

## Concord Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 10,451 patients

Emergency presentations:<sup>2</sup> 10,422 patients

Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,222 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,757 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,994 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 381 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
1,082	
8 minutes	9 minutes
14 minutes	29 minutes
3,348	
21 minutes	23 minutes
57 minutes	83 minutes
4,714	
28 minutes	30 minutes
82 minutes	121 minutes
369	
23 minutes	26 minutes
83 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

Percentage of patients who spent four hours or less in the ED 70.8%

Same period last year	Change since one year ago
9,600	8.9%
73.2%	

\* 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.

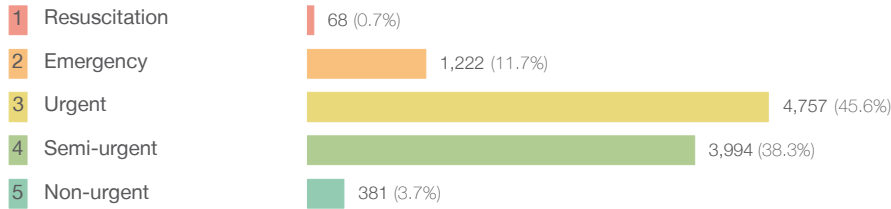
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Concord Hospital: Patients presenting to the emergency department July to September 2017

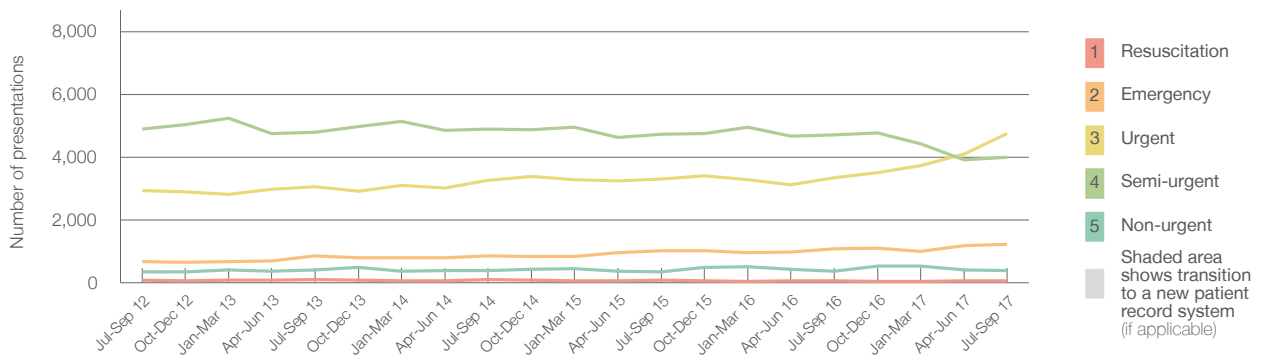
All presentations:<sup>1</sup> 10,451 patients

Emergency presentations<sup>2</sup> by triage category: 10,422 patients



Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%
54	25.9%
1,082	12.9%
3,348	42.1%
4,714	-15.3%
369	3.3%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †

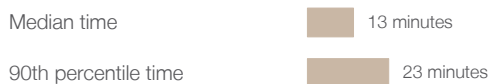


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	93	91	80	54	68
Emergency	662	859	859	1,027	1,082	1,222
Urgent	2,938	3,052	3,270	3,294	3,348	4,757
Semi-urgent	4,903	4,783	4,885	4,737	4,714	3,994
Non-urgent	343	407	376	341	369	381
All emergency presentations	8,930	9,194	9,481	9,479	9,567	10,422

## Concord Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,631 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,327	
11 minutes	2 minutes
19 minutes	4 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.

