

Sutherland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations:² 13,441 patients

Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,920 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,990 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,733 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 723 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,669	
13 minutes	9 minutes
34 minutes	29 minutes
5,011	
31 minutes	23 minutes
77 minutes	83 minutes
4,706	
35 minutes	30 minutes
91 minutes	121 minutes
922	
31 minutes	26 minutes
97 minutes	118 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
67.5%	

* 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.

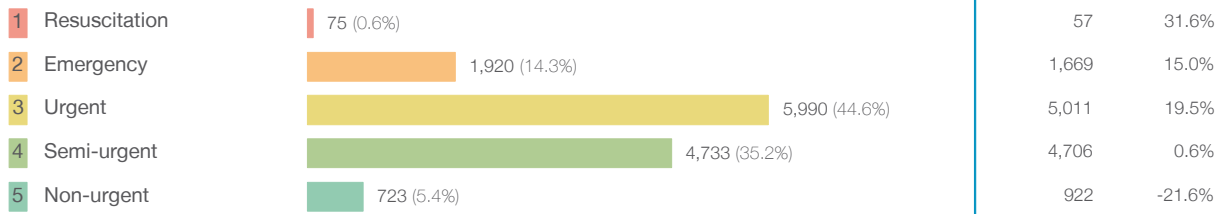
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

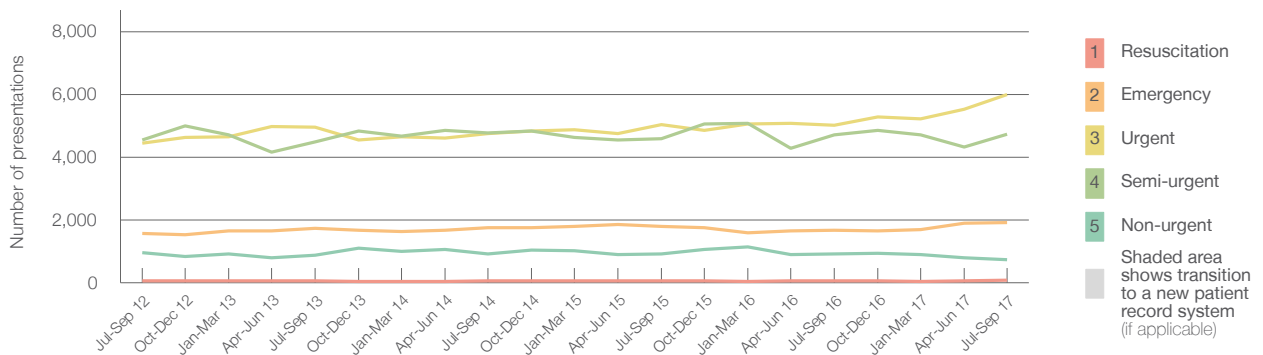
Sutherland Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations² by triage category: 13,441 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	53	62	58	60	57	75
Emergency	1,569	1,727	1,754	1,783	1,669	1,920
Urgent	4,440	4,945	4,760	5,029	5,011	5,990
Semi-urgent	4,557	4,476	4,776	4,582	4,706	4,733
Non-urgent	964	881	910	919	922	723
All emergency presentations	11,583	12,091	12,258	12,373	12,365	13,441

Sutherland Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,814 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 July to September 2017

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

Number of triage 2 patients: 1,920

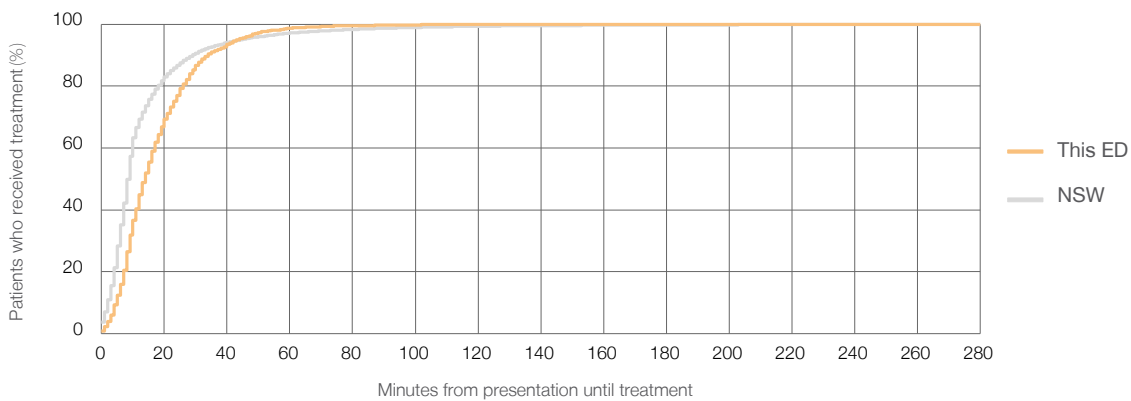
Number of triage 2 patients used to calculate waiting time:³ 1,913

