

Singleton District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,918 patients
Emergency presentations:² 2,806 patients

Same period last year	Change since one year ago
3,051	-4.4%
2,958	-5.1%

Singleton District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 243 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 834 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,571 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 158 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
164	
8 minutes	8 minutes
28 minutes	23 minutes
733	
23 minutes	20 minutes
64 minutes	65 minutes
1,773	
37 minutes	26 minutes
104 minutes	99 minutes
283	
26 minutes	23 minutes
96 minutes	103 minutes

Singleton District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,918 patients

Percentage of patients who spent four hours or less in the ED 89.4%

Same period last year	Change since one year ago
3,051	-4.4%
91.1%	

* 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.

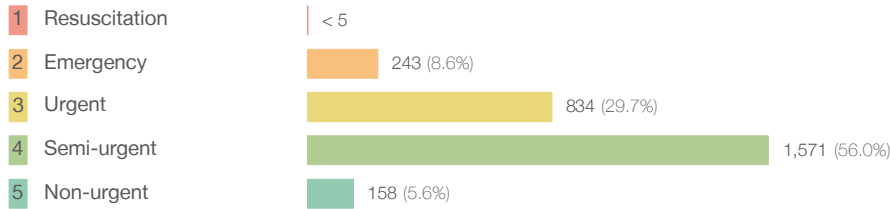
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Singleton District Hospital: Patients presenting to the emergency department October to December 2017

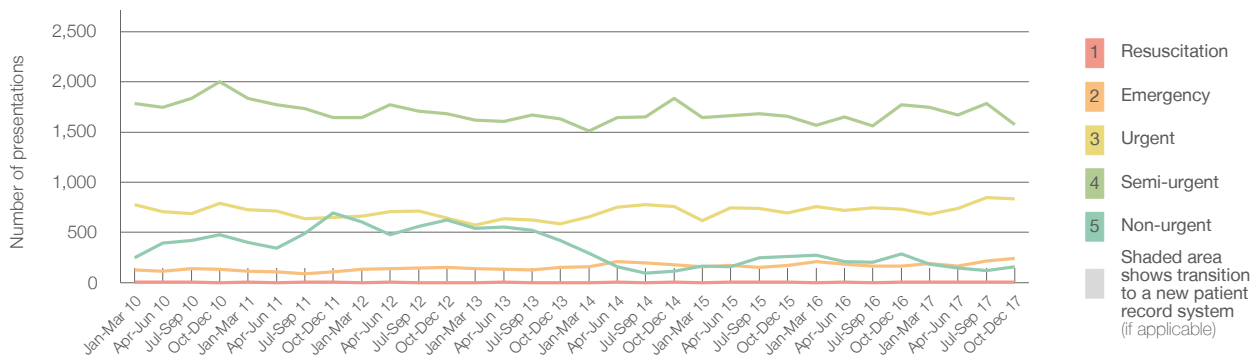
All presentations:¹ 2,918 patients

Emergency presentations² by triage category: 2,806 patients



	Same period last year	Change since one year ago
All presentations	3,051	-4.4%
Emergency presentations	2,958	-5.1%
Resuscitation	5	*
Emergency	164	46.3%
Urgent	733	13.8%
Semi-urgent	1,773	-11.4%
Non-urgent	283	-44.2%

Emergency presentations² 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	< 5	5	< 5	< 5	< 5	6	5	< 5
Emergency	137	105	157	155	183	174	164	243
Urgent	790	649	642	587	759	692	733	834
Semi-urgent	2,004	1,647	1,682	1,629	1,834	1,658	1,773	1,571
Non-urgent	479	696	623	419	117	259	283	158
All emergency presentations	3,410	3,102	3,104	2,790	2,893	2,789	2,958	2,806

Singleton District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 273 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	248	
Median time	5 minutes	0 minutes
90th percentile time	16 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.

