

Wollongong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations:² 17,271 patients

Same period last year	Change since one year ago
15,656	12.2%
15,339	12.6%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,471 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,610 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,493 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 506 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,038	
9 minutes	9 minutes
24 minutes	29 minutes
6,711	
25 minutes	23 minutes
85 minutes	83 minutes
5,967	
31 minutes	30 minutes
107 minutes	121 minutes
465	
29 minutes	26 minutes
104 minutes	118 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,561 patients

Percentage of patients who spent four hours or less in the ED 56.2%

Same period last year	Change since one year ago
15,656	12.2%
59.7%	

* 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.

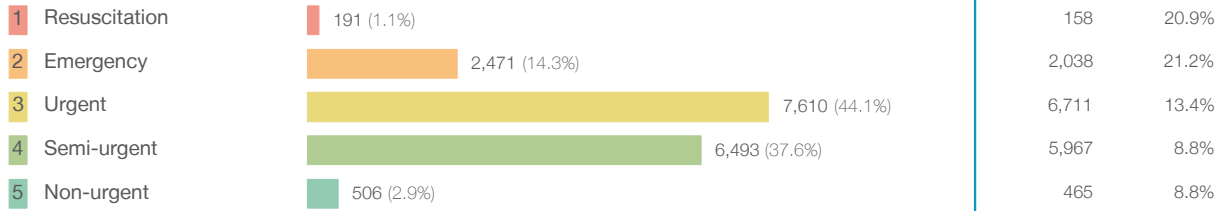
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

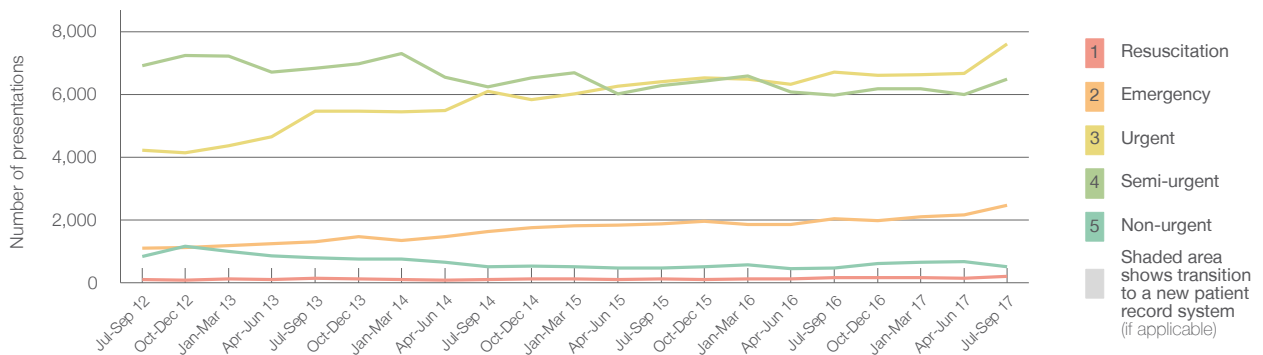
Wollongong Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations² by triage category: 17,271 patients



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	101	130	96	114	158	191
Emergency	1,098	1,297	1,639	1,865	2,038	2,471
Urgent	4,223	5,468	6,099	6,411	6,711	7,610
Semi-urgent	6,910	6,824	6,233	6,286	5,967	6,493
Non-urgent	832	793	507	473	465	506
All emergency presentations	13,164	14,512	14,574	15,149	15,339	17,271

Wollongong Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,136 patients

ED Transfer of care time



(†) 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.

