

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,452 patients
 Emergency presentations:² 6,213 patients

Same period last year	Change since one year ago
5,695	13.3%
5,522	12.5%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 772 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,021 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,073 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 322 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
582	
11 minutes	9 minutes
28 minutes	29 minutes
1,640	
18 minutes	23 minutes
38 minutes	83 minutes
2,872	
20 minutes	30 minutes
60 minutes	121 minutes
407	
19 minutes	26 minutes
69 minutes	118 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,452 patients

Percentage of patients who spent four hours or less in the ED 64.4%

Same period last year	Change since one year ago
5,695	13.3%
77.8%	

* 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.

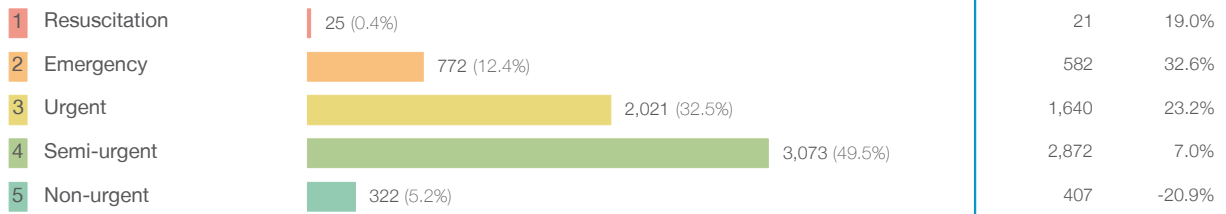
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

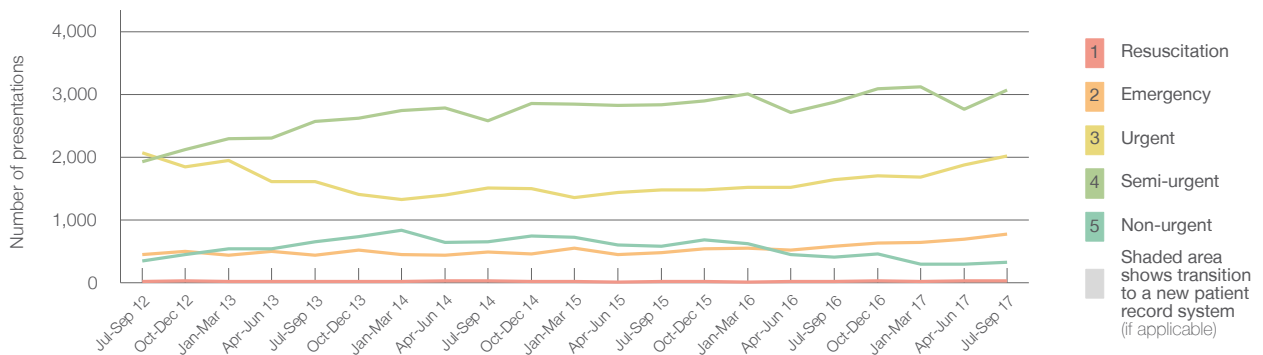
Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2017

All presentations:¹ 6,452 patients

Emergency presentations² by triage category: 6,213 patients



Emergency presentations² by quarter, July 2012 to September 2017 † §



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	24	20	25	16	21	25
Emergency	446	440	485	474	582	772
Urgent	2,068	1,607	1,505	1,481	1,640	2,021
Semi-urgent	1,922	2,567	2,580	2,838	2,872	3,073
Non-urgent	341	648	656	581	407	322
All emergency presentations	4,801	5,282	5,251	5,390	5,522	6,213

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,020 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 772

