

Healthcare Quarterly

# Emergency department

Western Sydney Local Health District  
Performance Profiles

July to September 2018

## Auburn Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 6,957 patients  
 Emergency presentations:<sup>2</sup> 6,768 patients

Same period last year	Change since one year ago
7,766	-10%
7,453	-9%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,025 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,487 patients

Median time to start treatment<sup>4</sup>  25 minutes  
 90th percentile time to start treatment<sup>5</sup>  85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,809 patients

Median time to start treatment<sup>4</sup>  40 minutes  
 90th percentile time to start treatment<sup>5</sup>  138 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 409 patients

Median time to start treatment<sup>4</sup>  32 minutes  
 90th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
1,077	
9 minutes	8 minutes
24 minutes	28 minutes
2,555	
27 minutes	21 minutes
90 minutes	72 minutes
3,203	
45 minutes	26 minutes
166 minutes	105 minutes
588	
32 minutes	22 minutes
135 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
7,763	-10%
72%	

\* 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, January to March 2018*.
- 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.

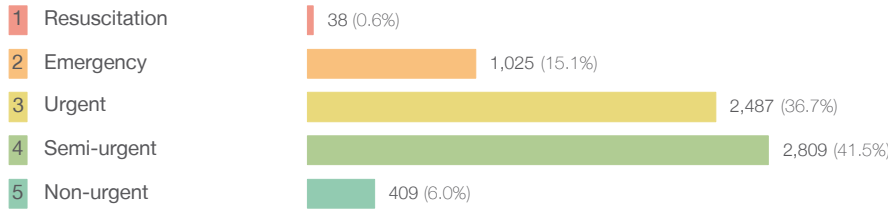
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Auburn Hospital: Patients presenting to the emergency department July to September 2018

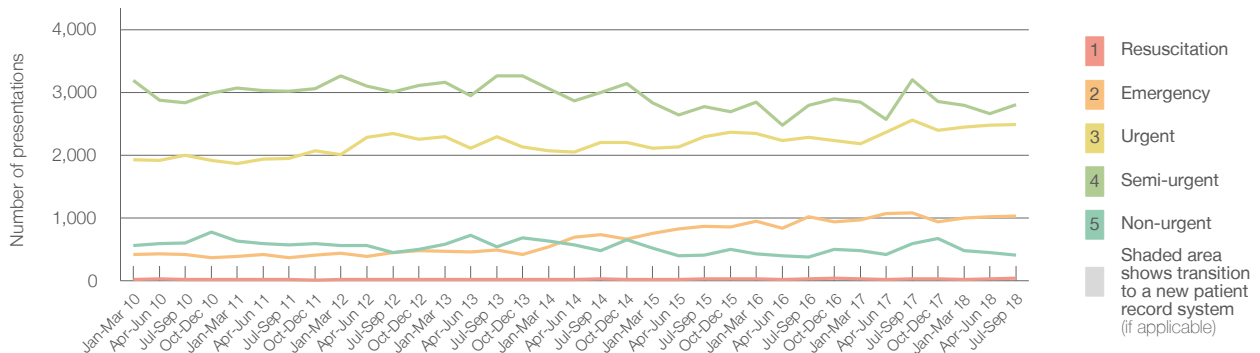
All presentations:<sup>1</sup> 6,957 patients

Emergency presentations<sup>2</sup> by triage category: 6,768 patients



Same period last year	Change since one year ago
7,766	-10%
7,453	-9%
30	26.7%
1,077	-4.8%
2,555	-2.7%
3,203	-12.3%
588	-30.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	17	19	19	22	26	30	28	30	38
Emergency	417	365	451	486	733	863	1,020	1,077	1,025
Urgent	1,993	1,950	2,342	2,295	2,200	2,295	2,280	2,555	2,487
Semi-urgent	2,836	3,020	3,006	3,259	3,001	2,772	2,794	3,203	2,809
Non-urgent	598	565	447	544	482	402	380	588	409
All emergency presentations	5,861	5,919	6,265	6,606	6,442	6,362	6,502	7,453	6,768

## Auburn Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,056 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,156	
15 minutes	-1 minute
29 minutes	-4 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.

## Auburn Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,025

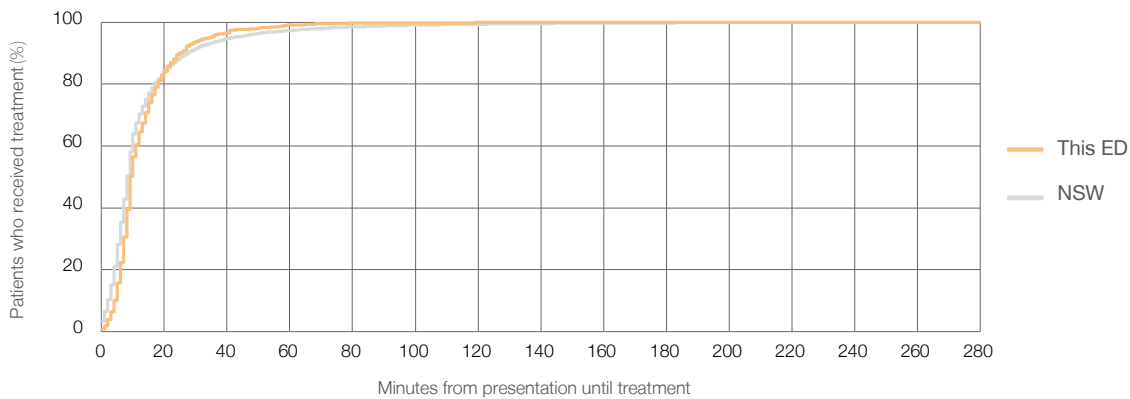
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,022

Median time to start treatment<sup>4</sup>  9 minutes

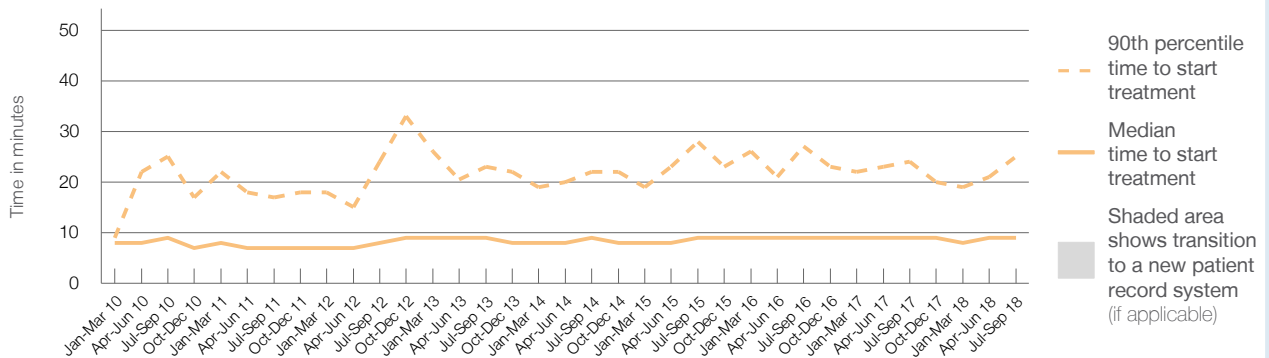
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
1,077	1,073
9 minutes	8 minutes
24 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	9	7	8	9	9	9	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	25	17	24	23	22	28	27	24	25

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,487

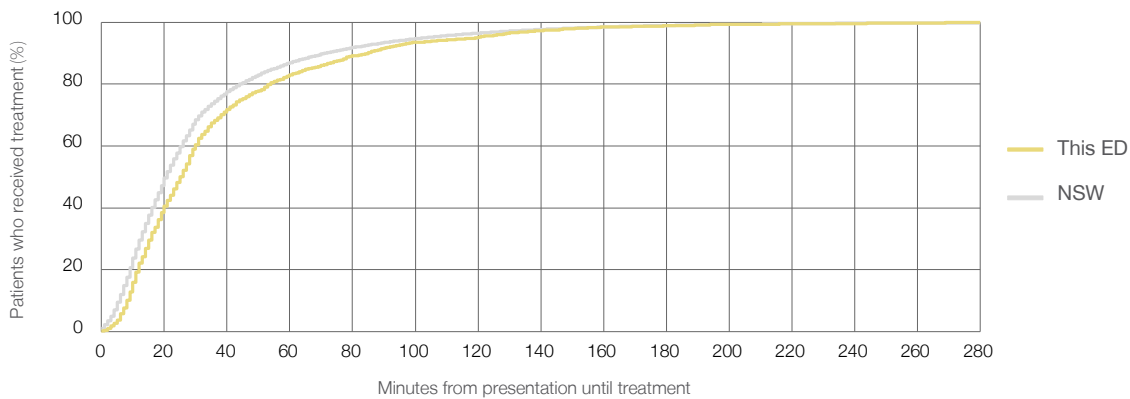
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,421

Median time to start treatment<sup>4</sup>  25 minutes

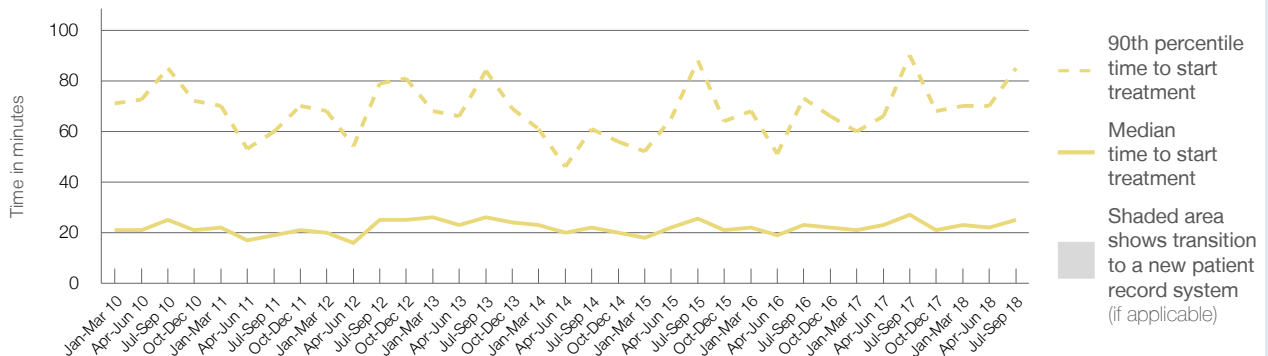
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
2,555	2,433
27 minutes	21 minutes
90 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	25	19	25	26	22	26	23	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)	85	60	79	84	61	88	73	90	85

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,809

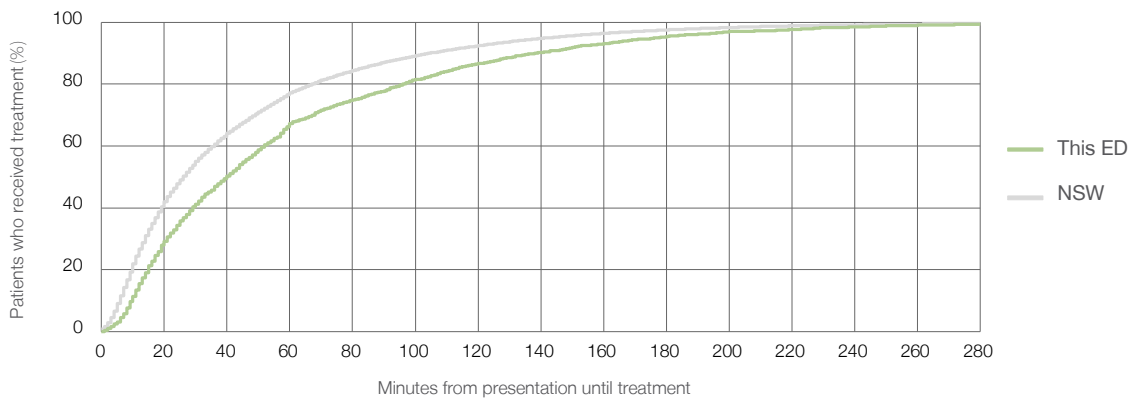
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,510

Median time to start treatment<sup>4</sup>  40 minutes

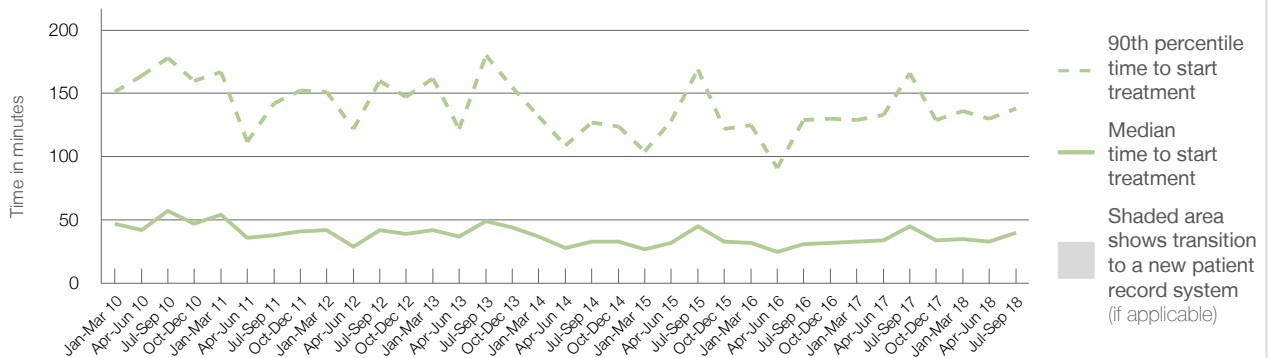
90th percentile time to start treatment<sup>5</sup>  138 minutes

Same period last year	NSW (this period)
3,203	
2,704	
45 minutes	26 minutes
166 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	57	38	42	49	33	45	31	45	40
90th percentile time to start treatment <sup>5</sup> (minutes)	178	142	160	180	127	169	129	166	138

(†) 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.

