

Nepean Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 18,047 patients

Emergency presentations:² 17,804 patients

Same period last year	Change since one year ago
18,748	-4%
18,604	-4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,225 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 54 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,873 patients

Median time to start treatment⁴ 43 minutes

90th percentile time to start treatment⁵ 169 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,385 patients

Median time to start treatment⁴ 41 minutes

90th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
3,028	
14 minutes	8 minutes
59 minutes	28 minutes
5,398	
45 minutes	21 minutes
162 minutes	72 minutes
8,225	
47 minutes	26 minutes
163 minutes	105 minutes
1,824	
38 minutes	22 minutes
158 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 18,039 patients

Percentage of patients who spent four hours or less in the ED 59%

Same period last year	Change since one year ago
18,745	-4%
55%	

* 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.

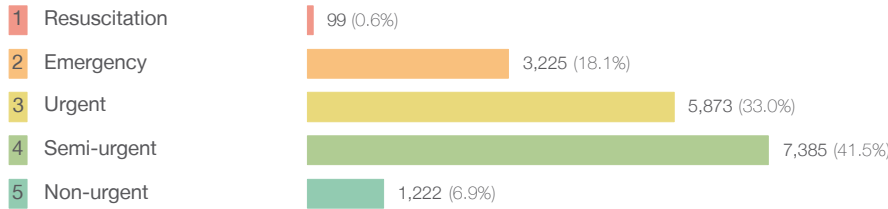
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Nepean Hospital: Patients presenting to the emergency department July to September 2018

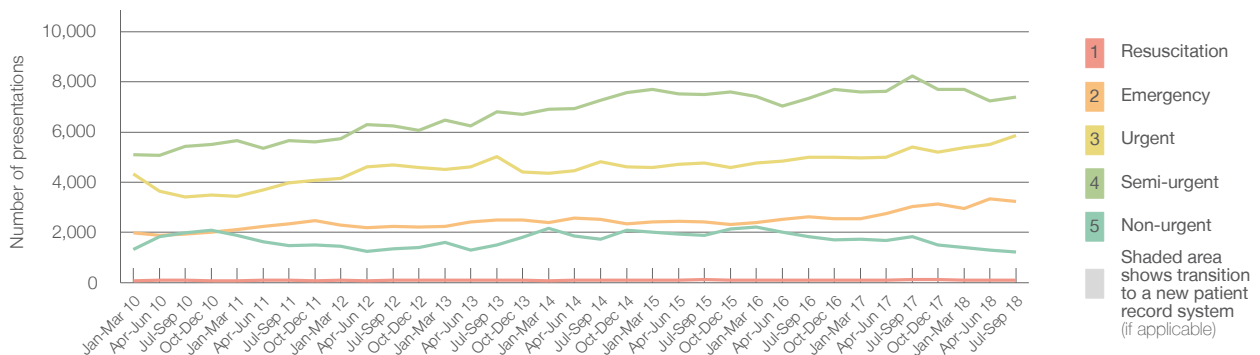
All presentations:¹ 18,047 patients

Emergency presentations² by triage category: 17,804 patients



Same period last year	Change since one year ago
18,748	-4%
18,604	-4%
129	-23.3%
3,028	6.5%
5,398	8.8%
8,225	-10.2%
1,824	-33.0%

Emergency presentations² 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	89	89	96	99	94	118	99	129	99
Emergency	1,936	2,353	2,235	2,493	2,522	2,414	2,633	3,028	3,225
Urgent	3,420	3,977	4,697	5,019	4,810	4,767	5,005	5,398	5,873
Semi-urgent	5,423	5,651	6,252	6,812	7,268	7,501	7,332	8,225	7,385
Non-urgent	1,983	1,464	1,350	1,489	1,733	1,886	1,836	1,824	1,222
All emergency presentations	12,851	13,534	14,630	15,912	16,427	16,686	16,905	18,604	17,804

Nepean Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,017 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,070	
14 minutes	-2 minutes
45 minutes	-16 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.