Singleton District Hospital: 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: 243

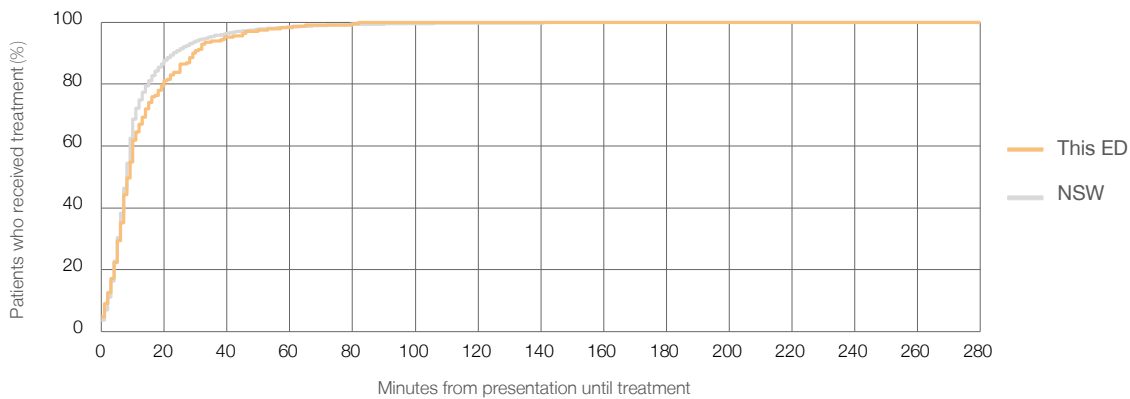
Number of triage 2 patients used to calculate waiting time:³ 228

Median time to start treatment⁴ 9 minutes

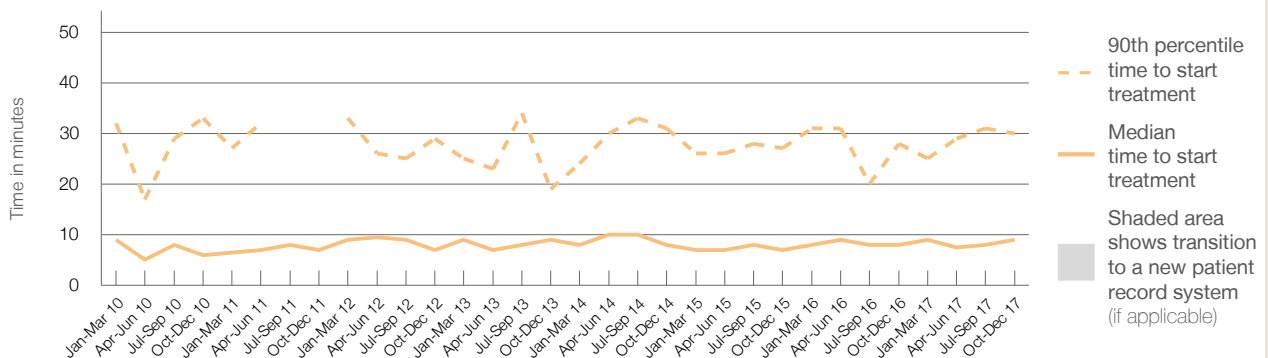
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
164	164
8 minutes	8 minutes
28 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^{†‡}



	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 ⁴ (minutes)	6	7	7	9	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	33	*	29	19	31	27	28	30

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Singleton District Hospital: 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: 834

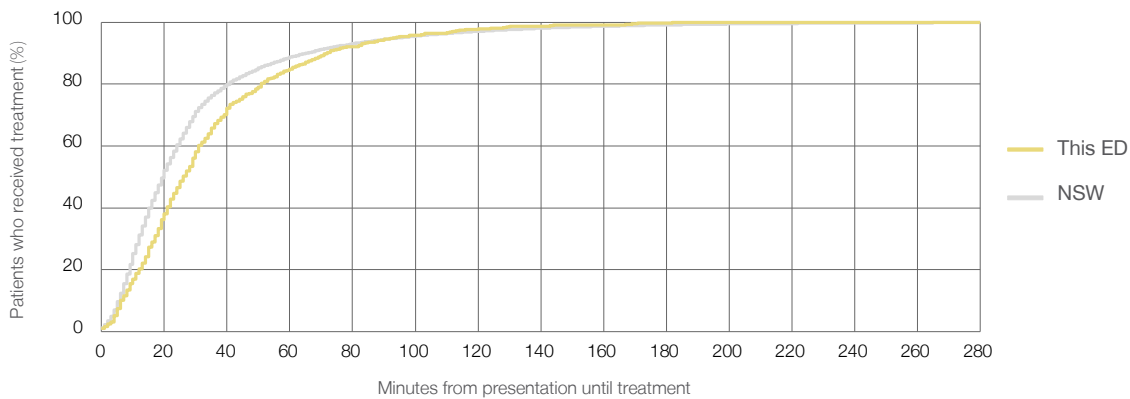
Number of triage 3 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 26 minutes

