

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,294 patients
Emergency presentations:² 3,173 patients

Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%

Lithgow Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,042 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,336 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
385	
4 minutes	8 minutes
12 minutes	26 minutes
964	
11 minutes	20 minutes
35 minutes	67 minutes
1,341	
11 minutes	25 minutes
50 minutes	97 minutes
434	
10 minutes	24 minutes
46 minutes	103 minutes

Lithgow Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,290 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
3,255	1.1%
86.3%	

* 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 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.

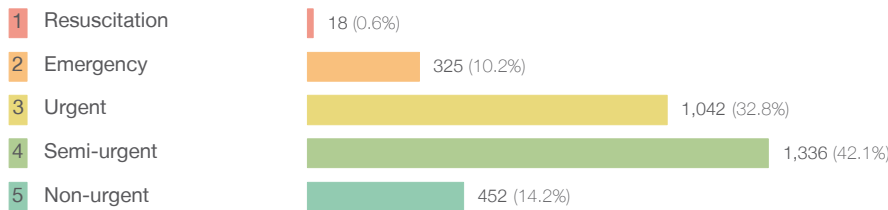
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Patients presenting to the emergency department October to December 2016

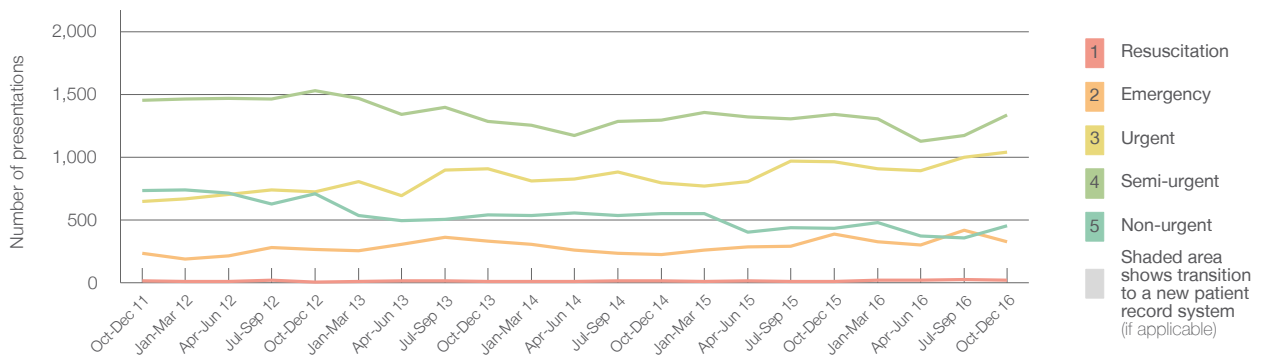
All presentations:¹ 3,294 patients

Emergency presentations² by triage category: 3,173 patients



	Same period last year	Change since one year ago
All presentations	3,255	1.2%
Emergency presentations	3,134	1.2%
Resuscitation	10	80.0%
Emergency	385	-15.6%
Urgent	964	8.1%
Semi-urgent	1,341	-0.4%
Non-urgent	434	4.1%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	6	8	16	10	18
Emergency	233	266	332	223	385	325
Urgent	649	725	906	795	964	1,042
Semi-urgent	1,451	1,528	1,287	1,295	1,341	1,336
Non-urgent	733	708	539	549	434	452
All emergency presentations	3,082	3,233	3,072	2,878	3,134	3,173

Lithgow Health Service: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 584 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	599	
ED Transfer of care time	10 minutes	-1 minute
ED Transfer of care time (90th percentile)	23 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 325

