

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,437 patients

Emergency presentations:² 19,304 patients

Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%

John Hunter Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,786 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,012 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,599 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,822 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,906	
7 minutes	8 minutes
23 minutes	26 minutes
4,978	
23 minutes	20 minutes
77 minutes	69 minutes
9,755	
32 minutes	26 minutes
112 minutes	101 minutes
2,597	
36 minutes	23 minutes
126 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,437 patients

Percentage of patients who spent four hours or less in the ED 62.1%

Same period last year	Change since one year ago
19,359	0.4%
68.5%	

* 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.

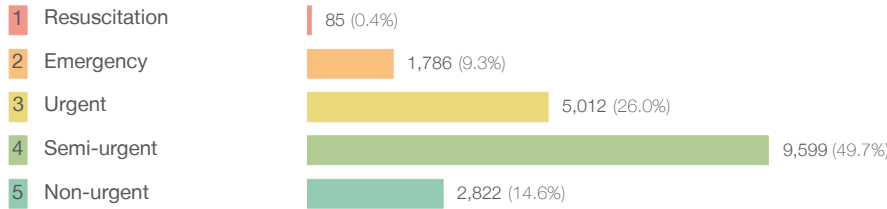
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Patients presenting to the emergency department January to March 2017

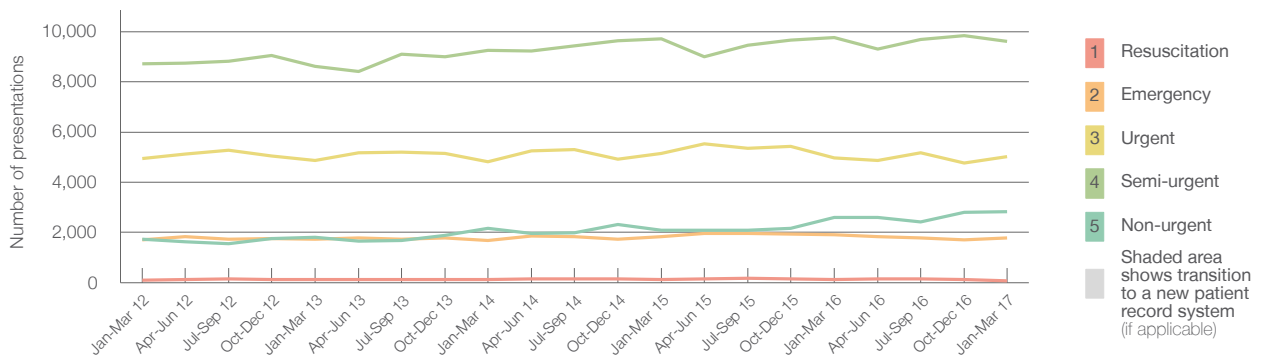
All presentations:¹ 19,437 patients

Emergency presentations² by triage category: 19,304 patients



Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%
114	-25.4%
1,906	-6.3%
4,978	0.7%
9,755	-1.6%
2,597	8.7%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	96	122	114	132	114	85
Emergency	1,711	1,742	1,669	1,826	1,906	1,786
Urgent	4,952	4,880	4,813	5,137	4,978	5,012
Semi-urgent	8,728	8,614	9,255	9,709	9,755	9,599
Non-urgent	1,734	1,815	2,167	2,089	2,597	2,822
All emergency presentations	17,221	17,173	18,018	18,893	19,350	19,304

John Hunter Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,803 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,940	
11 minutes	1 minute
22 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,786

