

Concord Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,220 patients

Emergency presentations:² 10,194 patients

Same period last year	Change since one year ago
9,980	2.4%
9,959	2.4%

Concord Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,159 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,431 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,107 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,101	
8 minutes	8 minutes
15 minutes	23 minutes
3,511	
18 minutes	20 minutes
48 minutes	65 minutes
4,779	
25 minutes	26 minutes
73 minutes	99 minutes
525	
30 minutes	23 minutes
94 minutes	103 minutes

Concord Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,217 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
9,979	2.4%
75.9%	

* 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.

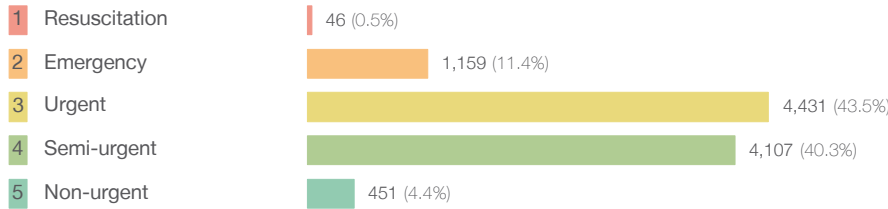
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Concord Hospital: Patients presenting to the emergency department October to December 2017

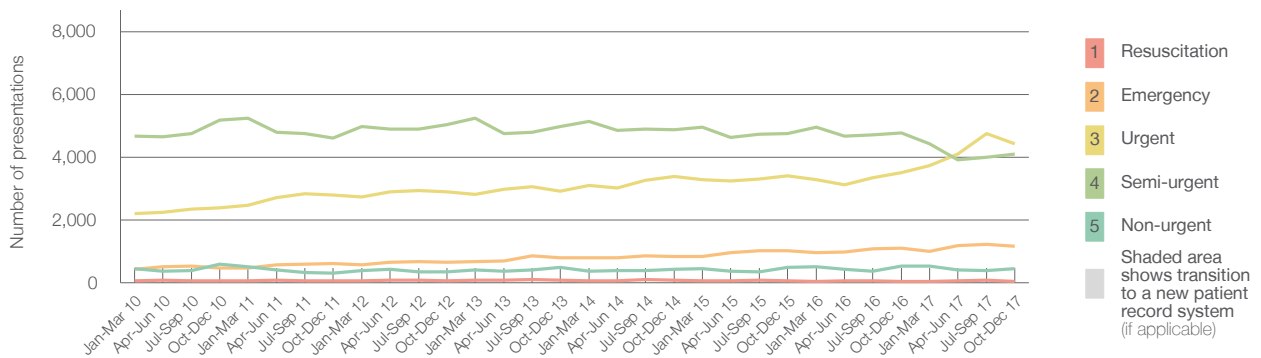
All presentations:¹ 10,220 patients

Emergency presentations² by triage category: 10,194 patients



Same period last year	Change since one year ago
9,980	2.4%
9,959	2.4%
43	7.0%
1,101	5.3%
3,511	26.2%
4,779	-14.1%
525	-14.1%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	57	60	68	85	76	56	43	46
Emergency	462	619	658	802	828	1,010	1,101	1,159
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107
Non-urgent	593	298	353	496	429	478	525	451
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,194

Concord Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,210 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,251	
11 minutes	1 minute
19 minutes	2 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.

Concord Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,159

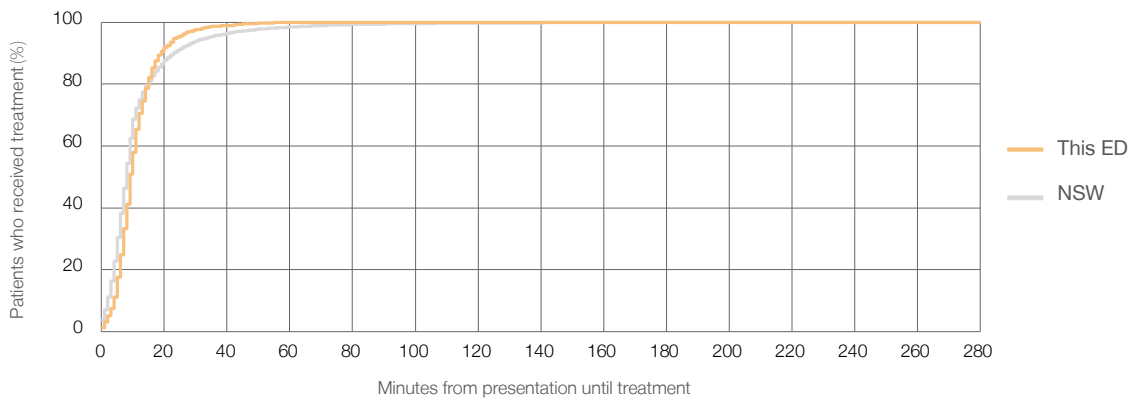
Number of triage 2 patients used to calculate waiting time:³ 1,155

