

## Concord Repatriation General Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 10,127 patients

Emergency presentations:<sup>2</sup> 10,097 patients

Same period last year	Change since one year ago
10,451	-3%
10,425	-3%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,299 patients

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

90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,777 patients

Median time to start treatment<sup>4</sup> 21 minutes

90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,558 patients

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

90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment<sup>4</sup> 22 minutes

90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,222	
9 minutes	8 minutes
18 minutes	28 minutes
4,757	
23 minutes	21 minutes
69 minutes	72 minutes
3,994	
26 minutes	26 minutes
84 minutes	105 minutes
383	
18 minutes	22 minutes
74 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,126 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
10,450	-3%
71%	

\* 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, January to March 2018*.
- 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 16 October 2018).

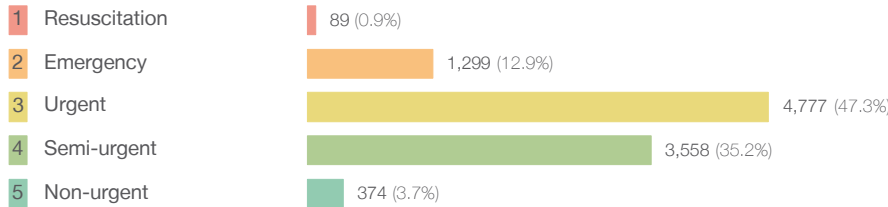
## Concord Repatriation General Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 10,127 patients

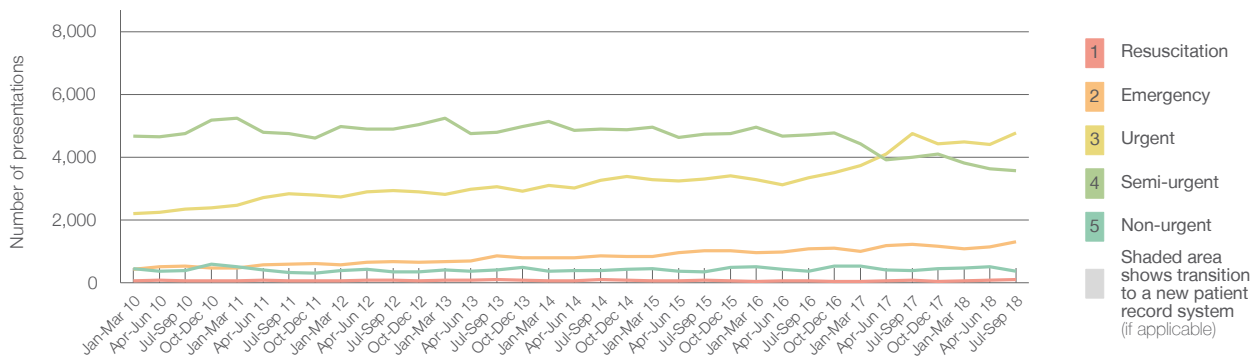
Same period last year	Change since one year ago
10,451	-3%

Emergency presentations<sup>2</sup> by triage category: 10,097 patients

10,425	-3%
69	29.0%
1,222	6.3%
4,757	0.4%
3,994	-10.9%
383	-2.3%



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	55	60	84	93	91	80	54	69	89
Emergency	537	586	662	859	859	1,027	1,082	1,222	1,299
Urgent	2,342	2,843	2,938	3,052	3,270	3,294	3,348	4,757	4,777
Semi-urgent	4,752	4,746	4,903	4,783	4,884	4,737	4,714	3,994	3,558
Non-urgent	381	322	343	407	376	341	369	383	374
All emergency presentations	8,067	8,557	8,930	9,194	9,480	9,479	9,567	10,425	10,097

## Concord Repatriation General Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,563 patients

2,538
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ED Transfer of care time



13 minutes	-2 minutes
23 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.

## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,299

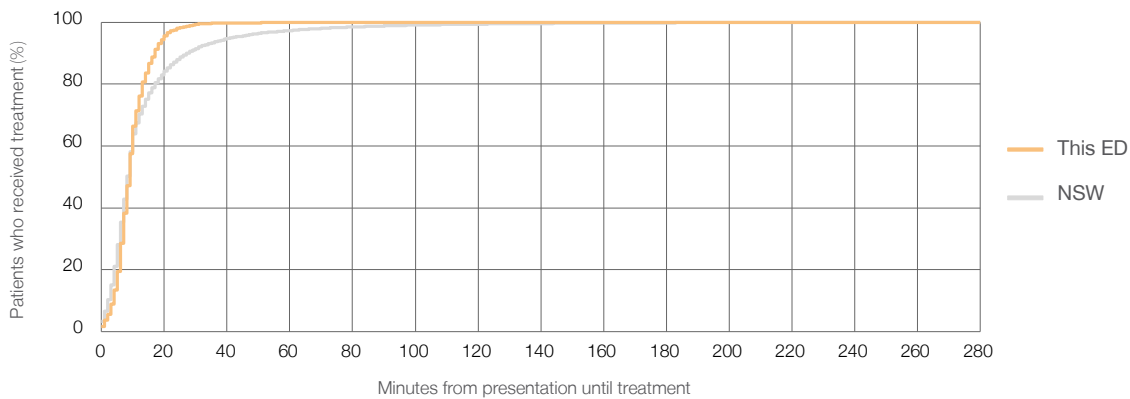
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,288

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

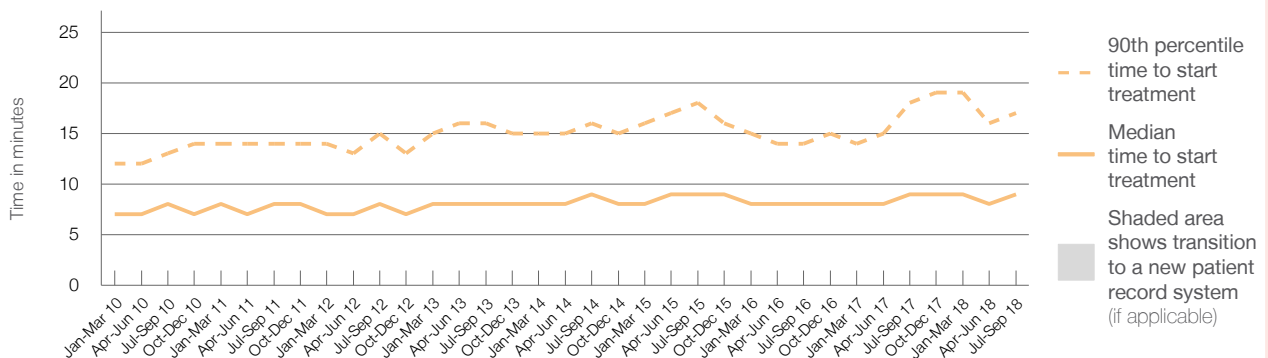
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
1,222	1,212
9 minutes	8 minutes
18 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	8	8	8	8	9	9	8	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	13	14	15	16	16	18	14	18	17

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,777

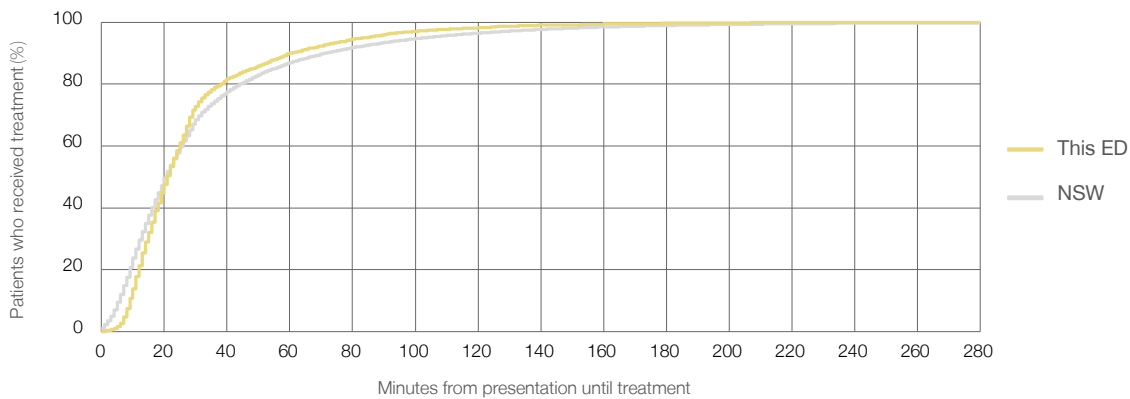
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,667

