

## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 4,197 patients  
Emergency presentations:<sup>2</sup> 4,127 patients

	Same period last year	Change since one year ago
All presentations	4,491	-7%
Emergency presentations	4,420	-7%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 689 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,219 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,902 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 133 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 307 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 138 minutes

	Same period last year	NSW (this period)
All patients	674	
Triage 2	8 minutes	8 minutes
Triage 2 (90th percentile)	28 minutes	28 minutes
Triage 3	1,194	
Triage 3 (Median)	20 minutes	21 minutes
Triage 3 (90th percentile)	96 minutes	72 minutes
Triage 4	2,123	
Triage 4 (Median)	33 minutes	26 minutes
Triage 4 (90th percentile)	146 minutes	105 minutes
Triage 5	393	
Triage 5 (Median)	38 minutes	22 minutes
Triage 5 (90th percentile)	171 minutes	103 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,195 patients

Percentage of patients who spent four hours or less in the ED 76%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,491	-7%
Percentage of patients who spent four hours or less in the ED	77%	

\* 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, January to March 2018*.
- 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 16 October 2018).

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2018

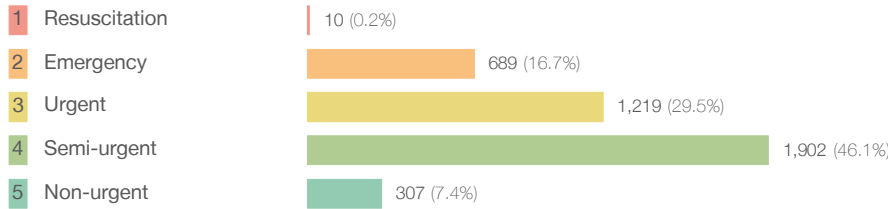
All presentations:<sup>1</sup> 4,197 patients

Same period last year  
Change since one year ago

4,491 -7%

Emergency presentations<sup>2</sup> by triage category: 4,127 patients

4,420 -7%



36 -72.2%

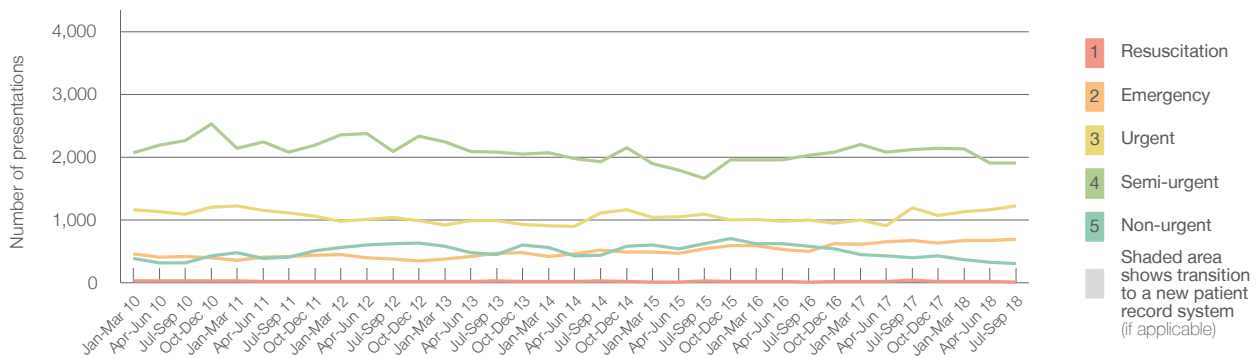
674 2.2%

1,194 2.1%

2,123 -10.4%

393 -21.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	26	22	18	28	29	28	12	36	10
Emergency	421	415	377	469	523	544	497	674	689
Urgent	1,091	1,114	1,039	991	1,109	1,088	997	1,194	1,219
Semi-urgent	2,263	2,080	2,086	2,083	1,922	1,665	2,033	2,123	1,902
Non-urgent	312	406	616	447	439	617	584	393	307
All emergency presentations	4,113	4,037	4,136	4,018	4,022	3,942	4,123	4,420	4,127

