

Westmead Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations:² 19,540 patients

Same period last year	Change since one year ago
19,221	2%
19,047	3%

Westmead Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,061 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,144 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,519 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,328 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
5,848	
22 minutes	8 minutes
110 minutes	23 minutes
6,860	
62 minutes	20 minutes
182 minutes	65 minutes
4,535	
63 minutes	25 minutes
177 minutes	98 minutes
1,336	
53 minutes	22 minutes
146 minutes	97 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,665 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
19,216	2%
51%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

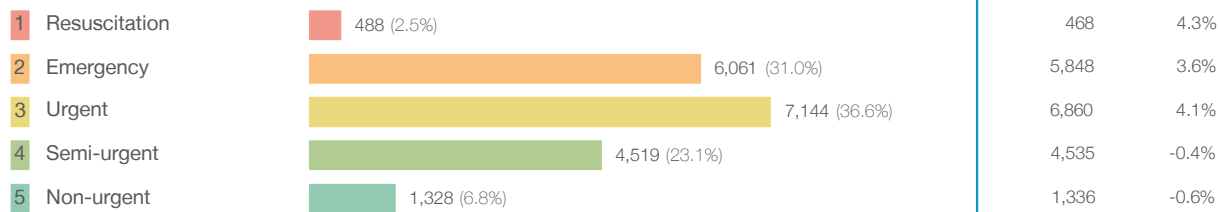
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Westmead Hospital: Patients presenting to the emergency department

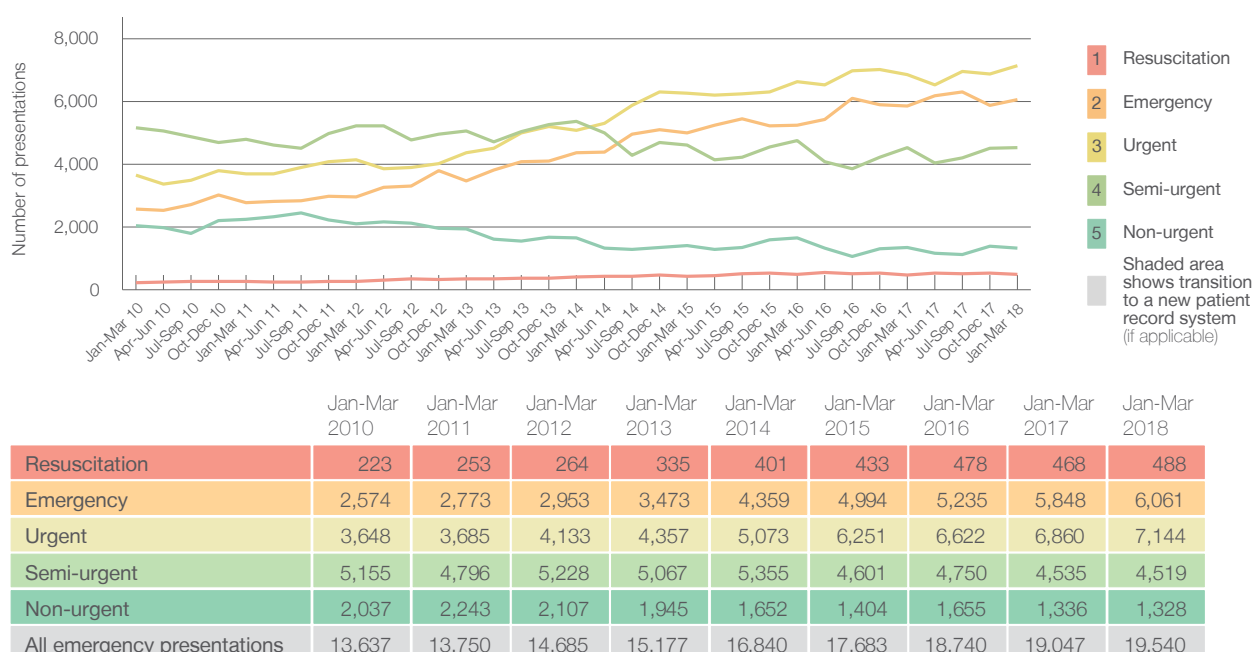
January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations² by triage category: 19,540 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Westmead Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,754 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.

