

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,911 patients

Emergency presentations:² 16,738 patients

Same period last year	Change since one year ago
16,737	1.0%
16,524	1.3%

Campbelltown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,671 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,531 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,539 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,912 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,735	
6 minutes	8 minutes
20 minutes	26 minutes
6,936	
16 minutes	20 minutes
82 minutes	69 minutes
6,034	
27 minutes	26 minutes
132 minutes	101 minutes
1,734	
31 minutes	23 minutes
136 minutes	104 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,910 patients

Percentage of patients who spent four hours or less in the ED 55.9%

Same period last year	Change since one year ago
16,737	1.0%
64.8%	

* 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.

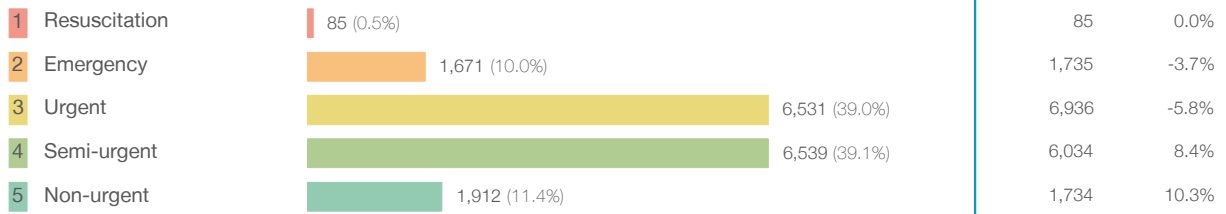
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department January to March 2017

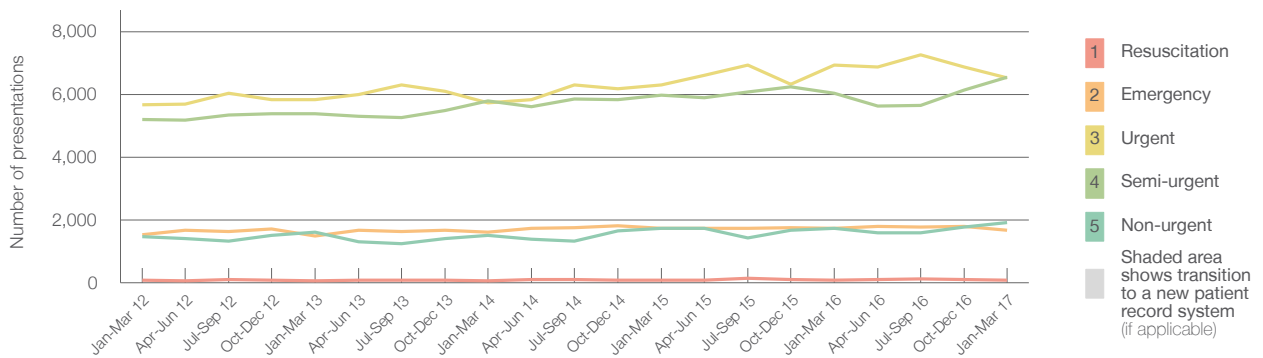
All presentations:¹ 16,911 patients

Emergency presentations² by triage category: 16,738 patients



	Same period last year	Change since one year ago
All presentations	16,737	1.0%
Emergency presentations	16,524	1.3%
Resuscitation	85	0.0%
Emergency	1,735	-3.7%
Urgent	6,936	-5.8%
Semi-urgent	6,034	8.4%
Non-urgent	1,734	10.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	72	63	63	81	85	85
Emergency	1,531	1,495	1,603	1,738	1,735	1,671
Urgent	5,670	5,841	5,736	6,297	6,936	6,531
Semi-urgent	5,196	5,390	5,797	5,979	6,034	6,539
Non-urgent	1,469	1,605	1,508	1,723	1,734	1,912
All emergency presentations	13,938	14,394	14,707	15,818	16,524	16,738

Campbelltown Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,126 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,976	
Median time	13 minutes	0 minutes
90th percentile time	26 minutes	2 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.