## Concord 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: 1,222

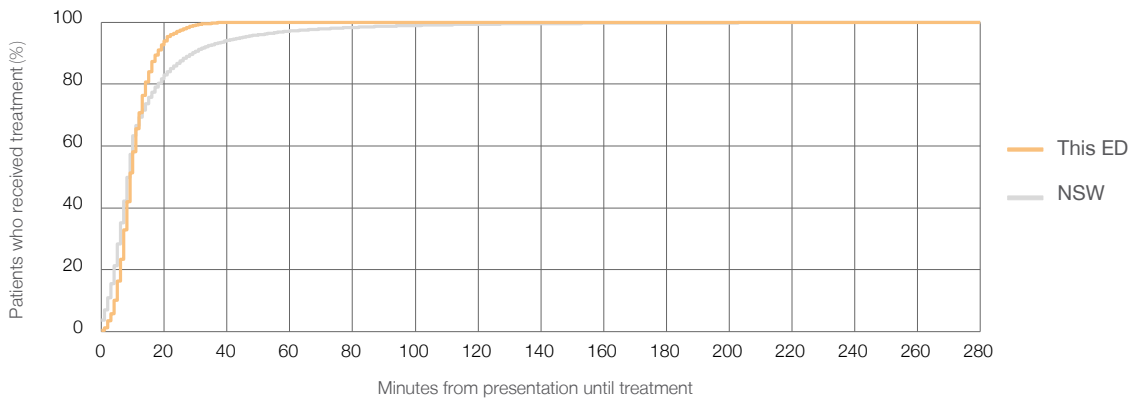
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,212

Median time to start treatment<sup>4</sup> 9 minutes

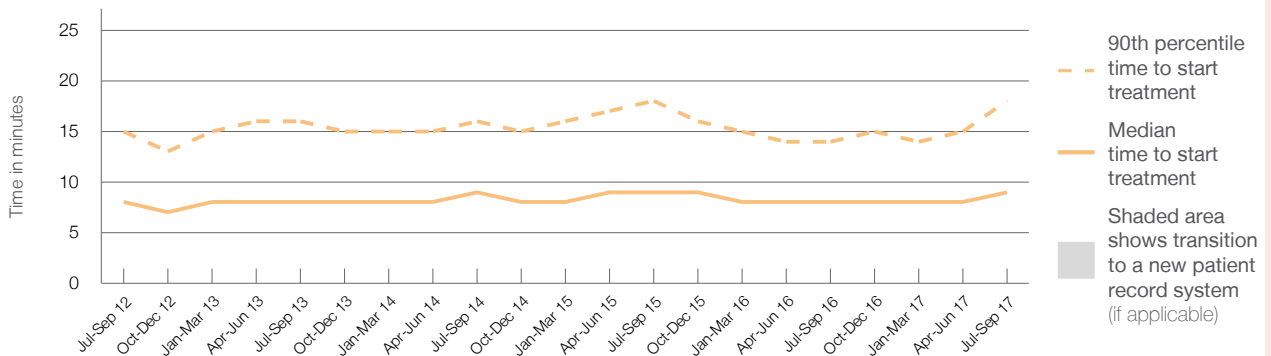
90th percentile time to start treatment<sup>5</sup> 18 minutes

Same period last year	NSW (this period)
1,082	1,076
8 minutes	9 minutes
14 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	9	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	15	16	16	18	14	18

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## Concord 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: 4,757

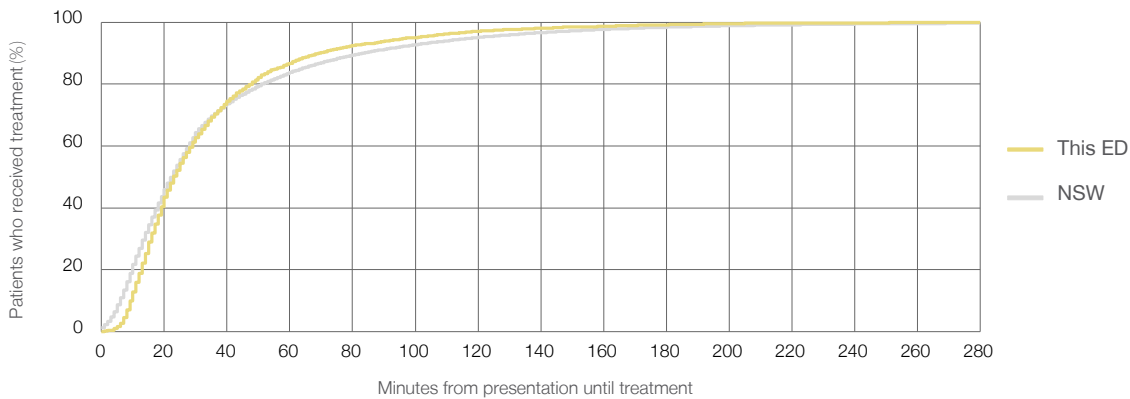
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,591

