

John Hunter Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations:² 19,456 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,433 | 1% |
| 19,300 | 1% |

John Hunter Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,825 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,536 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,091 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,883 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,782 | |
| 7 minutes | 8 minutes |
| 22 minutes | 23 minutes |
| 5,012 | |
| 23 minutes | 20 minutes |
| 85 minutes | 65 minutes |
| 9,599 | |
| 33 minutes | 25 minutes |
| 123 minutes | 98 minutes |
| 2,822 | |
| 41 minutes | 22 minutes |
| 144 minutes | 97 minutes |

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,567 patients

Percentage of patients who spent four hours or less in the ED 63%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,433 | 1% |
| 62% | |

* 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.

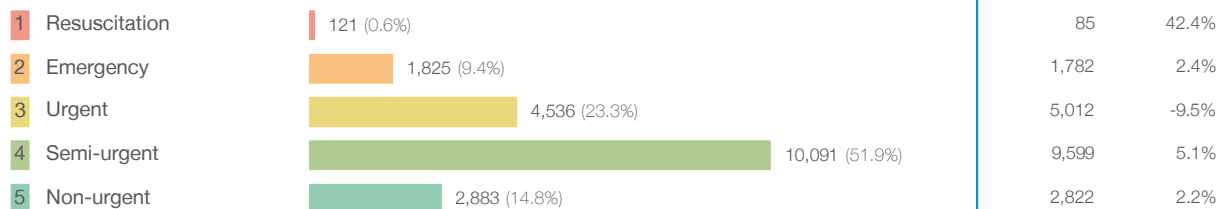
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

John Hunter Hospital: Patients presenting to the emergency department

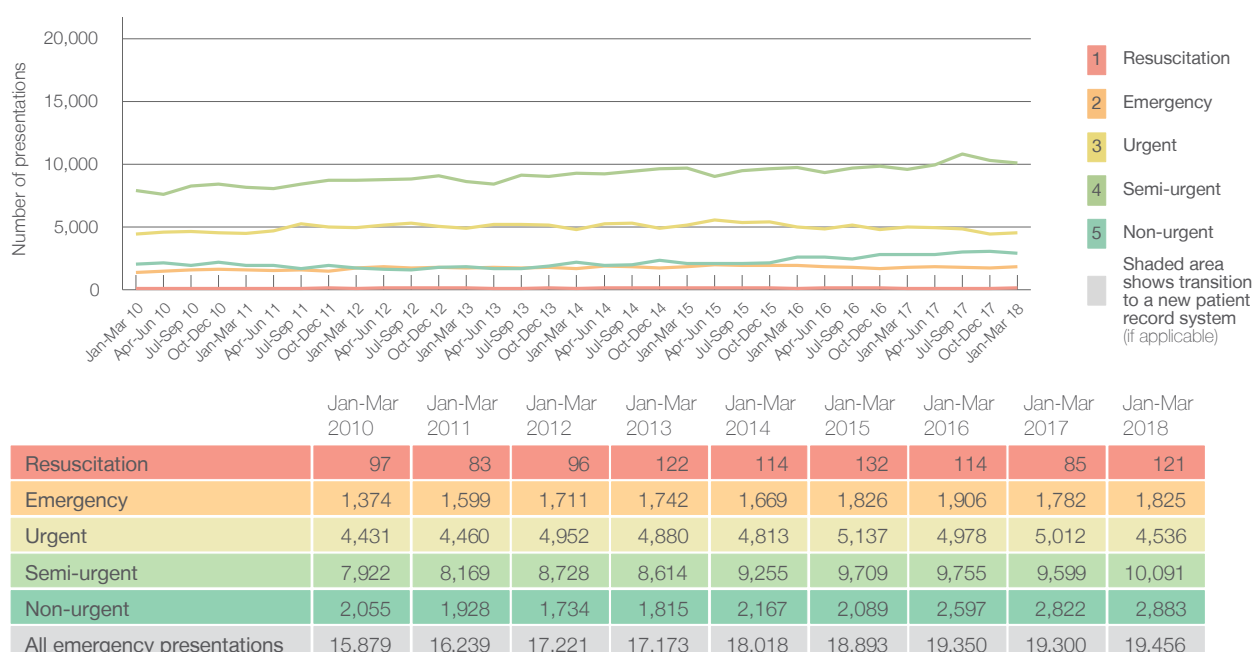
January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations² by triage category: 19,456 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



John Hunter Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,553 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.

