

Auburn Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,766 patients
 Emergency presentations:² 7,453 patients

Same period last year	Change since one year ago
6,654	16.7%
6,502	14.6%

Auburn Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,077 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,555 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,203 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 588 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,020	
9 minutes	9 minutes
27 minutes	29 minutes
2,280	
23 minutes	23 minutes
73 minutes	83 minutes
2,794	
31 minutes	30 minutes
129 minutes	121 minutes
380	
23 minutes	26 minutes
108 minutes	118 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,763 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
6,651	16.7%
76.8%	

* 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.

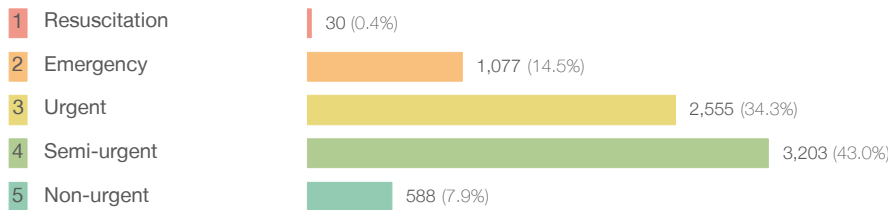
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Auburn Hospital: Patients presenting to the emergency department July to September 2017

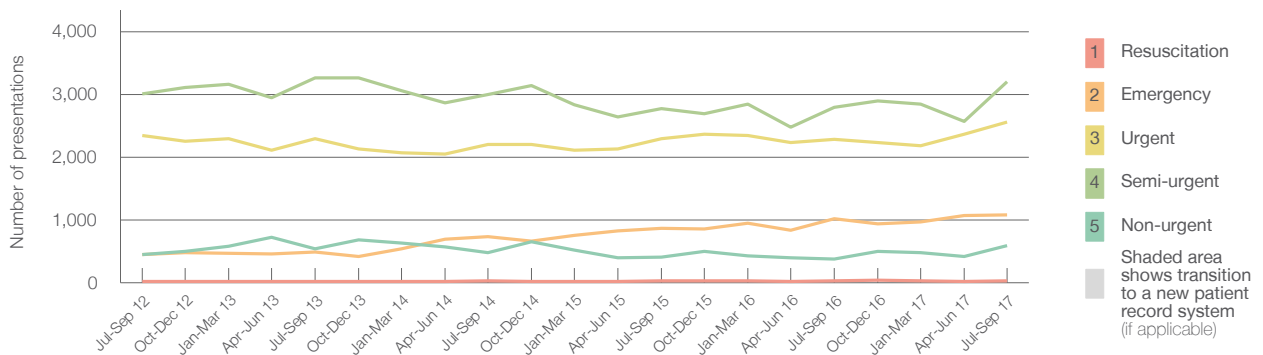
All presentations:¹ 7,766 patients

Emergency presentations² by triage category: 7,453 patients



	Same period last year	Change since one year ago
All presentations	6,654	16.7%
Emergency presentations	6,502	14.6%
Resuscitation	28	7.1%
Emergency	1,020	5.6%
Urgent	2,280	12.1%
Semi-urgent	2,794	14.6%
Non-urgent	380	54.7%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	19	22	26	30	28	30
Emergency	451	486	733	863	1,020	1,077
Urgent	2,342	2,295	2,200	2,295	2,280	2,555
Semi-urgent	3,006	3,259	3,001	2,772	2,794	3,203
Non-urgent	447	544	482	402	380	588
All emergency presentations	6,265	6,606	6,442	6,362	6,502	7,453

Auburn Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,189 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	876	
ED Transfer of care time	14 minutes	0 minutes
90th percentile time	26 minutes	3 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.