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

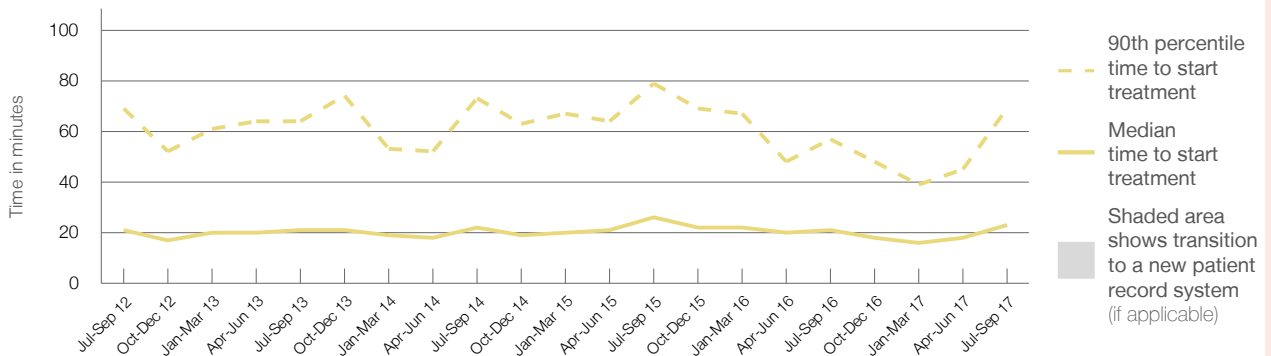
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
3,348	
3,276	
21 minutes	23 minutes
57 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	22	26	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	69	64	73	79	57	69

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## Concord 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: 3,994

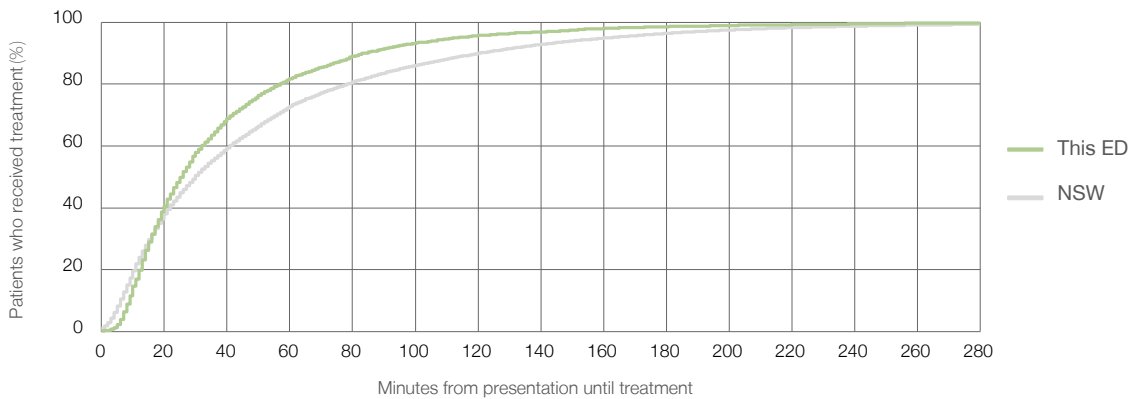
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,730