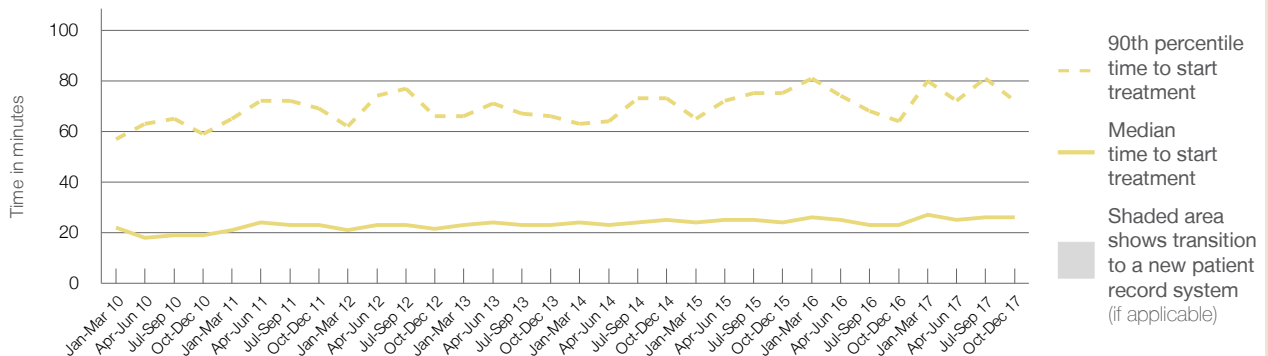
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
733	714
23 minutes	20 minutes
64 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^{†‡}



	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 ⁴ (minutes)	19	23	22	23	25	24	23	26
90th percentile time to start treatment ⁵ (minutes)	59	69	66	66	73	75	64	72

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Singleton District Hospital: 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: 1,571

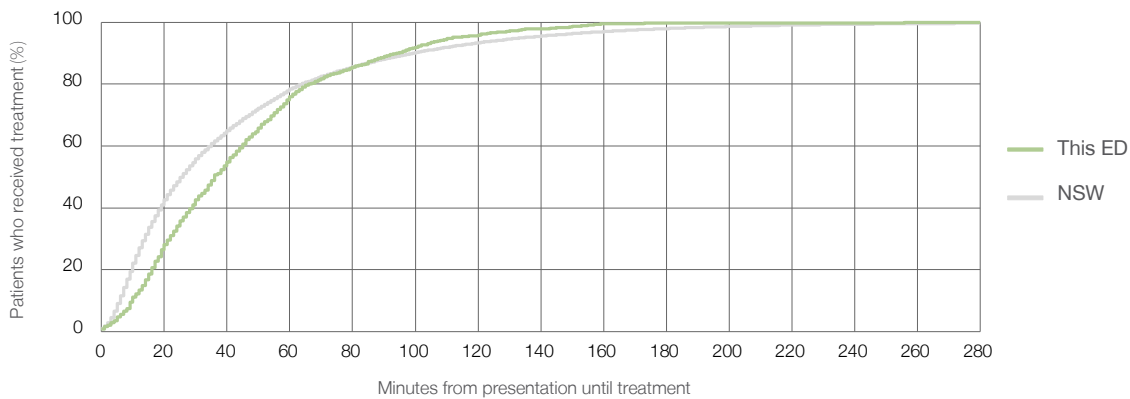
Number of triage 4 patients used to calculate waiting time:³ 1,524

Median time to start treatment⁴ 36 minutes

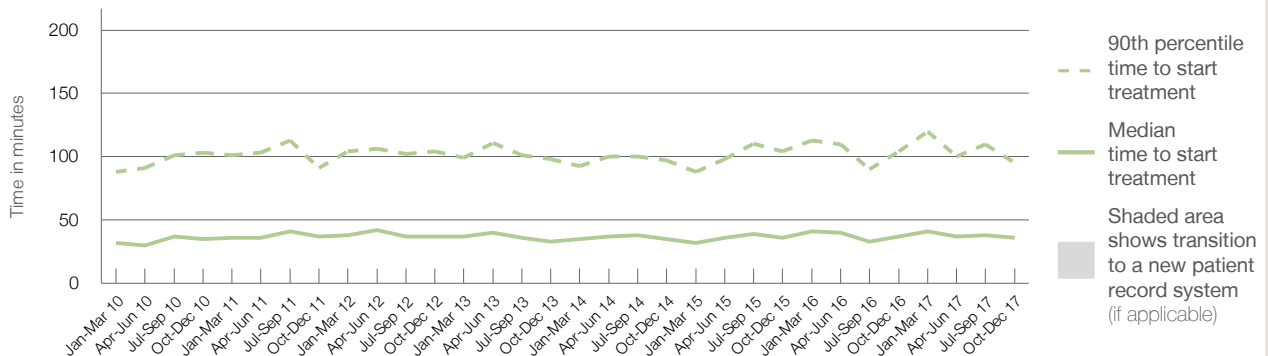
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,773	
1,696	
37 minutes	26 minutes
104 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^{†‡}



