

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

July to September 2017

All presentations:¹ 4,491 patients
Emergency presentations:² 4,420 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,216	6.5%
Emergency presentations: ²	4,123	7.2%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 674 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,194 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 171 minutes

	Same period last year	NSW (this period)
All presentations: ¹	497	
Emergency presentations: ²	7 minutes	9 minutes
Urgent presentations: ³	21 minutes	29 minutes
Semi-urgent presentations: ³	997	
Non-urgent presentations: ³	19 minutes	23 minutes
All presentations: ¹	65 minutes	83 minutes
Emergency presentations: ²	2,033	
Urgent presentations: ³	28 minutes	30 minutes
Semi-urgent presentations: ³	125 minutes	121 minutes
Non-urgent presentations: ³	584	
All presentations: ¹	35 minutes	26 minutes
Emergency presentations: ²	155 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,491 patients

Percentage of patients who spent four hours or less in the ED 76.9%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,212	6.6%
Percentage of patients who spent four hours or less in the ED	76.0%	

* 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.

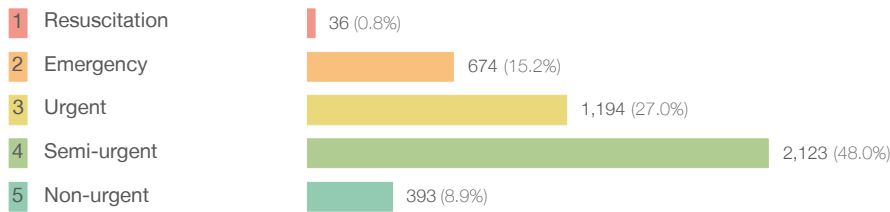
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2017

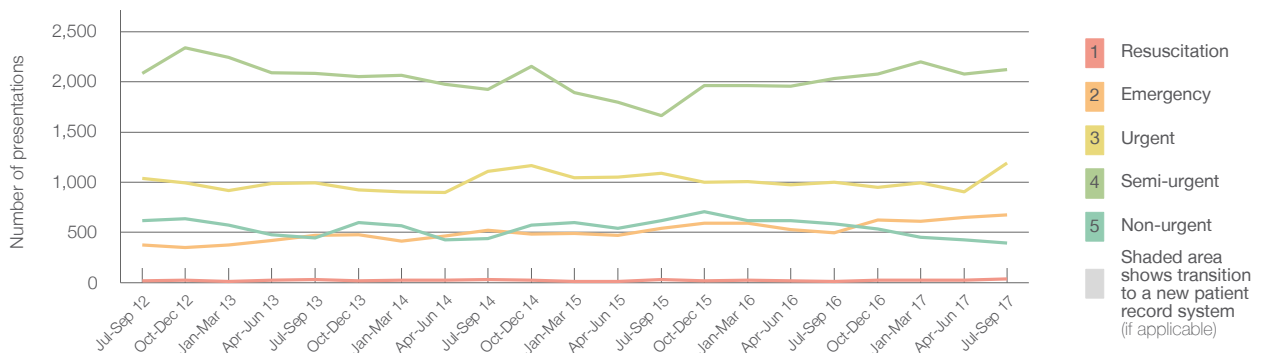
All presentations:¹ 4,491 patients

Emergency presentations² by triage category: 4,420 patients



Same period last year	Change since one year ago
4,216	6.5%
4,123	7.2%
12	200.0%
497	35.6%
997	19.8%
2,033	4.4%
584	-32.7%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	18	28	29	28	12	36
Emergency	377	469	523	544	497	674
Urgent	1,039	991	1,109	1,088	997	1,194
Semi-urgent	2,086	2,083	1,923	1,665	2,033	2,123
Non-urgent	616	447	439	617	584	393
All emergency presentations	4,136	4,018	4,023	3,942	4,123	4,420

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 875 patients

ED Transfer of care time



Same period last year	Change since one year ago
668	
13 minutes	-1 minute
25 minutes	0 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 674