## Auburn Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 409

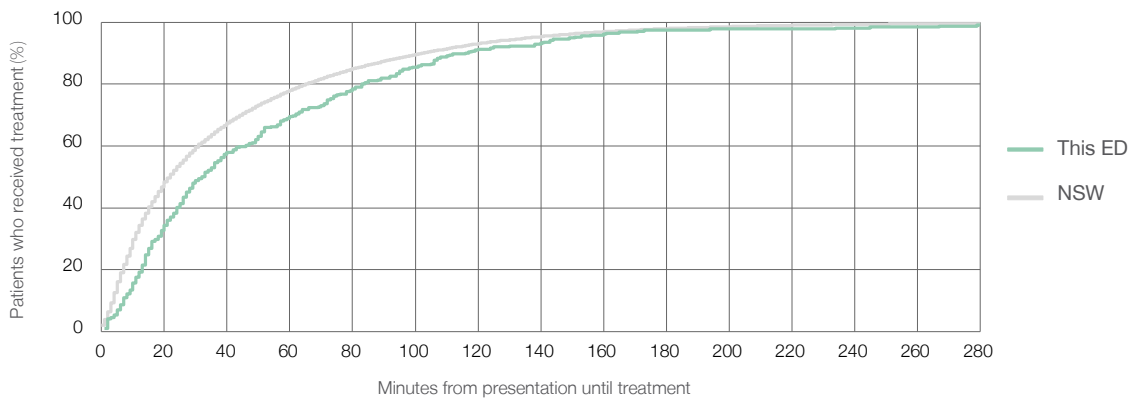
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 311

Median time to start treatment<sup>4</sup>  32 minutes

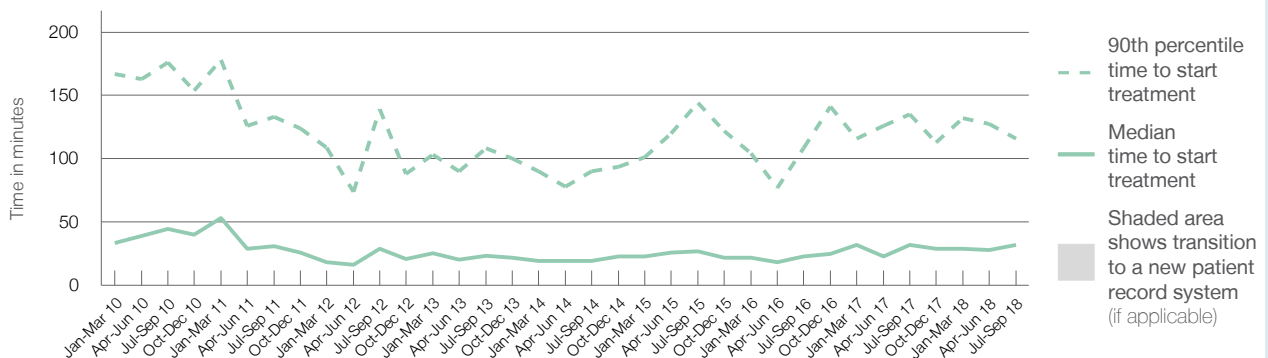
90th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
588	422
32 minutes	22 minutes
135 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	45	31	29	24	19	27	23	32	32
90th percentile time to start treatment <sup>5</sup> (minutes)	176	133	139	108	90	144	108	135	116

(†) 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.

## Auburn Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 6,957 patients

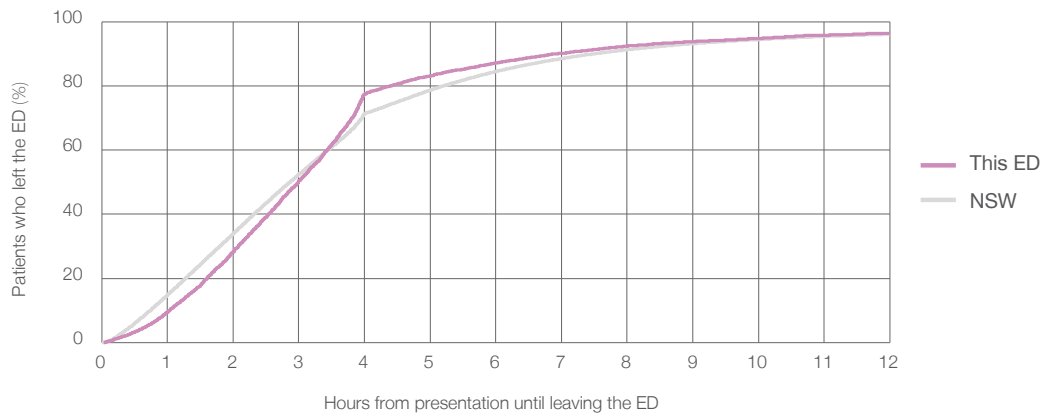
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

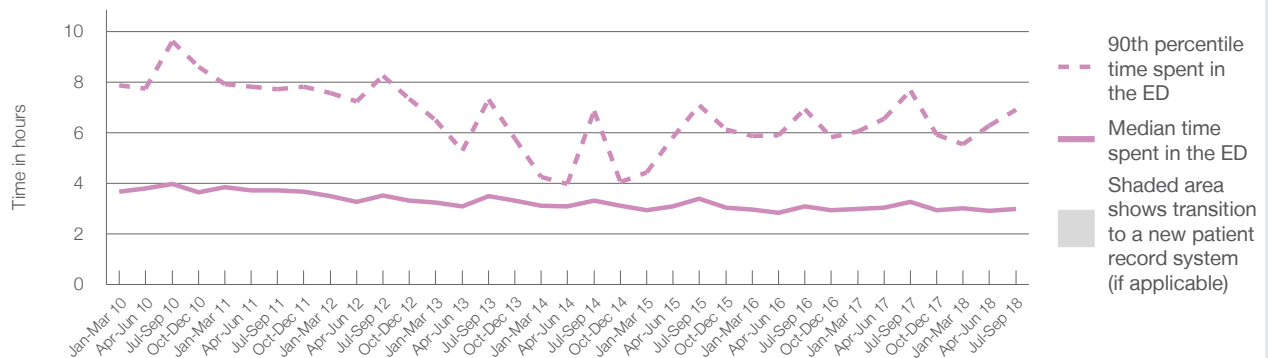
90th percentile time spent in the ED<sup>9</sup> 6 hours and 55 minutes

Same period last year	NSW (this period)
7,766	
7,763	
3 hours and 16 minutes	2 hours and 52 minutes
7 hours and 41 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 59m	3h 43m	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m	3h 16m	3h 0m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 37m	7h 43m	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 41m	6h 55m

(†) 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.



**Auburn Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

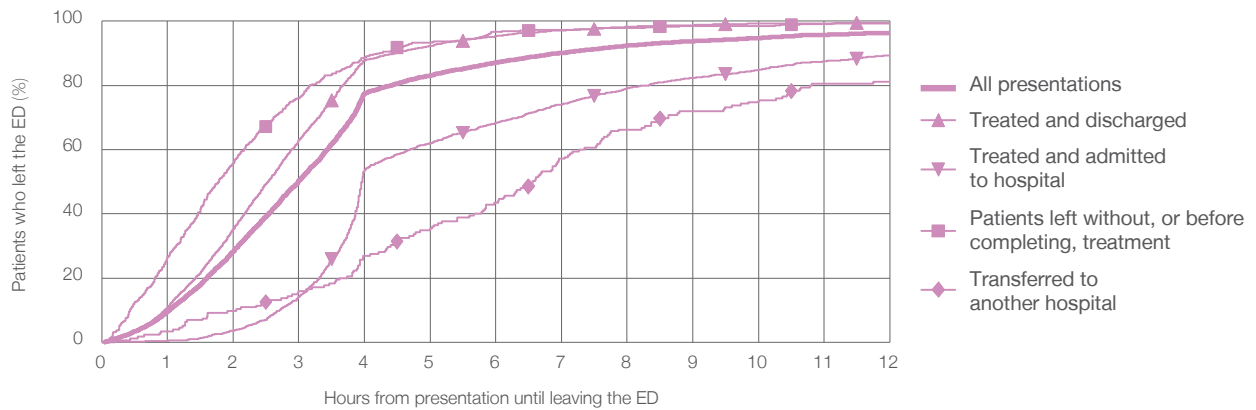
All presentations:<sup>1</sup> 6,957 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Treated and discharged	4,303 (61.9%)
Treated and admitted to hospital	1,812 (26.0%)
Patient left without, or before completing, treatment	649 (9.3%)
Transferred to another hospital	176 (2.5%)
Other	17 (0.2%)

Same period last year	Change since one year ago
7,763	-10%
4,763	-9.7%
1,914	-5.3%
880	-26.3%
175	0.6%
34	-50.0%

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



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	11.0%	35.2%	63.0%	87.8%	95.4%	98.3%	99.2%	99.6%
Treated and admitted to hospital	0.4%	3.6%	14.1%	53.6%	68.3%	79.1%	84.9%	89.3%
Patient left without, or before completing, treatment	26.5%	55.8%	76.0%	88.8%	96.6%	98.0%	98.5%	99.2%
Transferred to another hospital	3.4%	9.7%	16.0%	26.9%	43.4%	66.3%	75.4%	81.1%
All presentations	9.6%	28.4%	50.4%	77.5%	87.1%	92.4%	94.8%	96.4%

(†) 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.

**Auburn Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 6,957 patients

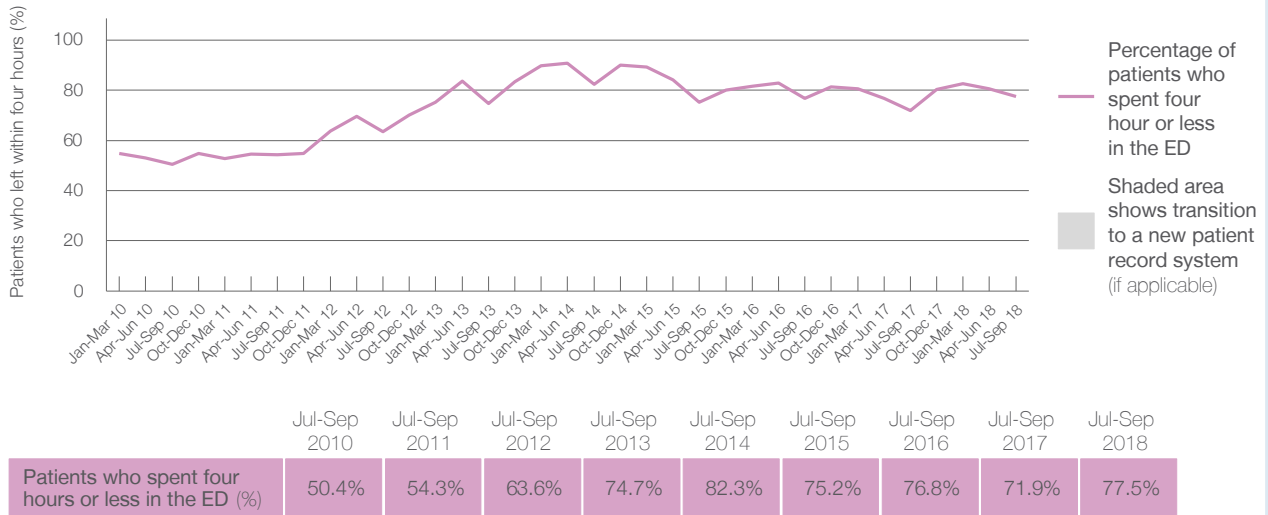
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,956 patients

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: <sup>1</sup> 6,957 patients	7,766	-10%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,956 patients	7,763	-10%
Percentage of patients who spent four hours or less in the ED	71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Blacktown Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 13,621 patients  
 Emergency presentations:<sup>2</sup> 13,543 patients

Same period last year	Change since one year ago
12,901	6%
12,822	6%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,124 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes


**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,743 patients

Median time to start treatment<sup>4</sup>  23 minutes  
 90th percentile time to start treatment<sup>5</sup>  88 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,671 patients

Median time to start treatment<sup>4</sup>  31 minutes  
 90th percentile time to start treatment<sup>5</sup>  114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 781 patients

Median time to start treatment<sup>4</sup>  32 minutes  
 90th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
3,819	
14 minutes	8 minutes
44 minutes	28 minutes
4,783	
38 minutes	21 minutes
144 minutes	72 minutes
3,383	
45 minutes	26 minutes
141 minutes	105 minutes
666	
37 minutes	22 minutes
138 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,618 patients

Percentage of patients who spent four hours or less in the ED  64%

Same period last year	Change since one year ago
12,899	6%
56%	

\* 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, January to March 2018*.
- 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.

