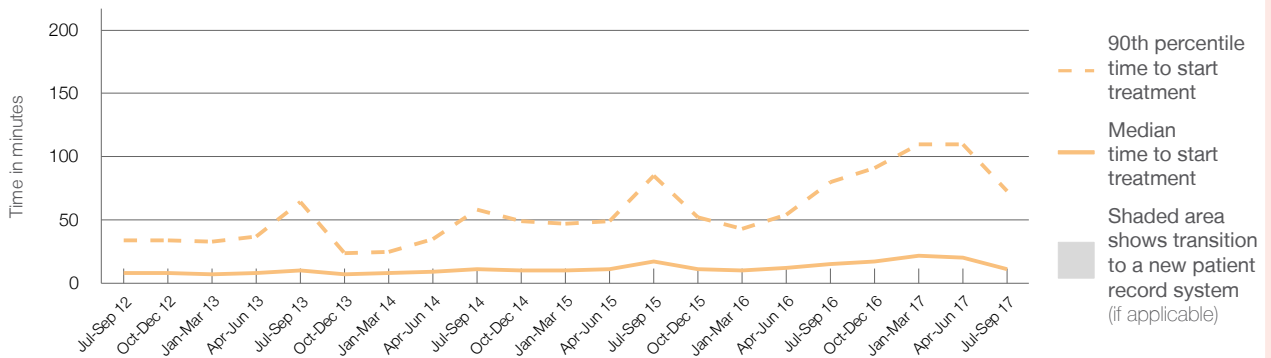
90th percentile time to start treatment⁵ 73 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,106 | 5,971 |
| 15 minutes | 9 minutes |
| 80 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) | 8 | 10 | 11 | 17 | 15 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 34 | 64 | 58 | 85 | 80 | 73 |

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

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Westmead 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: 6,960

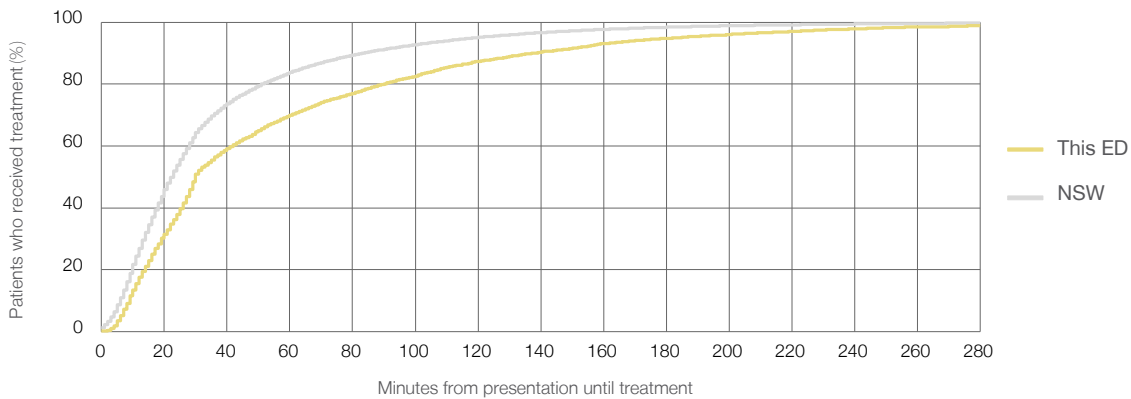
Number of triage 3 patients used to calculate waiting time:³ 6,435