Wollongong 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: 2,471

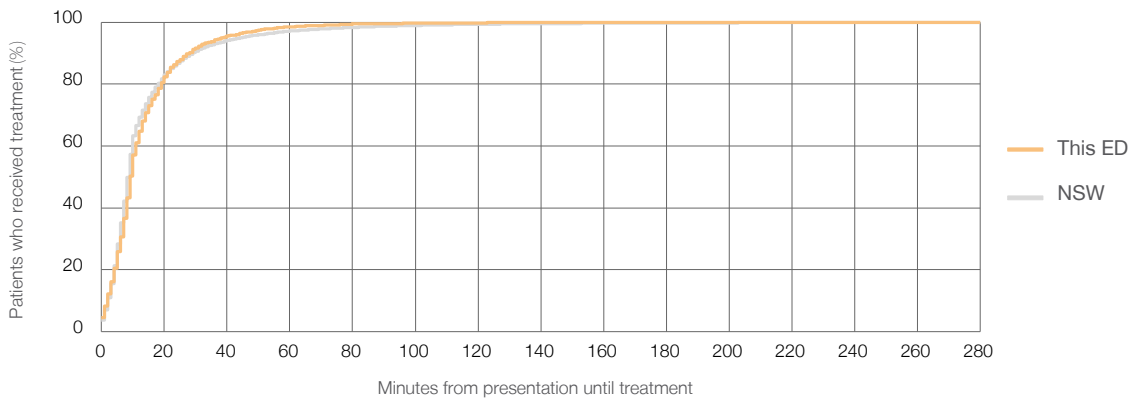
Number of triage 2 patients used to calculate waiting time:³ 2,462

Median time to start treatment⁴ 9 minutes

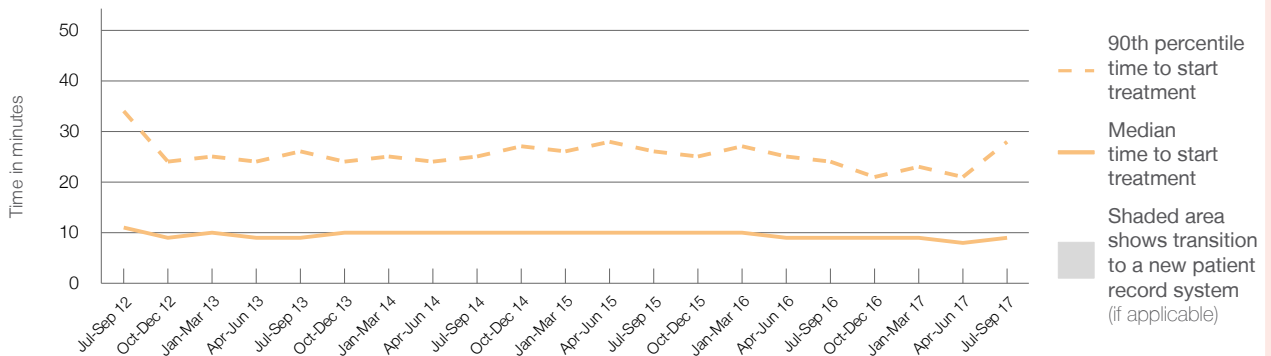
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
2,038	2,036
9 minutes	9 minutes
24 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)	11	9	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	34	26	25	26	24	28

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Wollongong 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: 7,610

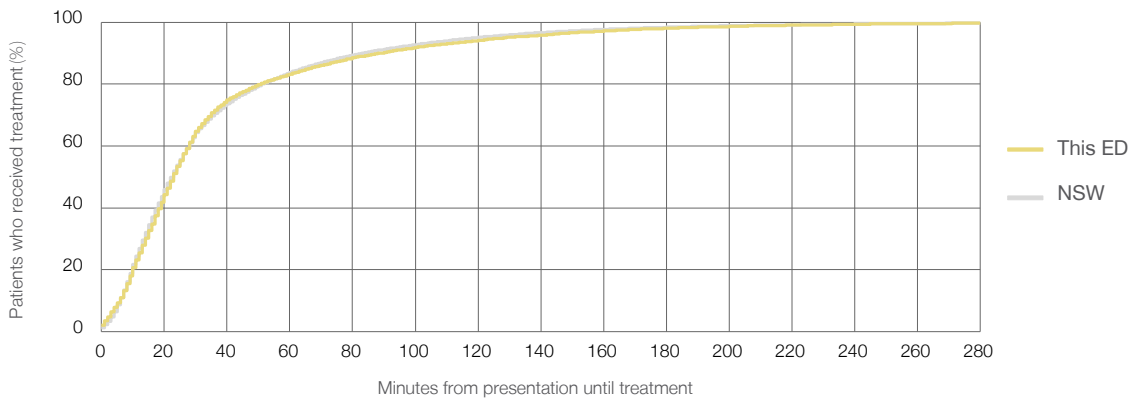
Number of triage 3 patients used to calculate waiting time:³ 7,375

