

Wyong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,446 patients



Emergency presentations:² 17,359 patients

Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%



Wyong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  27 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,955 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,268 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,201 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  81 minutes

Same period last year	NSW (this period)
1,661	
7 minutes	9 minutes
27 minutes	29 minutes
4,928	
22 minutes	23 minutes
72 minutes	83 minutes
8,117	
28 minutes	30 minutes
87 minutes	121 minutes
985	
20 minutes	26 minutes
70 minutes	118 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,438 patients

Percentage of patients who spent four hours or less in the ED  69.0%

Same period last year	Change since one year ago
15,970	9.2%
69.4%	

* 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.

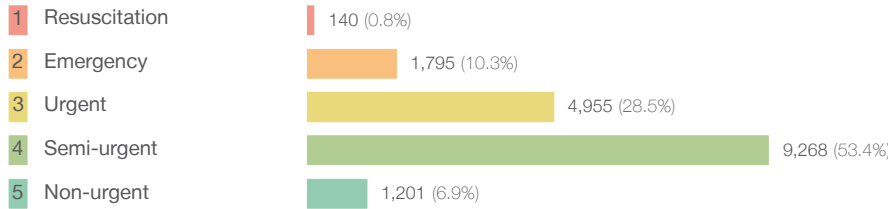
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wyong Hospital: Patients presenting to the emergency department

July to September 2017

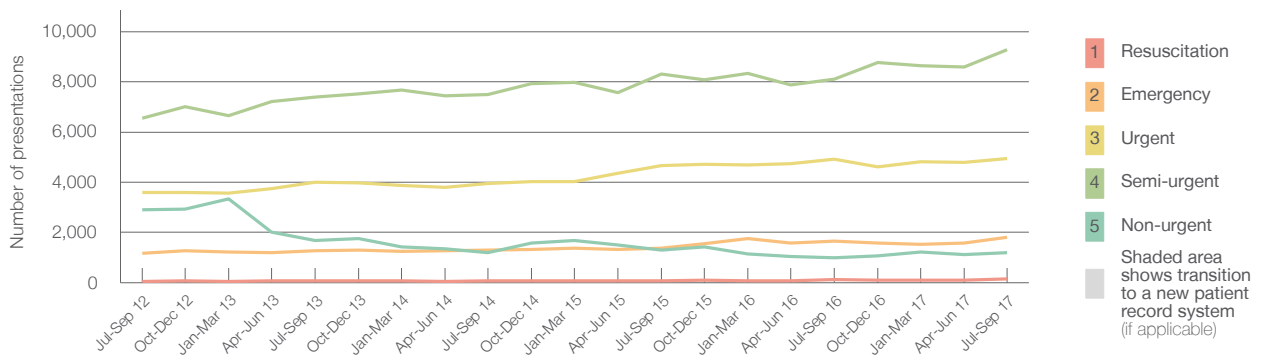
All presentations:¹ 17,446 patients

Emergency presentations² by triage category: 17,359 patients



Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%
113	23.9%
1,661	8.1%
4,928	0.5%
8,117	14.2%
985	21.9%

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	50	75	66	79	113	140
Emergency	1,172	1,260	1,288	1,371	1,661	1,795
Urgent	3,604	3,994	3,946	4,661	4,928	4,955
Semi-urgent	6,546	7,394	7,483	8,299	8,117	9,268
Non-urgent	2,907	1,676	1,190	1,300	985	1,201
All emergency presentations	14,279	14,399	13,973	15,710	15,804	17,359

Wyong Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,476 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,078	
10 minutes	2 minutes
30 minutes	18 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.

