

Singleton Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 3,034 patients
 Emergency presentations:² 2,976 patients

Same period last year	Change since one year ago
3,050	-1%
2,973	0%

Singleton Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 210 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 779 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,758 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 224 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
216	
8 minutes	8 minutes
31 minutes	28 minutes
844	
26 minutes	21 minutes
81 minutes	72 minutes
1,785	
38 minutes	26 minutes
110 minutes	105 minutes
122	
27 minutes	22 minutes
84 minutes	103 minutes

Singleton Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,034 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,050	-1%
87%	

* 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.

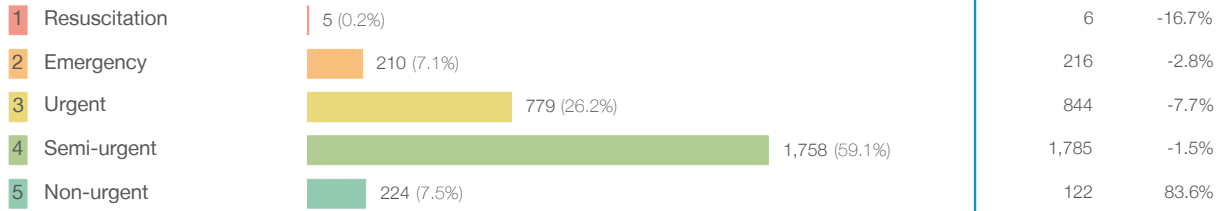
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Singleton Hospital: Patients presenting to the emergency department July to September 2018

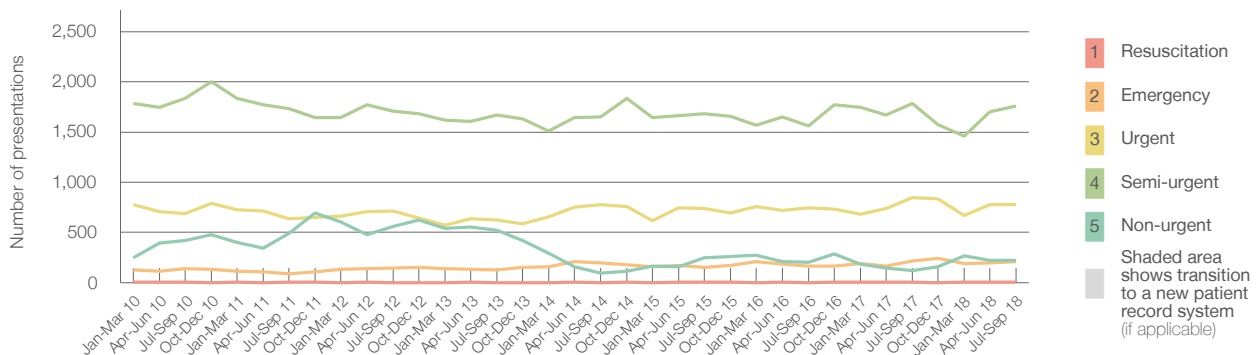
All presentations:¹ 3,034 patients

Emergency presentations² by triage category: 2,976 patients



	Same period last year	Change since one year ago
All presentations	3,050	-1%
Emergency presentations	2,973	0%
Resuscitation	6	-16.7%
Emergency	216	-2.8%
Urgent	844	-7.7%
Semi-urgent	1,785	-1.5%
Non-urgent	122	83.6%

Emergency presentations² by quarter, January 2010 to September 2018 †

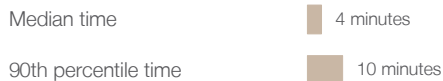


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	6	< 5	< 5	< 5	< 5	< 5	6	5
Emergency	142	87	147	127	199	155	170	216	210
Urgent	690	638	711	621	780	736	743	844	779
Semi-urgent	1,837	1,736	1,709	1,669	1,653	1,683	1,562	1,785	1,758
Non-urgent	419	489	558	519	92	245	200	122	224
All emergency presentations	3,088	2,956	3,125	2,936	2,724	2,819	2,675	2,973	2,976

Singleton Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 305 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	303	
ED Transfer of care time		
Median time	7 minutes	-3 minutes
90th percentile time	148 minutes	-138 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.