John Hunter 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: 1,825

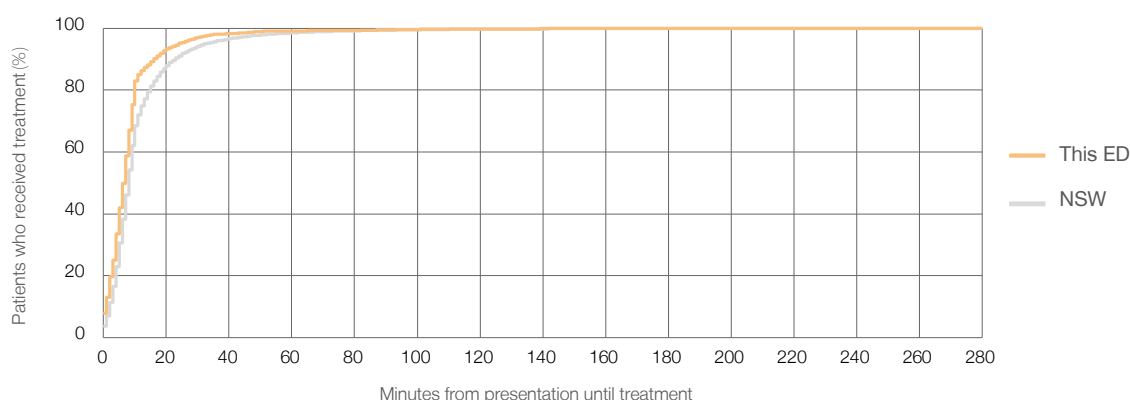
Number of triage 2 patients used to calculate waiting time:³ 1,807

Median time to start treatment⁴ 7 minutes

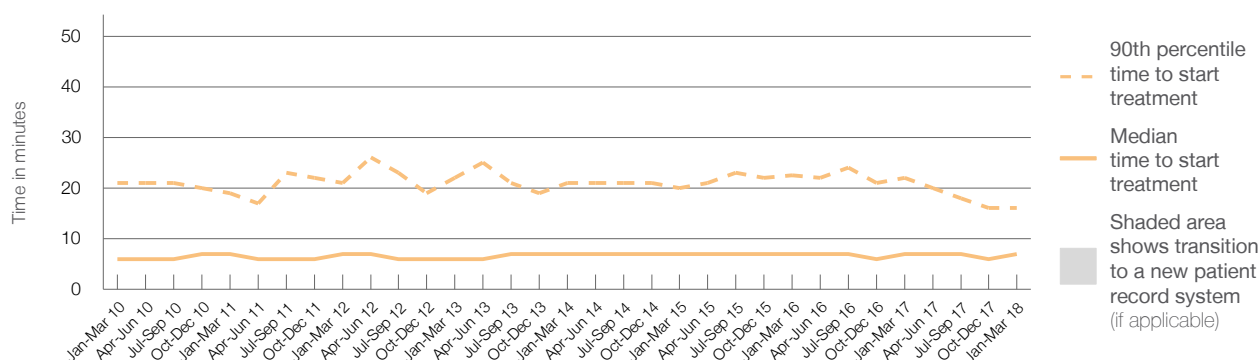
90th percentile time to start treatment⁵ 16 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,782 | |
| 1,768 | |
| 7 minutes | 8 minutes |
| 22 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^{†‡}



| | 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 ⁴ (minutes) | 6 | 7 | 7 | 6 | 7 | 7 | 7 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 21 | 19 | 21 | 22 | 21 | 20 | 23 | 22 | 16 |

(†) 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.

