

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

## Fairfield Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 8,782 patients  
Emergency presentations:<sup>2</sup> 8,759 patients

Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%

## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 824 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,230 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,044 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 641 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
652	
9 minutes	8 minutes
21 minutes	26 minutes
2,855	
17 minutes	20 minutes
60 minutes	69 minutes
4,537	
19 minutes	26 minutes
99 minutes	101 minutes
674	
18 minutes	23 minutes
109 minutes	104 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Percentage of patients who spent four hours or less in the ED 78.6%

Same period last year	Change since one year ago
8,752	0.3%
82.1%	

\* 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.

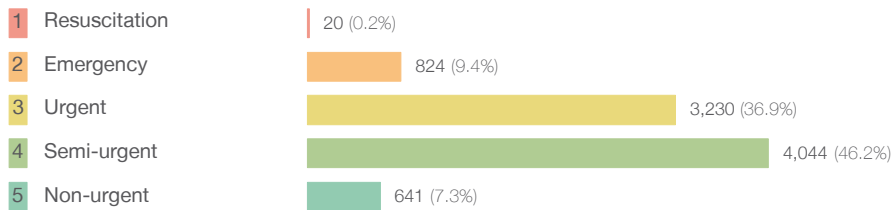
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Fairfield Hospital: Patients presenting to the emergency department January to March 2017

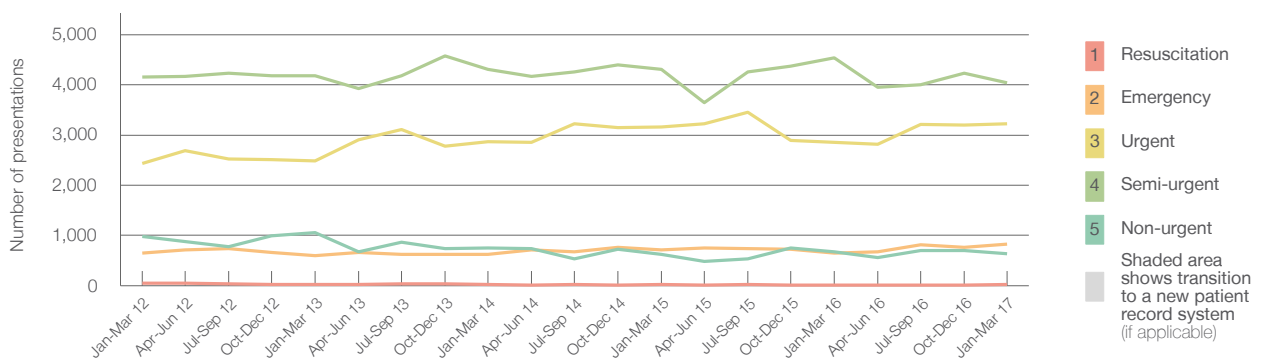
All presentations:<sup>1</sup> 8,782 patients

Emergency presentations<sup>2</sup> by triage category: 8,759 patients



Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%
13	53.8%
652	26.4%
2,855	13.1%
4,537	-10.9%
674	-4.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	46	25	26	19	13	20
Emergency	652	596	621	707	652	824
Urgent	2,437	2,482	2,869	3,160	2,855	3,230
Semi-urgent	4,160	4,177	4,314	4,305	4,537	4,044
Non-urgent	977	1,051	751	623	674	641
All emergency presentations	8,272	8,331	8,581	8,814	8,731	8,759

## Fairfield Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,335 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,210	
11 minutes	0 minutes
27 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.

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## Fairfield Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

