



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Central Coast Local Health District

April to June 2017

## Gosford Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 16,521 patients

Emergency presentations:<sup>2</sup> 16,393 patients

Same period last year	Change since one year ago
15,984	3.4%
15,871	3.3%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,175 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,558 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,998 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 483 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
2,216	
6 minutes	8 minutes
16 minutes	26 minutes
6,350	
19 minutes	20 minutes
64 minutes	67 minutes
6,651	
26 minutes	25 minutes
89 minutes	99 minutes
411	
21 minutes	23 minutes
85 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

Percentage of patients who spent four hours or less in the ED 68.5%

Same period last year	Change since one year ago
15,984	3.4%
69.2%	

\* 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.

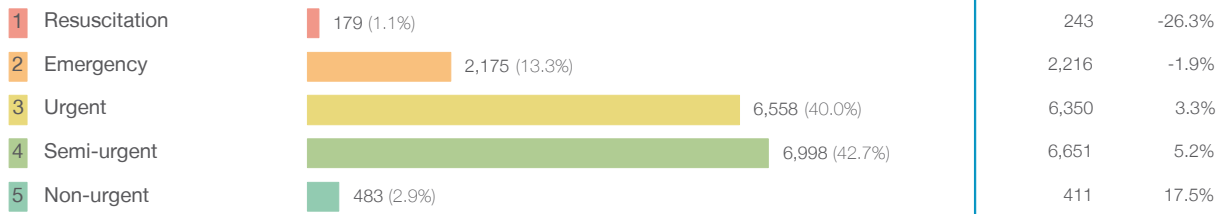
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

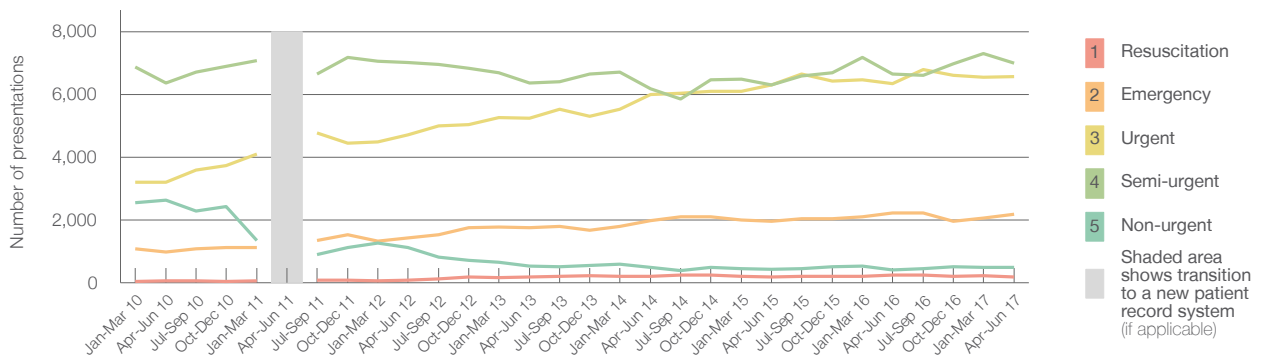
## Gosford Hospital: Patients presenting to the emergency department April to June 2017

All presentations:<sup>1</sup> 16,521 patients

Emergency presentations<sup>2</sup> by triage category: 16,393 patients



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	51		80	175	192	178	243	179
Emergency	979		1,421	1,754	1,986	1,950	2,216	2,175
Urgent	3,197		4,711	5,245	6,001	6,298	6,350	6,558
Semi-urgent	6,372		7,018	6,372	6,174	6,304	6,651	6,998
Non-urgent	2,627		1,114	528	496	420	411	483
All emergency presentations	13,226		14,344	14,074	14,849	15,150	15,871	16,393

## Gosford Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,562 patients

ED Transfer of care time



(†) 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.

## Gosford 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: 2,175

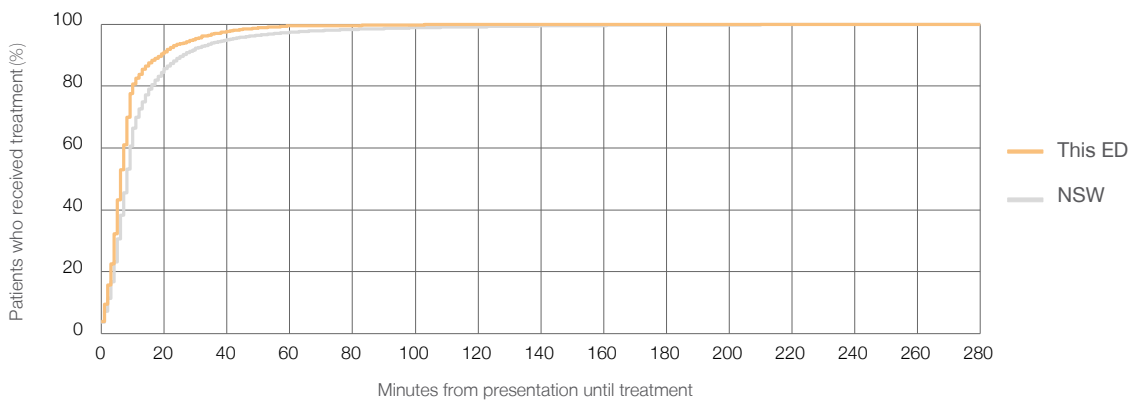
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,169

Median time to start treatment<sup>4</sup>  6 minutes

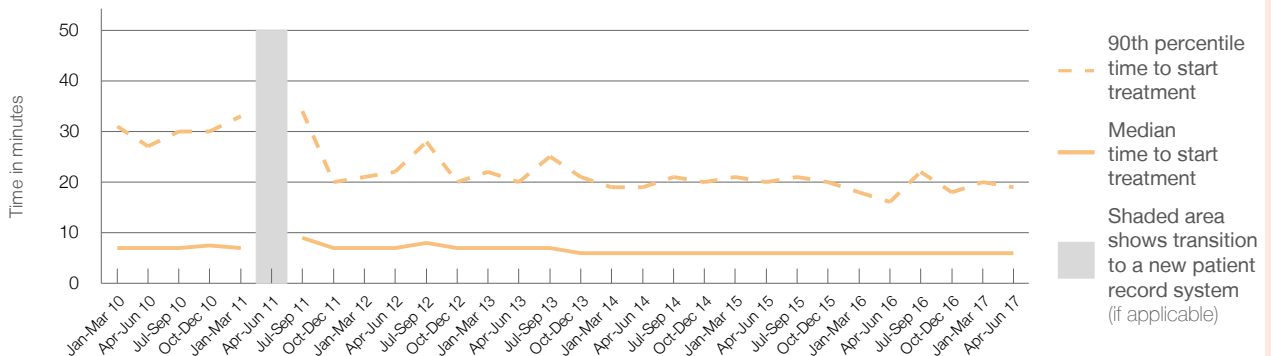
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
2,216	
2,209	
6 minutes	8 minutes
16 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)	7		7	7	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	27		22	20	19	20	16	19

(†) 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.

