

## Belmont Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Emergency presentations:<sup>2</sup> 6,405 patients

Same period last year	Change since one year ago
6,263	3%
6,236	3%

## Belmont Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 553 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,331 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,133 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
519	
8 minutes	8 minutes
15 minutes	23 minutes
1,193	
16 minutes	20 minutes
37 minutes	65 minutes
3,287	
23 minutes	25 minutes
83 minutes	98 minutes
1,222	
23 minutes	22 minutes
107 minutes	97 minutes

## Belmont Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,429 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
6,263	3%
78%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

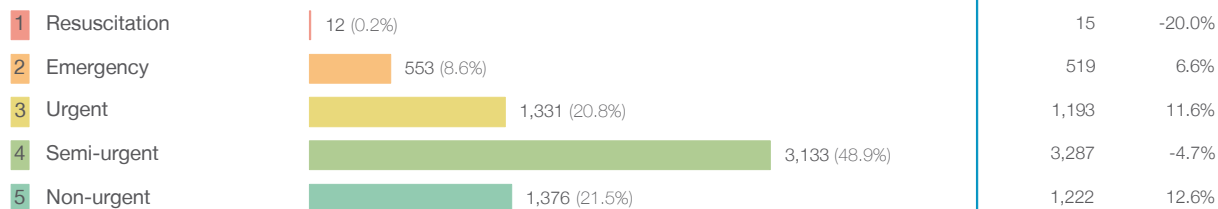
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Belmont Hospital: Patients presenting to the emergency department

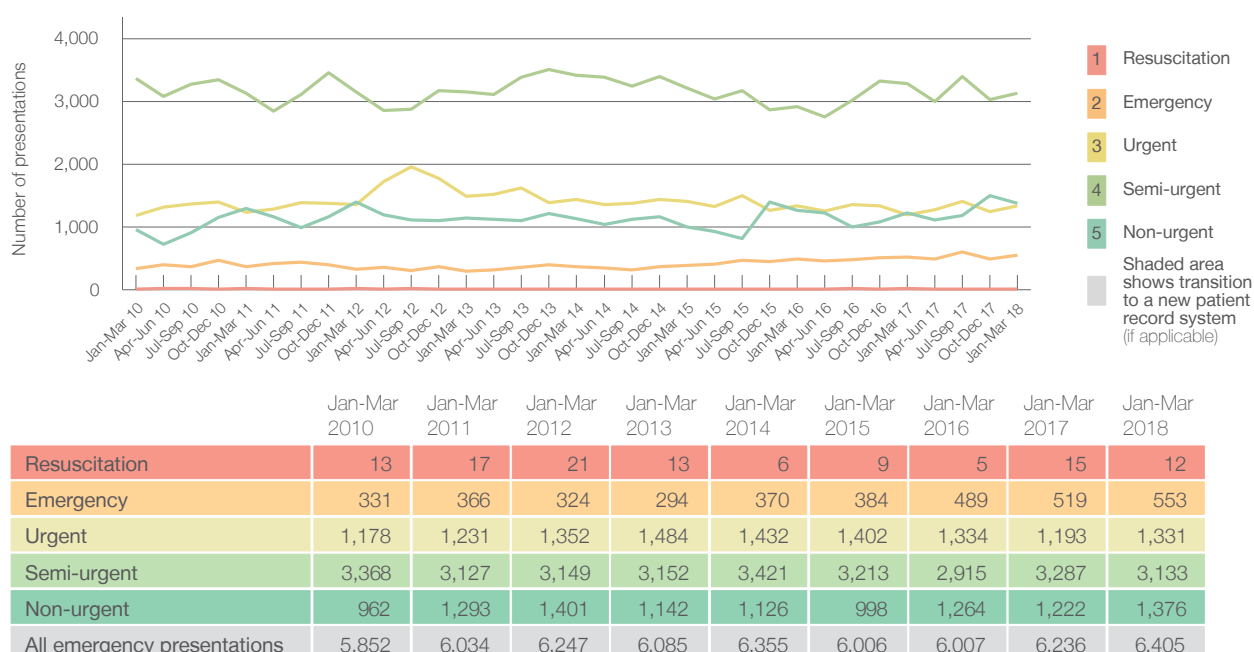
January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Emergency presentations<sup>2</sup> by triage category: 6,405 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>

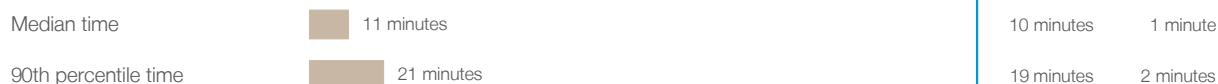


## Belmont Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,303 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.