Median time to start treatment⁴ 9 minutes

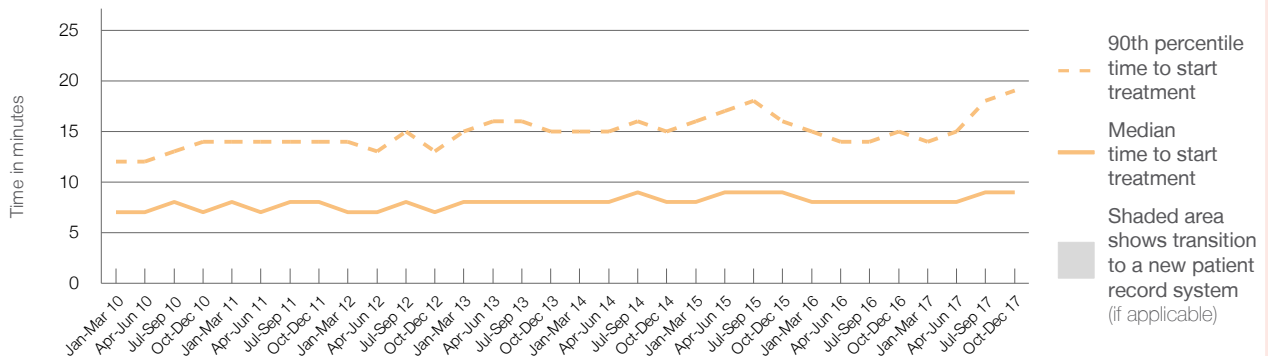
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,101	
1,098	
8 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	14	14	13	15	15	16	15	19

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Concord Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,431

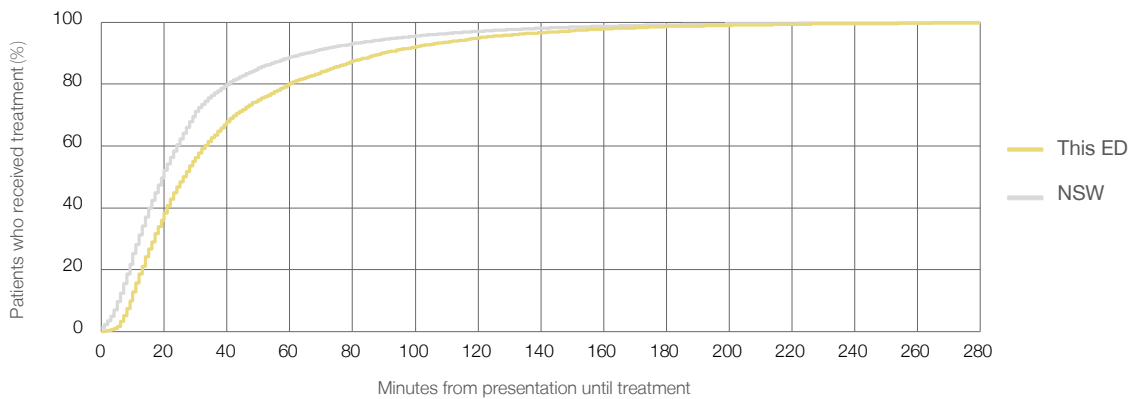
Number of triage 3 patients used to calculate waiting time:³ 4,271