Nepean 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: 3,225

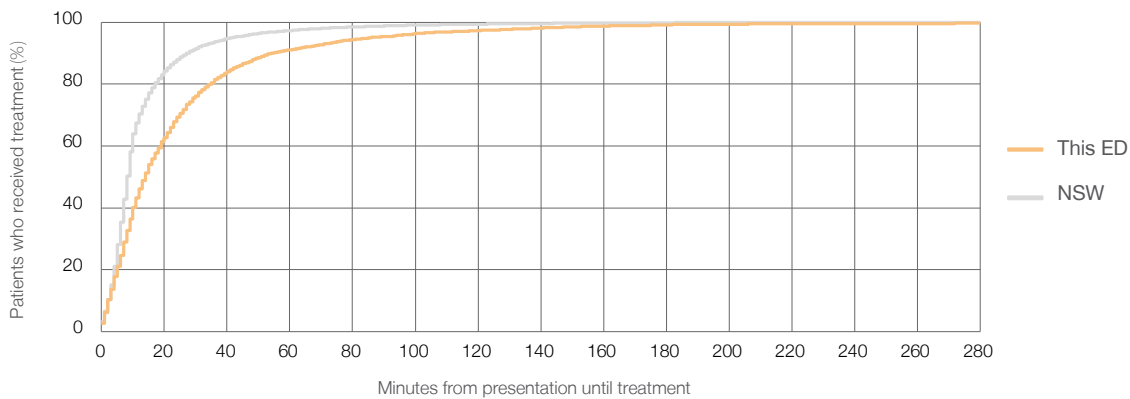
Number of triage 2 patients used to calculate waiting time:³ 3,196

Median time to start treatment⁴ 14 minutes

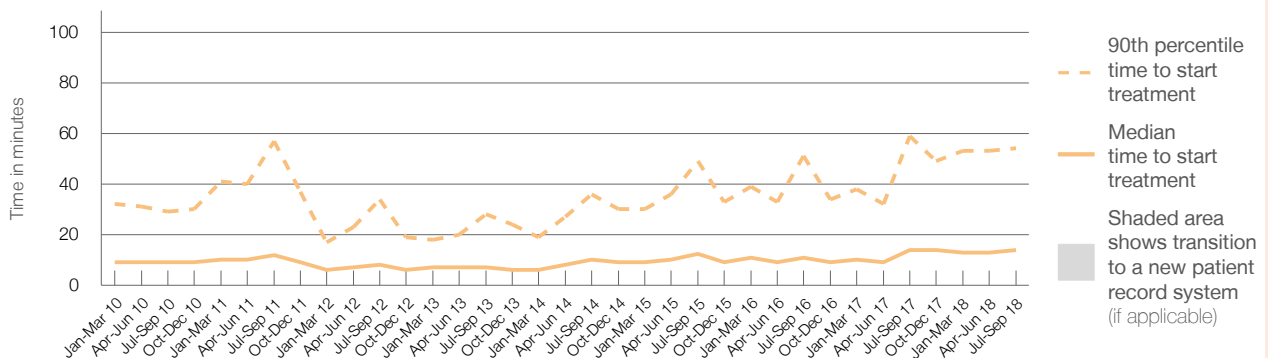
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
3,028	
2,992	
14 minutes	8 minutes
59 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^{†‡}



	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 ⁴ (minutes)	9	12	8	7	10	13	11	14	14
90th percentile time to start treatment ⁵ (minutes)	29	57	34	28	36	49	51	59	54

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Nepean 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: 5,873

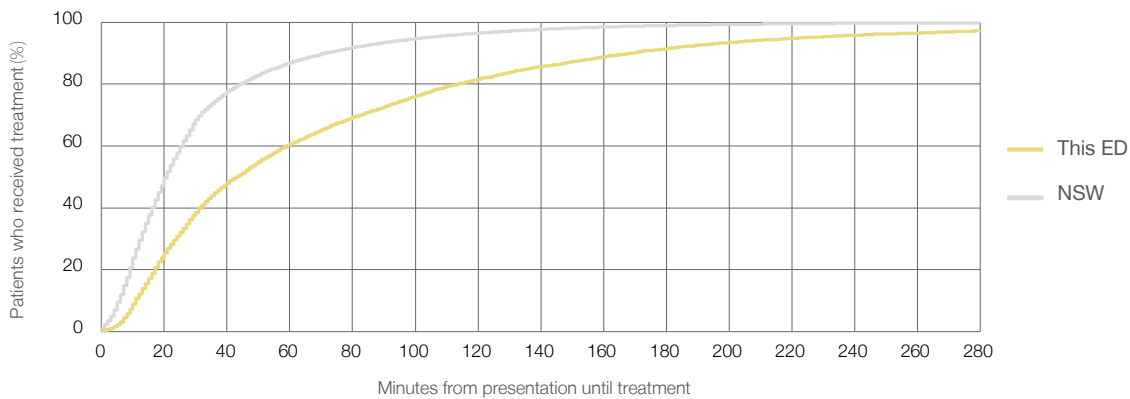
Number of triage 3 patients used to calculate waiting time:³ 5,486