	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 ⁴ (minutes)	35	37	37	33	35	36	37	36
90th percentile time to start treatment ⁵ (minutes)	103	91	104	98	97	104	104	95

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Singleton District Hospital: 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: 158

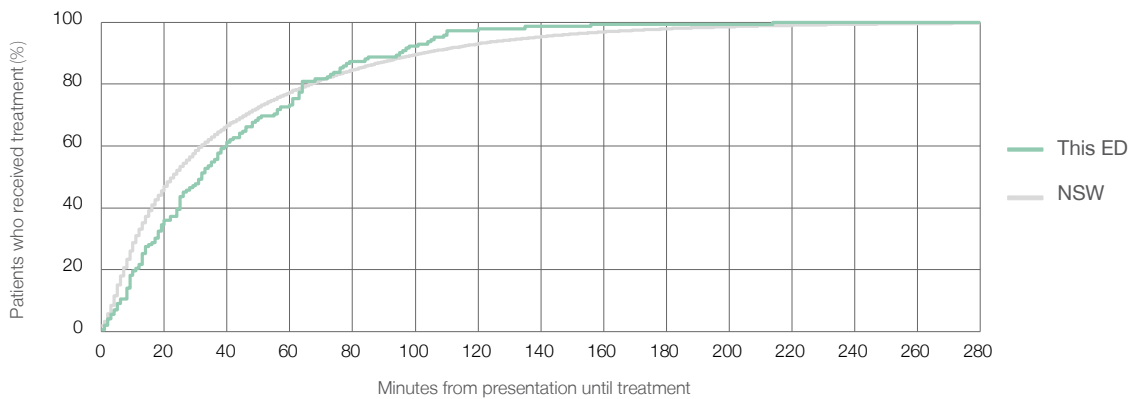
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 32 minutes

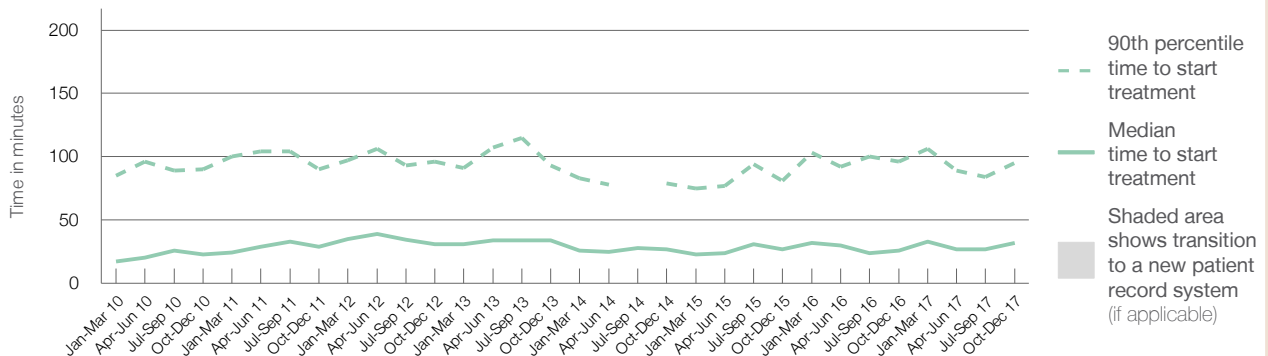
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
283	
253	
26 minutes	23 minutes
96 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^{†‡}



	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 ⁴ (minutes)	23	29	31	34	27	27	26	32
90th percentile time to start treatment ⁵ (minutes)	90	90	96	93	79	81	96	95

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Singleton District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,918 patients