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

January to March 2017

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

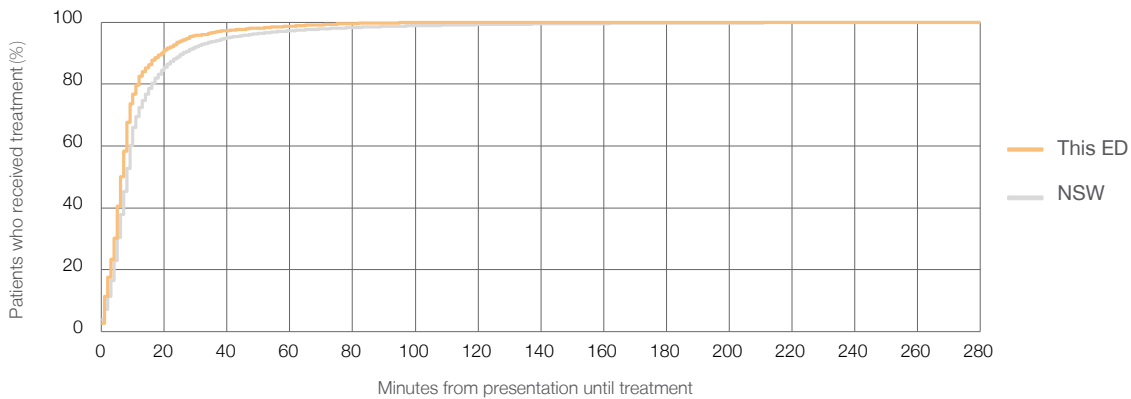
Number of triage 2 patients: 1,671

Number of triage 2 patients used to calculate waiting time:³ 1,671

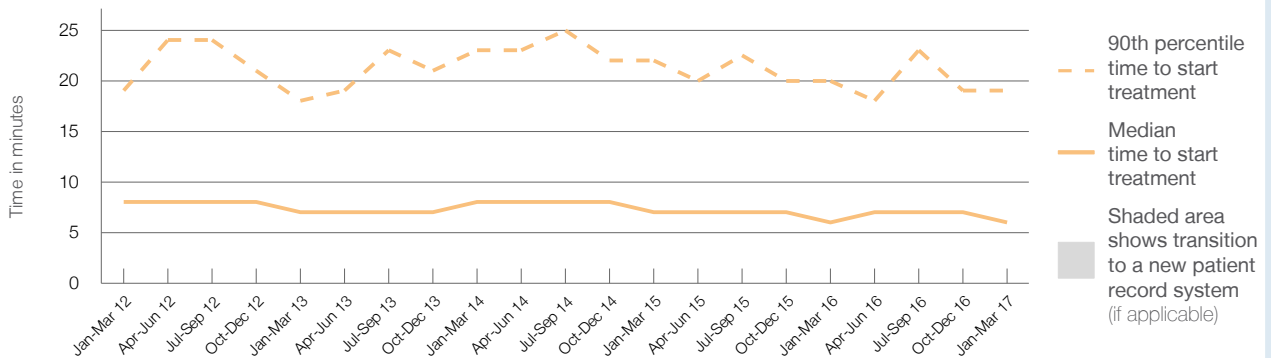
Median time to start treatment⁴ ■ 6 minutes
 90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
1,735	1,733
6 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	7	8	7	6	6
90th percentile time to start treatment ⁵ (minutes)	19	18	23	22	20	19

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Campbelltown Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,531