## Belmont Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 553

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 550

Median time to start treatment <sup>4</sup>

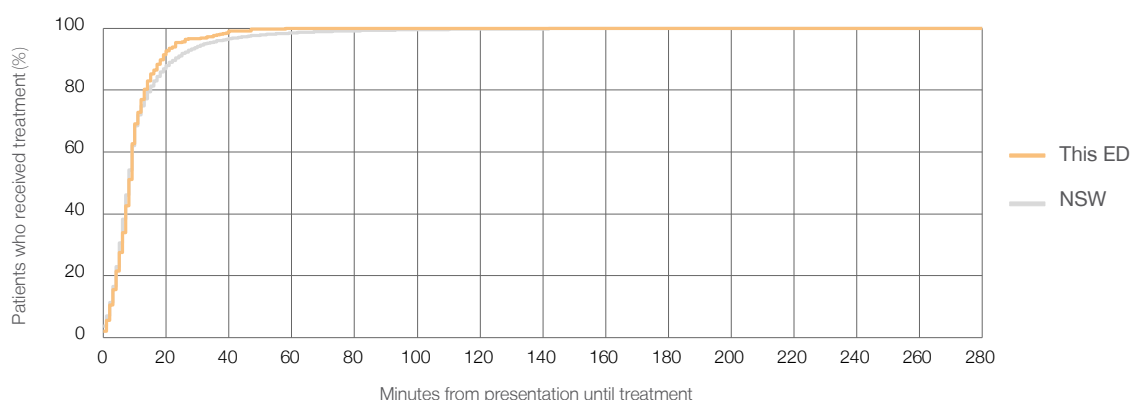
8 minutes

90th percentile time to start treatment <sup>5</sup>

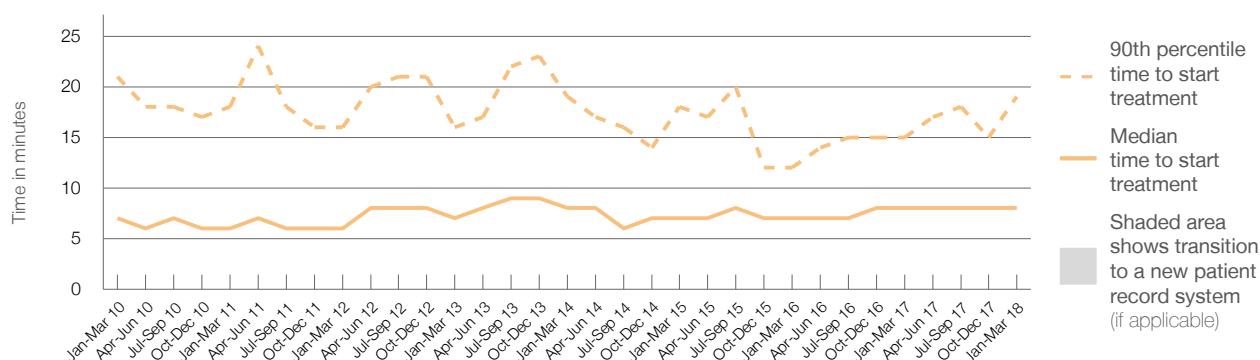
19 minutes

Same period last year	NSW (this period)
519	
509	
8 minutes	8 minutes
15 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	7	8	7	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	21	18	16	16	19	18	12	15	19

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## Belmont Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,331

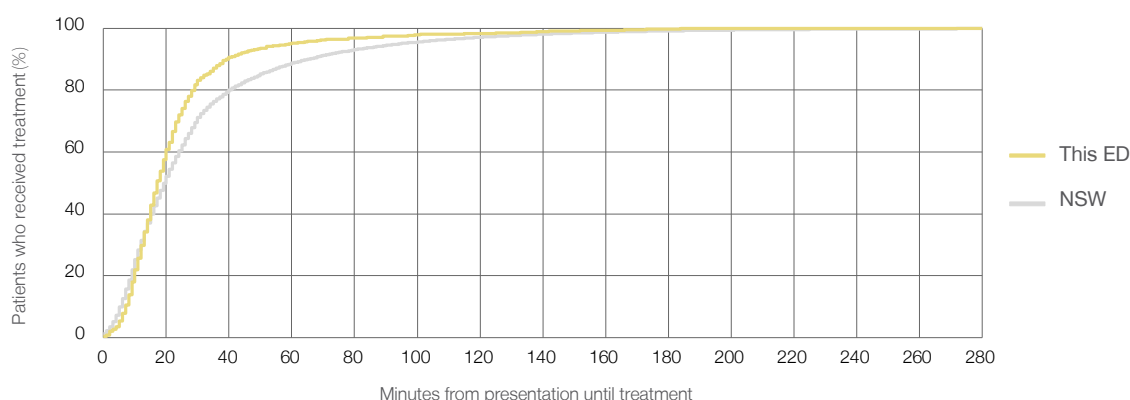
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,281

