

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

October to December 2017

All presentations:<sup>1</sup> 3,069 patients  
 Emergency presentations:<sup>2</sup> 2,964 patients

Same period last year	Change since one year ago
3,294	-6.8%
3,171	-6.5%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 369 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,009 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,271 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 304 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
325	
4 minutes	8 minutes
12 minutes	23 minutes
1,042	
11 minutes	20 minutes
36 minutes	65 minutes
1,336	
11 minutes	26 minutes
54 minutes	99 minutes
450	
10 minutes	23 minutes
51 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
3,292	-6.8%
88.0%	

\* 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.

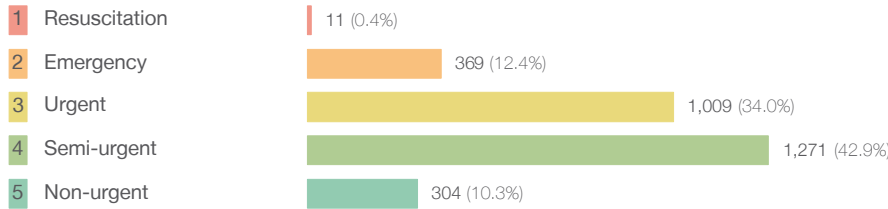
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Lithgow Health Service: Patients presenting to the emergency department

October to December 2017

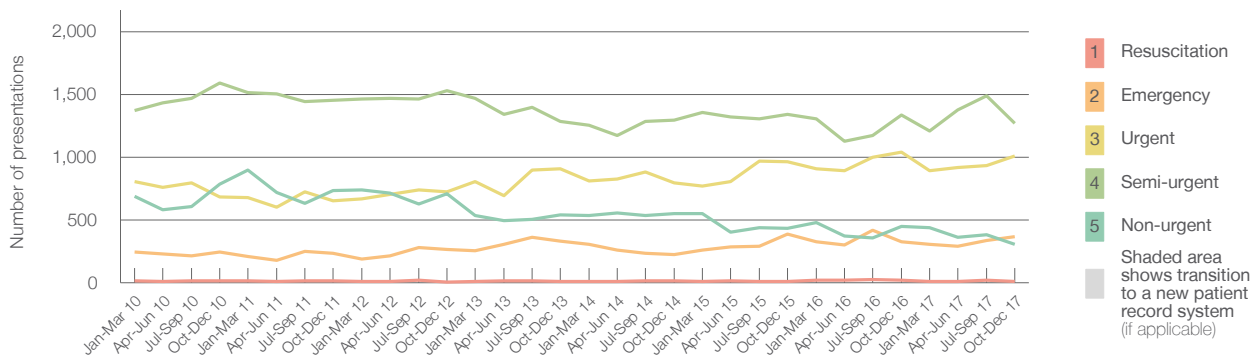
All presentations:<sup>1</sup> 3,069 patients

Emergency presentations<sup>2</sup> by triage category: 2,964 patients



	Same period last year	Change since one year ago
All presentations	3,294	-6.8%
Emergency presentations	3,171	-6.5%
1 Resuscitation	18	-38.9%
2 Emergency	325	13.5%
3 Urgent	1,042	-3.2%
4 Semi-urgent	1,336	-4.9%
5 Non-urgent	450	-32.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



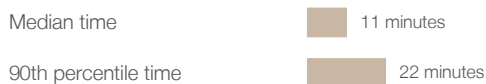
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	14	16	6	8	16	10	18	11
Emergency	242	232	266	332	223	385	325	369
Urgent	684	650	725	906	796	964	1,042	1,009
Semi-urgent	1,593	1,451	1,528	1,287	1,296	1,341	1,336	1,271
Non-urgent	787	732	708	539	549	434	450	304
All emergency presentations	3,320	3,081	3,233	3,072	2,880	3,134	3,171	2,964

## Lithgow Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 567 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	584	
ED Transfer of care time	9 minutes	2 minutes
Median time	21 minutes	1 minute

(†) 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 October to December 2017