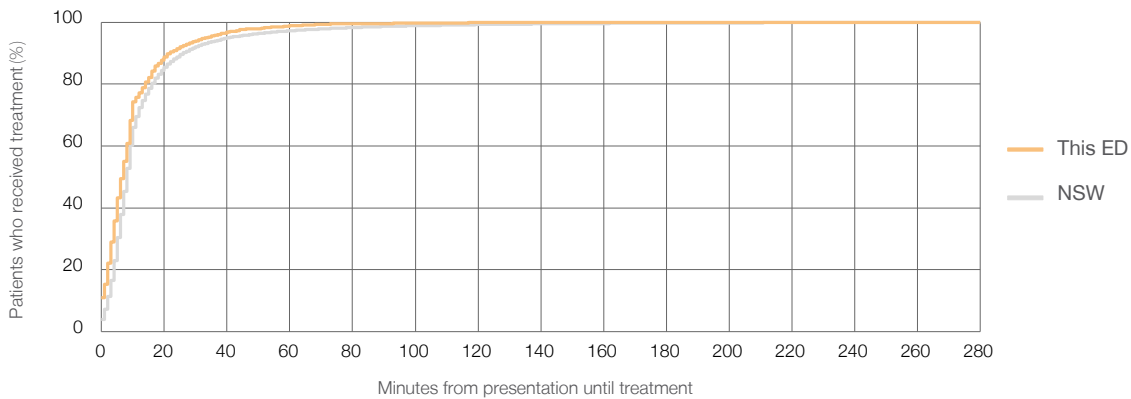
Number of triage 2 patients used to calculate waiting time:³ 1,772

Median time to start treatment⁴ 7 minutes

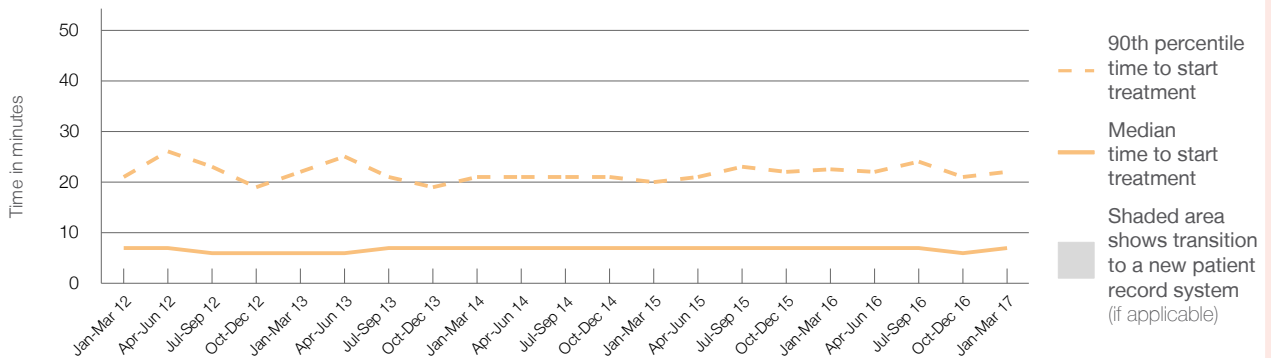
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,906	1,890
7 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	22	21	20	23	22

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,012

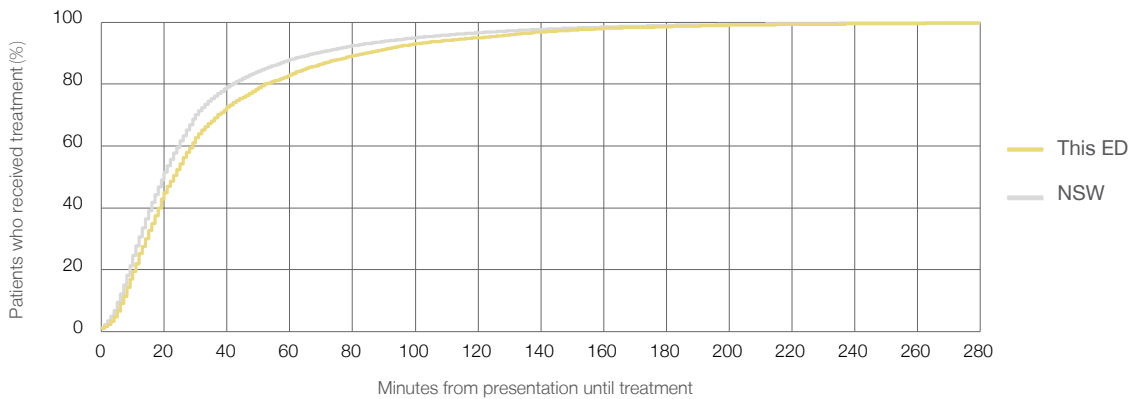
Number of triage 3 patients used to calculate waiting time:³ 4,897

