

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,402 patients

Emergency presentations:² 4,317 patients

Same period last year	Change since one year ago
4,328	2%
4,275	1%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 668 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,127 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,132 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 370 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
609	
7 minutes	8 minutes
23 minutes	23 minutes
996	
19 minutes	20 minutes
69 minutes	65 minutes
2,198	
32 minutes	25 minutes
127 minutes	98 minutes
450	
32 minutes	22 minutes
131 minutes	97 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,401 patients

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

83%

Same period last year	Change since one year ago
4,316	2%
78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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 April 2018).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2018

All presentations:¹ 4,402 patients

Same period
last year

4,328

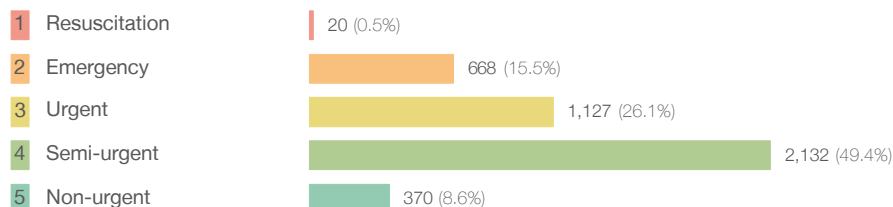
Change since
one year ago

2%

Emergency presentations² by triage category: 4,317 patients

4,275

1%



22

-9.1%

609

9.7%

996

13.2%

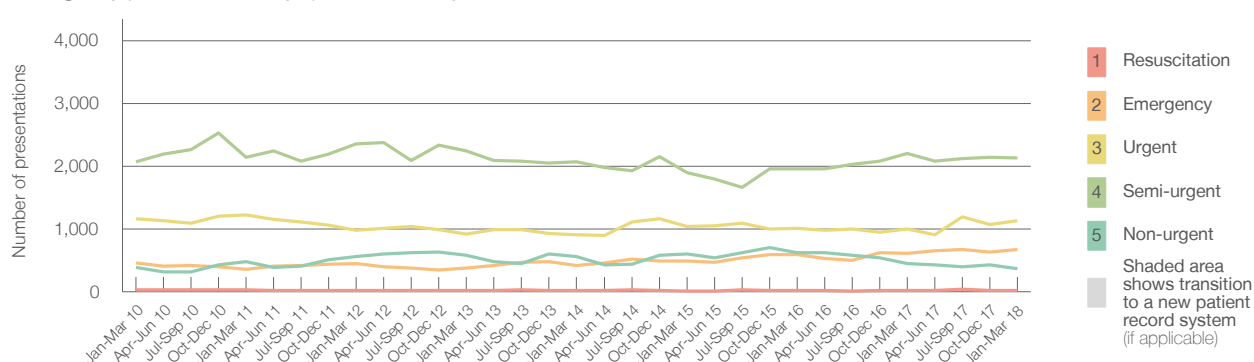
2,198

-3.0%

450

-17.8%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	29	25	16	14	22	10	22	22	20
Emergency	456	357	447	375	415	488	591	609	668
Urgent	1,161	1,224	977	919	902	1,042	1,007	996	1,127
Semi-urgent	2,071	2,137	2,351	2,243	2,068	1,895	1,962	2,198	2,132
Non-urgent	389	474	559	576	564	597	619	450	370
All emergency presentations	4,106	4,217	4,350	4,127	3,971	4,032	4,201	4,275	4,317