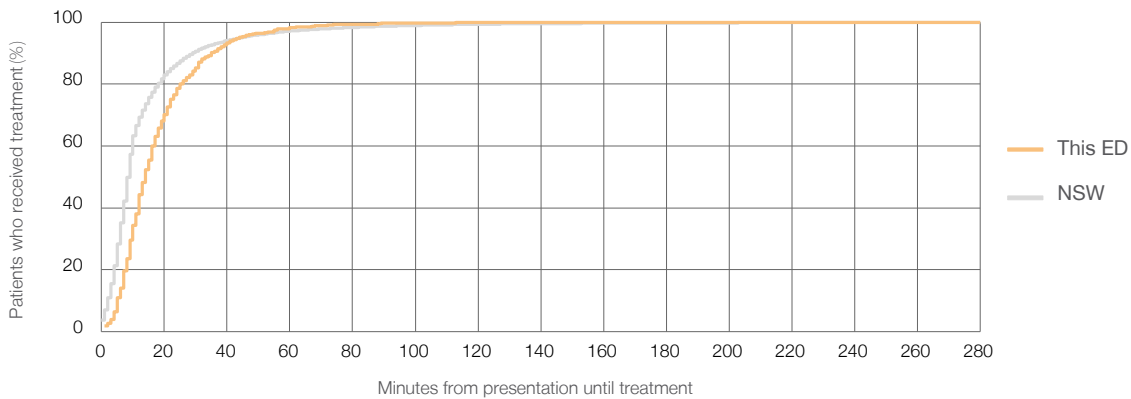
Number of triage 2 patients used to calculate waiting time:³ 769

Median time to start treatment⁴ 14 minutes

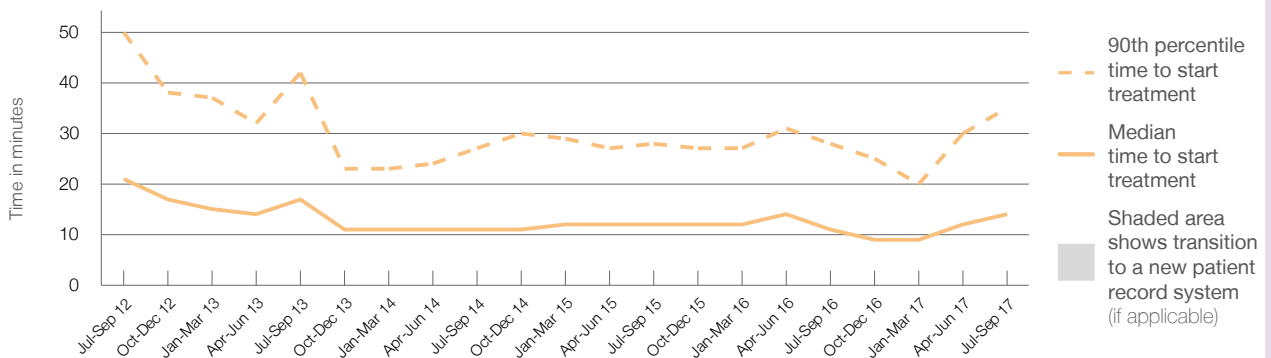
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
582	582
11 minutes	9 minutes
28 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	17	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	50	42	27	28	28	35

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,021

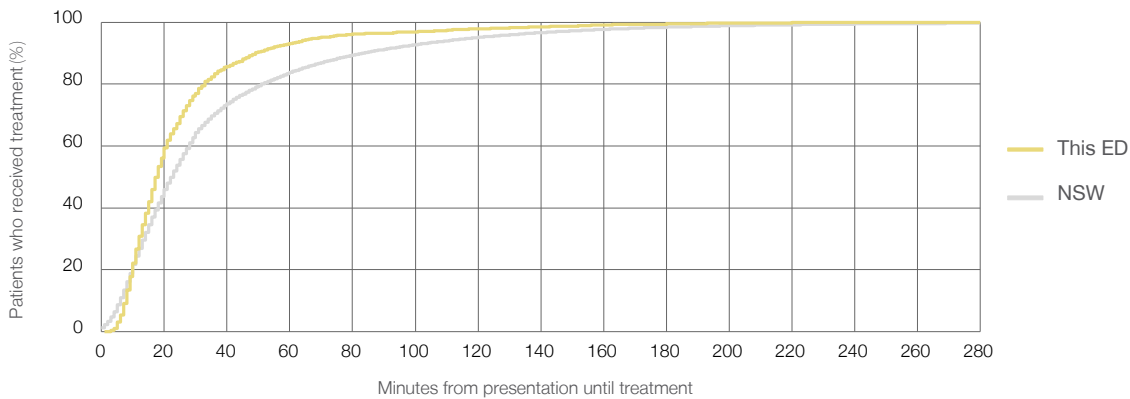
Number of triage 3 patients used to calculate waiting time:³ 1,997

