

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

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,656 patients

Emergency presentations:² 9,594 patients

Same period last year	Change since one year ago
9,644	0.1%
9,595	-0.0%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,282 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,224 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,380 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,672 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,332	
5 minutes	8 minutes
10 minutes	26 minutes
2,121	
15 minutes	20 minutes
46 minutes	69 minutes
4,280	
16 minutes	26 minutes
76 minutes	101 minutes
1,830	
11 minutes	23 minutes
88 minutes	104 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,656 patients

Percentage of patients who spent four hours or less in the ED 79.8%

Same period last year	Change since one year ago
9,644	0.1%
71.0%	

* 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, July to September 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.

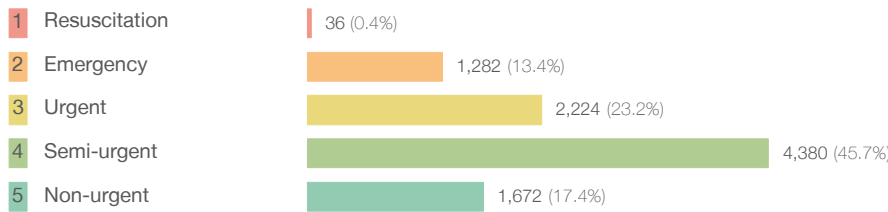
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department January to March 2017

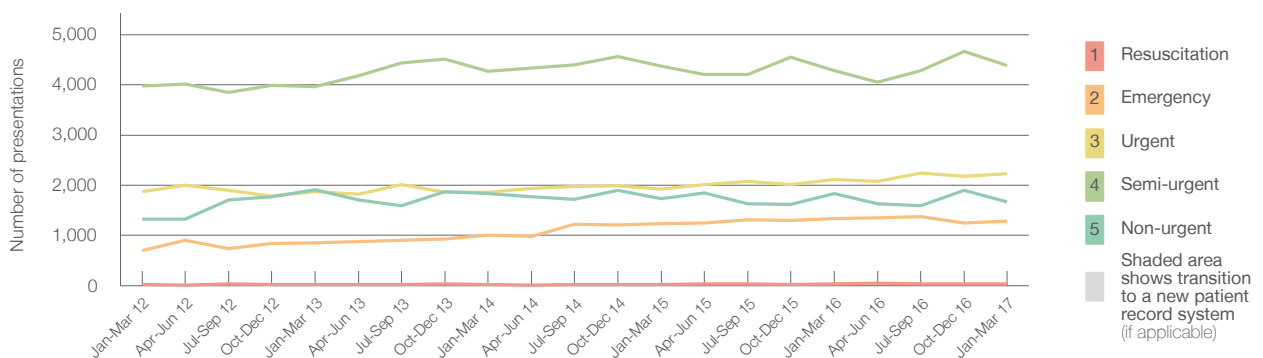
All presentations:¹ 9,656 patients

Emergency presentations² by triage category: 9,594 patients



Same period last year	Change since one year ago
9,644	0.1%
9,595	-0.0%
32	12.5%
1,332	-3.8%
2,121	4.9%
4,280	2.3%
1,830	-8.6%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	25	24	21	32	36
Emergency	695	854	1,003	1,241	1,332	1,282
Urgent	1,868	1,872	1,865	1,930	2,121	2,224
Semi-urgent	3,973	3,965	4,274	4,375	4,280	4,380
Non-urgent	1,323	1,908	1,839	1,736	1,830	1,672
All emergency presentations	7,882	8,624	9,005	9,303	9,595	9,594

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,972 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,832	
12 minutes	-1 minute
28 minutes	-7 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.