John Hunter 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: 4,536

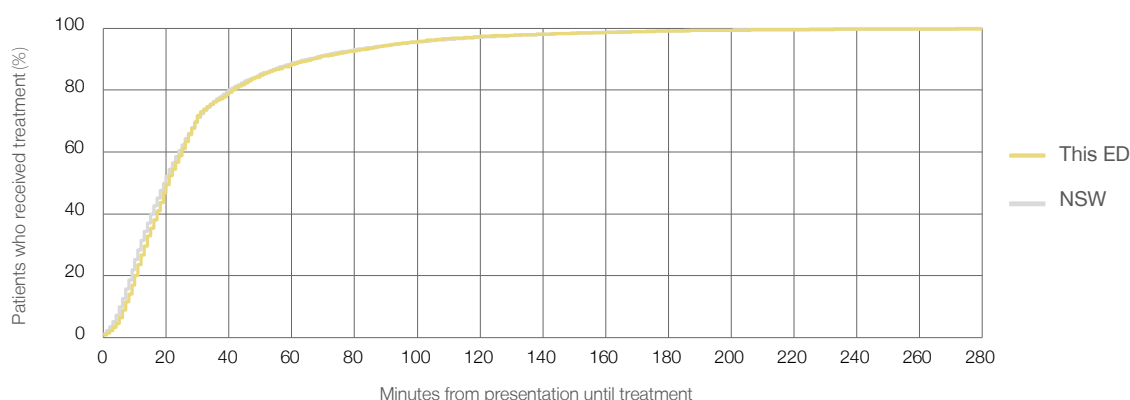
Number of triage 3 patients used to calculate waiting time:³ 4,415

Median time to start treatment⁴ 21 minutes

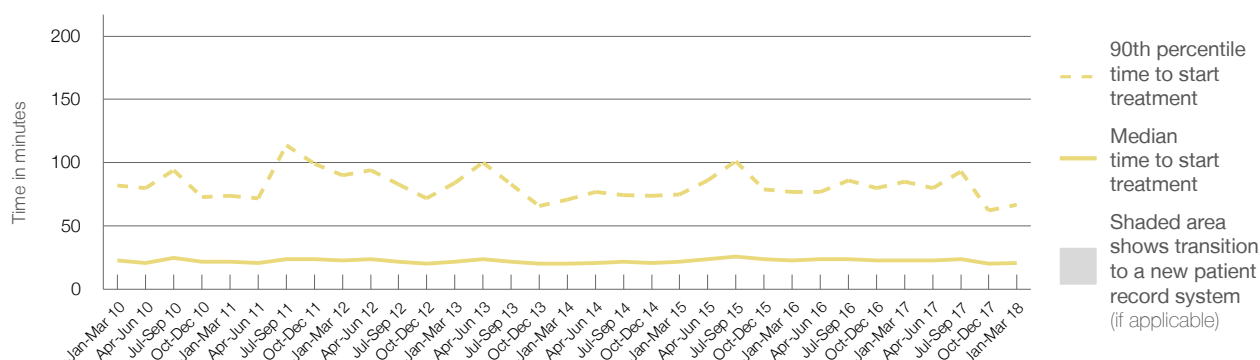
90th percentile time to start treatment⁵ 67 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,012 | |
| 4,898 | |
| 23 minutes | 20 minutes |
| 85 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^{†‡}



| | 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 ⁴ (minutes) | 23 | 22 | 23 | 22 | 20 | 22 | 23 | 23 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 82 | 74 | 90 | 84 | 71 | 75 | 77 | 85 | 67 |

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John Hunter 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: 10,091