Median time to start treatment⁴ 14 minutes

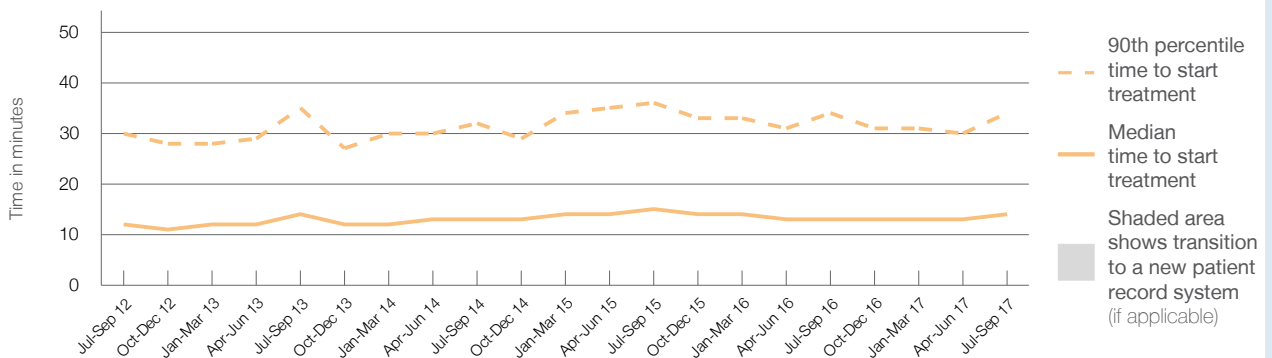
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,669	
1,666	
13 minutes	9 minutes
34 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)	12	14	13	15	13	14
90th percentile time to start treatment ⁵ (minutes)	30	35	32	36	34	34

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Sutherland Hospital: 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: 5,990

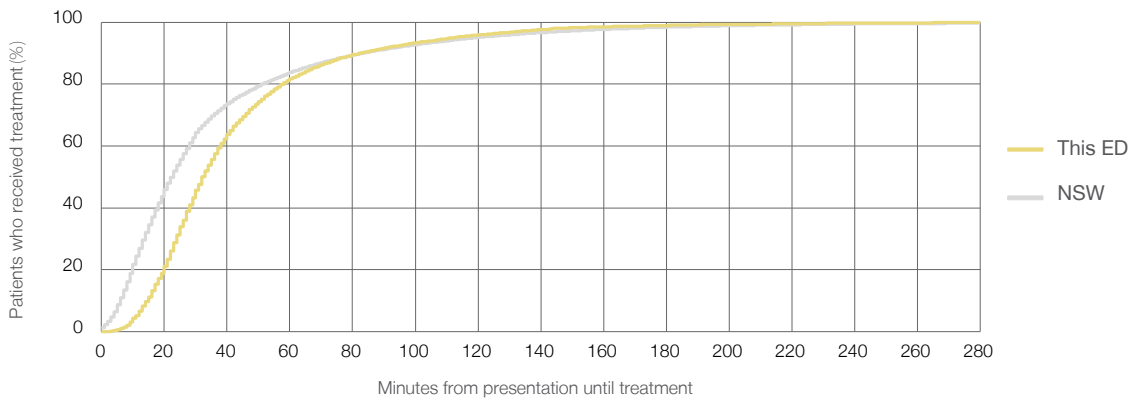
Number of triage 3 patients used to calculate waiting time:³ 5,877