Median time to start treatment⁴ 23 minutes

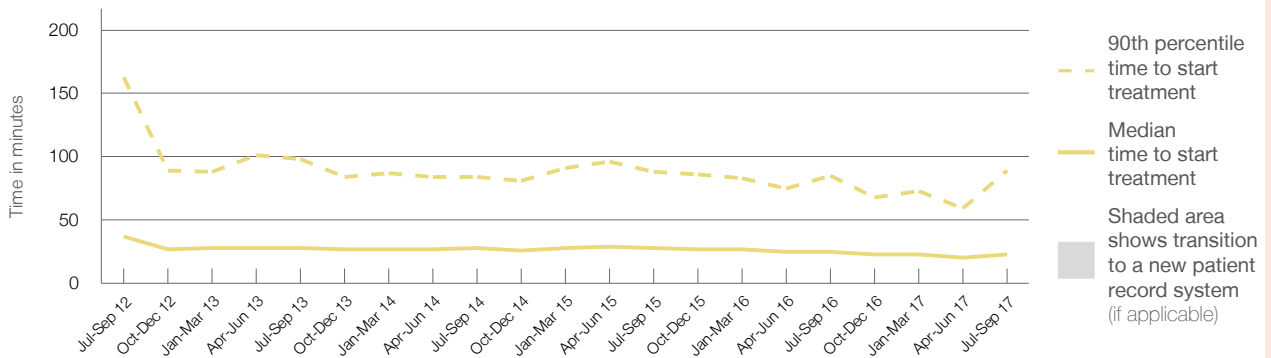
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
6,711	6,572
25 minutes	23 minutes
85 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)	37	28	28	28	25	23
90th percentile time to start treatment ⁵ (minutes)	163	98	84	88	85	89

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Wollongong 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: 6,493

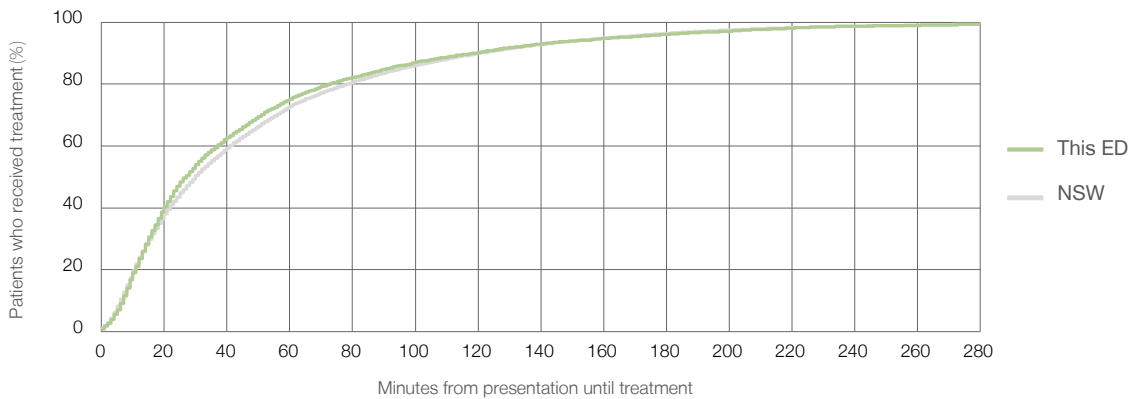
Number of triage 4 patients used to calculate waiting time:³ 6,031

Median time to start treatment⁴ 27 minutes

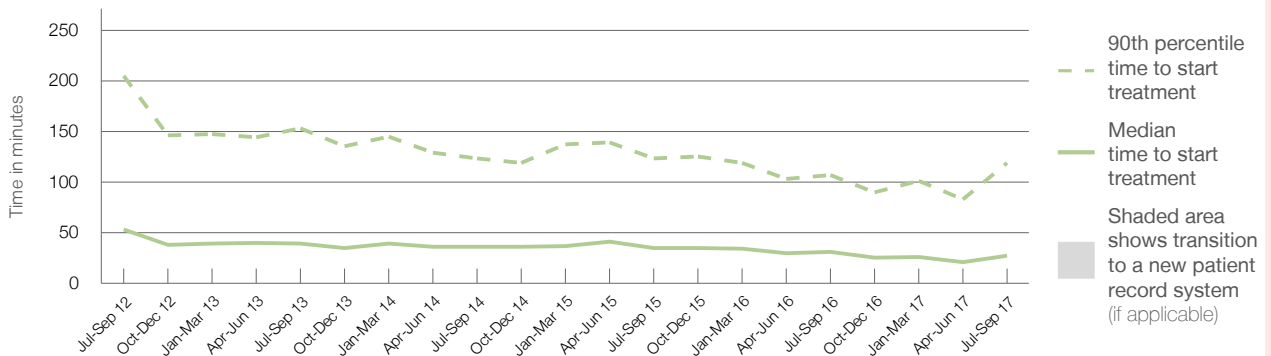
90th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	5,967	5,622
Median time to start treatment ⁴	31 minutes	30 minutes
90th percentile time to start treatment ⁵	107 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)	53	39	36	35	31	27
90th percentile time to start treatment ⁵ (minutes)	205	153	123	123	107	119