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

Number of triage 2 patients: 369

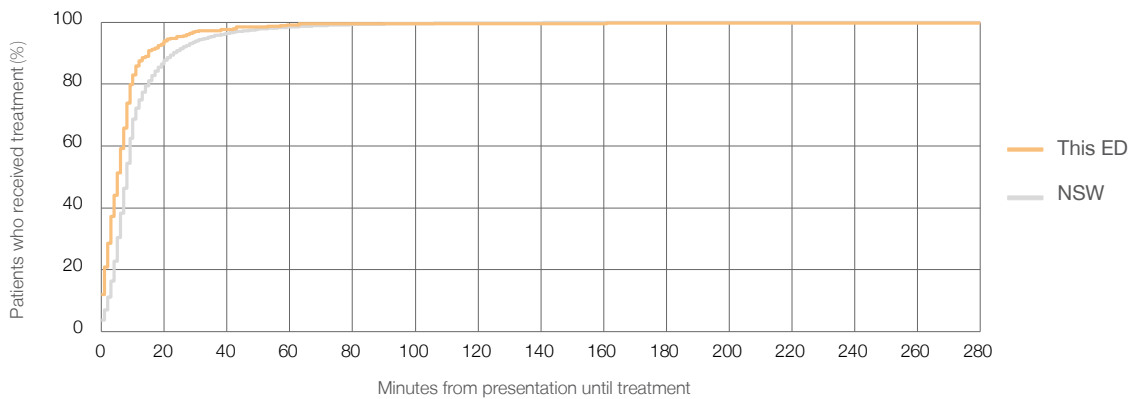
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 368

Median time to start treatment<sup>4</sup>  5 minutes

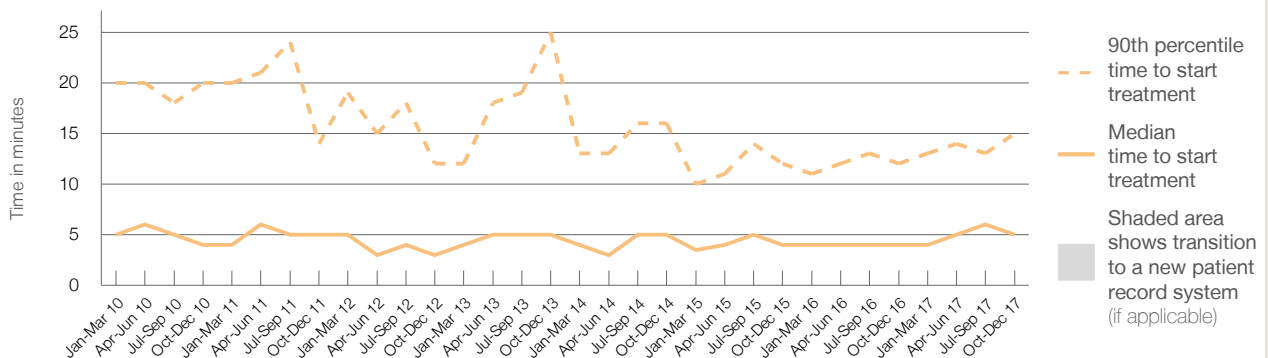
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
325	
324	
4 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	3	5	5	4	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	20	14	12	25	16	12	12	15

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## Lithgow Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,009

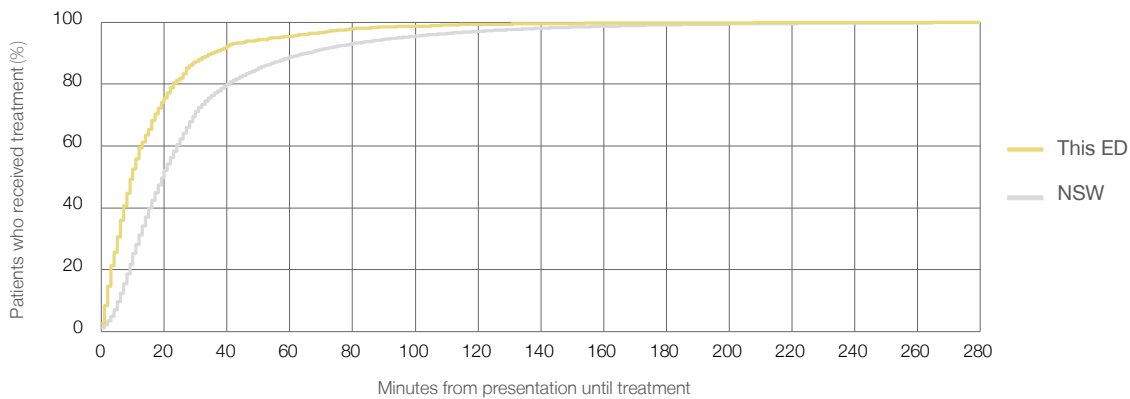
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 995