Westmead Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 6,061

Number of triage 2 patients used to calculate waiting time: ³ 5,959

Median time to start treatment ⁴

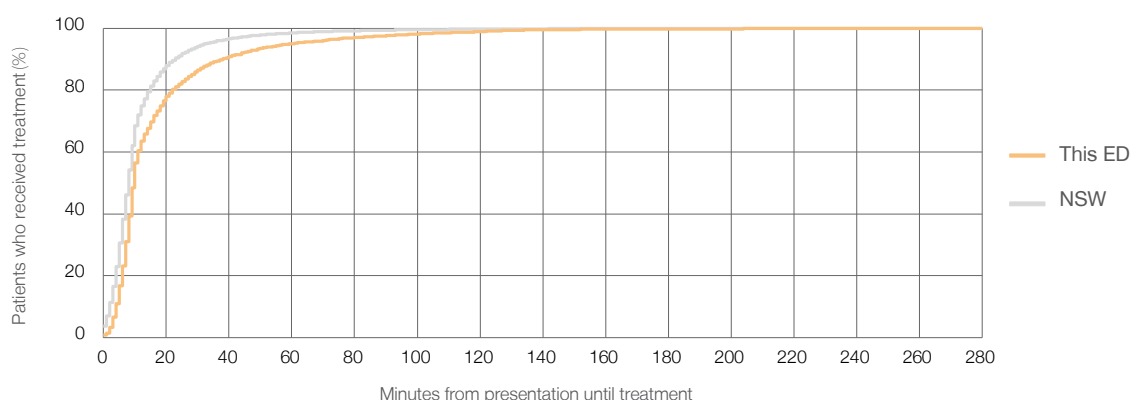
10 minutes

90th percentile time to start treatment ⁵

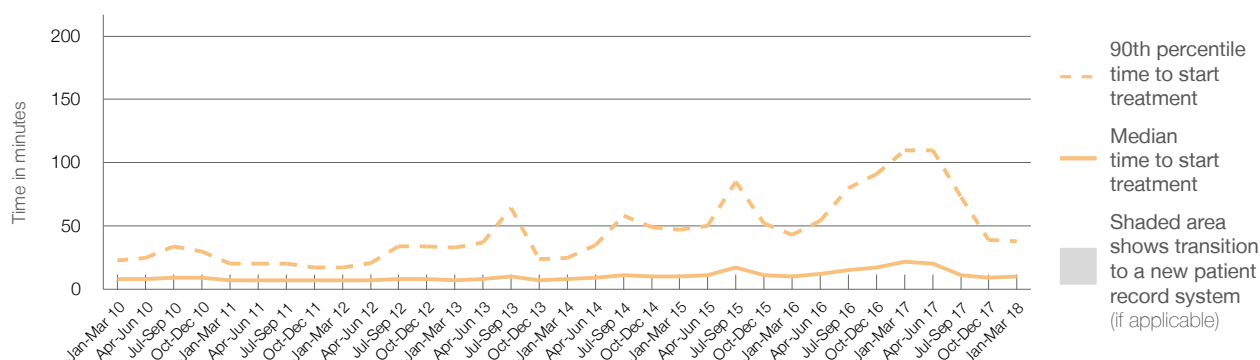
38 minutes

Same period last year	NSW (this period)
5,848	
5,655	
22 minutes	8 minutes
110 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	7	7	7	8	10	10	22	10
90th percentile time to start treatment ⁵ (minutes)	23	20	17	33	25	47	43	110	38

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Westmead Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 7,144