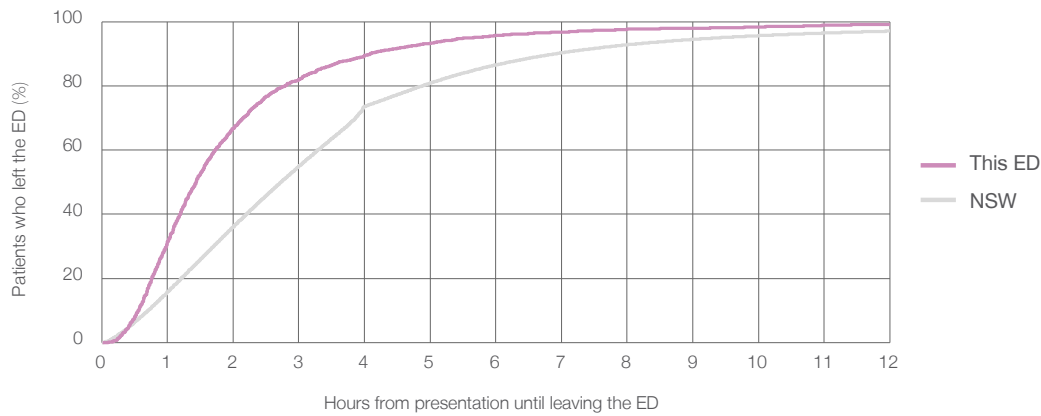
Presentations used to calculate time to leaving the ED:⁶ 2,918 patients

Median time spent in the ED⁸ 1 hours and 26 minutes

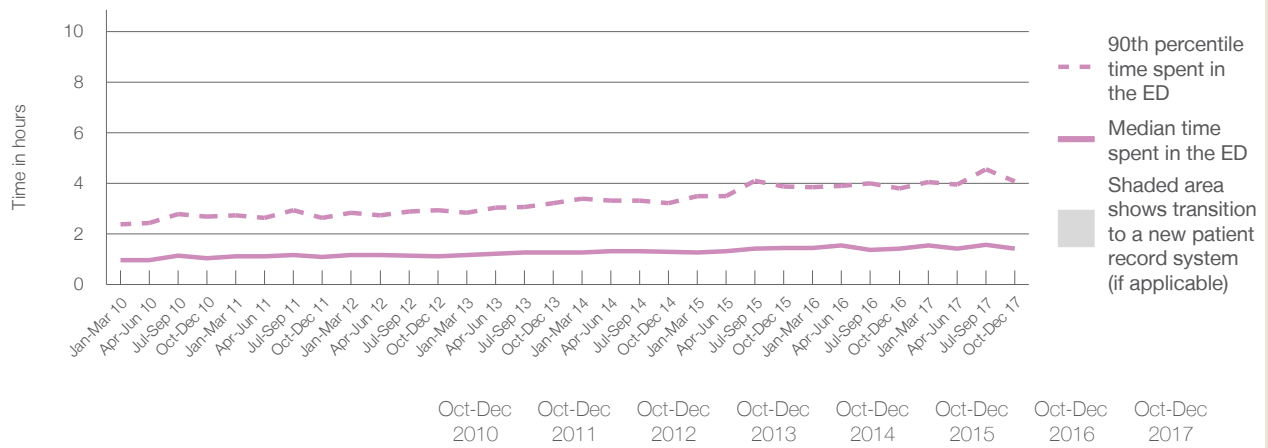
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
3,051	3,051
1 hours and 25 minutes	2 hours and 44 minutes
3 hours and 48 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^{†‡}



	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 ⁸ (hours, minutes)	1h 3m	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m	1h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 41m	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m	4h 5m

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

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Singleton District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