Auburn Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,077

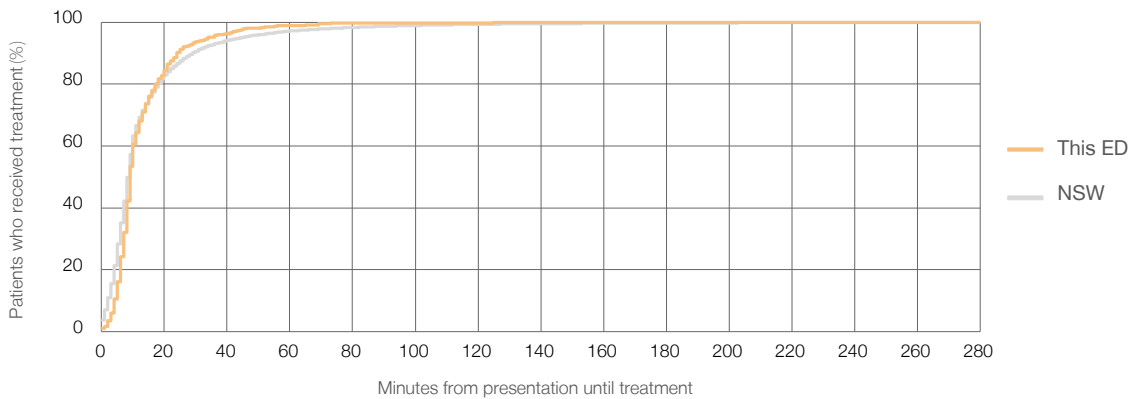
Number of triage 2 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 9 minutes

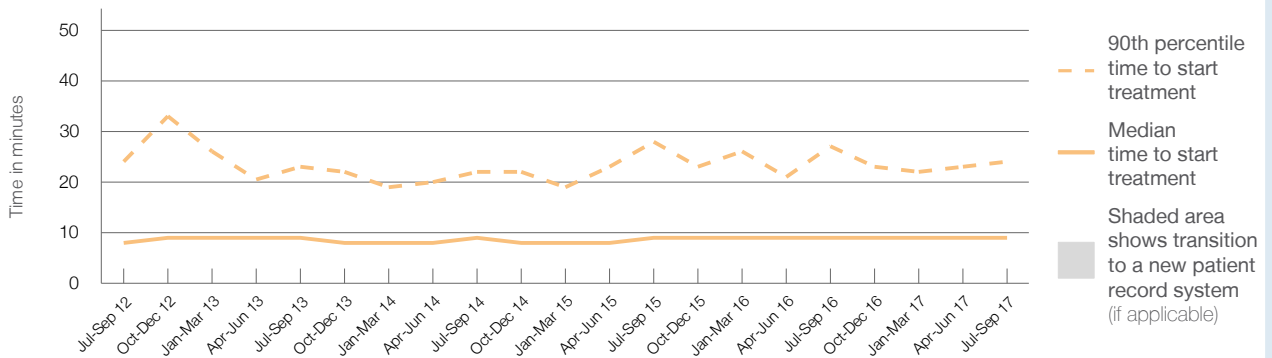
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,020	
1,016	
9 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	24	23	22	28	27	24

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Auburn Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,555

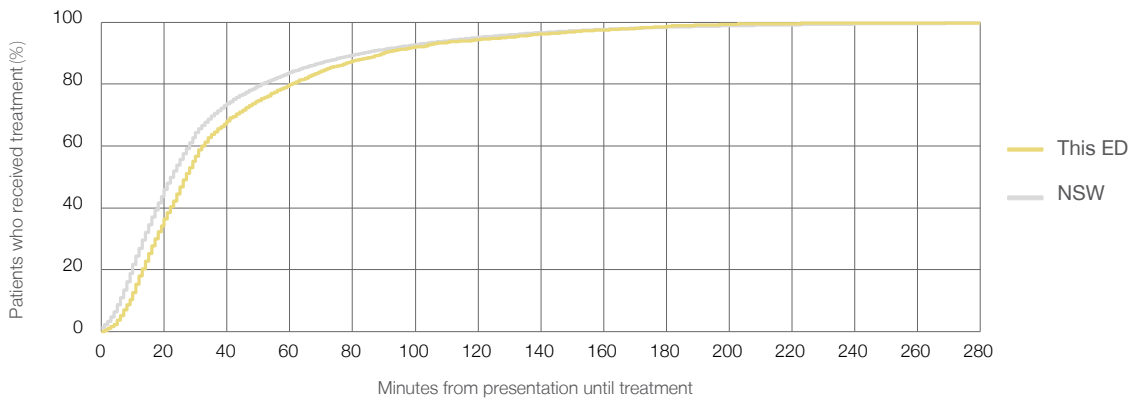
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