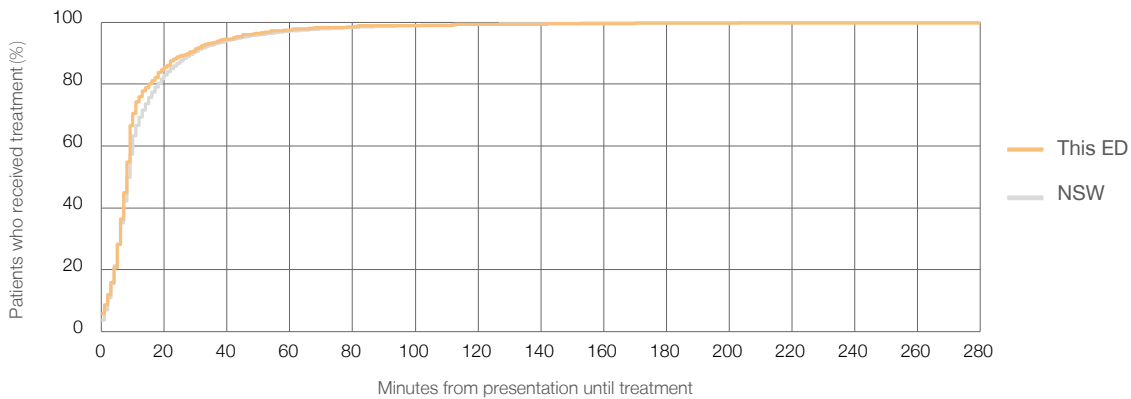
Number of triage 2 patients used to calculate waiting time:³ 669

Median time to start treatment⁴ 8 minutes

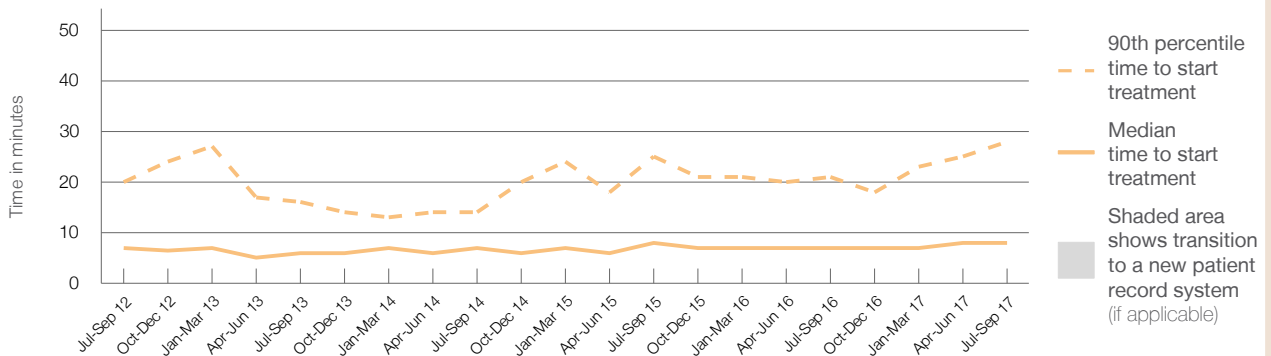
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
497	
491	
7 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	6	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	20	16	14	25	21	28

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,194

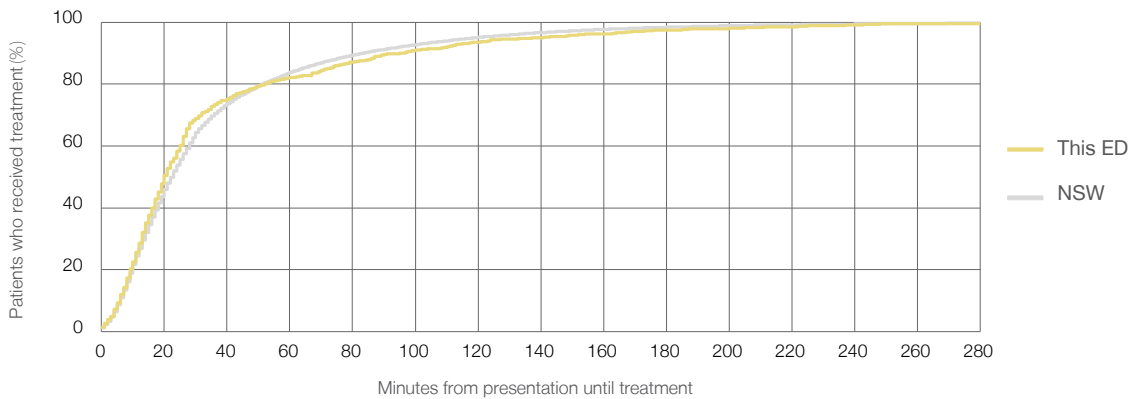
Number of triage 3 patients used to calculate waiting time:³ 1,169