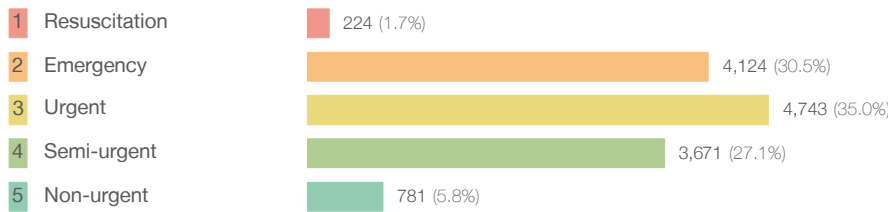
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Blacktown Hospital: Patients presenting to the emergency department July to September 2018

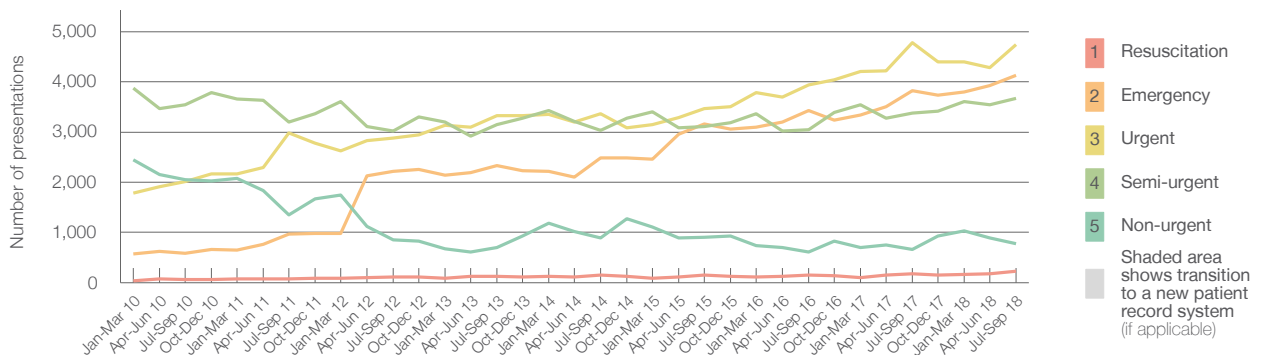
All presentations:<sup>1</sup> 13,621 patients

Emergency presentations<sup>2</sup> by triage category: 13,543 patients



Same period last year	Change since one year ago
12,901	6%
12,822	6%
171	31.0%
3,819	8.0%
4,783	-0.8%
3,383	8.5%
666	17.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	64	71	111	131	145	147	147	171	224
Emergency	587	968	2,216	2,327	2,487	3,155	3,434	3,819	4,124
Urgent	2,008	2,979	2,878	3,327	3,365	3,465	3,936	4,783	4,743
Semi-urgent	3,546	3,194	3,024	3,154	3,029	3,108	3,043	3,383	3,671
Non-urgent	2,047	1,346	850	700	896	902	610	666	781
All emergency presentations	8,252	8,558	9,079	9,639	9,922	10,777	11,170	12,822	13,543

## Blacktown Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,219 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,010	
17 minutes	-3 minutes
45 minutes	-17 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.

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

July to September 2018

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

Number of triage 2 patients: 4,124

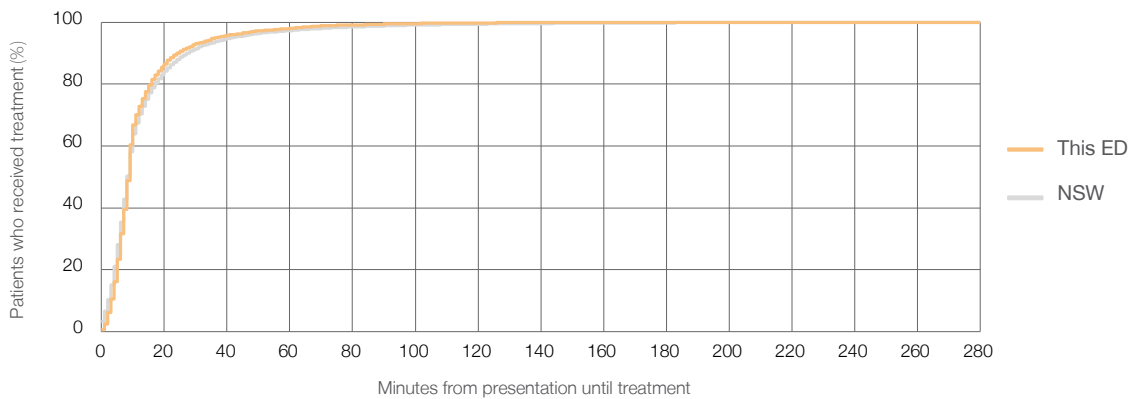
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,076

Median time to start treatment<sup>4</sup>  9 minutes

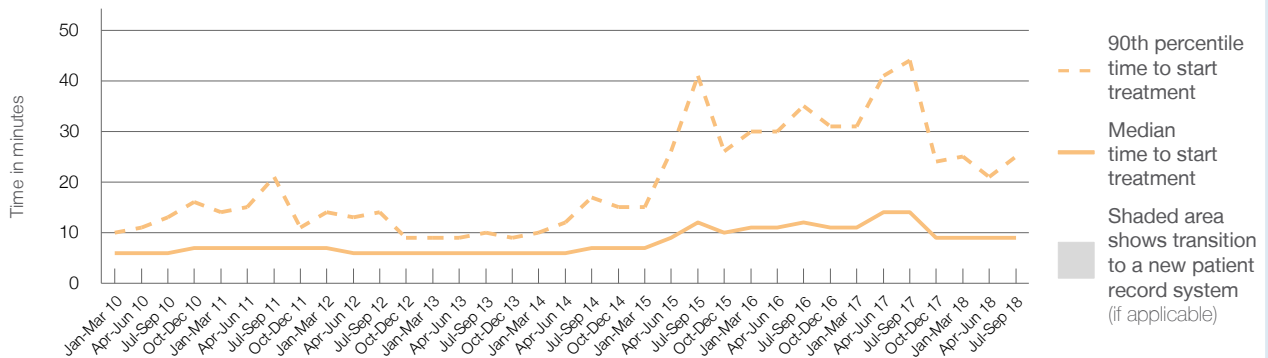
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
3,819	
3,801	
14 minutes	8 minutes
44 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	6	6	7	12	12	14	9
90th percentile time to start treatment <sup>5</sup> (minutes)	13	21	14	10	17	41	35	44	25

(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,743

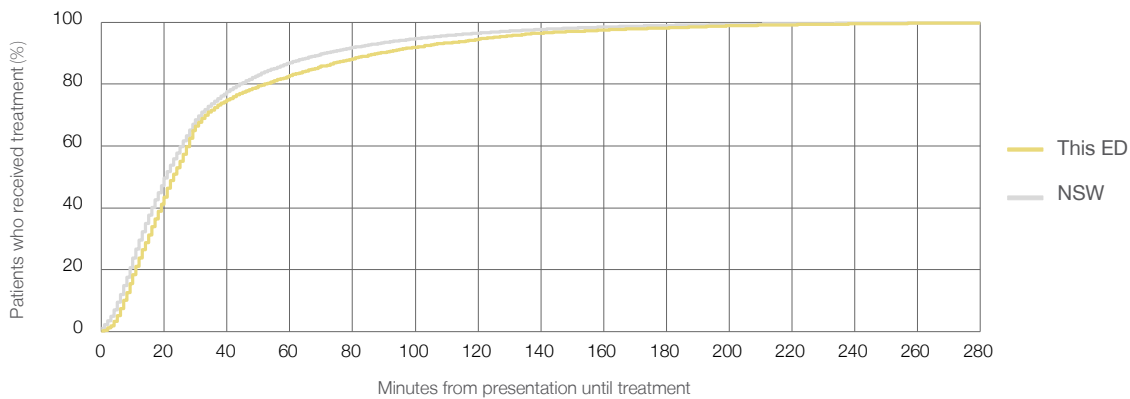
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,486

Median time to start treatment<sup>4</sup>  23 minutes

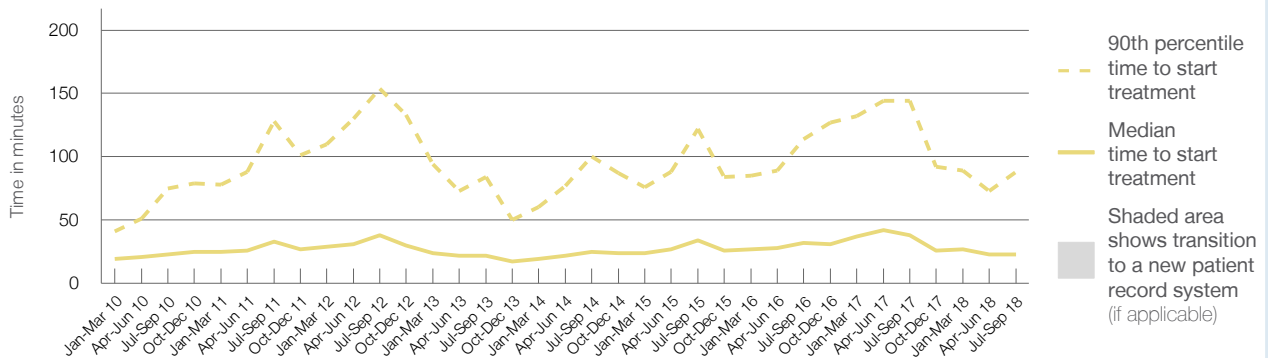
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
4,783	4,543
38 minutes	21 minutes
144 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	23	33	38	22	25	34	32	38	23
90th percentile time to start treatment <sup>5</sup> (minutes)	75	128	154	84	100	122	114	144	88

(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,671

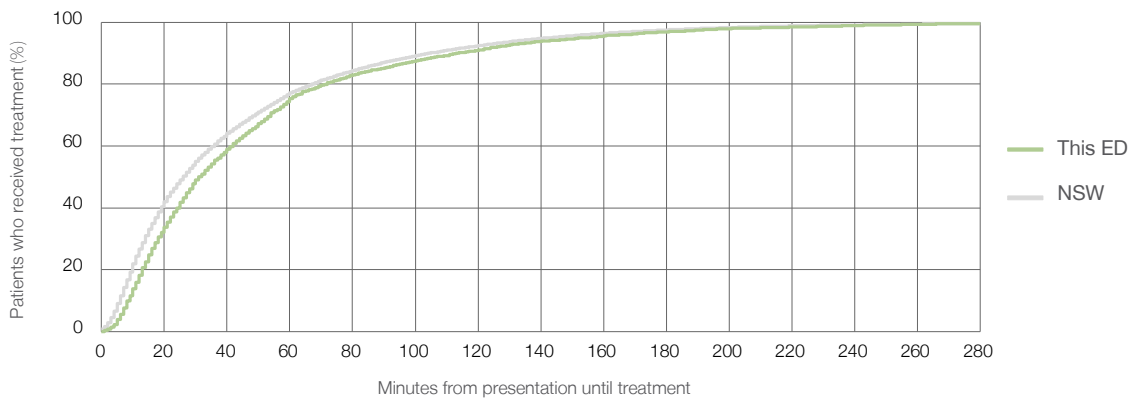
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,404

Median time to start treatment<sup>4</sup>  31 minutes

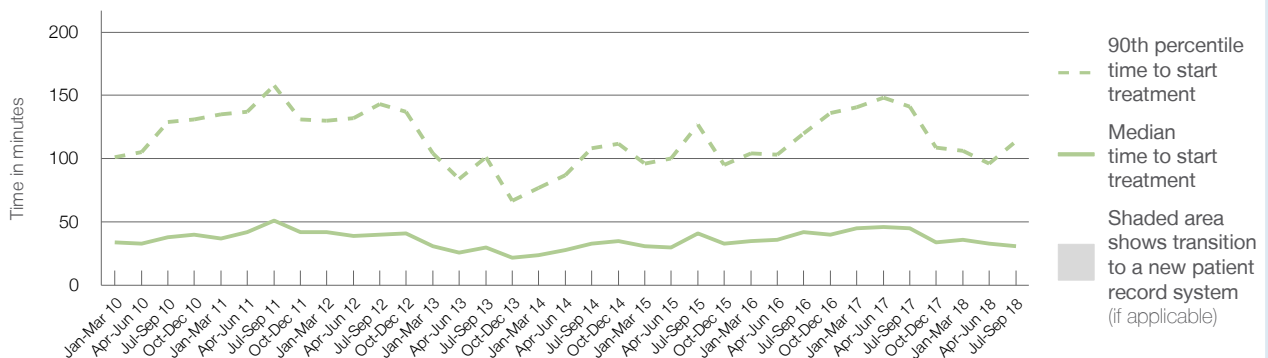
90th percentile time to start treatment<sup>5</sup>  114 minutes

Same period last year	NSW (this period)
3,383	
3,189	
45 minutes	26 minutes
141 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	38	51	40	30	33	41	42	45	31
90th percentile time to start treatment <sup>5</sup> (minutes)	129	158	143	101	108	127	120	141	114

(†) 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.