Median time to start treatment⁴ 30 minutes

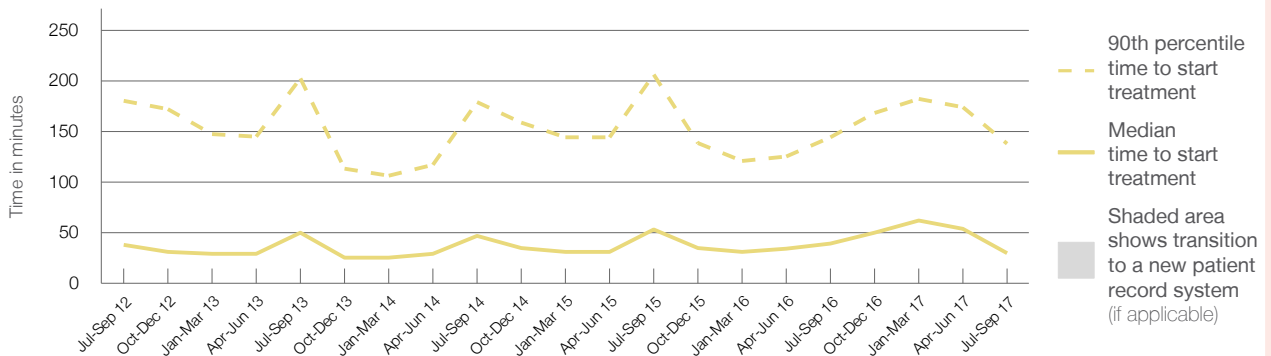
90th percentile time to start treatment⁵ 138 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,982 | |
| 6,404 | |
| 39 minutes | 23 minutes |
| 144 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) | 38 | 50 | 47 | 53 | 39 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | 180 | 202 | 179 | 206 | 144 | 138 |

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Westmead 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: 4,200

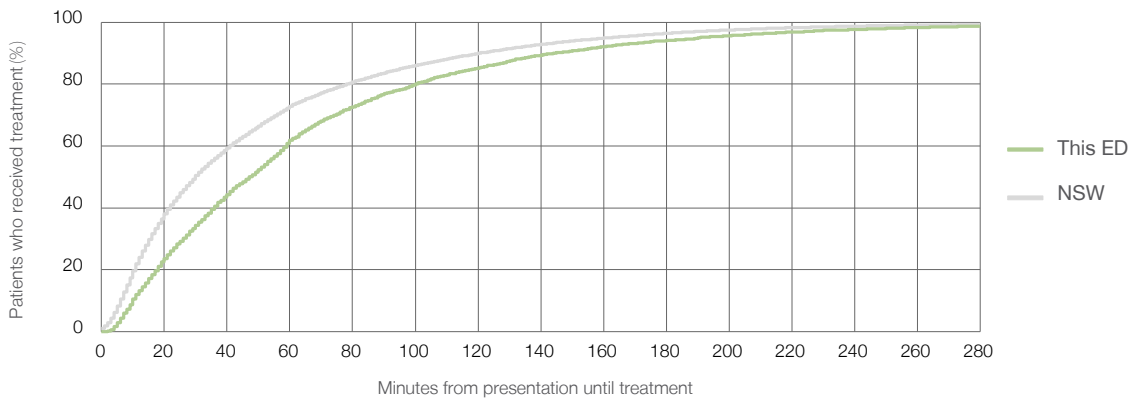
Number of triage 4 patients used to calculate waiting time:³ 3,729

Median time to start treatment⁴ 47 minutes

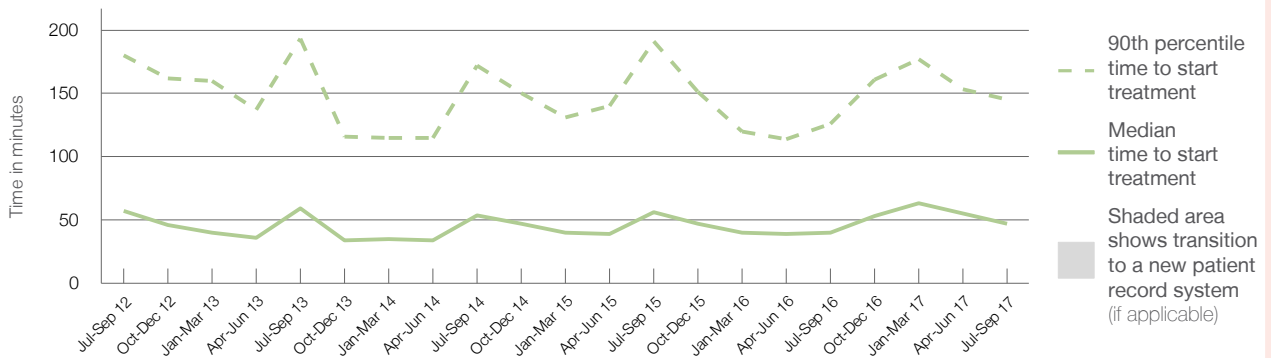
90th percentile time to start treatment⁵ 145 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,846 | 3,453 |
| 40 minutes | 30 minutes |
| 126 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) | 57 | 59 | 54 | 56 | 40 | 47 |
| 90th percentile time to start treatment ⁵ (minutes) | 180 | 193 | 172 | 191 | 126 | 145 |

