

Canterbury Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 10,861 patients



Emergency presentations:² 10,827 patients

Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%



Canterbury Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,154 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,073 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,533 patients

Median time to start treatment⁴  23 minutes
90th percentile time to start treatment⁵  91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,038 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  107 minutes

Same period last year	NSW (this period)
1,139	
7 minutes	8 minutes
15 minutes	26 minutes
3,581	
15 minutes	20 minutes
42 minutes	67 minutes
4,659	
18 minutes	25 minutes
68 minutes	99 minutes
930	
17 minutes	23 minutes
87 minutes	101 minutes

Canterbury Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,857 patients

Percentage of patients who spent four hours or less in the ED  78.8%

Same period last year	Change since one year ago
10,414	4.3%
84.5%	

* 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.

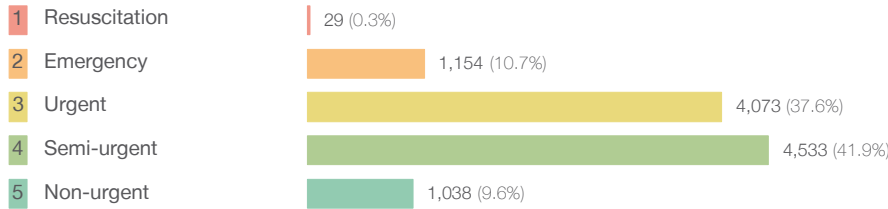
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Canterbury Hospital: Patients presenting to the emergency department

April to June 2017

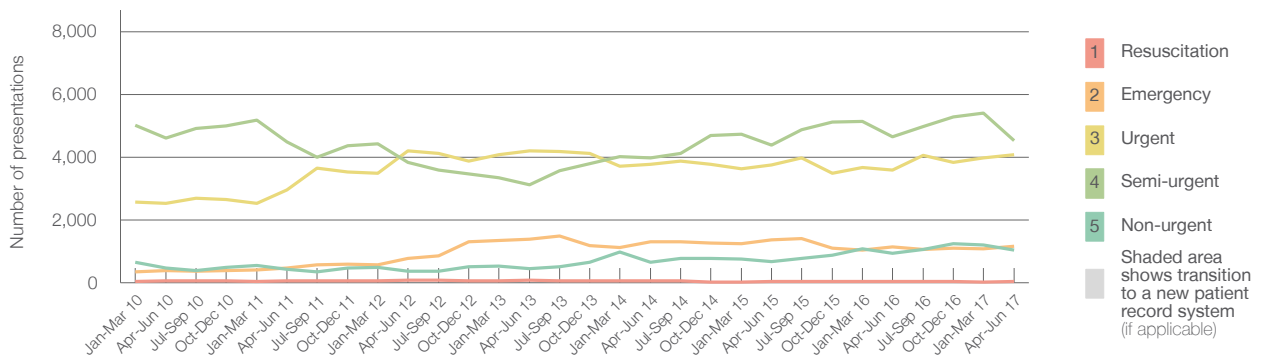
All presentations:¹ 10,861 patients

Emergency presentations² by triage category: 10,827 patients



Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%
28	3.6%
1,139	1.3%
3,581	13.7%
4,659	-2.7%
930	11.6%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	58	50	74	73	49	29	28	29
Emergency	376	463	769	1,379	1,296	1,366	1,139	1,154
Urgent	2,519	2,952	4,202	4,206	3,770	3,761	3,581	4,073
Semi-urgent	4,607	4,477	3,832	3,122	3,983	4,374	4,659	4,533
Non-urgent	474	434	357	439	651	680	930	1,038
All emergency presentations	8,034	8,376	9,234	9,219	9,749	10,210	10,337	10,827

Canterbury Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,846 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,687	
9 minutes	2 minutes
19 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.