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2018

Arrivals used to calculate transfer of care time: [†] 741 patients

Same period
last year

812

Change since
one year ago

ED Transfer of care time

Median time

14 minutes

13 minutes

1 minute

90th percentile time

27 minutes

26 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2018

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

Number of triage 2 patients: 668

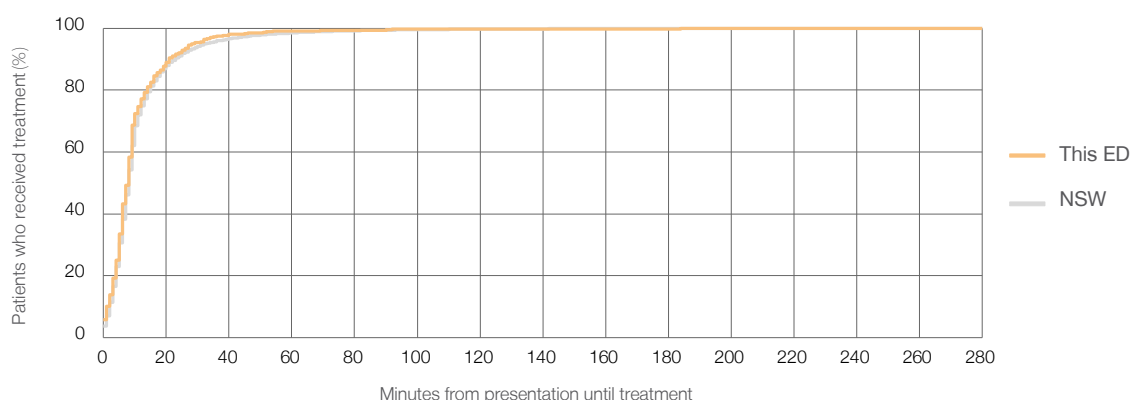
Number of triage 2 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 8 minutes

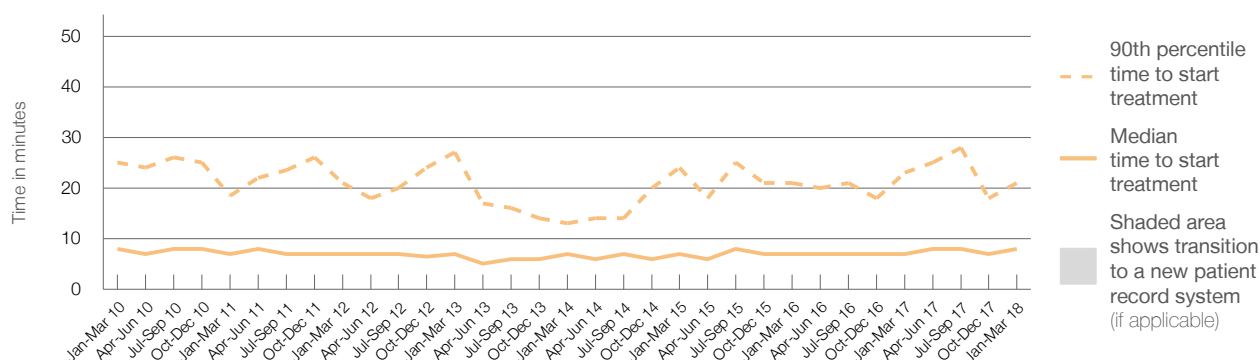
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
609	
562	
7 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	7	7	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	25	19	21	27	13	24	21	23	21

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2018

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

Number of triage 3 patients: 1,127

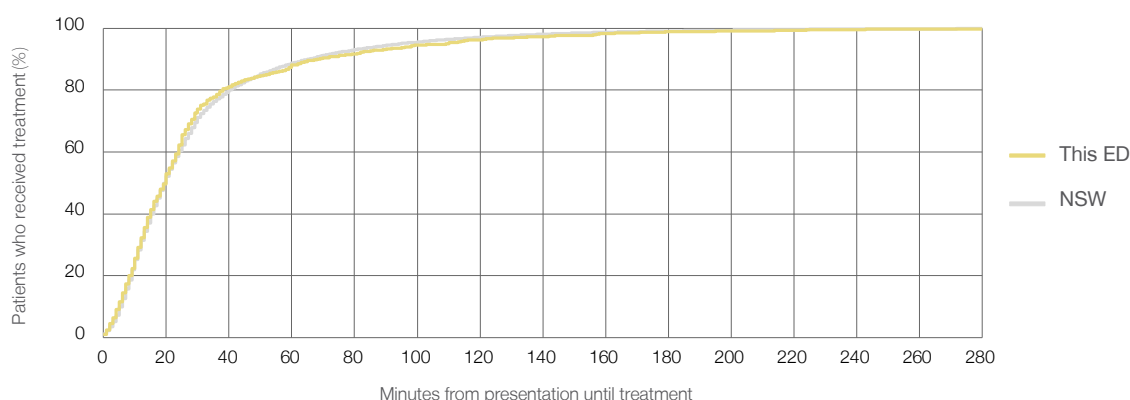
Number of triage 3 patients used to calculate waiting time: ³ 1,103