Median time to start treatment⁴ 23 minutes

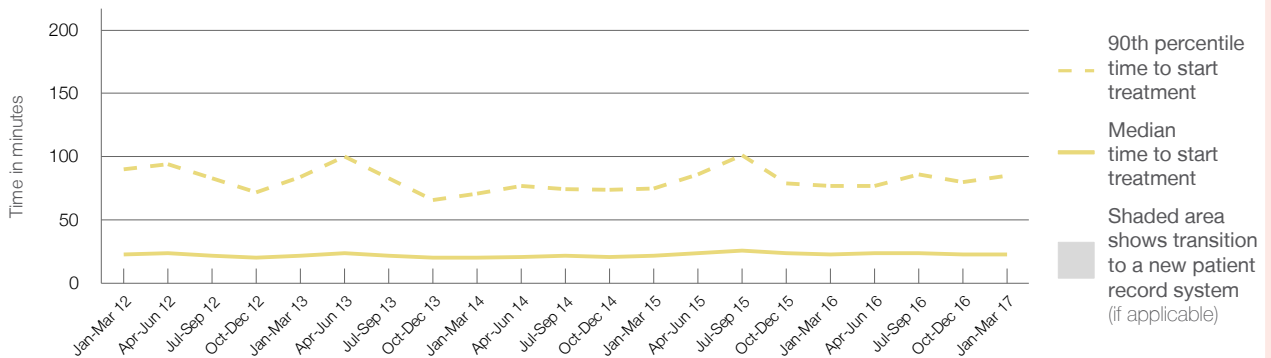
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,978	4,874
23 minutes	20 minutes
77 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	22	20	22	23	23
90th percentile time to start treatment ⁵ (minutes)	90	84	71	75	77	85

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 9,599

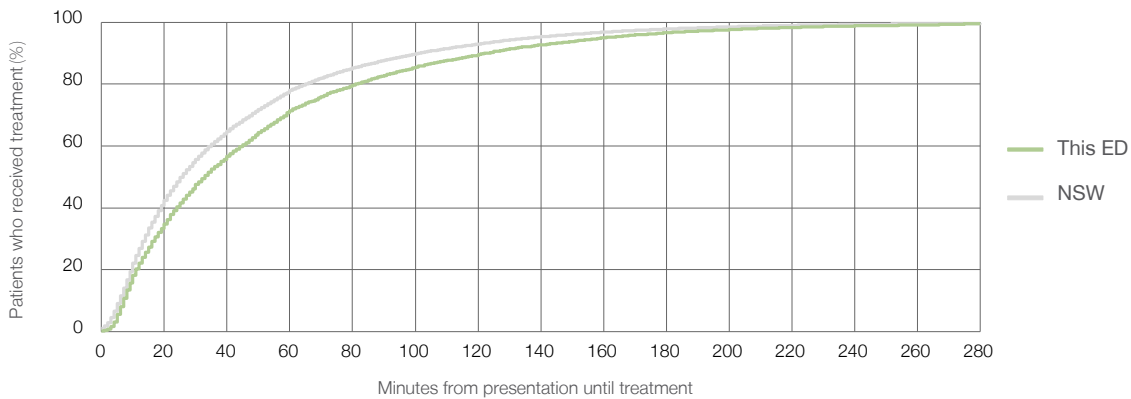
Number of triage 4 patients used to calculate waiting time:³ 8,839

Median time to start treatment⁴ 33 minutes

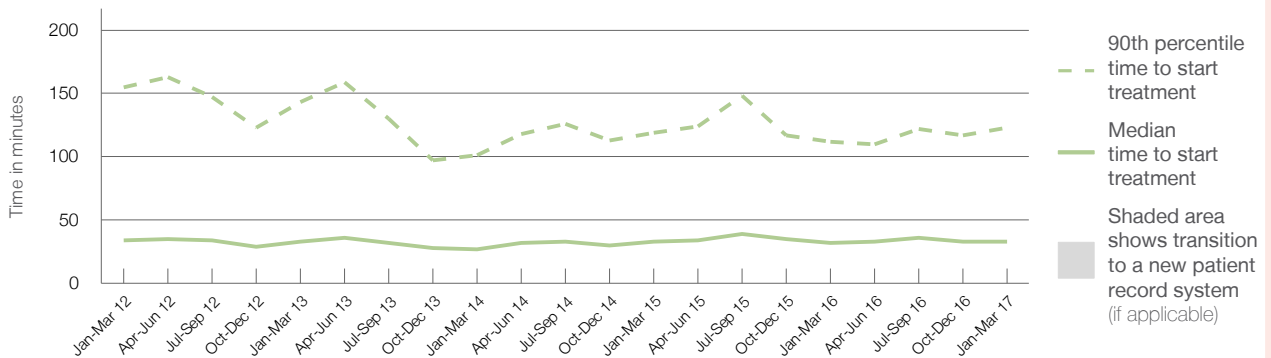
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
9,755	9,094
32 minutes	26 minutes
112 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	33	27	33	32	33
90th percentile time to start treatment ⁵ (minutes)	155	143	101	119	112	123

