

## John Hunter Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

Emergency presentations:<sup>2</sup> 19,622 patients

Same period last year	Change since one year ago
18,760	5.4%
18,741	4.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,815 patients

Median time to start treatment<sup>4</sup> 7 minutes

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,960 patients

Median time to start treatment<sup>4</sup> 23 minutes

90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,957 patients

Median time to start treatment<sup>4</sup> 34 minutes

90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,794 patients

Median time to start treatment<sup>4</sup> 38 minutes

90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
1,823	
7 minutes	8 minutes
22 minutes	26 minutes
4,855	
24 minutes	20 minutes
77 minutes	67 minutes
9,311	
33 minutes	25 minutes
110 minutes	99 minutes
2,604	
34 minutes	23 minutes
130 minutes	101 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Percentage of patients who spent four hours or less in the ED 63.4%

Same period last year	Change since one year ago
18,760	5.4%
68.0%	

\* 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.

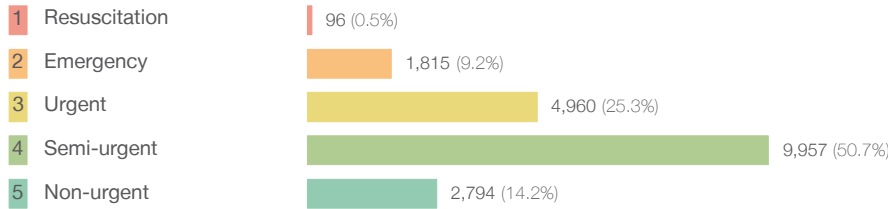
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## John Hunter Hospital: Patients presenting to the emergency department

April to June 2017

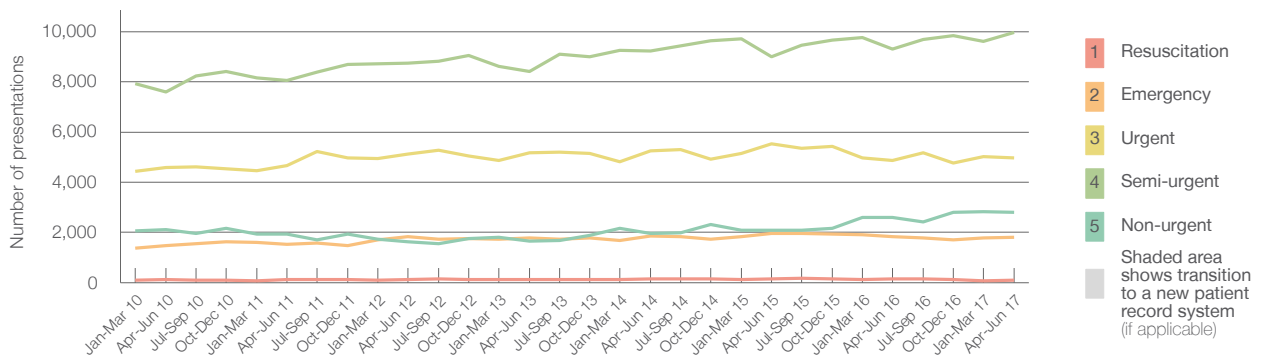
All presentations:<sup>1</sup> 19,776 patients

Emergency presentations<sup>2</sup> by triage category: 19,622 patients



Same period last year	Change since one year ago
18,760	5.4%
18,741	4.7%
148	-35.1%
1,823	-0.4%
4,855	2.2%
9,311	6.9%
2,604	7.3%

Emergency presentations<sup>2</sup> 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	117	113	136	117	147	140	148	96
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,815
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,960
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,957
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,622

## John Hunter Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,908 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,561	
11 minutes	0 minutes
21 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.