Median time to start treatment<sup>4</sup>  10 minutes

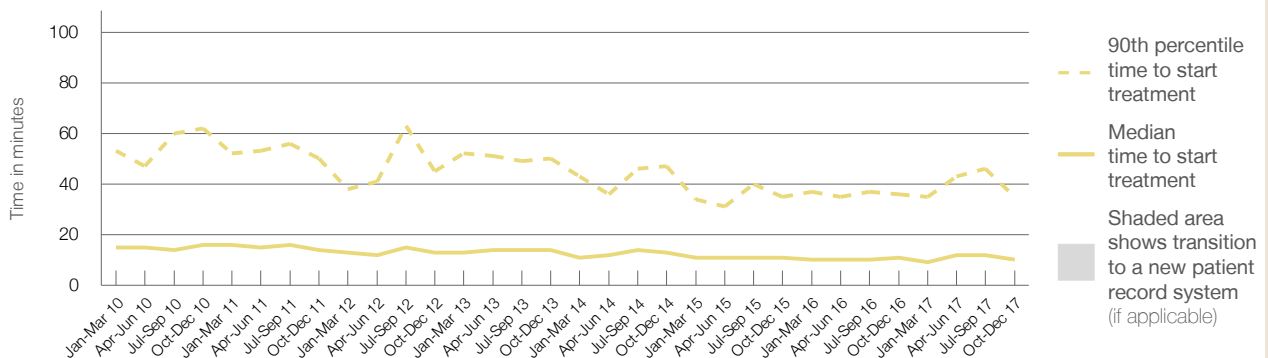
90th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
1,042	1,031
11 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	16	14	13	14	13	11	11	10
90th percentile time to start treatment <sup>5</sup> (minutes)	62	50	45	50	47	35	36	35

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## Lithgow Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,271

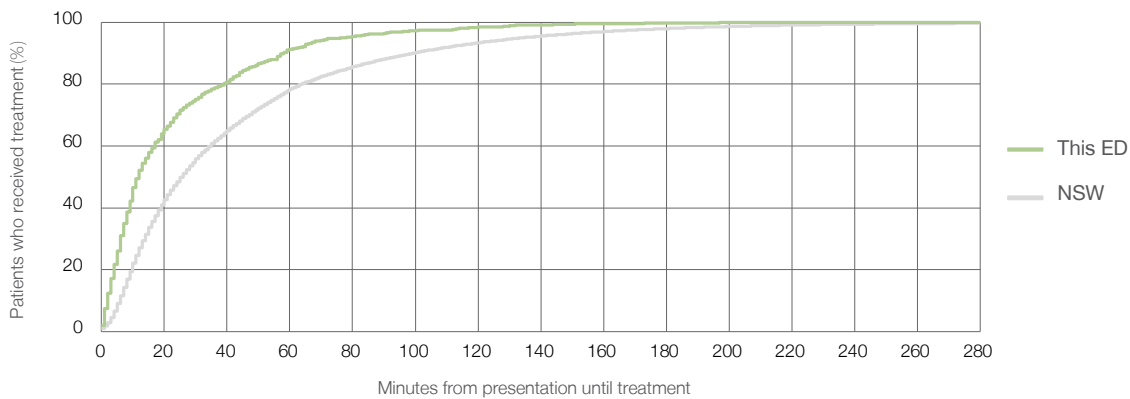
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,248

Median time to start treatment<sup>4</sup>  12 minutes

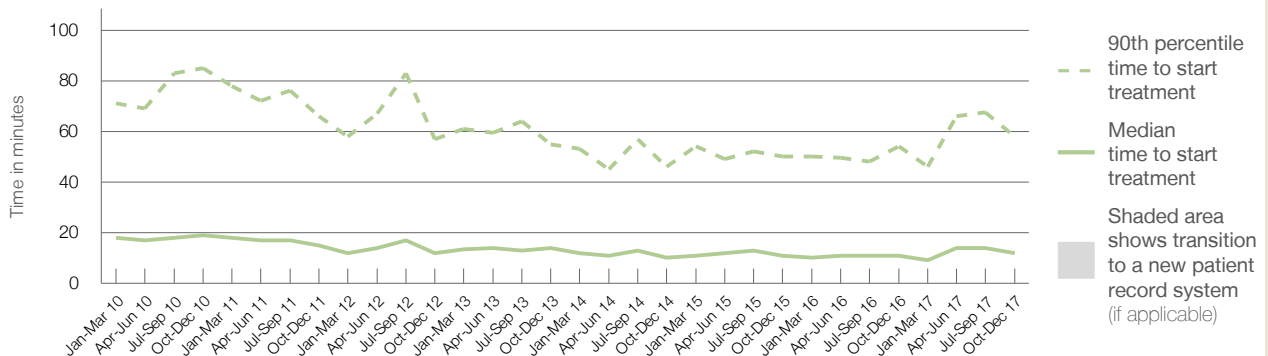
90th percentile time to start treatment<sup>5</sup>  58 minutes