Median time to start treatment⁴ 33 minutes

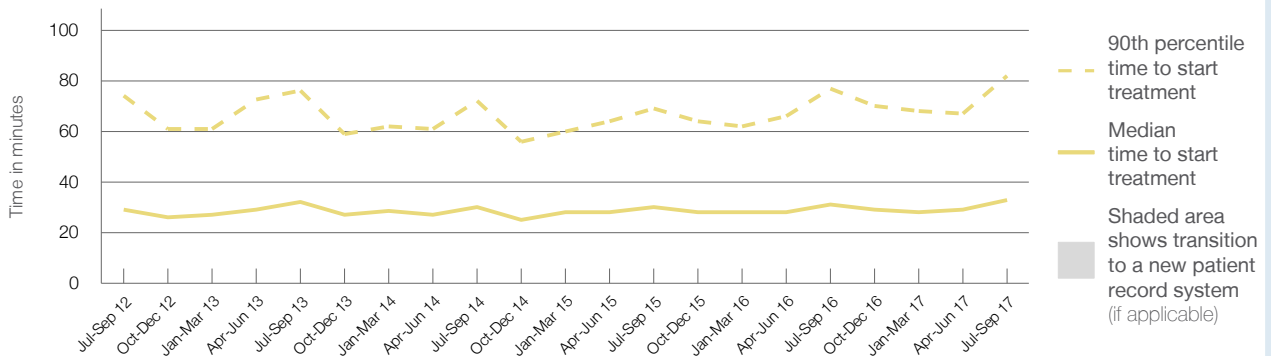
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
5,011	
4,952	
31 minutes	23 minutes
77 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)	29	32	30	30	31	33
90th percentile time to start treatment ⁵ (minutes)	74	76	72	69	77	82

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Sutherland Hospital: 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: 4,733

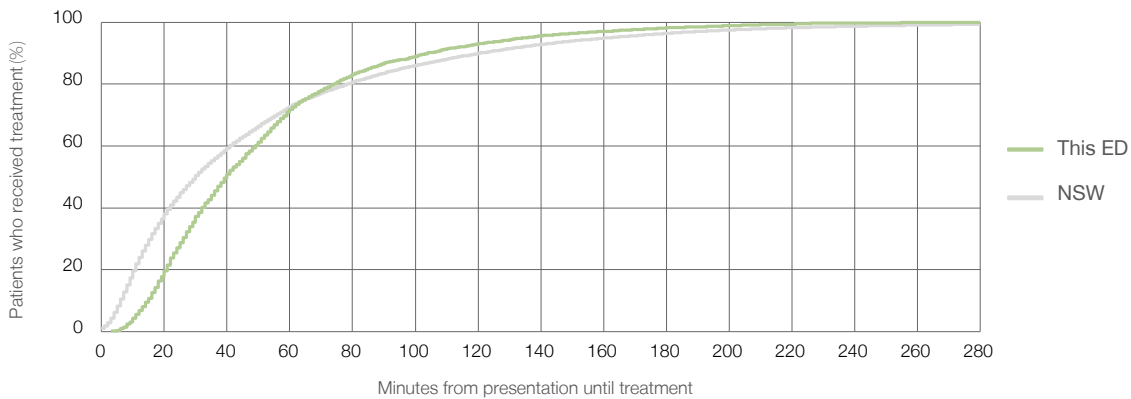
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 40 minutes

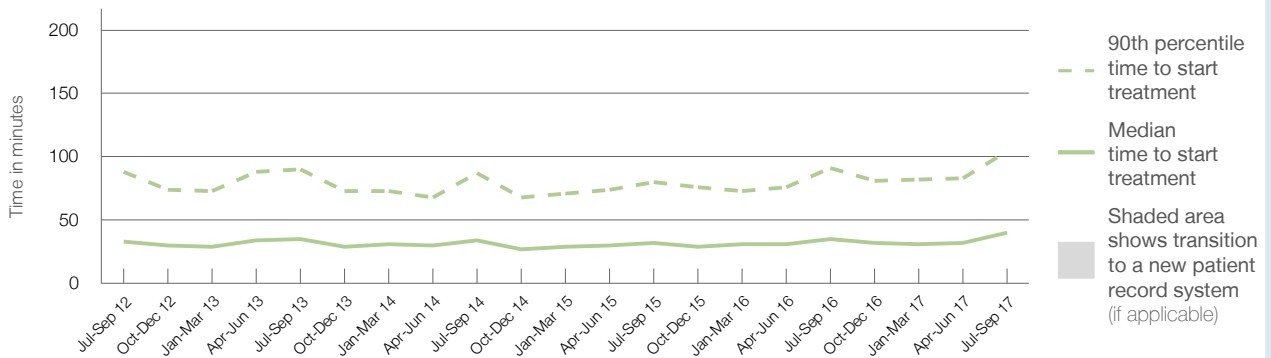
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
4,706	4,593
35 minutes	30 minutes
91 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)	33	35	34	32	35	40
90th percentile time to start treatment ⁵ (minutes)	88	90	87	80	91	104