Number of triage 3 patients used to calculate waiting time:³ 6,823

Median time to start treatment⁴

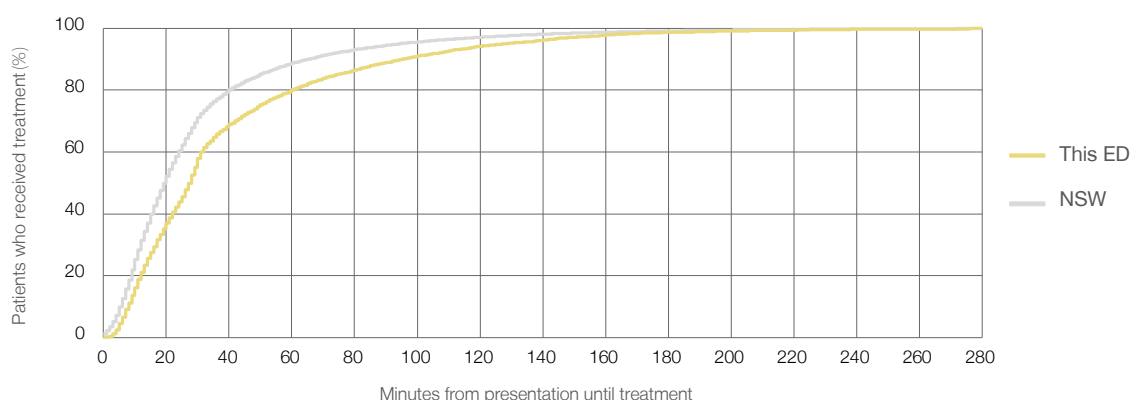
28 minutes

90th percentile time to start treatment⁵

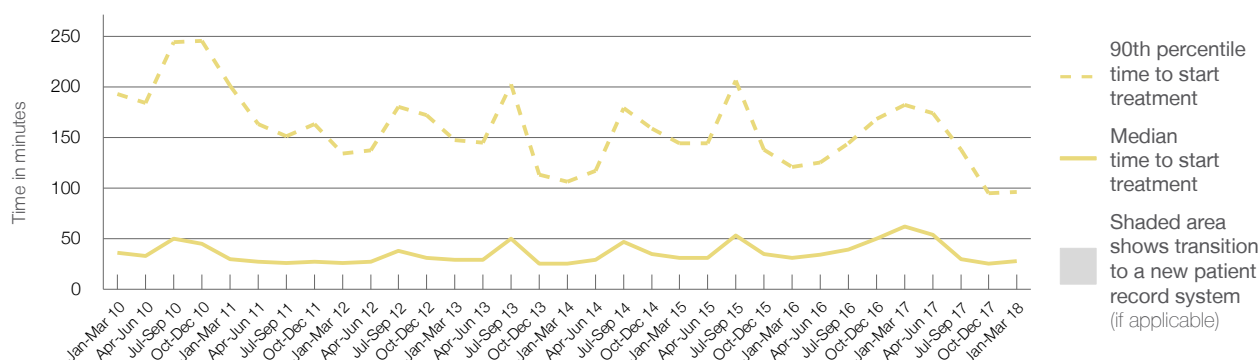
96 minutes

Same period last year	NSW (this period)
6,860	
6,077	
62 minutes	20 minutes
182 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	36	30	26	29	25	31	31	62	28
90th percentile time to start treatment ⁵ (minutes)	193	201	134	147	106	144	121	182	96

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Westmead Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,519

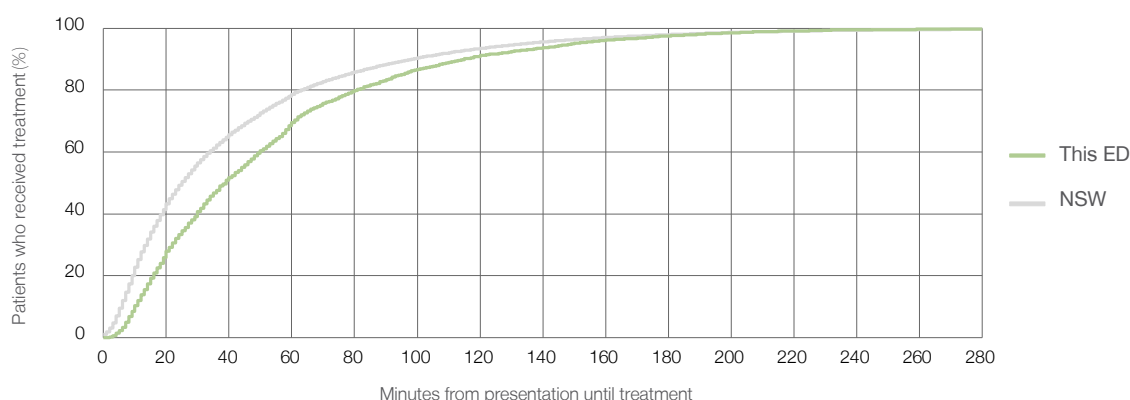
Number of triage 4 patients used to calculate waiting time:³ 4,264