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 2,822

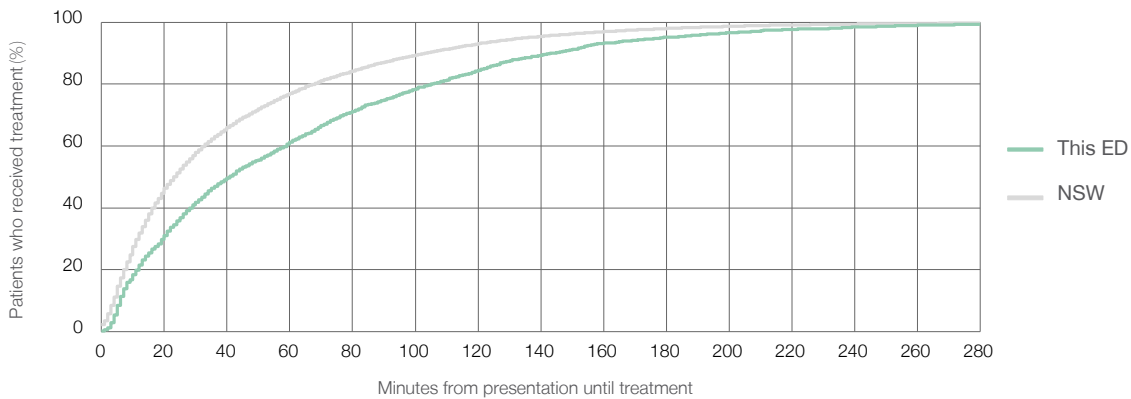
Number of triage 5 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴ 41 minutes

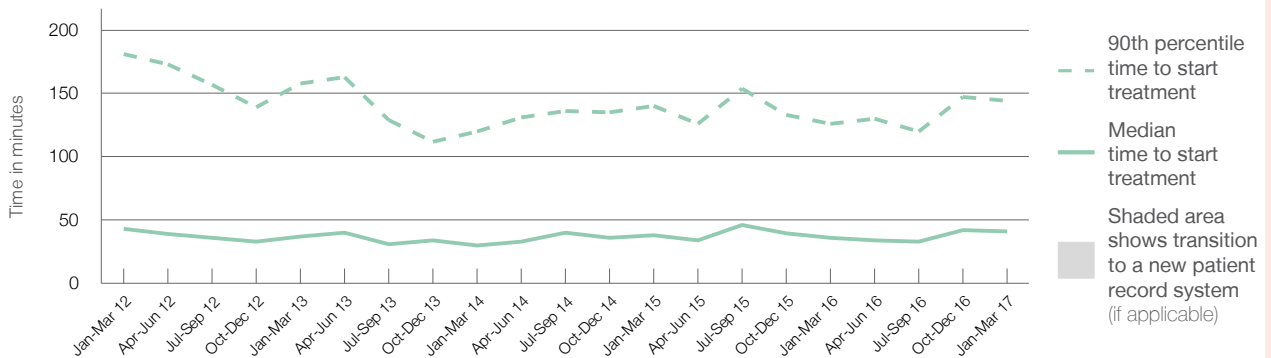
90th percentile time to start treatment⁵ 144 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,597	2,163
Median time to start treatment ⁴	36 minutes	23 minutes
90th percentile time to start treatment ⁵	126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	37	30	38	36	41
90th percentile time to start treatment ⁵ (minutes)	181	158	120	140	126	144