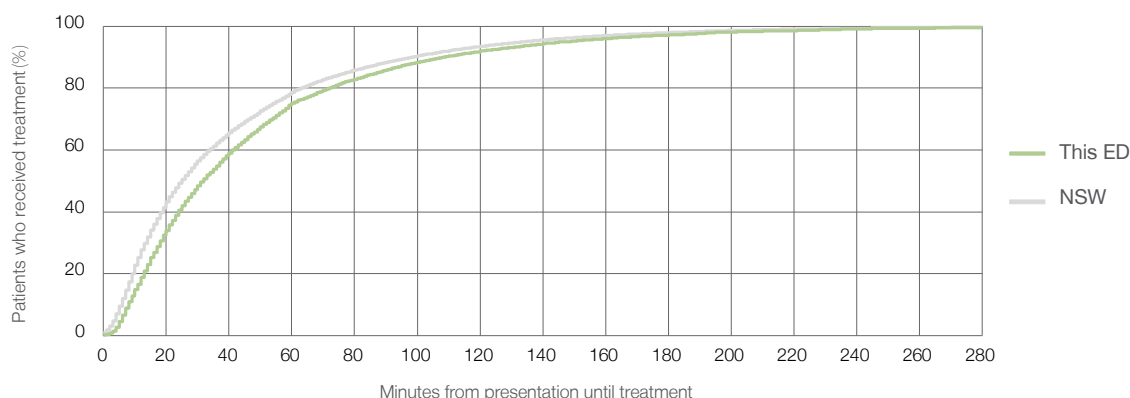
Number of triage 4 patients used to calculate waiting time:³ 9,130

Median time to start treatment⁴ 32 minutes

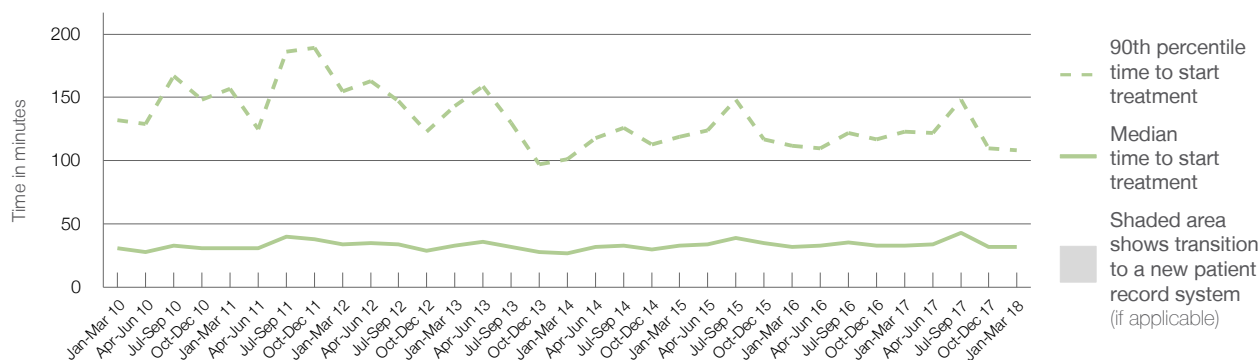
90th percentile time to start treatment⁵ 108 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 9,599 | |
| 8,840 | |
| 33 minutes | 25 minutes |
| 123 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^{†‡}



| | 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 ⁴ (minutes) | 31 | 31 | 34 | 33 | 27 | 33 | 32 | 33 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 132 | 157 | 155 | 143 | 101 | 119 | 112 | 123 | 108 |

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

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John Hunter 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: 2,883