## John Hunter 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: 1,815

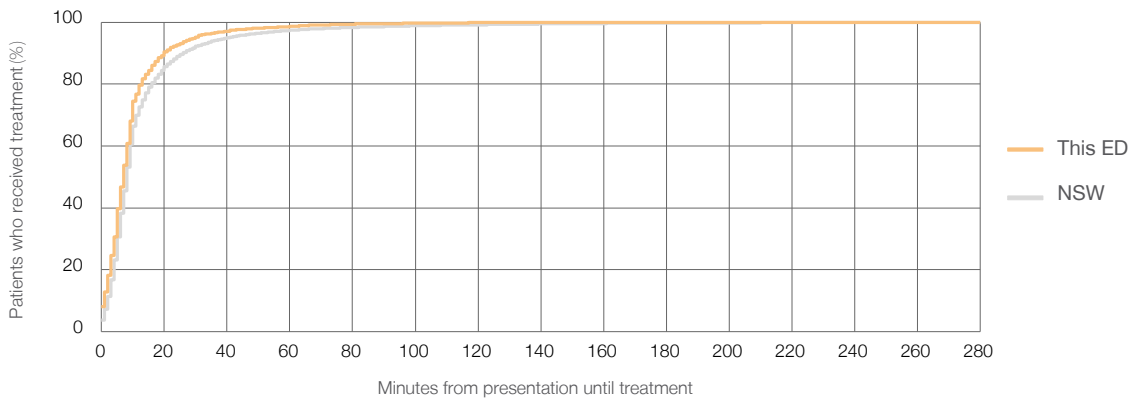
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,808

Median time to start treatment<sup>4</sup>  7 minutes

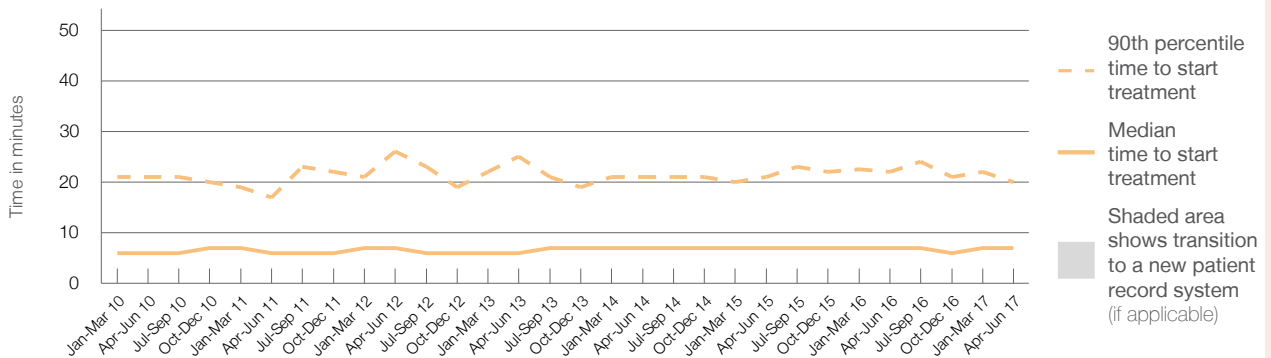
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,823	1,811
7 minutes	8 minutes
22 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	6	6	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	17	26	25	21	21	22	20

(†) 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.

## John Hunter 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: 4,960

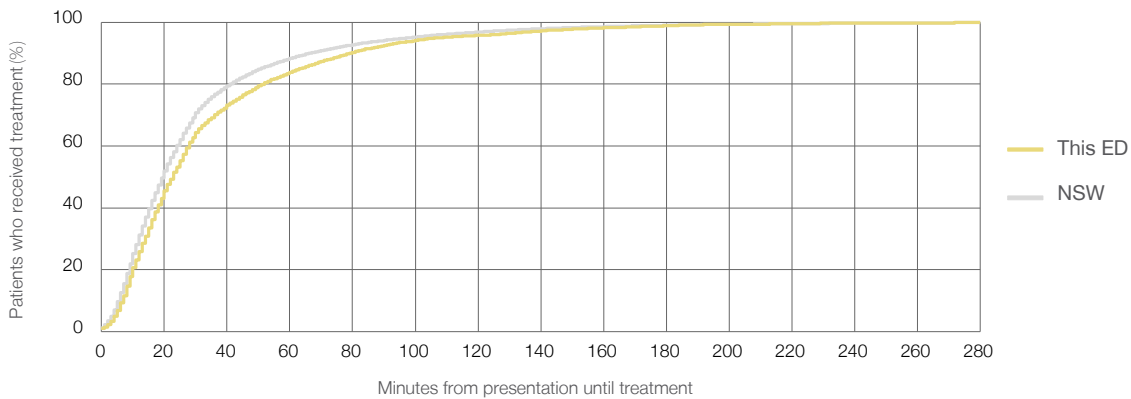
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,832