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

John Hunter Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,437 patients

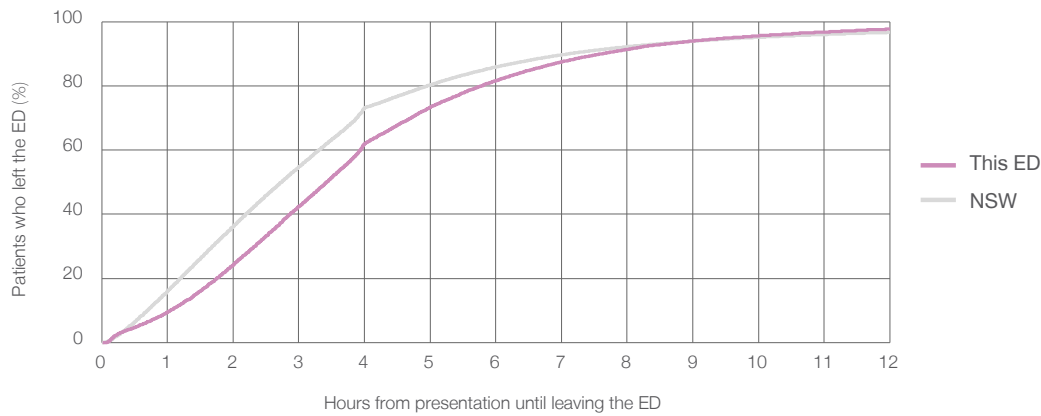
Presentations used to calculate time to leaving the ED:⁶ 19,437 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

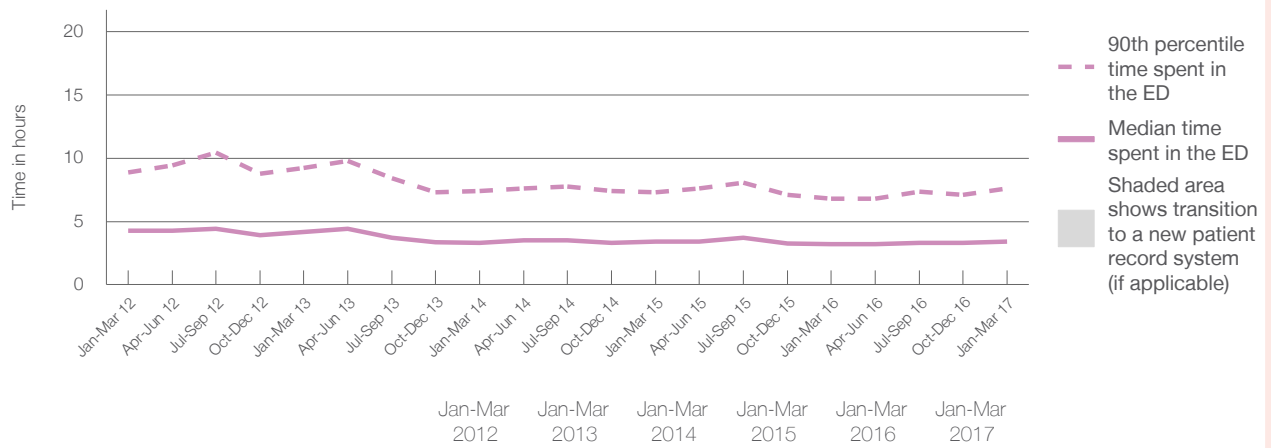
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
19,359	19,359
3 hours and 11 minutes	2 hours and 44 minutes
6 hours and 47 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m

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John Hunter Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:¹ 19,437 patients

Presentations used to calculate time to leaving the ED:⁶ 19,437 patients

Treated and discharged 11,068 (56.9%)

Treated and admitted to hospital 6,482 (33.3%)