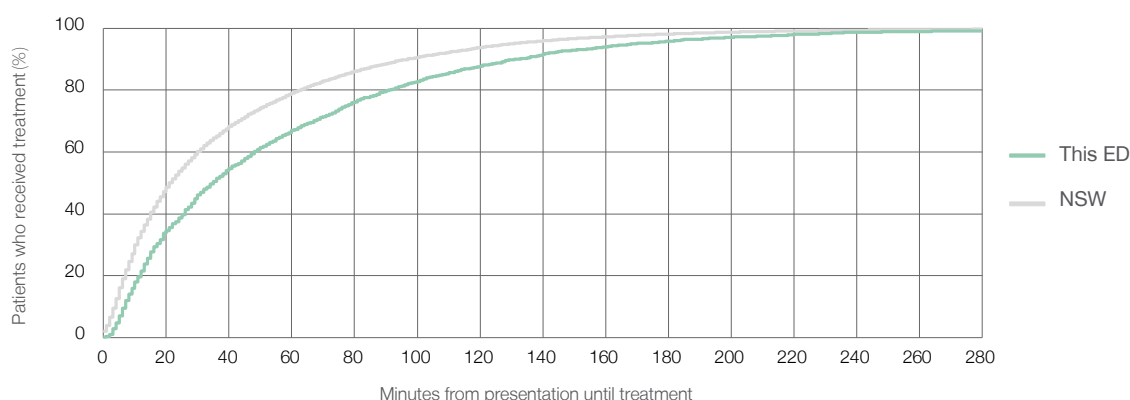
Number of triage 5 patients used to calculate waiting time:³ 2,256

Median time to start treatment⁴ 35 minutes

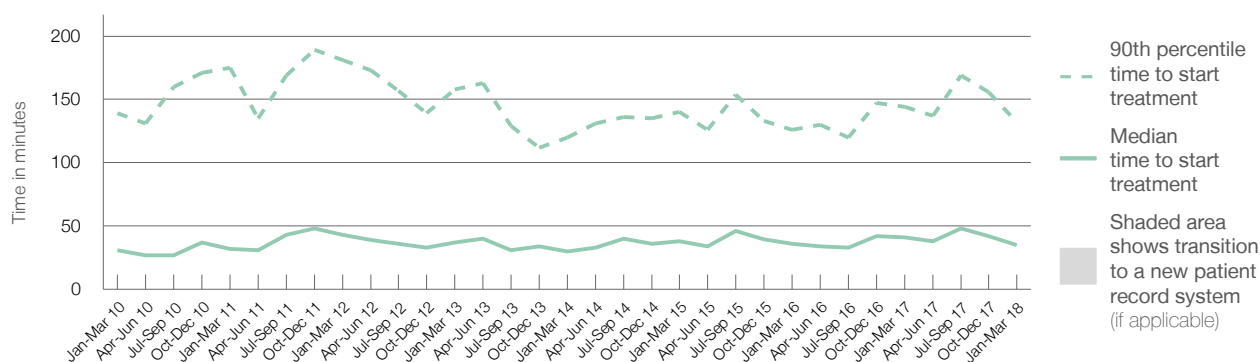
90th percentile time to start treatment⁵ 132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,822 | |
| 2,317 | |
| 41 minutes | 22 minutes |
| 144 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^{†‡}



| | 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 ⁴ (minutes) | 31 | 32 | 43 | 37 | 30 | 38 | 36 | 41 | 35 |
| 90th percentile time to start treatment ⁵ (minutes) | 139 | 175 | 181 | 158 | 120 | 140 | 126 | 144 | 132 |

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John Hunter Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,567 patients

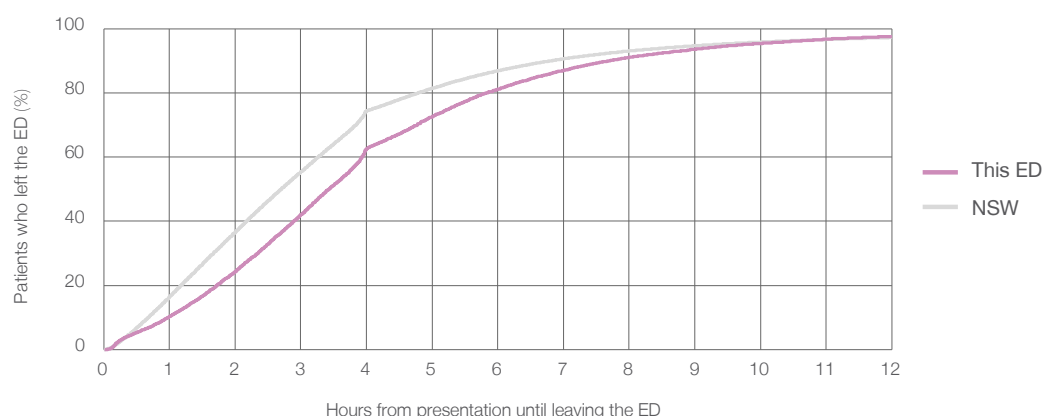
Presentations used to calculate time to leaving the ED:⁶ 19,567 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