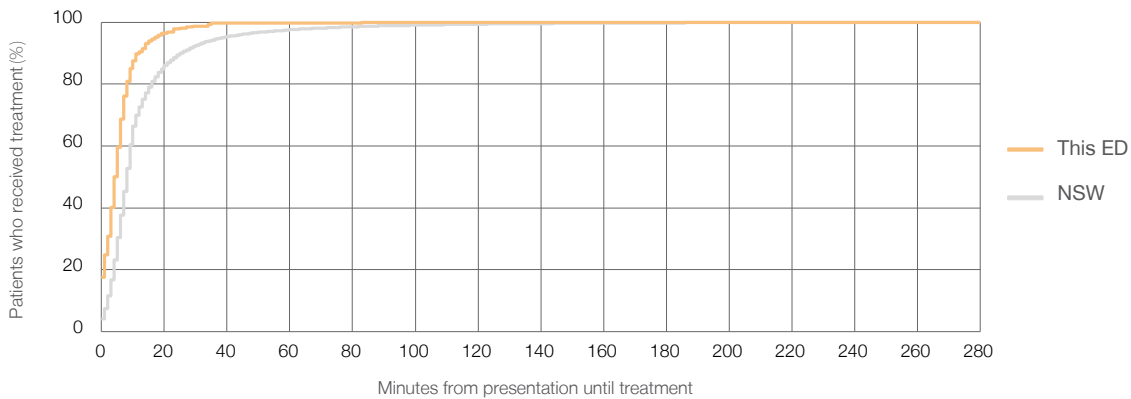
Number of triage 2 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 5 minutes

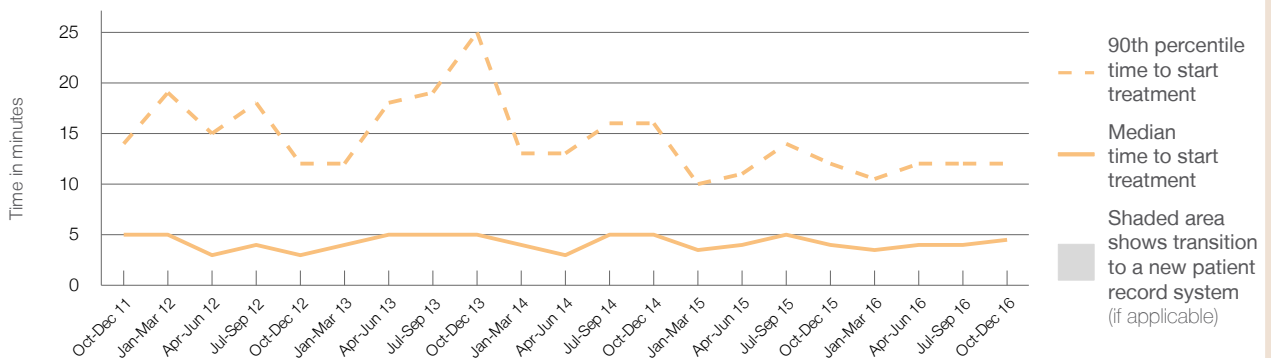
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
385	383
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	3	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	14	12	25	16	12	12

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,042

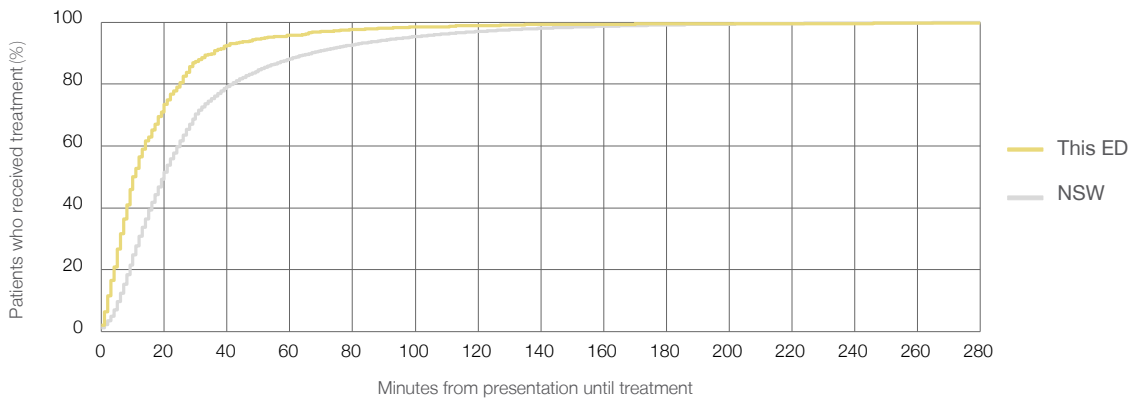
Number of triage 3 patients used to calculate waiting time:³ 1,015