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Wollongong 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: 506

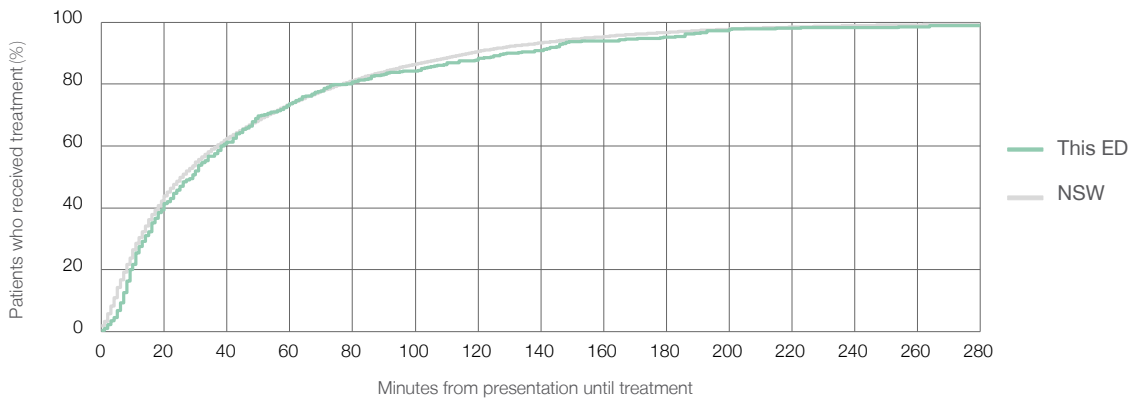
Number of triage 5 patients used to calculate waiting time:³ 418

Median time to start treatment⁴ 29 minutes

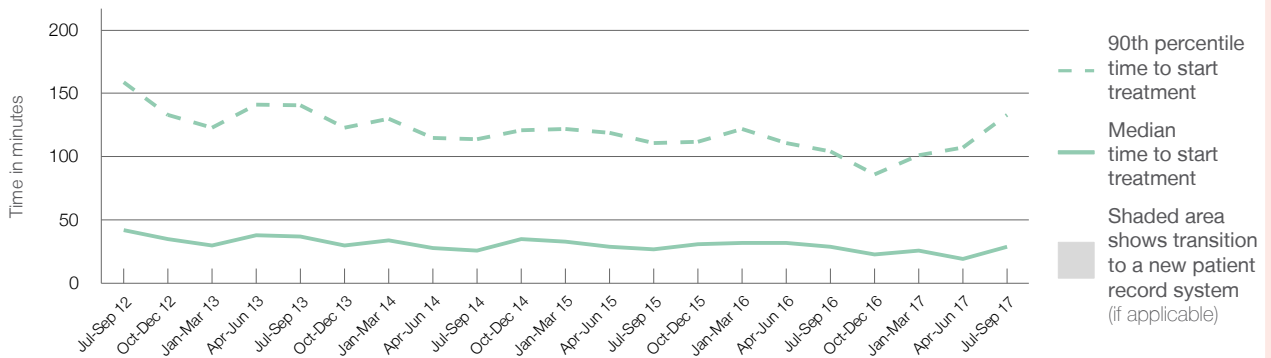
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
465	394
29 minutes	26 minutes
104 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)	42	37	26	27	29	29
90th percentile time to start treatment ⁵ (minutes)	159	141	114	111	104	133

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Wollongong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,561 patients