Median time to start treatment<sup>4</sup> 17 minutes

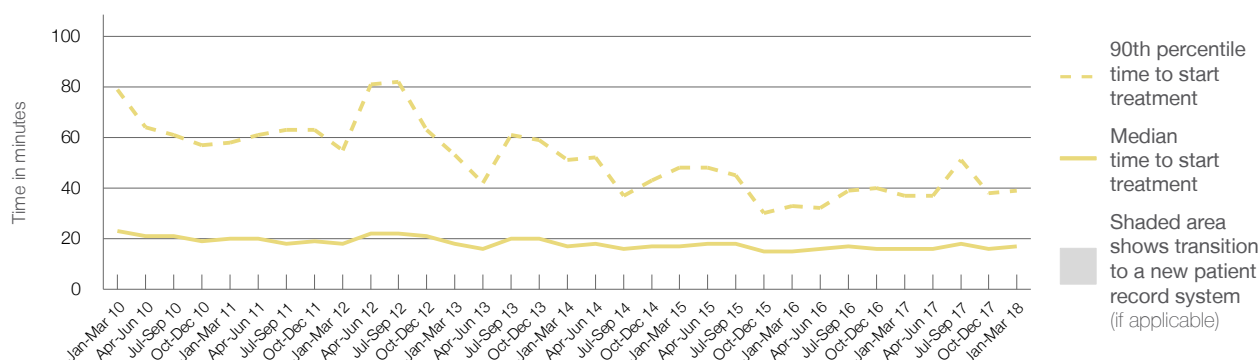
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
1,193	
1,148	
16 minutes	20 minutes
37 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	20	18	18	17	17	15	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	79	58	55	53	51	48	33	37	39

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## Belmont Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,133

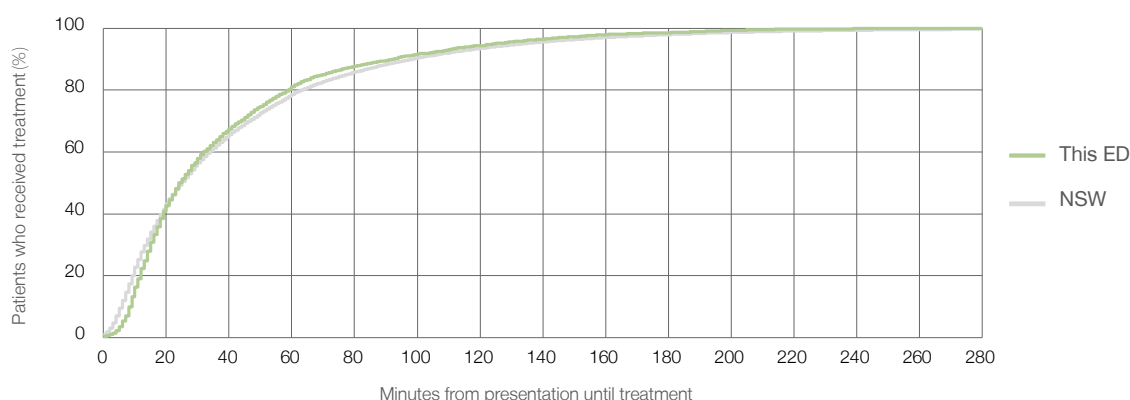
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 2,658