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

April to June 2017

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

Number of triage 2 patients: 1,154

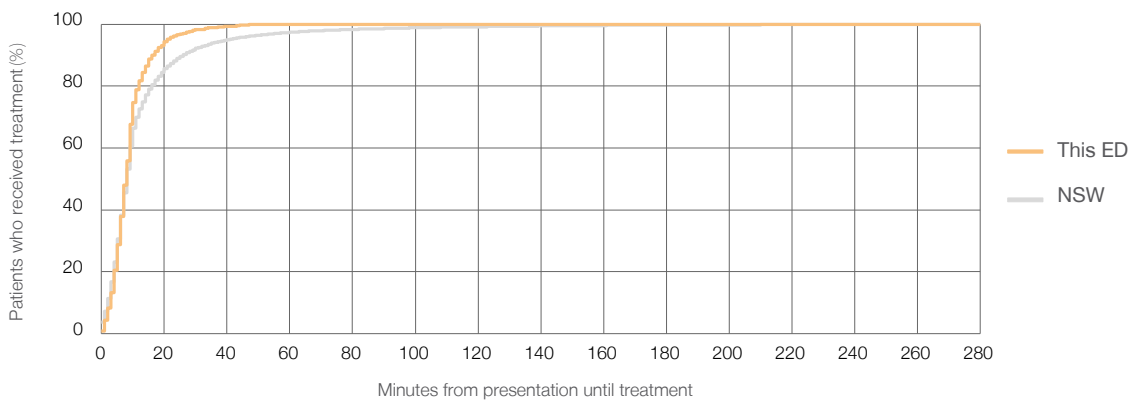
Number of triage 2 patients used to calculate waiting time:³ 1,154

Median time to start treatment⁴ 8 minutes

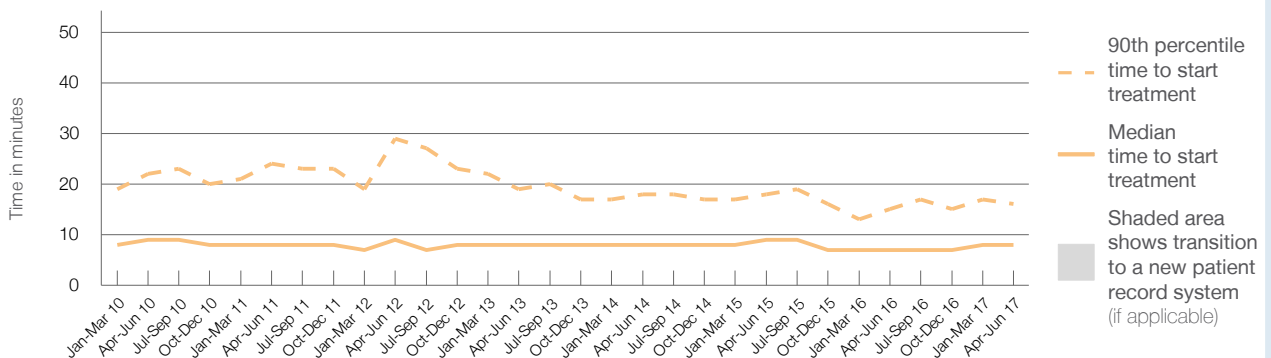
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,139	
1,137	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	8	9	8	8	9	7	8
90th percentile time to start treatment ⁵ (minutes)	22	24	29	19	18	18	15	16

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

April to June 2017

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

Number of triage 3 patients: 4,073

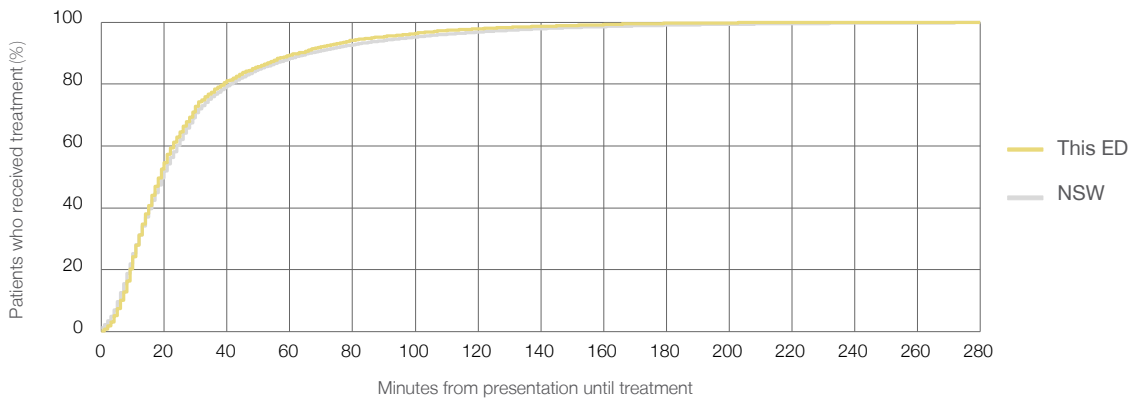
Number of triage 3 patients used to calculate waiting time:³ 3,987