Same period last year	NSW (this period)
1,336	1,285
11 minutes	26 minutes
54 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	19	15	12	14	10	11	11	12
90th percentile time to start treatment <sup>5</sup> (minutes)	85	66	57	55	46	50	54	58

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(‡) 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 5 October to December 2017

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

Number of triage 5 patients: 304

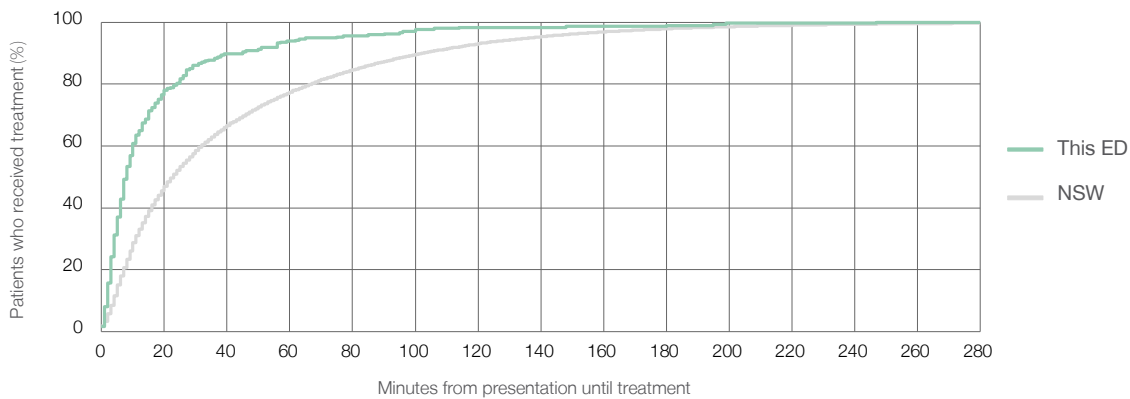
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 294

Median time to start treatment<sup>4</sup>  8 minutes

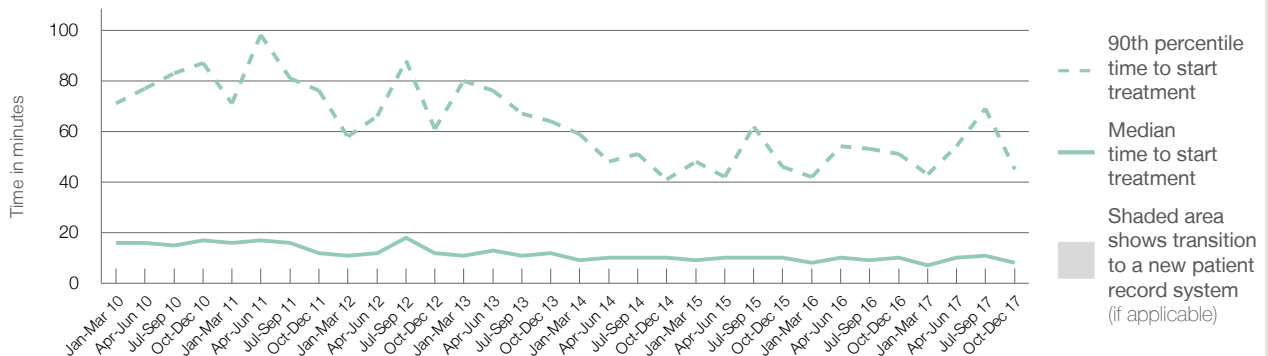
90th percentile time to start treatment<sup>5</sup>  45 minutes

Same period last year	NSW (this period)
450	
434	
10 minutes	23 minutes
51 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	17	12	12	12	10	10	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)	87	76	61	64	41	46	51	45

