

Sutherland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,009 patients

Emergency presentations:² 12,919 patients

Same period last year	Change since one year ago
12,687	3%
12,560	3%

Sutherland Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,835 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,091 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,090 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,697	
13 minutes	8 minutes
31 minutes	23 minutes
5,221	
28 minutes	20 minutes
68 minutes	65 minutes
4,705	
31 minutes	25 minutes
82 minutes	98 minutes
899	
29 minutes	22 minutes
93 minutes	97 minutes

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,007 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
12,687	3%
69%	

* 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.

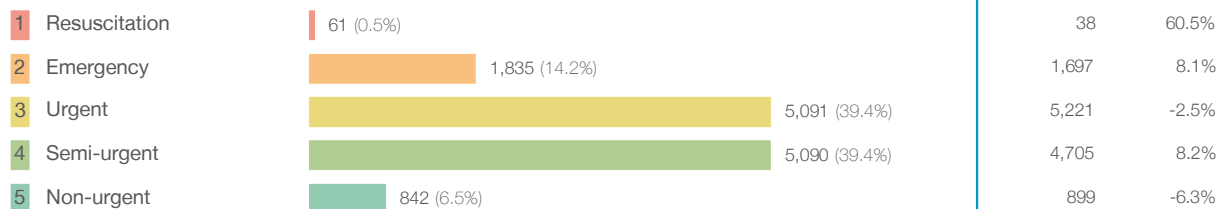
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Sutherland Hospital: Patients presenting to the emergency department