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Westmead 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: 1,118

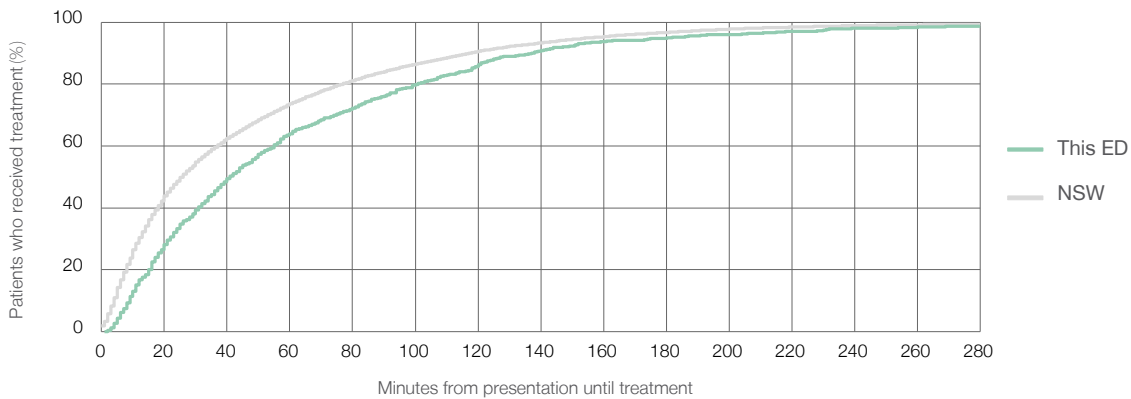
Number of triage 5 patients used to calculate waiting time:³ 934

Median time to start treatment⁴ 41 minutes

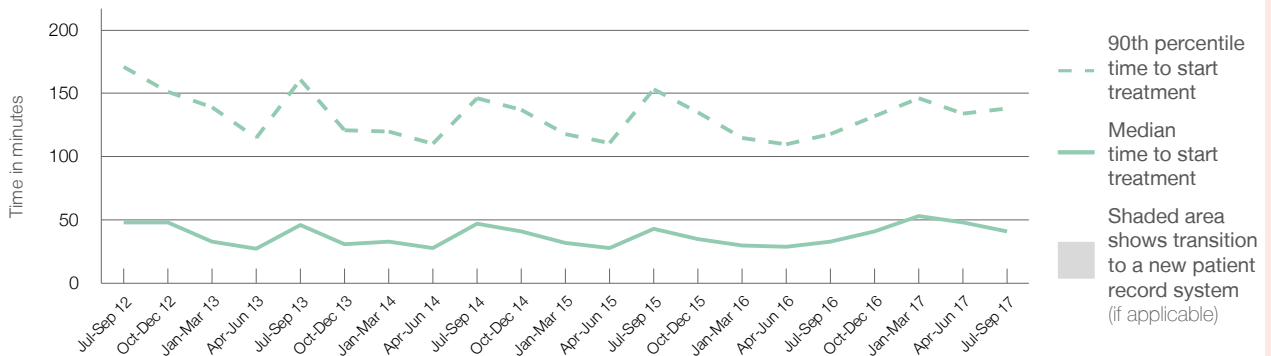
90th percentile time to start treatment⁵ 138 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,067 | |
| 926 | |
| 33 minutes | 26 minutes |
| 118 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) | 48 | 46 | 47 | 43 | 33 | 41 |
| 90th percentile time to start treatment ⁵ (minutes) | 171 | 161 | 146 | 153 | 118 | 138 |

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Westmead Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 19,292 patients