Median time to start treatment⁴ 19 minutes

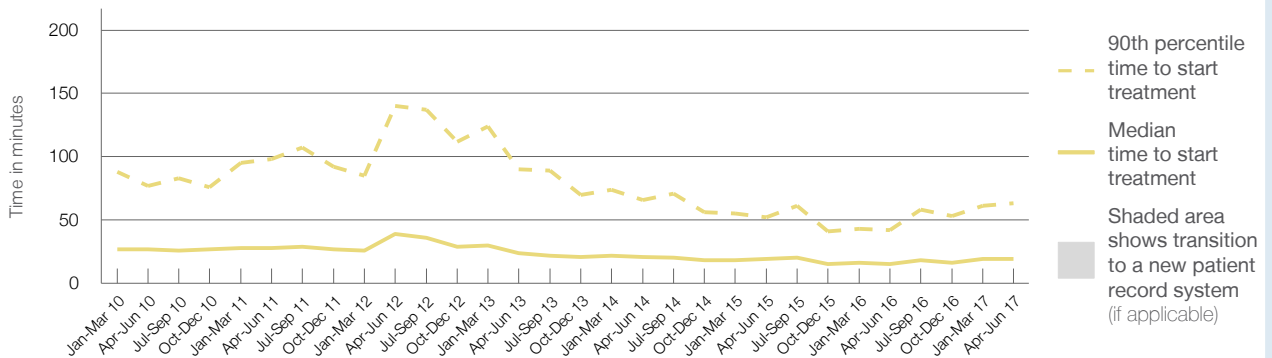
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,581	3,543
15 minutes	20 minutes
42 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	27	28	39	24	21	19	15	19
90th percentile time to start treatment ⁵ (minutes)	77	98	140	90	66	52	42	63

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

April to June 2017

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

Number of triage 4 patients: 4,533

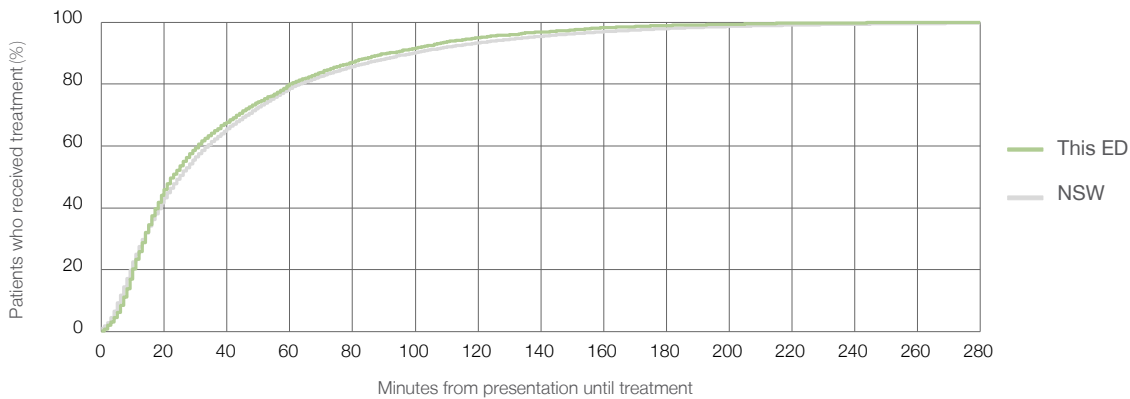
Number of triage 4 patients used to calculate waiting time:³ 4,265

Median time to start treatment⁴ 23 minutes

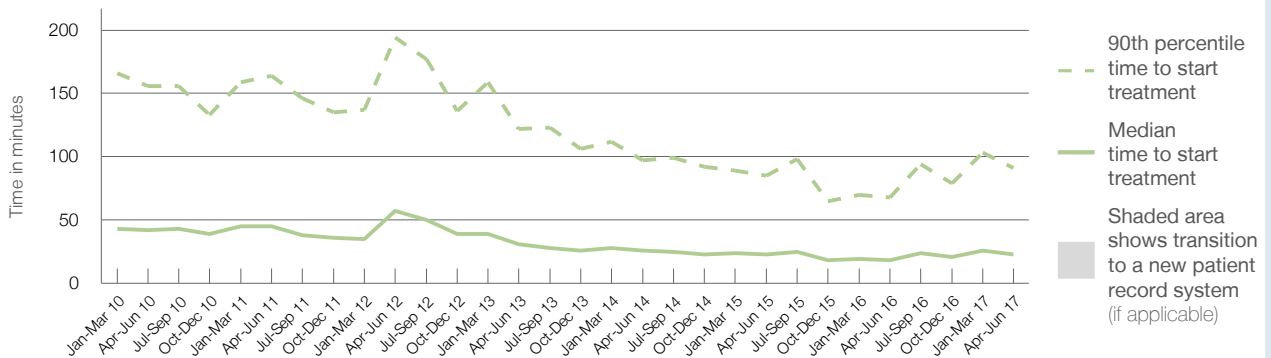
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
4,659	4,442
18 minutes	25 minutes
68 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	42	45	57	31	26	23	18	23
90th percentile time to start treatment ⁵ (minutes)	156	164	194	122	97	85	68	91