Wyong 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: 1,795

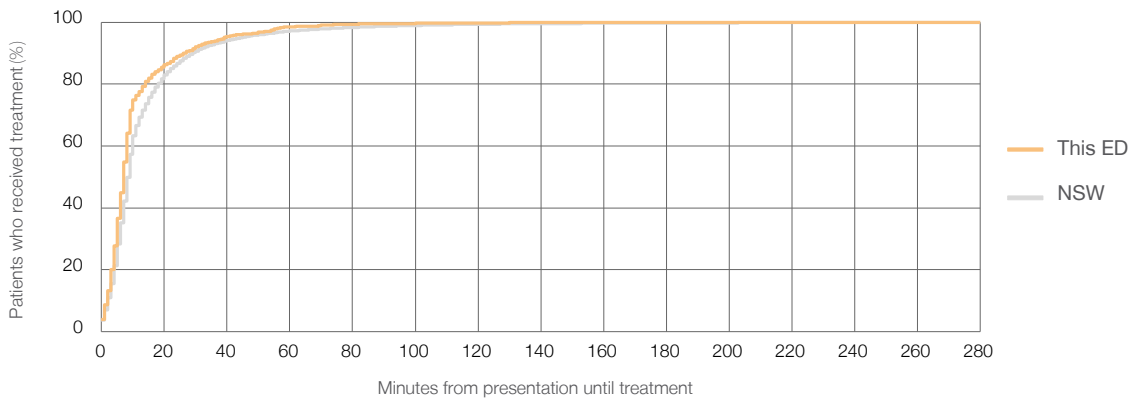
Number of triage 2 patients used to calculate waiting time:³ 1,785

Median time to start treatment⁴ 7 minutes

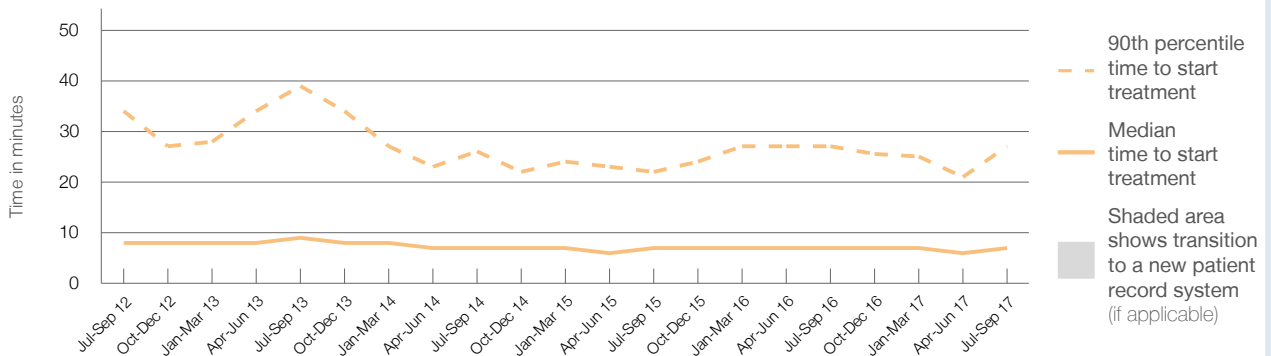
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,661	1,656
7 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	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	34	39	26	22	27	27

(†) 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 July to September 2017

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

Number of triage 3 patients: 4,955

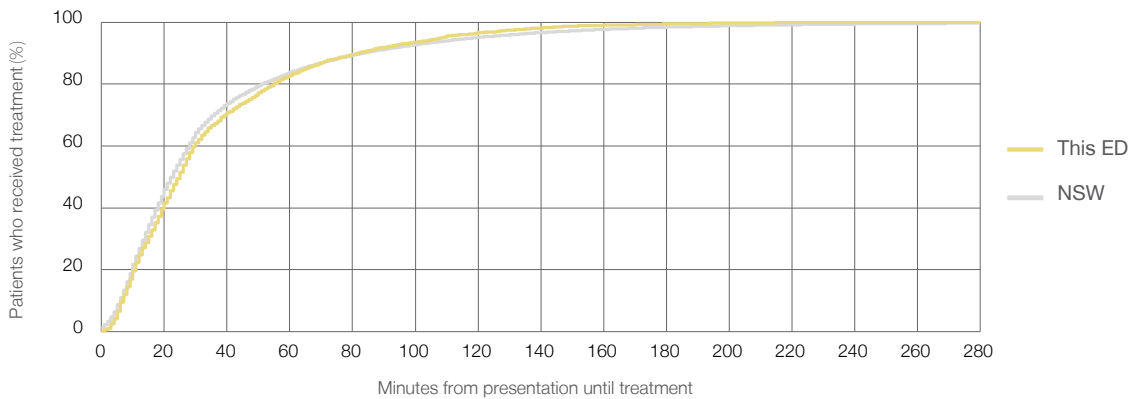
Number of triage 3 patients used to calculate waiting time:³ 4,891