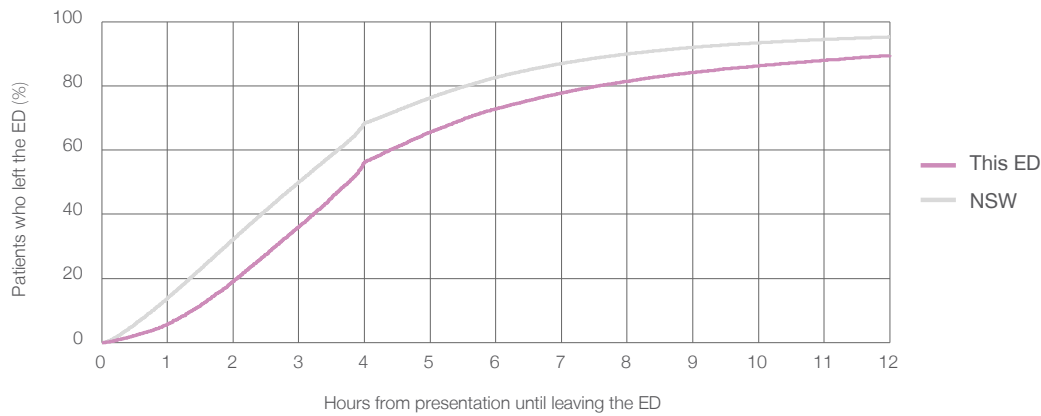
Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

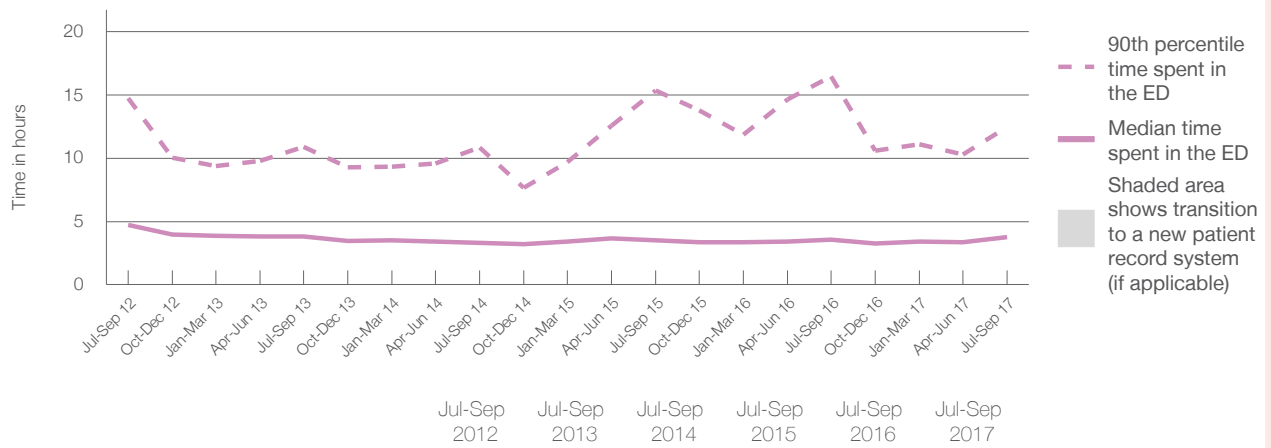
90th percentile time spent in the ED⁹ 12 hours and 27 minutes

Same period last year	NSW (this period)
15,656	15,656
3 hours and 34 minutes	3 hours and 0 minutes
16 hours and 28 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)	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 27m