Median time to start treatment ⁴ 20 minutes

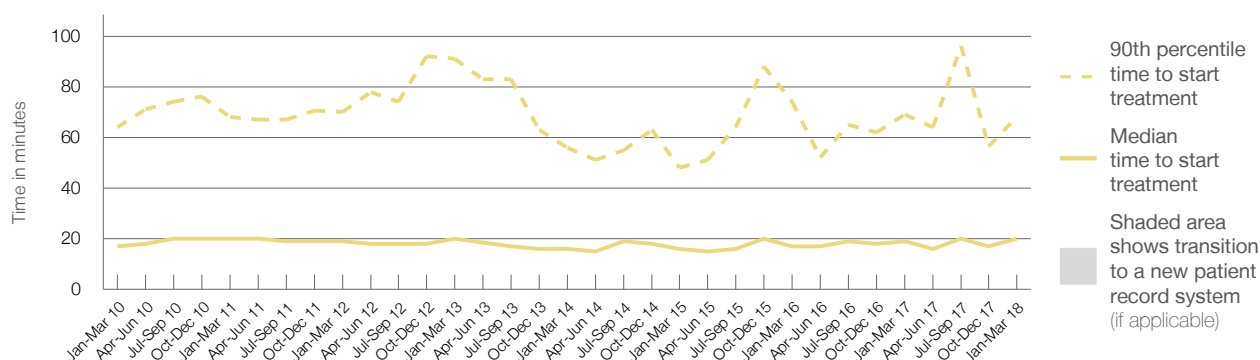
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
996	
941	
19 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	20	19	20	16	16	17	19	20
90th percentile time to start treatment ⁵ (minutes)	64	68	70	91	56	48	74	69	68