Median time to start treatment<sup>4</sup>  26 minutes

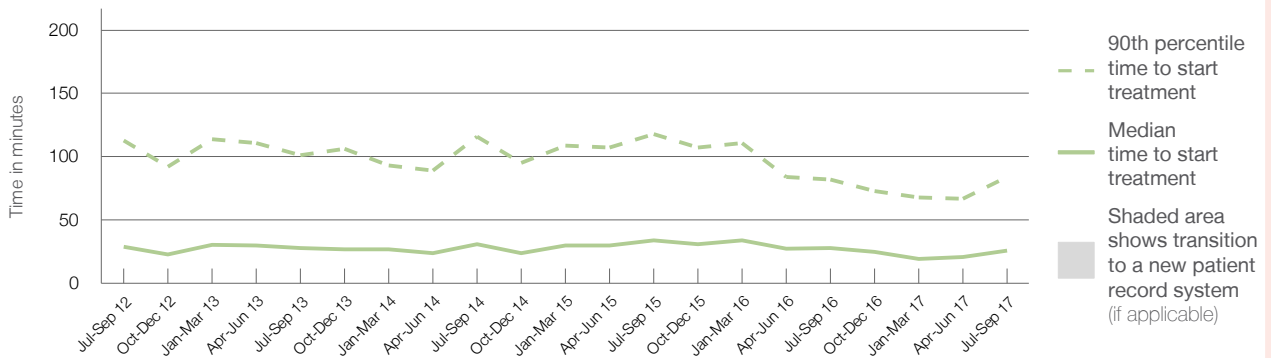
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
4,714	
4,454	
28 minutes	30 minutes
82 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	29	28	31	34	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	113	101	116	118	82	84

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## Concord 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: 381

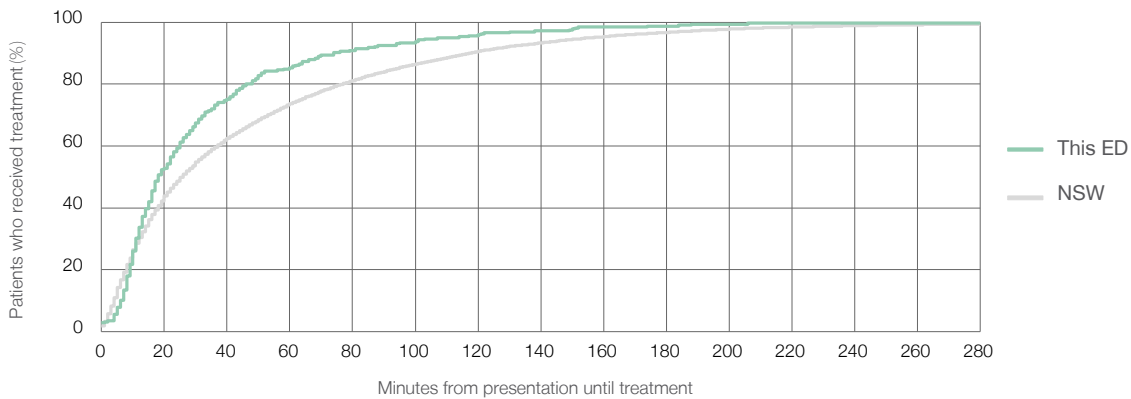
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 317

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

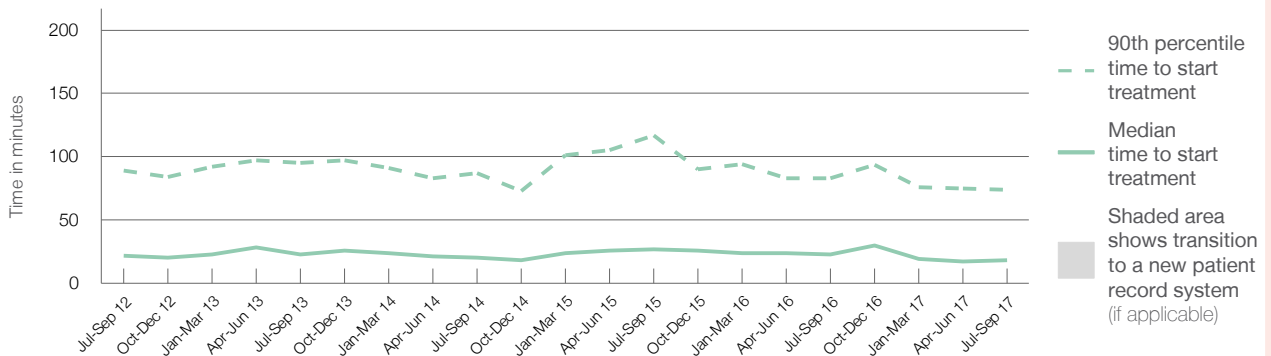
90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
369	307
23 minutes	26 minutes
83 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	23	20	27	23	18
90th percentile time to start treatment <sup>5</sup> (minutes)	89	95	87	117	83	74