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

October to December 2017

All presentations:<sup>1</sup> 3,069 patients

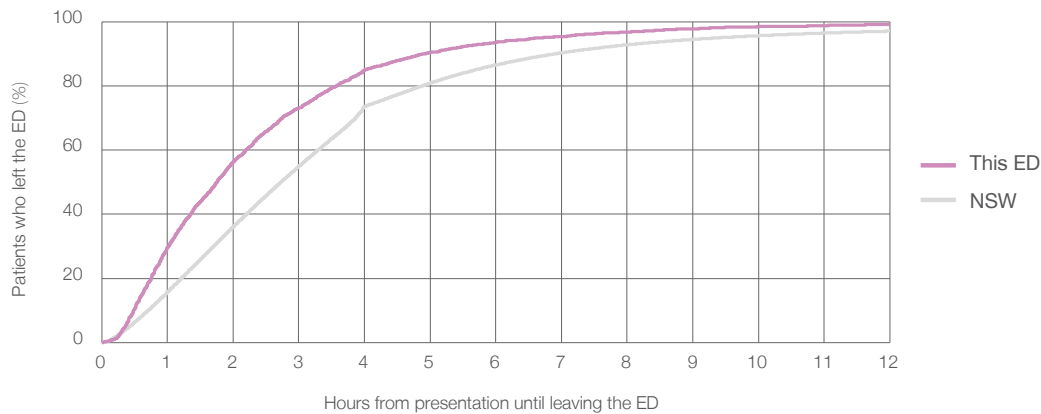
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

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

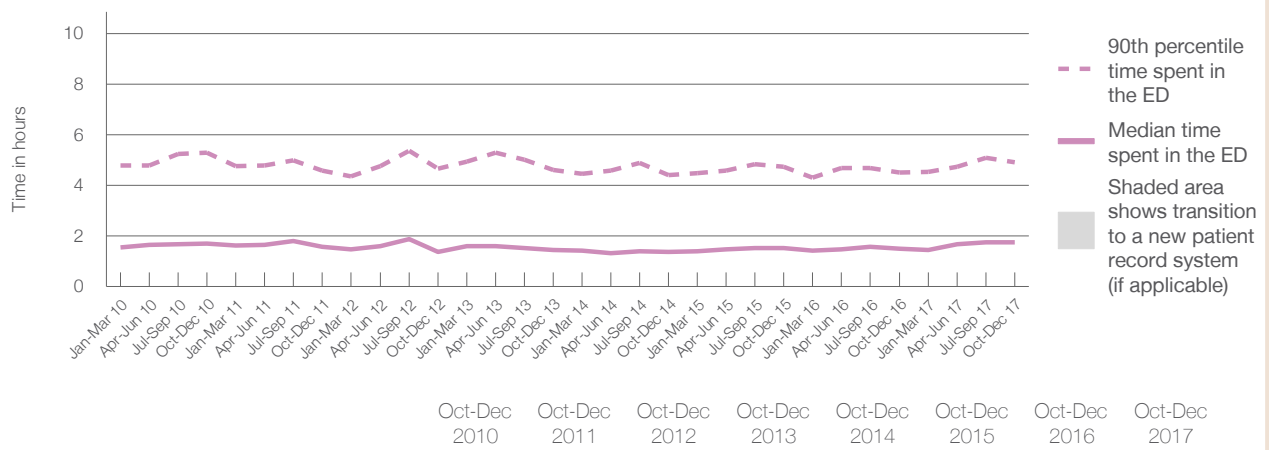
90th percentile time spent in the ED<sup>9</sup>  4 hours and 55 minutes

Same period last year	NSW (this period)
3,294	
3,292	
1 hours and 30 minutes	2 hours and 44 minutes
4 hours and 31 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 42m	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m	1h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 17m	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m	4h 55m