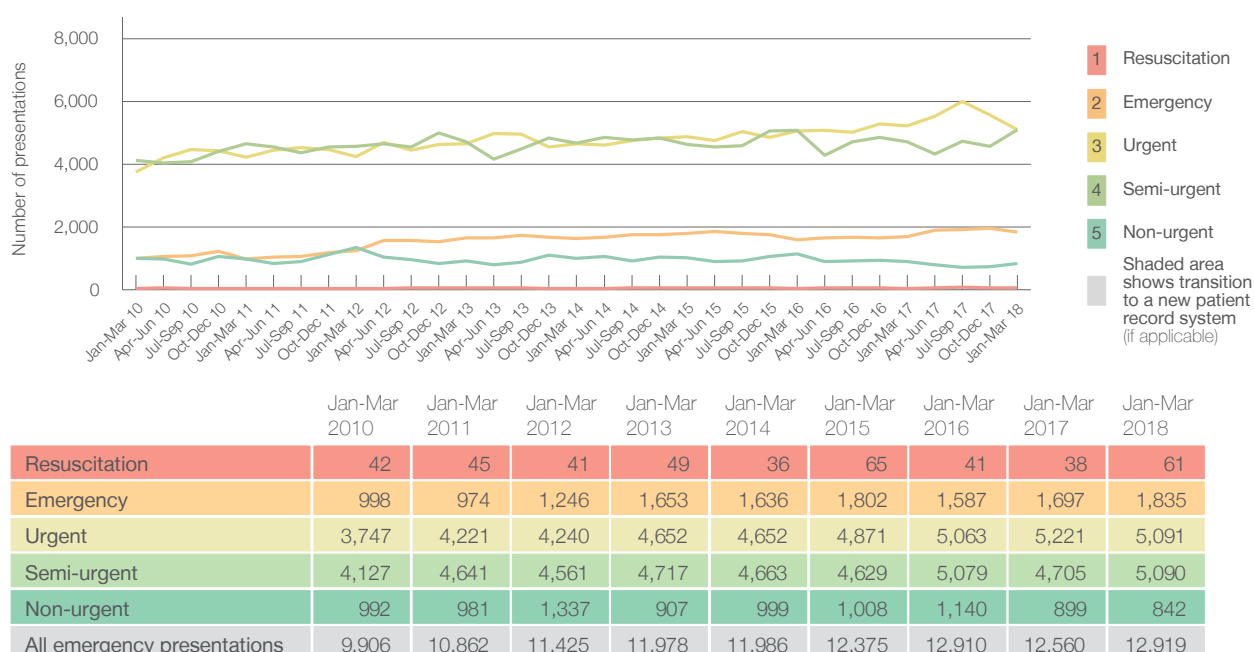
January to March 2018

All presentations:¹ 13,009 patients

Emergency presentations² by triage category: 12,919 patients



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

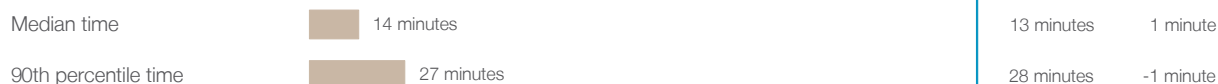


Sutherland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,388 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.

Sutherland 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: 1,835

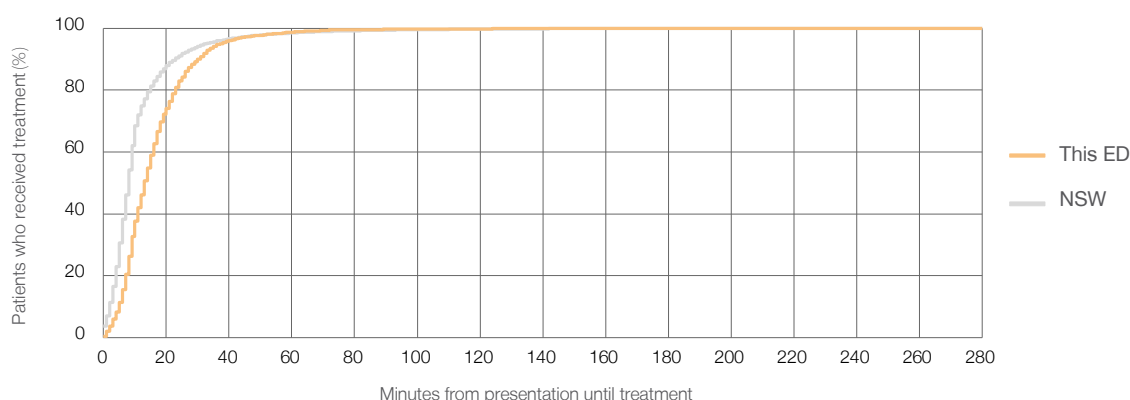
Number of triage 2 patients used to calculate waiting time: ³ 1,831

Median time to start treatment ⁴ 13 minutes

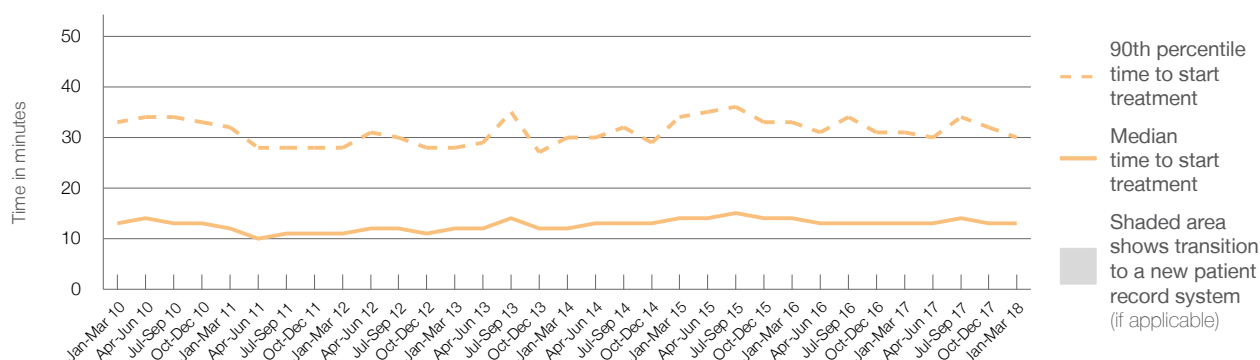
90th percentile time to start treatment ⁵ 30 minutes