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

All presentations:<sup>1</sup> 10,451 patients

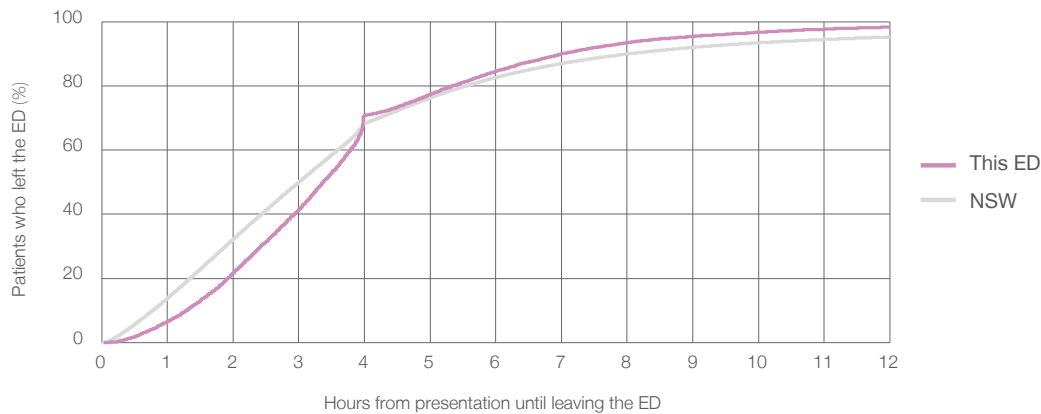
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

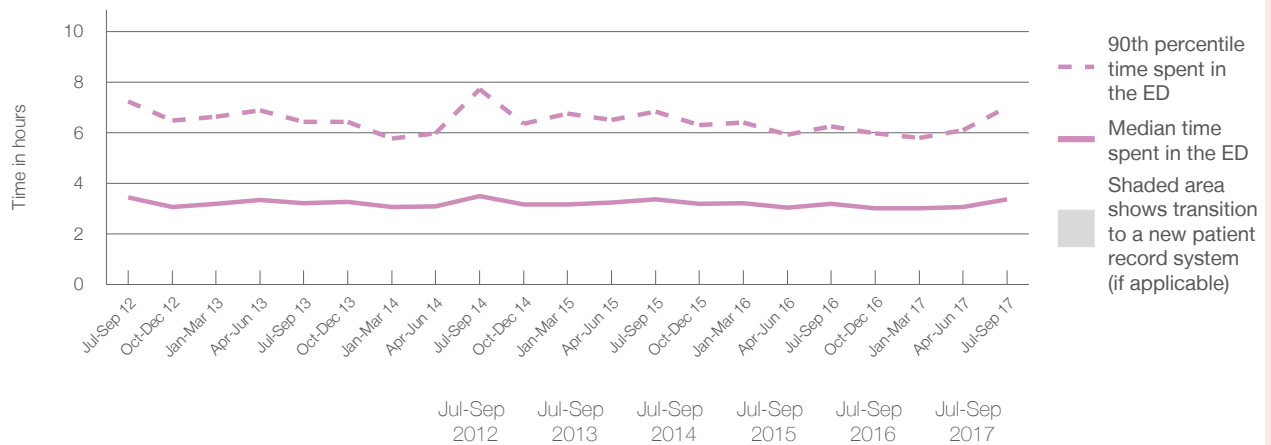
90th percentile time spent in the ED<sup>9</sup> 7 hours and 1 minutes

Same period last year	NSW (this period)
9,602	
9,600	
3 hours and 12 minutes	3 hours and 0 minutes
6 hours and 15 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m

(†) 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.