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

April to June 2017

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

Number of triage 5 patients: 1,038

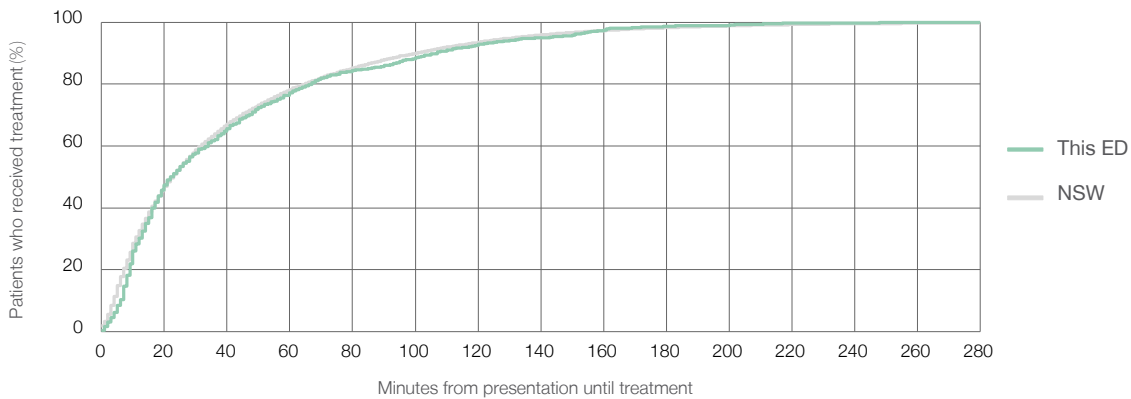
Number of triage 5 patients used to calculate waiting time:³ 848

Median time to start treatment⁴ 22 minutes

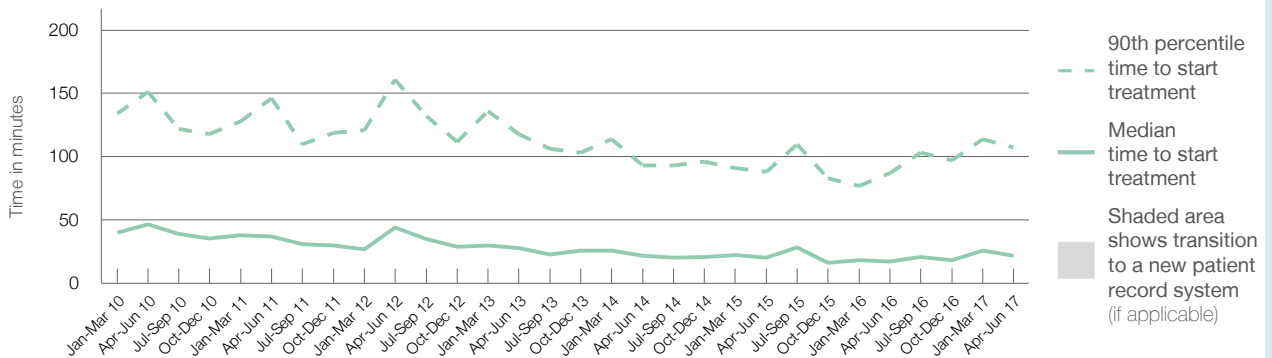
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
930	785
17 minutes	23 minutes
87 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	47	37	44	28	22	20	17	22
90th percentile time to start treatment ⁵ (minutes)	151	146	161	118	93	88	87	107

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Canterbury Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 10,861 patients