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 879 patients

Same period last year  
Change since one year ago

842

ED Transfer of care time

Median time 14 minutes

12 minutes 2 minutes

90th percentile time 25 minutes

26 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 689

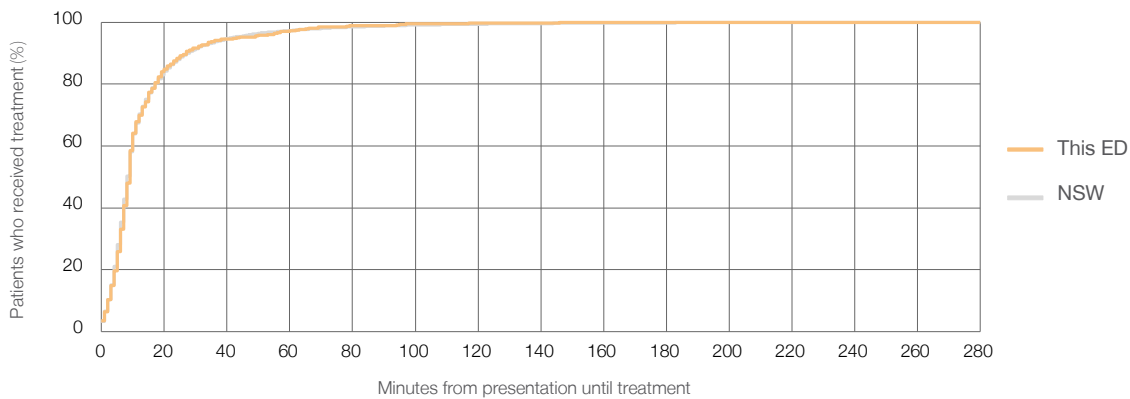
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 689

Median time to start treatment<sup>4</sup>  9 minutes

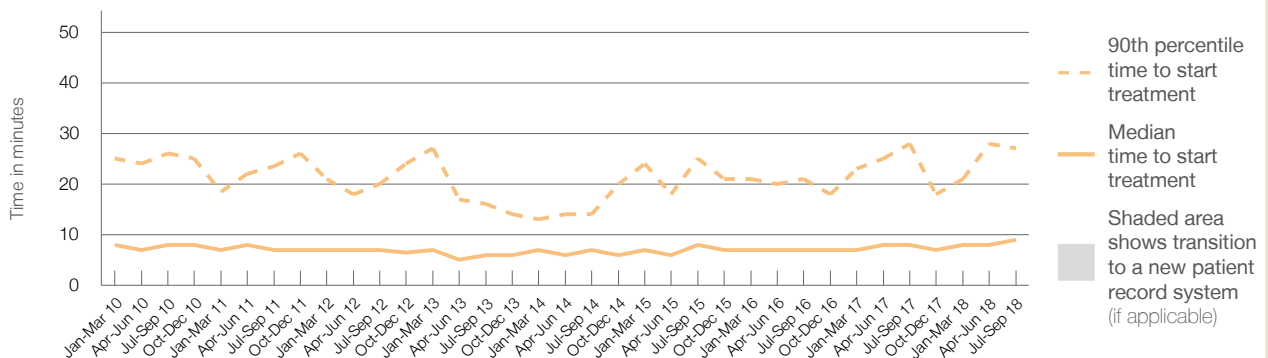
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
674	
672	
8 minutes	8 minutes
28 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	6	7	8	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	26	24	20	16	14	25	21	28	27

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,219

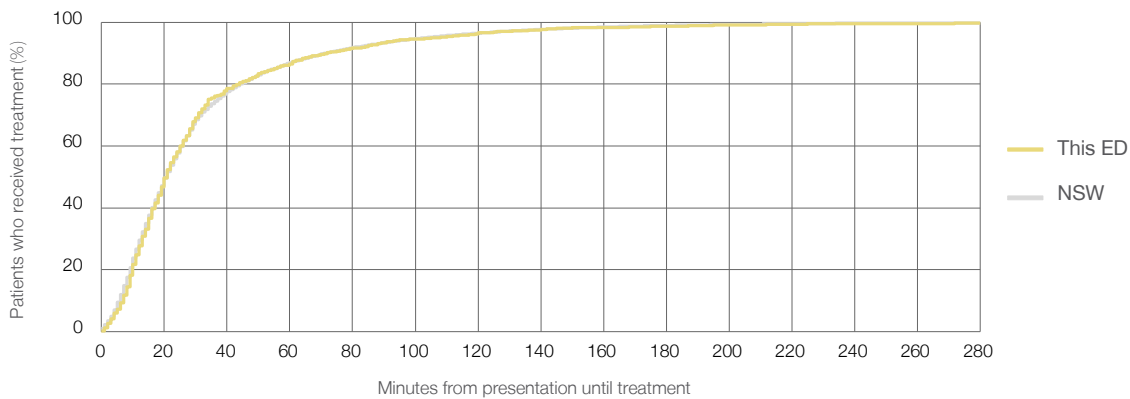
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,210