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

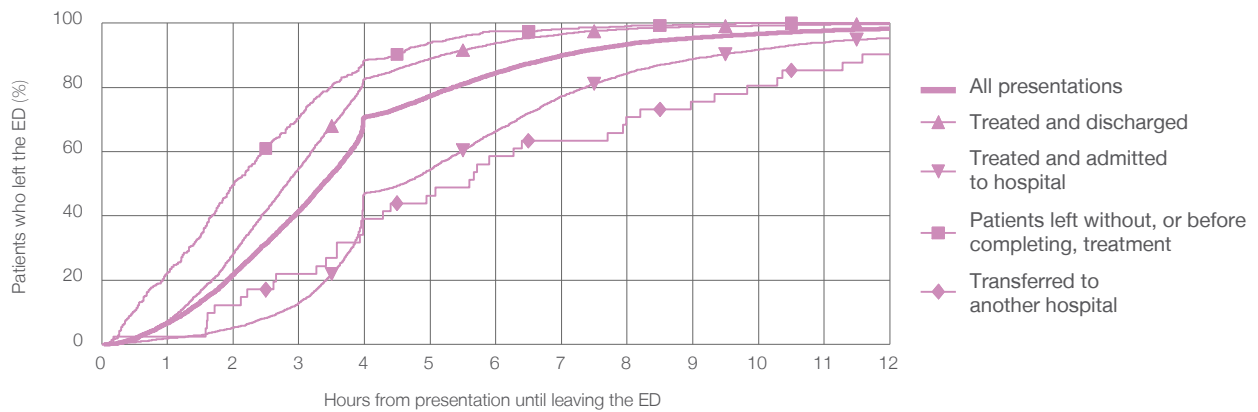
All presentations:<sup>1</sup> 10,451 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

Treated and discharged	6,270 (60.0%)
Treated and admitted to hospital	3,556 (34.0%)
Patient left without, or before completing, treatment	467 (4.5%)
Transferred to another hospital	41 (0.4%)
Other	117 (1.1%)

Same period last year	Change since one year ago
9,600	8.9%
5,825	7.6%
3,327	6.9%
301	55.1%
18	127.8%
131	-10.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	7.2%	28.2%	54.9%	82.7%	93.8%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.9%	5.1%	12.9%	47.1%	66.4%	84.4%	91.8%	95.4%
Patient left without, or before completing, treatment	22.3%	49.7%	70.7%	88.4%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.4%	12.2%	22.0%	39.0%	58.5%	70.7%	80.5%	90.2%
All presentations	6.6%	21.8%	41.6%	70.8%	84.6%	93.4%	96.7%	98.3%

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**Concord 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:<sup>1</sup> 10,451 patients

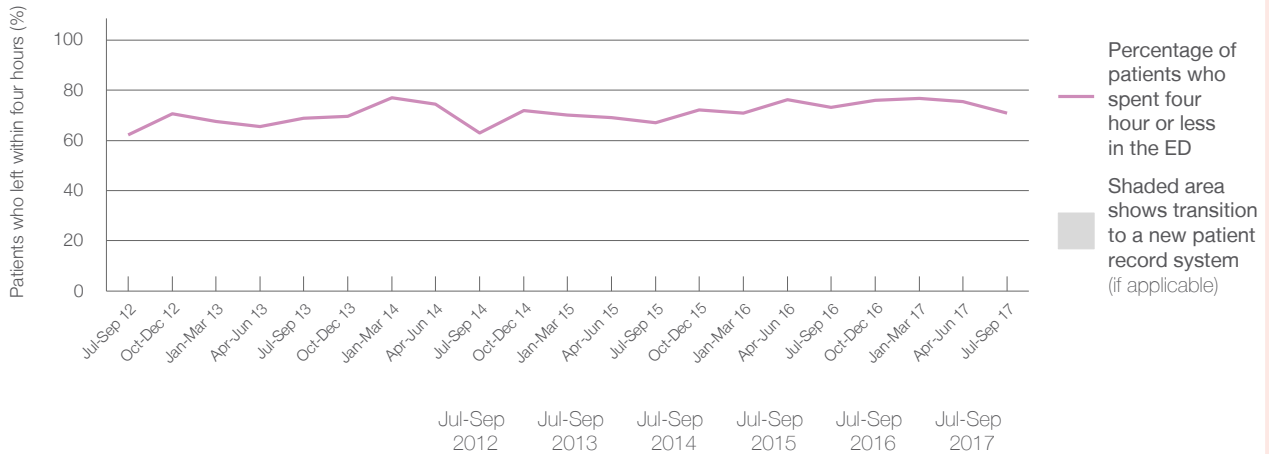
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

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> 10,451 patients	9,602	8.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,451 patients	9,600	8.9%
Percentage of patients who spent four hours or less in the ED	73.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	62.1%	68.8%	62.9%	67.0%	73.2%	70.8%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).