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2018

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

Number of triage 4 patients: 2,132

Number of triage 4 patients used to calculate waiting time: ³ 1,990

Median time to start treatment ⁴

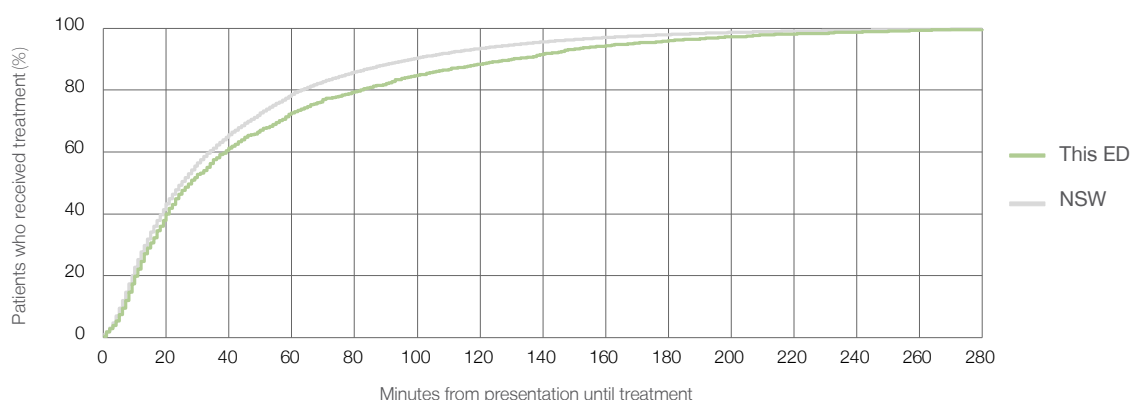
28 minutes

90th percentile time to start treatment ⁵

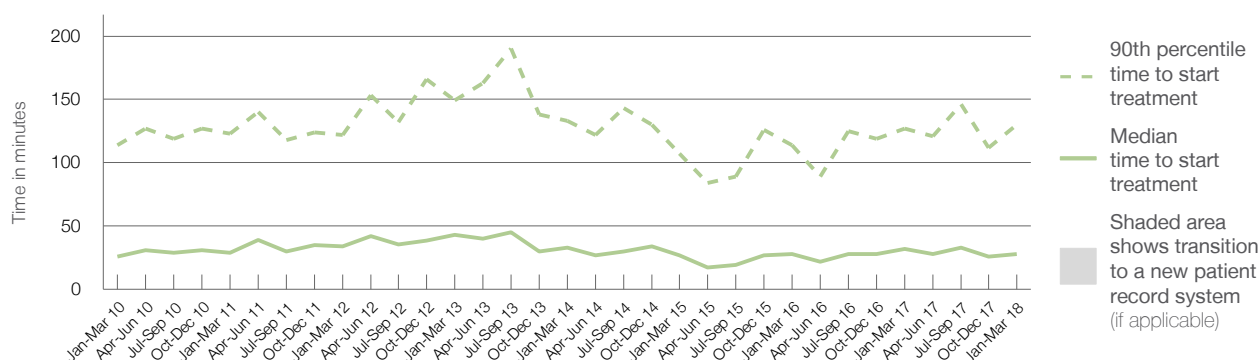
130 minutes

Same period last year	NSW (this period)
2,198	
1,978	
32 minutes	25 minutes
127 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	29	34	43	33	27	28	32	28
90th percentile time to start treatment ⁵ (minutes)	114	123	122	149	133	107	114	127	130

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2018

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

Number of triage 5 patients: 370

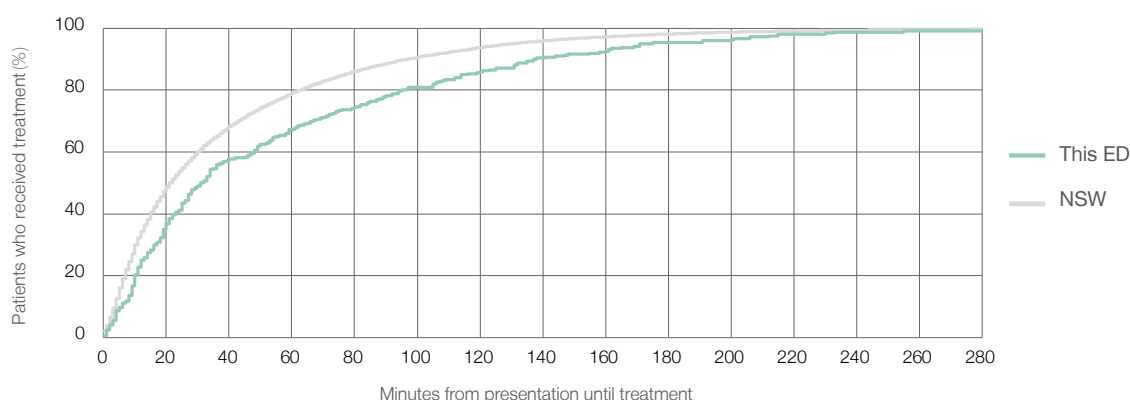
Number of triage 5 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 32 minutes

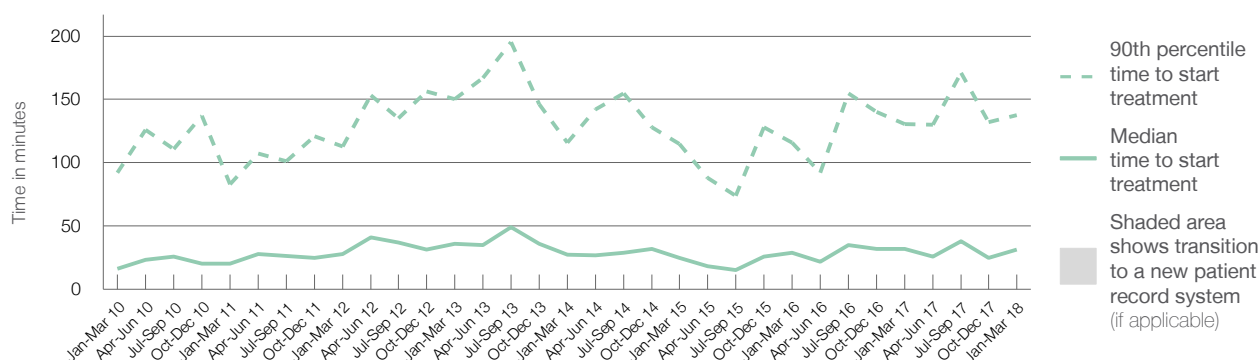
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
450	
360	
32 minutes	22 minutes
131 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	16	20	28	36	28	25	29	32	32
90th percentile time to start treatment ⁵ (minutes)	92	83	113	150	116	115	116	131	138