Median time to start treatment⁴ 26 minutes

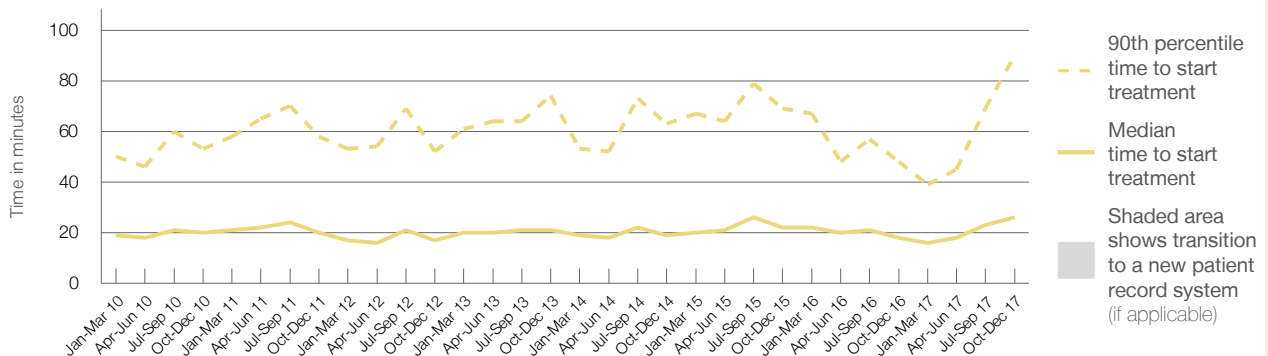
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,511	
3,415	
18 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	20	17	21	19	22	18	26
90th percentile time to start treatment ⁵ (minutes)	53	58	52	74	63	69	48	90

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Concord Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,107

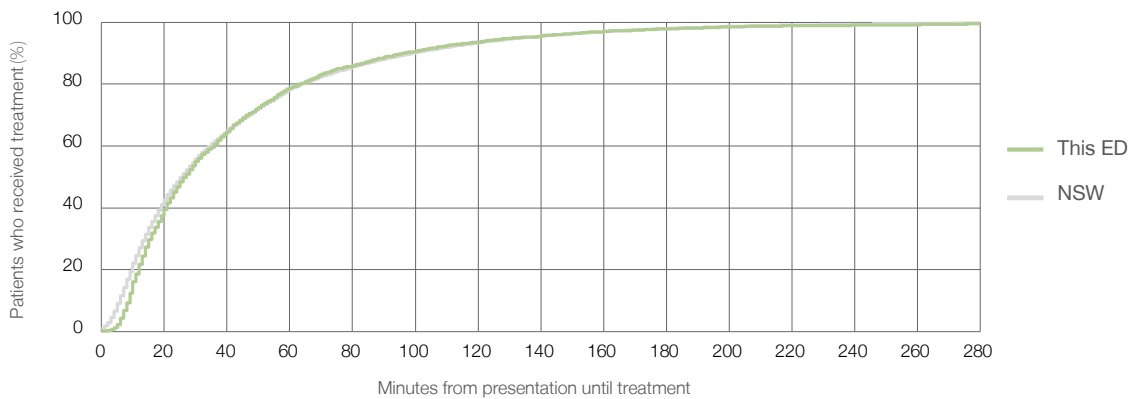
Number of triage 4 patients used to calculate waiting time:³ 3,817

Median time to start treatment⁴ 27 minutes

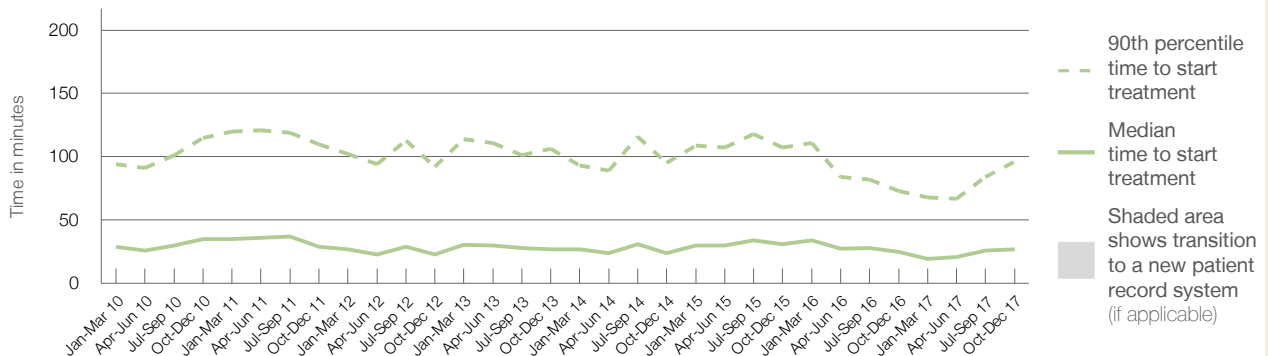
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,779	4,506
25 minutes	26 minutes
73 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	35	29	23	27	24	31	25	27
90th percentile time to start treatment ⁵ (minutes)	115	110	92	106	95	107	73	96

