

## Lithgow Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,271 patients  
 Emergency presentations:<sup>2</sup> 3,160 patients

Same period last year	Change since one year ago
3,099	5.6%
2,968	6.5%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 337 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 932 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,490 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
420	
4 minutes	9 minutes
13 minutes	29 minutes
999	
10 minutes	23 minutes
37 minutes	83 minutes
1,171	
11 minutes	30 minutes
48 minutes	121 minutes
354	
9 minutes	26 minutes
53 minutes	118 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,097	5.6%
87.1%	

\* 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.

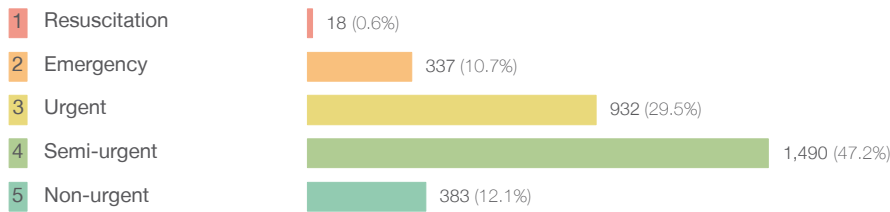
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Lithgow Health Service: Patients presenting to the emergency department July to September 2017

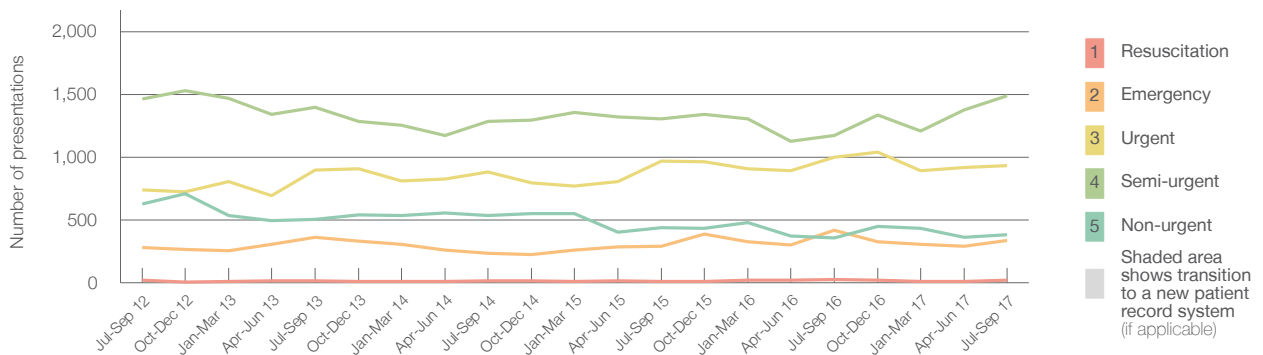
All presentations:<sup>1</sup> 3,271 patients

Emergency presentations<sup>2</sup> by triage category: 3,160 patients



Same period last year	Change since one year ago
3,099	5.6%
2,968	6.5%
24	-25.0%
420	-19.8%
999	-6.7%
1,171	27.2%
354	8.2%

Emergency presentations<sup>2</sup> 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	21	15	15	8	24	18
Emergency	278	359	236	289	420	337
Urgent	738	896	883	969	999	932
Semi-urgent	1,461	1,395	1,286	1,307	1,171	1,490
Non-urgent	628	505	534	439	354	383
All emergency presentations	3,126	3,170	2,954	3,012	2,968	3,160

## Lithgow Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 615 patients

ED Transfer of care time



Same period last year	Change since one year ago
659	
9 minutes	1 minute
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 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.