Same period last year	NSW (this period)
1,697	
1,686	
13 minutes	8 minutes
31 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)	13	12	11	12	12	14	14	13	13
90th percentile time to start treatment ⁵ (minutes)	33	32	28	28	30	34	33	31	30

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Sutherland 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: 5,091

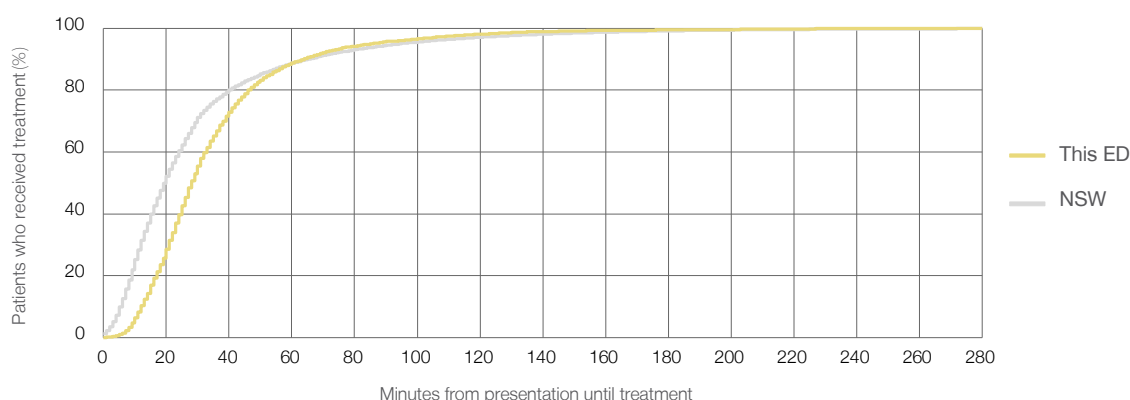
Number of triage 3 patients used to calculate waiting time:³ 5,045

Median time to start treatment⁴ 28 minutes

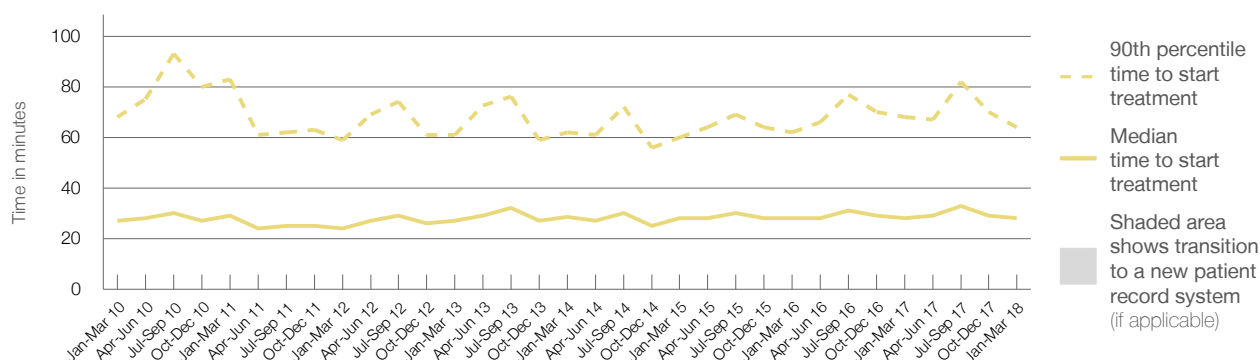
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
5,221	
5,133	
28 minutes	20 minutes
68 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)	27	29	24	27	29	28	28	28	28
90th percentile time to start treatment ⁵ (minutes)	68	83	59	61	62	60	62	68	64

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Sutherland 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: 5,090