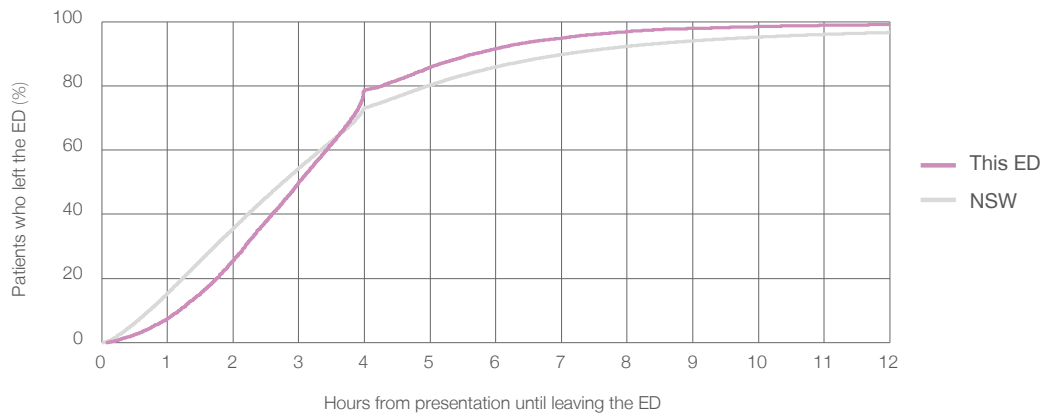
Presentations used to calculate time to leaving the ED:⁶ 10,857 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

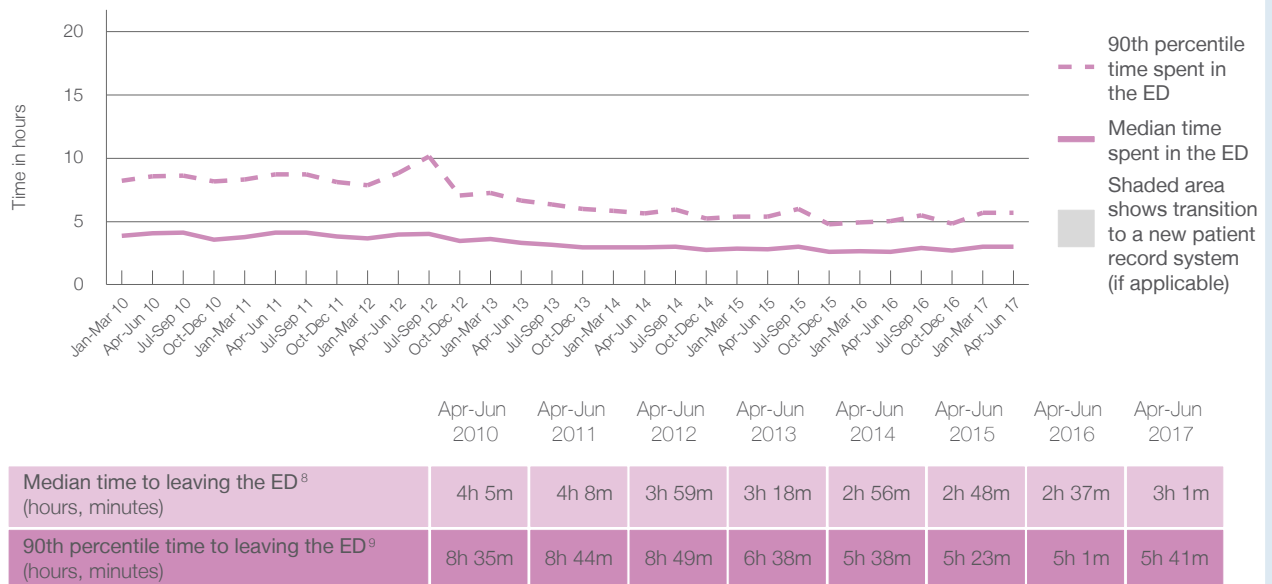
90th percentile time spent in the ED⁹ 5 hours and 41 minutes

Same period last year	NSW (this period)
10,415	10,414
2 hours and 37 minutes	2 hours and 46 minutes
5 hours and 1 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



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Canterbury Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