Singleton 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: 210

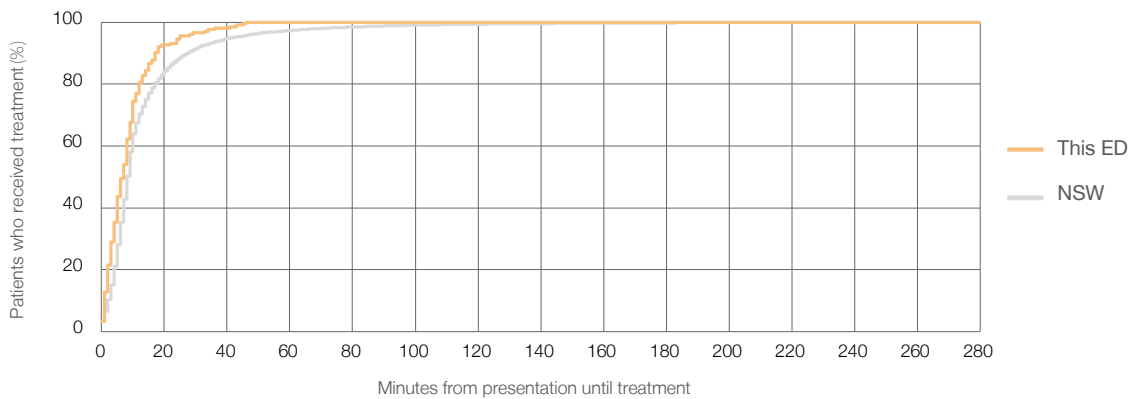
Number of triage 2 patients used to calculate waiting time:³ 204

Median time to start treatment⁴ 7 minutes

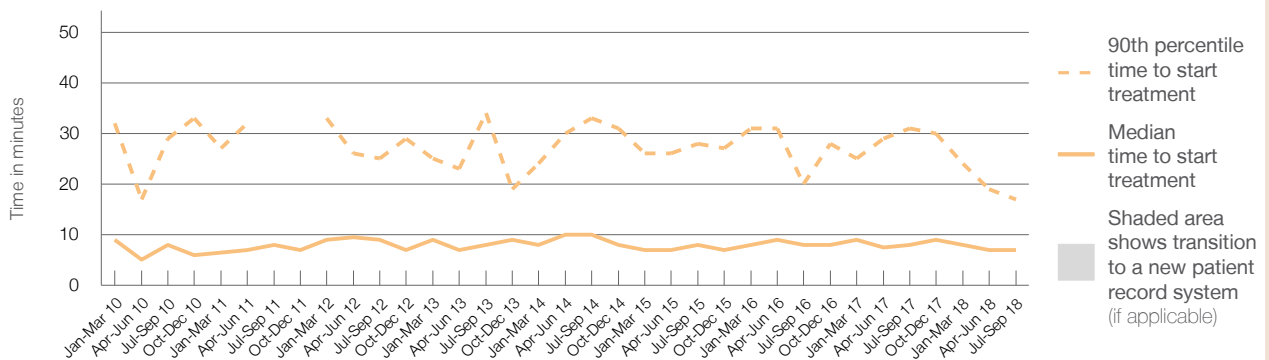
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
216	
206	
8 minutes	8 minutes
31 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^{†‡}



	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 ⁴ (minutes)	8	8	9	8	10	8	8	8	7
90th percentile time to start treatment ⁵ (minutes)	29	*	25	34	33	28	20	31	17

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Singleton 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: 779

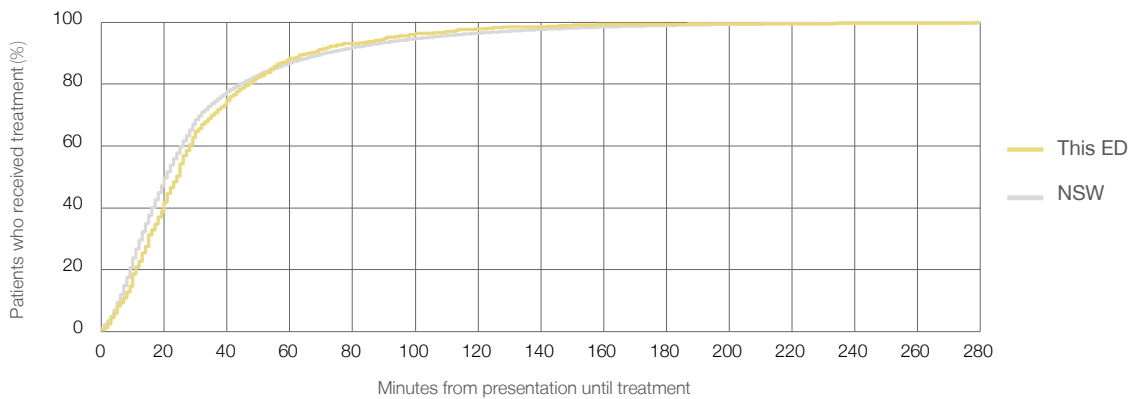
Number of triage 3 patients used to calculate waiting time:³ 757