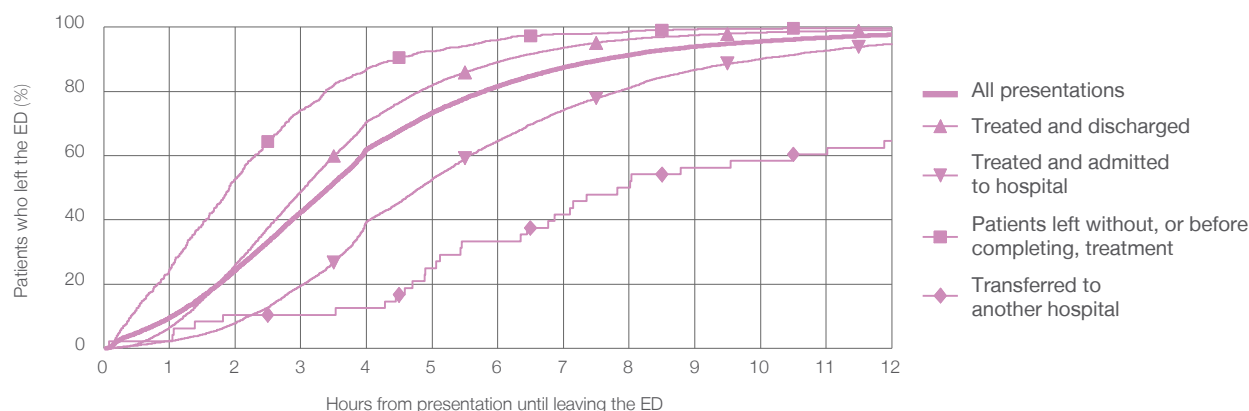
Patient left without, or before completing, treatment 872 (4.5%)

Transferred to another hospital 48 (0.2%)

Other 967 (5.0%)

	Same period last year	Change since one year ago
	19,359	0.4%
Treated and discharged	11,203	-1.2%
Treated and admitted to hospital	6,595	-1.7%
Patient left without, or before completing, treatment	597	46.1%
Transferred to another hospital	56	-14.3%
Other	908	6.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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

Treated and discharged	6.5%	26.0%	48.9%	70.5%	89.2%	96.2%	98.3%	99.2%
Treated and admitted to hospital	2.3%	7.8%	19.5%	39.4%	64.6%	81.1%	90.2%	94.8%
Patient left without, or before completing, treatment	24.5%	52.9%	74.2%	87.0%	96.1%	98.6%	99.5%	99.8%
Transferred to another hospital	2.1%	10.4%	10.4%	12.5%	33.3%	50.0%	58.3%	64.6%
All presentations	9.5%	24.4%	42.4%	62.1%	81.6%	91.3%	95.6%	97.7%

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John Hunter Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,437 patients

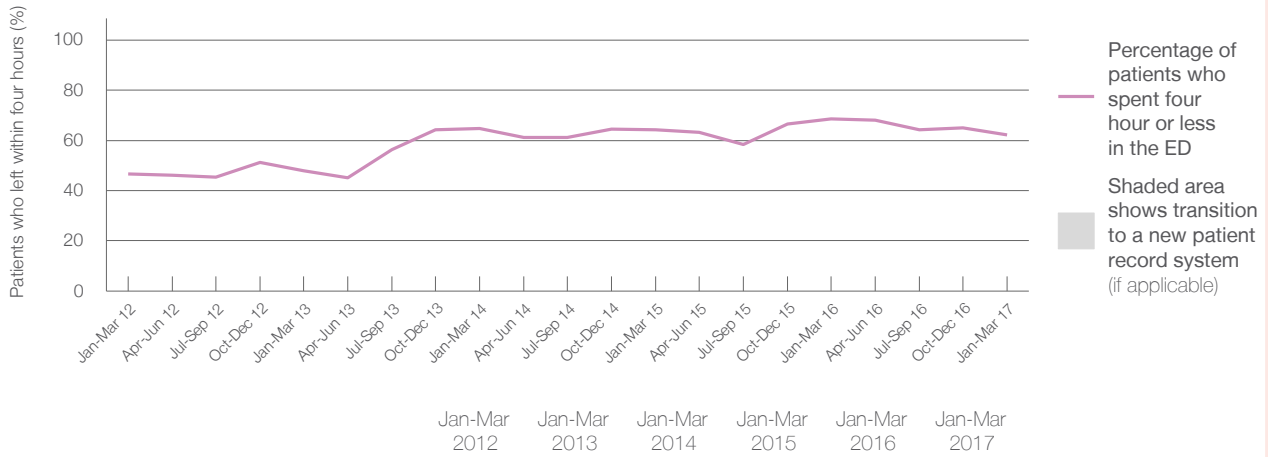
Presentations used to calculate time to leaving the ED:⁶ 19,437 patients

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	19,359	0.4%
Presentations used to calculate time to leaving the ED: ⁶	19,359	0.4%
Percentage of patients who spent four hours or less in the ED	68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	46.6%	48.0%	64.7%	64.2%	68.5%	62.1%

* 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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).