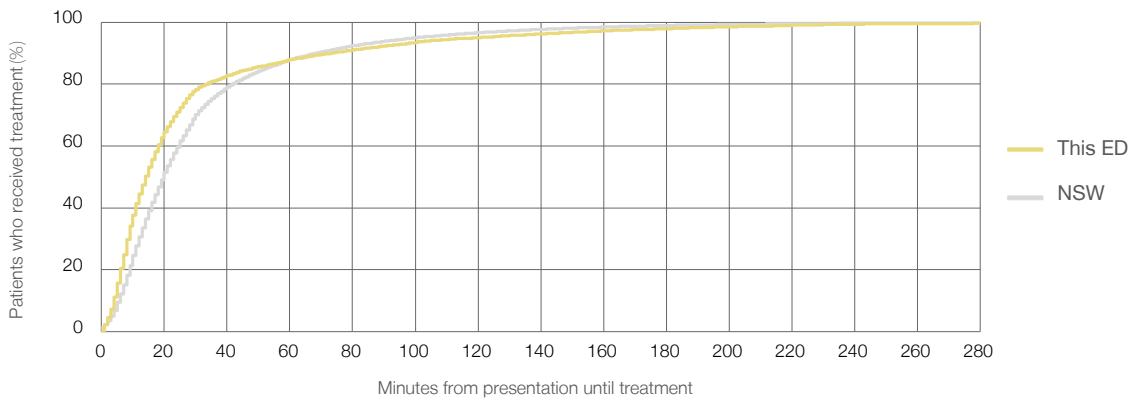
Number of triage 3 patients used to calculate waiting time:³ 6,363

Median time to start treatment⁴ 14 minutes

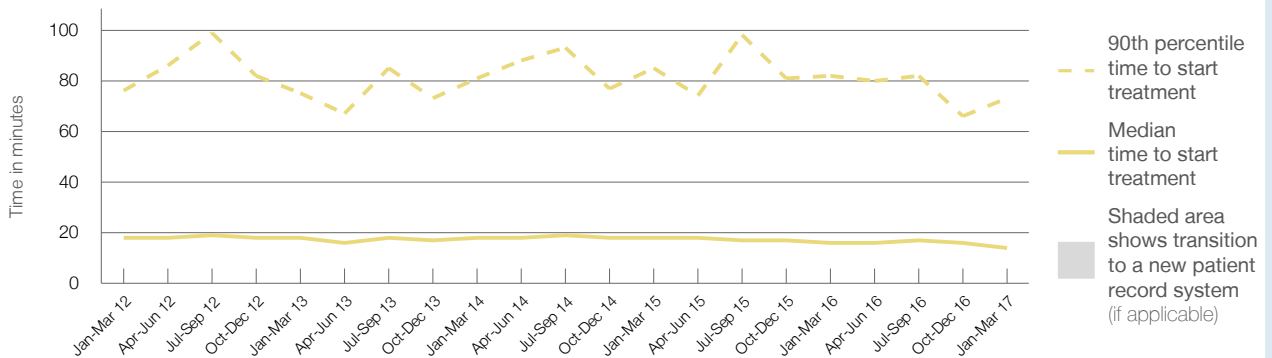
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,936	
6,735	
16 minutes	20 minutes
82 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	18	18	16	14
90th percentile time to start treatment ⁵ (minutes)	76	75	81	85	82	73

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Campbelltown Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 6,539

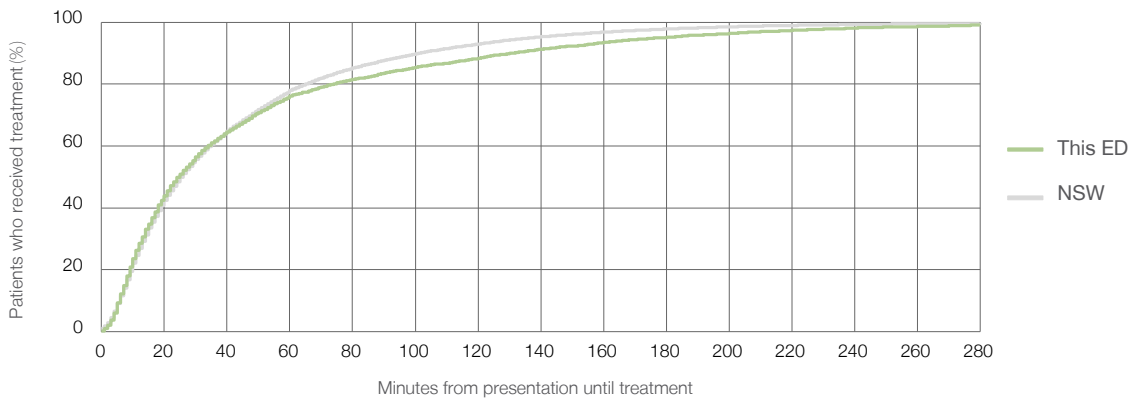
Number of triage 4 patients used to calculate waiting time:³ 6,021