Median time to start treatment⁴ 10 minutes

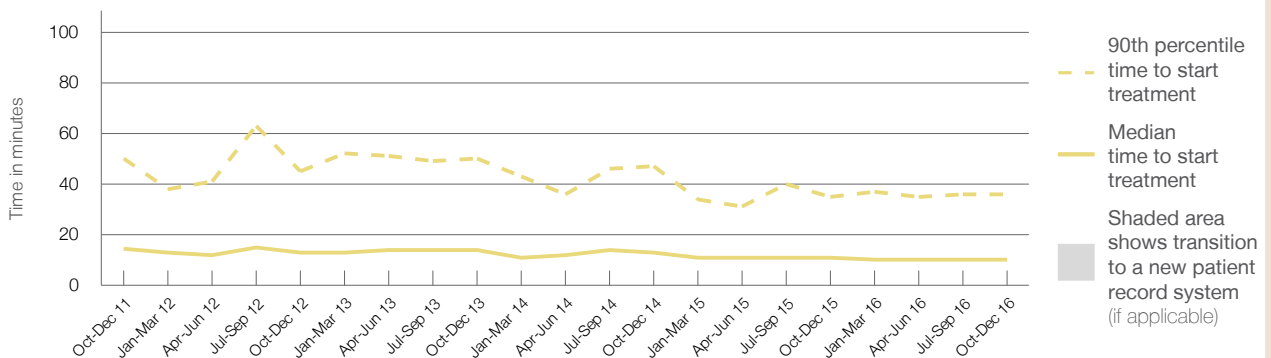
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
964	
941	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	13	11	10
90th percentile time to start treatment ⁵ (minutes)	50	45	50	47	35	36