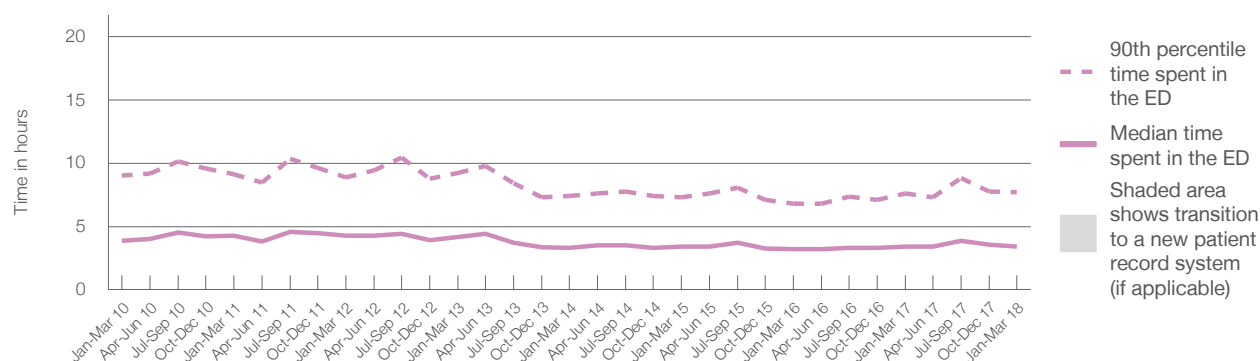
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 19,433 | 19,433 |
| 3 hours and 26 minutes | 2 hours and 42 minutes |
| 7 hours and 37 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^{†‡}



| | 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 ⁸ (hours, minutes) | 3h 53m | 4h 15m | 4h 16m | 4h 10m | 3h 19m | 3h 26m | 3h 11m | 3h 26m | 3h 26m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | 9h 2m | 9h 9m | 8h 53m | 9h 13m | 7h 24m | 7h 17m | 6h 47m | 7h 37m | 7h 42m |

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John Hunter Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