Median time to start treatment⁴ 25 minutes

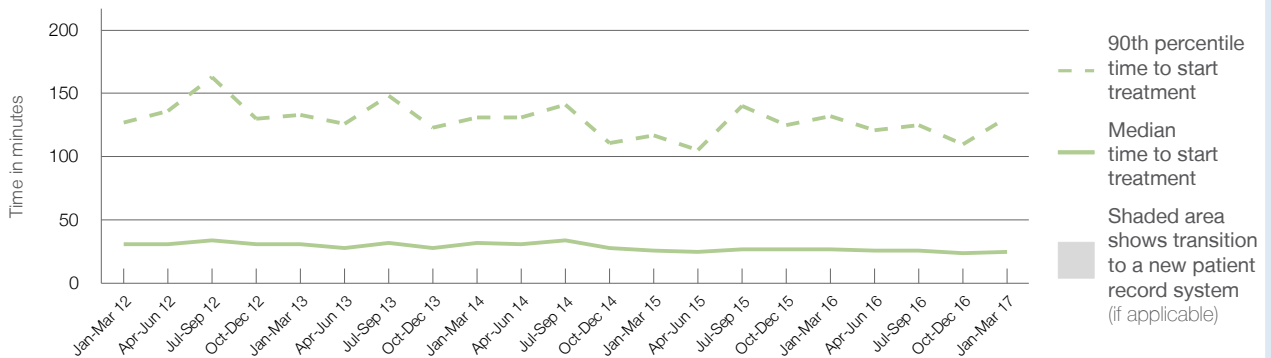
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
6,034	
5,606	
27 minutes	26 minutes
132 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	31	31	32	26	27	25
90th percentile time to start treatment ⁵ (minutes)	127	133	131	117	132	131

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Campbelltown Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,912

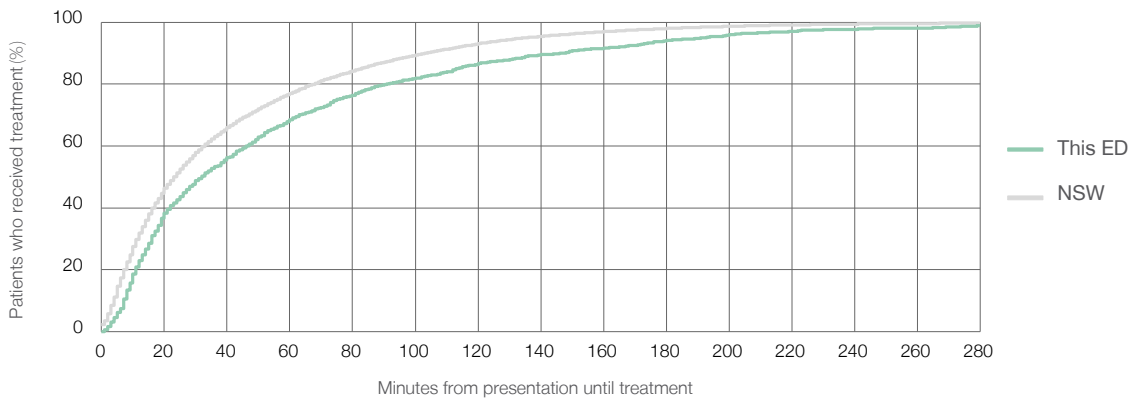
Number of triage 5 patients used to calculate waiting time:³ 1,628