Median time to start treatment⁴ 43 minutes

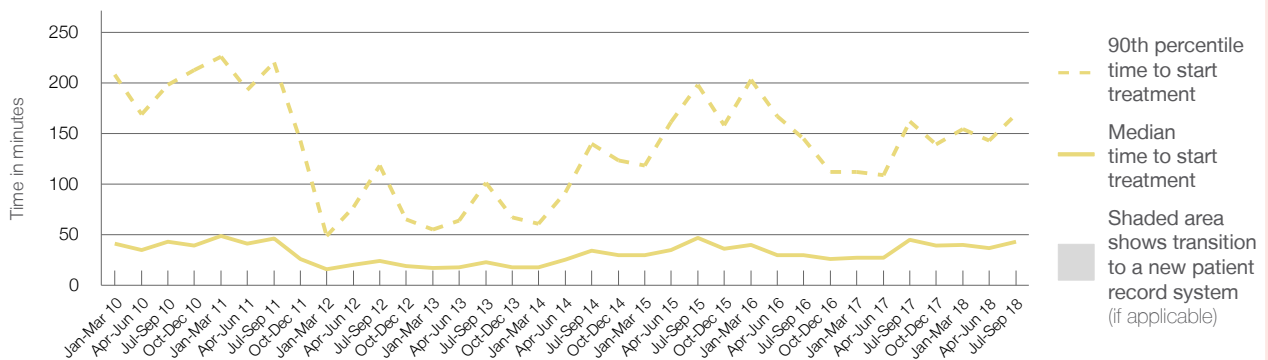
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
5,398	
4,985	
45 minutes	21 minutes
162 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^{†‡}



	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 ⁴ (minutes)	43	46	24	23	34	47	30	45	43
90th percentile time to start treatment ⁵ (minutes)	198	220	118	101	140	198	145	162	169

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Nepean 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: 7,385

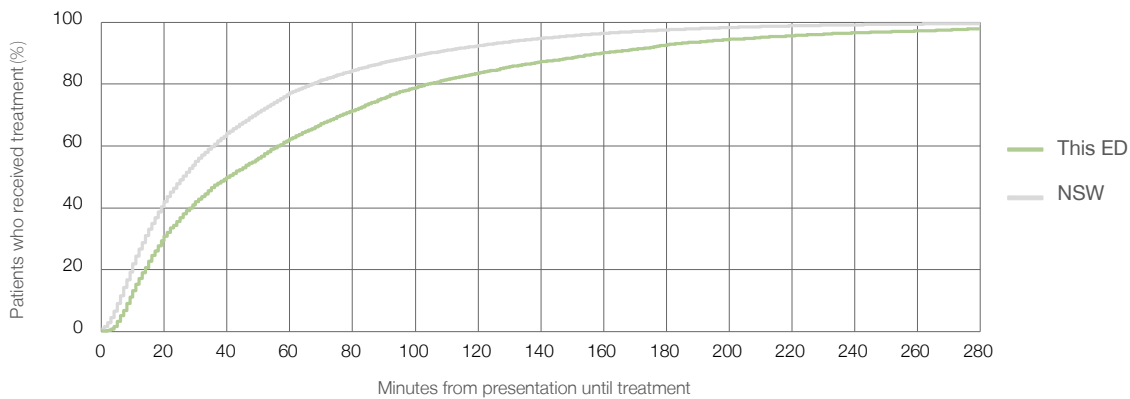
Number of triage 4 patients used to calculate waiting time:³ 6,777