Median time to start treatment<sup>4</sup> 23 minutes

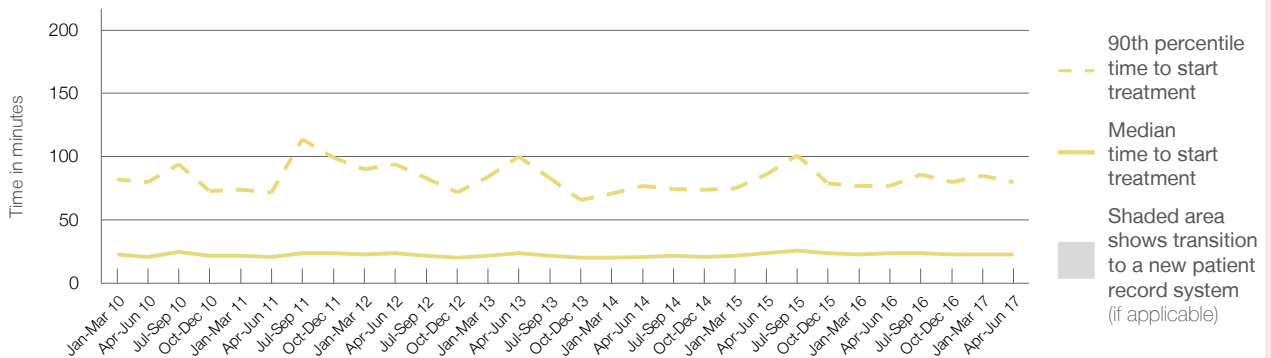
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
4,855	4,777
24 minutes	20 minutes
77 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	21	21	24	24	21	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	80	72	94	100	77	86	77	80

(†) 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.

## John Hunter 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: 9,957

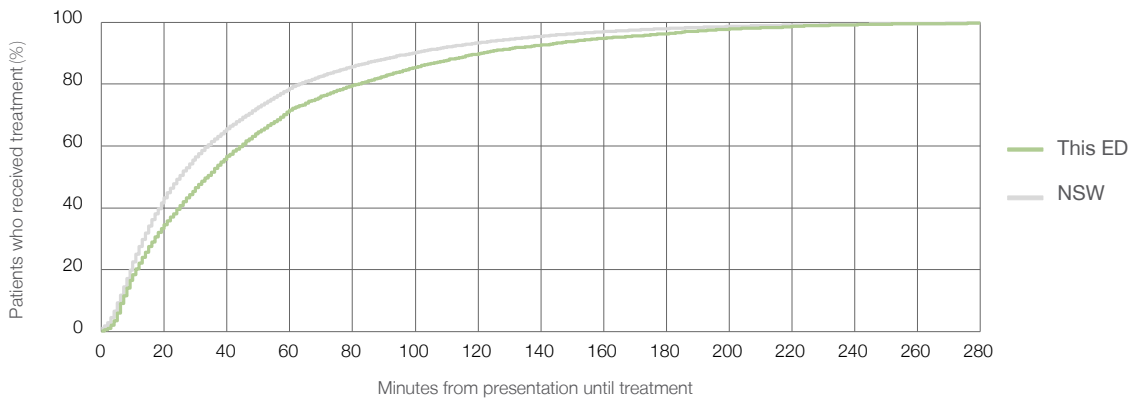
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,053

Median time to start treatment<sup>4</sup> 34 minutes

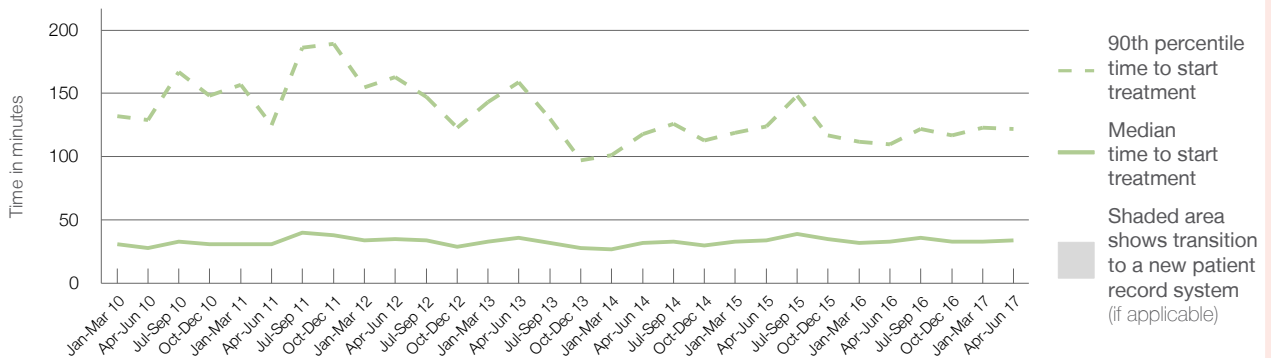
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
9,311	8,667
33 minutes	25 minutes
110 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	28	31	35	36	32	34	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	129	125	163	159	118	124	110	122

(†) 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.