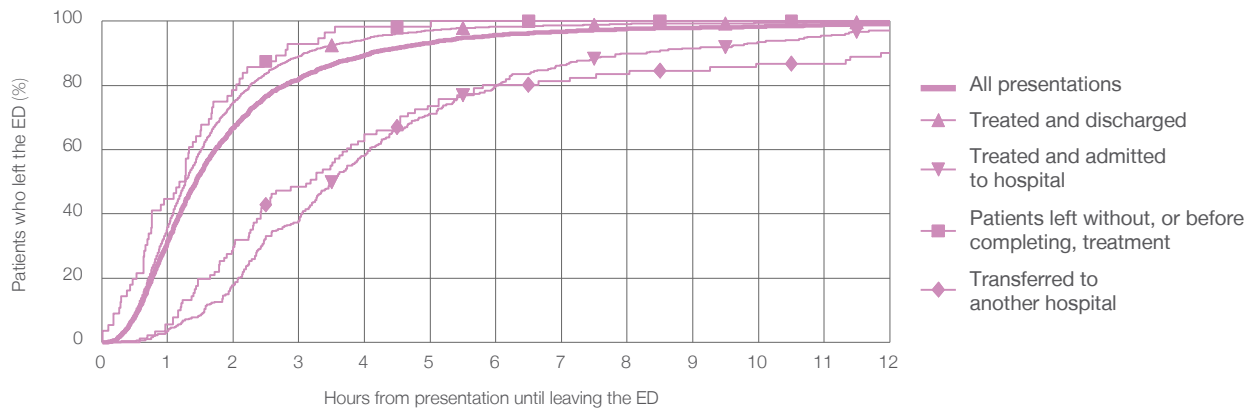
All presentations:¹ 2,918 patients

Presentations used to calculate time to leaving the ED:⁶ 2,918 patients

Treated and discharged	2,409 (82.6%)
Treated and admitted to hospital	309 (10.6%)
Patient left without, or before completing, treatment	56 (1.9%)
Transferred to another hospital	91 (3.1%)
Other	53 (1.8%)

Same period last year	Change since one year ago
3,051	-4.4%
2,522	-4.5%
311	-0.6%
93	-39.8%
84	8.3%
41	29.3%

Percentage of patients who left the ED by time and mode of separation, October to December 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	35.9%	74.7%	89.1%	94.5%	98.3%	99.2%	99.4%	99.7%
Treated and admitted to hospital	3.6%	17.8%	37.9%	58.3%	79.9%	90.0%	93.5%	97.1%
Patient left without, or before completing, treatment	44.6%	78.6%	92.9%	98.2%	100%	100%	100%	100%
Transferred to another hospital	5.5%	29.7%	48.4%	64.8%	80.2%	83.5%	86.8%	90.1%
All presentations	31.4%	66.8%	82.0%	89.4%	95.7%	97.6%	98.4%	99.1%

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Singleton District Hospital: 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: ¹ 2,918 patients

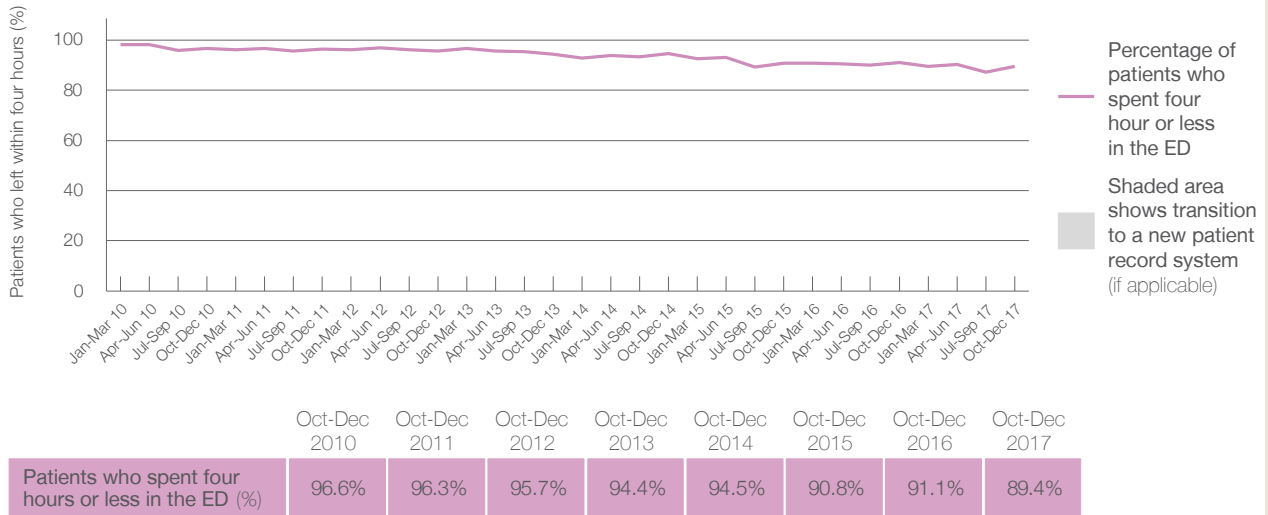
Presentations used to calculate time to leaving the ED: ⁶ 2,918 patients

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 2,918 patients	3,051	-4.4%
Presentations used to calculate time to leaving the ED: ⁶ 2,918 patients	3,051	-4.4%
Percentage of patients who spent four hours or less in the ED	91.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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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*.

- 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).