Median time to start treatment⁴ 24 minutes

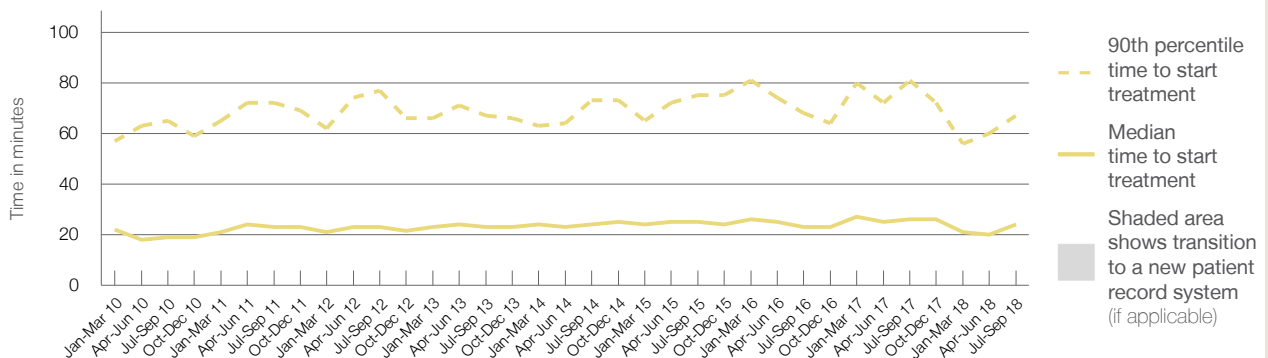
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
844	
815	
26 minutes	21 minutes
81 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^{†‡}



	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 ⁴ (minutes)	19	23	23	23	24	25	23	26	24
90th percentile time to start treatment ⁵ (minutes)	65	72	77	67	73	75	68	81	67

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Singleton 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: 1,758

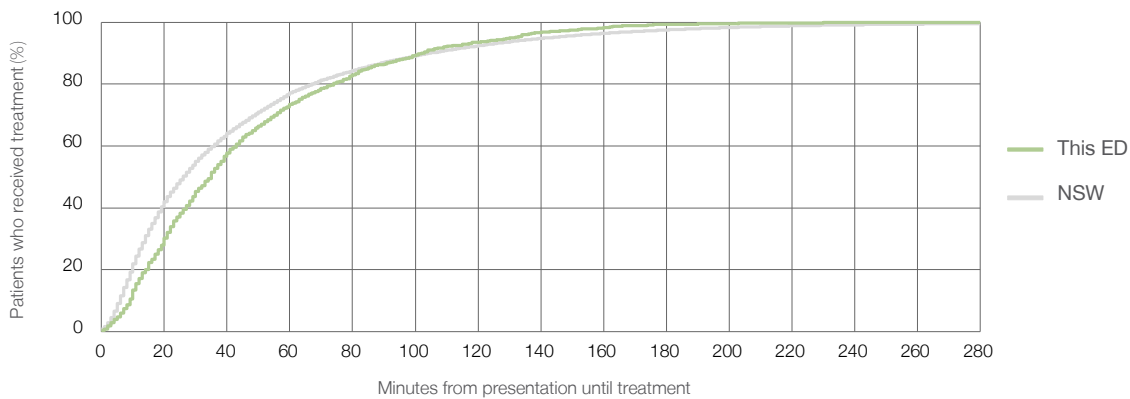
Number of triage 4 patients used to calculate waiting time:³ 1,689