Median time to start treatment⁴ 32 minutes

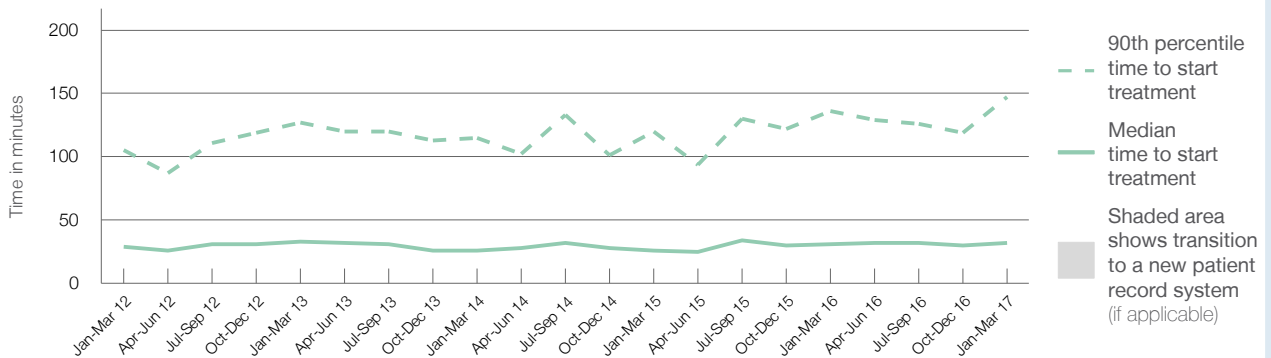
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,734	
1,525	
31 minutes	23 minutes
136 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	33	26	26	31	32
90th percentile time to start treatment ⁵ (minutes)	105	127	115	120	136	147

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Campbelltown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,911 patients

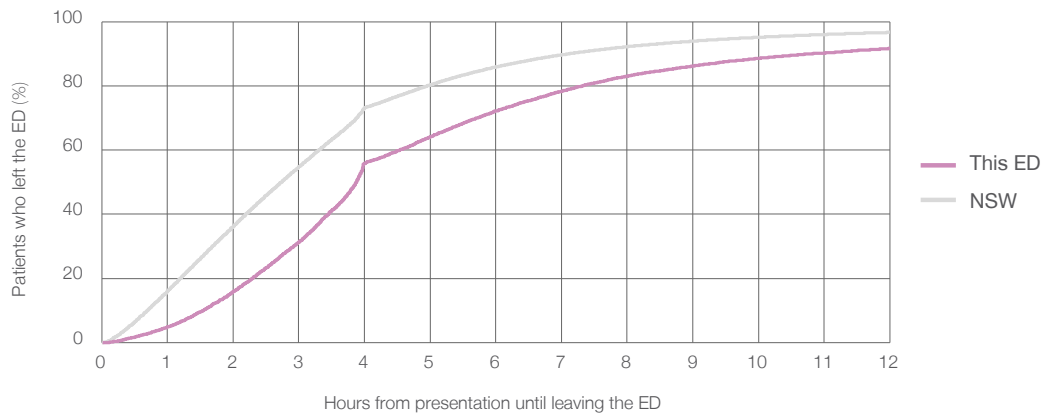
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

90th percentile time spent in the ED⁹ 10 hours and 48 minutes

Same period last year	NSW (this period)
16,737	16,737
3 hours and 35 minutes	2 hours and 44 minutes
9 hours and 52 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 48m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