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Sutherland Hospital: 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: 723

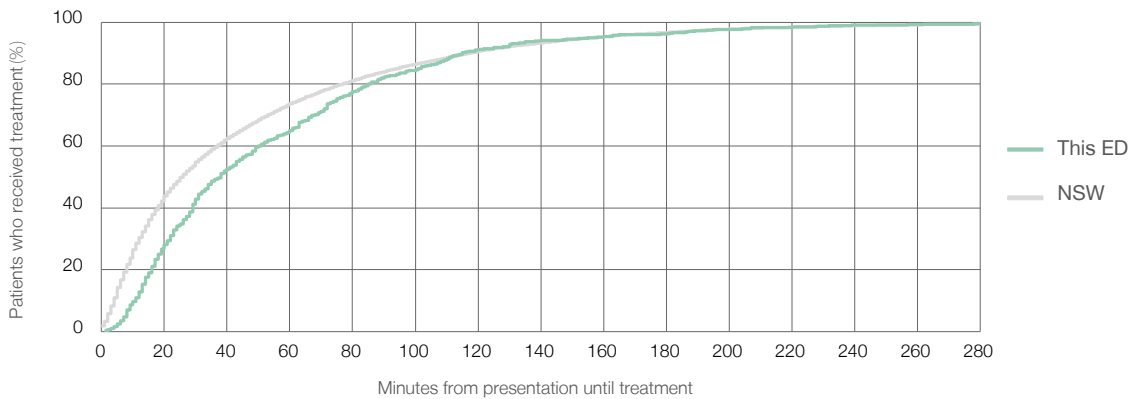
Number of triage 5 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 38 minutes

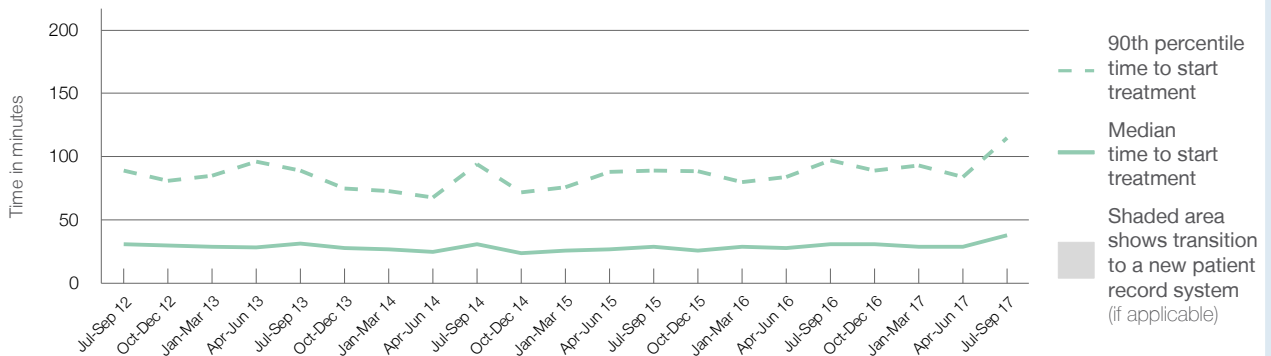
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
922	828
31 minutes	26 minutes
97 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)	31	32	31	29	31	38
90th percentile time to start treatment ⁵ (minutes)	89	89	94	89	97	115

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Sutherland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,552 patients