Median time to start treatment⁴ 25 minutes

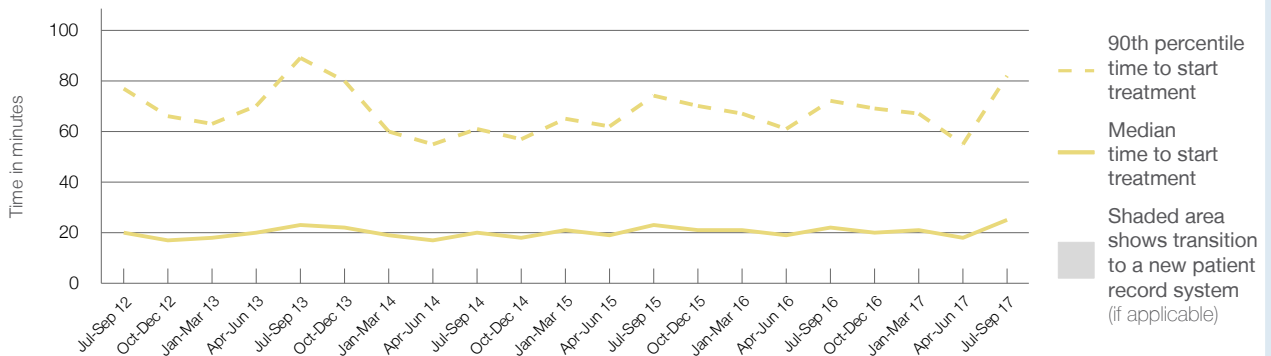
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
4,928	4,886
22 minutes	23 minutes
72 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)	20	23	20	23	22	25
90th percentile time to start treatment ⁵ (minutes)	77	89	61	74	72	82

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Wyong 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: 9,268

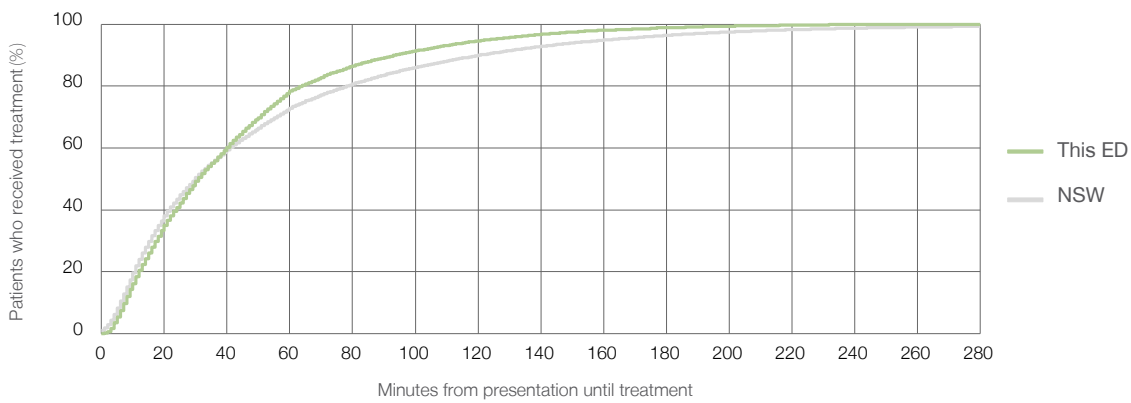
Number of triage 4 patients used to calculate waiting time:³ 8,961