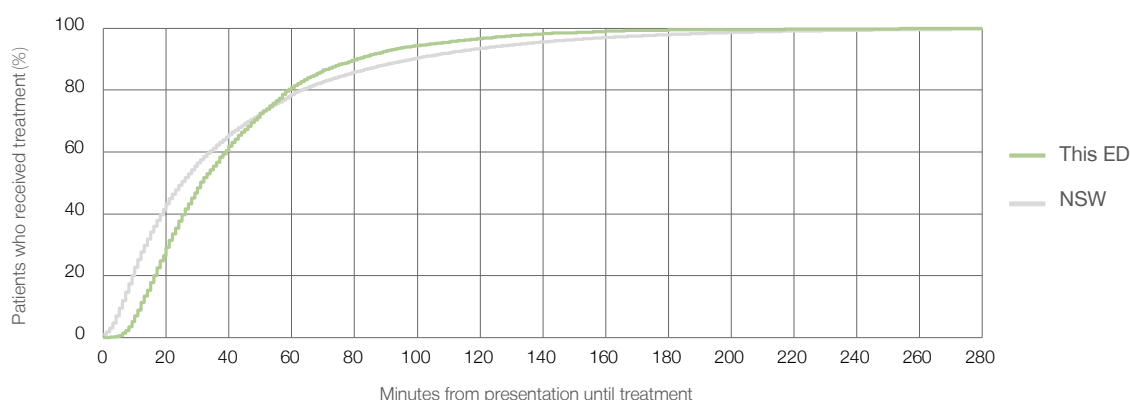
Number of triage 4 patients used to calculate waiting time: ³ 4,953

Median time to start treatment ⁴ 31 minutes

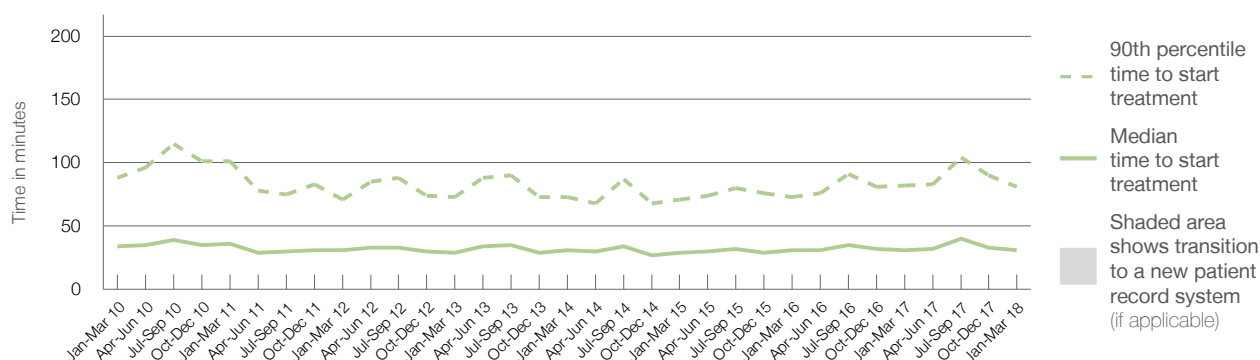
90th percentile time to start treatment ⁵ 81 minutes

Same period last year	NSW (this period)
4,705	
4,524	
31 minutes	25 minutes
82 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)	34	36	31	29	31	29	31	31	31
90th percentile time to start treatment ⁵ (minutes)	88	101	71	73	73	71	73	82	81

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Sutherland 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: 842