Median time to start treatment⁴ 41 minutes

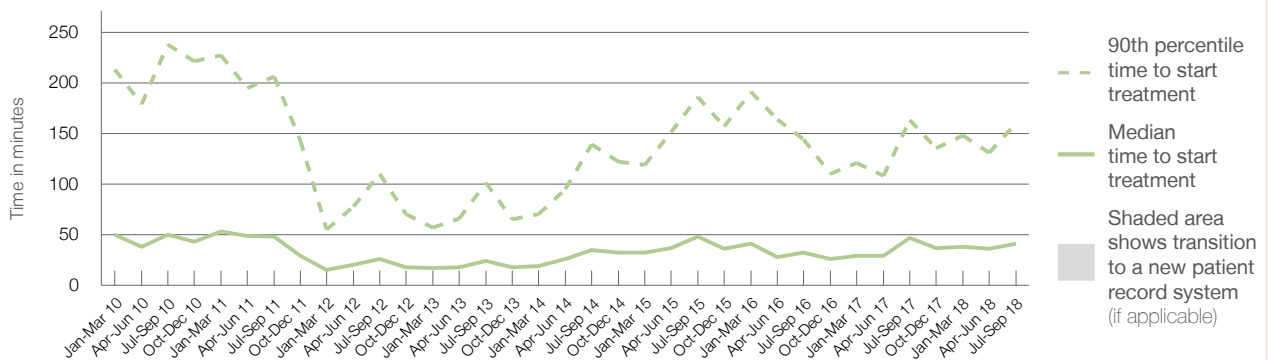
90th percentile time to start treatment⁵ 160 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	8,225	7,380
Median time to start treatment ⁴	47 minutes	26 minutes
90th percentile time to start treatment ⁵	163 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^{†‡}



	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 ⁴ (minutes)	50	48	26	24	35	48	32	47	41
90th percentile time to start treatment ⁵ (minutes)	238	206	110	101	139	186	144	163	160

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Nepean 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: 1,222

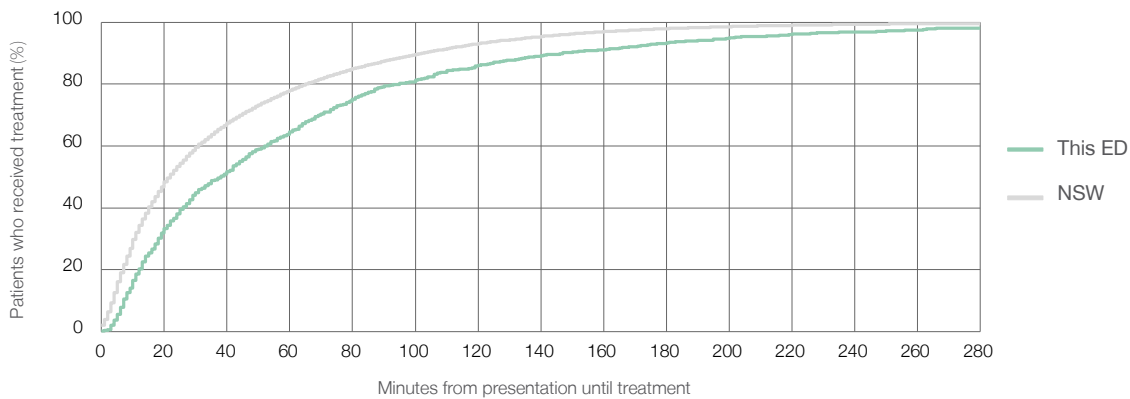
Number of triage 5 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 38 minutes

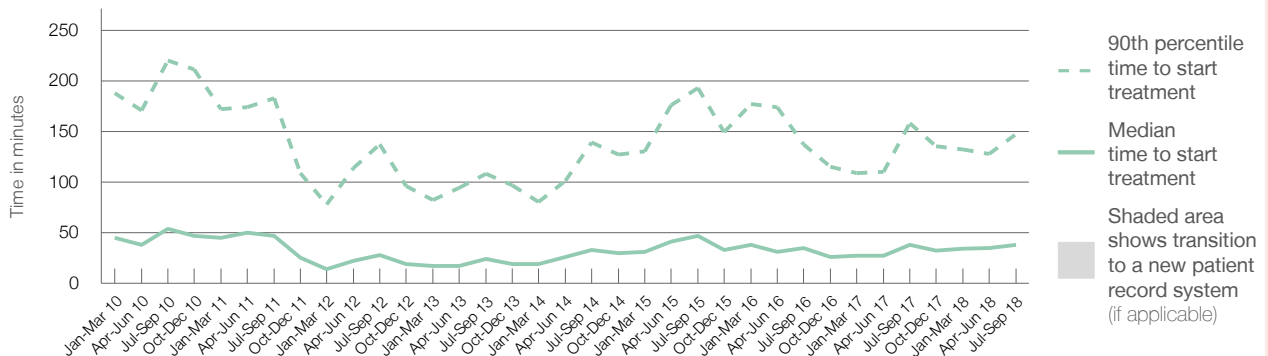
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,824	1,489
38 minutes	22 minutes
158 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^{†‡}



	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 ⁴ (minutes)	54	47	28	24	33	47	35	38	38
90th percentile time to start treatment ⁵ (minutes)	220	183	137	108	139	193	137	158	147