Median time to start treatment⁴ 20 minutes

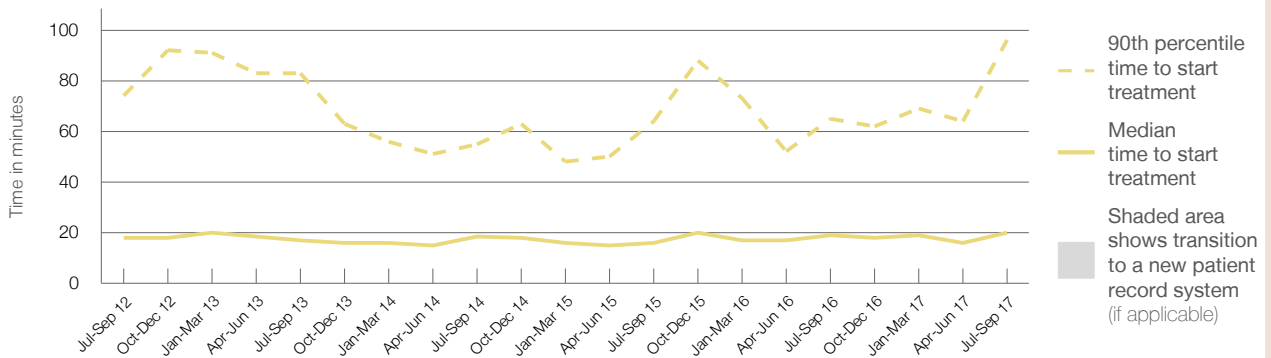
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
997	
978	
19 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	17	19	16	19	20
90th percentile time to start treatment ⁵ (minutes)	74	83	55	64	65	96

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,123

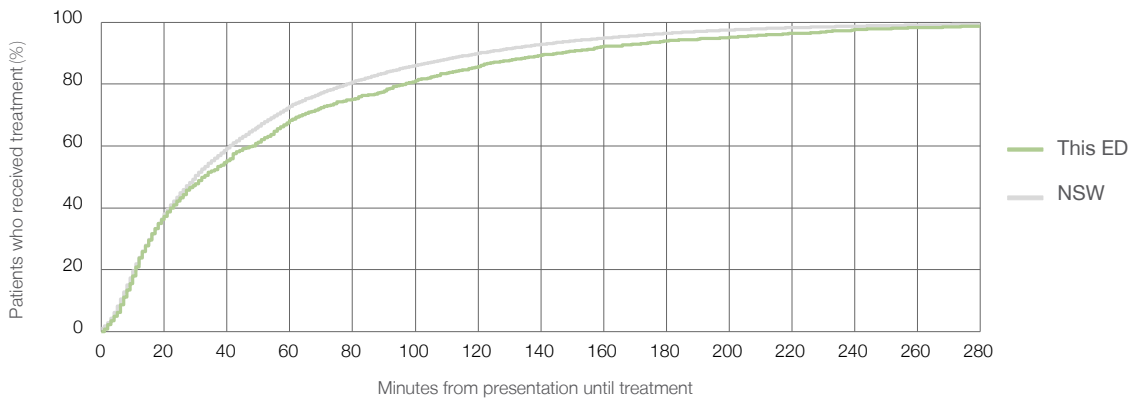
Number of triage 4 patients used to calculate waiting time:³ 1,964