Median time to start treatment⁴ 18 minutes

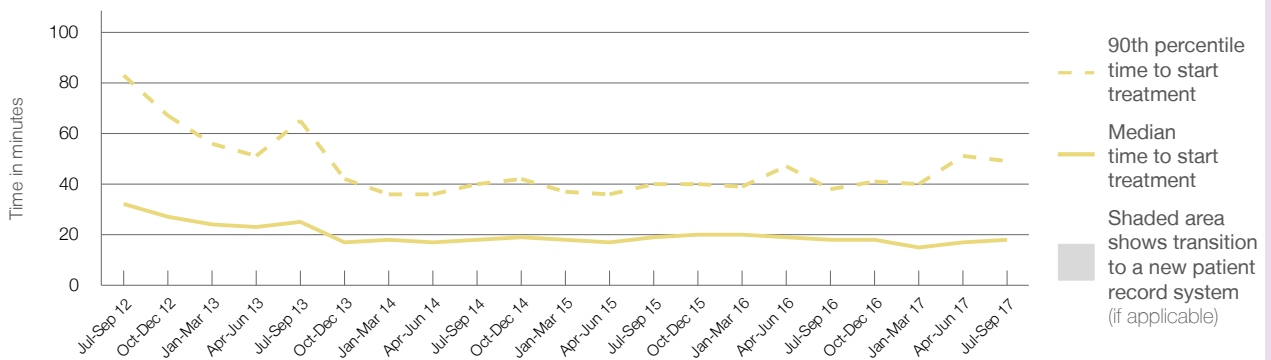
90th percentile time to start treatment⁵ 49 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,640	1,639
Median time to start treatment ⁴	18 minutes	23 minutes
90th percentile time to start treatment ⁵	38 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	25	18	19	18	18
90th percentile time to start treatment ⁵ (minutes)	83	65	40	40	38	49

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,073

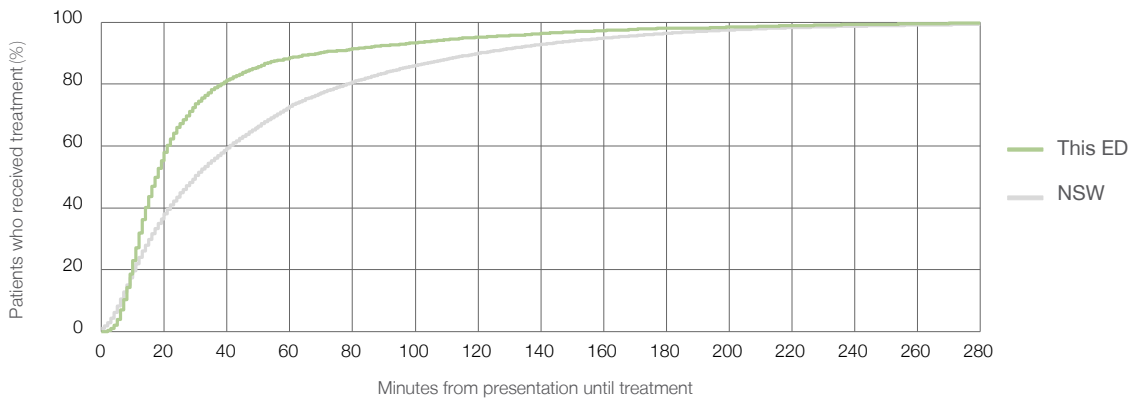
Number of triage 4 patients used to calculate waiting time:³ 2,973

