









Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2016

	Same period last year	Change since one year ago
All attendances: ¹ 4,295 patients	4,168	3%
Emergency attendances: ² 4,200 patients	4,032	4%

Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 591 patients	488	
Median time to start treatment ⁴  7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵  35 minutes	38 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,007 patients	1,042	
Median time to start treatment ⁴  17 minutes	16 minutes	20 minutes
95th percentile time to start treatment ⁵  106 minutes	81 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,961 patients	1,895	
Median time to start treatment ⁴  28 minutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵  143 minutes	147 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 619 patients	597	
Median time to start treatment ⁴  29 minutes	25 minutes	23 minutes
95th percentile time to start treatment ⁵  144 minutes	151 minutes	135 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,295 patients	4,168	3%
Percentage of patients who left the ED within four hours  83%	82%	

* 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.

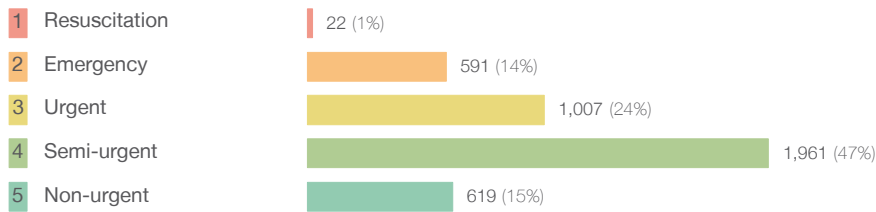
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Blue Mountains District Anzac Memorial Hospital: Patients attending the emergency department January to March 2016

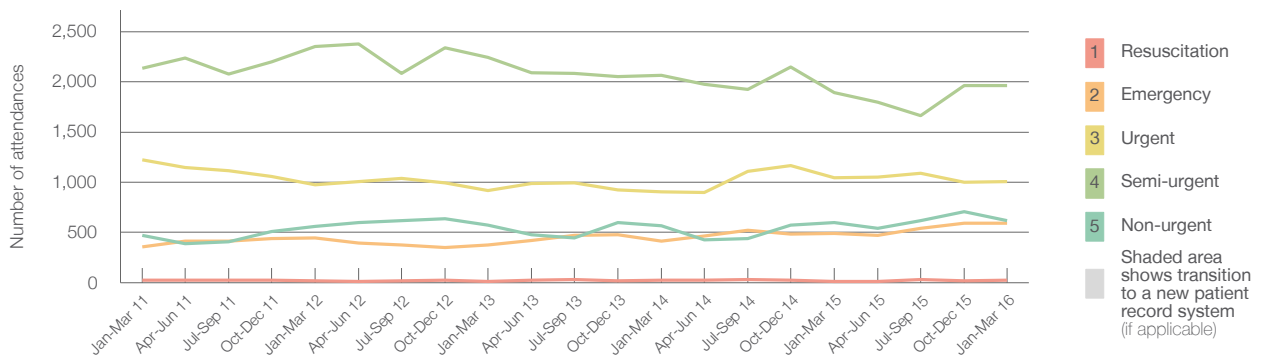
All attendances:¹ 4,295 patients

Emergency attendances² by triage category: 4,200 patients



	Same period last year	Change since one year ago
All attendances	4,168	3%
Emergency attendances	4,032	4%
Resuscitation	10	120%
Emergency	488	21%
Urgent	1,042	-3%
Semi-urgent	1,895	3%
Non-urgent	597	4%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	25	16	14	22	10	22
Emergency	357	447	375	415	488	591
Urgent	1,224	977	919	902	1,042	1,007
Semi-urgent	2,137	2,351	2,243	2,068	1,895	1,961
Non-urgent	474	560	576	564	597	619
All emergency attendances	4,217	4,351	4,127	3,971	4,032	4,200

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2016

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 578 patients^{**}

ED Transfer of care time[§]



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	592	
Median time	14 minutes	-2 minutes
95th percentile time	35 minutes	-6 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Blue Mountains District Anzac Memorial 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: 591