## John Hunter 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: 2,794

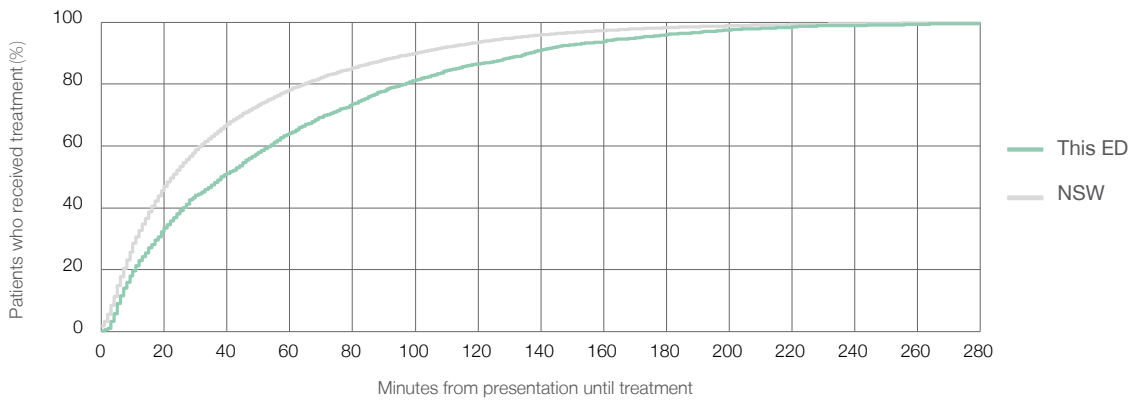
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,337

Median time to start treatment<sup>4</sup>  38 minutes

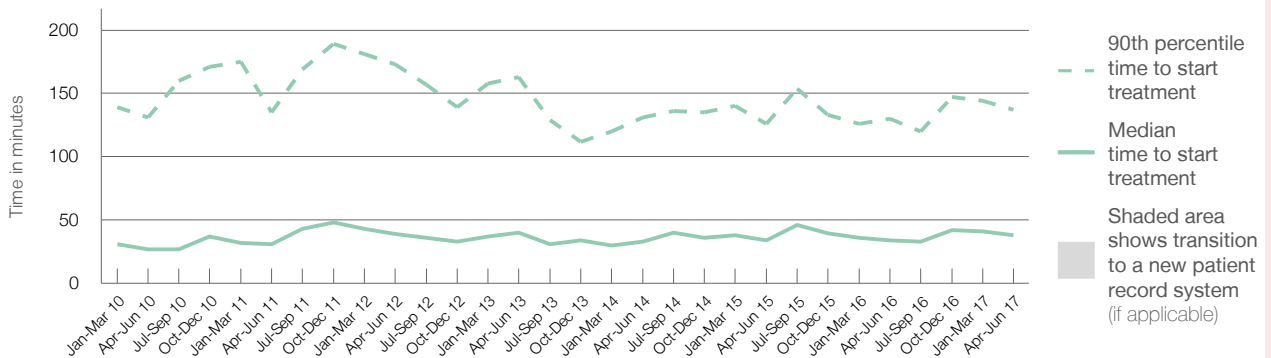
90th percentile time to start treatment<sup>5</sup>  137 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,604	2,178
Median time to start treatment <sup>4</sup>	34 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	130 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	27	31	39	40	33	34	34	38
90th percentile time to start treatment <sup>5</sup> (minutes)	131	135	173	163	131	126	130	137

(†) 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.