Median time to start treatment⁴ 33 minutes

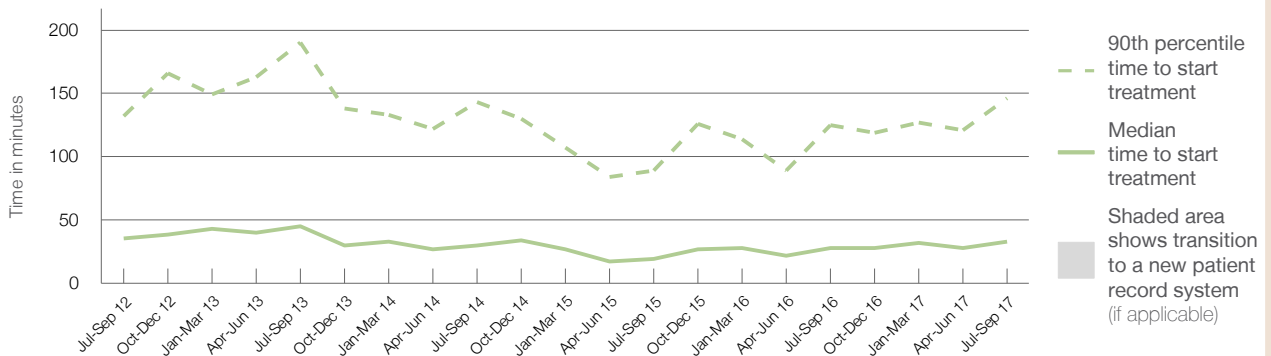
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
2,033	1,891
28 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	45	30	19	28	33
90th percentile time to start treatment ⁵ (minutes)	132	190	143	89	125	146

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 393

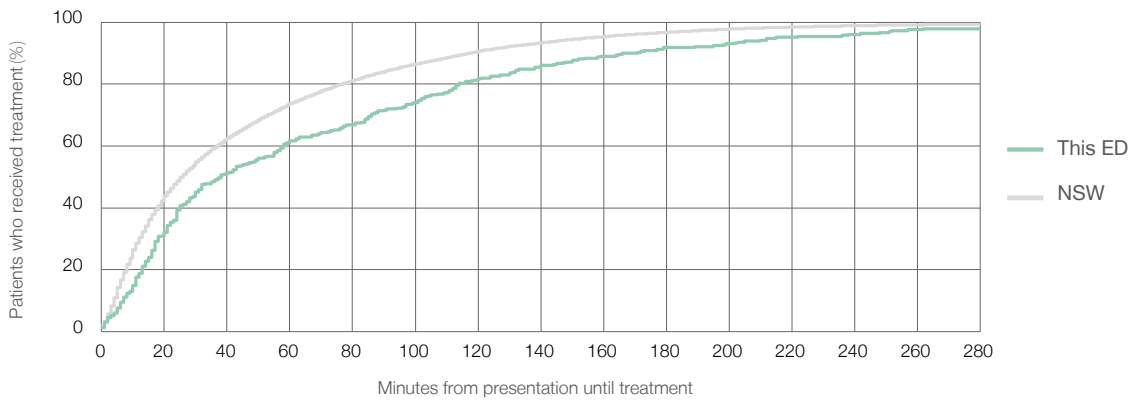
Number of triage 5 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 38 minutes

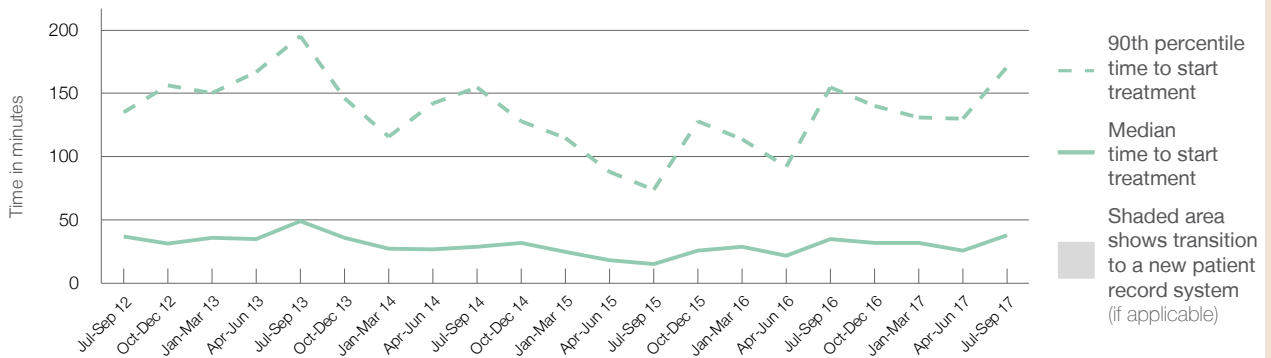
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
584	509
35 minutes	26 minutes
155 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	49	29	15	35	38
90th percentile time to start treatment ⁵ (minutes)	135	195	155	74	155	171