Median time to start treatment<sup>4</sup>  21 minutes

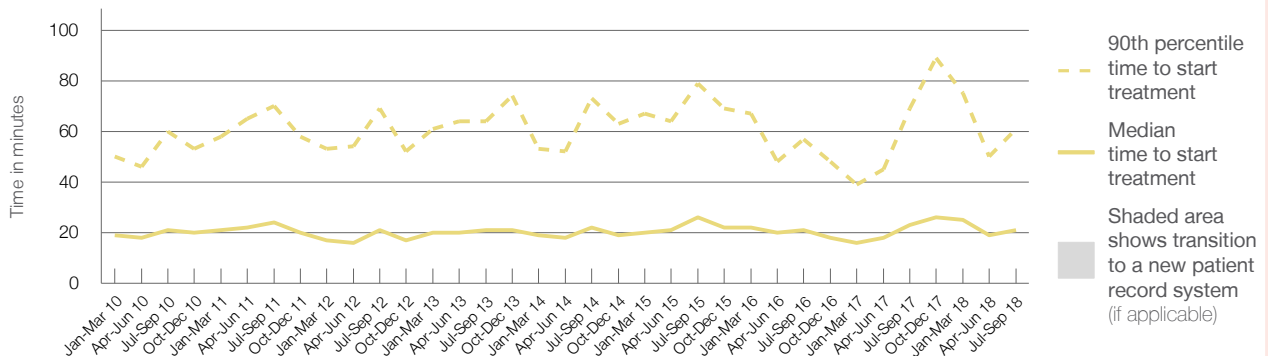
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
4,757	4,591
23 minutes	21 minutes
69 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	21	24	21	21	22	26	21	23	21
90th percentile time to start treatment <sup>5</sup> (minutes)	60	70	69	64	73	79	57	69	61

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,558

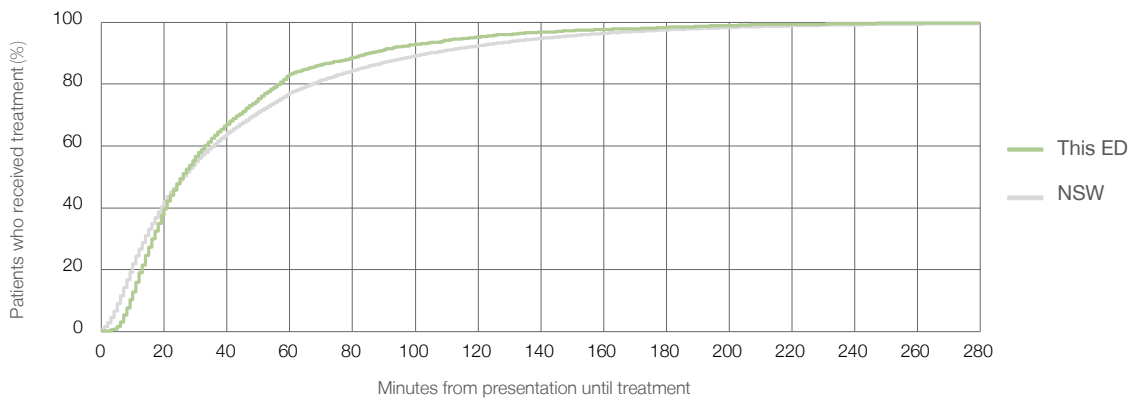
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,389

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

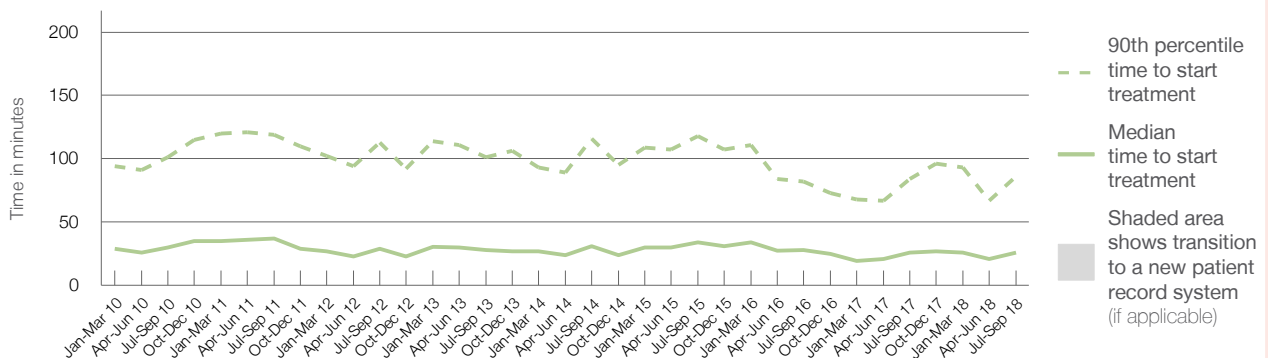
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
3,994	3,730
26 minutes	26 minutes
84 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	30	37	29	28	31	34	28	26	26
90th percentile time to start treatment <sup>5</sup> (minutes)	101	119	113	101	116	118	82	84	86

