

## Auburn Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,787 patients  
 Emergency attendances:<sup>2</sup> 6,591 patients

Same period last year	Change since one year ago
6,380	6%
6,231	6%

## Auburn Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,343 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,839 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 162 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
753	
8 minutes	8 minutes
26 minutes	35 minutes
2,109	
18 minutes	20 minutes
74 minutes	99 minutes
2,835	
27 minutes	26 minutes
140 minutes	137 minutes
518	
23 minutes	23 minutes
142 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
6,380	6%
89%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

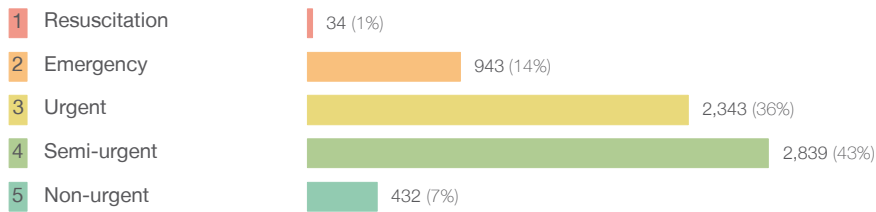
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Auburn Hospital: Patients attending the emergency department January to March 2016

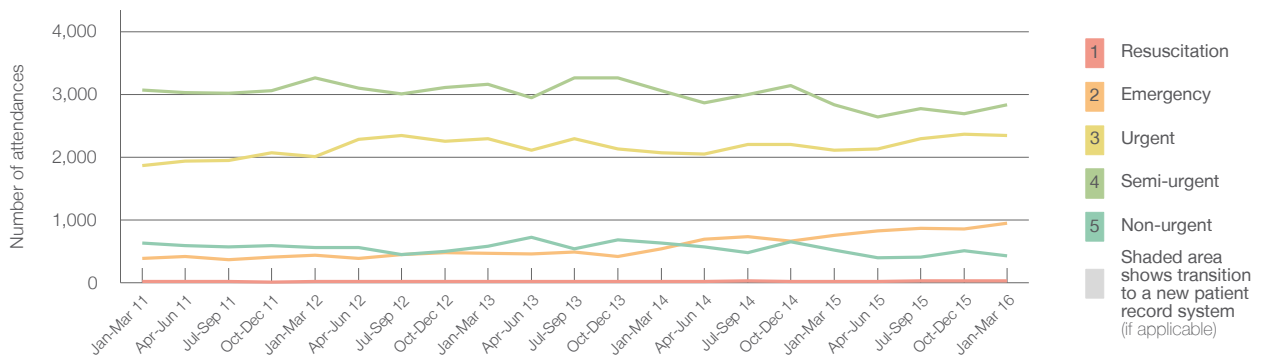
All attendances:<sup>1</sup> 6,787 patients

Emergency attendances<sup>2</sup> by triage category: 6,591 patients



Same period last year	Change since one year ago
6,380	6%
6,231	6%
16	113%
753	25%
2,109	11%
2,835	0%
518	-17%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	14	18	17	20	16	34
Emergency	388	441	471	541	753	943
Urgent	1,861	2,010	2,291	2,067	2,109	2,343
Semi-urgent	3,067	3,267	3,157	3,059	2,835	2,839
Non-urgent	635	557	575	636	518	432
All emergency attendances	5,965	6,293	6,511	6,323	6,231	6,591

## Auburn Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 795 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,022	
13 minutes	0 minutes
26 minutes	2 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Auburn Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 943