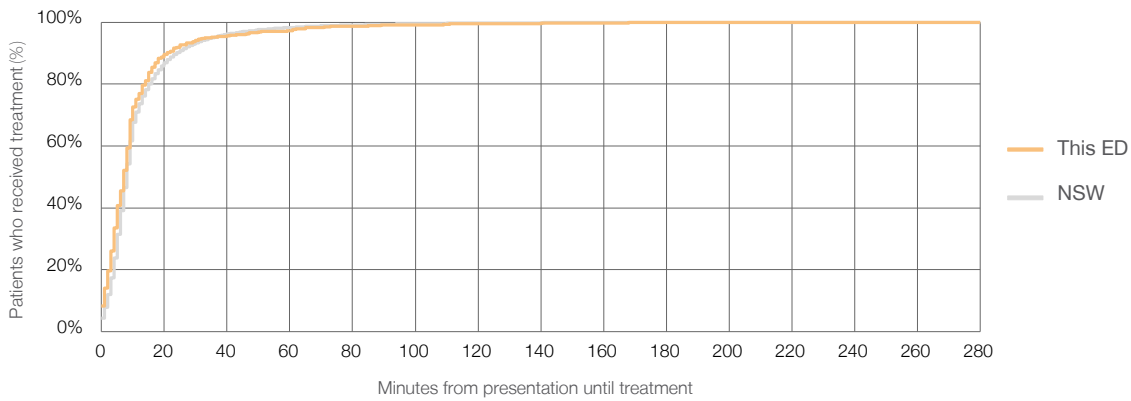
Number of triage 2 patients used to calculate waiting time:³ 585

Median time to start treatment⁴ 7 minutes

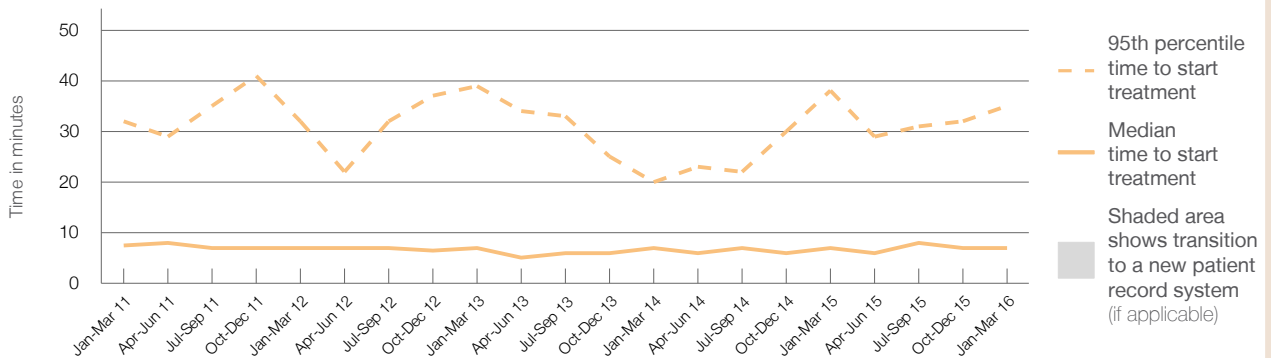
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
488	483
7 minutes	8 minutes
38 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	7	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	32	32	39	20	38	35

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Blue Mountains District Anzac Memorial 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: 1,007

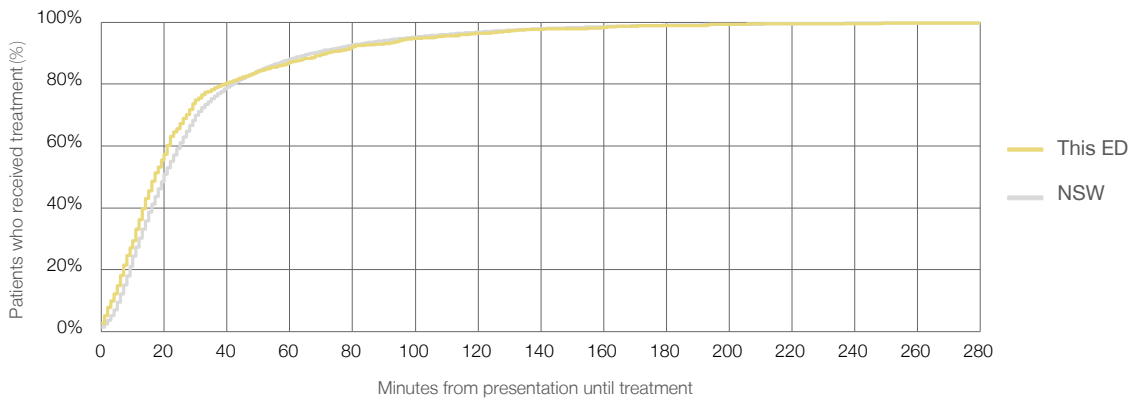
Number of triage 3 patients used to calculate waiting time:³ 952