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Nepean Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 18,047 patients

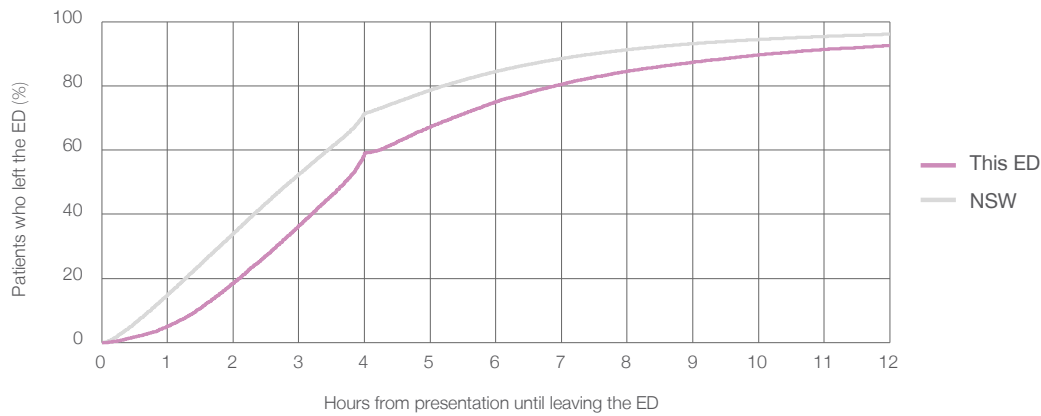
Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

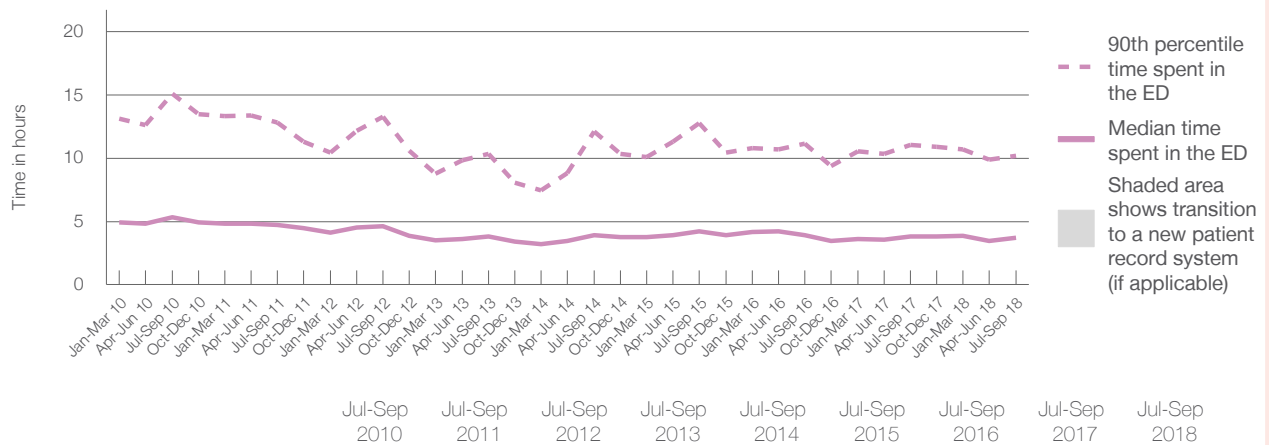
90th percentile time spent in the ED⁹ 10 hours and 12 minutes

Same period last year	NSW (this period)
18,748	18,745
3 hours and 49 minutes	2 hours and 52 minutes
11 hours and 3 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^{†‡}



	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 ⁸ (hours, minutes)	5h 20m	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m	3h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 5m	12h 48m	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m	10h 12m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