## Gosford 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: 6,558

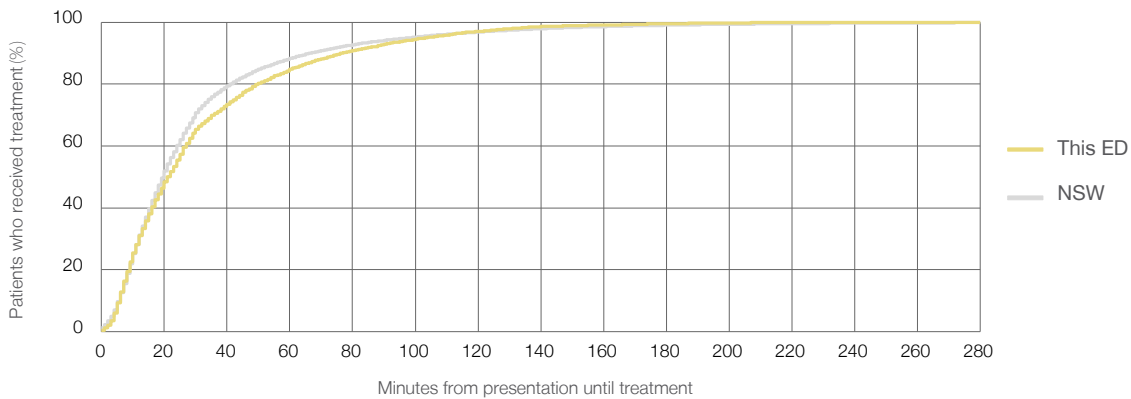
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,464

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

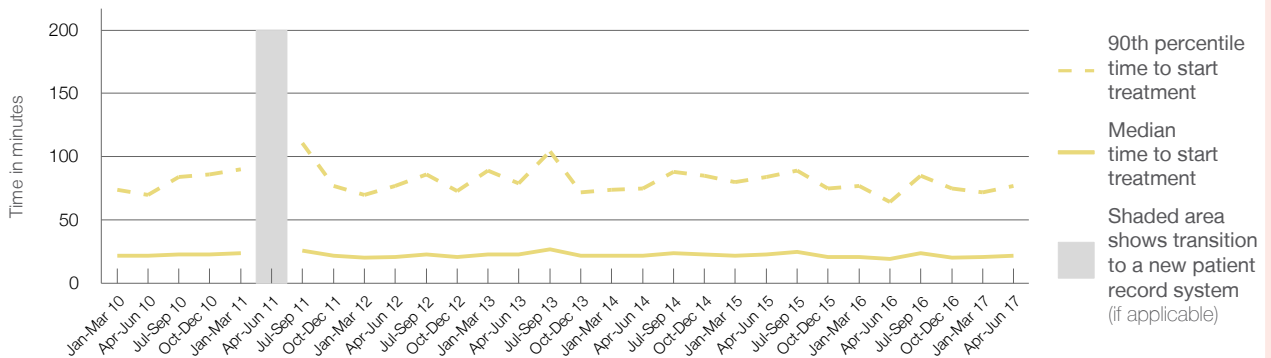
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
6,350	
6,260	
19 minutes	20 minutes
64 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)	22		21	23	22	23	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	70		77	79	75	84	64	77

(†) 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.

## Gosford 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: 6,998

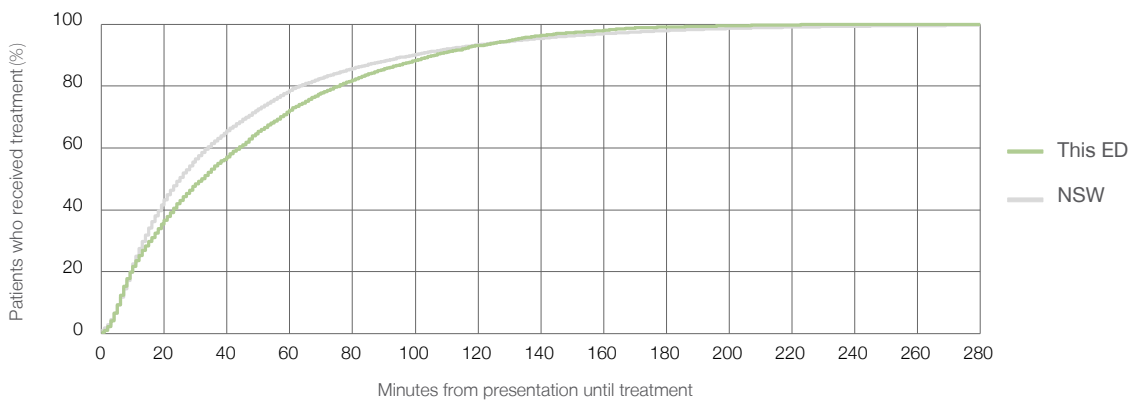
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,703

Median time to start treatment<sup>4</sup> 32 minutes

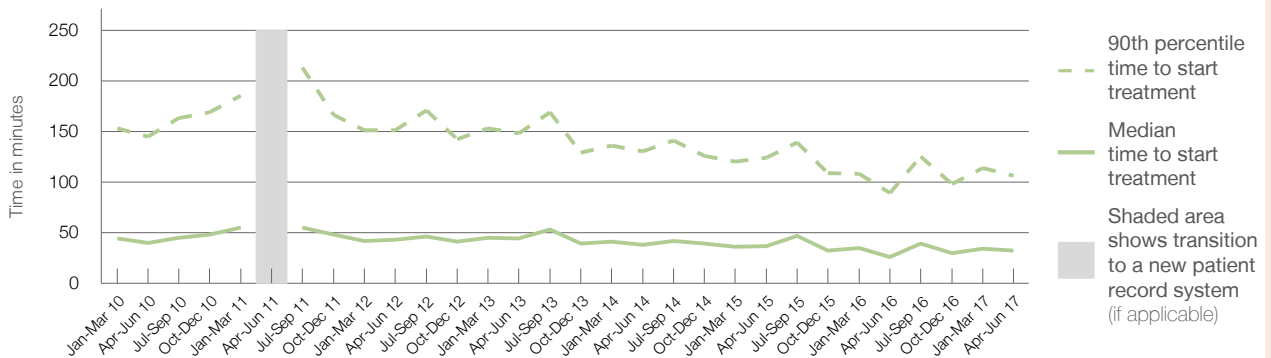
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
6,651	
6,413	
26 minutes	25 minutes
89 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)	40		43	44	38	37	26	32
90th percentile time to start treatment <sup>5</sup> (minutes)	145		151	148	130	124	89	106

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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.