## John Hunter Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

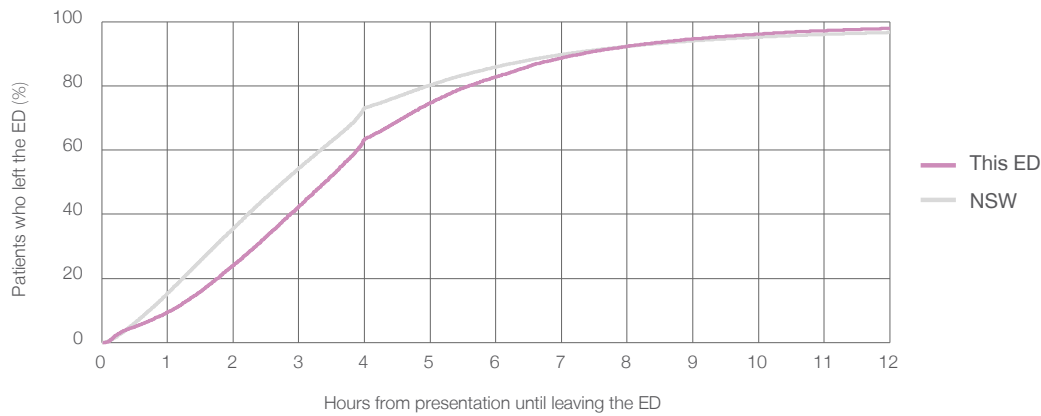
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

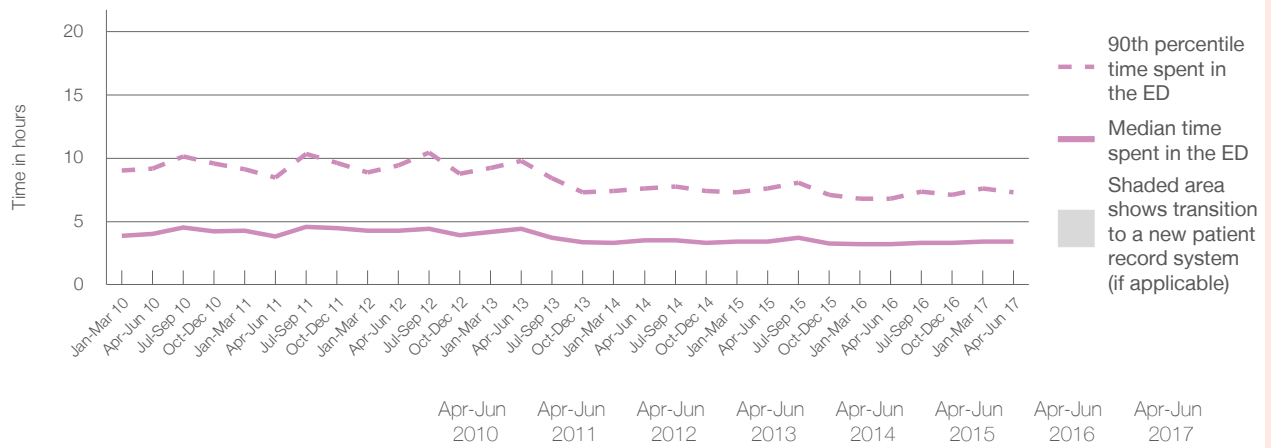
90th percentile time spent in the ED<sup>9</sup> 7 hours and 19 minutes

Same period last year	NSW (this period)
18,760	18,760
3 hours and 14 minutes	2 hours and 46 minutes
6 hours and 48 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<sup>†‡</sup>



	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 leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 50m	4h 16m	4h 24m	3h 31m	3h 24m	3h 14m	3h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 11m	8h 28m	9h 27m	9h 48m	7h 36m	7h 36m	6h 48m	7h 19m

(†) 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.