Median time to start treatment⁴ 18 minutes

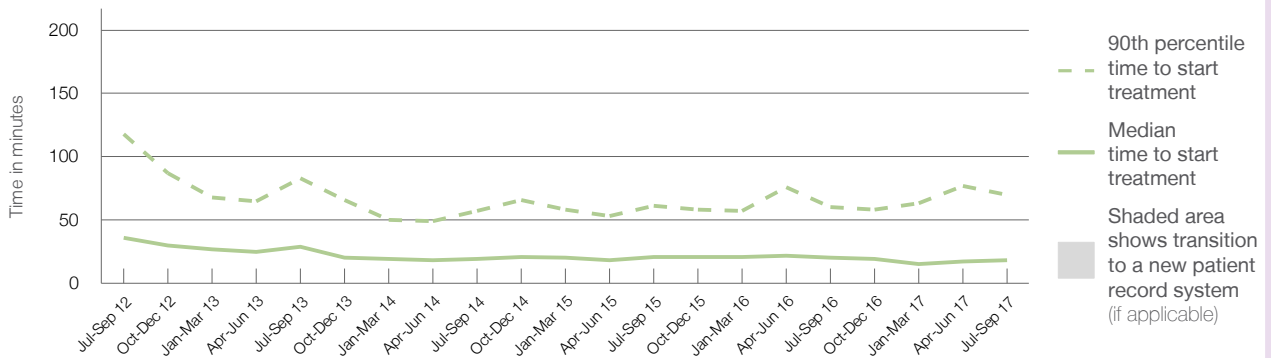
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,872	2,864
20 minutes	30 minutes
60 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	29	19	21	20	18
90th percentile time to start treatment ⁵ (minutes)	118	83	57	61	60	70

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 322

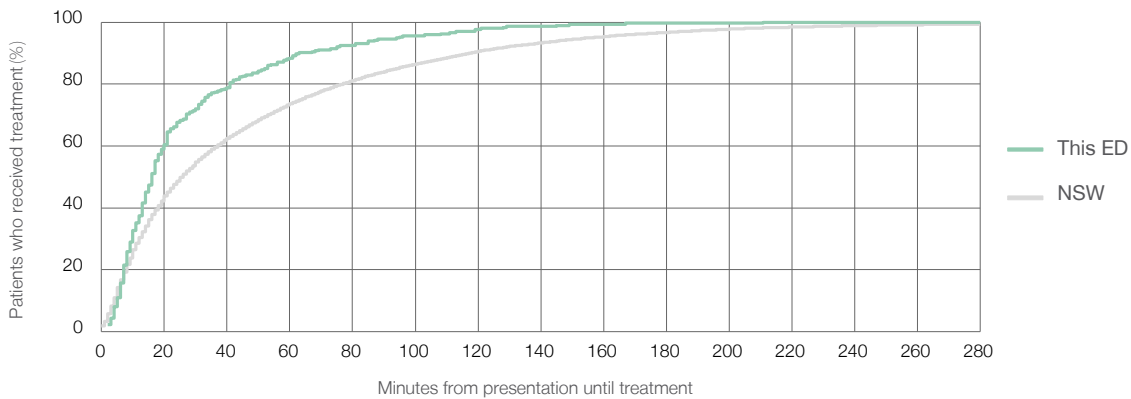
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 16 minutes

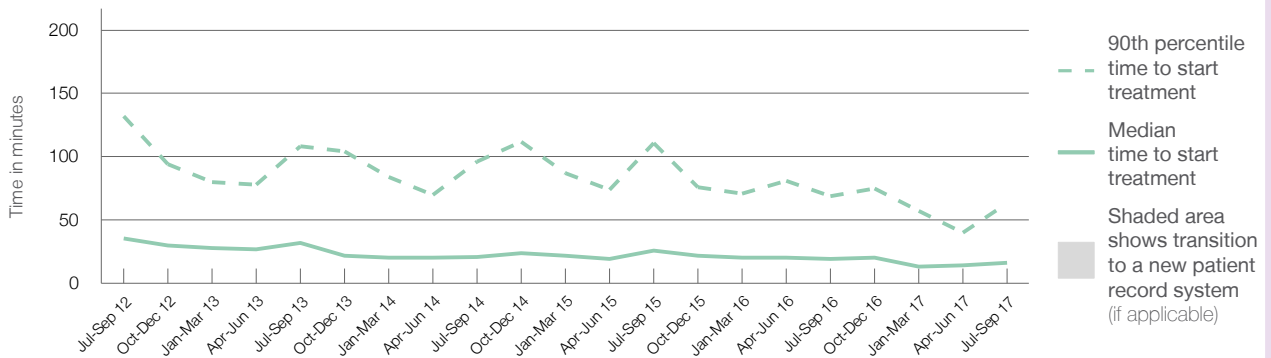
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
407	
390	
19 minutes	26 minutes
69 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	32	21	26	19	16
90th percentile time to start treatment ⁵ (minutes)	132	108	96	111	69	63

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Hawkesbury District Health Services: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,452 patients