## Lithgow Health Service: 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: 337

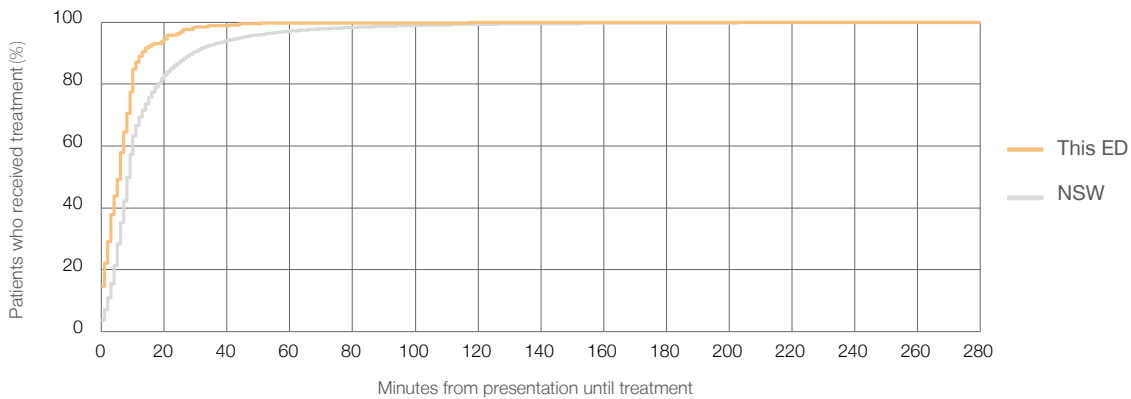
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 335

Median time to start treatment<sup>4</sup> 6 minutes

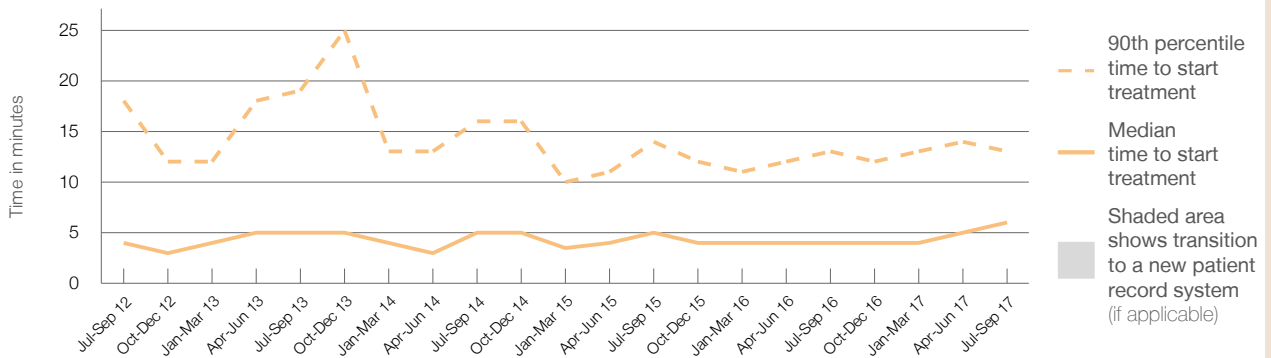
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
420	
418	
4 minutes	9 minutes
13 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	5	4	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	19	16	14	13	13