Median time to start treatment<sup>4</sup> 21 minutes

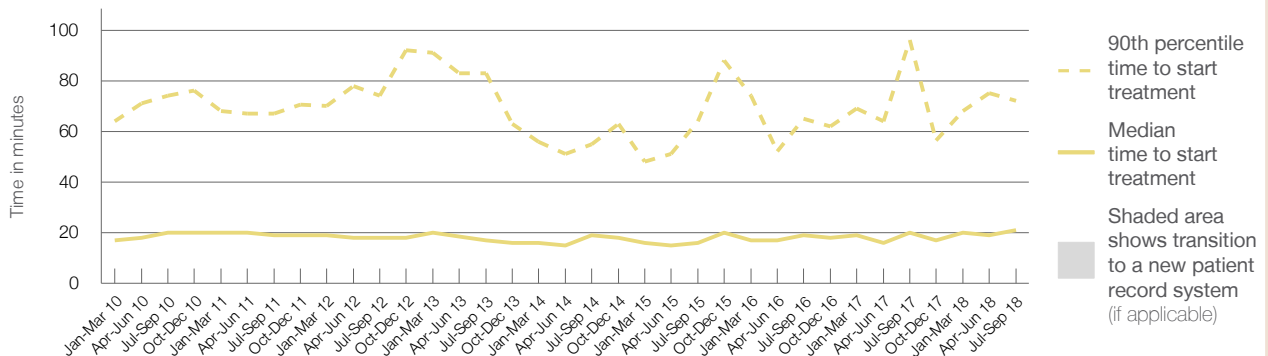
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
1,194	1,171
20 minutes	21 minutes
96 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	20	19	18	17	19	16	19	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	74	67	74	83	55	64	65	96	72

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,902

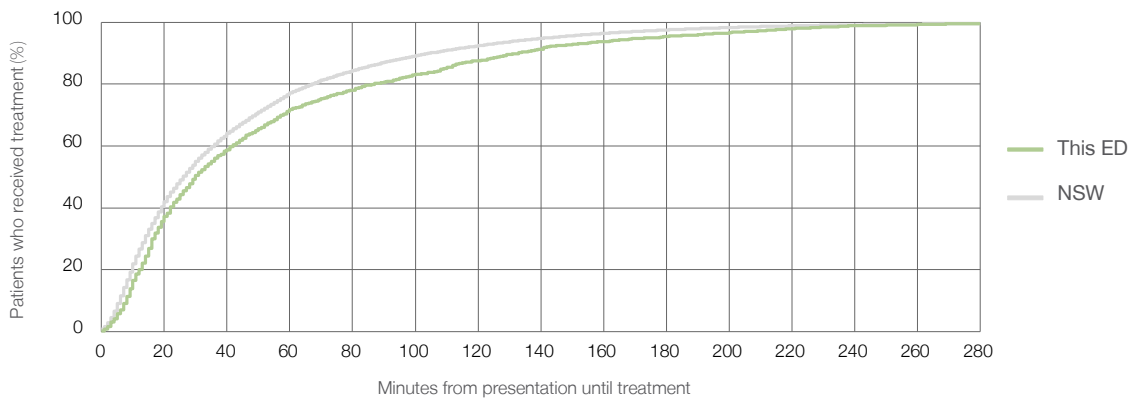
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,796