Median time to start treatment <sup>4</sup> 24 minutes

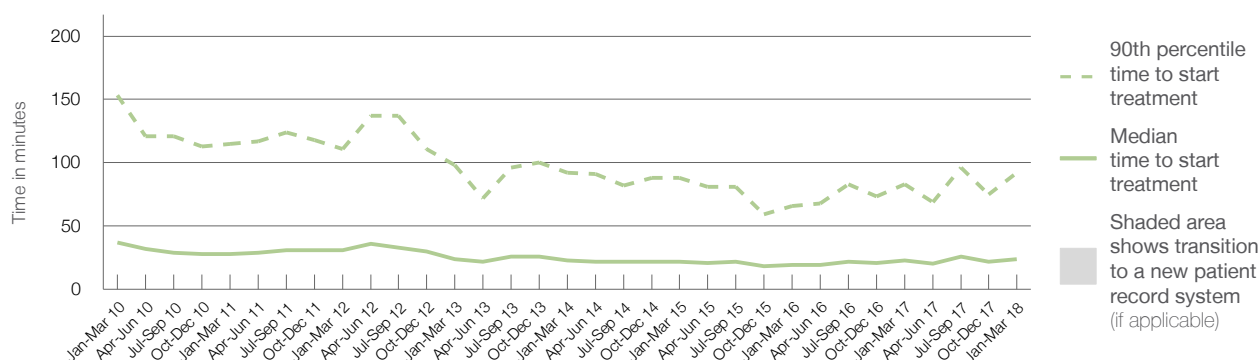
90th percentile time to start treatment <sup>5</sup> 92 minutes

Same period last year	NSW (this period)
3,287	
2,815	
23 minutes	25 minutes
83 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	37	28	31	24	23	22	19	23	24
90th percentile time to start treatment <sup>5</sup> (minutes)	153	115	111	98	92	88	66	83	92

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## Belmont Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,376

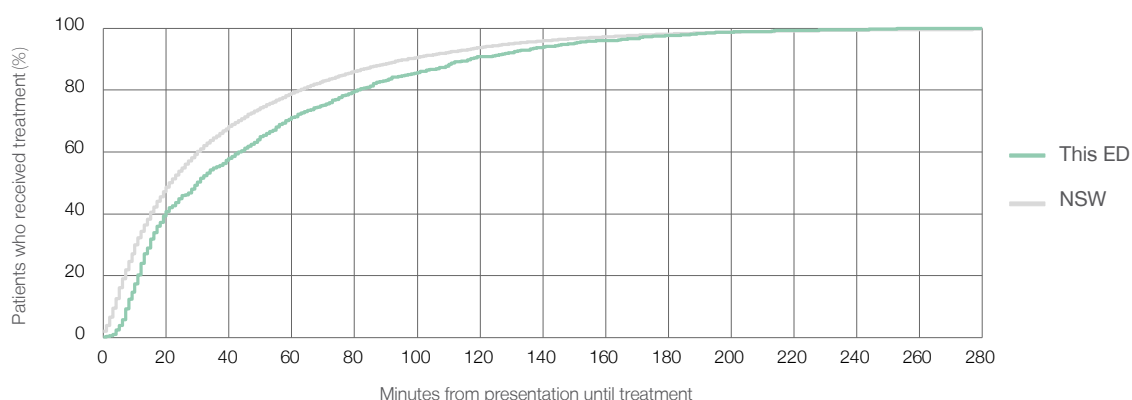
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 962

Median time to start treatment<sup>4</sup> 30 minutes

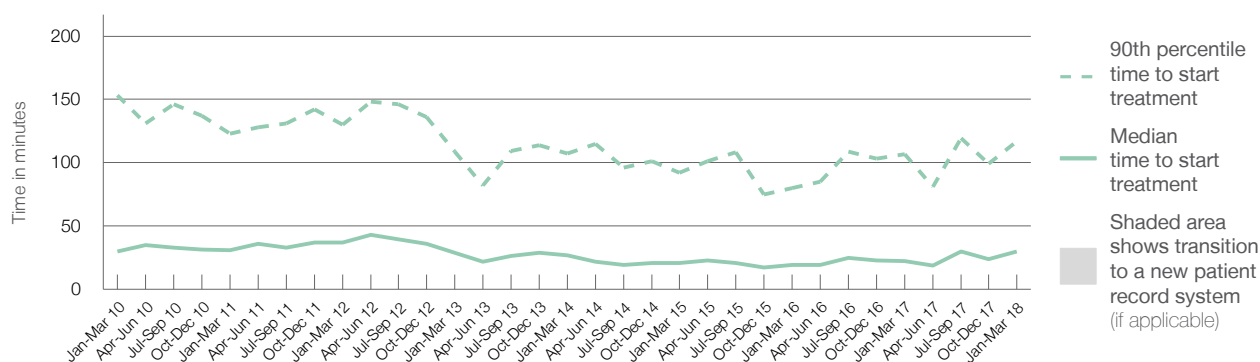
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,222	
920	
23 minutes	22 minutes
107 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	30	31	37	29	27	21	19	23	30
90th percentile time to start treatment <sup>5</sup> (minutes)	153	123	130	109	107	92	80	107	117