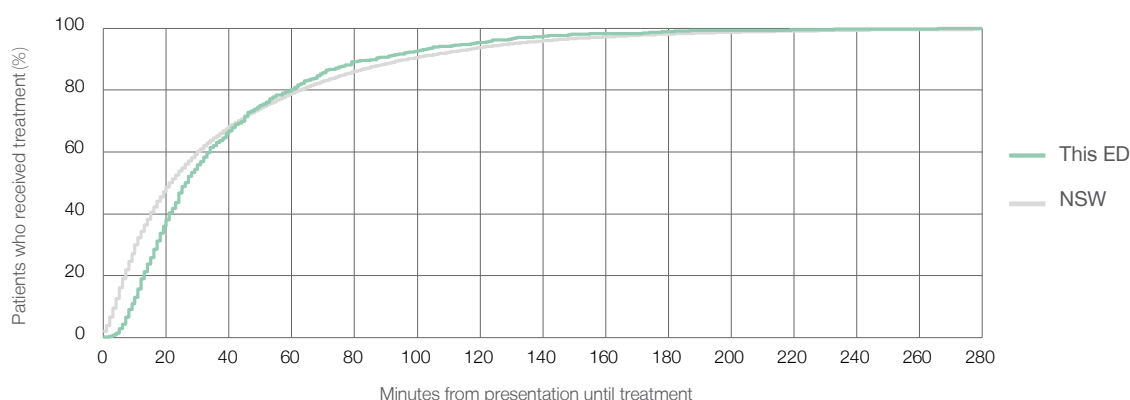
Number of triage 5 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 27 minutes

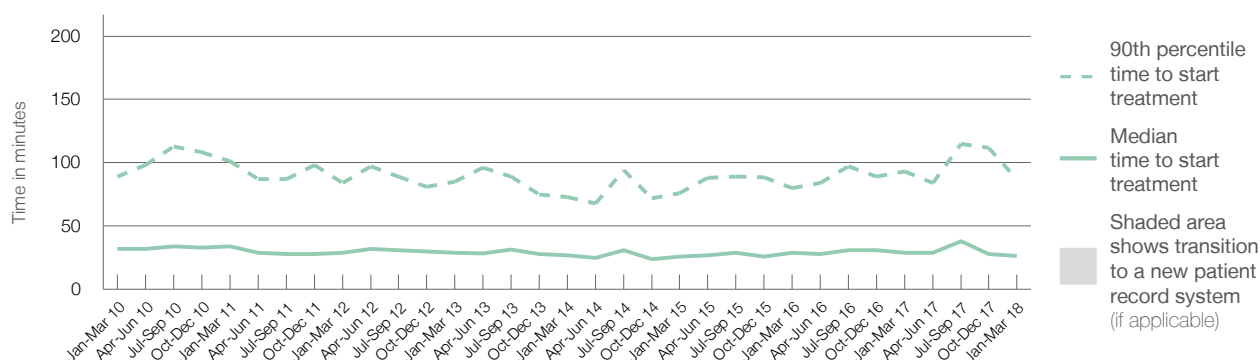
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
899	
792	
29 minutes	22 minutes
93 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)	32	34	29	29	27	26	29	29	27
90th percentile time to start treatment ⁵ (minutes)	89	101	84	85	73	76	80	93	87

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Sutherland Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,009 patients

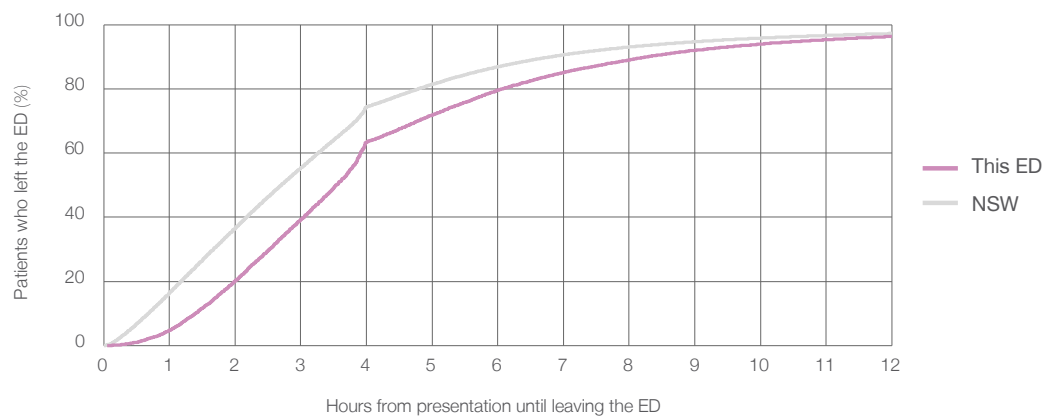
Presentations used to calculate time to leaving the ED:⁶ 13,007 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