Median time to start treatment⁴ 35 minutes

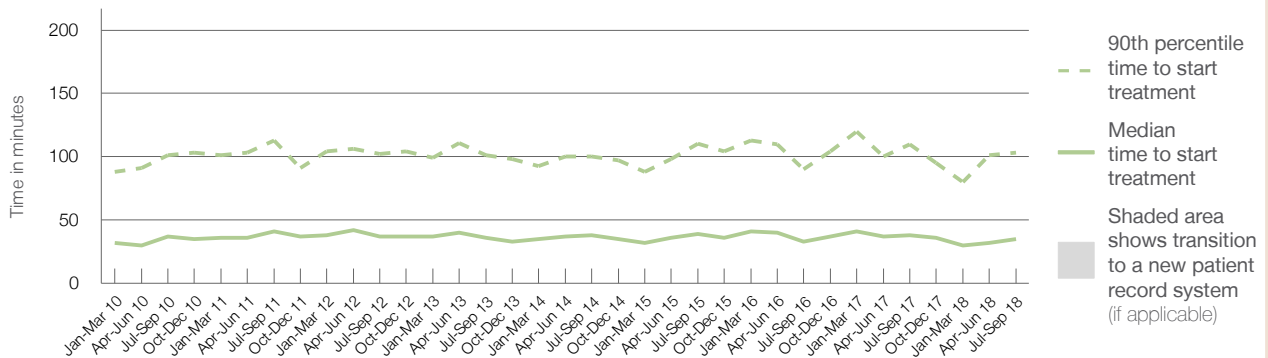
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,785	1,704
38 minutes	26 minutes
110 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^{†‡}



	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 ⁴ (minutes)	37	41	37	36	38	39	33	38	35
90th percentile time to start treatment ⁵ (minutes)	101	113	102	101	100	111	90	110	103

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Singleton 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: 224

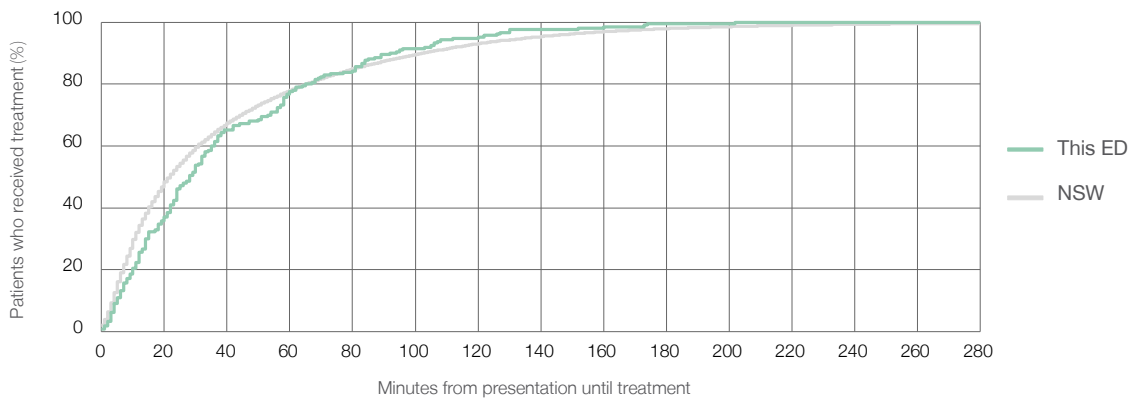
Number of triage 5 patients used to calculate waiting time:³ 210

Median time to start treatment⁴ 28 minutes

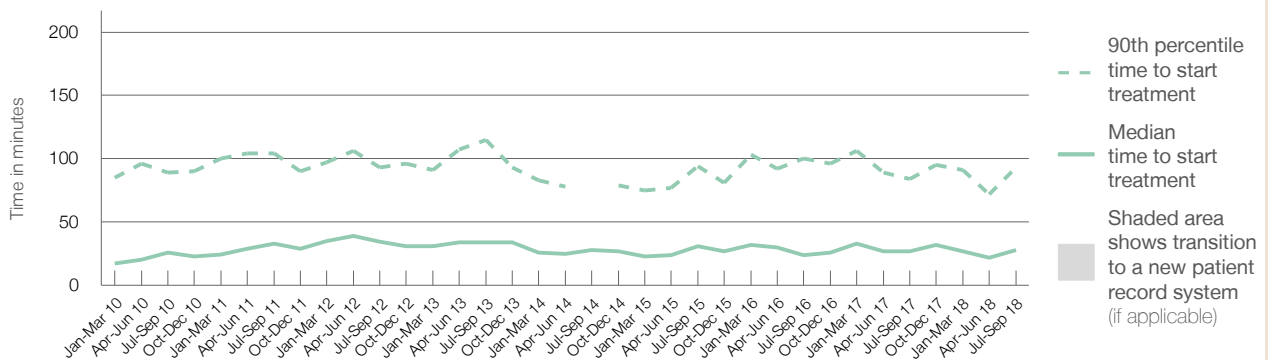
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
122	
111	
27 minutes	22 minutes
84 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^{†‡}



	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 ⁴ (minutes)	26	33	35	34	28	31	24	27	28
90th percentile time to start treatment ⁵ (minutes)	89	104	93	115	*	94	100	84	93