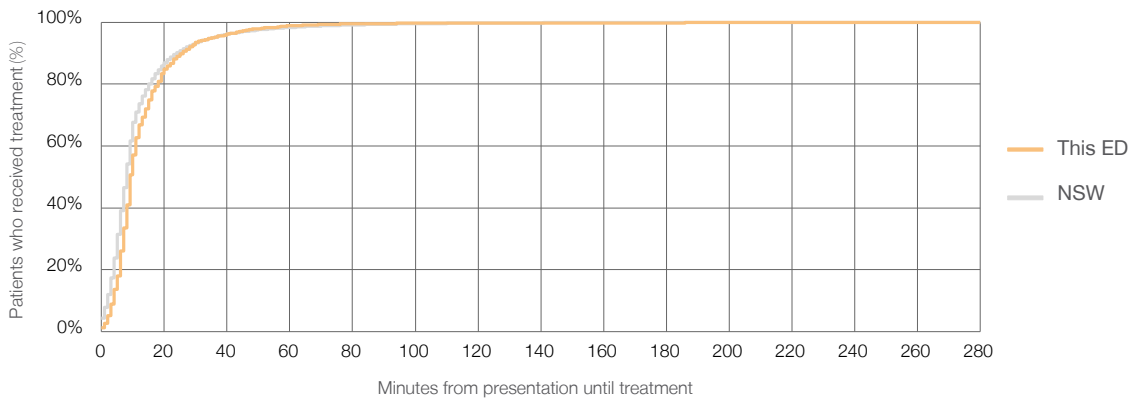
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 928

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

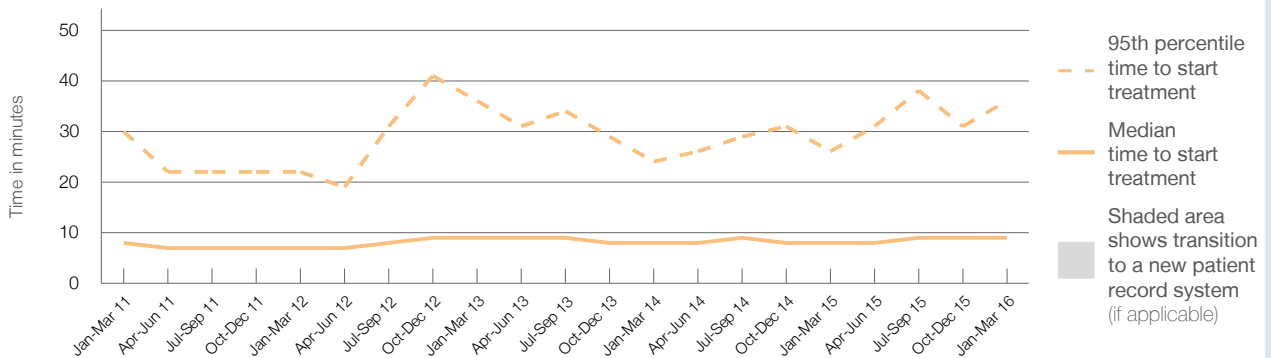
95th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
753	746
8 minutes	8 minutes
26 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	9	8	8	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	22	36	24	26	36

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 2,343

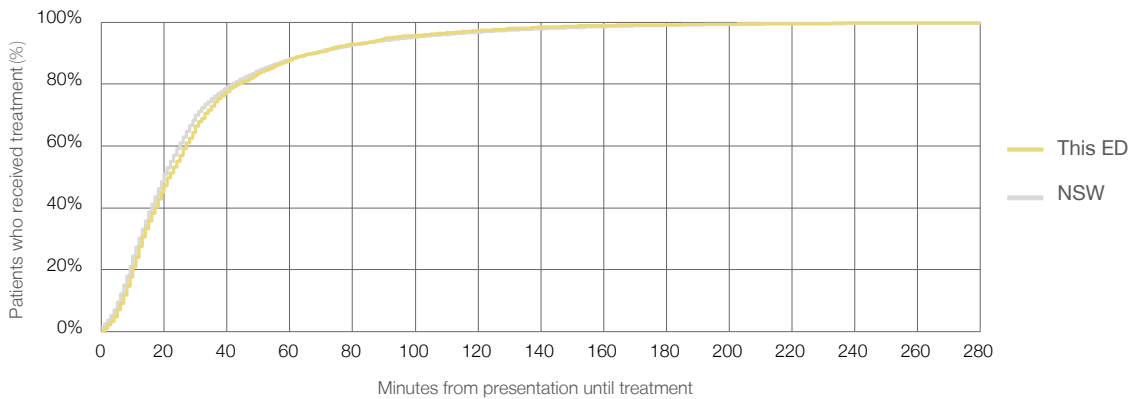
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,215