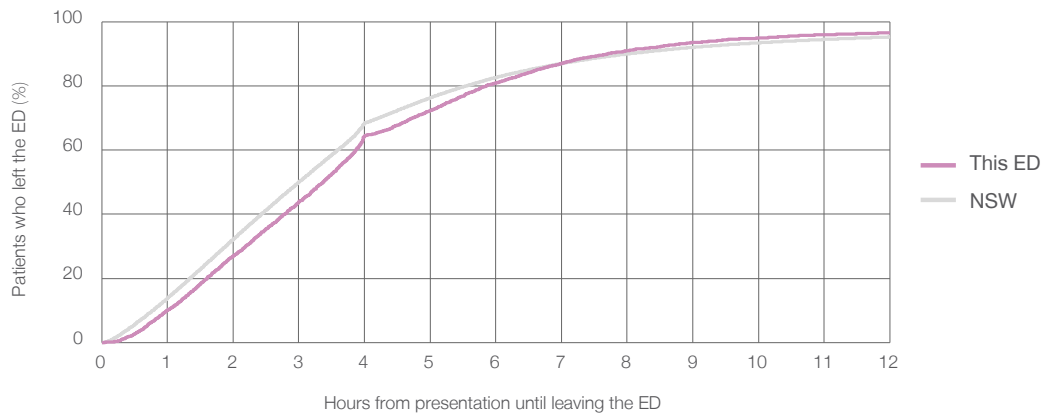
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

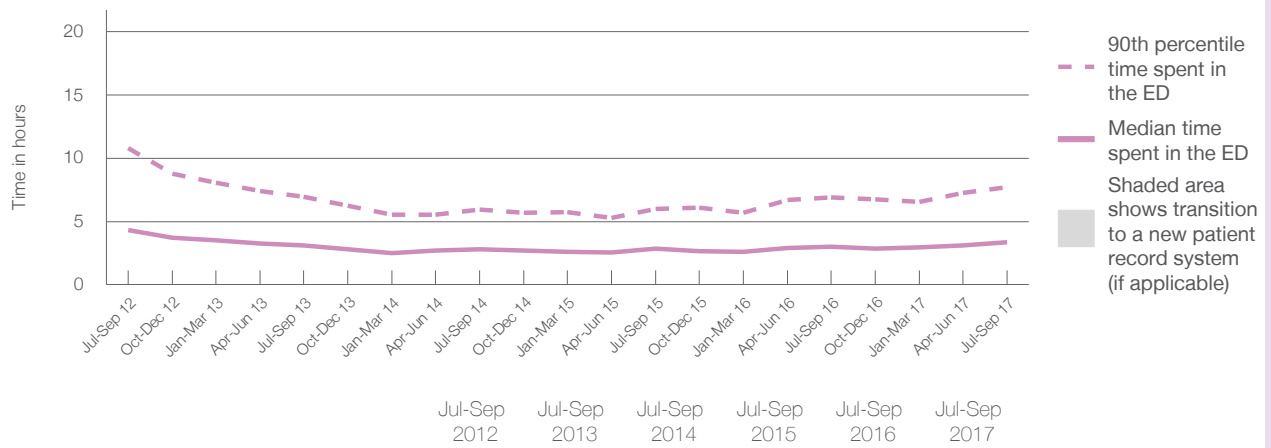
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
5,695	5,695
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