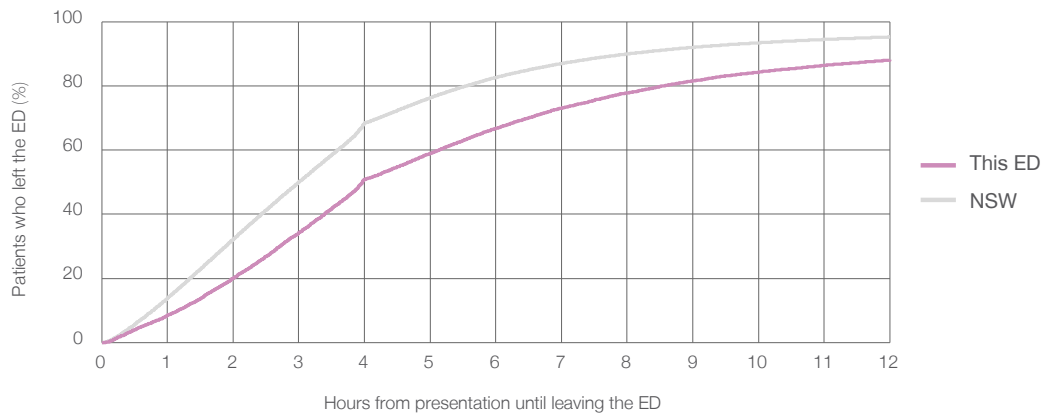
Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

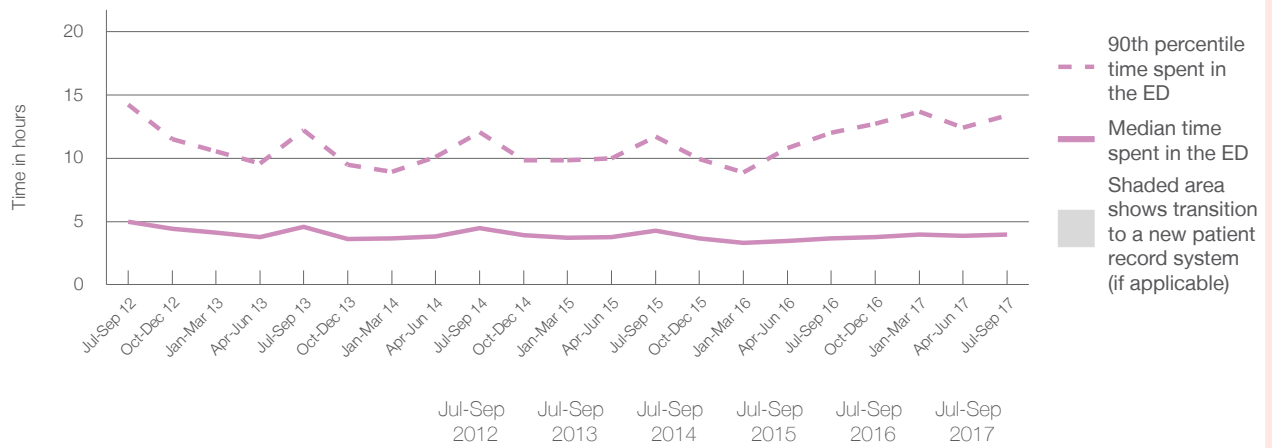
90th percentile time spent in the ED⁹ 13 hours and 23 minutes

| Same period last year | NSW (this period) |
|------------------------|-----------------------|
| 18,660 | |
| 18,647 | |
| 3 hours and 40 minutes | 3 hours and 0 minutes |
| 12 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^{†‡}



| | | | | | | |
|--|---------|---------|--------|---------|--------|---------|
| Median time to leaving the ED ⁸ (hours, minutes) | 4h 59m | 4h 35m | 4h 27m | 4h 15m | 3h 40m | 3h 58m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 14h 13m | 12h 13m | 12h 2m | 11h 41m | 12h 0m | 13h 23m |

(†) 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.