Median time to start treatment<sup>4</sup> 22 minutes

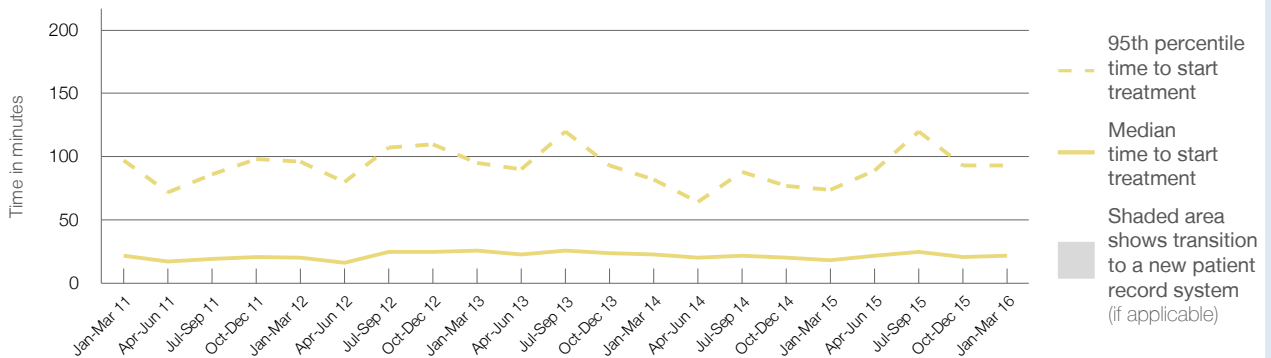
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
2,109	2,019
18 minutes	20 minutes
74 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	22	20	26	23	18	22
95th percentile time to start treatment <sup>5</sup> (minutes)	97	96	95	82	74	93

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,839

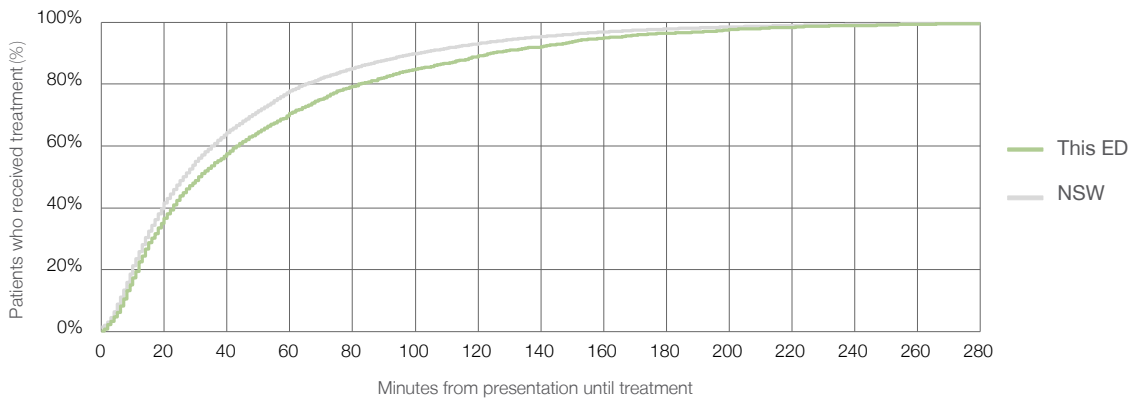
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,461

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

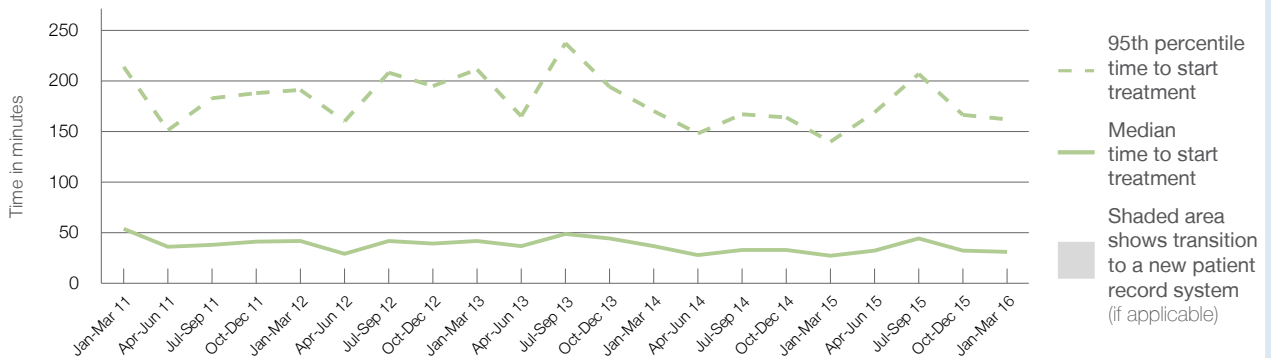
95th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
2,835	2,502
27 minutes	26 minutes
140 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	54	42	42	37	27	31
95th percentile time to start treatment <sup>5</sup> (minutes)	214	191	211	170	140	162