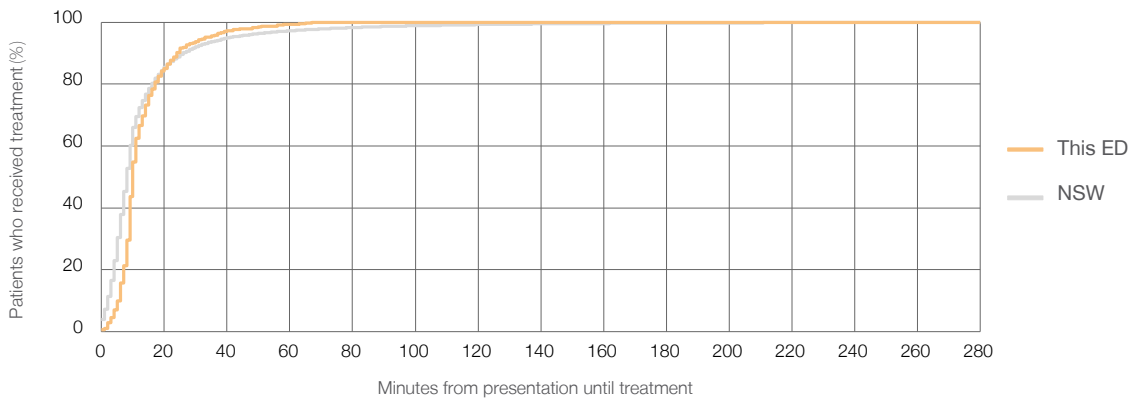
Number of triage 2 patients: 824

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 817

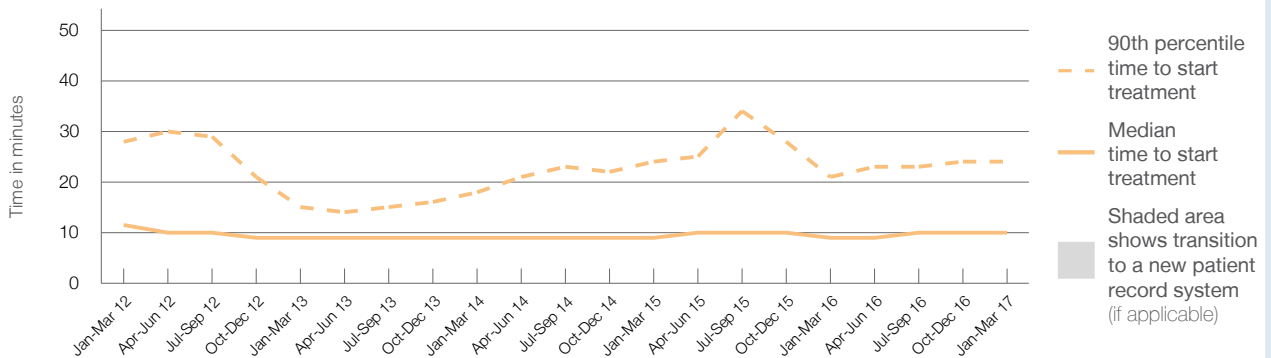
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
652	
651	
9 minutes	8 minutes
21 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	12	9	9	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	28	15	18	24	21	24

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## Fairfield 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: 3,230

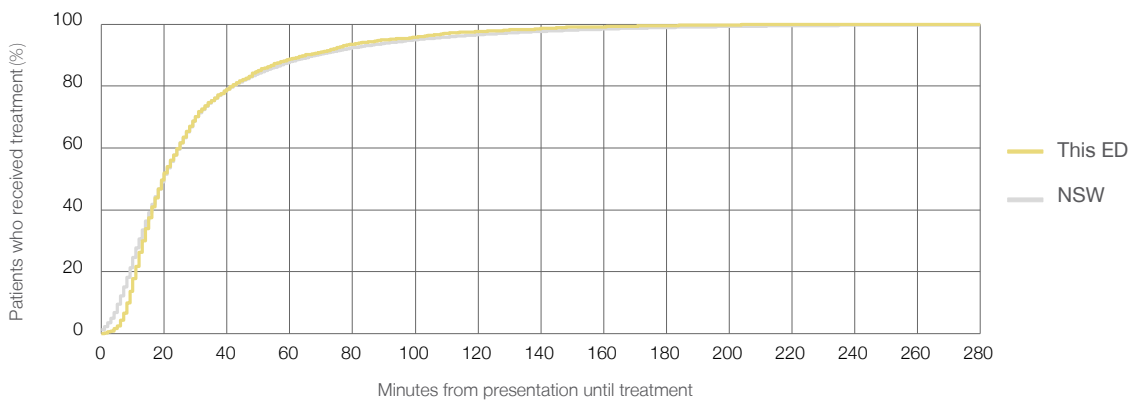
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,156