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

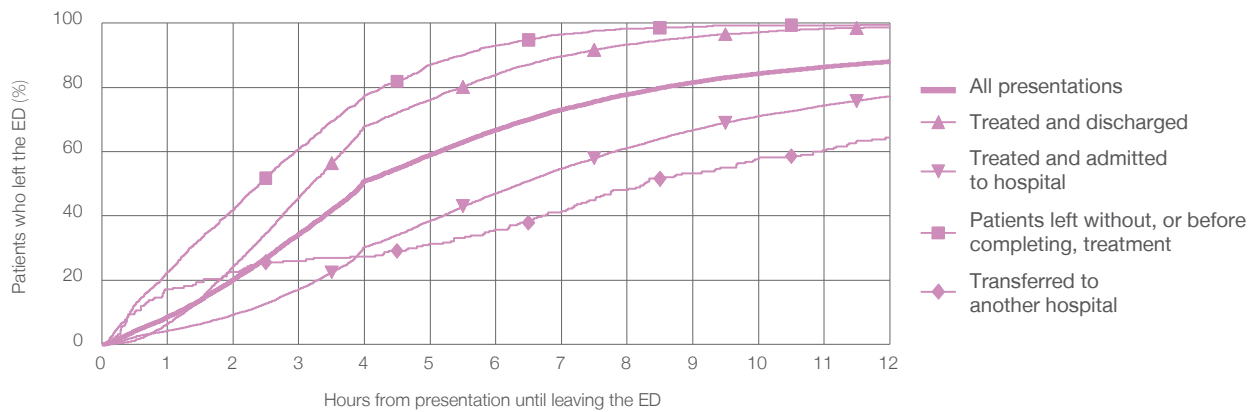
All presentations:¹ 19,292 patients

Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

| | |
|---|---------------|
| Treated and discharged | 7,203 (37.3%) |
| Treated and admitted to hospital | 9,364 (48.5%) |
| Patient left without, or before completing, treatment | 1,980 (10.3%) |
| Transferred to another hospital | 227 (1.2%) |
| Other | 518 (2.7%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,647 | 3.4% |
| 7,090 | 1.6% |
| 9,653 | -3.0% |
| 1,245 | 59.0% |
| 150 | 51.3% |
| 522 | -0.8% |

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 | 6.4% | 24.3% | 45.7% | 67.9% | 84.0% | 93.3% | 97.2% | 98.8% |
| Treated and admitted to hospital | 4.2% | 9.2% | 17.2% | 30.3% | 47.0% | 61.2% | 71.0% | 77.3% |
| Patient left without, or before completing, treatment | 22.5% | 41.9% | 60.9% | 77.5% | 93.1% | 98.2% | 99.3% | 99.6% |
| Transferred to another hospital | 17.2% | 22.5% | 26.0% | 27.3% | 35.7% | 48.0% | 58.1% | 64.3% |
| All presentations | 8.5% | 20.1% | 34.3% | 50.9% | 66.7% | 77.8% | 84.3% | 88.0% |

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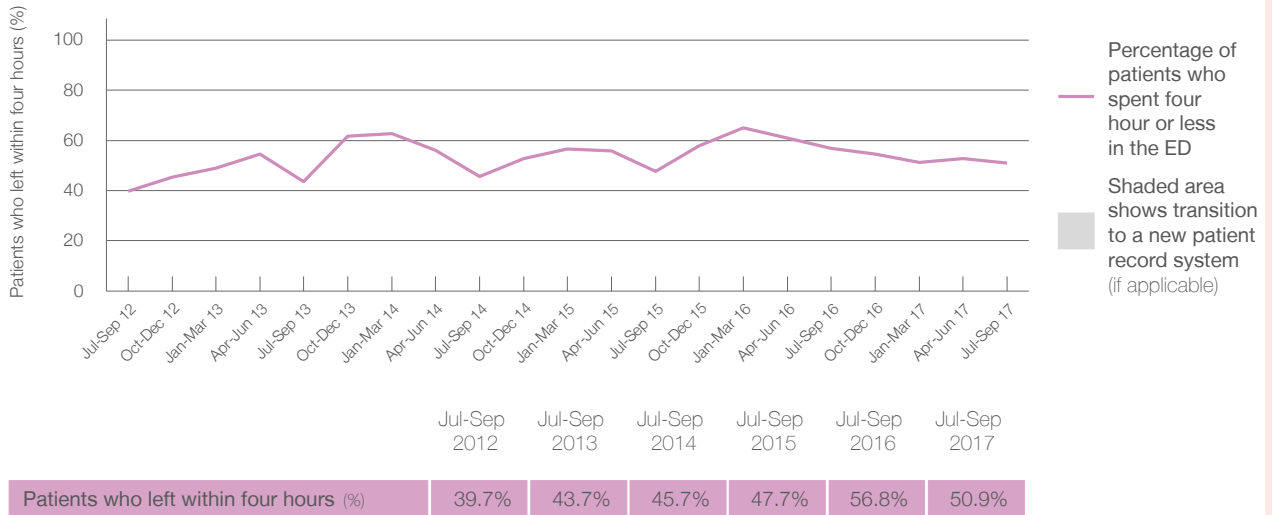
Westmead Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 19,292 patients
 Presentations used to calculate time to leaving the ED:⁶ 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,660 | 3.4% |
| 18,647 | 3.4% |
| 56.8% | |

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.

† 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, 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).