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 432

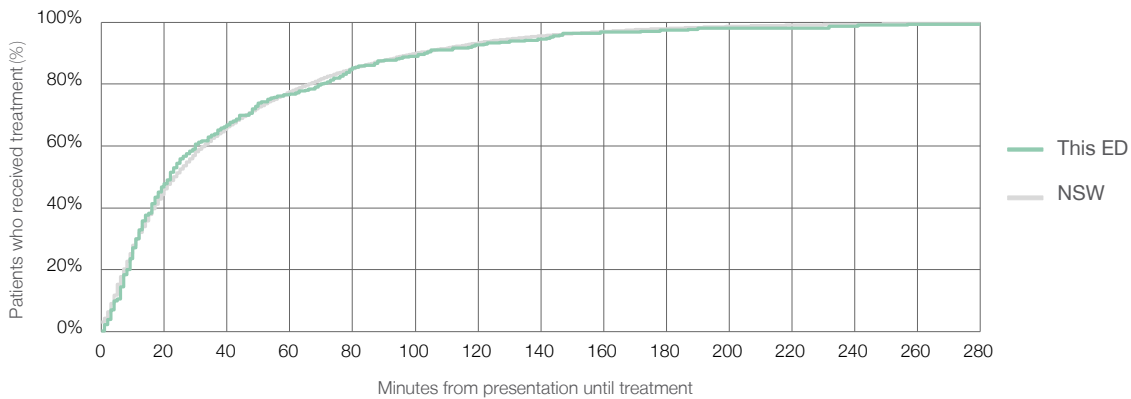
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 310

Median time to start treatment<sup>4</sup> 22 minutes

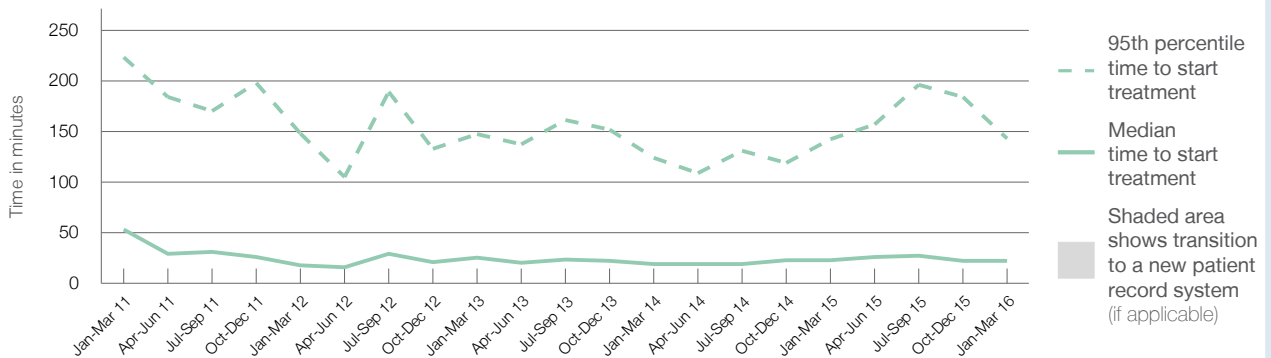
95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
518	
392	
23 minutes	23 minutes
142 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	53	18	26	19	23	22
95th percentile time to start treatment <sup>5</sup> (minutes)	223	148	147	124	142	143