Median time to start treatment⁴ 31 minutes

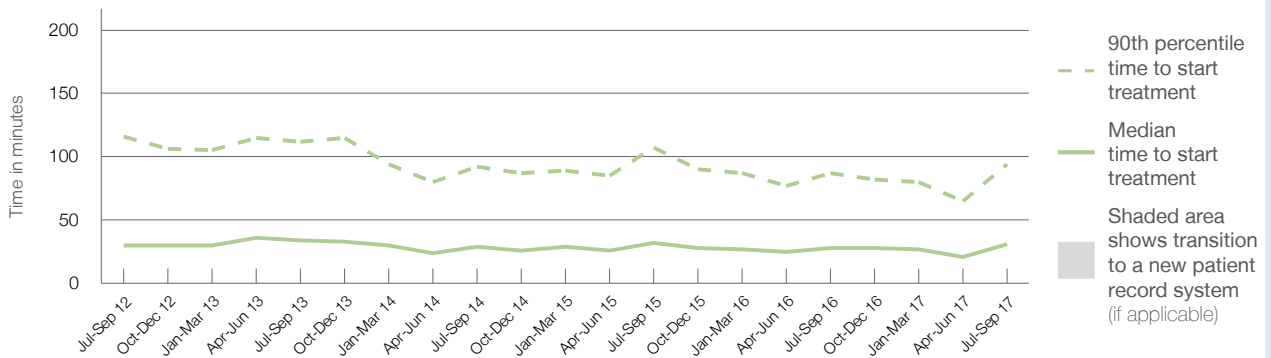
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
8,117	
7,846	
28 minutes	30 minutes
87 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)	30	34	29	32	28	31
90th percentile time to start treatment ⁵ (minutes)	116	112	92	107	87	94

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Wyong 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: 1,201

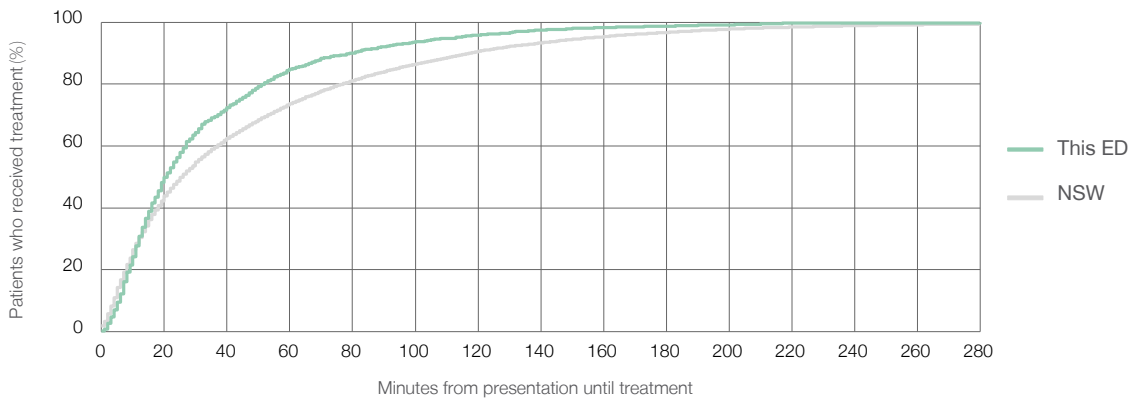
Number of triage 5 patients used to calculate waiting time:³ 1,136

Median time to start treatment⁴ 21 minutes

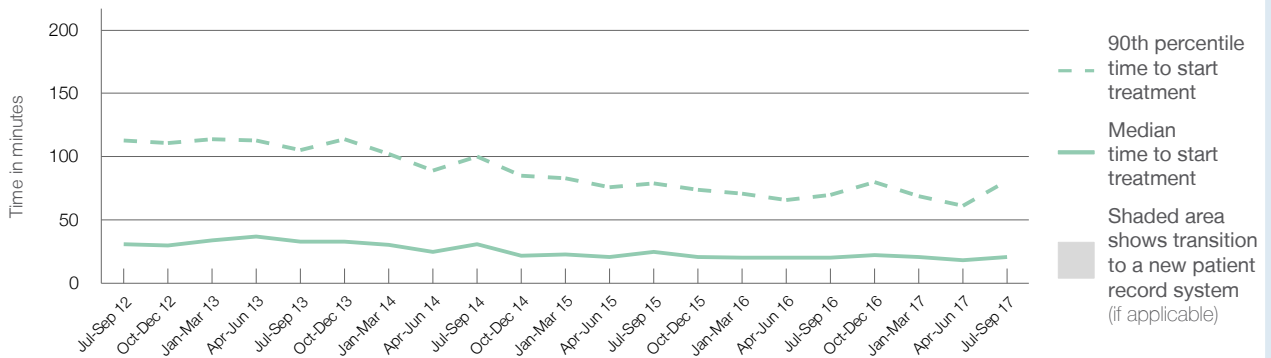
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
985	926
20 minutes	26 minutes
70 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)	31	33	31	25	20	21
90th percentile time to start treatment ⁵ (minutes)	113	105	100	79	70	81