## Gosford 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: 483

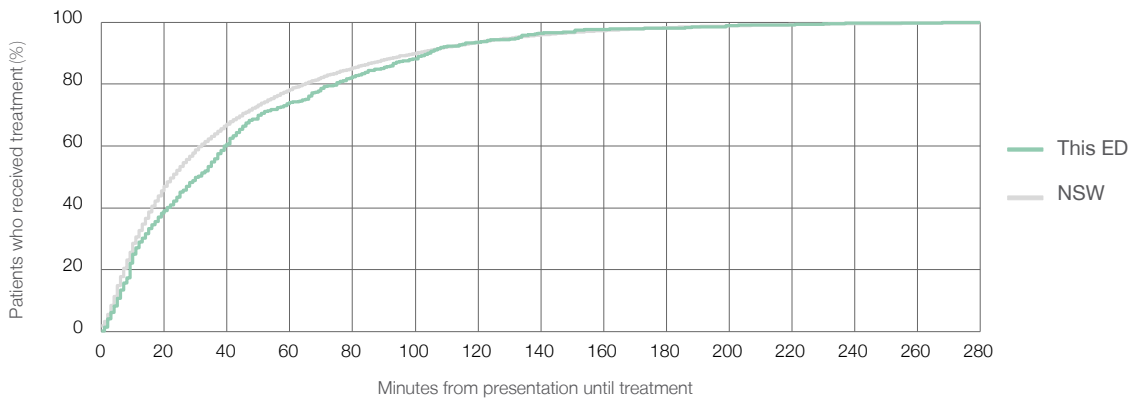
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 419

Median time to start treatment<sup>4</sup> 31 minutes

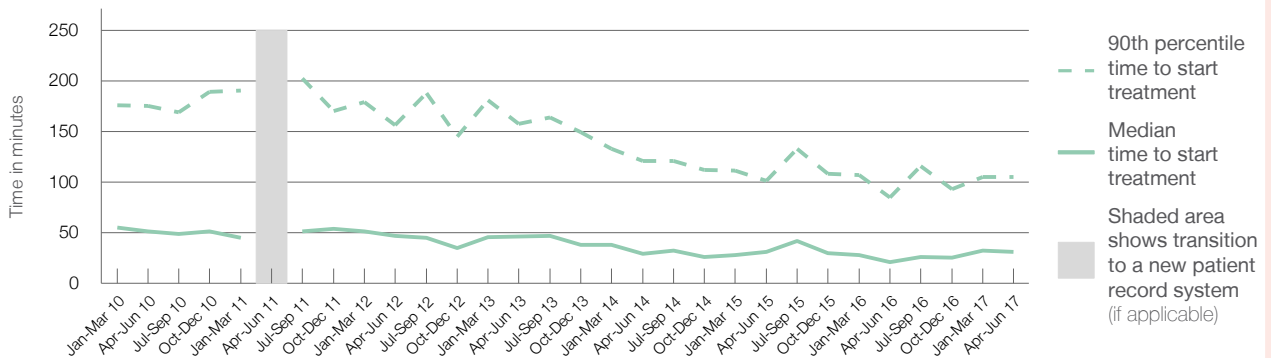
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
411	
364	
21 minutes	23 minutes
85 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)	51		47	46	29	31	21	31
90th percentile time to start treatment <sup>5</sup> (minutes)	175		156	158	121	101	85	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Gosford Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 16,521 patients

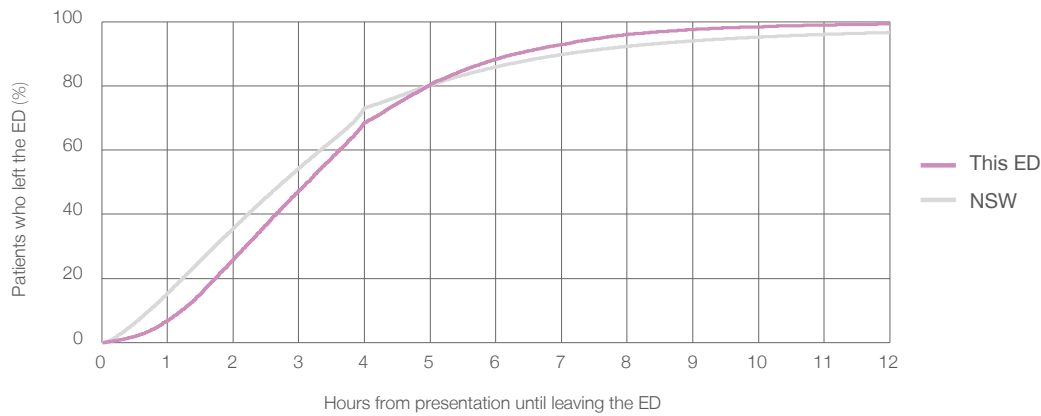
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