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 6,787 patients

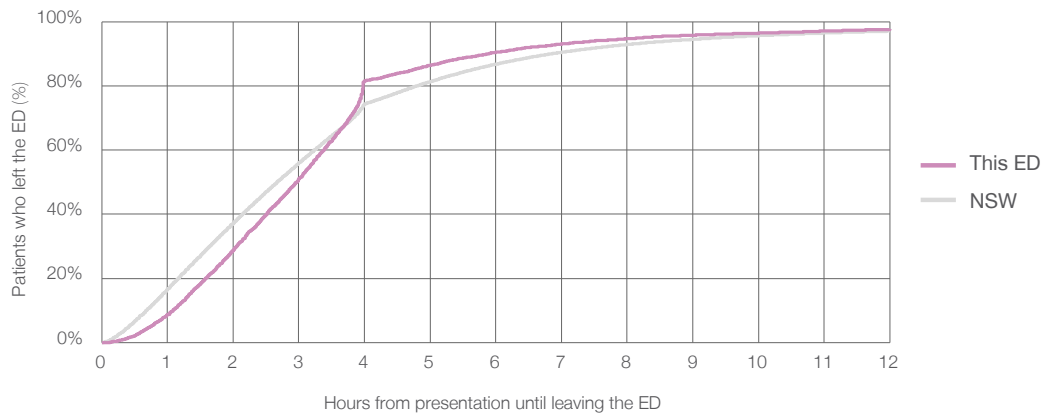
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 58 minutes

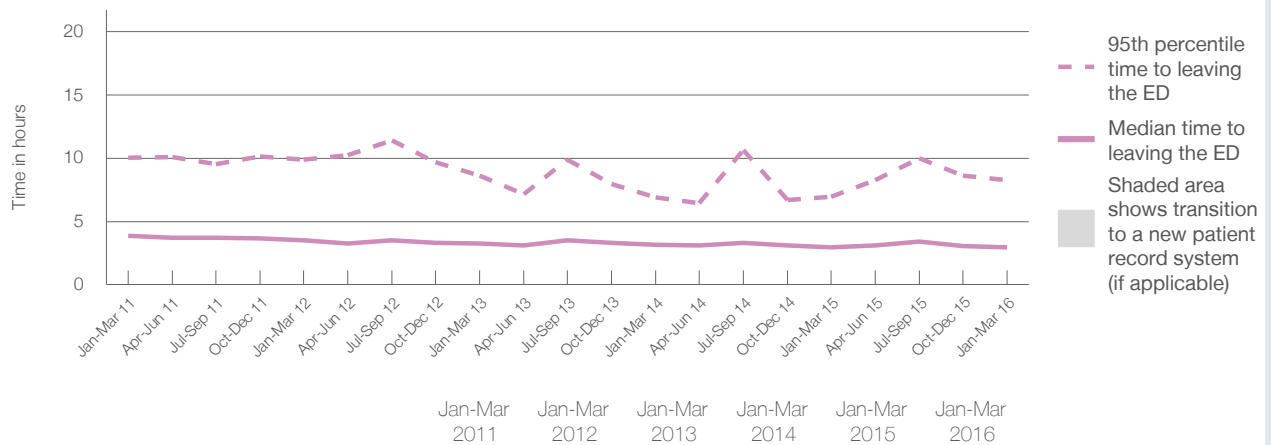
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
6,380	6,380
2 hours and 56 minutes	2 hours and 40 minutes
6 hours and 57 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 3m	9h 52m	8h 37m	6h 54m	6h 57m	8h 15m

(†) 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 from presentation until leaving the ED