Median time to start treatment<sup>4</sup> 20 minutes

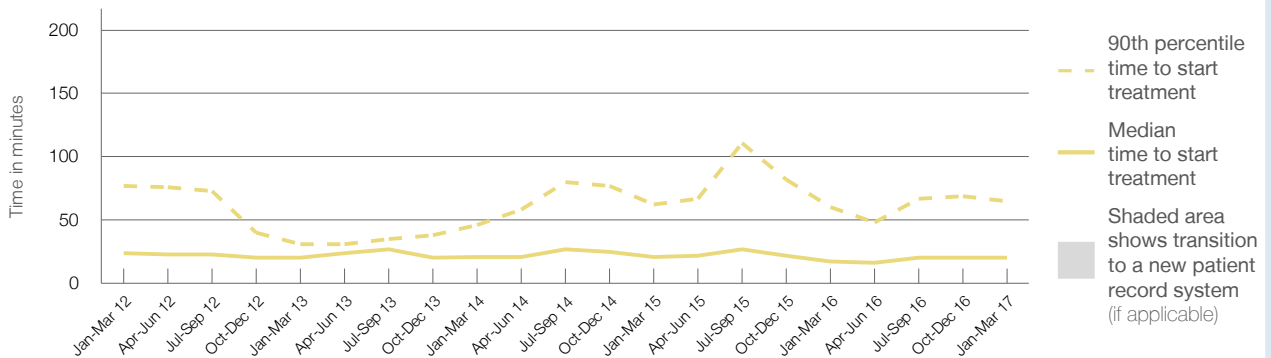
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
2,855	
2,799	
17 minutes	20 minutes
60 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	20	21	21	17	20
90th percentile time to start treatment <sup>5</sup> (minutes)	77	31	46	62	60	65

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

## Fairfield 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: 4,044

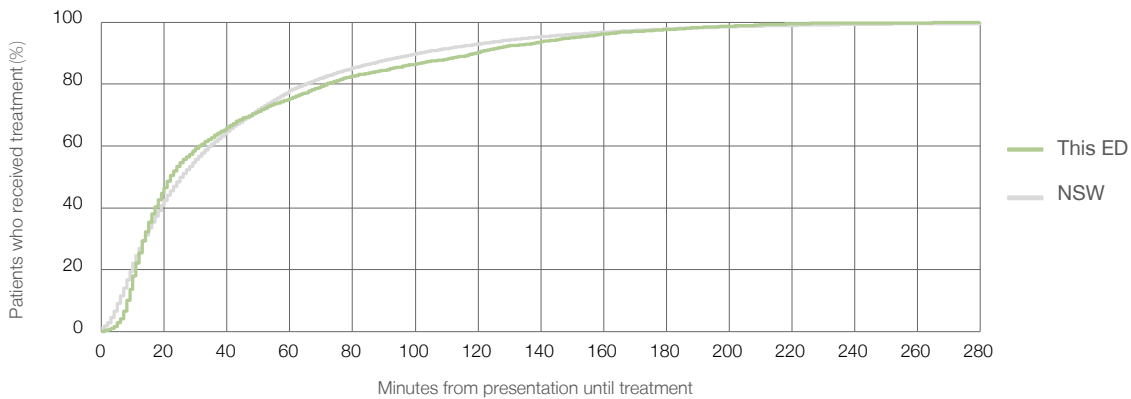
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,779

Median time to start treatment<sup>4</sup> 22 minutes

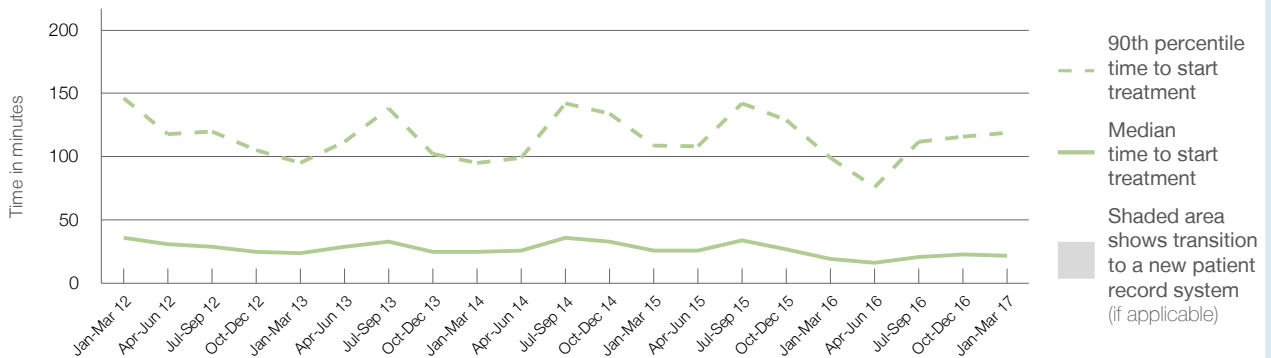
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
4,537	4,118
19 minutes	26 minutes
99 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	36	24	25	26	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	146	95	95	109	99	119