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

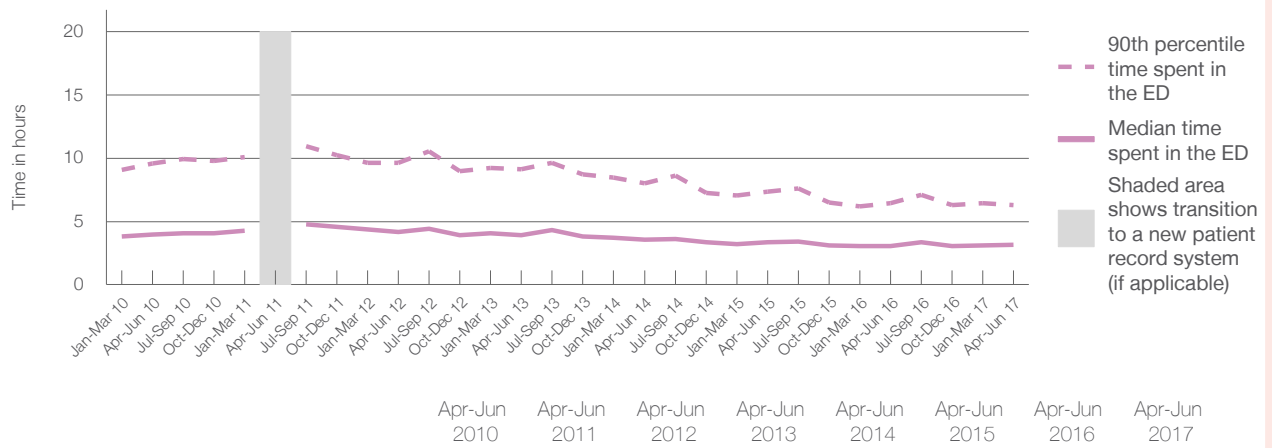
90th percentile time spent in the ED<sup>9</sup> 6 hours and 18 minutes

Same period last year	NSW (this period)
15,984	15,984
3 hours and 2 minutes	2 hours and 46 minutes
6 hours and 26 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)	3h 58m		4h 10m	3h 56m	3h 34m	3h 21m	3h 2m	3h 8m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 36m		9h 38m	9h 8m	8h 0m	7h 22m	6h 26m	6h 18m

(†) 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.



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

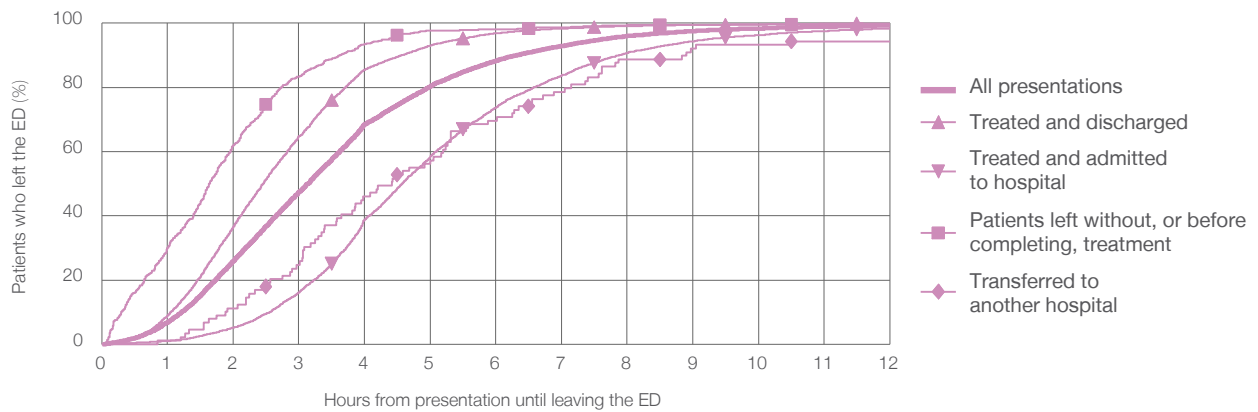
All presentations:<sup>1</sup> 16,521 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

Treated and discharged	9,796 (59.3%)
Treated and admitted to hospital	6,050 (36.6%)
Patient left without, or before completing, treatment	536 (3.2%)
Transferred to another hospital	89 (0.5%)
Other	50 (0.3%)

Same period last year	Change since one year ago
15,984	3.4%
9,320	5.1%
6,110	-1.0%
395	35.7%
91	-2.2%
68	-26.5%

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	8.9%	36.7%	64.7%	85.6%	96.9%	99.1%	99.7%	99.8%
Treated and admitted to hospital	1.0%	5.2%	16.2%	38.9%	73.7%	90.8%	96.3%	98.4%
Patient left without, or before completing, treatment	30.0%	61.9%	83.4%	93.5%	98.1%	99.4%	99.4%	99.6%
Transferred to another hospital	1.1%	11.2%	24.7%	46.1%	69.7%	88.8%	93.3%	94.4%
All presentations	6.8%	26.0%	47.4%	68.5%	88.3%	96.0%	98.4%	99.3%

(†) 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.

## Gosford 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> 16,521 patients

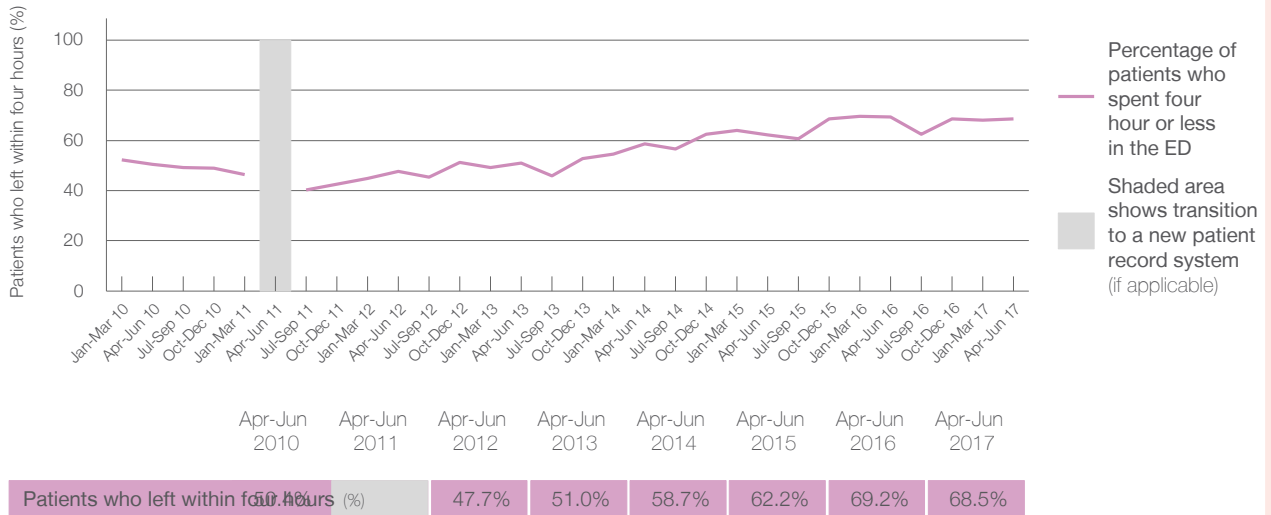
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

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



Same period last year	Change since one year ago
15,984	3.4%
15,984	3.4%
69.2%	

### 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).

## Wyong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 16,264 patients

Emergency presentations:<sup>2</sup> 16,147 patients

Same period last year	Change since one year ago
15,493	5.0%
15,328	5.3%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,569 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,584 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,107 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
1,584	
7 minutes	8 minutes
27 minutes	26 minutes
4,742	
19 minutes	20 minutes
61 minutes	67 minutes
7,881	
25 minutes	25 minutes
77 minutes	99 minutes
1,045	
20 minutes	23 minutes
66 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,264 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
15,493	5.0%
72.3%	

\* 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.