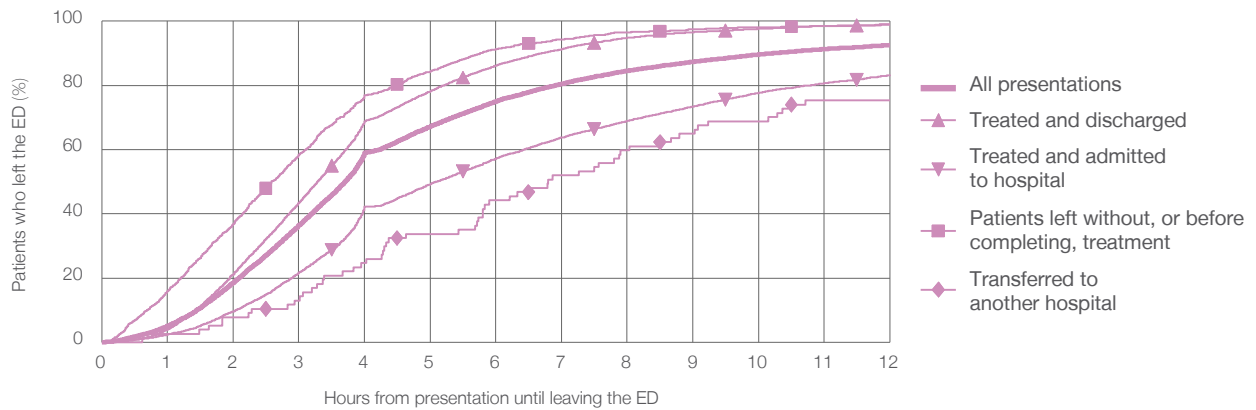
All presentations:¹ 18,047 patients

Presentations used to calculate time to leaving the ED:⁶ 18,039 patients

Treated and discharged	9,032 (50.0%)
Treated and admitted to hospital	7,128 (39.5%)
Patient left without, or before completing, treatment	1,569 (8.7%)
Transferred to another hospital	77 (0.4%)
Other	241 (1.3%)

Same period last year	Change since one year ago
18,745	-4%
9,820	-8.0%
6,679	6.7%
1,839	-14.7%
102	-24.5%
308	-21.8%

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



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	4.0%	21.2%	43.4%	68.8%	86.2%	94.8%	97.7%	98.9%
Treated and admitted to hospital	2.4%	9.6%	21.7%	42.2%	57.2%	68.9%	77.7%	83.3%
Patient left without, or before completing, treatment	15.9%	36.9%	58.5%	76.9%	91.2%	96.5%	98.1%	99.0%
Transferred to another hospital	2.6%	7.8%	13.0%	24.7%	44.2%	59.7%	68.8%	75.3%
All presentations	5.1%	18.5%	36.4%	59.0%	75.0%	84.6%	89.6%	92.6%

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Nepean 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: ¹ 18,047 patients

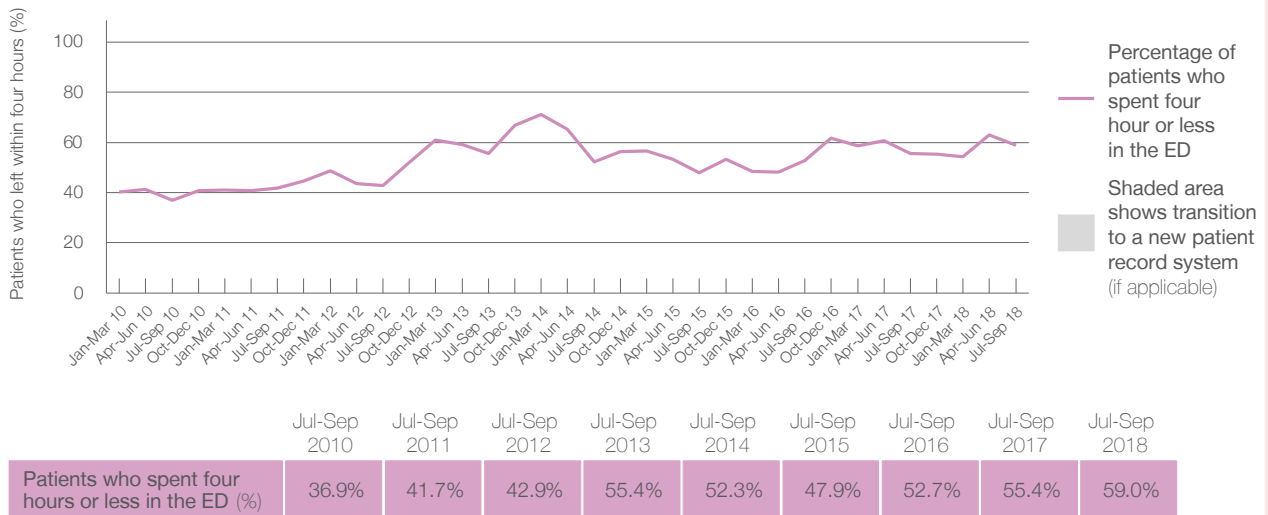
Presentations used to calculate time to leaving the ED: ⁶ 18,039 patients

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



Same period last year	Change since one year ago
18,748	-4%
18,745	-4%
55.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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).