By mode of separation

January to March 2016

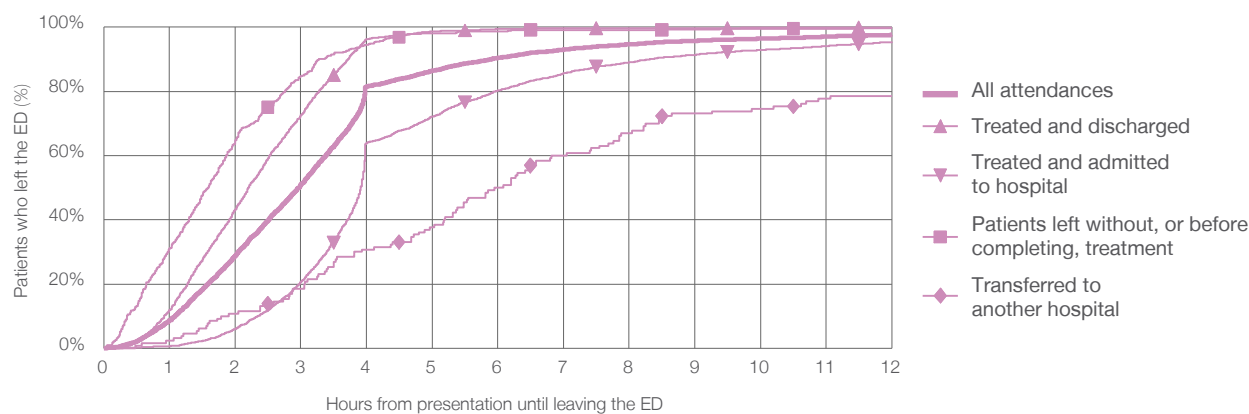
All attendances:<sup>1</sup> 6,787 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Treated and discharged	3,310 (49%)
Treated and admitted to hospital	2,823 (42%)
Patient left without, or before completing, treatment	493 (7%)
Transferred to another hospital	130 (2%)
Other	31 (0%)

Same period last year	Change since one year ago
6,380	6%
3,483	-5%
2,256	25%
496	-1%
116	12%
29	7%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	12%	43%	73%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	6%	21%	64%	80%	89%	93%	96%
Patient left without, or before completing, treatment	31%	65%	85%	95%	99%	99%	100%	100%
Transferred to another hospital	2%	11%	18%	31%	50%	67%	75%	78%
All attendances	9%	29%	51%	82%	90%	95%	96%	98%

(†) 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 from presentation until leaving the ED**  
 Percentage of patients who left the ED within four hours of presentation  
 January to March 2016

All attendances:<sup>1</sup> 6,787 patients

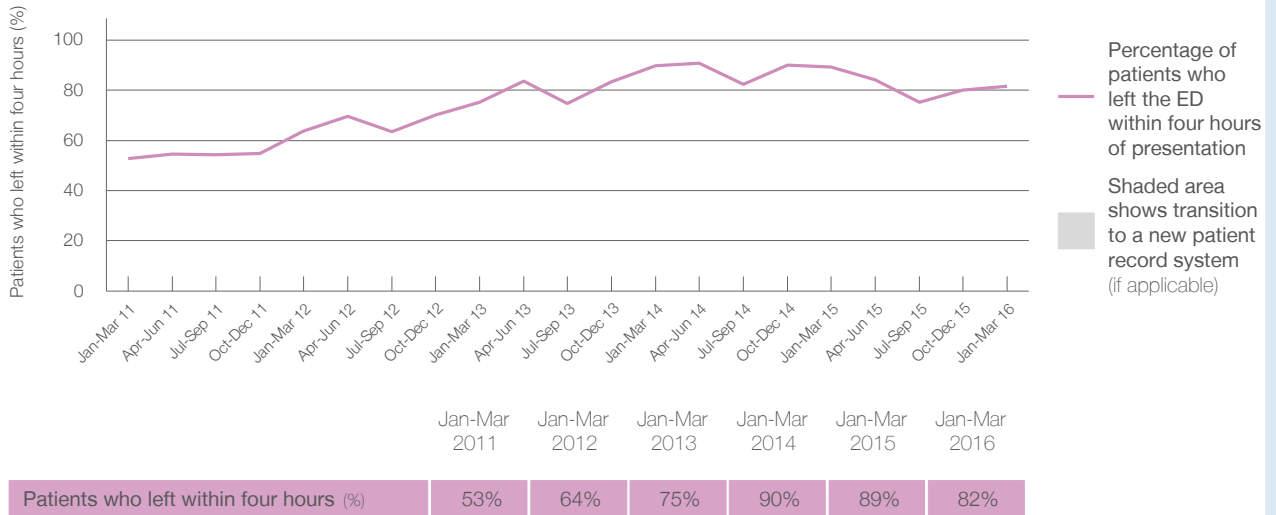
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,380	6%
Attendances used to calculate time to leaving the ED	6,380	6%
Percentage of patients who left the ED within four hours	89%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<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 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).