(†) 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

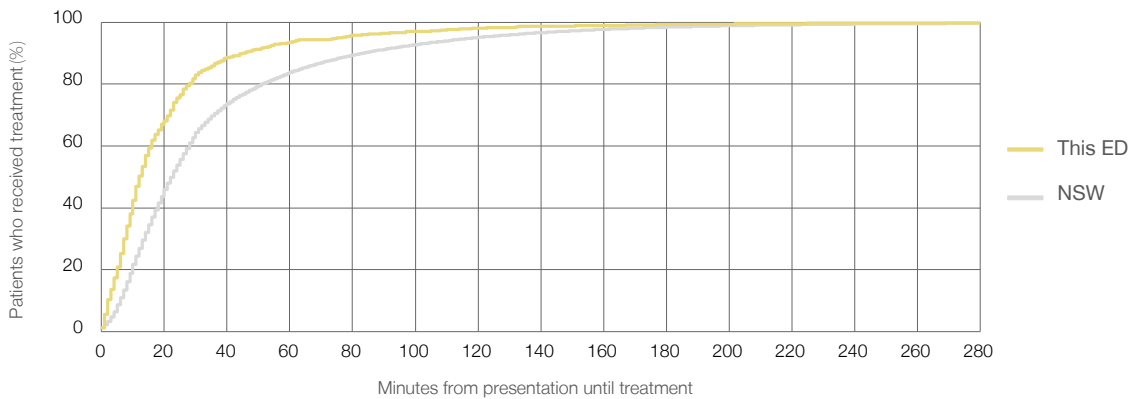
Number of triage 3 patients: 932

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 911

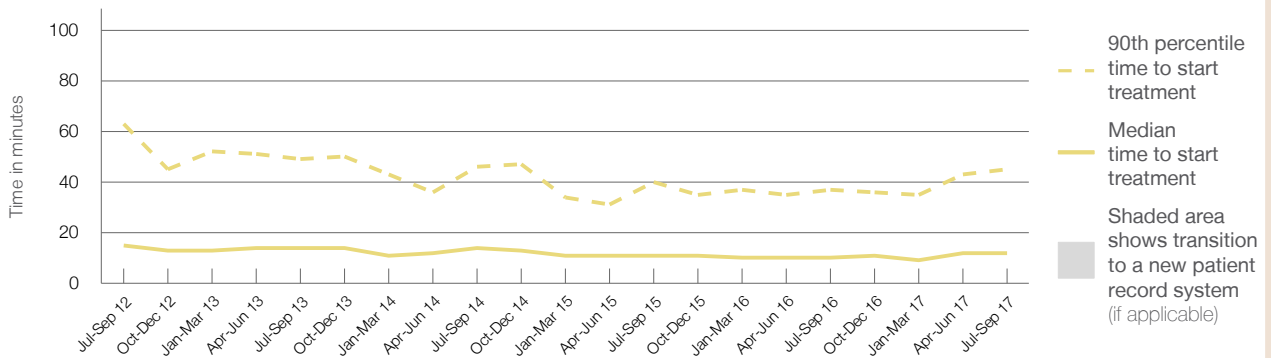
Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
999	978
10 minutes	23 minutes
37 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	14	14	11	10	12
90th percentile time to start treatment <sup>5</sup> (minutes)	63	49	46	40	37	45

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## Lithgow Health Service: 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: 1,490

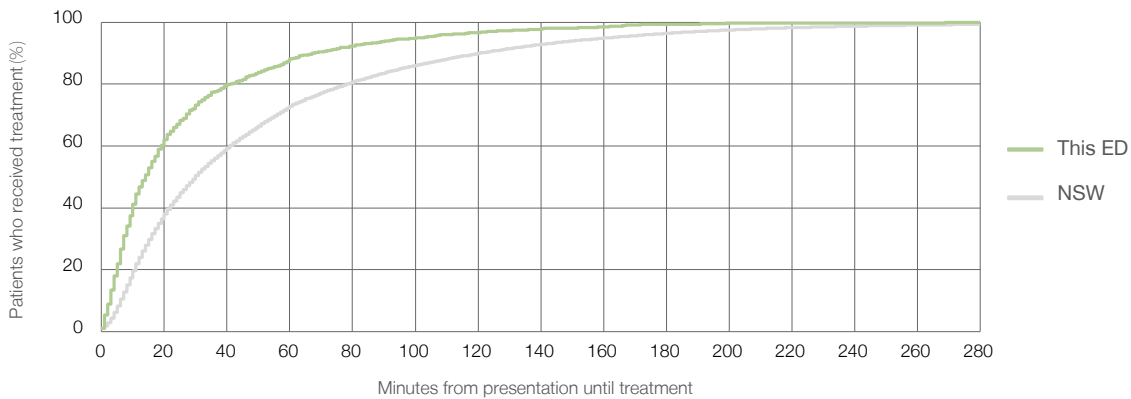
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,435

Median time to start treatment<sup>4</sup> 14 minutes

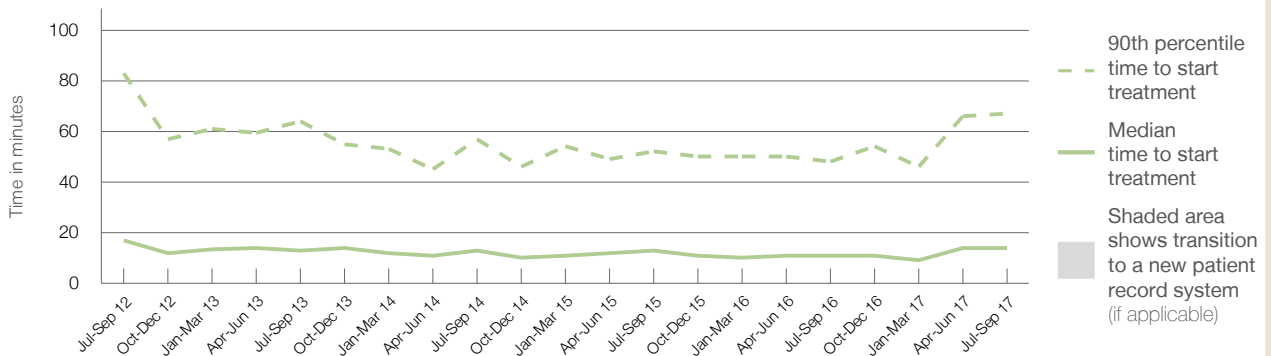
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
1,171	1,130
11 minutes	30 minutes
48 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	13	13	13	11	14
90th percentile time to start treatment <sup>5</sup> (minutes)	83	64	57	52	48	67