Median time to start treatment⁴ 17 minutes

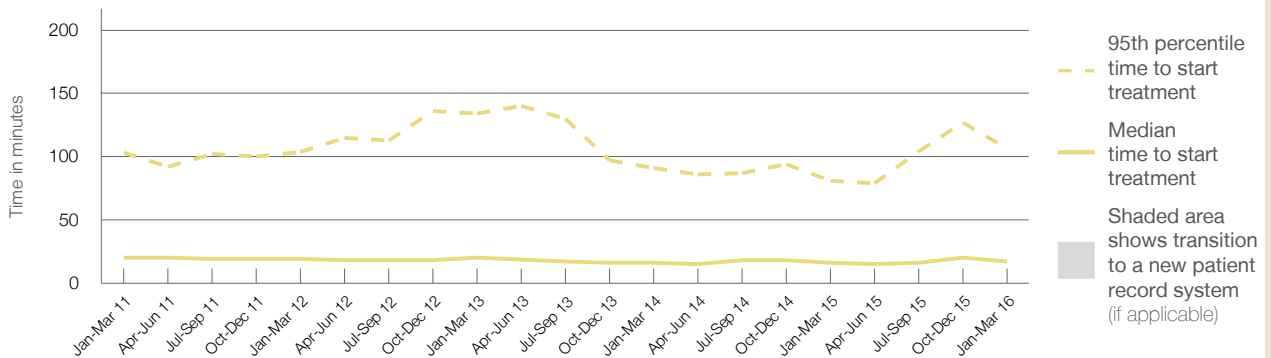
95th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,042	1,018
Median time to start treatment ⁴	16 minutes	20 minutes
95th percentile time to start treatment ⁵	81 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	19	20	16	16	17
95th percentile time to start treatment ⁵ (minutes)	103	104	134	91	81	106

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Blue Mountains District Anzac Memorial 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: 1,961

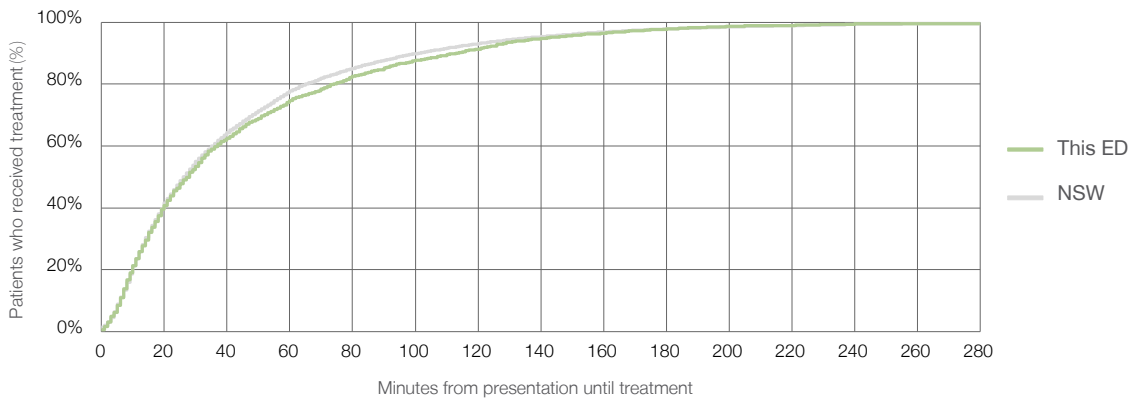
Number of triage 4 patients used to calculate waiting time:³ 1,804

Median time to start treatment⁴ 28 minutes

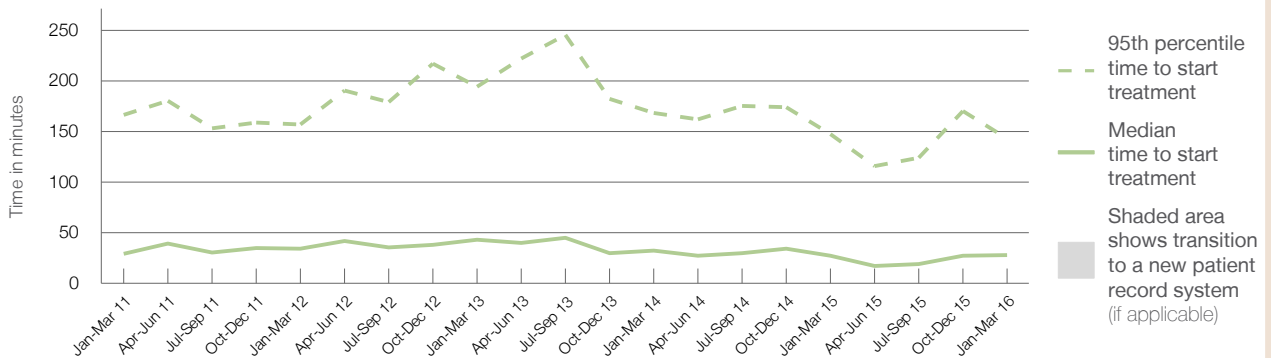
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,895	1,775
27 minutes	26 minutes
147 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	34	43	33	27	28
95th percentile time to start treatment ⁵ (minutes)	166	157	194	168	147	143