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,402 patients

Presentations used to calculate time to leaving the ED:⁶ 4,401 patients

Median time spent in the ED⁸

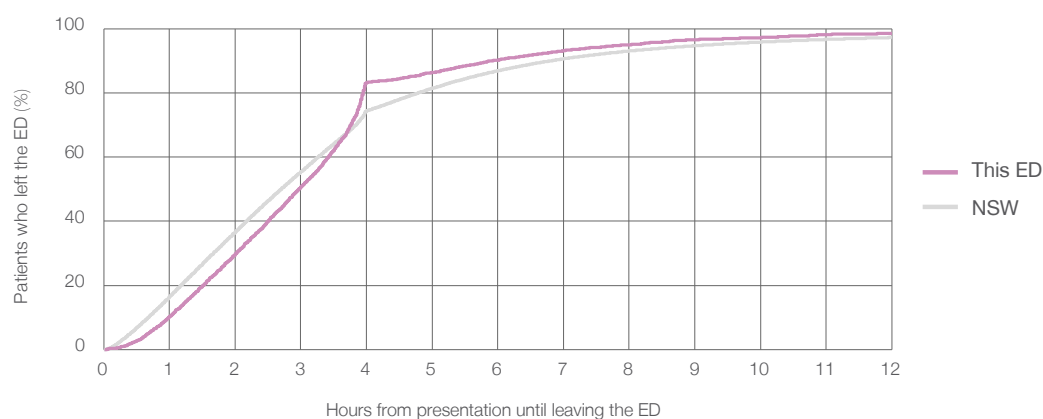
2 hours and 59 minutes

90th percentile time spent in the ED⁹

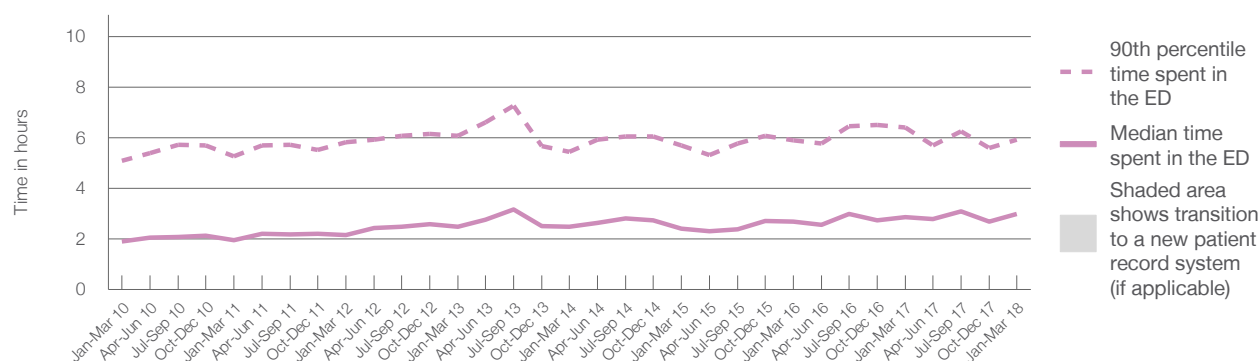
5 hours and 55 minutes

Same period last year	NSW (this period)
4,328	
4,316	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 25 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 54m	1h 58m	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 5m	5h 16m	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m	5h 55m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