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## Lithgow Health Service: 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: 383

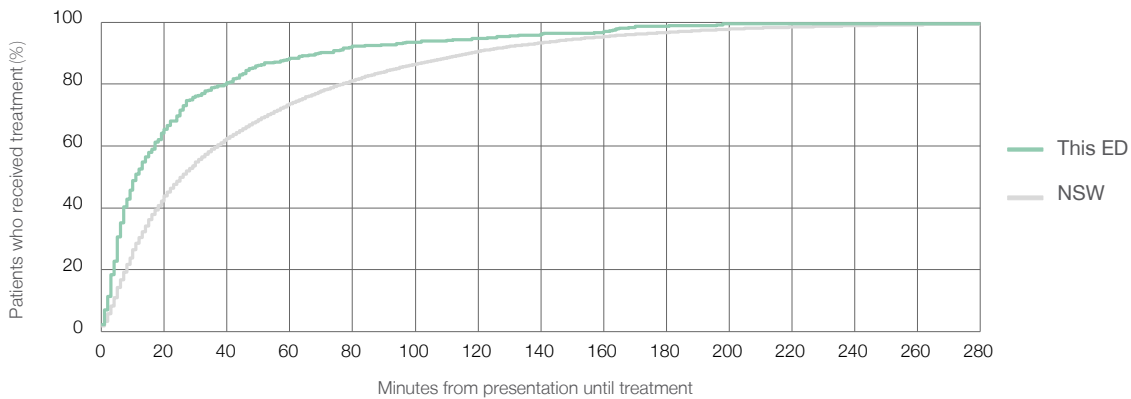
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 359

Median time to start treatment<sup>4</sup>  11 minutes

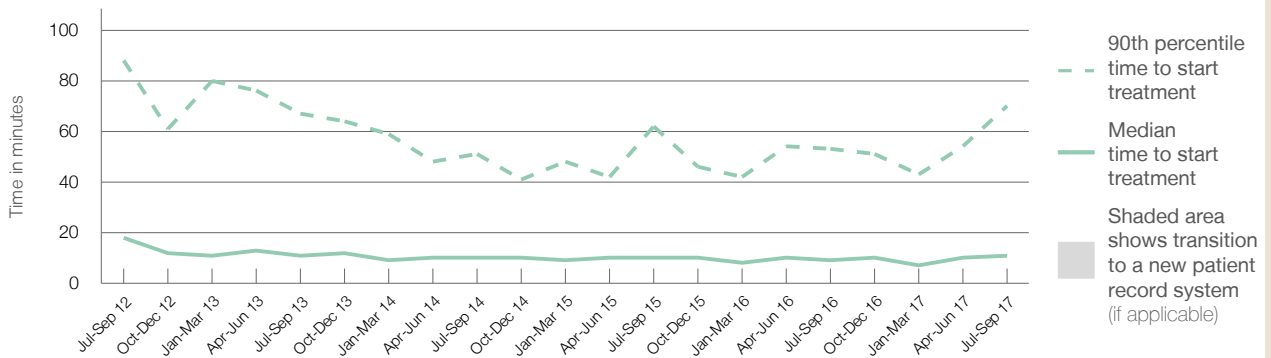
90th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
354	333
9 minutes	26 minutes
53 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	18	11	10	10	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	88	67	51	62	53	70

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## Lithgow Health Service: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,271 patients