July to September 2017

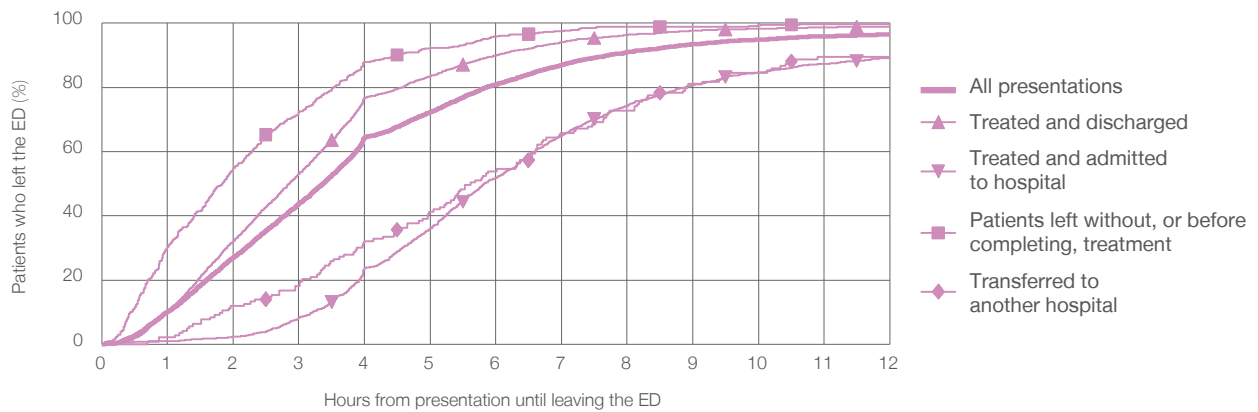
All presentations:¹ 6,452 patients

Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Treated and discharged	4,179 (64.8%)
Treated and admitted to hospital	1,506 (23.3%)
Patient left without, or before completing, treatment	568 (8.8%)
Transferred to another hospital	143 (2.2%)
Other	56 (0.9%)

Same period last year	Change since one year ago
5,695	13.3%
3,799	10.0%
1,304	15.5%
399	42.4%
182	-21.4%
11	409.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



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	10.4%	32.1%	53.1%	76.7%	90.0%	96.3%	98.3%	98.9%
Treated and admitted to hospital	1.0%	2.4%	8.2%	23.6%	51.9%	74.2%	84.7%	89.2%
Patient left without, or before completing, treatment	30.3%	54.8%	72.4%	88.0%	96.0%	98.9%	99.3%	99.6%
Transferred to another hospital	2.1%	11.9%	18.2%	32.2%	53.8%	72.7%	84.6%	89.5%
All presentations	10.1%	27.0%	43.8%	64.4%	80.9%	90.9%	94.9%	96.5%

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Hawkesbury District Health Services: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:¹ 6,452 patients

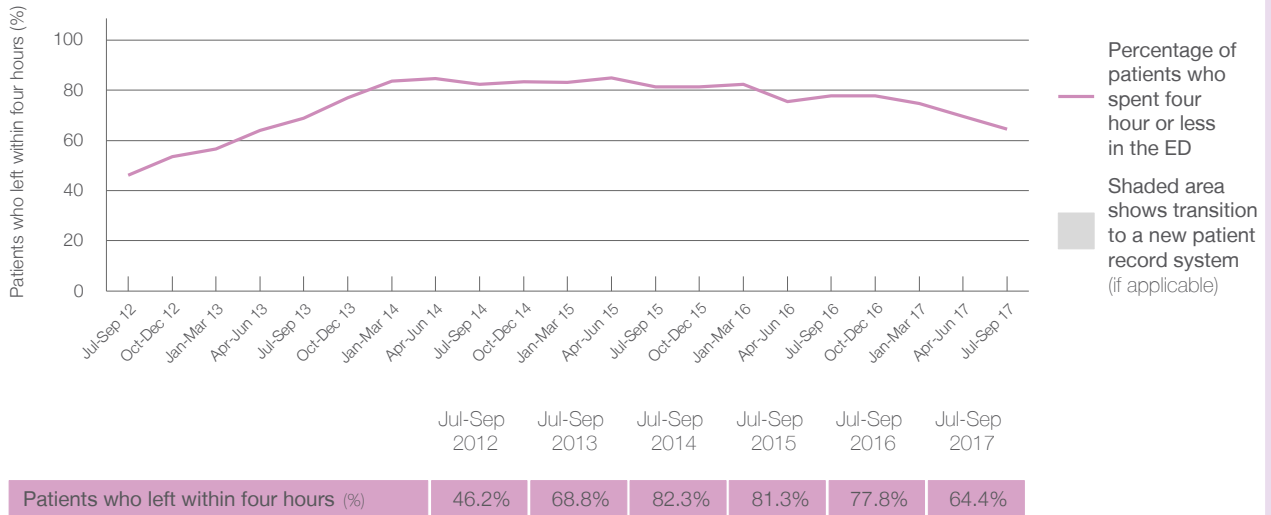
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

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	5,695	13.3%
Presentations used to calculate time to leaving the ED	5,695	13.3%
Percentage of patients who spent four hours or less in the ED	77.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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.

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- 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).