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(‡) 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 Repatriation General Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 374

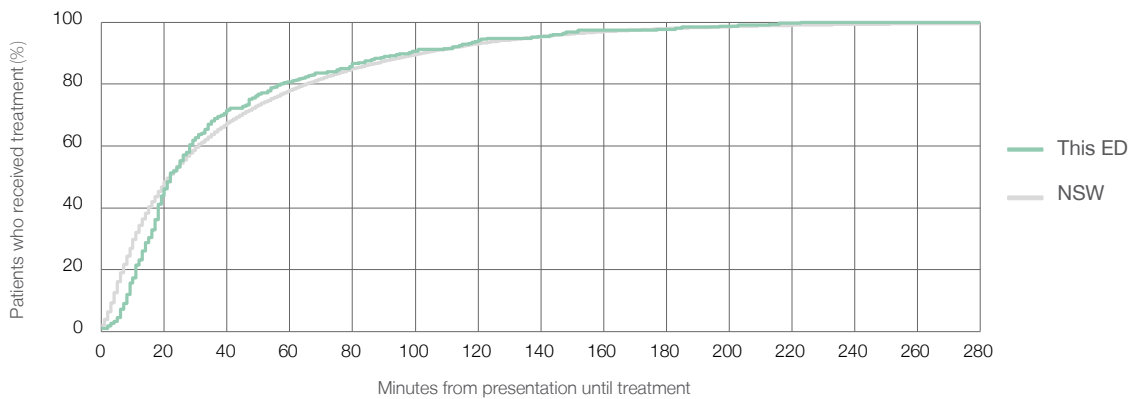
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 306

Median time to start treatment<sup>4</sup> 22 minutes

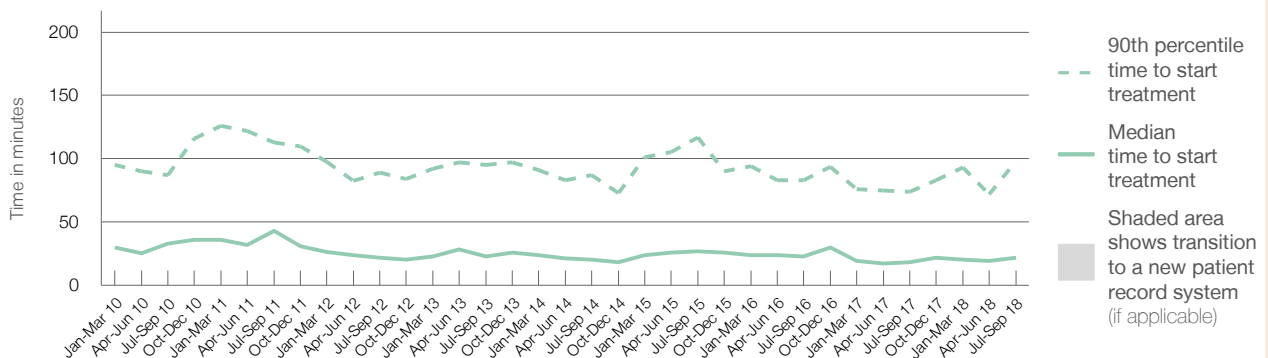
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
383	317
18 minutes	22 minutes
74 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	33	43	22	23	20	27	23	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	87	113	89	95	87	117	83	74	98

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## Concord Repatriation General Hospital: Time patients spent in the ED July to September 2018