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Singleton Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 3,034 patients

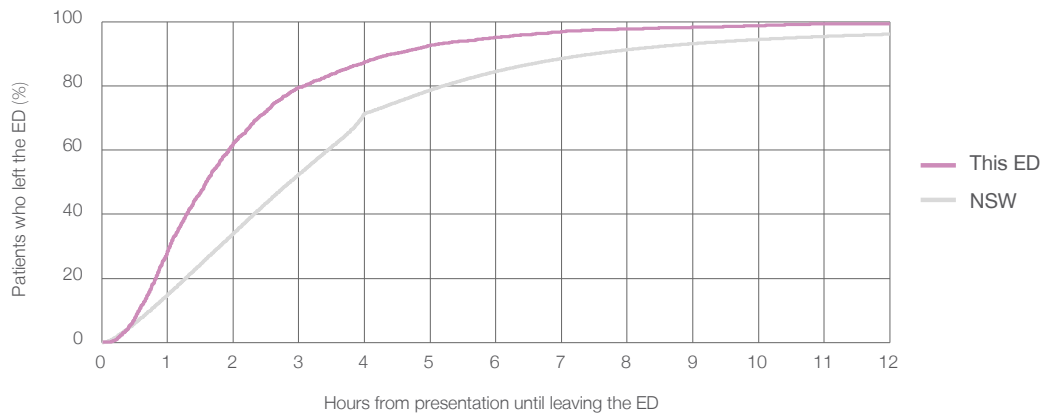
Presentations used to calculate time to leaving the ED:⁶ 3,034 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

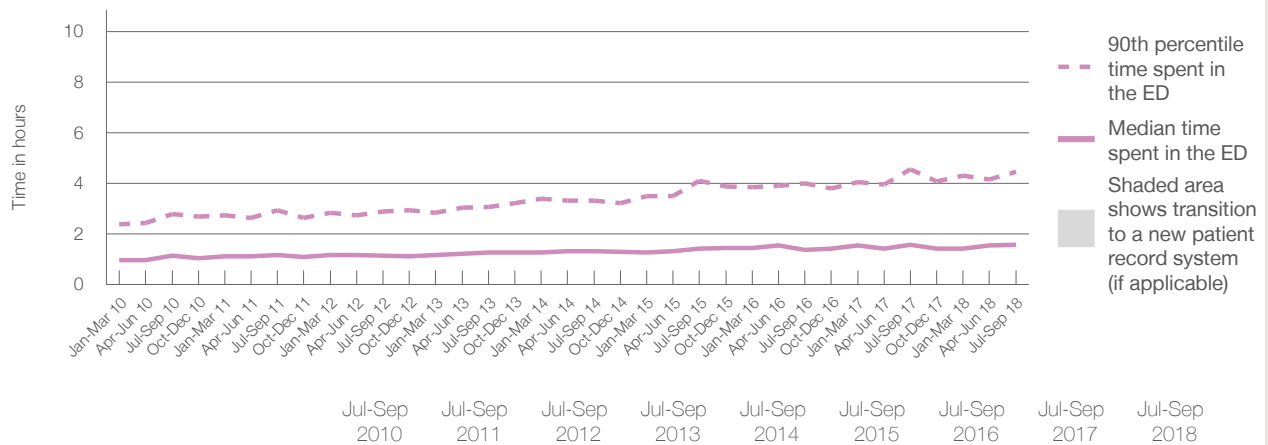
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
3,050	3,050
1 hours and 34 minutes	2 hours and 52 minutes
4 hours and 33 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^{†‡}



	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 ⁸ (hours, minutes)	1h 9m	1h 10m	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m	1h 34m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 47m	2h 56m	2h 53m	3h 4m	3h 19m	4h 6m	4h 0m	4h 33m	4h 27m

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Singleton Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