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Concord Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 451

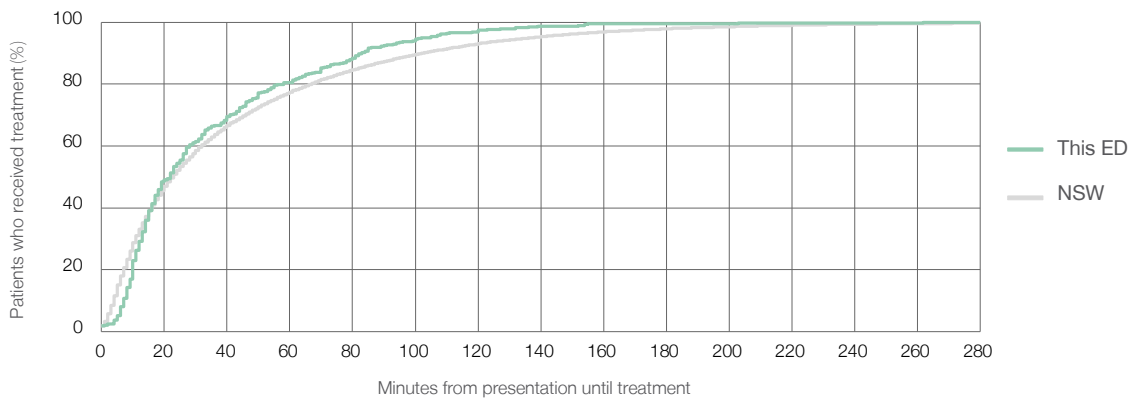
Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴ 22 minutes

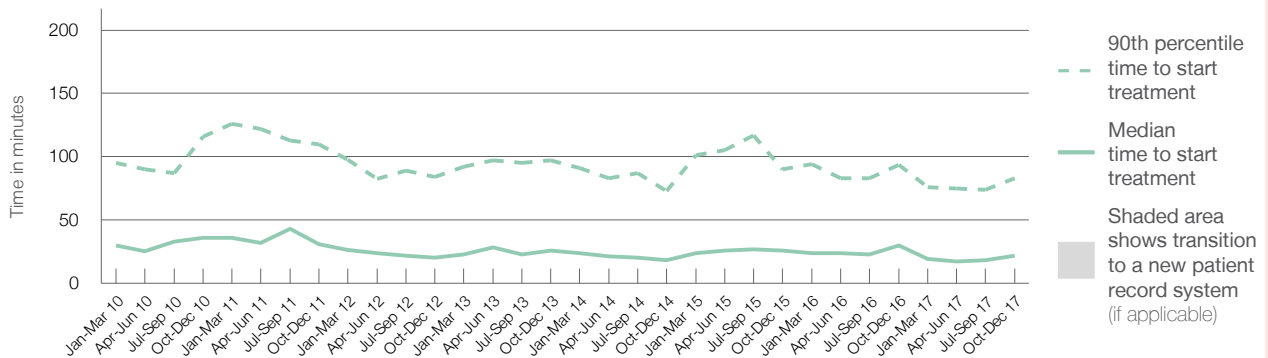
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
525	430
30 minutes	23 minutes
94 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	36	31	20	26	18	26	30	22
90th percentile time to start treatment ⁵ (minutes)	116	110	84	97	73	90	94	83

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Concord Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 10,220 patients