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## Fairfield 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: 641

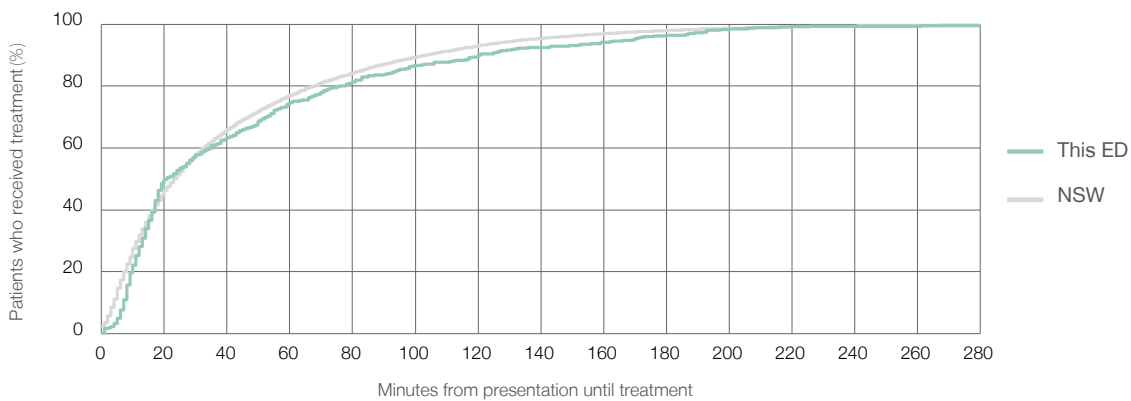
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 492

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

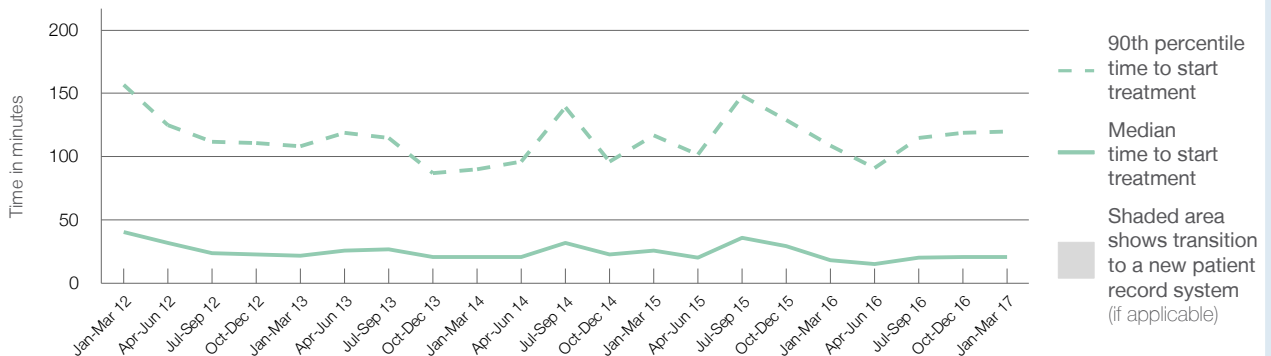
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
674	
497	
18 minutes	23 minutes
109 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	41	22	21	26	18	21
90th percentile time to start treatment <sup>5</sup> (minutes)	157	108	90	117	109	120

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## Fairfield Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 8,782 patients