Median time to start treatment<sup>4</sup>  30 minutes

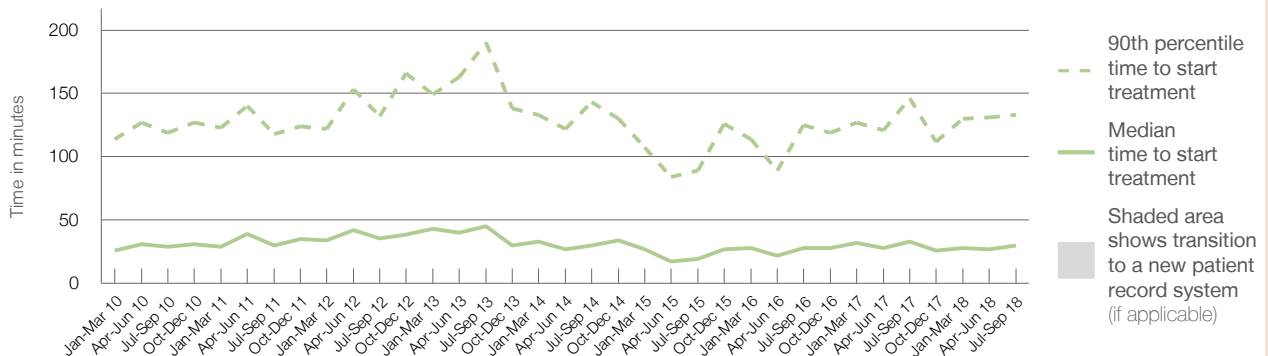
90th percentile time to start treatment<sup>5</sup>  133 minutes

Same period last year	NSW (this period)
2,123	
1,968	
33 minutes	26 minutes
146 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	29	30	36	45	30	19	28	33	30
90th percentile time to start treatment <sup>5</sup> (minutes)	119	118	132	190	143	89	125	146	133

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 307

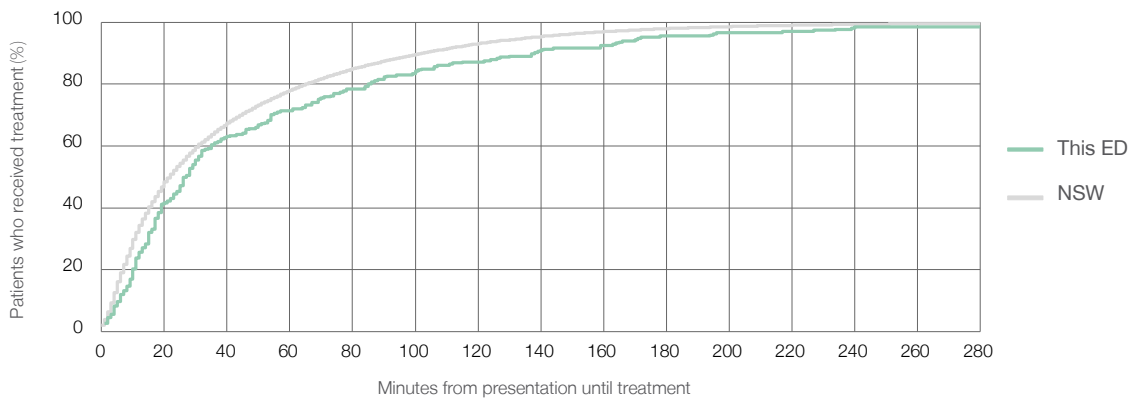
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 265

Median time to start treatment<sup>4</sup> 27 minutes

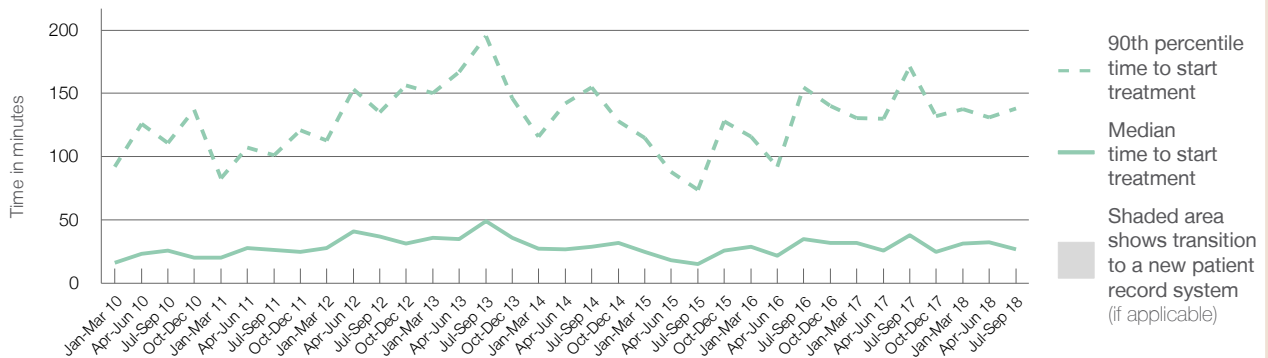
90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
393	
328	
38 minutes	22 minutes
171 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	26	27	37	49	29	15	35	38	27
90th percentile time to start treatment <sup>5</sup> (minutes)	111	101	135	195	155	74	155	171	138