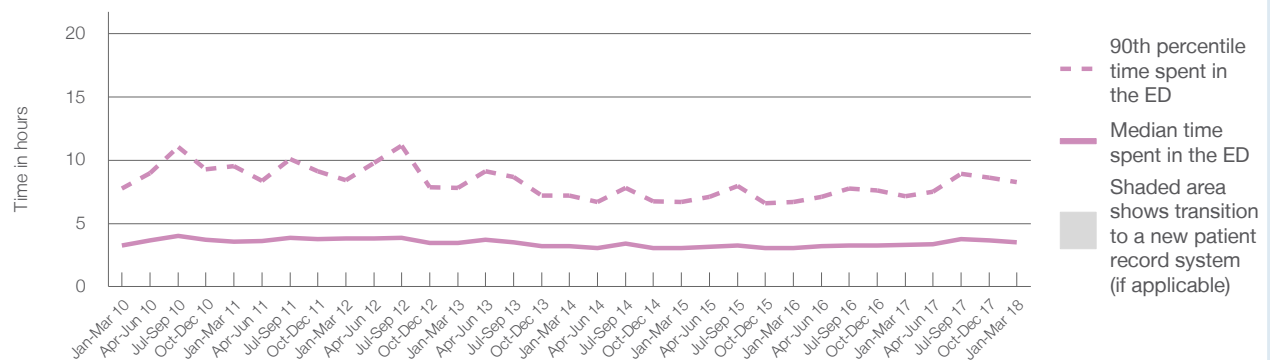
90th percentile time spent in the ED⁹ 8 hours and 17 minutes

Same period last year	NSW (this period)
12,687	
12,687	
3 hours and 19 minutes	2 hours and 42 minutes
7 hours and 9 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)	3h 17m	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m	3h 19m	3h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 47m	9h 31m	8h 24m	7h 49m	7h 11m	6h 43m	6h 41m	7h 9m	8h 17m

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Sutherland Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