Median time to start treatment⁴ 39 minutes

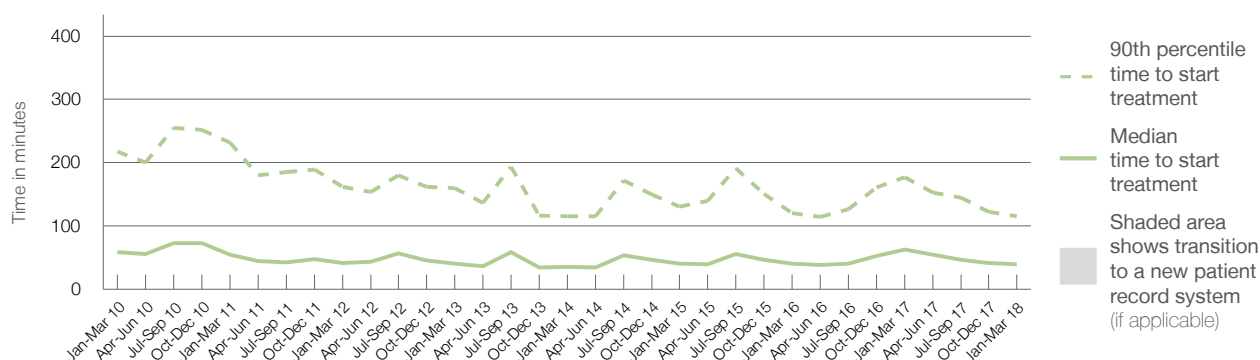
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,535	
3,939	
63 minutes	25 minutes
177 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	59	55	42	40	35	40	40	63	39
90th percentile time to start treatment ⁵ (minutes)	218	232	162	160	115	131	120	177	115

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Westmead Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,328

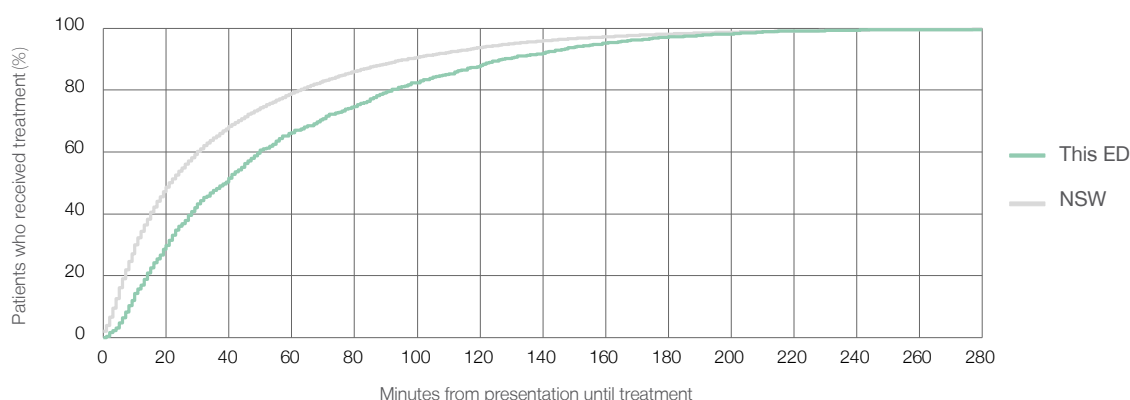
Number of triage 5 patients used to calculate waiting time: ³ 1,183

Median time to start treatment ⁴ 39 minutes

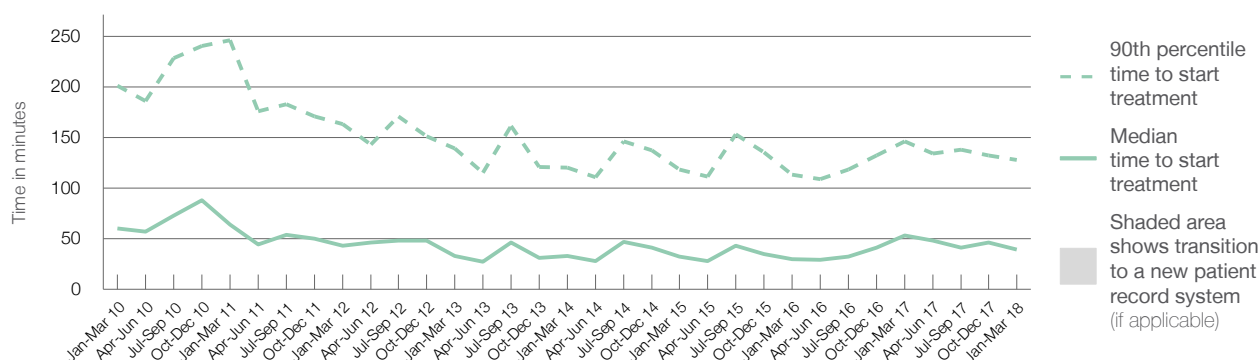
90th percentile time to start treatment ⁵ 128 minutes