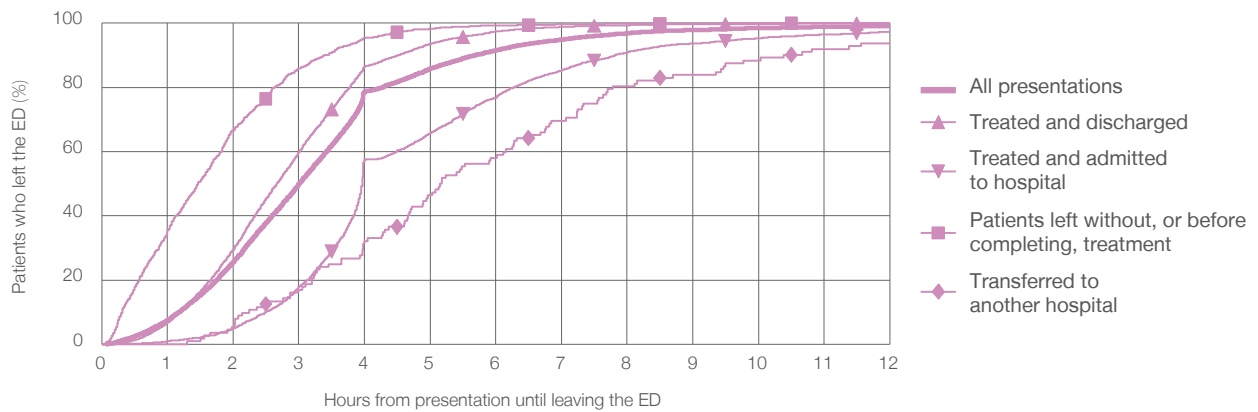
All presentations:¹ 10,861 patients

Presentations used to calculate time to leaving the ED:⁶ 10,857 patients

Treated and discharged	6,881 (63.4%)
Treated and admitted to hospital	2,988 (27.5%)
Patient left without, or before completing, treatment	837 (7.7%)
Transferred to another hospital	112 (1.0%)
Other	43 (0.4%)

Same period last year	Change since one year ago
10,414	4.3%
6,995	-1.6%
2,661	12.3%
612	36.8%
121	-7.4%
26	65.4%

Percentage of patients who left the ED by time and mode of separation, April to June 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	6.7%	29.6%	59.8%	86.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.9%	5.1%	17.9%	57.5%	76.8%	90.9%	95.3%	97.4%
Patient left without, or before completing, treatment	35.5%	66.7%	85.9%	95.6%	99.3%	99.9%	100%	100%
Transferred to another hospital	0%	5.4%	17.0%	32.1%	58.0%	80.4%	88.4%	93.8%
All presentations	7.5%	25.7%	50.0%	78.8%	91.5%	96.9%	98.4%	99.1%

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Canterbury Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 10,861 patients

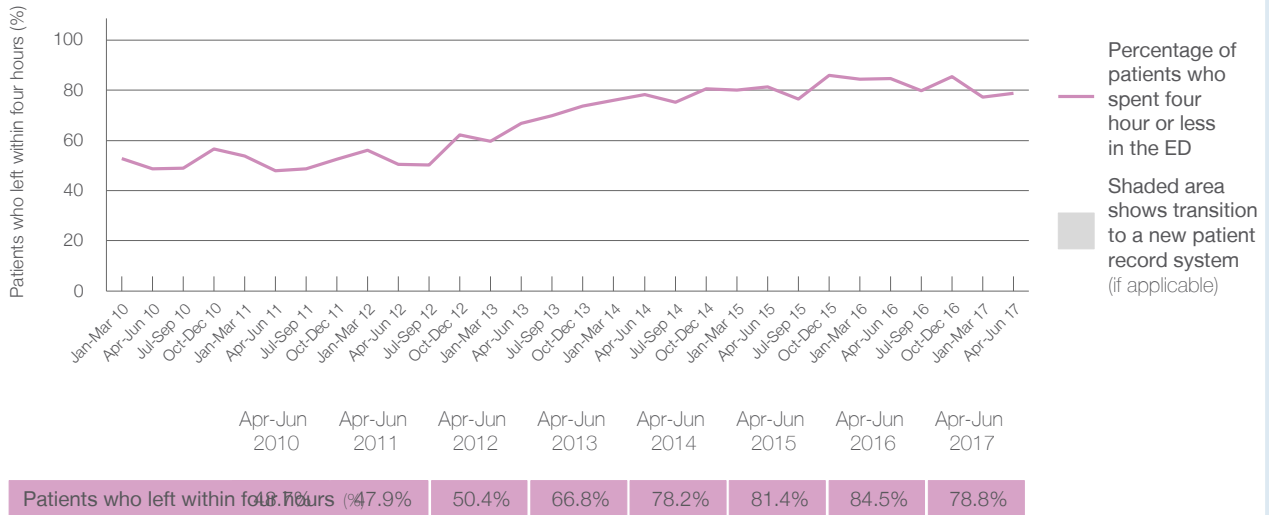
Presentations used to calculate time to leaving the ED:⁶ 10,857 patients

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



Same period last year	Change since one year ago
10,415	4.3%
10,414	4.3%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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).
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- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).