All presentations:<sup>1</sup> 10,127 patients

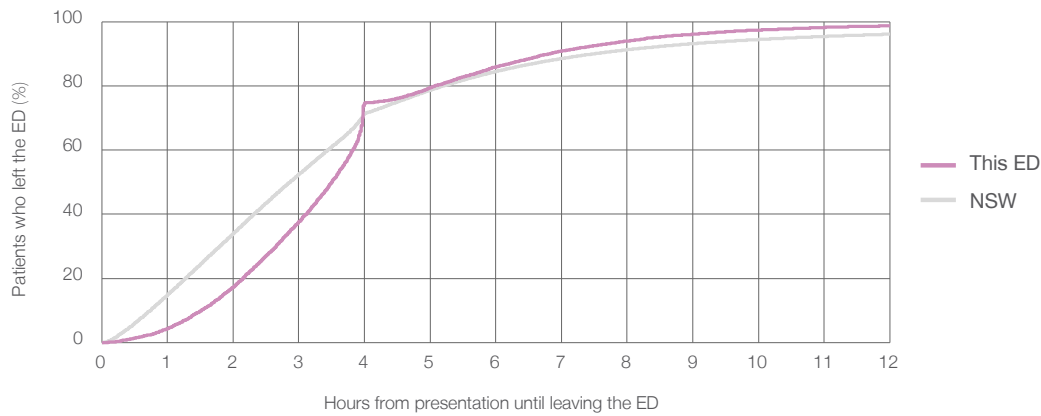
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,126 patients

Median time spent in the ED<sup>8</sup> 3 hours and 30 minutes

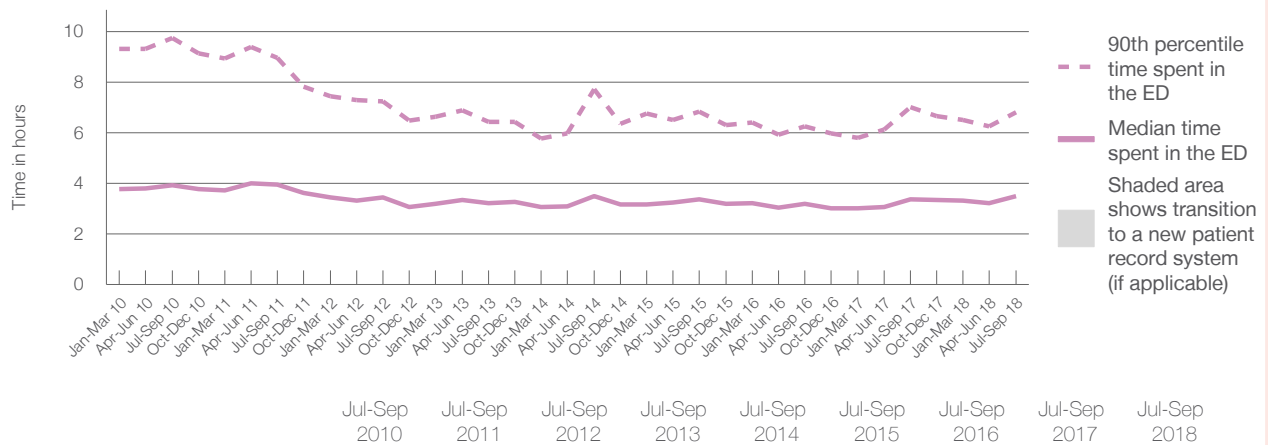
90th percentile time spent in the ED<sup>9</sup> 6 hours and 49 minutes

Same period last year	NSW (this period)
10,451	10,450
3 hours and 23 minutes	2 hours and 52 minutes
7 hours and 1 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 56m	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m	3h 30m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 45m	8h 58m	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m	6h 49m

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## Concord Repatriation General Hospital: Time patients spent in the ED