Same period last year	NSW (this period)
1,336	
1,047	
53 minutes	22 minutes
146 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	60	64	43	33	33	32	30	53	39
90th percentile time to start treatment ⁵ (minutes)	201	246	163	139	120	118	113	146	128

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Westmead Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,670 patients

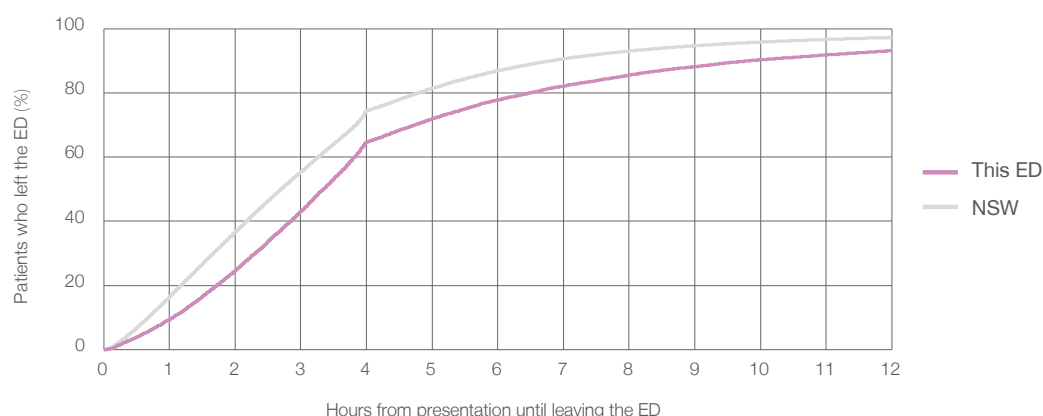
Presentations used to calculate time to leaving the ED:⁶ 19,665 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

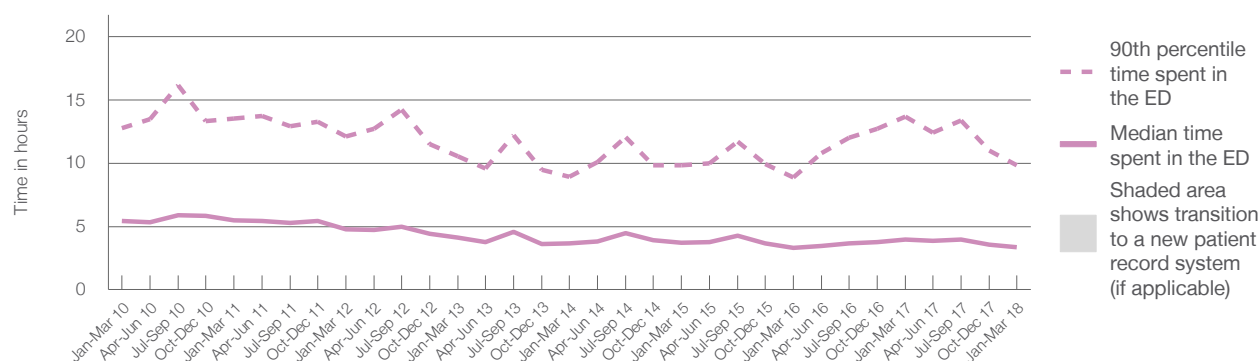
90th percentile time spent in the ED⁹ 9 hours and 50 minutes

Same period last year	NSW (this period)
19,221	
19,216	
3 hours and 57 minutes	2 hours and 42 minutes
13 hours and 40 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 26m	5h 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 47m	13h 30m	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 40m	9h 50m

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Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