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## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 4,197 patients

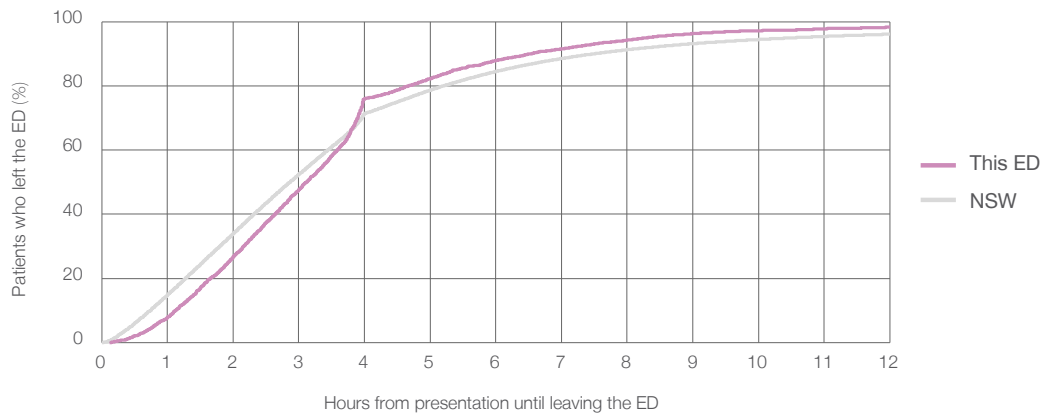
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,195 patients

Median time spent in the ED<sup>8</sup> 3 hours and 7 minutes

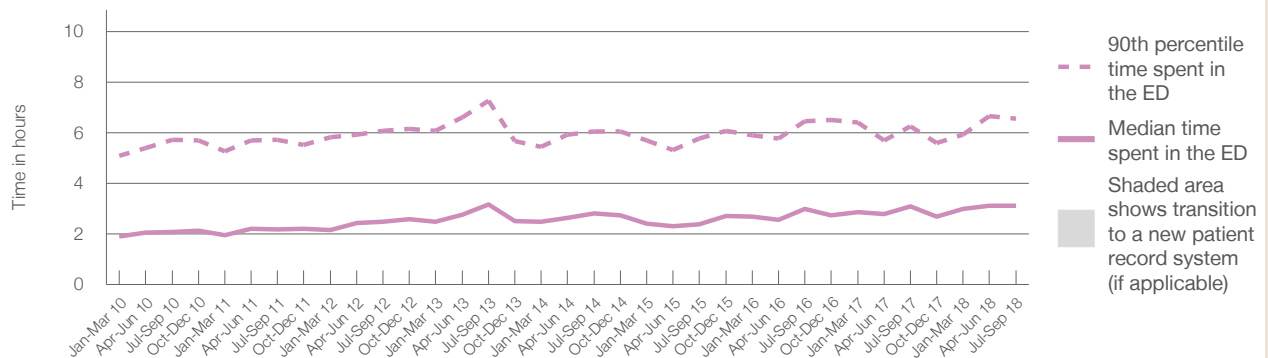
90th percentile time spent in the ED<sup>9</sup> 6 hours and 33 minutes

Same period last year	NSW (this period)
4,491	4,491
3 hours and 6 minutes	2 hours and 52 minutes
6 hours and 16 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 5m	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m	3h 7m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 43m	5h 43m	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 16m	6h 33m

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## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