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,282

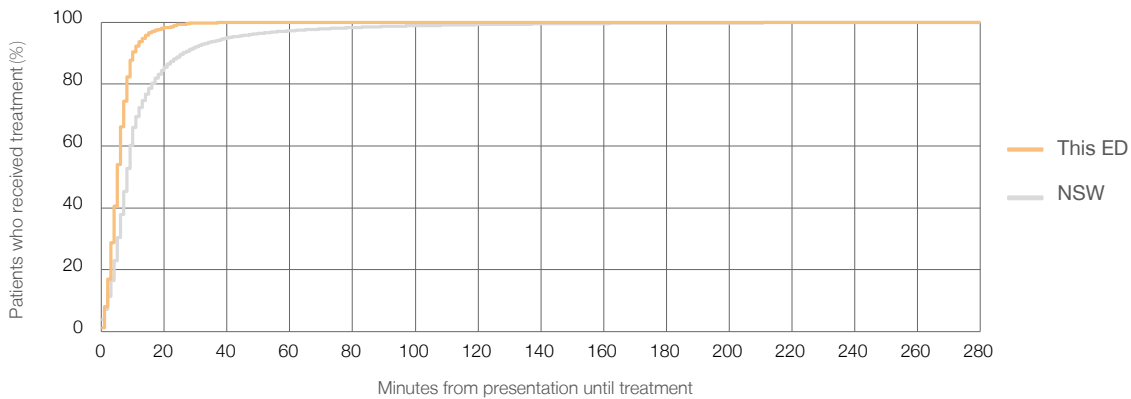
Number of triage 2 patients used to calculate waiting time:³ 1,279

Median time to start treatment⁴ 5 minutes

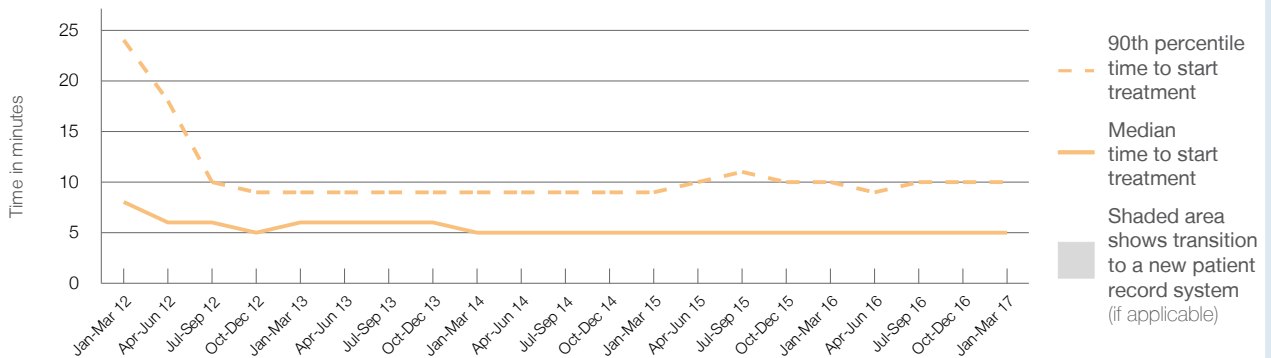
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,332	
1,331	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	24	9	9	9	10	10

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,224

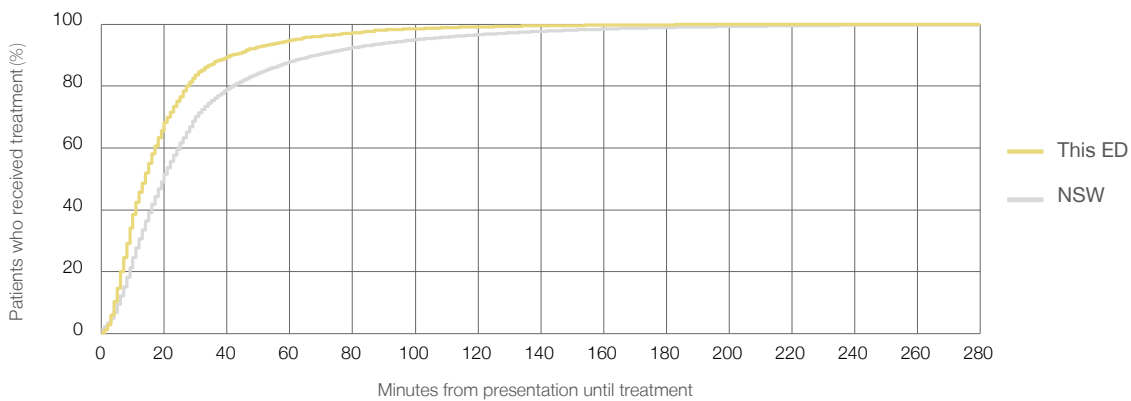
Number of triage 3 patients used to calculate waiting time:³ 2,209