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

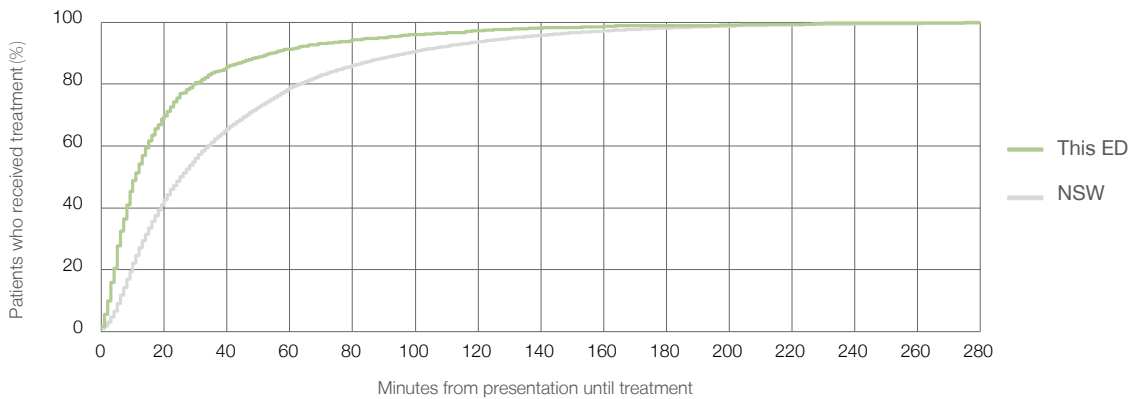
Number of triage 4 patients: 1,336

Number of triage 4 patients used to calculate waiting time:³ 1,271

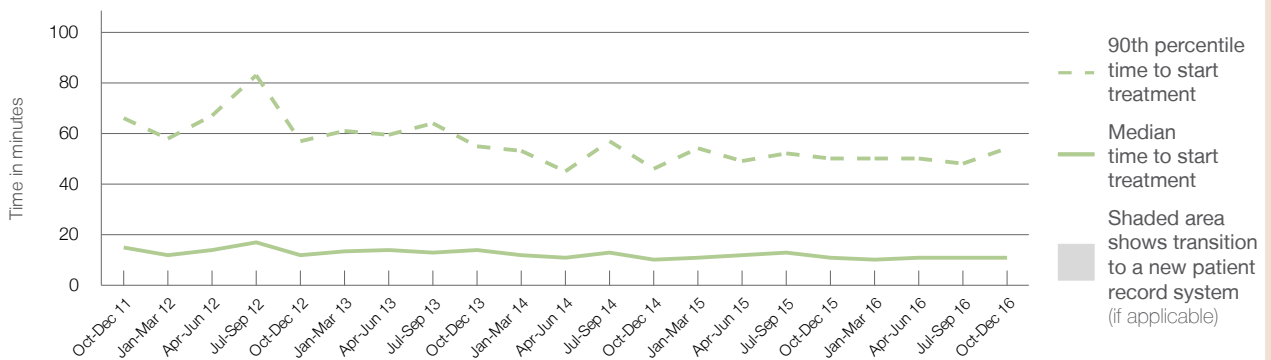
Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,341	
1,275	
11 minutes	25 minutes
50 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	14	10	11	11
90th percentile time to start treatment ⁵ (minutes)	66	57	55	46	50	54

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 452

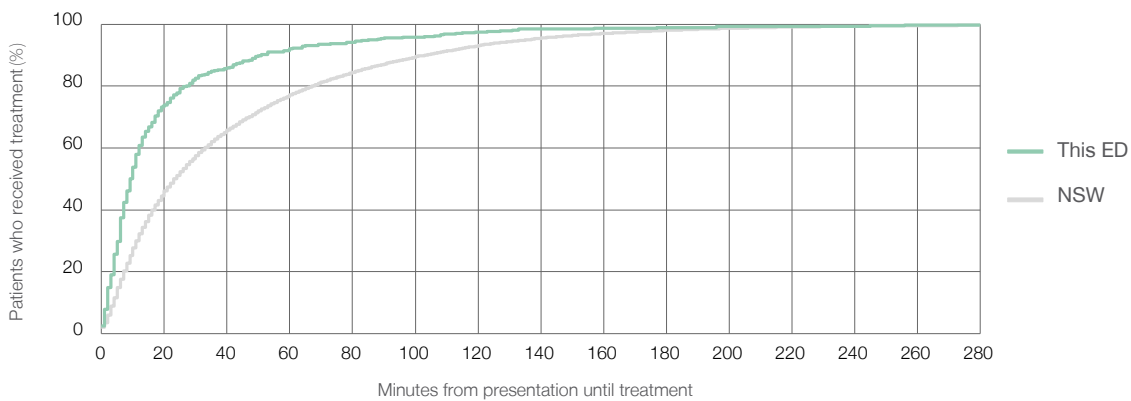
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 10 minutes

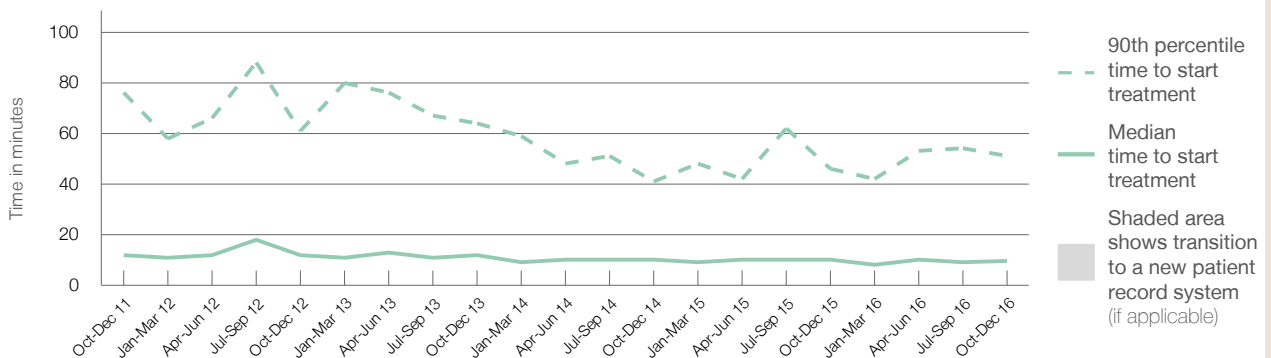
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
434	
396	
10 minutes	24 minutes
46 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	12	12	12	10	10	10
90th percentile time to start treatment ⁵ (minutes)	76	61	64	41	46	51

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Lithgow Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,294 patients