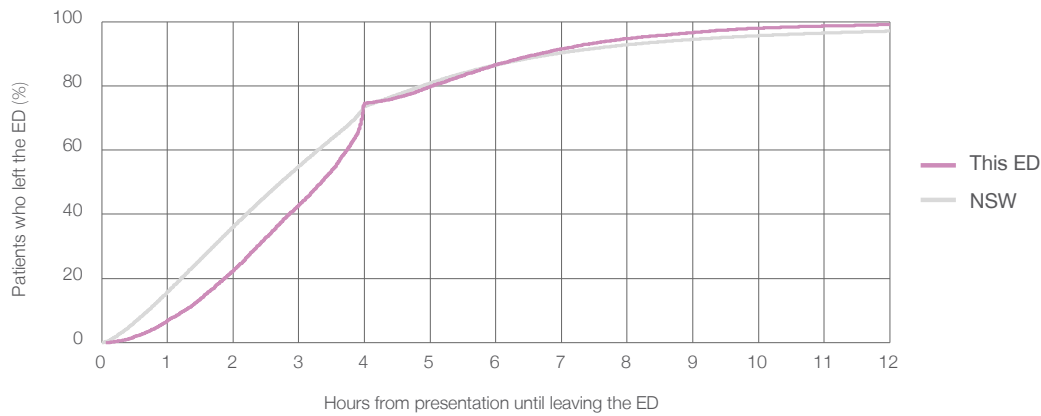
Presentations used to calculate time to leaving the ED:⁶ 10,217 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

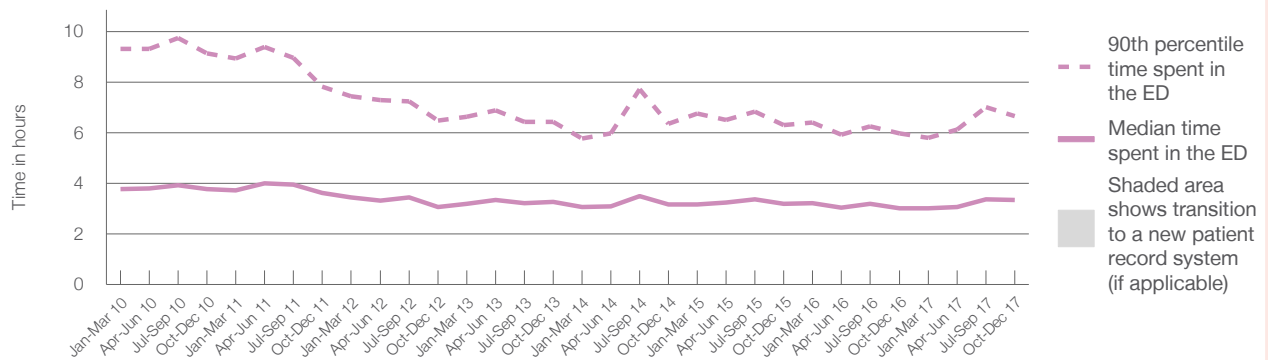
90th percentile time spent in the ED⁹ 6 hours and 40 minutes

Same period last year	NSW (this period)
9,980	
9,979	
3 hours and 1 minutes	2 hours and 44 minutes
5 hours and 59 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m

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Concord Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