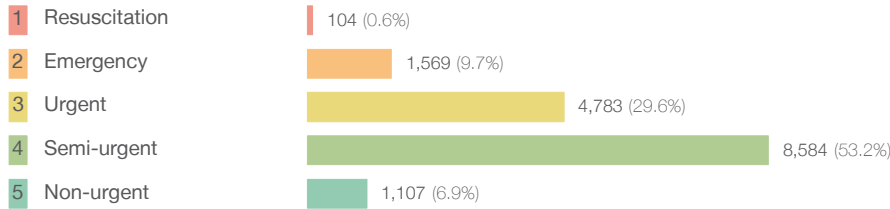
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Wyong Hospital: Patients presenting to the emergency department

April to June 2017

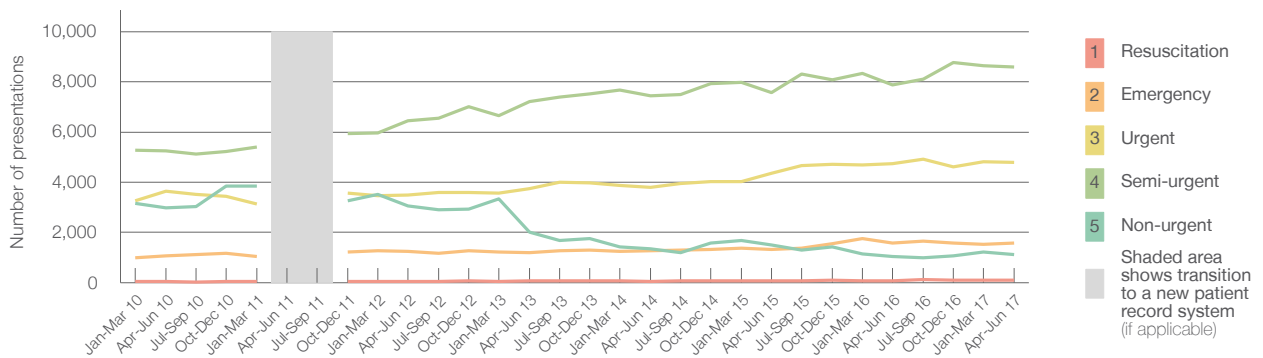
All presentations:<sup>1</sup> 16,264 patients

Emergency presentations<sup>2</sup> by triage category: 16,147 patients



Same period last year	Change since one year ago
15,493	5.0%
15,328	5.3%
76	36.8%
1,584	-0.9%
4,742	0.9%
7,881	8.9%
1,045	5.9%

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	51		51	62	51	69	76	104
Emergency	1,079		1,258	1,207	1,263	1,335	1,584	1,569
Urgent	3,637		3,494	3,741	3,792	4,370	4,742	4,783
Semi-urgent	5,239		6,441	7,216	7,437	7,566	7,881	8,584
Non-urgent	2,970		3,058	2,013	1,344	1,501	1,045	1,107
All emergency presentations	12,976		14,302	14,239	13,887	14,841	15,328	16,147

## Wyong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,019 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,867	
10 minutes	0 minutes
25 minutes	-1 minute

(†) 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.

## Wyong 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: 1,569

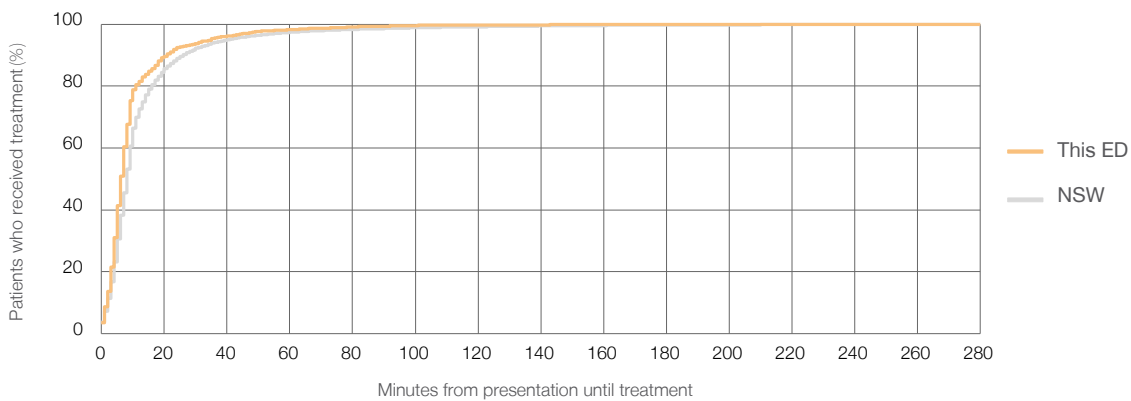
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,564

Median time to start treatment<sup>4</sup> 6 minutes

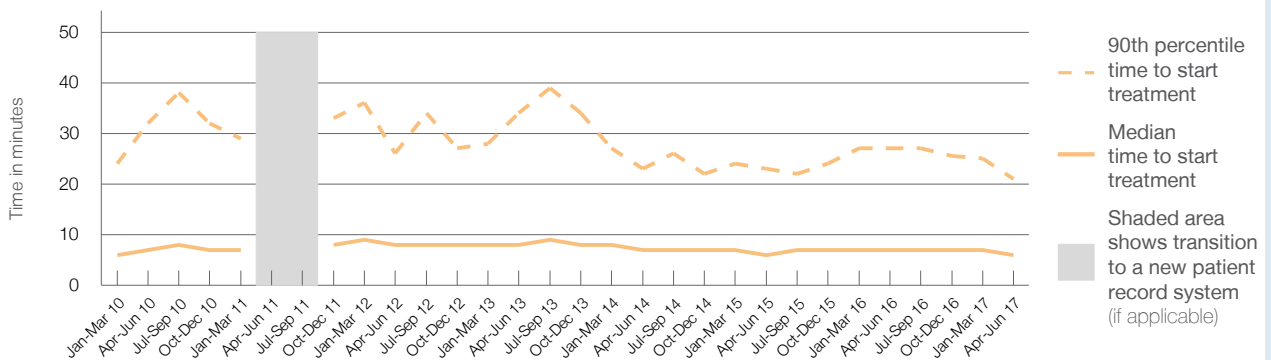
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,584	1,574
7 minutes	8 minutes
27 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)	7		8	8	7	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	32		26	34	23	23	27	21

(†) 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.