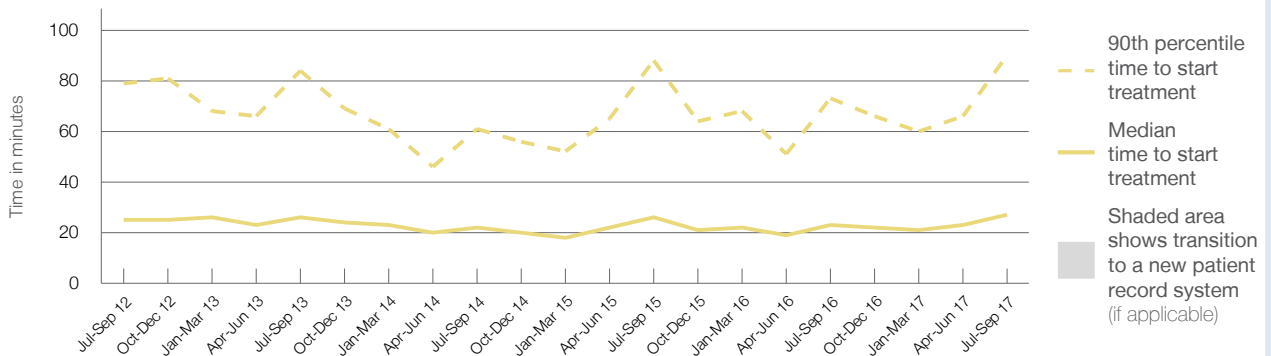
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,280	2,221
23 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	26	22	26	23	27
90th percentile time to start treatment ⁵ (minutes)	79	84	61	88	73	90

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Auburn Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,203

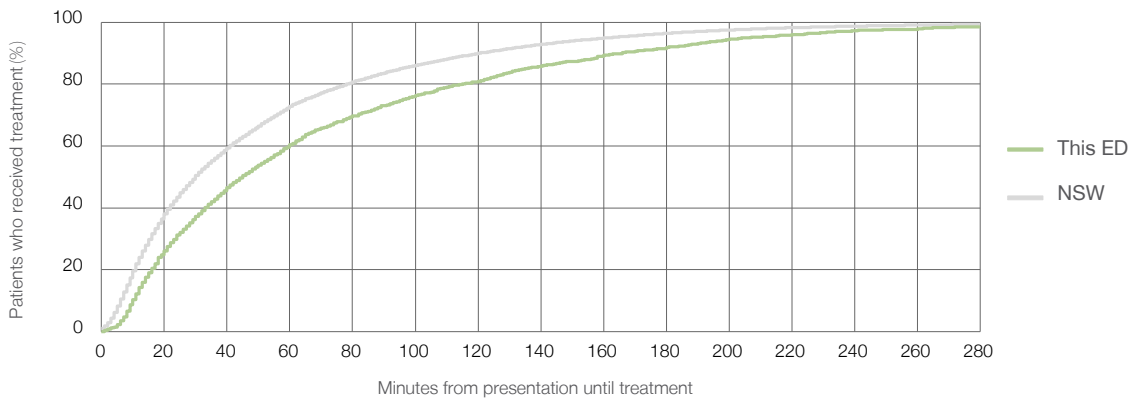
Number of triage 4 patients used to calculate waiting time:³ 2,704

Median time to start treatment⁴ 45 minutes

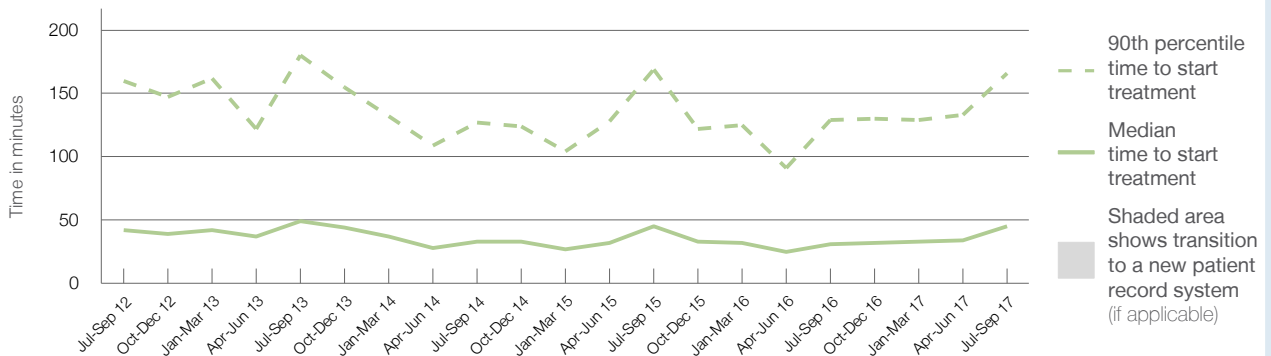
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
2,794	2,504
31 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	49	33	45	31	45
90th percentile time to start treatment ⁵ (minutes)	160	180	127	169	129	166