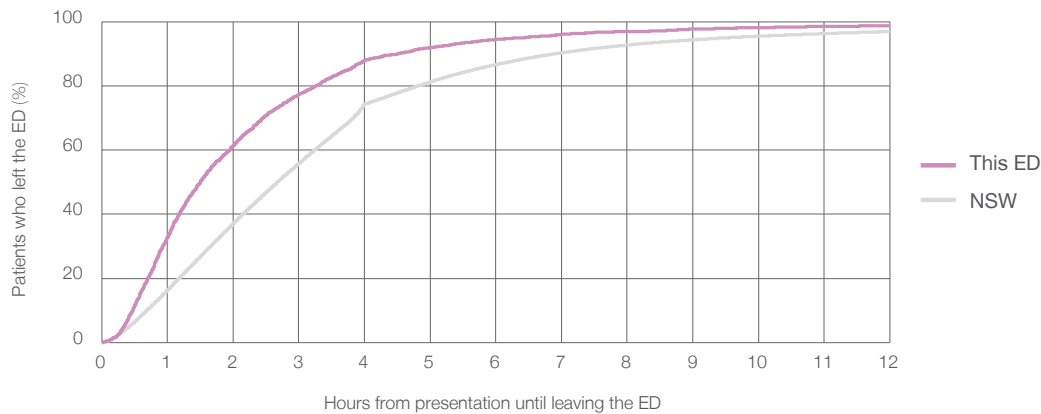
Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

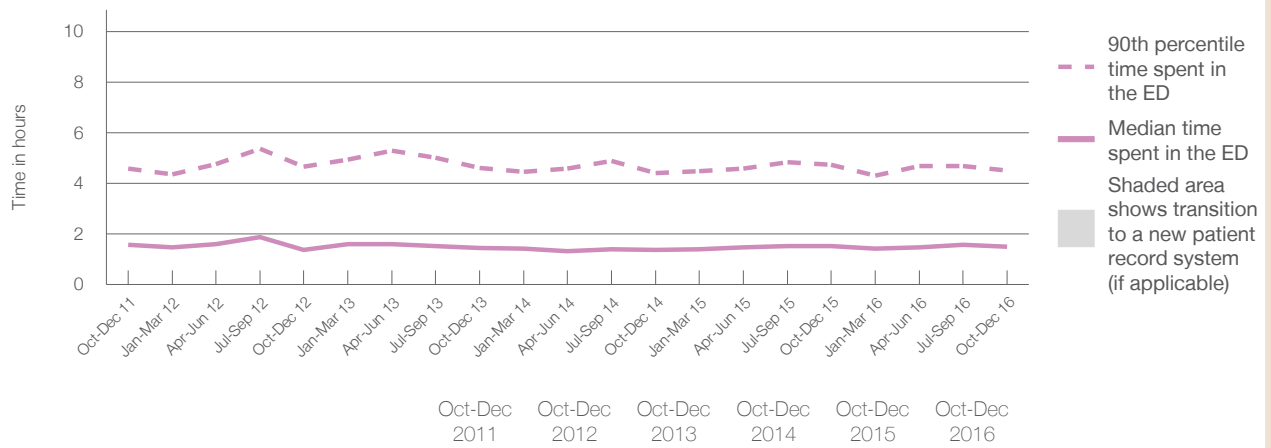
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
3,255	3,255
1 hours and 32 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Lithgow Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