## Wyong 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: 4,783

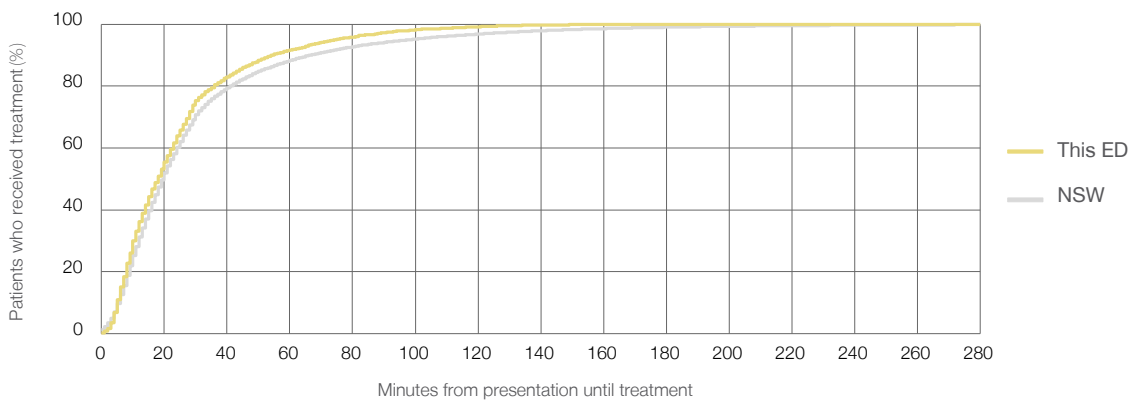
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,757

Median time to start treatment<sup>4</sup> 18 minutes

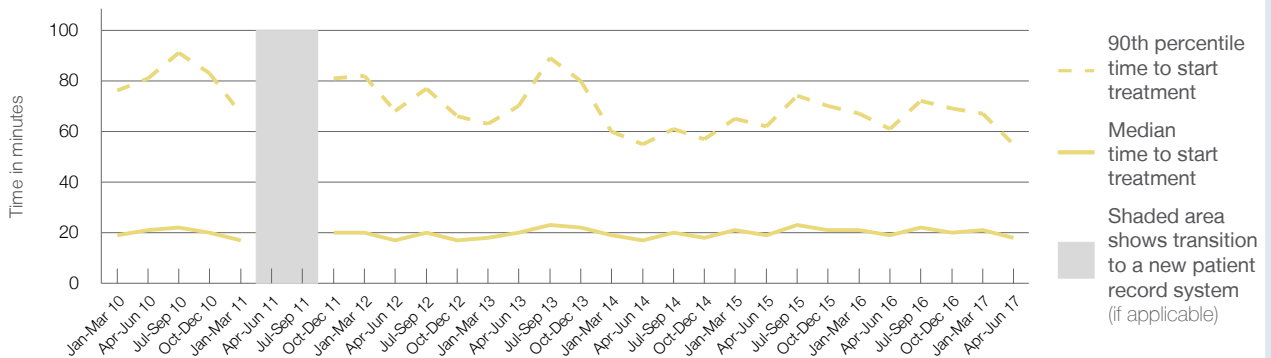
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
4,742	4,709
19 minutes	20 minutes
61 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		17	20	17	19	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	81		68	70	55	62	61	55

(†) 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.

## Wyong 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: 8,584

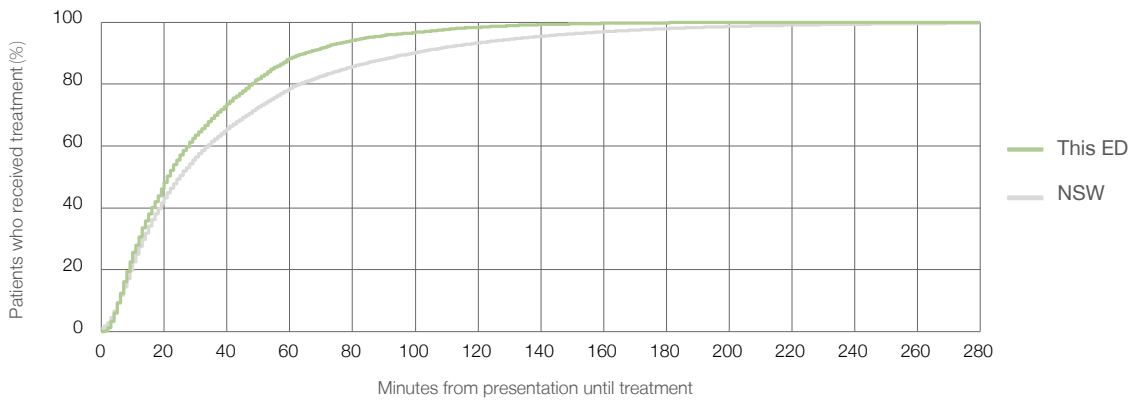
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,454

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

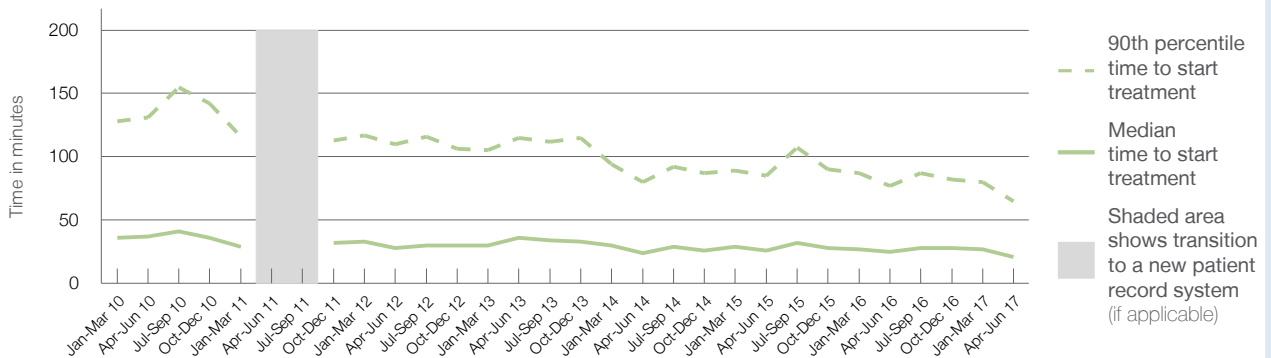
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
7,881	7,732
25 minutes	25 minutes
77 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)	37		28	36	24	26	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	131		110	115	80	85	77	65

(†) 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.