Median time to start treatment⁴ 14 minutes

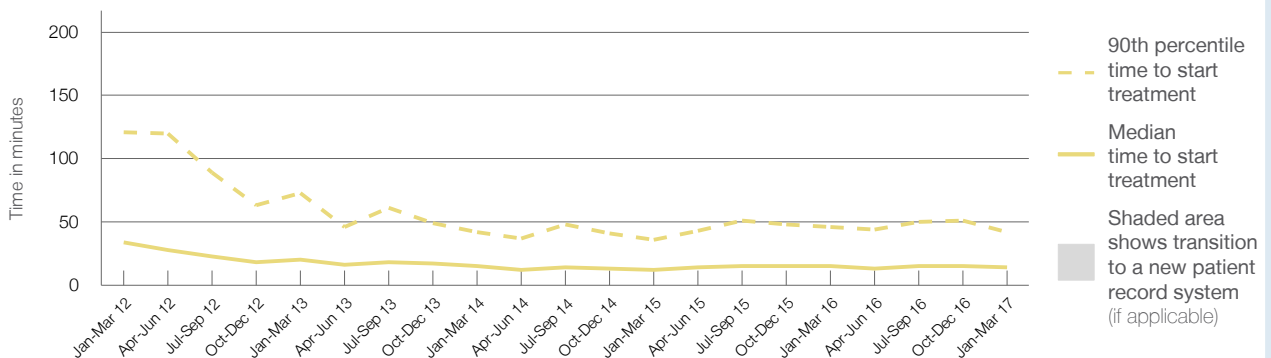
90th percentile time to start treatment⁵ 42 minutes

	Same period last year	NSW (this period)
	2,121	
	2,109	
	15 minutes	20 minutes
	46 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	20	15	12	15	14
90th percentile time to start treatment ⁵ (minutes)	121	73	42	36	46	42

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,380

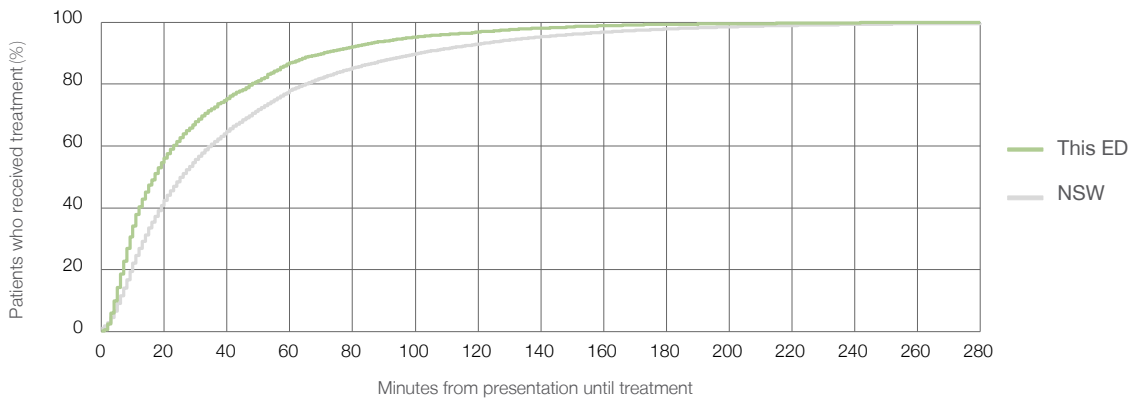
Number of triage 4 patients used to calculate waiting time:³ 4,257

Median time to start treatment⁴ 17 minutes

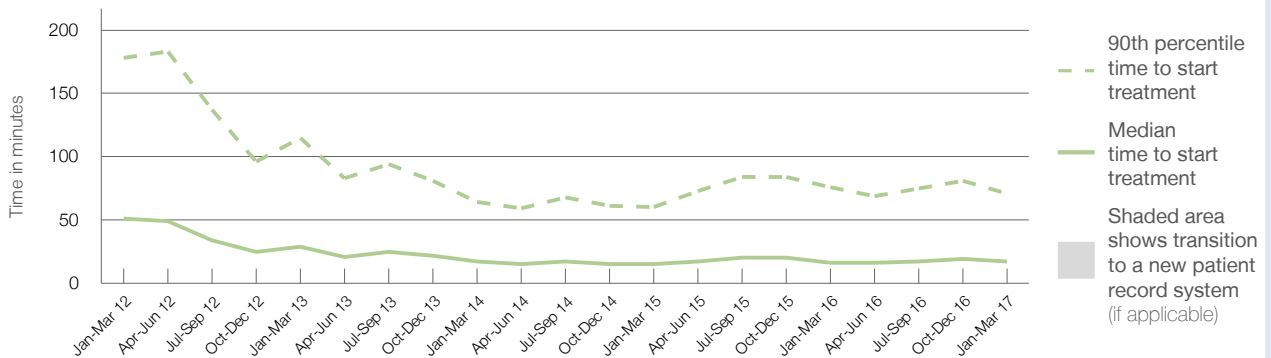
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,280	
4,126	
16 minutes	26 minutes
76 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	51	29	17	15	16	17
90th percentile time to start treatment ⁵ (minutes)	178	115	64	60	76	71