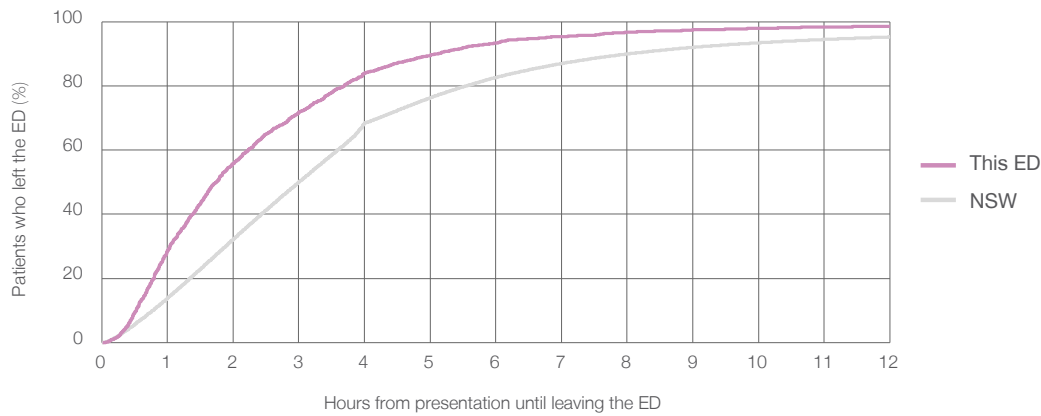
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

Median time spent in the ED<sup>8</sup>  1 hours and 45 minutes

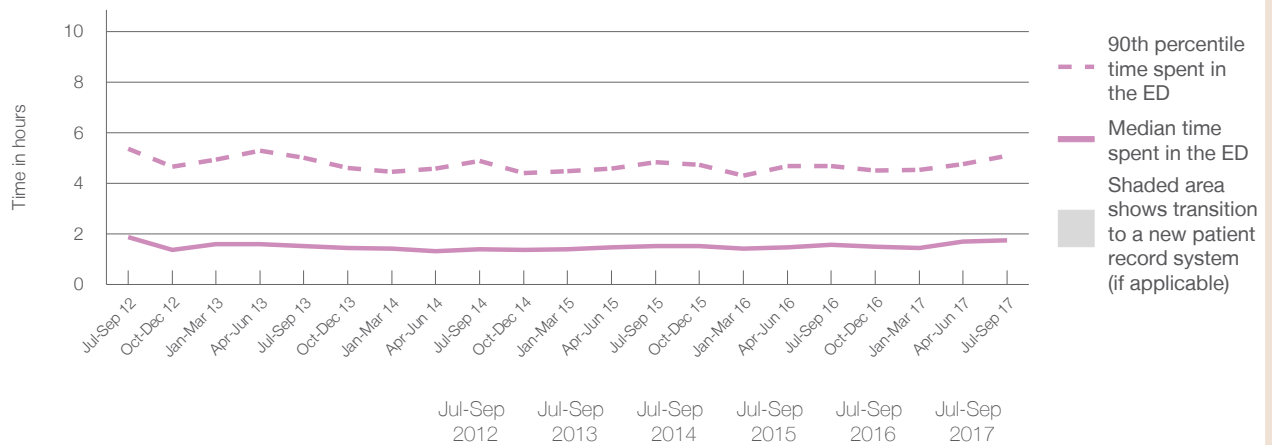
90th percentile time spent in the ED<sup>9</sup>  5 hours and 6 minutes

Same period last year	NSW (this period)
3,099	3,097
1 hours and 34 minutes	3 hours and 0 minutes
4 hours and 42 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m	1h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 22m	5h 1m	4h 53m	4h 51m	4h 42m	5h 6m

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

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## Lithgow Health Service: Time patients spent in the ED By mode of separation July to September 2017