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Blue Mountains District Anzac Memorial 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: 619

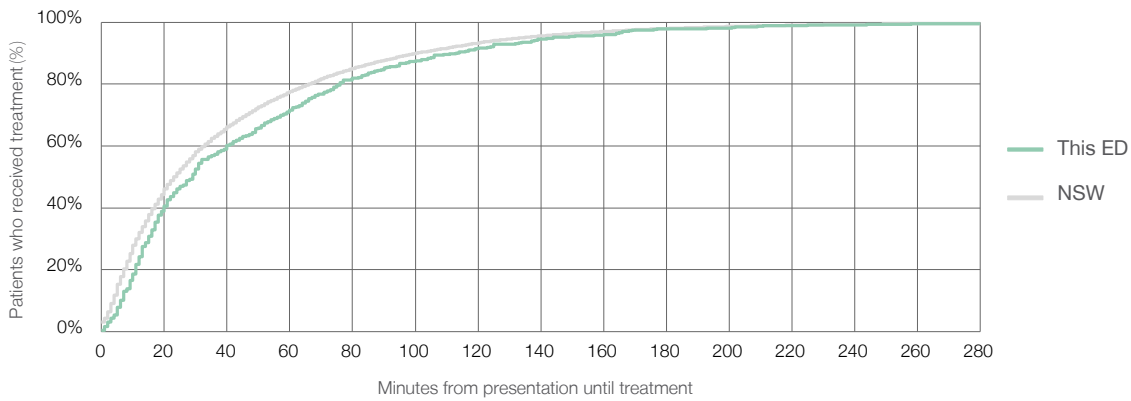
Number of triage 5 patients used to calculate waiting time:³ 527

Median time to start treatment⁴ 29 minutes

95th percentile time to start treatment⁵ 144 minutes

	Same period last year	NSW (this period)
	597	520
	25 minutes	23 minutes
	151 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	28	36	28	25	29
95th percentile time to start treatment ⁵ (minutes)	129	148	185	161	151	144

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Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 4,295 patients

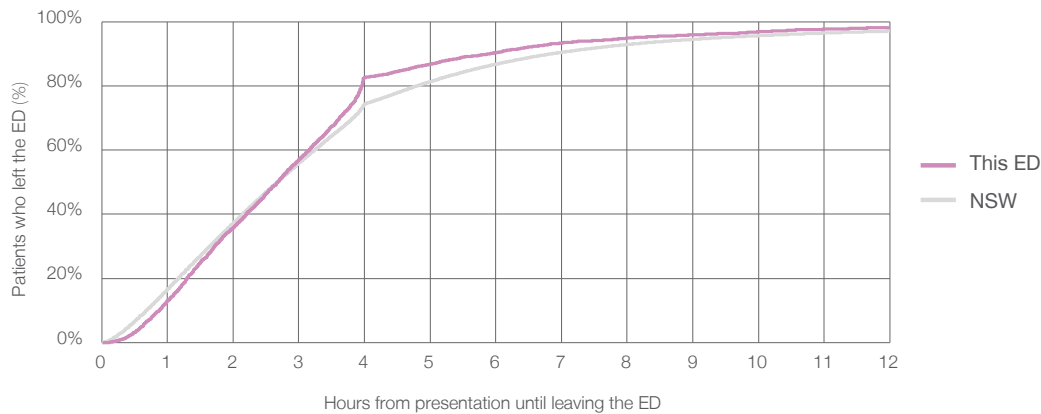
Attendances used to calculate time to leaving the ED:⁶ 4,295 patients

Median time to leaving the ED⁸ 2 hours and 41 minutes

95th percentile time to leaving the ED⁹ 8 hours and 6 minutes

Same period last year	NSW (this period)
4,168	4,168
2 hours and 25 minutes	2 hours and 40 minutes
7 hours and 37 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^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 58m	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 34m	7h 30m	8h 12m	7h 22m	7h 37m	8h 6m

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Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