## Blacktown Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 781

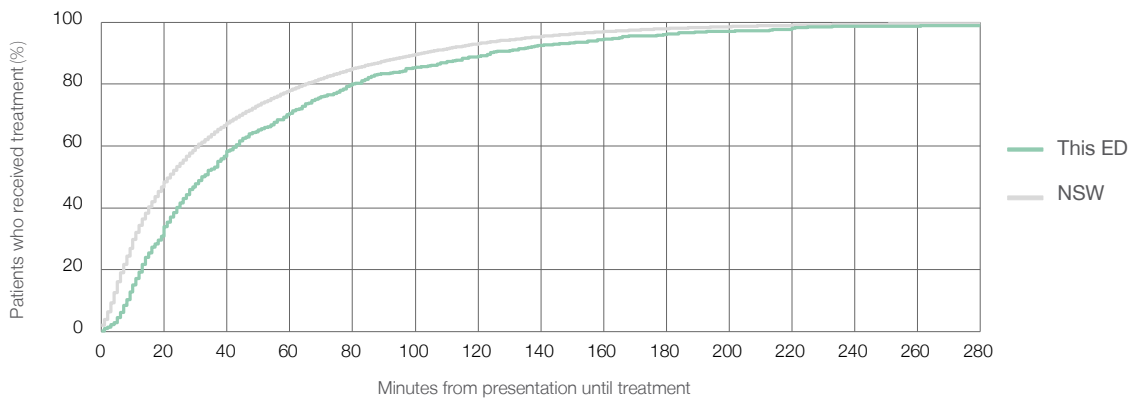
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 697

Median time to start treatment<sup>4</sup> 32 minutes

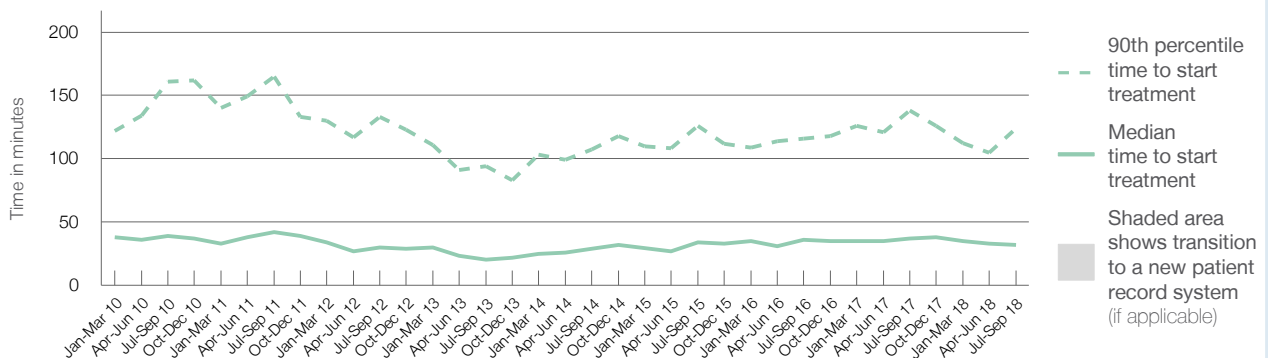
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
666	485
37 minutes	22 minutes
138 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	39	42	30	20	29	34	36	37	32
90th percentile time to start treatment <sup>5</sup> (minutes)	161	165	133	94	107	126	116	138	124

(†) 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.



## Blacktown Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 13,621 patients

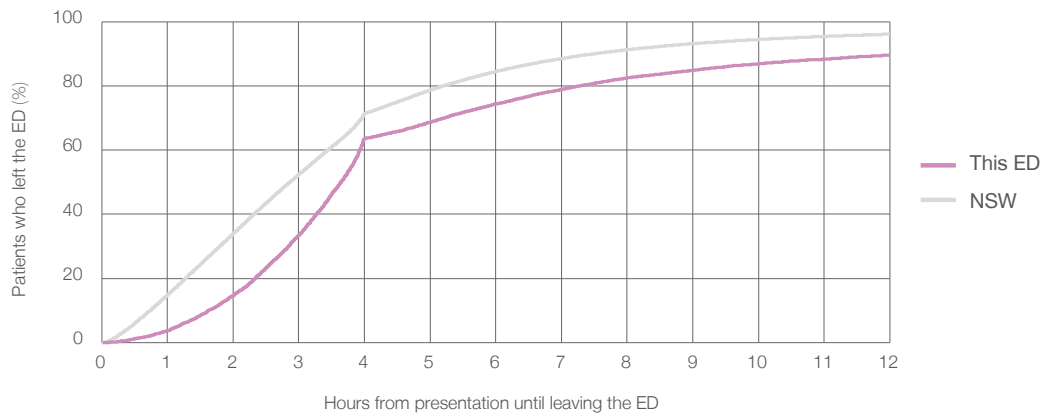
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,618 patients

Median time spent in the ED<sup>8</sup> 3 hours and 39 minutes

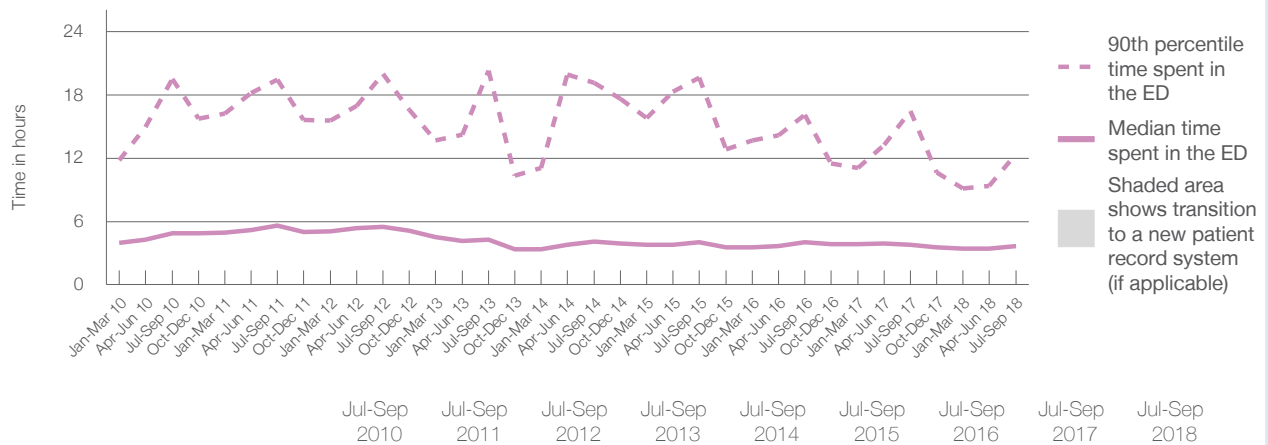
90th percentile time spent in the ED<sup>9</sup> 12 hours and 23 minutes

Same period last year	NSW (this period)
12,901	
12,899	
3 hours and 48 minutes	2 hours and 52 minutes
16 hours and 28 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 54m	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m	3h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	19h 30m	19h 27m	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 28m	12h 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.

## Blacktown Hospital: Time patients spent in the ED By mode of separation July to September 2018

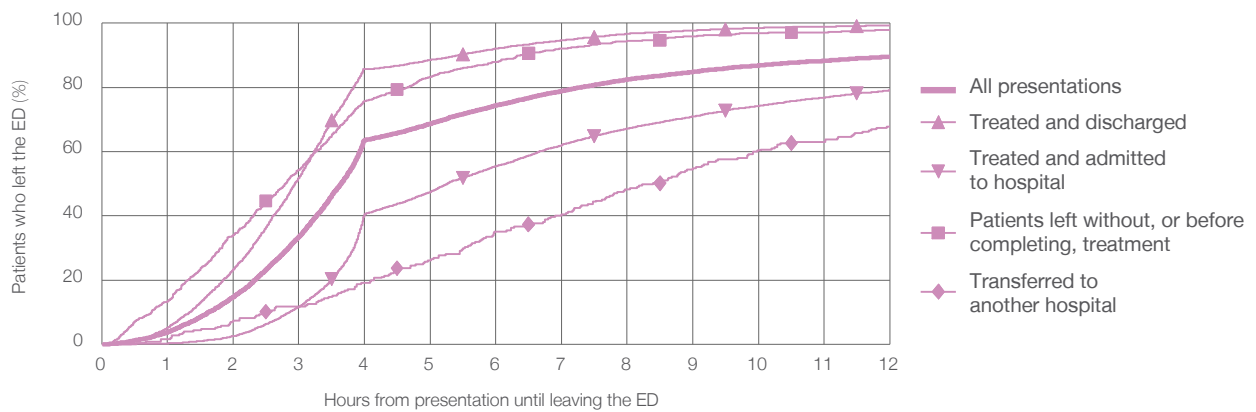
All presentations:<sup>1</sup> 13,621 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,618 patients

Treated and discharged	6,191 (45.5%)
Treated and admitted to hospital	6,059 (44.5%)
Patient left without, or before completing, treatment	1,058 (7.8%)
Transferred to another hospital	257 (1.9%)
Other	56 (0.4%)

Same period last year	Change since one year ago
12,899	6%
6,162	0.5%
5,604	8.1%
882	20.0%
192	33.9%
61	-8.2%

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



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	5.2%	23.4%	51.9%	85.7%	92.2%	96.8%	98.6%	99.3%
Treated and admitted to hospital	0.3%	2.5%	11.6%	40.5%	55.5%	67.2%	74.3%	79.1%
Patient left without, or before completing, treatment	13.4%	34.0%	54.3%	75.8%	88.0%	94.5%	96.9%	97.9%
Transferred to another hospital	1.6%	7.4%	11.7%	19.1%	35.0%	48.2%	60.3%	67.7%
All presentations	3.7%	14.8%	33.5%	63.6%	74.4%	82.5%	86.9%	89.6%

(†) 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.

**Blacktown Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 13,621 patients

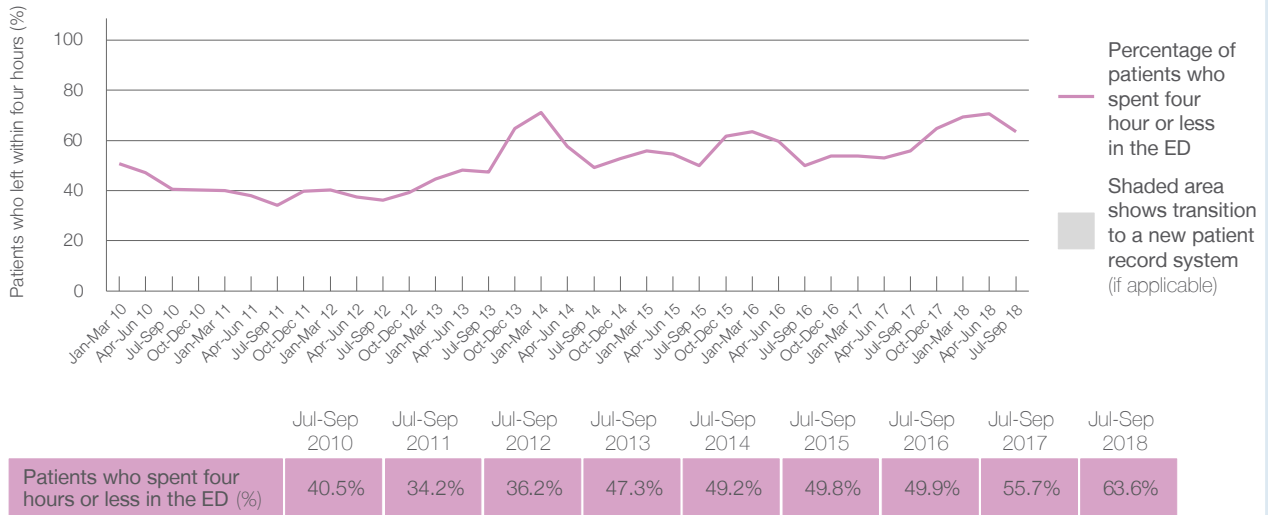
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,618 patients

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	12,901	6%
Presentations used to calculate time to leaving the ED	12,899	6%
Percentage of patients who spent four hours or less in the ED	55.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Mount Druitt Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 9,193 patients  
 Emergency presentations:<sup>2</sup> 9,119 patients

Same period last year	Change since one year ago
9,355	-2%
9,255	-1%



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

July to September 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 1,675 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,622 patients

Median time to start treatment<sup>4</sup>  23 minutes  
 90th percentile time to start treatment<sup>5</sup>  74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,985 patients

Median time to start treatment<sup>4</sup>  32 minutes  
 90th percentile time to start treatment<sup>5</sup>  90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 807 patients

Median time to start treatment<sup>4</sup>  29 minutes  
 90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
1,577	
9 minutes	8 minutes
26 minutes	28 minutes
3,623	
30 minutes	21 minutes
116 minutes	72 minutes
3,081	
43 minutes	26 minutes
130 minutes	105 minutes
930	
40 minutes	22 minutes
122 minutes	103 minutes

## Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,187 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
9,354	-2%
71%	

\* 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, January to March 2018*.
- 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.