## Wyong 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: 1,107

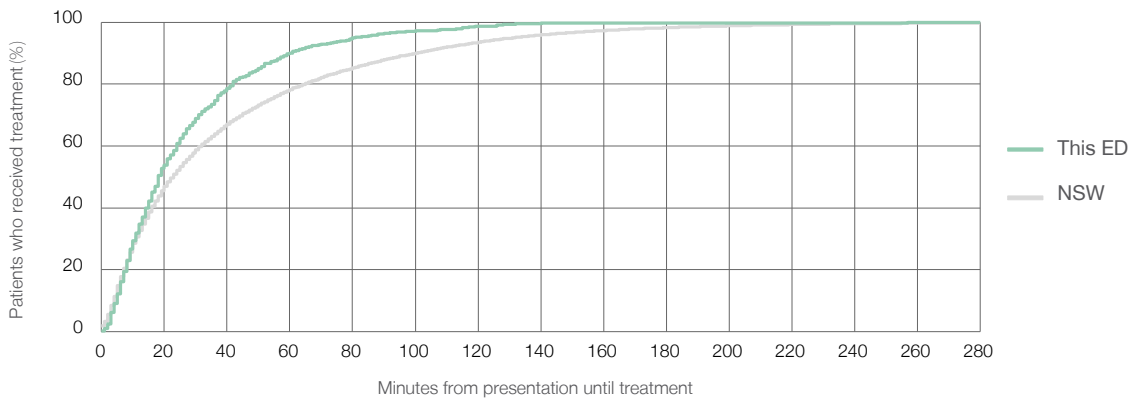
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,058

Median time to start treatment<sup>4</sup>  18 minutes

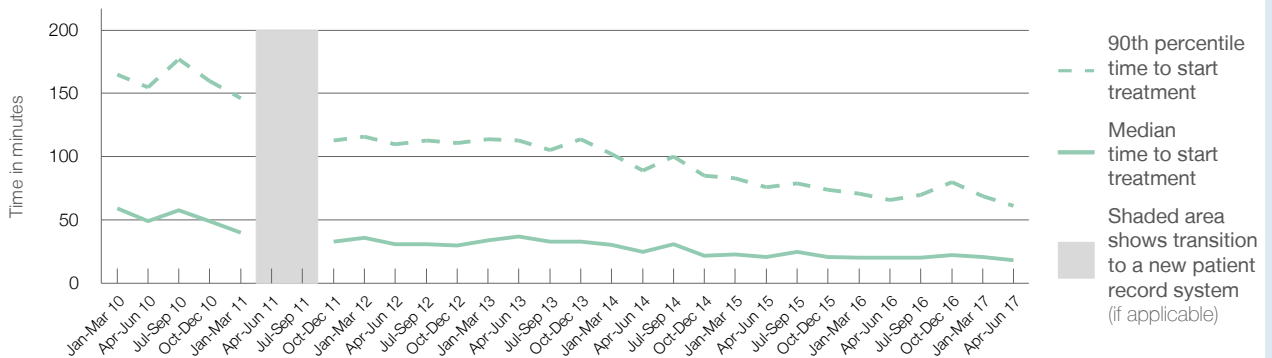
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
1,045	1,019
20 minutes	23 minutes
66 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)	49		31	37	25	21	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	155		110	113	89	76	66	61

(†) 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.



## Wyong Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 16,264 patients

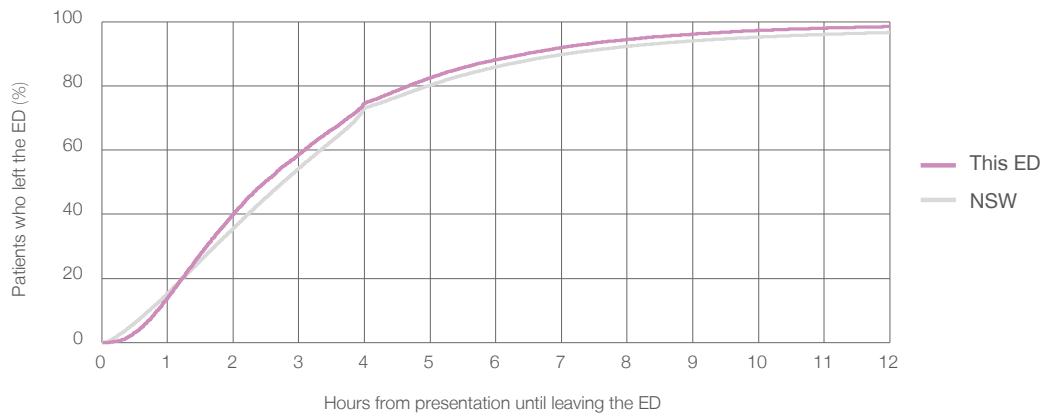
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,264 patients