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## Belmont Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,429 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,429 patients

Median time spent in the ED<sup>8</sup>

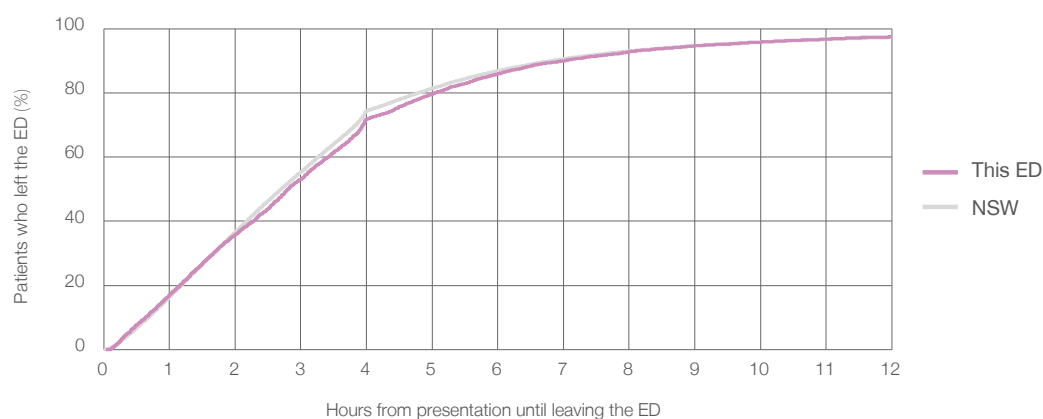
2 hours and 48 minutes

90th percentile time spent in the ED<sup>9</sup>

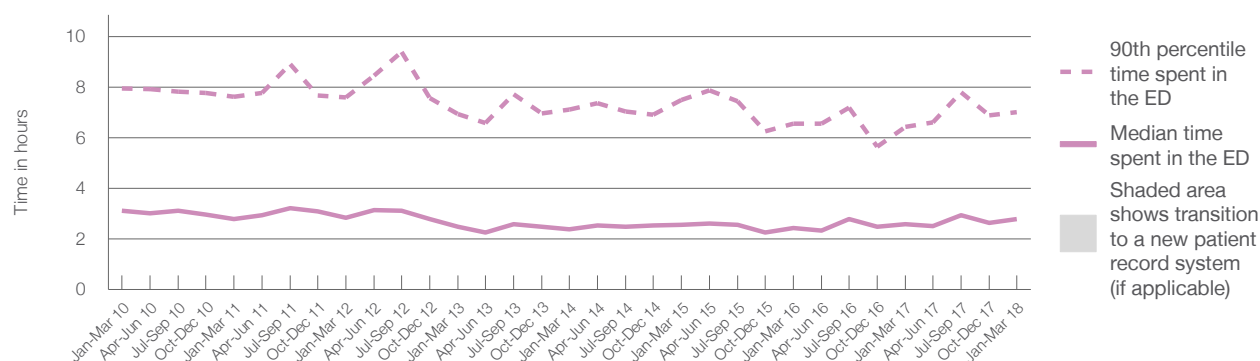
7 hours and 1 minutes

Same period last year	NSW (this period)
6,263	
6,263	
2 hours and 36 minutes	2 hours and 42 minutes
6 hours and 26 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 7m	2h 48m	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m	2h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 57m	7h 37m	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m	7h 1m

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## Belmont Hospital: Time patients spent in the ED