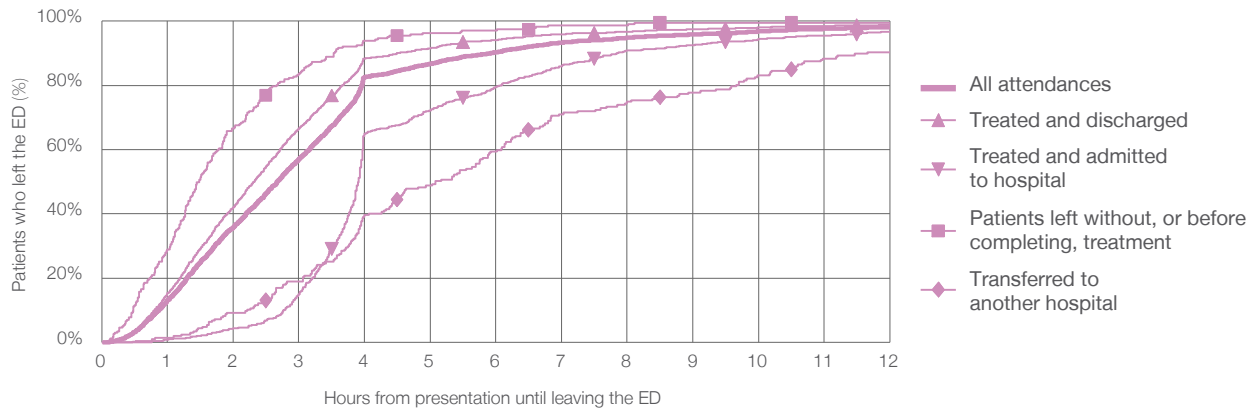
All attendances:¹ 4,295 patients

Attendances used to calculate time to leaving the ED:⁶ 4,295 patients

Treated and discharged	3,153 (73%)
Treated and admitted to hospital	687 (16%)
Patient left without, or before completing, treatment	243 (6%)
Transferred to another hospital	207 (5%)
Other	5 (0%)

Same period last year	Change since one year ago
4,168	3%
3,177	-1%
584	18%
216	13%
179	16%
12	-58%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	15%	42%	67%	88%	94%	97%	98%	99%
Treated and admitted to hospital	1%	4%	15%	65%	79%	91%	94%	97%
Patient left without, or before completing, treatment	29%	67%	84%	94%	97%	99%	100%	100%
Transferred to another hospital	1%	9%	19%	40%	59%	75%	83%	90%
All attendances	13%	36%	57%	83%	90%	95%	97%	98%

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Blue Mountains District Anzac Memorial 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:¹ 4,295 patients

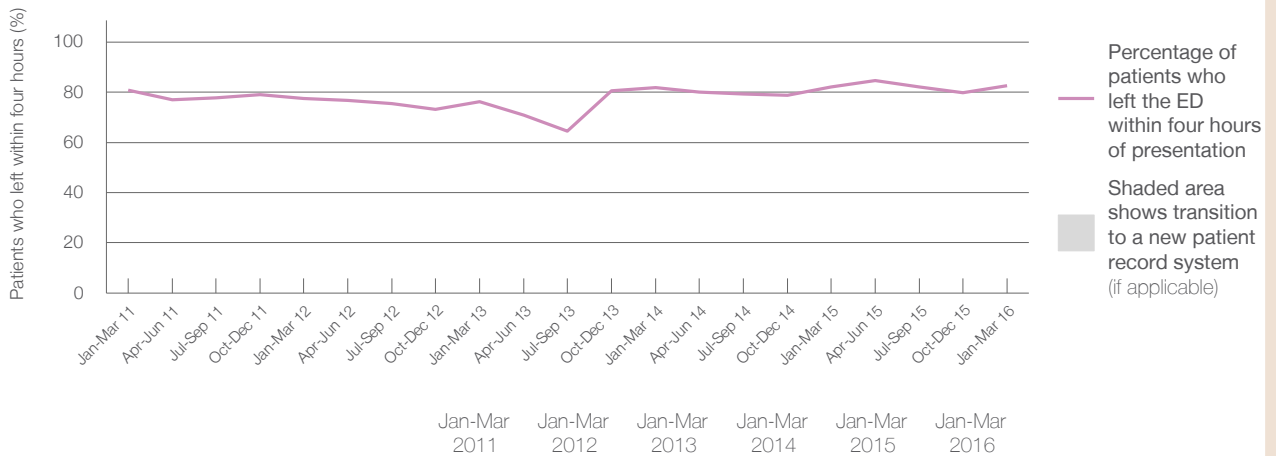
Attendances used to calculate time to leaving the ED:⁶ 4,295 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,168	3%
Attendances used to calculate time to leaving the ED	4,168	3%
Percentage of patients who left the ED within four hours	82%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	81%	78%	76%	82%	82%	83%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).