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Auburn Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 588

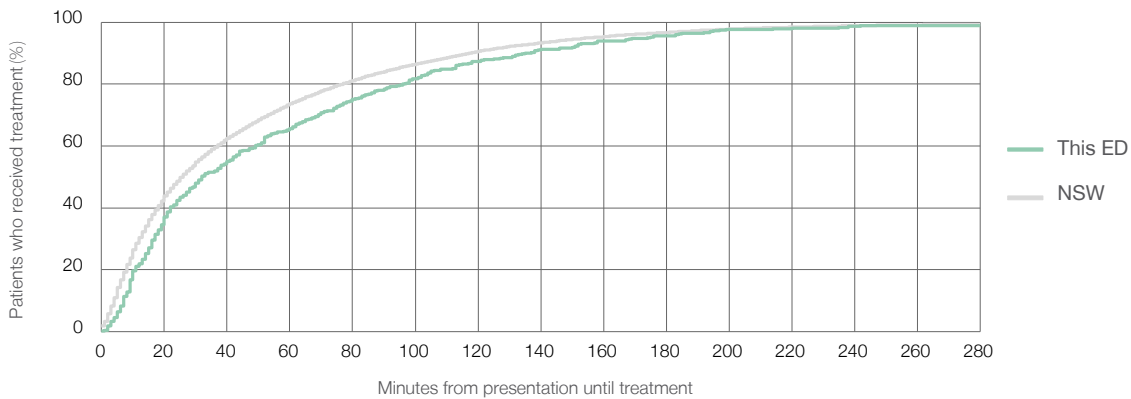
Number of triage 5 patients used to calculate waiting time:³ 422

Median time to start treatment⁴ 32 minutes

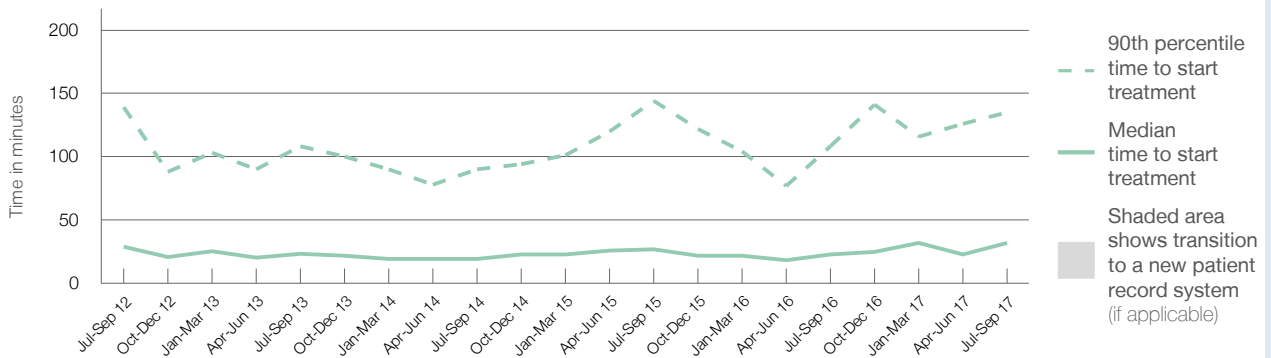
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
380	295
23 minutes	26 minutes
108 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	24	19	27	23	32
90th percentile time to start treatment ⁵ (minutes)	139	108	90	144	108	135

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Auburn Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 7,766 patients