Median time spent in the ED<sup>8</sup>  2 hours and 29 minutes

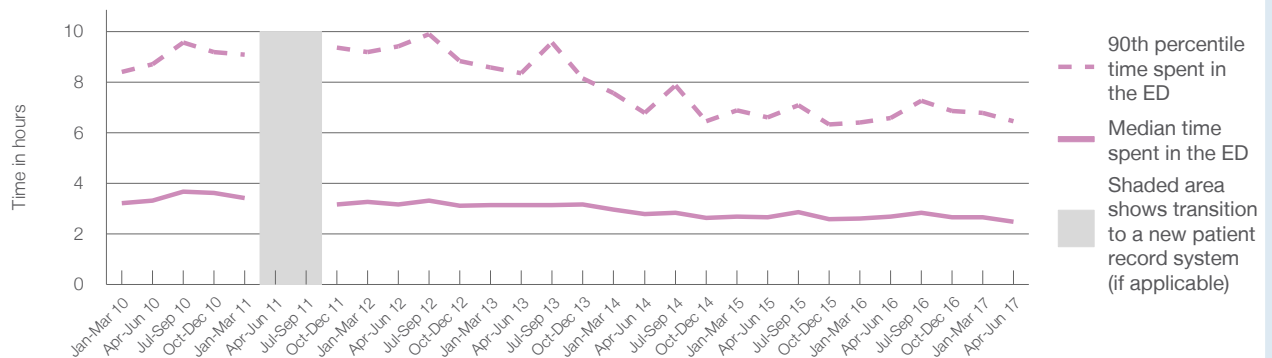
90th percentile time spent in the ED<sup>9</sup>  6 hours and 28 minutes

Same period last year	NSW (this period)
15,493	15,493
2 hours and 41 minutes	2 hours and 46 minutes
6 hours and 35 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)	3h 19m		3h 11m	3h 9m	2h 47m	2h 40m	2h 41m	2h 29m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 43m		9h 25m	8h 21m	6h 48m	6h 37m	6h 35m	6h 28m

(†) 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.

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

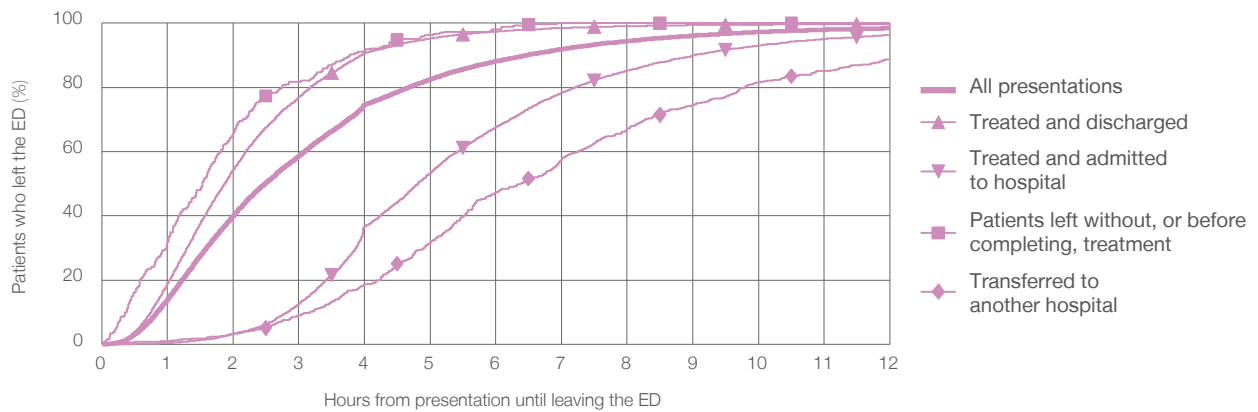
All presentations:<sup>1</sup> 16,264 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,264 patients

Treated and discharged	11,362 (69.9%)
Treated and admitted to hospital	3,942 (24.2%)
Patient left without, or before completing, treatment	269 (1.7%)
Transferred to another hospital	670 (4.1%)
Other	21 (0.1%)

Same period last year	Change since one year ago
15,493	5.0%
10,551	7.7%
3,900	1.1%
293	-8.2%
688	-2.6%
61	-65.6%

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

Treated and discharged	18.9%	54.3%	76.9%	90.6%	97.4%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.4%	3.2%	12.6%	36.7%	67.7%	85.3%	93.0%	96.4%
Patient left without, or before completing, treatment	32.0%	65.8%	81.8%	91.4%	98.1%	100%	100%	100%
Transferred to another hospital	0.9%	3.3%	9.0%	18.7%	47.5%	67.2%	81.5%	88.8%
All presentations	14.0%	40.1%	58.7%	74.6%	88.2%	94.4%	97.3%	98.5%

(†) 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.

## Wyong 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> 16,264 patients

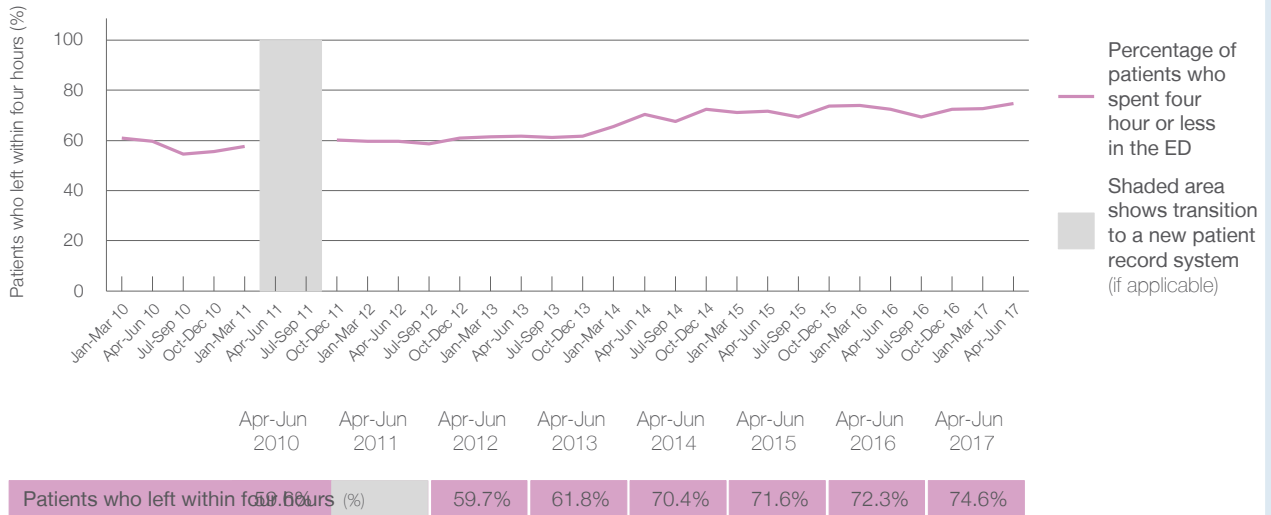
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,264 patients

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>	15,493	5.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	15,493	5.0%
Percentage of patients who spent four hours or less in the ED	72.3%	

### 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).