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

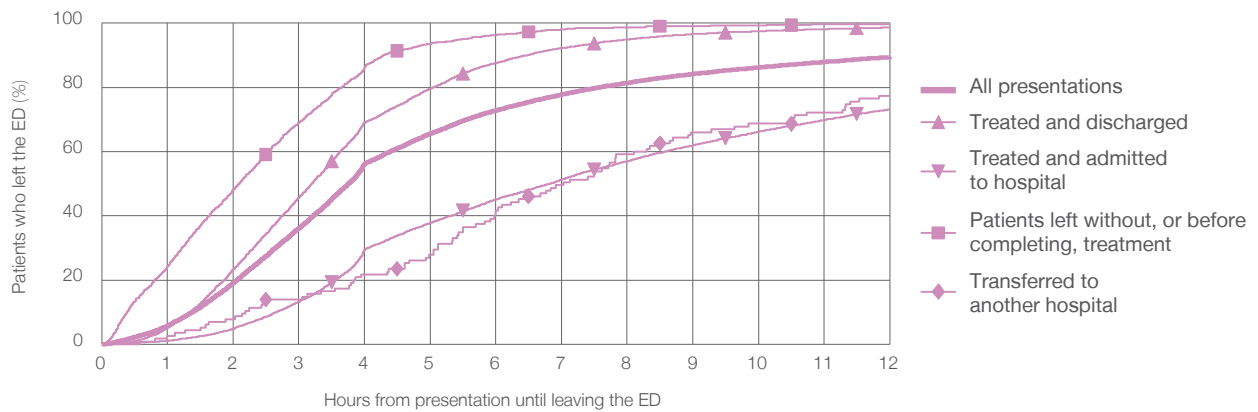
All presentations:¹ 17,561 patients

Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Treated and discharged	9,451 (53.8%)
Treated and admitted to hospital	6,327 (36.0%)
Patient left without, or before completing, treatment	1,566 (8.9%)
Transferred to another hospital	115 (0.7%)
Other	102 (0.6%)

Same period last year	Change since one year ago
15,656	12.2%
8,429	12.1%
5,808	8.9%
1,146	36.6%
164	-29.9%
109	-6.4%

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	5.2%	23.4%	45.7%	69.1%	87.6%	94.9%	97.5%	98.7%
Treated and admitted to hospital	1.1%	4.9%	13.2%	29.4%	45.1%	57.1%	66.2%	73.2%
Patient left without, or before completing, treatment	24.3%	48.2%	69.0%	86.3%	96.4%	98.7%	99.3%	99.7%
Transferred to another hospital	2.6%	7.8%	13.9%	21.7%	41.7%	59.1%	68.7%	77.4%
All presentations	5.8%	19.2%	36.2%	56.2%	72.8%	81.4%	86.2%	89.5%

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Wollongong 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 17,561 patients

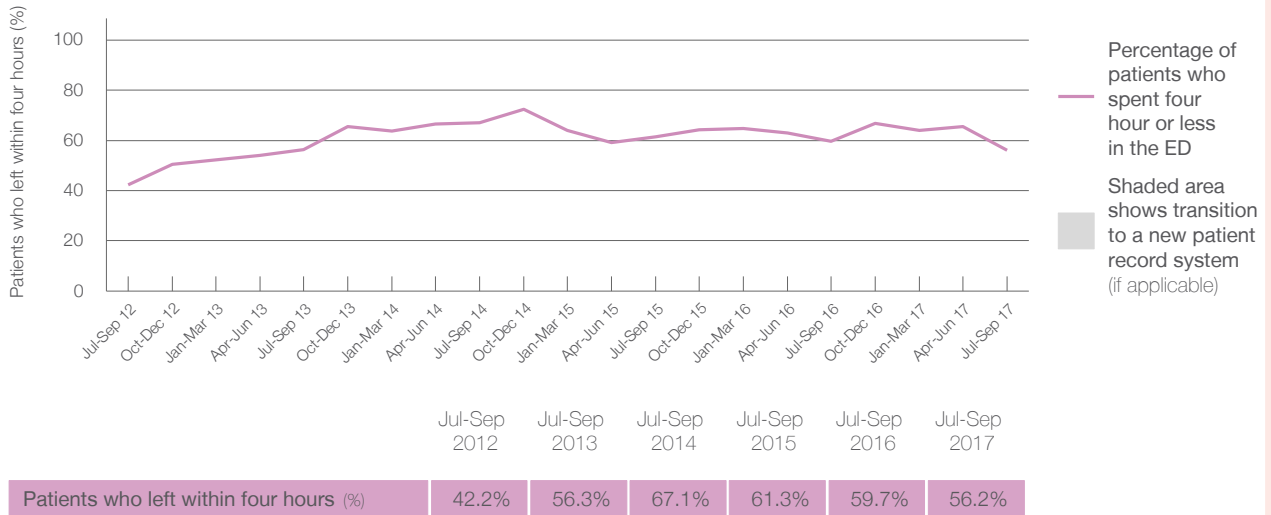
Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

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: ¹ 17,561 patients	15,656	12.2%
Presentations used to calculate time to leaving the ED: ⁶ 17,561 patients	15,656	12.2%
Percentage of patients who spent four hours or less in the ED	59.7%	

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.
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- 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).