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,491 patients

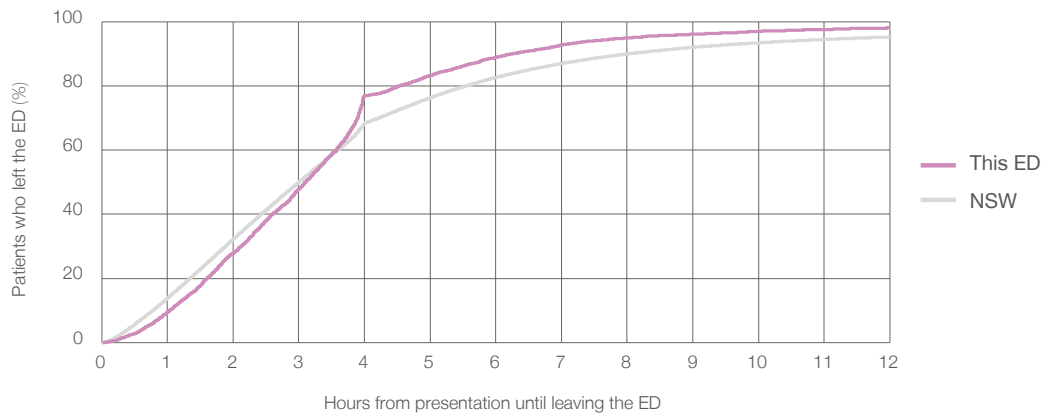
Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

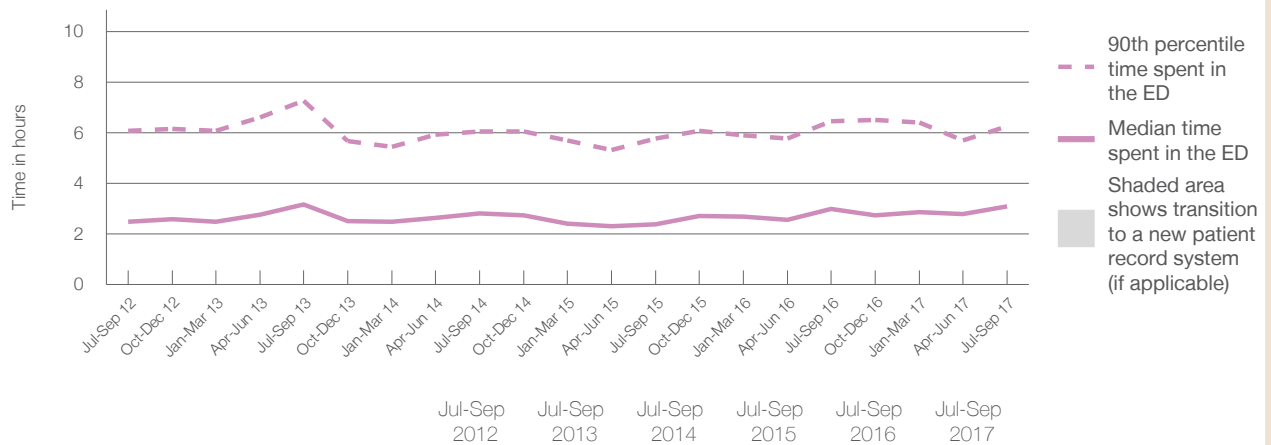
90th percentile time spent in the ED⁹ 6 hours and 16 minutes

Same period last year	NSW (this period)
4,216	
4,212	
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 16m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