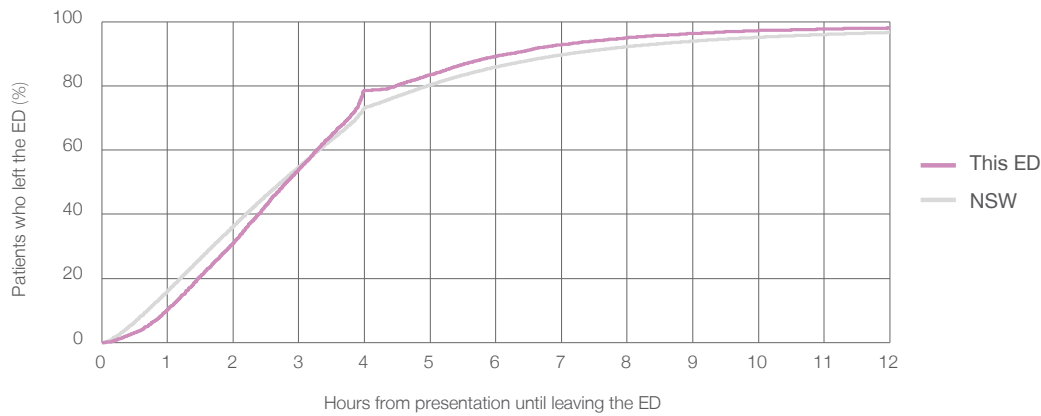
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Median time spent in the ED<sup>8</sup>  2 hours and 49 minutes

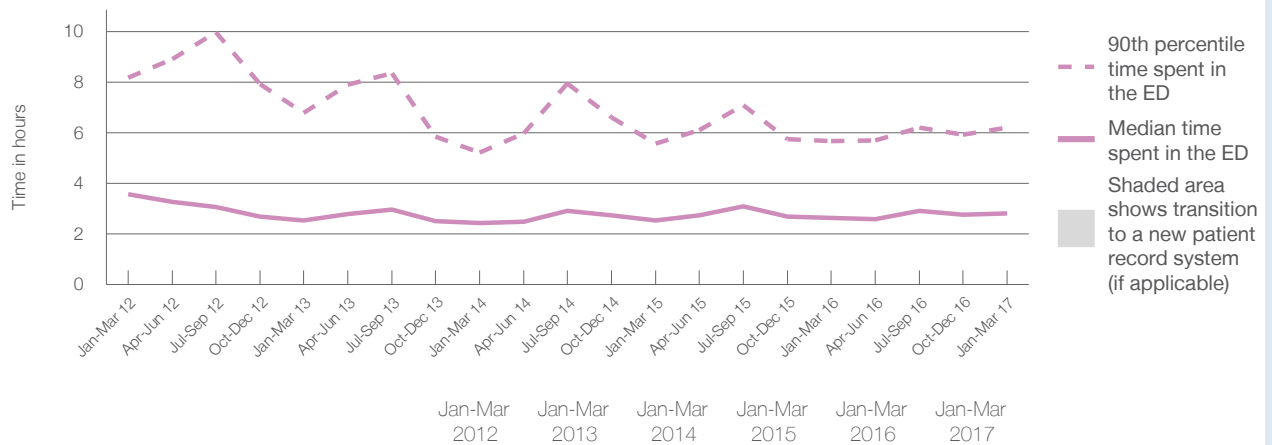
90th percentile time spent in the ED<sup>9</sup>  6 hours and 13 minutes

Same period last year	NSW (this period)
8,752	8,752
2 hours and 39 minutes	2 hours and 44 minutes
5 hours and 40 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m	2h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 11m	6h 47m	5h 13m	5h 34m	5h 40m	6h 13m

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## Fairfield Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