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Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,672

Number of triage 5 patients used to calculate waiting time:³ 1,587

Median time to start treatment⁴

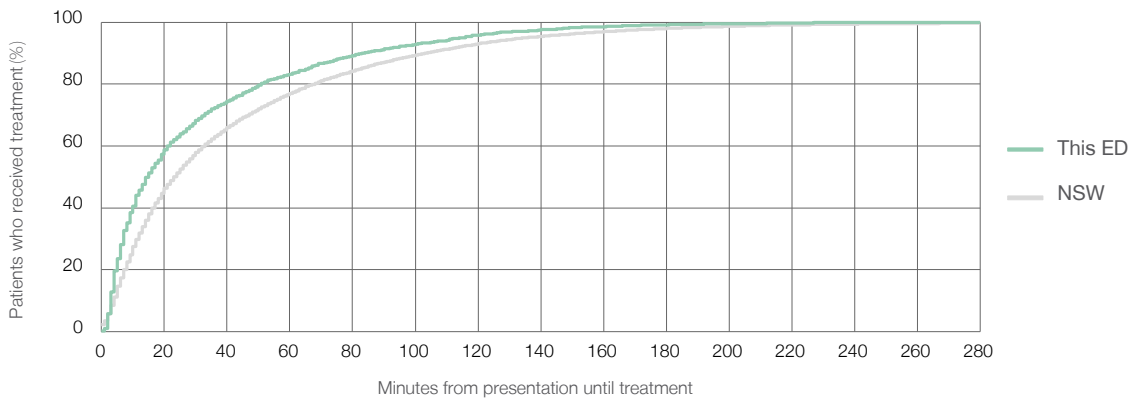
15 minutes

90th percentile time to start treatment⁵

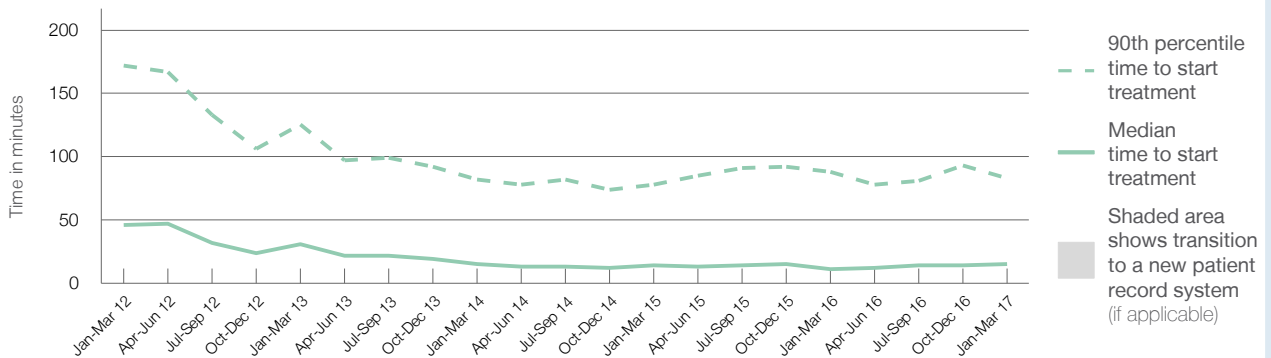
83 minutes

Same period last year	NSW (this period)
1,830	1,712
11 minutes	23 minutes
88 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	46	31	15	14	11	15
90th percentile time to start treatment ⁵ (minutes)	172	126	82	78	88	83