By mode of separation

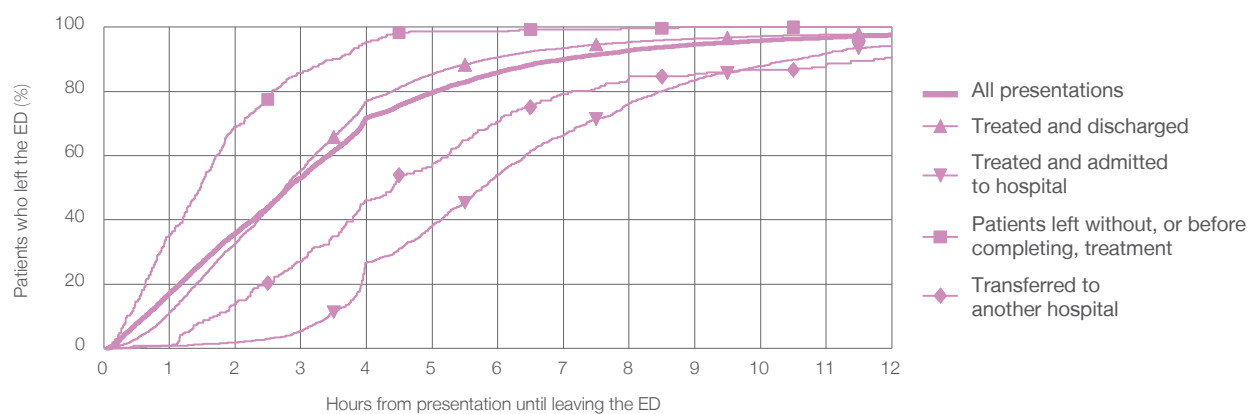
January to March 2018

All presentations:<sup>†</sup> 6,429 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,429 patients

		Same period last year	Change since one year ago
Treated and discharged	4,298 (66.9%)	6,263	3%
Treated and admitted to hospital	915 (14.2%)	4,151	3.5%
Patient left without, or before completing, treatment	294 (4.6%)	944	-3.1%
Transferred to another hospital	241 (3.7%)	300	-2.0%
Other	681 (10.6%)	276	-12.7%
		592	15.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.1%	32.8%	55.4%	77.0%	90.7%	95.3%	97.1%	98.1%
Treated and admitted to hospital	0.8%	1.9%	5.4%	26.8%	54.1%	76.3%	87.9%	94.2%
Patient left without, or before completing, treatment	35.0%	69.0%	85.7%	95.2%	98.6%	99.7%	100%	100%
Transferred to another hospital	0.8%	13.7%	27.0%	46.1%	70.5%	84.6%	86.7%	90.9%
All presentations	17.1%	35.9%	53.1%	71.8%	86.0%	92.8%	95.8%	97.5%

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## Belmont Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,429 patients

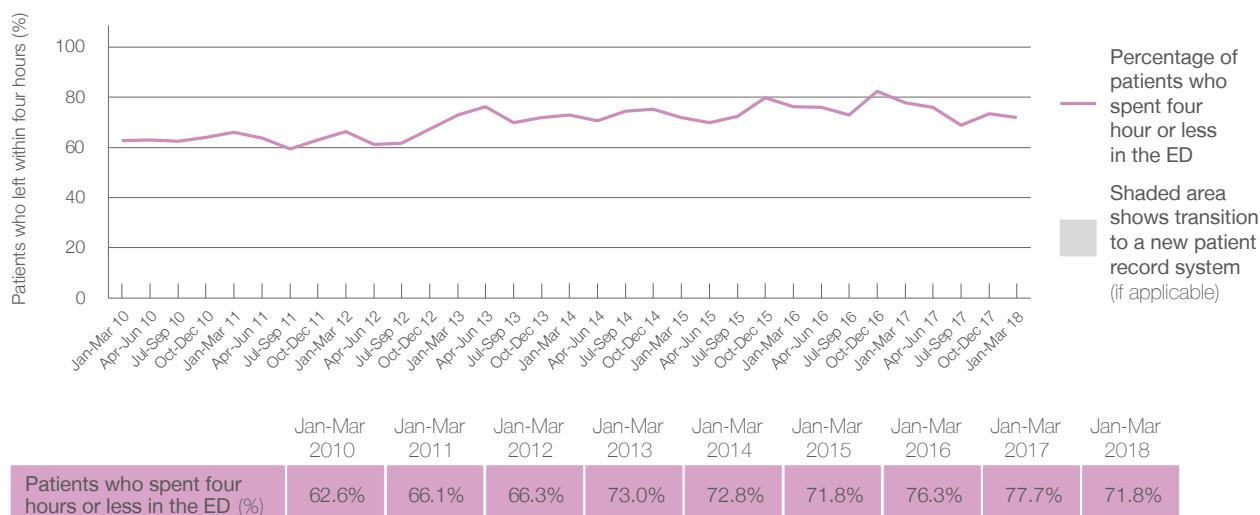
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,429 patients

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



Same period last year	Change since one year ago
6,263	3%
6,263	3%
77.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).