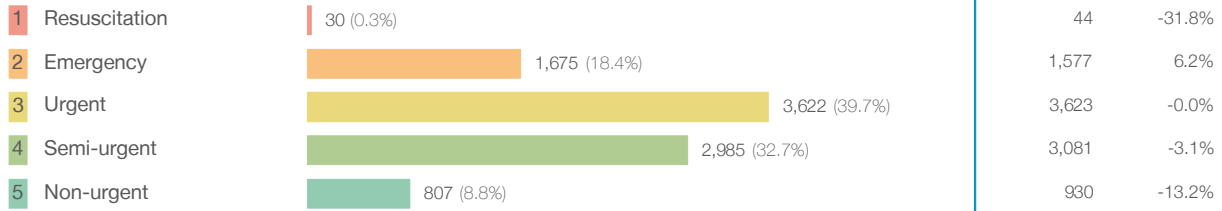
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

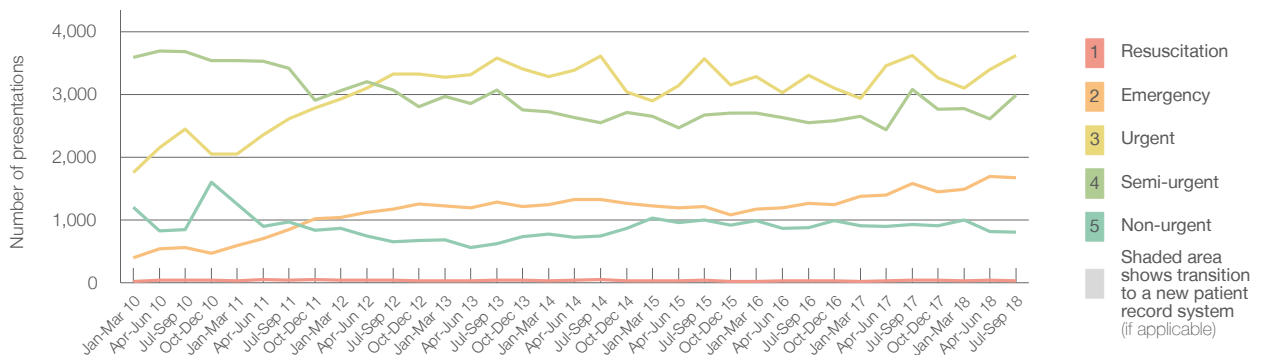
## Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 9,193 patients

Emergency presentations<sup>2</sup> by triage category: 9,119 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	44	41	44	39	45	38	29	44	30
Emergency	560	849	1,167	1,286	1,328	1,208	1,263	1,577	1,675
Urgent	2,449	2,614	3,325	3,581	3,606	3,568	3,300	3,623	3,622
Semi-urgent	3,680	3,415	3,071	3,073	2,548	2,667	2,553	3,081	2,985
Non-urgent	845	963	648	624	745	1,002	880	930	807
All emergency presentations	7,578	7,882	8,255	8,603	8,272	8,483	8,025	9,255	9,119

## Mount Druiitt Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,195 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.

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

July to September 2018

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

Number of triage 2 patients: 1,675

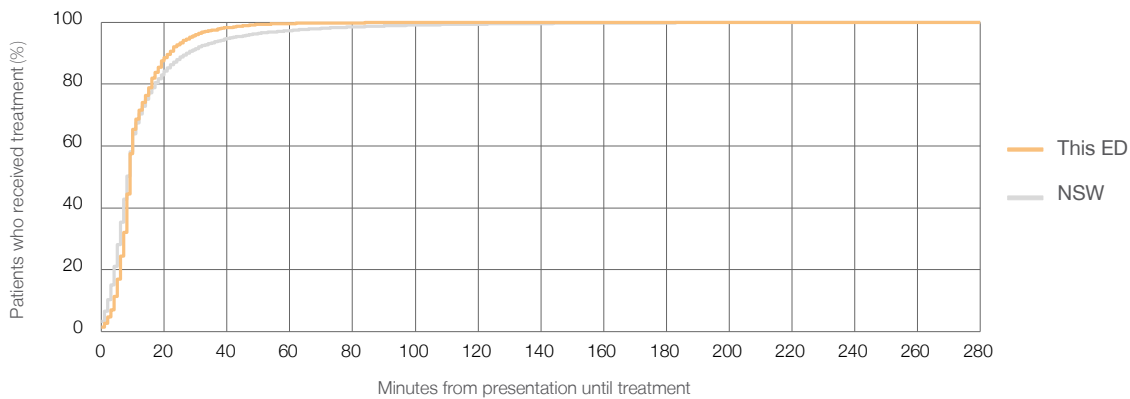
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,665

Median time to start treatment<sup>4</sup> ■ 9 minutes

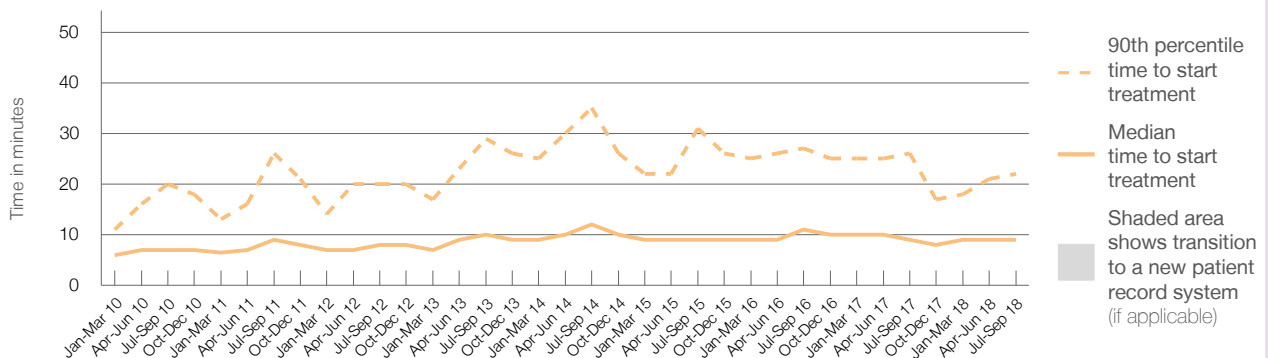
90th percentile time to start treatment<sup>5</sup> ■ 22 minutes

Same period last year	NSW (this period)
1,577	1,571
9 minutes	8 minutes
26 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	7	9	8	10	12	9	11	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	20	26	20	29	35	31	27	26	22

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,622

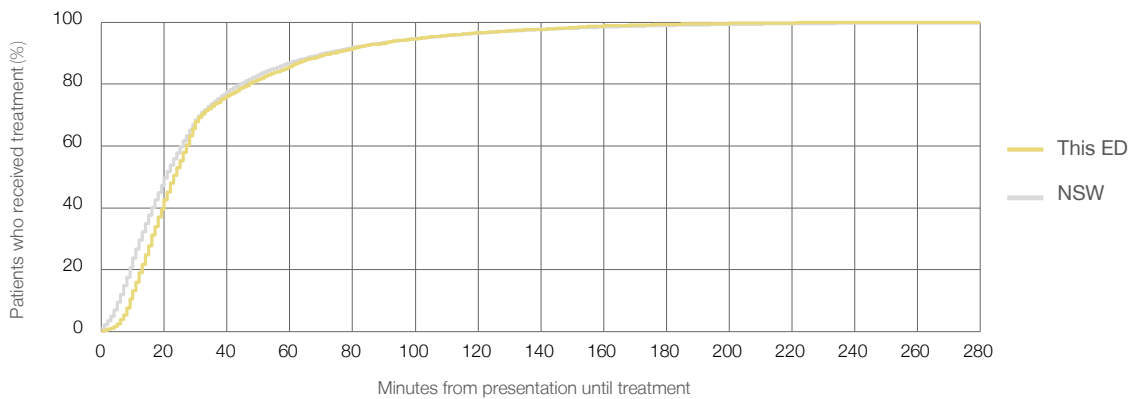
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,446

Median time to start treatment<sup>4</sup>  23 minutes

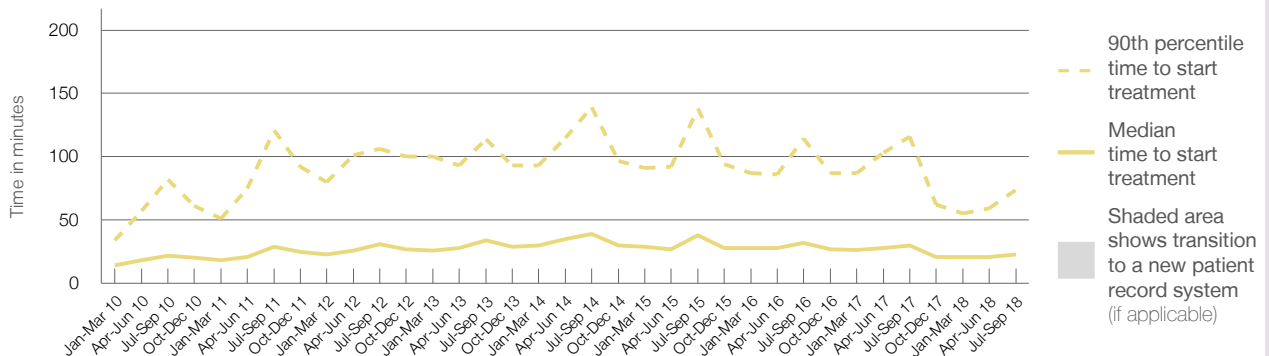
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
3,623	3,426
30 minutes	21 minutes
116 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	22	29	31	34	39	38	32	30	23
90th percentile time to start treatment <sup>5</sup> (minutes)	82	121	106	114	139	138	115	116	74

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,985

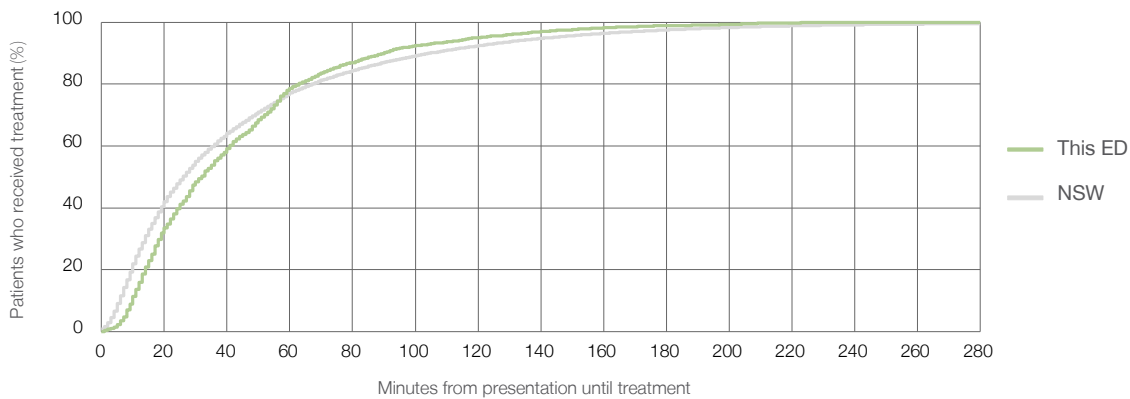
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,779

Median time to start treatment<sup>4</sup>  32 minutes

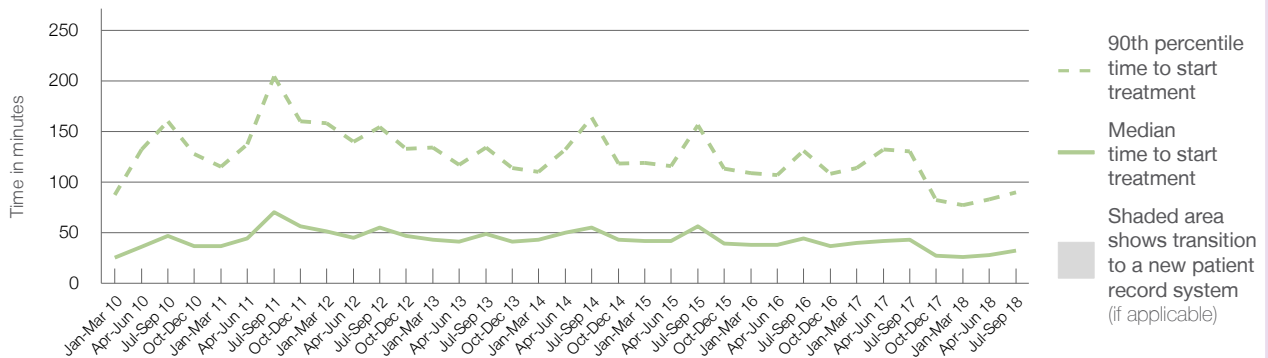
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
3,081	
2,836	
43 minutes	26 minutes
130 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	47	70	55	49	55	56	45	43	32
90th percentile time to start treatment <sup>5</sup> (minutes)	160	204	154	134	164	156	131	130	90

(†) 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.



## Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 807

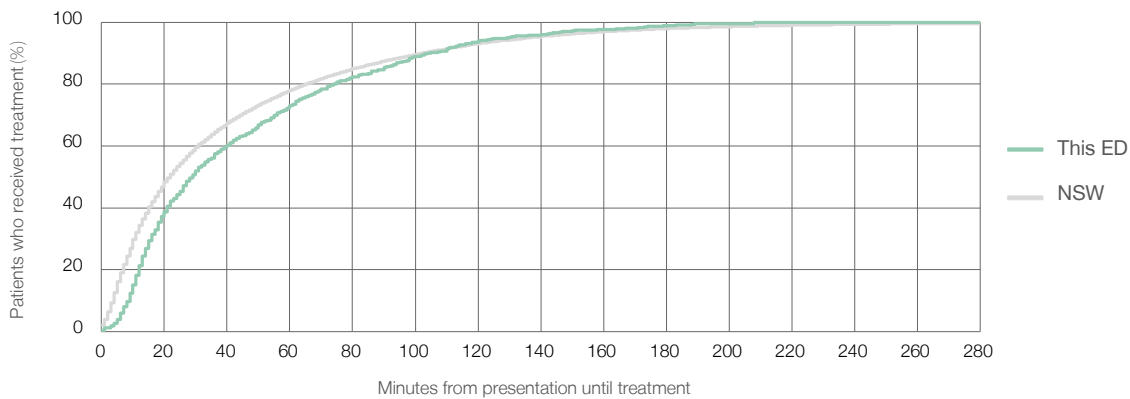
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 717

Median time to start treatment<sup>4</sup>  29 minutes

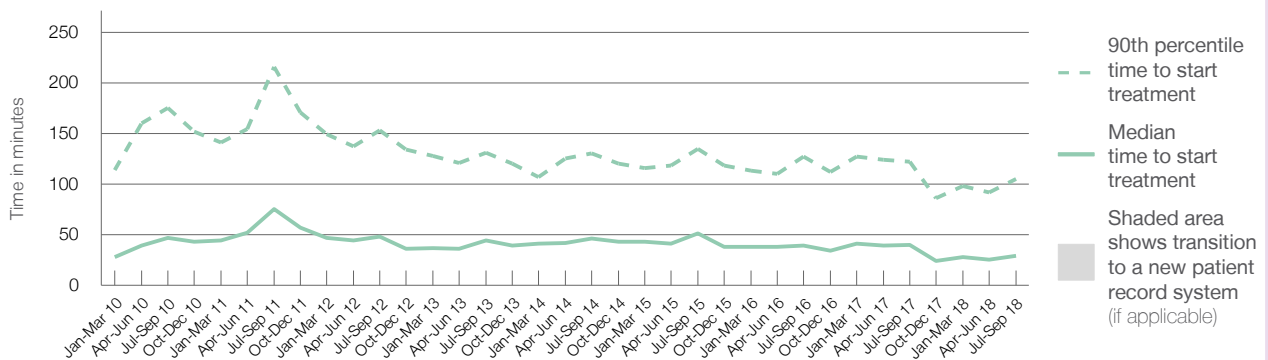
90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
930	801
40 minutes	22 minutes
122 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	47	75	48	44	46	51	39	40	29
90th percentile time to start treatment <sup>5</sup> (minutes)	175	216	153	131	130	135	127	122	105

(†) 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.

## Mount Druitt Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 9,193 patients

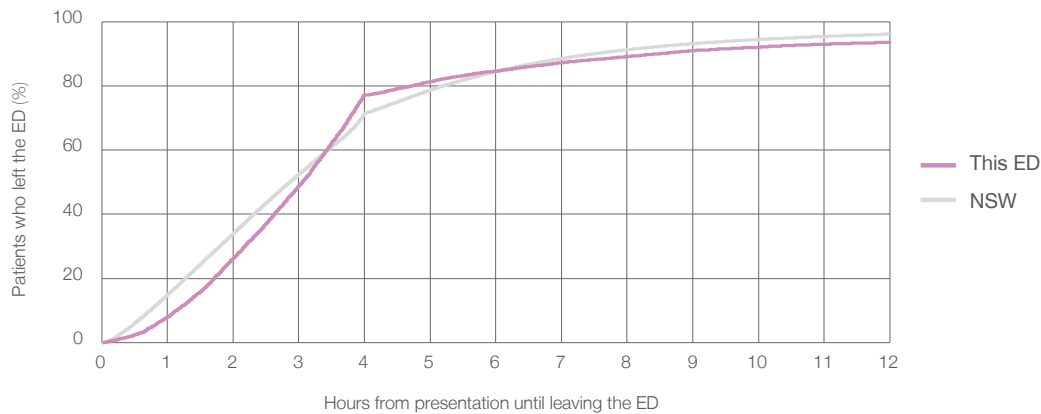
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,187 patients

Median time spent in the ED<sup>8</sup> 3 hours and 3 minutes

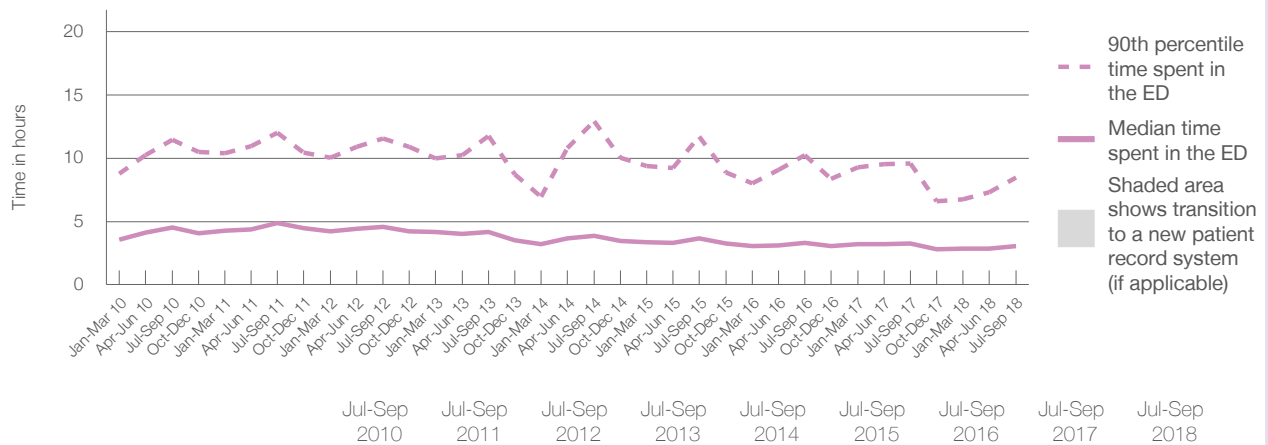
90th percentile time spent in the ED<sup>9</sup> 8 hours and 28 minutes

Same period last year	NSW (this period)
9,355	
9,354	
3 hours and 16 minutes	2 hours and 52 minutes
9 hours and 35 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 31m	4h 52m	4h 33m	4h 10m	3h 51m	3h 40m	3h 18m	3h 16m	3h 3m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 28m	12h 0m	11h 34m	11h 46m	12h 54m	11h 41m	10h 13m	9h 35m	8h 28m

(†) 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.

## Mount Druiitt Hospital: Time patients spent in the ED By mode of separation July to September 2018

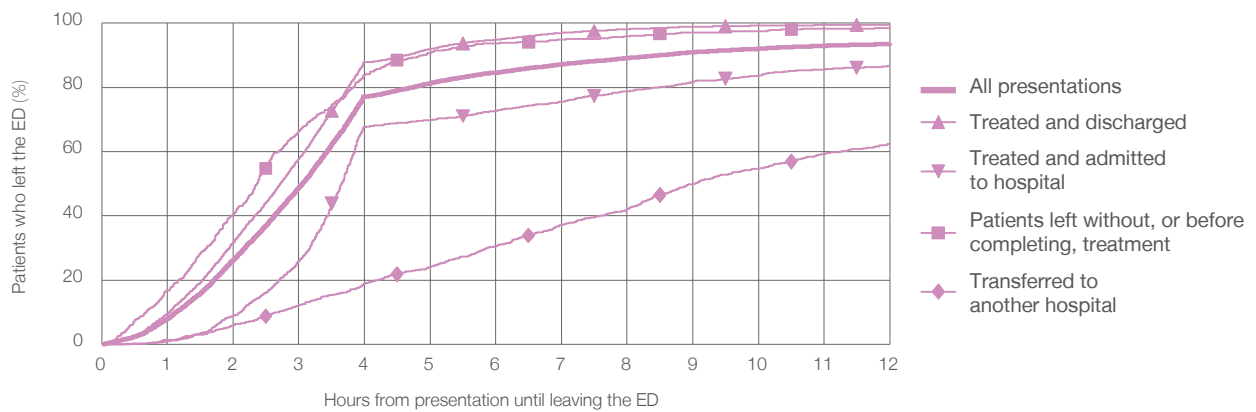
All presentations:<sup>1</sup> 9,193 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,187 patients

Treated and discharged	6,062 (65.9%)
Treated and admitted to hospital	1,395 (15.2%)
Patient left without, or before completing, treatment	752 (8.2%)
Transferred to another hospital	976 (10.6%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,354	-2%
6,184	-2.0%
1,309	6.6%
871	-13.7%
974	0.2%
17	-52.9%

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



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	9.6%	31.7%	57.9%	87.8%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	0.9%	8.8%	26.0%	67.6%	72.7%	78.8%	83.7%	86.7%
Patient left without, or before completing, treatment	16.8%	40.7%	66.3%	84.0%	93.7%	96.0%	97.6%	98.7%
Transferred to another hospital	1.3%	6.0%	12.2%	18.9%	30.5%	42.0%	54.8%	62.7%
All presentations	8.0%	26.3%	48.9%	77.1%	84.6%	89.1%	92.0%	93.6%

(†) 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.

**Mount Druitt Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 9,193 patients

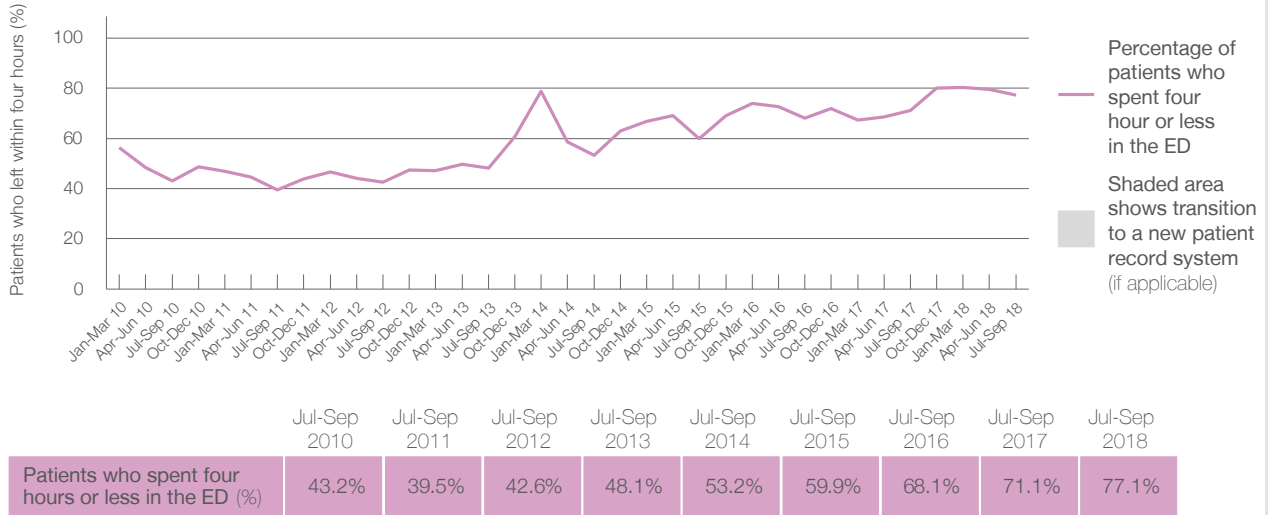
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,187 patients

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	9,355	-2%
Presentations used to calculate time to leaving the ED	9,354	-2%
Percentage of patients who spent four hours or less in the ED	71.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## Westmead Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 19,246 patients

Emergency presentations:<sup>2</sup> 19,105 patients

Same period last year	Change since one year ago
19,292	0%
19,097	0%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,580 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,743 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 90th percentile time to start treatment<sup>5</sup> 133 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,224 patients

Median time to start treatment<sup>4</sup> 47 minutes  
 90th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,002 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
6,299	
11 minutes	8 minutes
73 minutes	28 minutes
6,960	
30 minutes	21 minutes
138 minutes	72 minutes
4,200	
47 minutes	26 minutes
145 minutes	105 minutes
1,118	
41 minutes	22 minutes
138 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

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

Same period last year	Change since one year ago
19,289	0%
51%	

\* 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, January to March 2018*.
- 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.