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

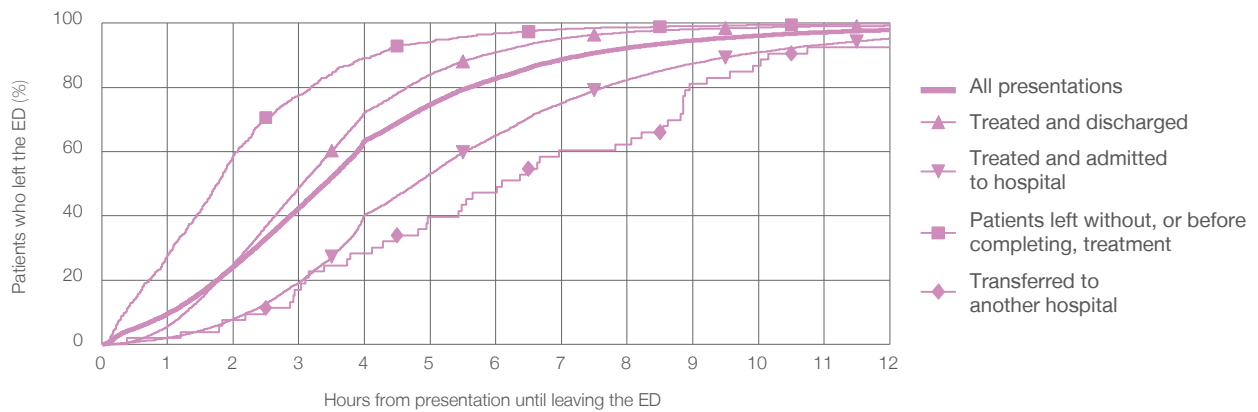
All presentations:<sup>1</sup> 19,776 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Treated and discharged	11,262 (56.9%)
Treated and admitted to hospital	6,641 (33.6%)
Patient left without, or before completing, treatment	733 (3.7%)
Transferred to another hospital	53 (0.3%)
Other	1,087 (5.5%)

Same period last year	Change since one year ago
18,760	5.4%
10,676	5.5%
6,594	0.7%
576	27.3%
57	-7.0%
857	26.8%

Percentage of patients who left the ED by time and mode of separation, April to June 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	5.7%	24.9%	48.9%	72.2%	90.9%	97.2%	98.6%	99.2%
Treated and admitted to hospital	2.0%	7.9%	19.2%	40.3%	65.1%	82.4%	91.0%	95.2%
Patient left without, or before completing, treatment	27.7%	58.8%	77.5%	89.2%	96.9%	98.6%	99.5%	99.9%
Transferred to another hospital	1.9%	7.5%	17.0%	28.3%	47.2%	62.3%	86.8%	92.5%
All presentations	9.6%	24.1%	42.5%	63.4%	82.8%	92.3%	96.1%	97.9%

(†) 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.



**John Hunter 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:<sup>1</sup> 19,776 patients

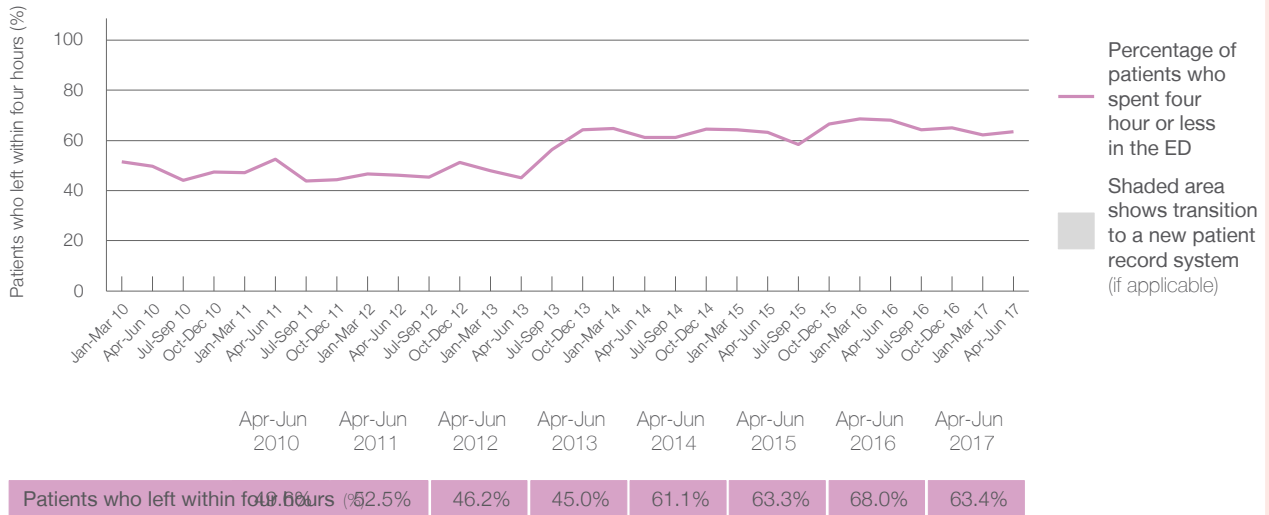
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

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: <sup>1</sup>	18,760	5.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	18,760	5.4%
Percentage of patients who spent four hours or less in the ED	68.0%	

**Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<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, 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).