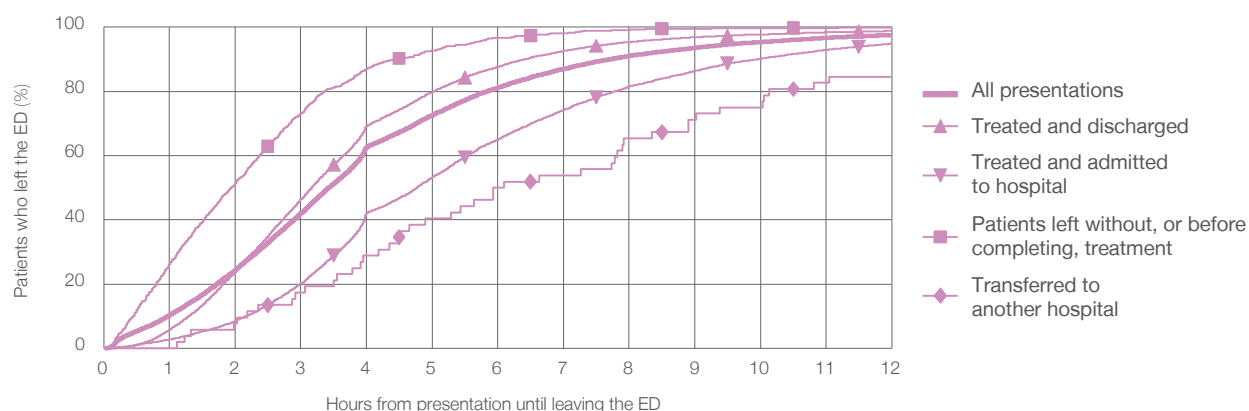
All presentations:[†] 19,567 patients

Presentations used to calculate time to leaving the ED:[‡] 19,567 patients

| | |
|---|----------------|
| Treated and discharged | 10,689 (54.6%) |
| Treated and admitted to hospital | 6,589 (33.7%) |
| Patient left without, or before completing, treatment | 979 (5.0%) |
| Transferred to another hospital | 52 (0.3%) |
| Other | 1,258 (6.4%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,433 | 1% |
| 11,119 | -3.9% |
| 6,429 | 2.5% |
| 872 | 12.3% |
| 48 | 8.3% |
| 965 | 30.4% |

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 5.8% | 23.7% | 46.4% | 69.1% | 87.7% | 95.4% | 97.8% | 98.8% |
| Treated and admitted to hospital | 2.7% | 8.4% | 20.2% | 42.0% | 65.0% | 81.5% | 90.2% | 94.9% |
| Patient left without, or before completing, treatment | 26.4% | 51.5% | 73.0% | 87.1% | 96.7% | 99.2% | 99.8% | 99.9% |
| Transferred to another hospital | 0% | 7.7% | 17.3% | 28.8% | 50.0% | 65.4% | 75.0% | 84.6% |
| All presentations | 10.4% | 24.3% | 42.0% | 62.6% | 81.1% | 91.1% | 95.4% | 97.6% |

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John Hunter 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: ¹ 19,567 patients

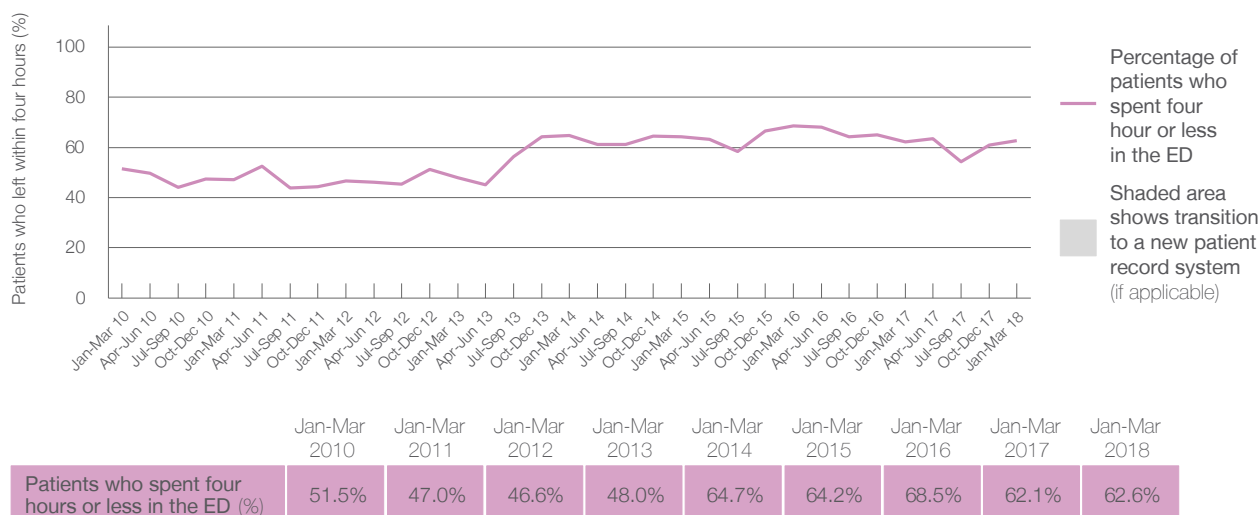
Presentations used to calculate time to leaving the ED: ⁶ 19,567 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,433 | 1% |
| 19,433 | 1% |
| 62.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).