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

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,656 patients

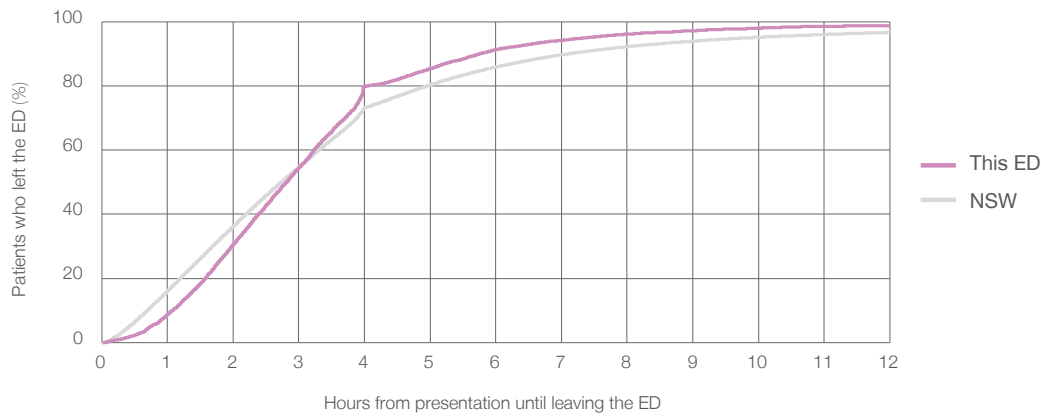
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

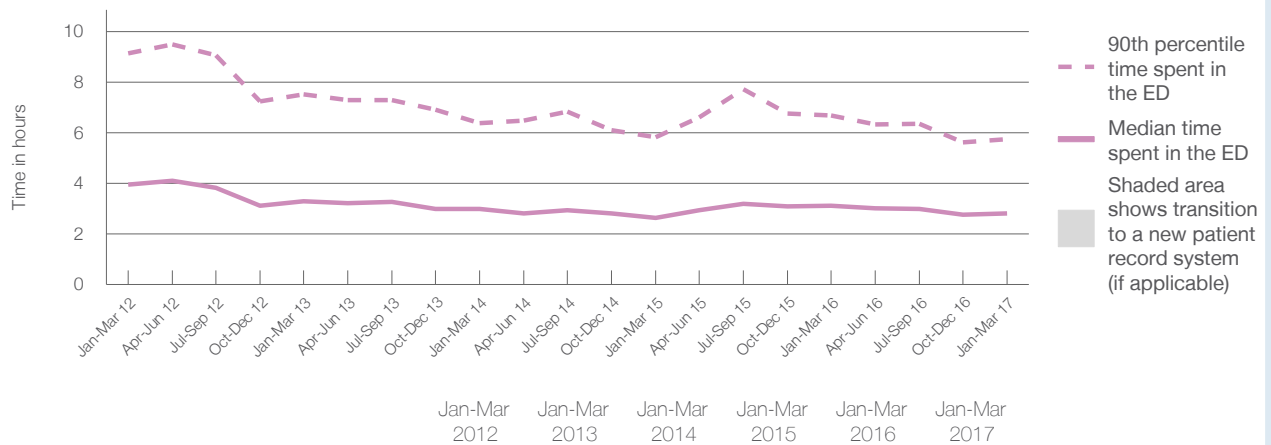
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
9,644	9,644
3 hours and 8 minutes	2 hours and 44 minutes
6 hours and 41 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m	2h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 8m	7h 32m	6h 23m	5h 49m	6h 41m	5h 45m

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Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