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Wyong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,446 patients

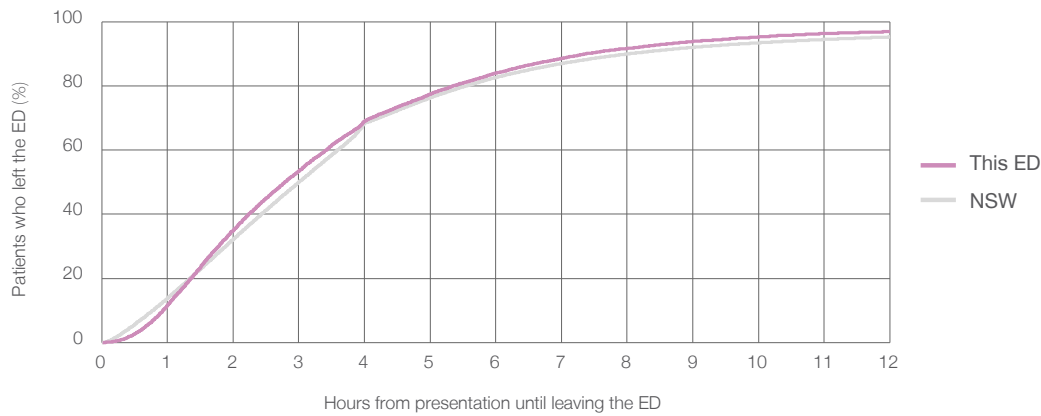
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

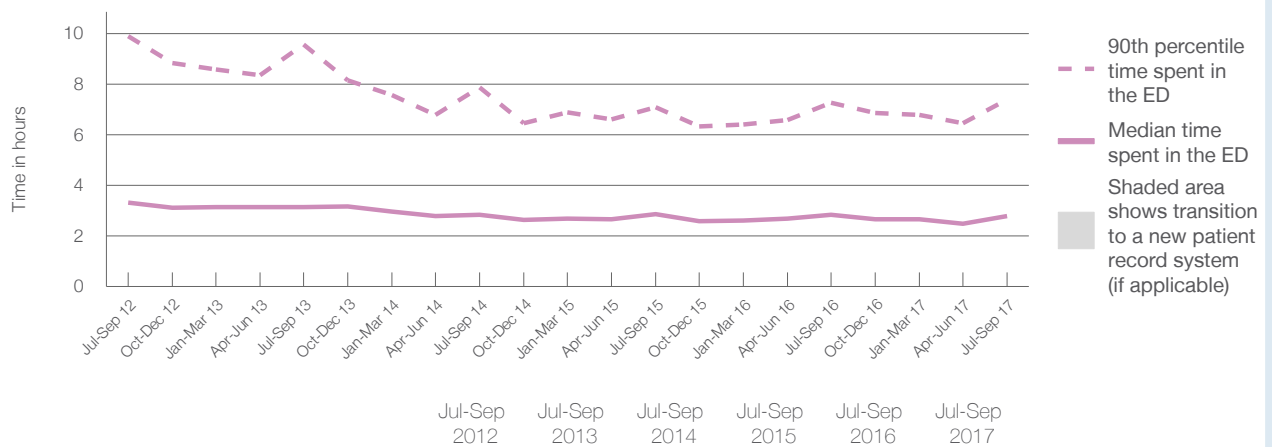
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
15,971	15,970
2 hours and 50 minutes	3 hours and 0 minutes
7 hours and 16 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 19m	3h 9m	2h 51m	2h 52m	2h 50m	2h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 54m	9h 34m	7h 52m	7h 6m	7h 16m	7h 23m