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

### By mode of separation

October to December 2017

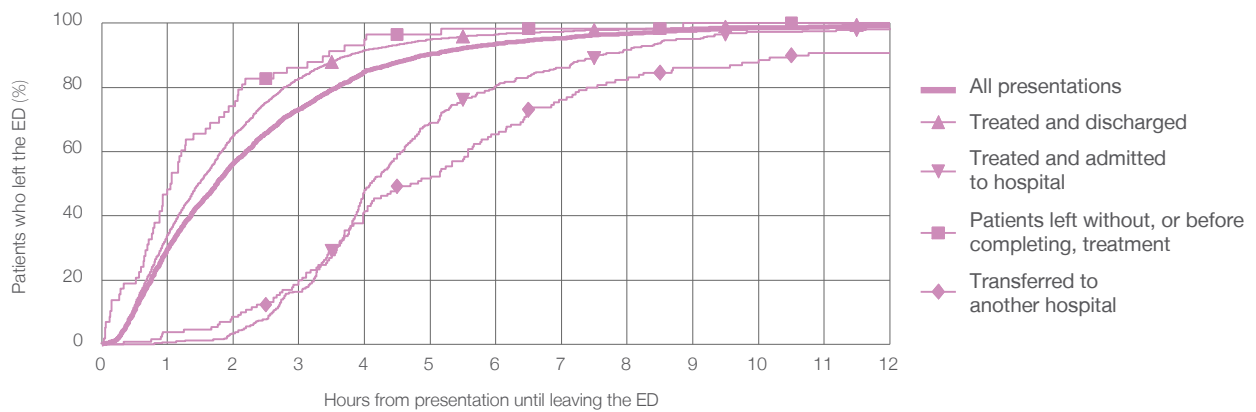
All presentations:<sup>1</sup> 3,069 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Treated and discharged	2,542 (82.8%)
Treated and admitted to hospital	323 (10.5%)
Patient left without, or before completing, treatment	58 (1.9%)
Transferred to another hospital	130 (4.2%)
Other	16 (0.5%)

Same period last year	Change since one year ago
3,292	-6.8%
2,586	-1.7%
508	-36.4%
73	-20.5%
113	15.0%
14	14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 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	34.1%	65.0%	82.7%	91.6%	96.5%	98.1%	99.1%	99.7%
Treated and admitted to hospital	0.6%	3.4%	16.4%	48.0%	80.5%	91.6%	97.2%	98.5%
Patient left without, or before completing, treatment	48.3%	74.1%	86.2%	94.8%	98.3%	98.3%	100%	100%
Transferred to another hospital	3.8%	8.5%	20.0%	41.5%	65.4%	82.3%	88.5%	90.8%
All presentations	29.8%	56.4%	73.2%	85.0%	93.6%	96.8%	98.5%	99.2%

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## Lithgow Health Service: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,069 patients

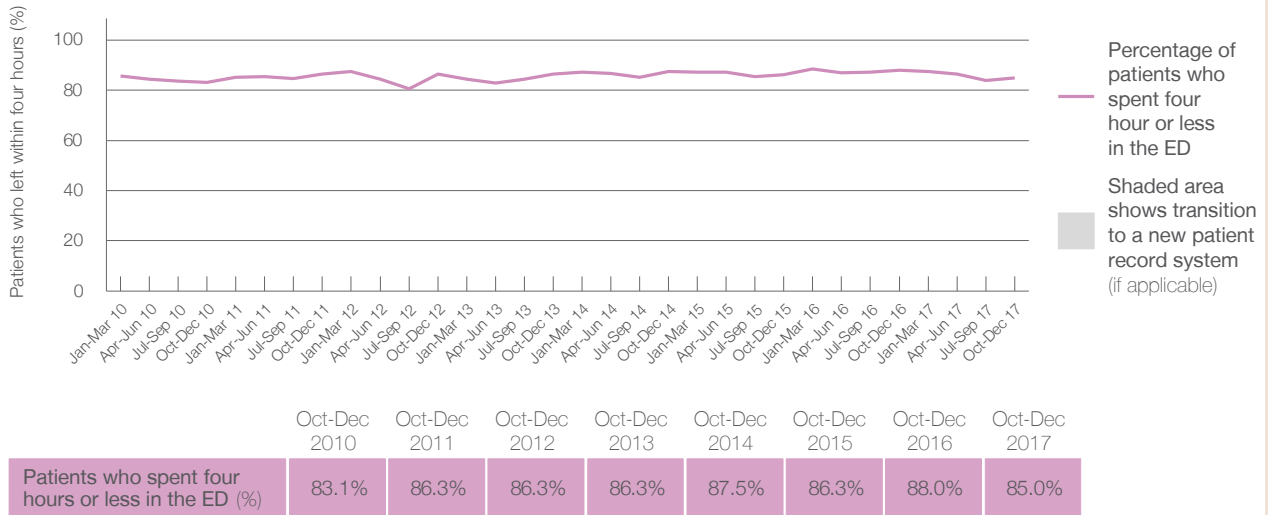
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,069 patients

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	3,294	-6.8%
Presentations used to calculate time to leaving the ED	3,292	-6.8%
Percentage of patients who spent four hours or less in the ED	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).