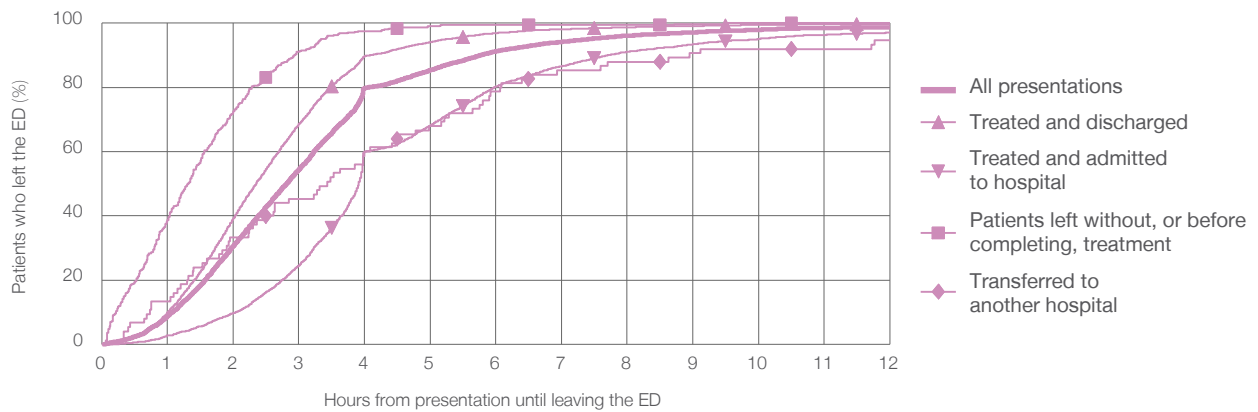
All presentations:¹ 9,656 patients

Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

Treated and discharged	5,897 (61.1%)
Treated and admitted to hospital	3,260 (33.8%)
Patient left without, or before completing, treatment	416 (4.3%)
Transferred to another hospital	75 (0.8%)
Other	8 (0.1%)

Same period last year	Change since one year ago
9,644	0.1%
6,017	-2.0%
2,962	10.1%
594	-30.0%
69	8.7%
2	300.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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

Treated and discharged	10.0%	39.2%	68.5%	89.7%	96.9%	98.8%	99.5%	99.7%
Treated and admitted to hospital	2.8%	9.7%	24.5%	60.0%	80.3%	91.0%	95.1%	97.0%
Patient left without, or before completing, treatment	38.7%	72.6%	91.1%	97.6%	99.5%	99.5%	100%	100%
Transferred to another hospital	13.3%	33.3%	45.3%	60.0%	78.7%	88.0%	92.0%	94.7%
All presentations	8.8%	30.7%	54.4%	79.8%	91.3%	96.1%	97.9%	98.8%

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Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,656 patients

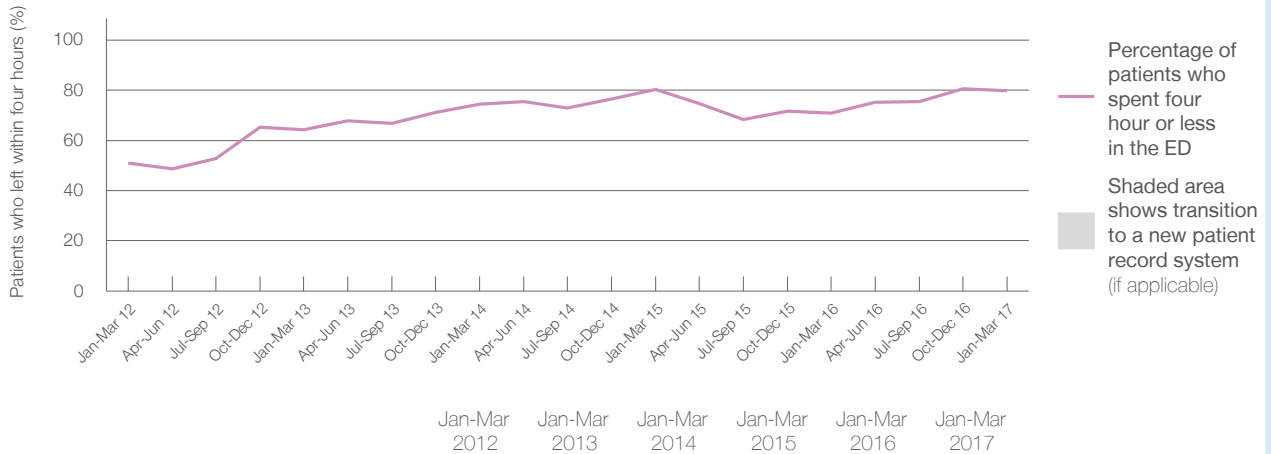
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

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	9,644	0.1%
Presentations used to calculate time to leaving the ED	9,644	0.1%
Percentage of patients who spent four hours or less in the ED	71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	51.0%	64.3%	74.5%	80.3%	71.0%	79.8%

* 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, July to September 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).