### By mode of separation

July to September 2018

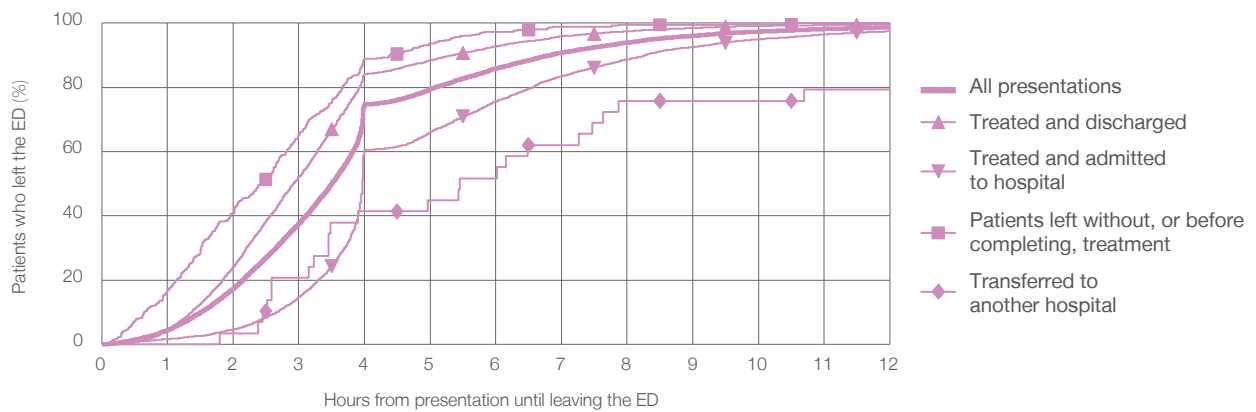
All presentations:<sup>1</sup> 10,127 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,126 patients

Treated and discharged	5,469 (54.0%)
Treated and admitted to hospital	4,128 (40.8%)
Patient left without, or before completing, treatment	376 (3.7%)
Transferred to another hospital	29 (0.3%)
Other	125 (1.2%)

Same period last year	Change since one year ago
10,450	-3%
6,317	-13.4%
3,509	17.6%
469	-19.8%
41	-29.3%
115	8.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	4.4%	24.1%	52.1%	84.1%	92.8%	97.5%	99.1%	99.7%
Treated and admitted to hospital	1.6%	4.5%	14.7%	60.6%	75.6%	88.8%	95.0%	97.5%
Patient left without, or before completing, treatment	16.8%	41.0%	65.2%	88.8%	97.3%	99.5%	99.7%	100%
Transferred to another hospital	0%	3.4%	20.7%	41.4%	51.7%	75.9%	75.9%	79.3%
All presentations	4.4%	17.3%	37.7%	74.7%	85.9%	94.0%	97.4%	98.7%

(†) 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 Repatriation General Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: <sup>1</sup> 10,127 patients

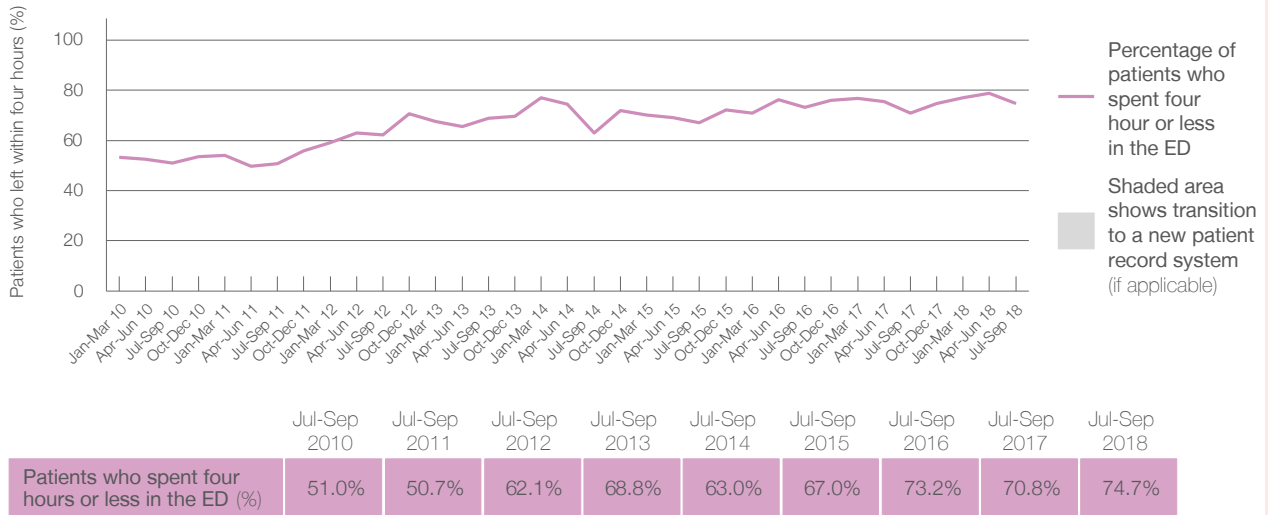
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,126 patients

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	10,451	-3%
Presentations used to calculate time to leaving the ED	10,450	-3%
Percentage of patients who spent four hours or less in the ED	70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).