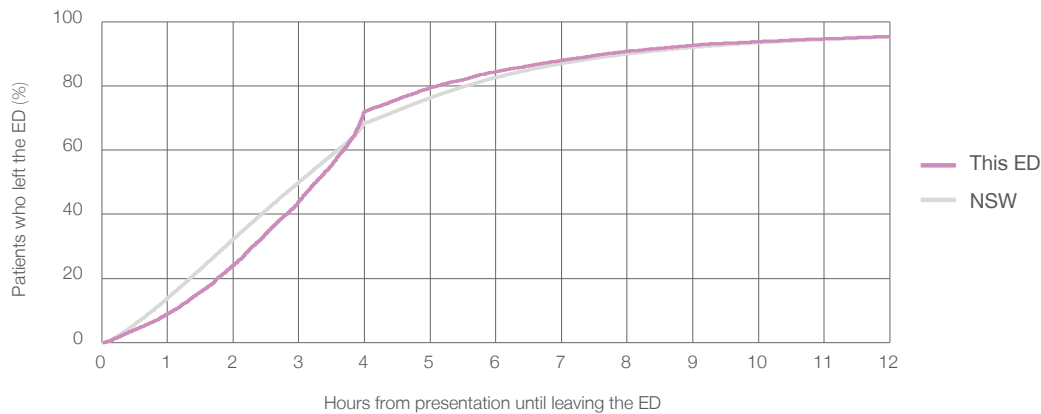
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

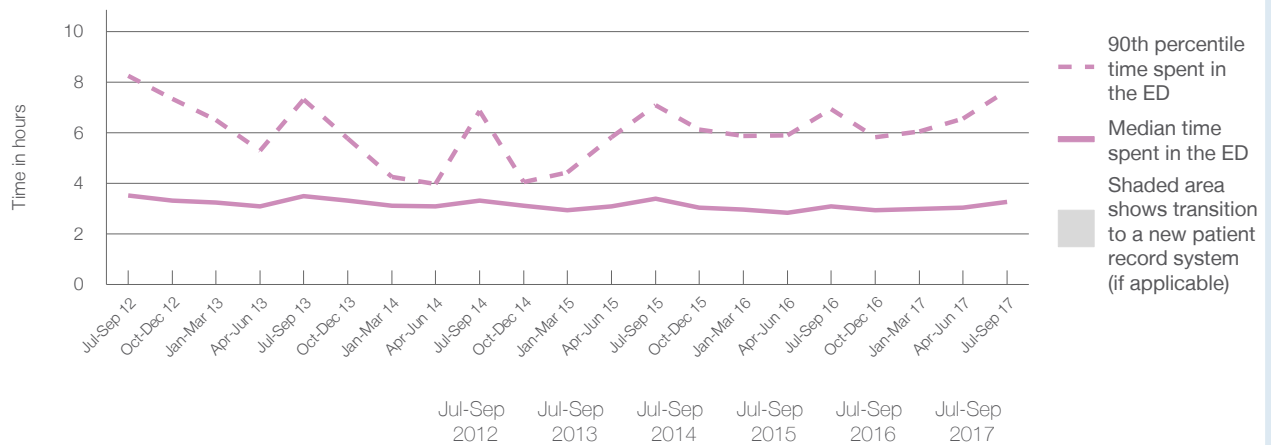
90th percentile time spent in the ED⁹ 7 hours and 41 minutes

Same period last year	NSW (this period)
6,654	
6,651	
3 hours and 5 minutes	3 hours and 0 minutes
6 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 41m

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Auburn Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