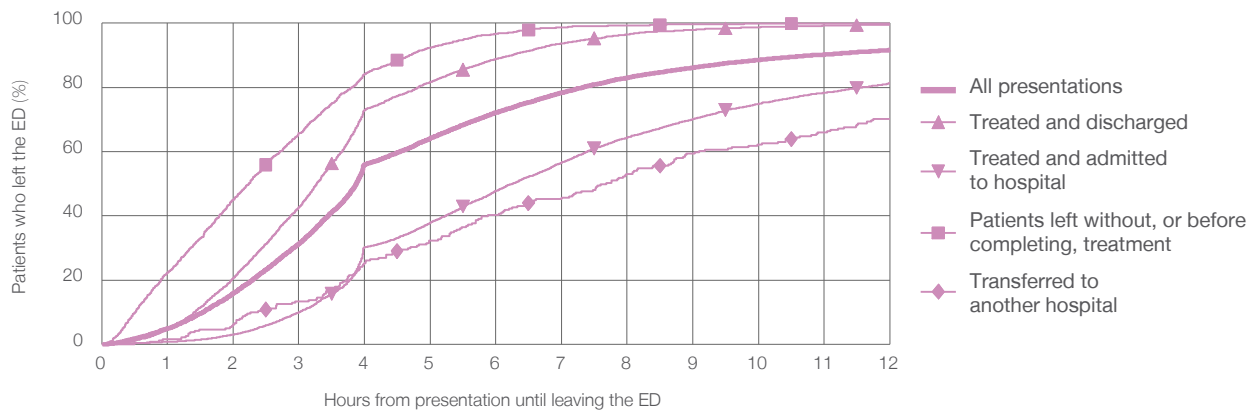
All presentations:¹ 16,911 patients

Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

Treated and discharged	7,906 (46.8%)
Treated and admitted to hospital	6,929 (41.0%)
Patient left without, or before completing, treatment	1,825 (10.8%)
Transferred to another hospital	241 (1.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
16,737	1.0%
8,466	-6.6%
6,546	5.9%
1,499	21.7%
217	11.1%
9	11.1%

Percentage of patients who left the ED by time and mode of separation, January to March 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	4.7%	20.6%	42.7%	72.9%	88.9%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.7%	3.0%	9.9%	30.2%	47.8%	64.4%	74.9%	81.3%
Patient left without, or before completing, treatment	22.4%	45.1%	65.7%	84.1%	96.7%	99.3%	99.9%	99.9%
Transferred to another hospital	1.7%	6.2%	13.3%	25.3%	40.2%	53.1%	62.2%	70.1%
All presentations	4.9%	15.9%	31.3%	55.9%	72.2%	83.0%	88.6%	91.7%

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Campbelltown Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,911 patients

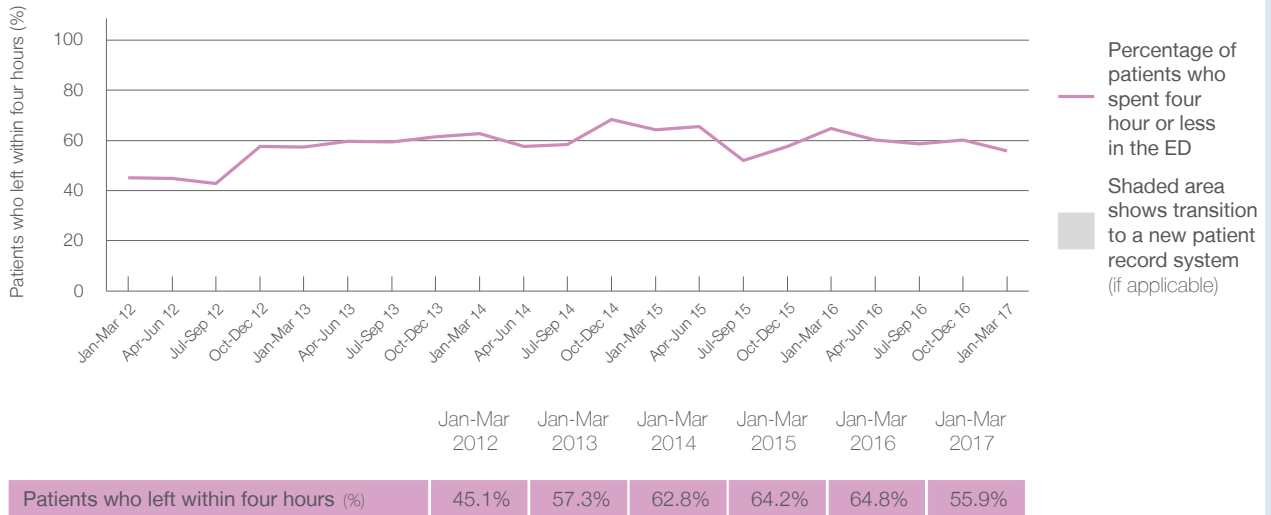
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

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



Same period last year	Change since one year ago
16,737	1.0%
16,737	1.0%
64.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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- 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).