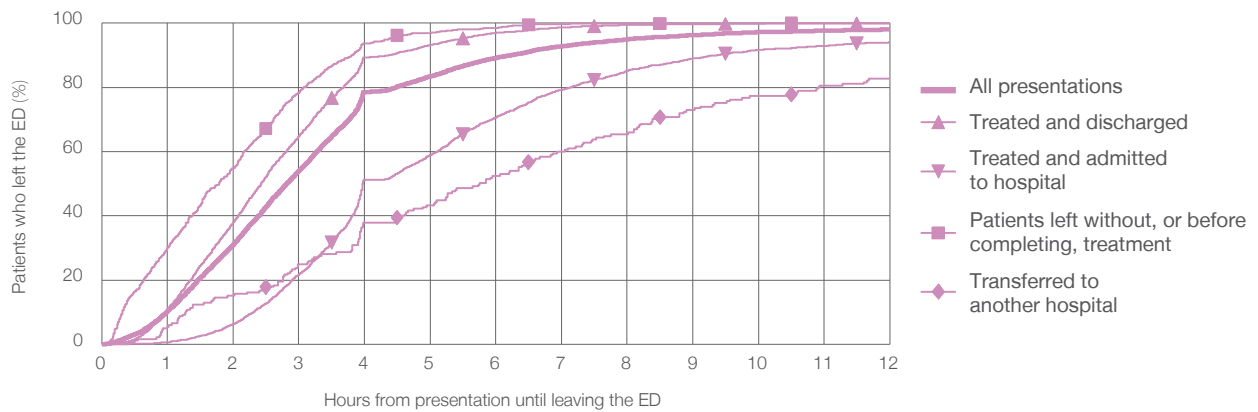
All presentations:<sup>1</sup> 8,782 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Treated and discharged	5,368 (61.1%)
Treated and admitted to hospital	2,335 (26.6%)
Patient left without, or before completing, treatment	815 (9.3%)
Transferred to another hospital	185 (2.1%)
Other	79 (0.9%)

Same period last year	Change since one year ago
8,752	0.3%
5,505	-2.5%
2,171	7.6%
861	-5.3%
135	37.0%
80	-1.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	11.0%	38.0%	64.9%	89.3%	97.0%	99.4%	99.9%	100%
Treated and admitted to hospital	0.6%	6.3%	21.8%	51.2%	70.7%	85.1%	91.8%	94.1%
Patient left without, or before completing, treatment	30.2%	54.8%	78.3%	93.6%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	5.4%	15.1%	24.9%	37.8%	52.4%	65.4%	77.3%	82.7%
All presentations	10.4%	31.2%	54.1%	78.6%	89.2%	95.0%	97.2%	98.1%

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## Fairfield 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:<sup>1</sup> 8,782 patients

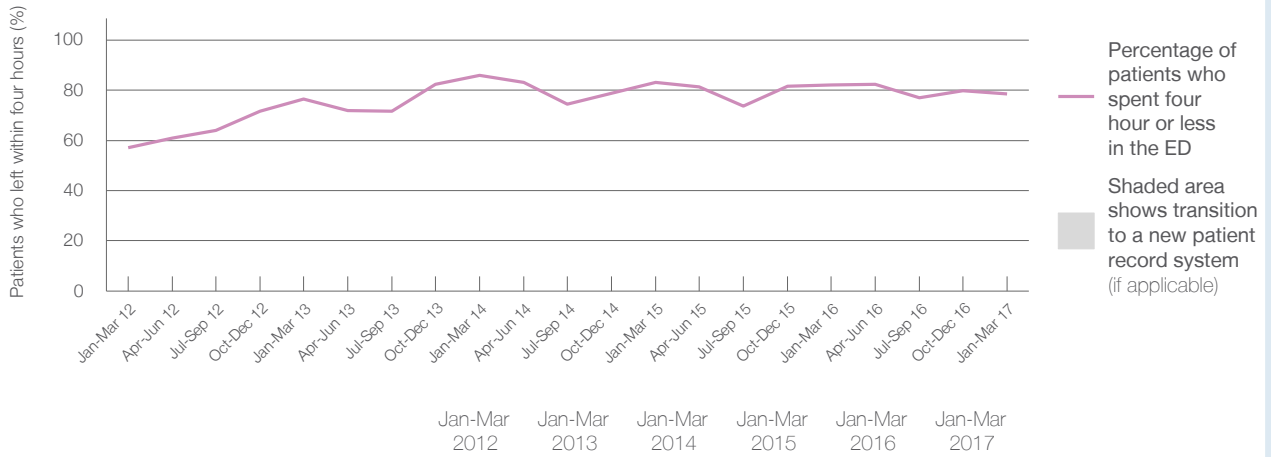
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

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	8,752	0.3%
Presentations used to calculate time to leaving the ED	8,752	0.3%
Percentage of patients who spent four hours or less in the ED	82.1%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	57.1%	76.5%	85.9%	83.1%	82.1%	78.6%
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\* 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, 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).