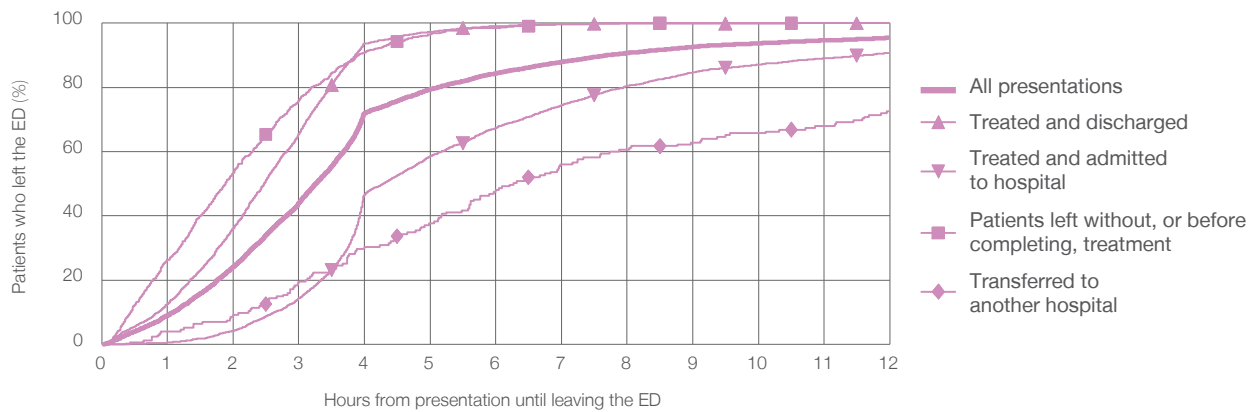
All presentations:¹ 7,766 patients

Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Treated and discharged	3,379 (43.5%)
Treated and admitted to hospital	3,298 (42.5%)
Patient left without, or before completing, treatment	880 (11.3%)
Transferred to another hospital	175 (2.3%)
Other	34 (0.4%)

Same period last year	Change since one year ago
6,651	16.7%
2,836	19.1%
3,221	2.4%
402	118.9%
159	10.1%
36	-5.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	12.5%	36.2%	65.6%	93.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	0.5%	4.2%	14.3%	46.6%	67.4%	80.5%	87.1%	90.7%
Patient left without, or before completing, treatment	26.3%	53.4%	76.0%	91.0%	98.5%	100%	100%	100%
Transferred to another hospital	4.0%	9.1%	19.4%	30.3%	48.0%	60.6%	65.7%	72.6%
All presentations	9.0%	24.2%	44.1%	71.9%	84.4%	90.8%	93.7%	95.4%

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Auburn Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 7,766 patients

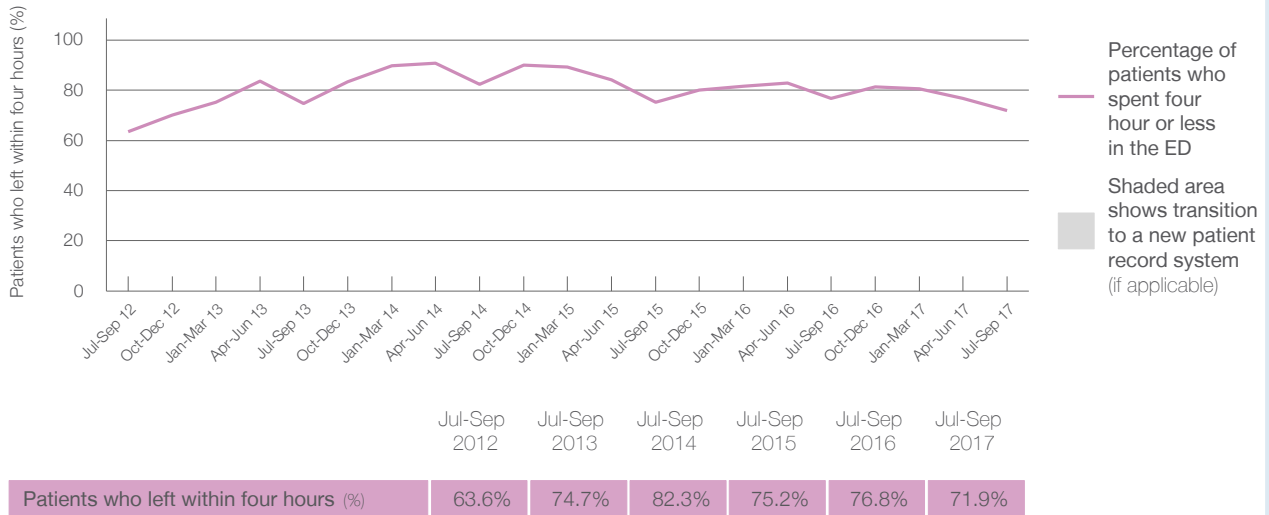
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

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	6,654	16.7%
Presentations used to calculate time to leaving the ED	6,651	16.7%
Percentage of patients who spent four hours or less in the ED	76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).