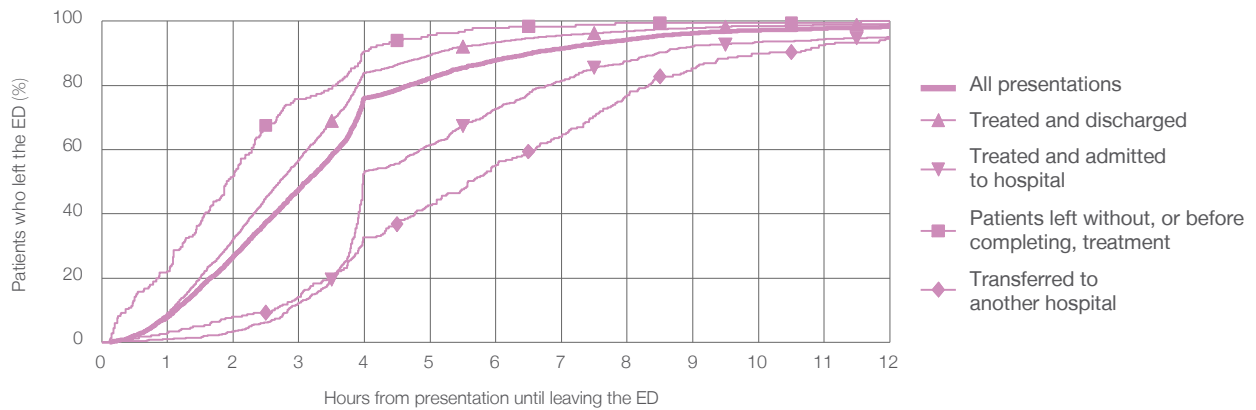
All presentations:<sup>1</sup> 4,197 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,195 patients

Treated and discharged	3,041 (72.5%)
Treated and admitted to hospital	719 (17.1%)
Patient left without, or before completing, treatment	185 (4.4%)
Transferred to another hospital	240 (5.7%)
Other	12 (0.3%)

Same period last year	Change since one year ago
4,491	-7%
3,181	-4.4%
823	-12.6%
277	-33.2%
198	21.2%
12	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	9.1%	32.3%	56.9%	84.0%	93.5%	96.8%	98.5%	99.2%
Treated and admitted to hospital	1.0%	3.3%	12.3%	53.2%	72.7%	87.6%	93.6%	95.1%
Patient left without, or before completing, treatment	22.2%	51.9%	75.7%	90.8%	97.8%	99.5%	99.5%	100%
Transferred to another hospital	2.9%	7.9%	14.2%	32.6%	55.2%	77.0%	90.0%	94.6%
All presentations	7.9%	26.9%	47.7%	76.1%	87.9%	94.3%	97.2%	98.3%

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## Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: <sup>1</sup> 4,197 patients

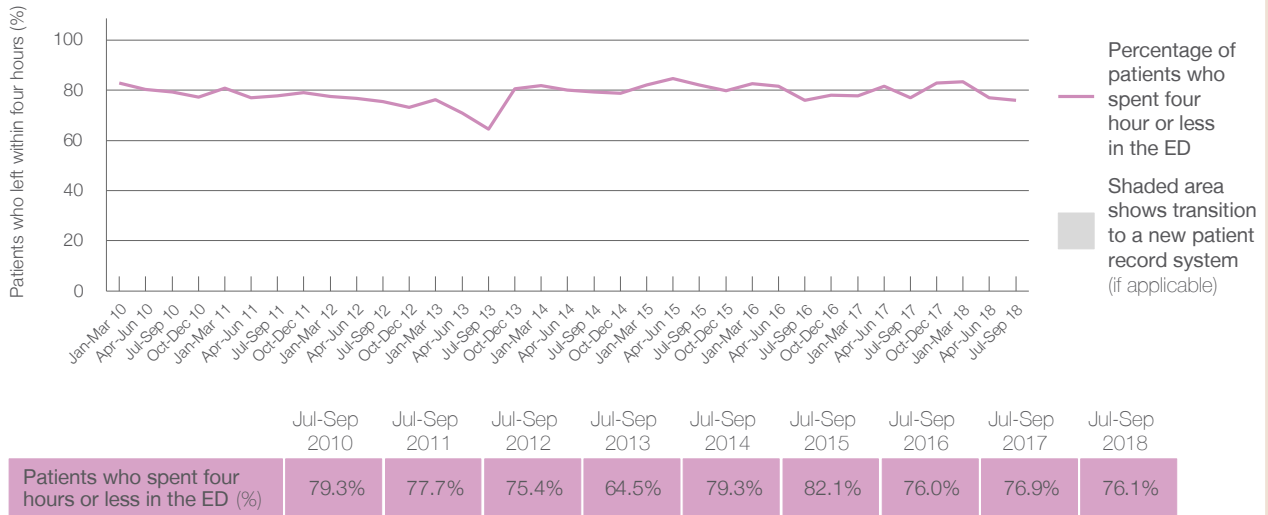
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,195 patients

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	4,491	-7%
Presentations used to calculate time to leaving the ED	4,491	-7%
Percentage of patients who spent four hours or less in the ED	76.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 2018*.
- 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 16 October 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).