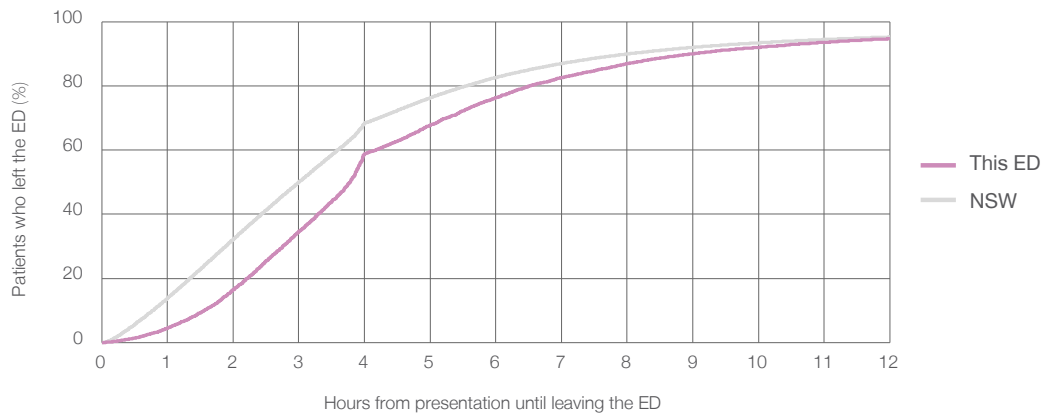
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

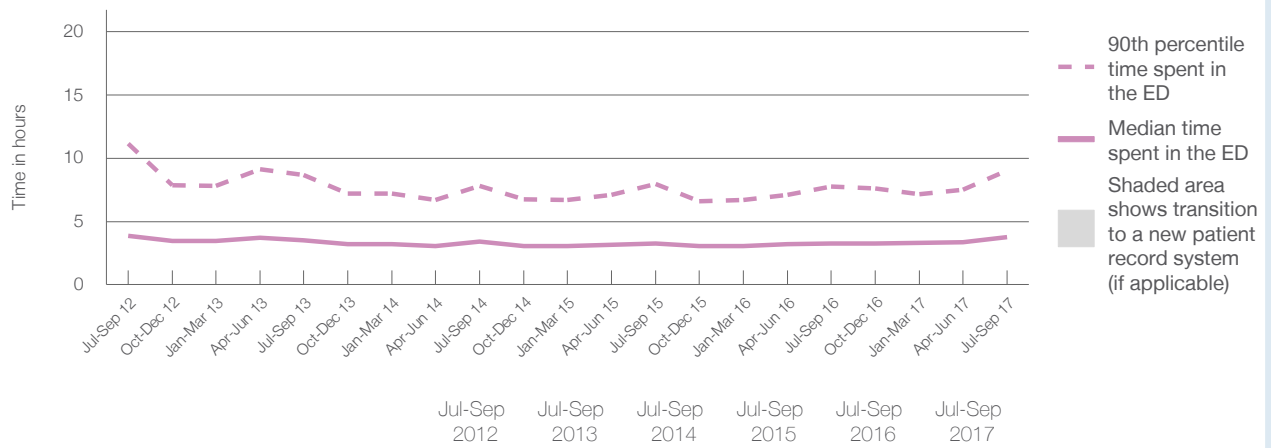
90th percentile time spent in the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
12,463	12,463
3 hours and 17 minutes	3 hours and 0 minutes
7 hours and 47 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)	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m	3h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 9m	8h 39m	7h 50m	7h 57m	7h 47m	9h 1m

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Sutherland Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