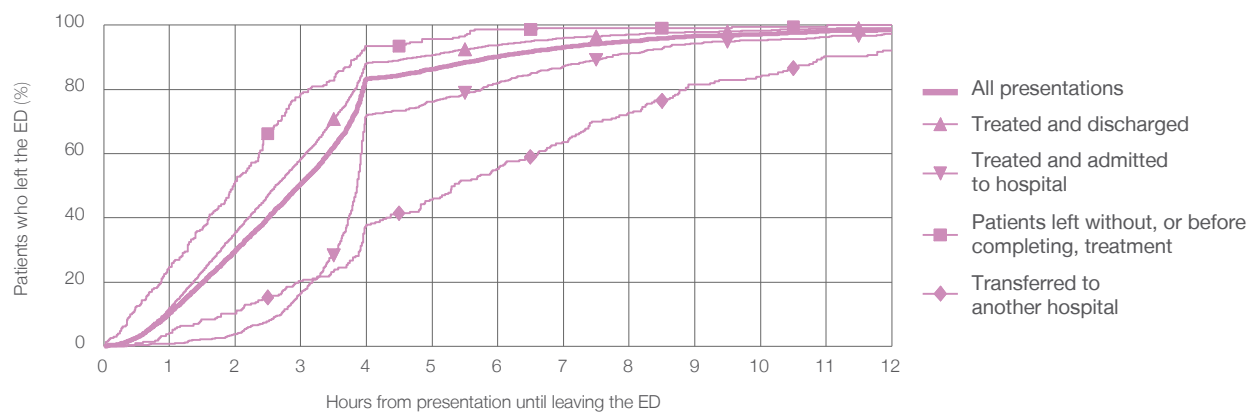
January to March 2018

All presentations:[†] 4,402 patients

Presentations used to calculate time to leaving the ED:[‡] 4,401 patients

		Same period last year	Change since one year ago
		4,316	2%
Treated and discharged	3,224 (73.2%)	3,097	4.1%
Treated and admitted to hospital	717 (16.3%)	573	25.1%
Patient left without, or before completing, treatment	231 (5.2%)	281	-17.8%
Transferred to another hospital	217 (4.9%)	226	-4.0%
Other	13 (0.3%)	151	-91.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	11.9%	35.4%	58.4%	88.2%	93.8%	97.1%	98.3%	99.1%
Treated and admitted to hospital	0.8%	3.8%	16.6%	72.1%	82.0%	91.2%	95.4%	97.3%
Patient left without, or before completing, treatment	24.7%	51.5%	78.8%	93.5%	98.7%	99.1%	99.6%	100%
Transferred to another hospital	4.1%	10.1%	20.3%	37.8%	55.3%	72.8%	83.9%	92.2%
All presentations	10.4%	29.8%	50.7%	83.3%	90.2%	95.0%	97.2%	98.5%

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Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 4,402 patients

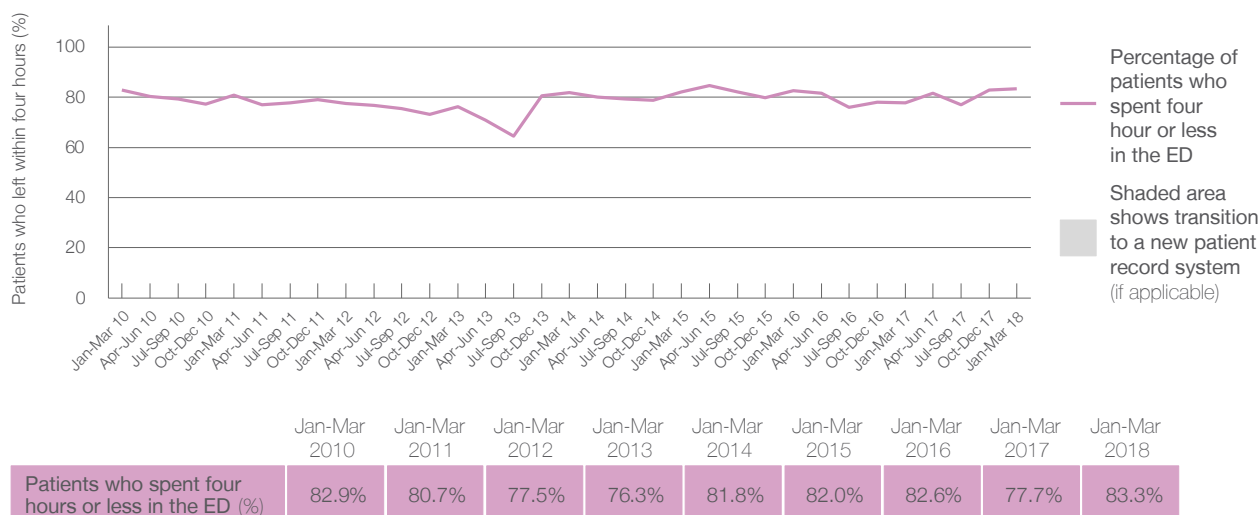
Presentations used to calculate time to leaving the ED: ⁶ 4,401 patients

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



Same period last year	Change since one year ago
4,328	2%
4,316	2%
77.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).