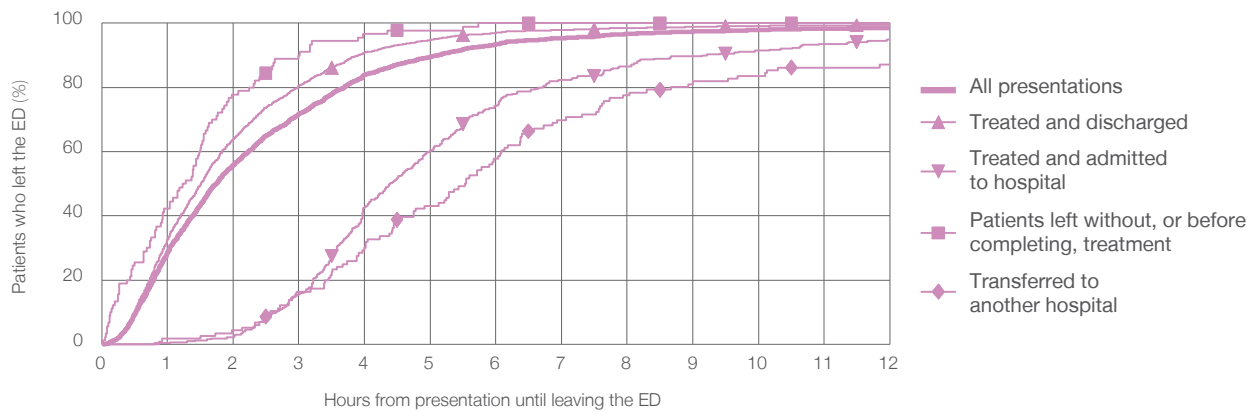
All presentations:<sup>1</sup> 3,271 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

Treated and discharged	2,715 (83.0%)
Treated and admitted to hospital	328 (10.0%)
Patient left without, or before completing, treatment	90 (2.8%)
Transferred to another hospital	116 (3.5%)
Other	22 (0.7%)

Same period last year	Change since one year ago
3,097	5.6%
2,344	15.8%
530	-38.1%
72	25.0%
132	-12.1%
21	4.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<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	32.7%	64.0%	80.6%	90.8%	97.0%	98.5%	99.2%	99.4%
Treated and admitted to hospital	0.3%	2.1%	15.5%	42.7%	74.4%	86.6%	91.5%	94.8%
Patient left without, or before completing, treatment	42.2%	77.8%	90.0%	96.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	4.3%	16.4%	30.2%	57.8%	77.6%	83.6%	87.1%
All presentations	28.6%	55.9%	71.8%	83.9%	93.4%	96.6%	97.9%	98.6%

(†) 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.



## Lithgow Health Service: 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:<sup>1</sup> 3,271 patients

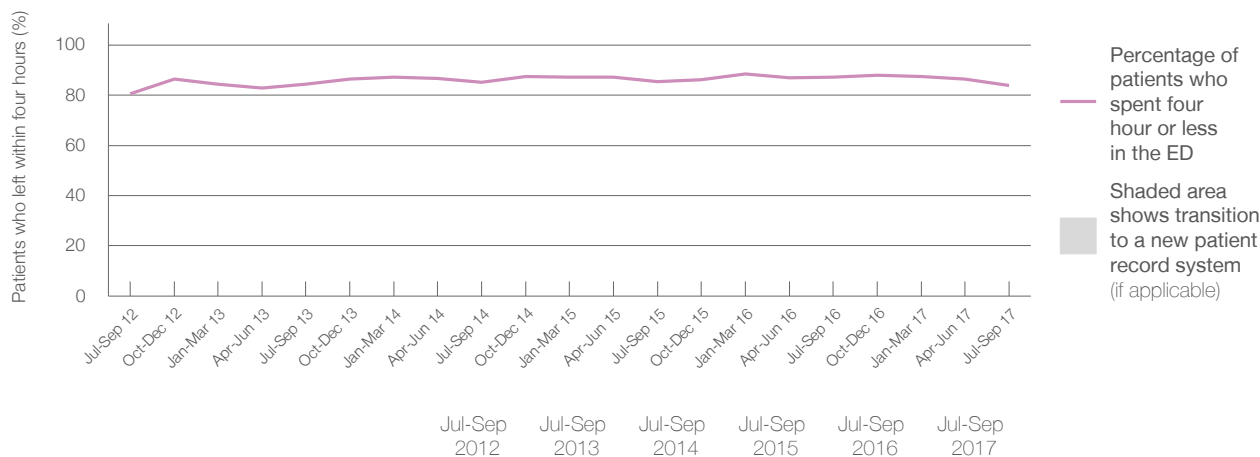
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

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: <sup>1</sup>	3,099	5.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,097	5.6%
Percentage of patients who spent four hours or less in the ED	87.1%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	80.5%	84.3%	85.1%	85.3%	87.1%	83.9%

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