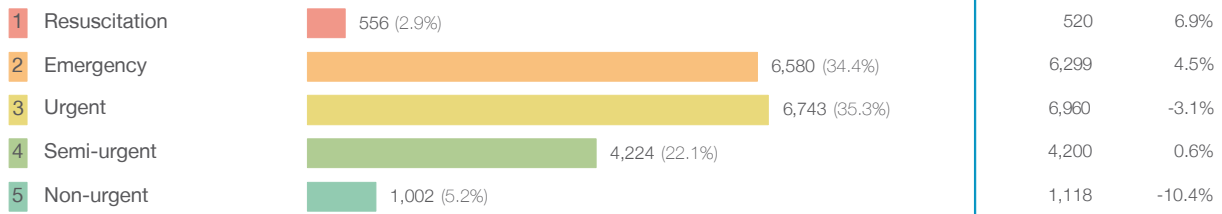
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

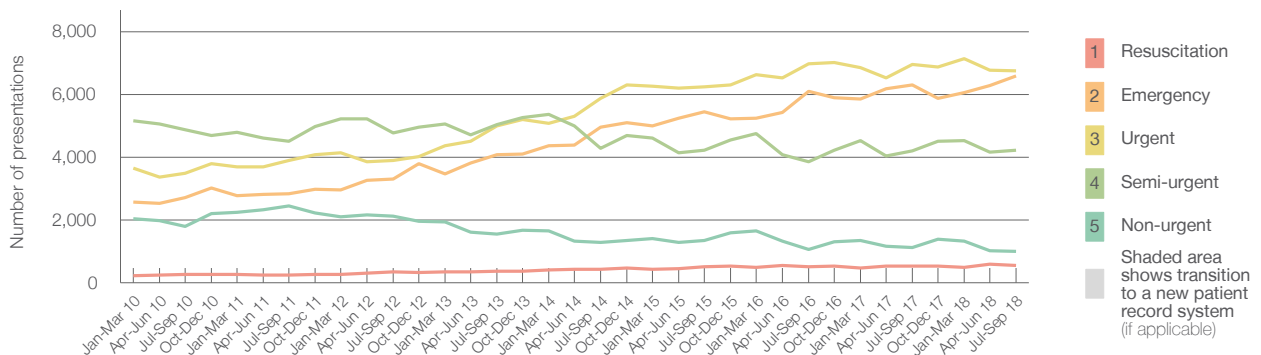
## Westmead Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 19,246 patients

Emergency presentations<sup>2</sup> by triage category: 19,105 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	267	249	337	367	424	506	510	520	556
Emergency	2,716	2,837	3,304	4,075	4,949	5,450	6,106	6,299	6,580
Urgent	3,491	3,904	3,895	5,000	5,882	6,233	6,982	6,960	6,743
Semi-urgent	4,877	4,505	4,770	5,041	4,284	4,230	3,846	4,200	4,224
Non-urgent	1,794	2,444	2,112	1,551	1,288	1,343	1,067	1,118	1,002
All emergency presentations	13,145	13,939	14,418	16,034	16,827	17,762	18,511	19,097	19,105

## Westmead Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,895 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 2018

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

Number of triage 2 patients: 6,580

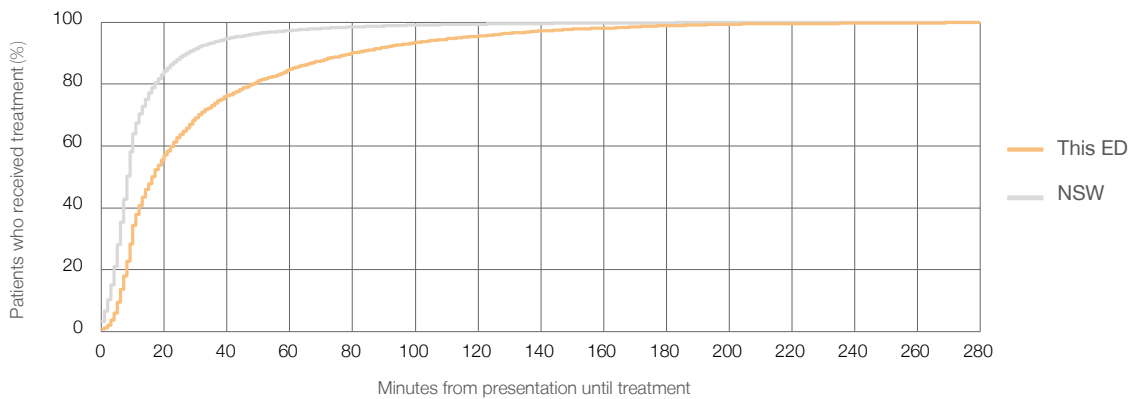
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 6,429

Median time to start treatment<sup>4</sup>  16 minutes

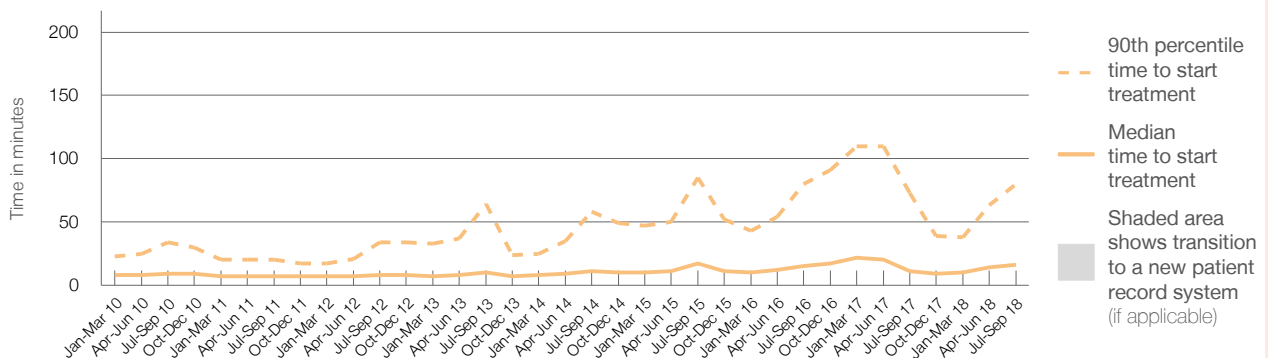
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
6,299	6,136
11 minutes	8 minutes
73 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	9	7	8	10	11	17	15	11	16
90th percentile time to start treatment <sup>5</sup> (minutes)	34	20	34	64	58	85	80	73	80

(†) 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 3

July to September 2018

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

Number of triage 3 patients: 6,743

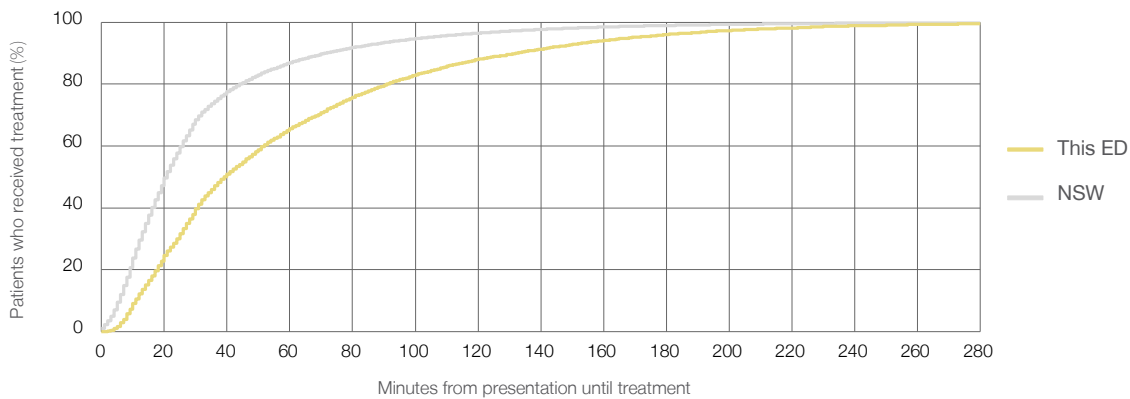
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,348

Median time to start treatment<sup>4</sup>  39 minutes

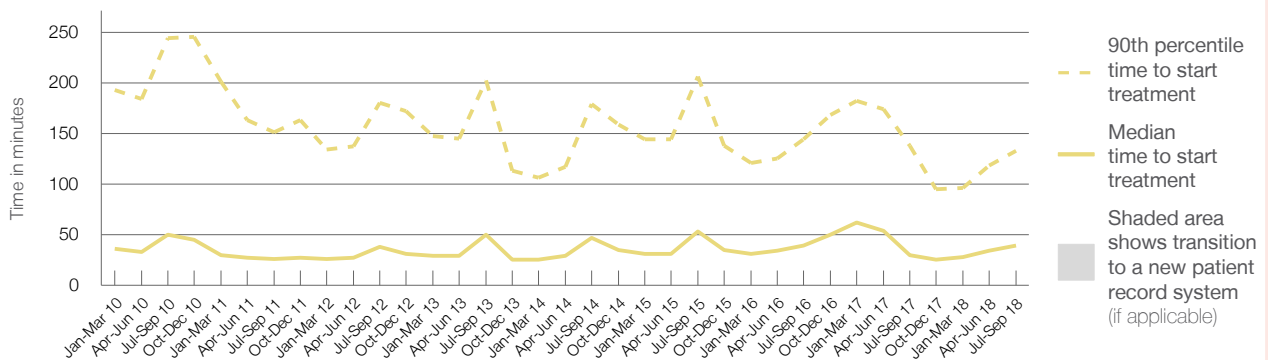
90th percentile time to start treatment<sup>5</sup>  133 minutes

Same period last year	NSW (this period)
6,960	6,437
30 minutes	21 minutes
138 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	50	26	38	50	47	53	39	30	39
90th percentile time to start treatment <sup>5</sup> (minutes)	244	151	180	202	179	206	144	138	133

(†) 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 4 July to September 2018

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

Number of triage 4 patients: 4,224

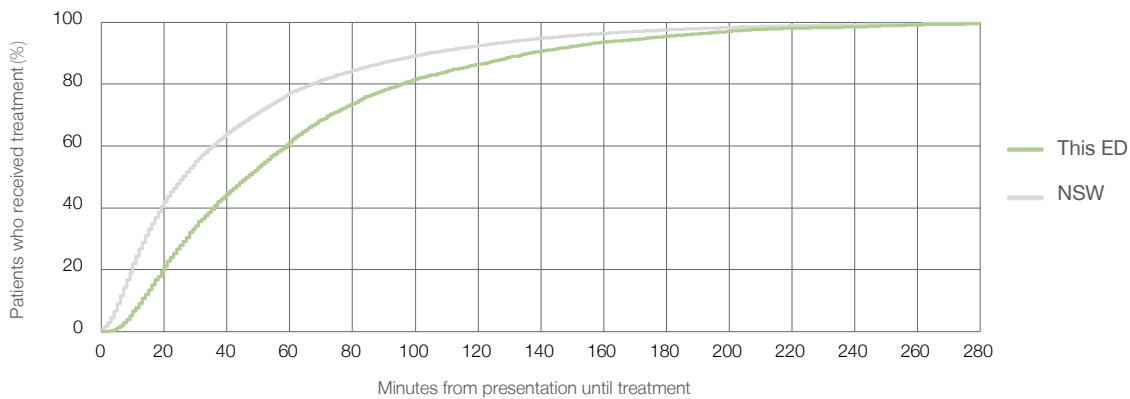
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,946

Median time to start treatment<sup>4</sup>  47 minutes

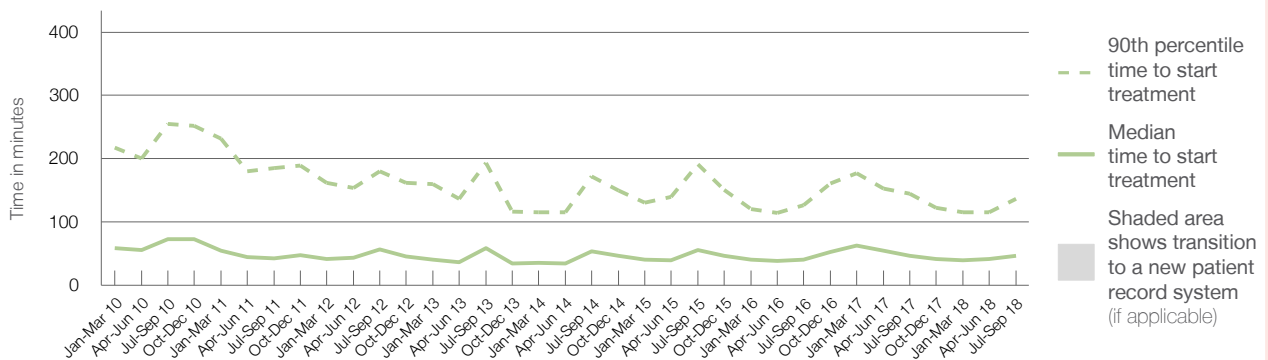
90th percentile time to start treatment<sup>5</sup>  137 minutes