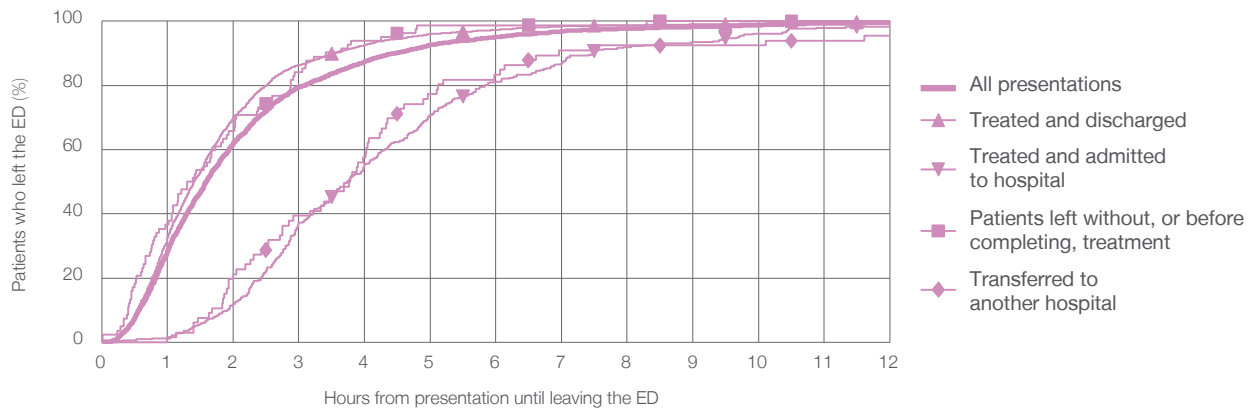
All presentations:¹ 3,034 patients

Presentations used to calculate time to leaving the ED:⁶ 3,034 patients

Treated and discharged	2,505 (82.6%)
Treated and admitted to hospital	336 (11.1%)
Patient left without, or before completing, treatment	82 (2.7%)
Transferred to another hospital	66 (2.2%)
Other	45 (1.5%)

Same period last year	Change since one year ago
3,050	-1%
2,510	-0.2%
298	12.8%
101	-18.8%
86	-23.3%
55	-18.2%

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



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	32.6%	70.0%	86.3%	92.7%	97.4%	98.7%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.9%	37.2%	55.4%	81.3%	92.0%	96.1%	98.2%
Patient left without, or before completing, treatment	36.6%	65.9%	84.1%	93.9%	98.8%	98.8%	100%	100%
Transferred to another hospital	1.5%	21.2%	39.4%	57.6%	83.3%	92.4%	92.4%	95.5%
All presentations	28.5%	62.1%	79.5%	87.5%	95.1%	97.7%	98.8%	99.4%

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Singleton 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: ¹ 3,034 patients

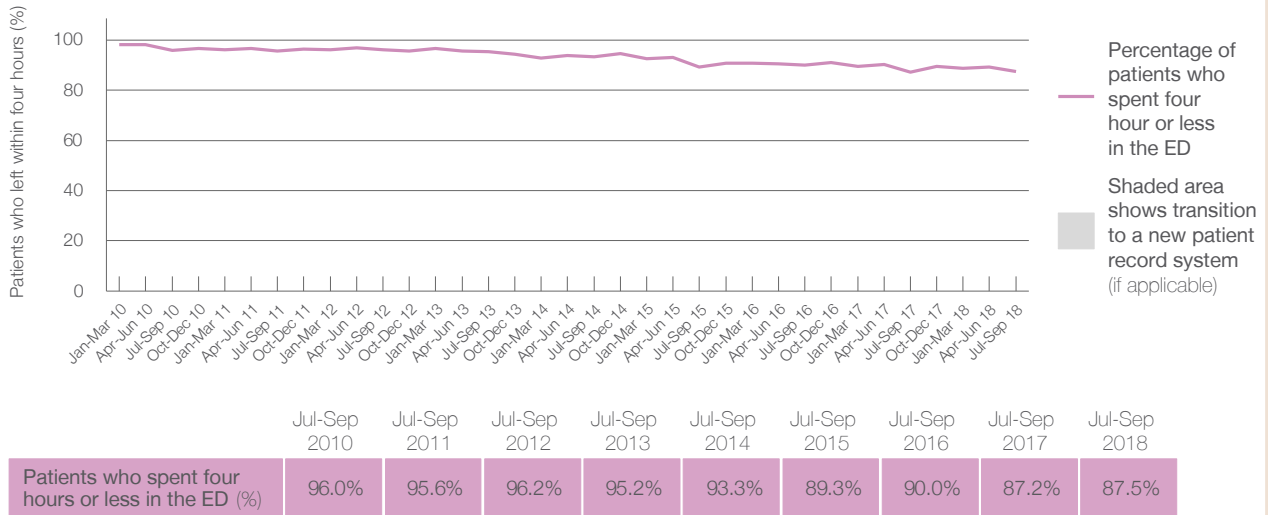
Presentations used to calculate time to leaving the ED: ⁶ 3,034 patients

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



Same period last year	Change since one year ago
3,050	-1%
3,050	-1%
87.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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).