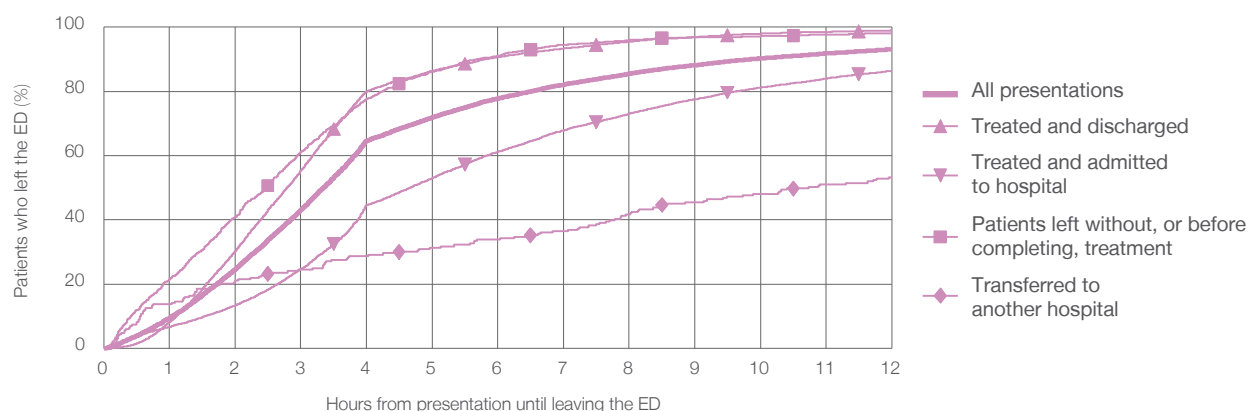
All presentations:[†] 19,670 patients

Presentations used to calculate time to leaving the ED:[‡] 19,665 patients

Treated and discharged	9,368 (47.6%)
Treated and admitted to hospital	8,229 (41.8%)
Patient left without, or before completing, treatment	1,457 (7.4%)
Transferred to another hospital	233 (1.2%)
Other	383 (1.9%)

Same period last year	Change since one year ago
19,216	2%
8,465	10.7%
7,840	5.0%
2,090	-30.3%
239	-2.5%
587	-34.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	8.2%	30.3%	55.4%	80.0%	90.7%	95.5%	98.0%	99.0%
Treated and admitted to hospital	6.6%	13.4%	24.6%	44.6%	61.2%	73.1%	81.2%	86.4%
Patient left without, or before completing, treatment	21.6%	40.9%	61.2%	77.8%	91.1%	95.9%	97.3%	98.1%
Transferred to another hospital	13.7%	21.0%	24.5%	28.8%	33.9%	41.6%	48.1%	53.2%
All presentations	9.4%	24.7%	43.1%	64.6%	77.8%	85.5%	90.3%	93.1%

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Westmead Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,670 patients

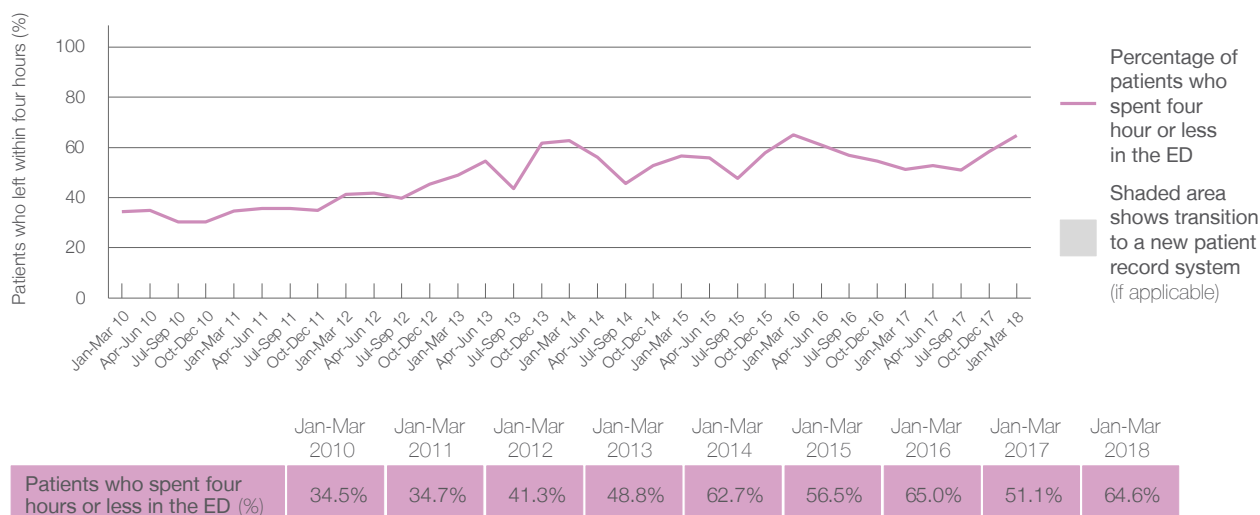
Presentations used to calculate time to leaving the ED: ⁶ 19,665 patients

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



Same period last year	Change since one year ago
19,221	2%
19,216	2%
51.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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*.
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 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).