Same period last year	NSW (this period)
4,200	3,729
47 minutes	26 minutes
145 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	73	43	57	59	54	56	40	47	47
90th percentile time to start treatment <sup>5</sup> (minutes)	255	185	180	193	172	191	126	145	137

(†) 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 5 July to September 2018

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

Number of triage 5 patients: 1,002

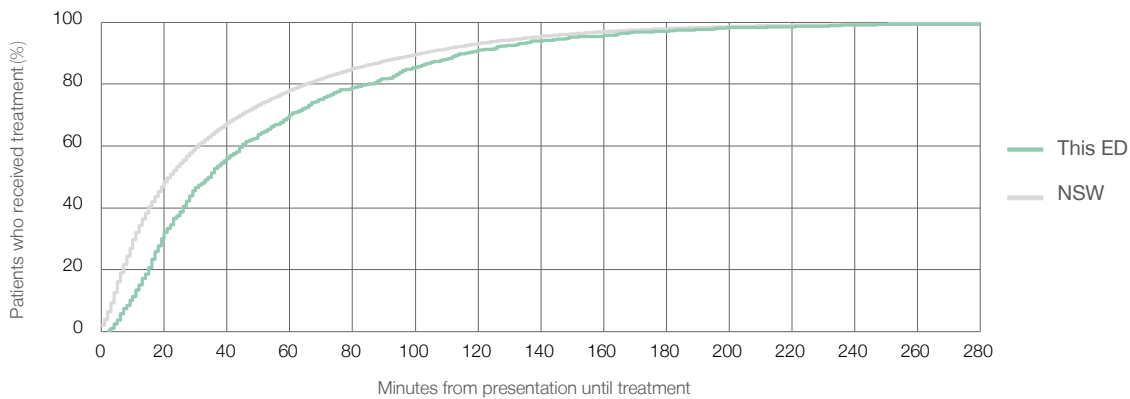
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 895

Median time to start treatment<sup>4</sup> 35 minutes

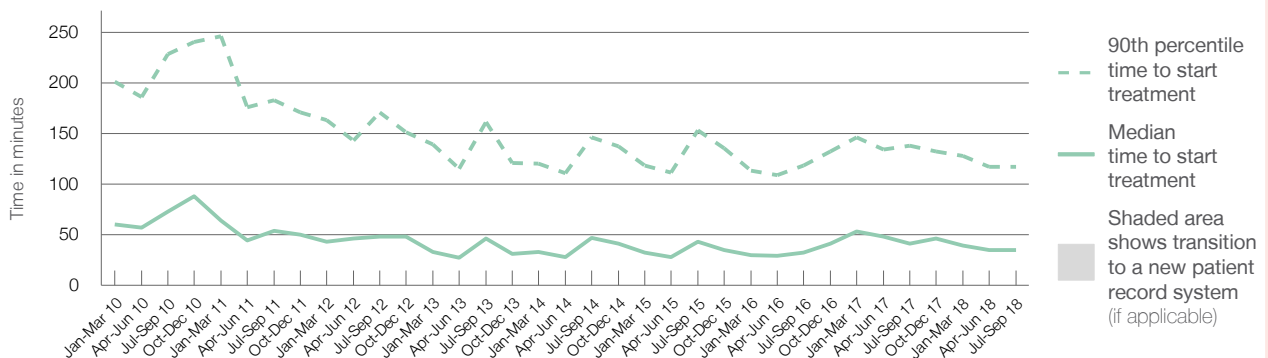
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,118	935
41 minutes	22 minutes
138 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	73	54	48	46	47	43	33	41	35
90th percentile time to start treatment <sup>5</sup> (minutes)	228	183	171	161	146	153	118	138	117

(†) 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

July to September 2018

All presentations:<sup>1</sup> 19,246 patients

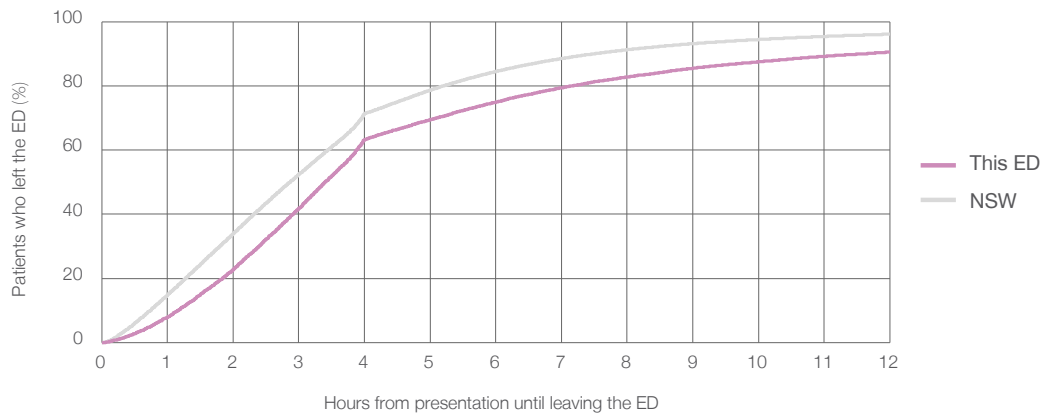
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

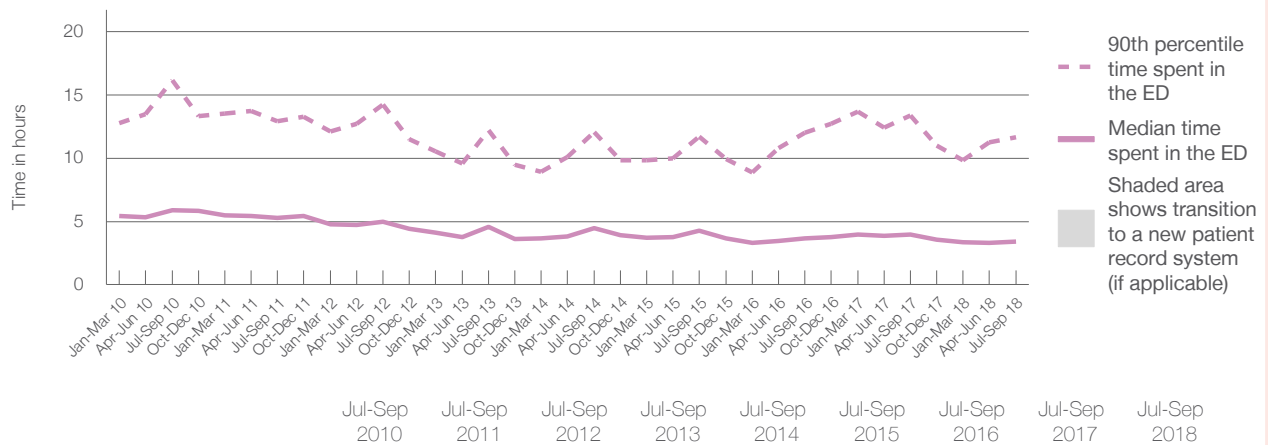
90th percentile time spent in the ED<sup>9</sup> 11 hours and 38 minutes

Same period last year	NSW (this period)
19,292	
19,289	
3 hours and 58 minutes	2 hours and 52 minutes
13 hours and 23 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	5h 54m	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m	3h 24m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	16h 9m	12h 56m	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 23m	11h 38m

(†) 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 2018

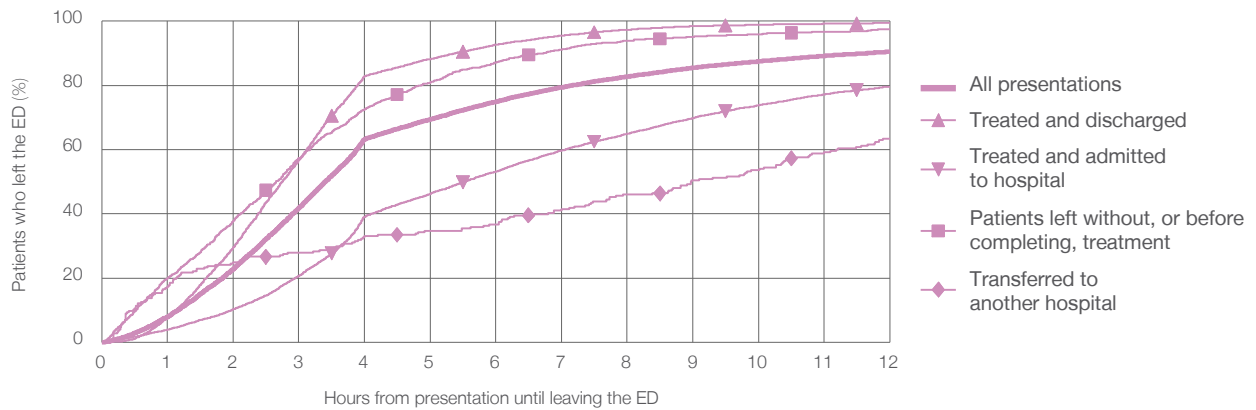
All presentations:<sup>1</sup> 19,246 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

Treated and discharged	9,073 (47.1%)
Treated and admitted to hospital	8,059 (41.9%)
Patient left without, or before completing, treatment	1,452 (7.5%)
Transferred to another hospital	248 (1.3%)
Other	414 (2.2%)

Same period last year	Change since one year ago
19,289	0%
8,200	10.6%
8,367	-3.7%
1,980	-26.7%
227	9.3%
518	-20.1%

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



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	7.7%	29.6%	56.8%	82.9%	92.7%	97.3%	98.9%	99.5%
Treated and admitted to hospital	3.9%	10.3%	20.7%	39.1%	53.2%	64.9%	73.8%	79.6%
Patient left without, or before completing, treatment	19.9%	37.8%	57.4%	72.5%	87.1%	93.9%	95.9%	97.6%
Transferred to another hospital	17.3%	25.0%	27.8%	33.1%	36.7%	46.0%	53.6%	63.3%
All presentations	8.0%	22.9%	41.9%	63.2%	75.0%	82.7%	87.5%	90.5%

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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 2018

All presentations at the emergency department: <sup>1</sup> 19,246 patients

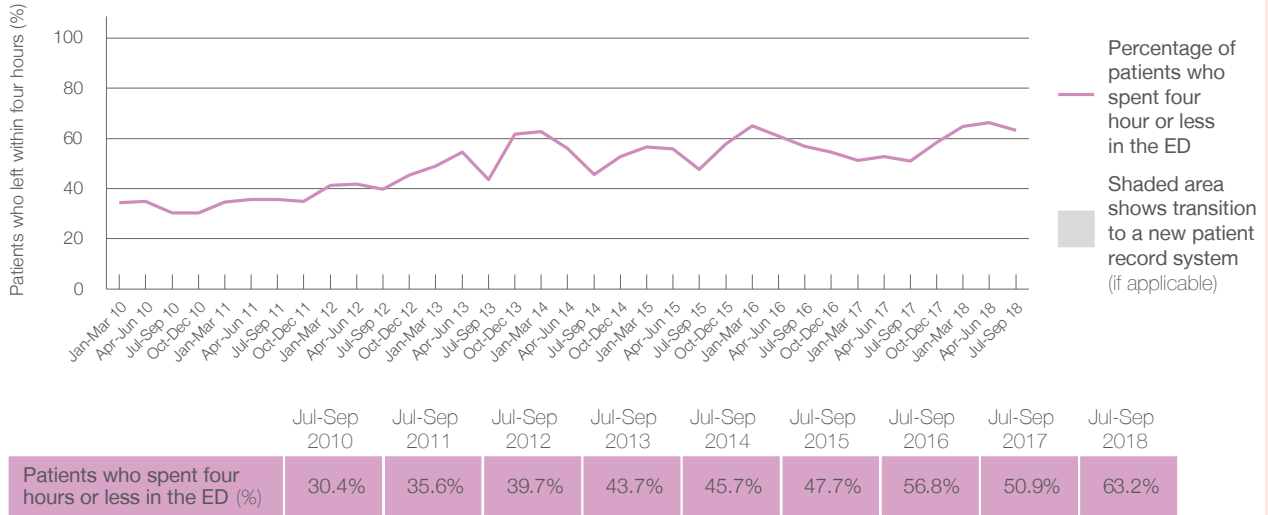
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,240 patients

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	19,292	0%
Presentations used to calculate time to leaving the ED	19,289	0%
Percentage of patients who spent four hours or less in the ED	50.9%	

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



\* 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*.

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- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).