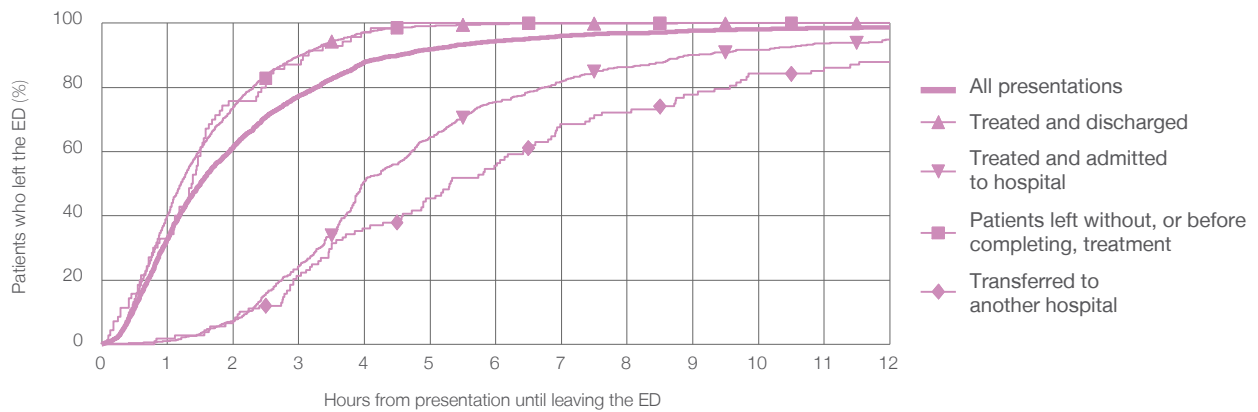
All presentations:¹ 3,294 patients

Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

Treated and discharged	2,574 (78.1%)
Treated and admitted to hospital	483 (14.7%)
Patient left without, or before completing, treatment	71 (2.2%)
Transferred to another hospital	108 (3.3%)
Other	58 (1.8%)

Same period last year	Change since one year ago
3,255	1.1%
2,634	-2.3%
444	8.8%
66	7.6%
97	11.3%
14	314.3%

Percentage of patients who left the ED by time and mode of separation, October to December 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	40.3%	74.0%	89.9%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.0%	7.2%	24.2%	50.9%	75.6%	86.3%	91.7%	94.8%
Patient left without, or before completing, treatment	32.9%	75.7%	87.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	1.9%	7.4%	21.3%	36.1%	55.6%	72.2%	84.3%	88.0%
All presentations	32.9%	61.5%	77.3%	88.0%	94.4%	96.9%	98.1%	98.8%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,294 patients

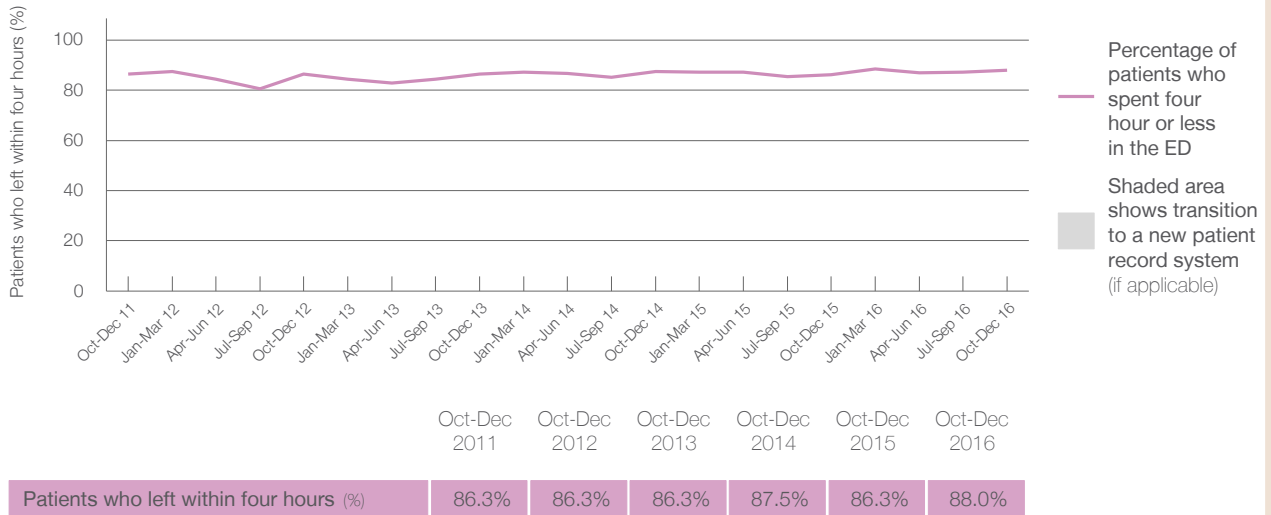
Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

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	3,255	1.2%
Presentations used to calculate time to leaving the ED	3,255	1.1%
Percentage of patients who spent four hours or less in the ED	86.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).