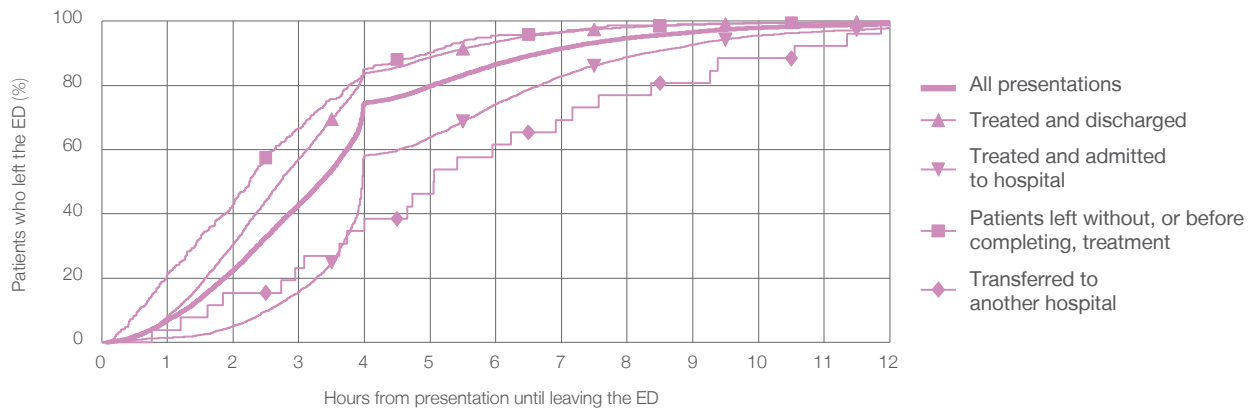
All presentations:¹ 10,220 patients

Presentations used to calculate time to leaving the ED:⁶ 10,217 patients

Treated and discharged	5,912 (57.8%)
Treated and admitted to hospital	3,696 (36.2%)
Patient left without, or before completing, treatment	438 (4.3%)
Transferred to another hospital	26 (0.3%)
Other	148 (1.4%)

Same period last year	Change since one year ago
9,979	2.4%
6,397	-7.6%
3,047	21.3%
376	16.5%
23	13.0%
137	8.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	8.1%	30.7%	57.3%	83.7%	93.6%	98.1%	99.4%	99.8%
Treated and admitted to hospital	1.4%	5.0%	15.8%	58.3%	74.2%	88.8%	95.5%	97.9%
Patient left without, or before completing, treatment	21.2%	43.2%	66.7%	85.2%	95.4%	98.6%	99.5%	99.8%
Transferred to another hospital	3.8%	15.4%	23.1%	38.5%	61.5%	76.9%	88.5%	100%
All presentations	6.9%	22.6%	43.0%	74.6%	86.6%	94.7%	98.0%	99.1%

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Concord Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 10,220 patients

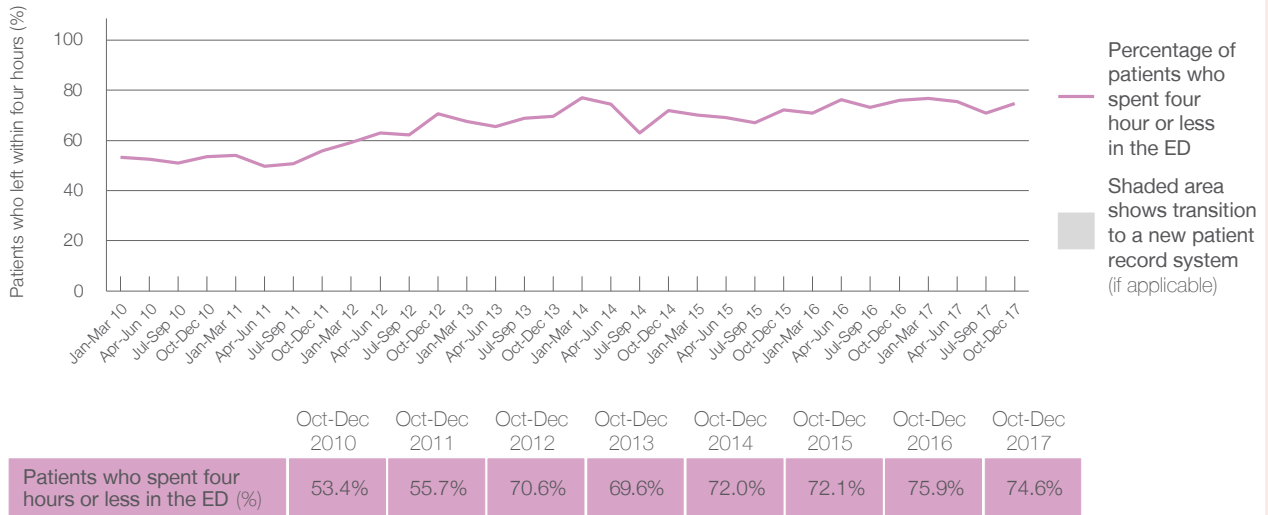
Presentations used to calculate time to leaving the ED: ⁶ 10,217 patients

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 10,220 patients	9,980	2.4%
Presentations used to calculate time to leaving the ED: ⁶ 10,217 patients	9,979	2.4%
Percentage of patients who spent four hours or less in the ED	75.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).