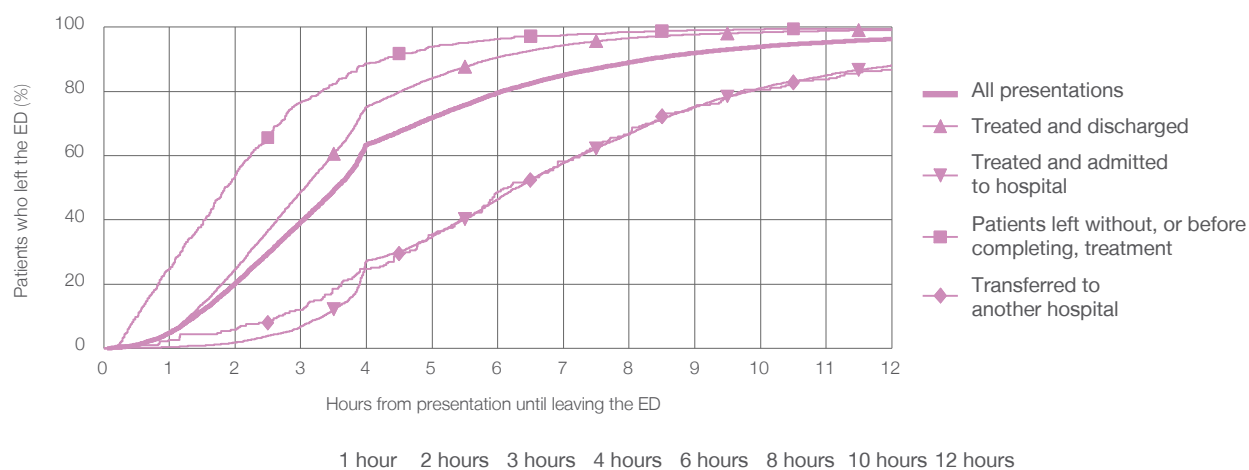
All presentations:[†] 13,009 patients

Presentations used to calculate time to leaving the ED:[‡] 13,007 patients

Treated and discharged	9,038 (69.5%)
Treated and admitted to hospital	3,121 (24.0%)
Patient left without, or before completing, treatment	576 (4.4%)
Transferred to another hospital	227 (1.7%)
Other	47 (0.4%)

Same period last year	Change since one year ago
12,687	3%
8,800	2.7%
2,970	5.1%
657	-12.3%
216	5.1%
44	6.8%

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	5.0%	24.7%	48.8%	75.2%	90.7%	96.6%	98.4%	99.2%
Treated and admitted to hospital	0.4%	1.8%	6.8%	27.2%	46.5%	66.9%	81.1%	88.2%
Patient left without, or before completing, treatment	24.7%	54.0%	76.6%	88.7%	96.4%	98.4%	99.3%	99.5%
Transferred to another hospital	2.6%	5.7%	11.9%	24.7%	48.9%	66.5%	80.6%	86.8%
All presentations	4.8%	20.3%	39.4%	63.4%	79.6%	89.0%	94.0%	96.3%

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Sutherland Hospital: Time spent in the ED

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

January to March 2018

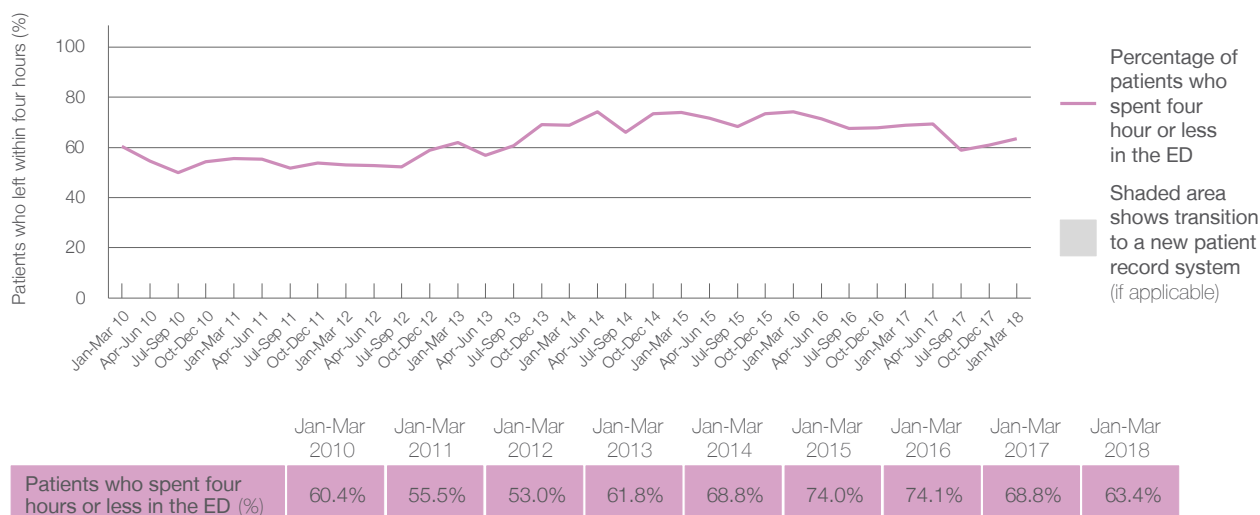
All presentations at the emergency department: ¹ 13,009 patients

Presentations used to calculate time to leaving the ED: ⁶ 13,007 patients

Percentage of patients who spent four hours or less in the ED 63.4%

Same period last year	Change since one year ago
12,687	3%
12,687	3%
68.8%	

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*.
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 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).