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

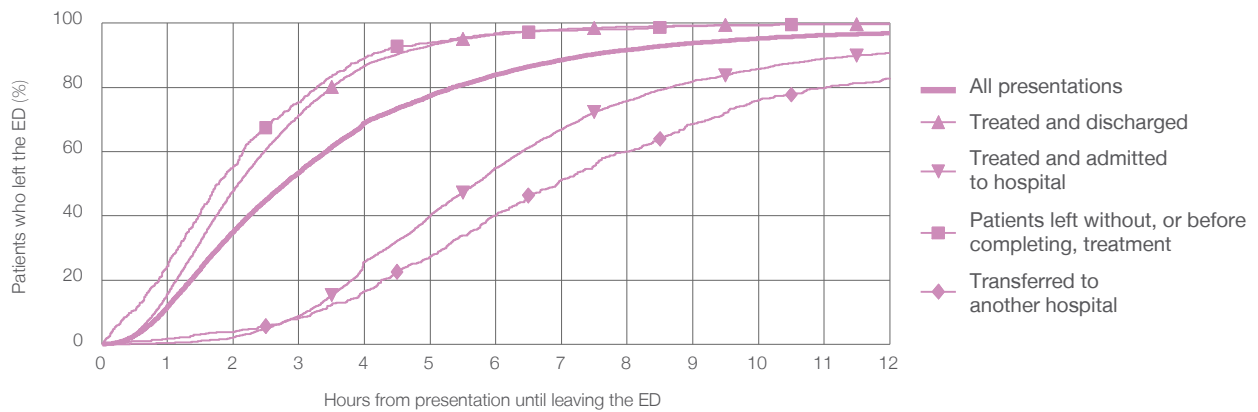
All presentations:¹ 17,446 patients

Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

Treated and discharged	11,871 (68.0%)
Treated and admitted to hospital	4,382 (25.1%)
Patient left without, or before completing, treatment	545 (3.1%)
Transferred to another hospital	626 (3.6%)
Other	22 (0.1%)

Same period last year	Change since one year ago
15,970	9.2%
10,664	11.3%
4,109	6.6%
448	21.7%
709	-11.7%
41	-46.3%

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	15.8%	47.9%	71.3%	86.8%	96.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	0.4%	2.1%	8.8%	25.7%	54.9%	75.8%	85.7%	90.8%
Patient left without, or before completing, treatment	24.4%	55.4%	75.4%	89.2%	96.9%	98.2%	99.3%	99.8%
Transferred to another hospital	1.8%	3.8%	8.2%	16.5%	40.2%	60.0%	76.0%	83.0%
All presentations	11.8%	35.1%	53.5%	69.0%	84.0%	91.7%	95.2%	96.9%

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Wyong 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 17,446 patients

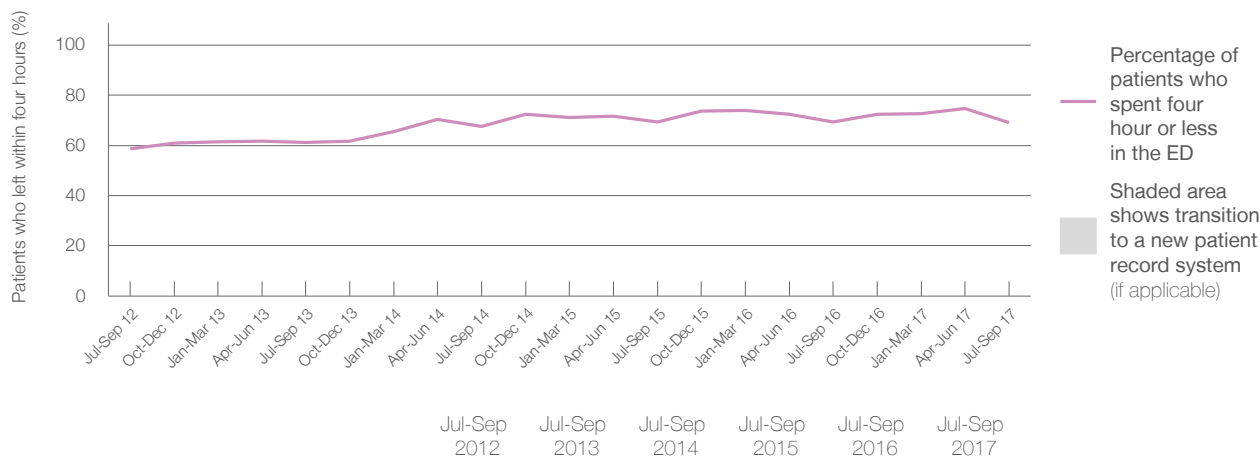
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

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: ¹	15,971	9.2%
Presentations used to calculate time to leaving the ED: ⁶	15,970	9.2%
Percentage of patients who spent four hours or less in the ED	69.4%	

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
	58.5%	61.3%	67.6%	69.4%	69.4%	69.0%

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

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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).