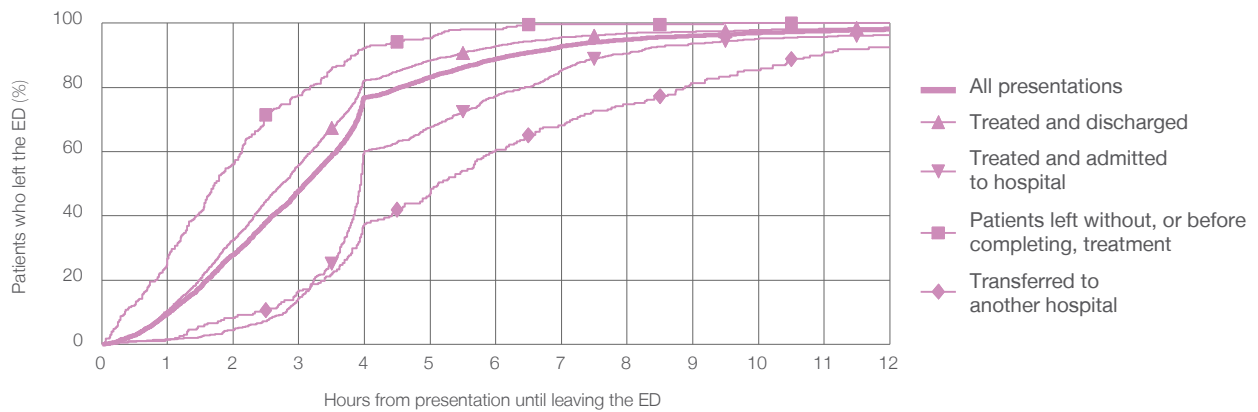
All presentations:¹ 4,491 patients

Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Treated and discharged	3,178 (70.8%)
Treated and admitted to hospital	818 (18.2%)
Patient left without, or before completing, treatment	277 (6.2%)
Transferred to another hospital	198 (4.4%)
Other	20 (0.4%)

Same period last year	Change since one year ago
4,212	6.6%
3,143	1.1%
665	23.0%
217	27.6%
175	13.1%
16	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	10.5%	32.5%	55.7%	82.2%	92.8%	96.8%	97.9%	98.6%
Treated and admitted to hospital	1.5%	4.4%	14.4%	60.3%	77.3%	90.6%	95.1%	96.3%
Patient left without, or before completing, treatment	26.7%	56.0%	77.6%	92.4%	98.2%	99.6%	100%	100%
Transferred to another hospital	1.5%	8.1%	16.7%	37.4%	60.6%	74.7%	85.4%	92.4%
All presentations	9.5%	27.8%	47.9%	76.9%	88.9%	94.9%	97.0%	98.0%

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,491 patients

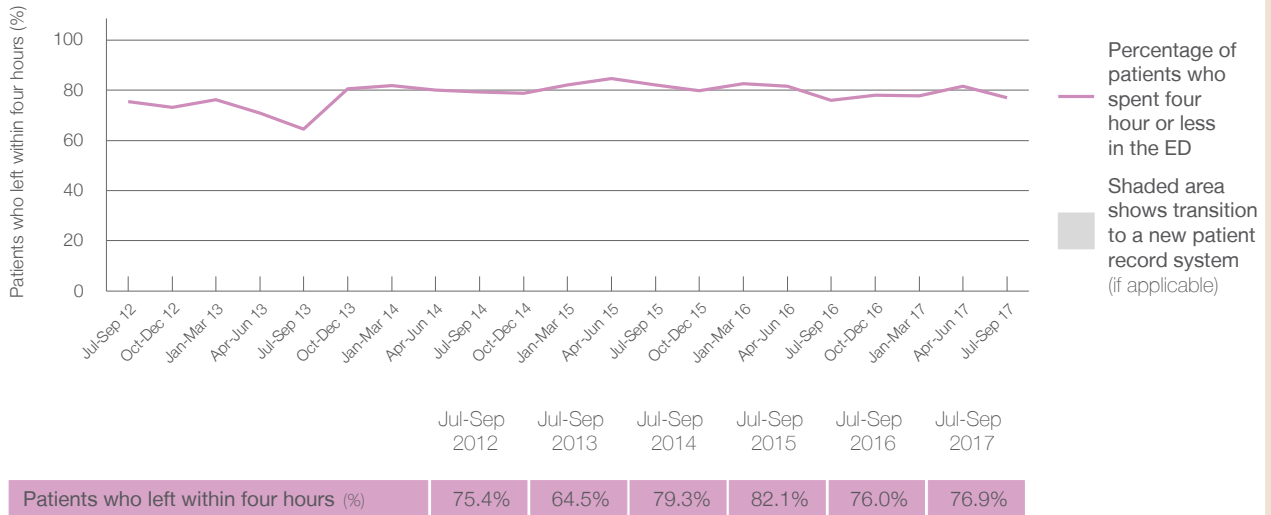
Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

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	4,216	6.5%
Presentations used to calculate time to leaving the ED	4,212	6.6%
Percentage of patients who spent four hours or less in the ED	76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).