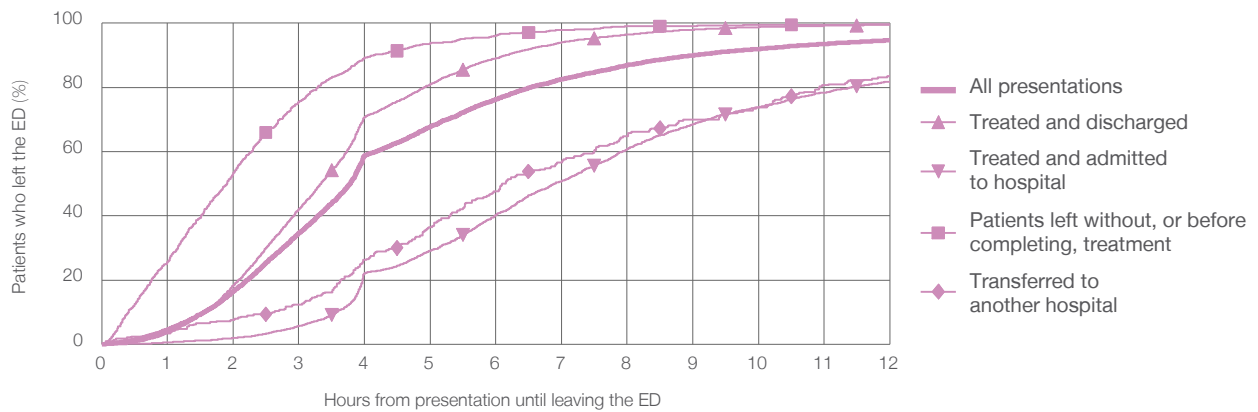
All presentations:¹ 13,552 patients

Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Treated and discharged	8,852 (65.3%)
Treated and admitted to hospital	3,443 (25.4%)
Patient left without, or before completing, treatment	924 (6.8%)
Transferred to another hospital	290 (2.1%)
Other	43 (0.3%)

Same period last year	Change since one year ago
12,463	8.7%
8,551	3.5%
3,145	9.5%
499	85.2%
217	33.6%
51	-15.7%

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

Treated and discharged	3.6%	18.4%	42.1%	70.7%	89.1%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.6%	1.9%	5.7%	22.2%	40.4%	60.8%	73.8%	81.8%
Patient left without, or before completing, treatment	25.6%	53.5%	75.5%	89.3%	96.1%	99.0%	99.6%	99.7%
Transferred to another hospital	3.4%	7.6%	12.4%	26.2%	47.6%	64.8%	73.8%	83.4%
All presentations	4.6%	16.6%	34.7%	58.8%	76.3%	86.9%	92.0%	94.7%

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Sutherland Hospital: 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 13,552 patients

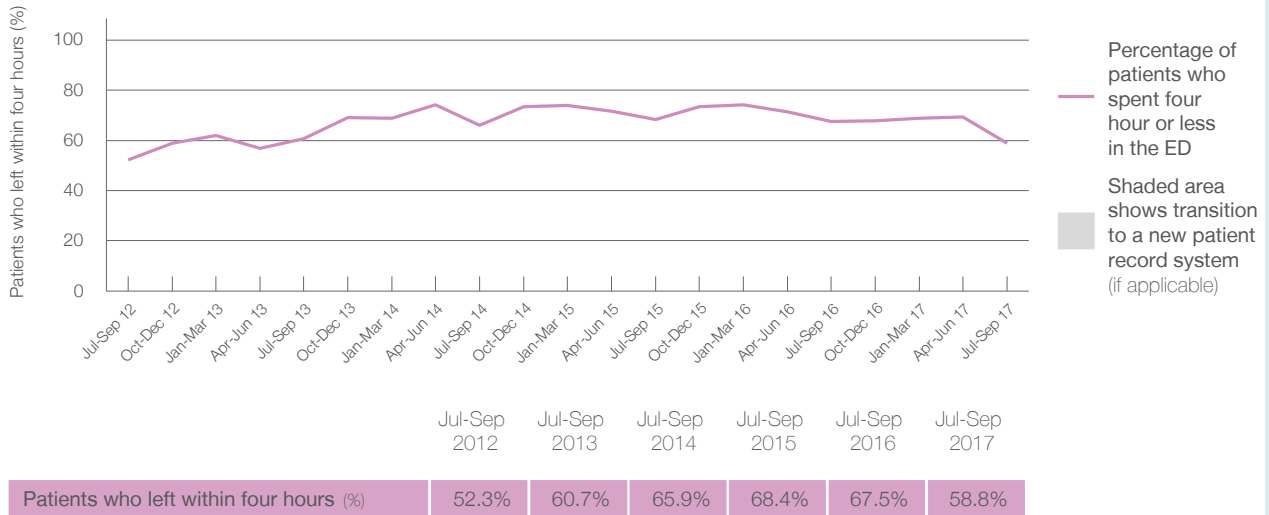
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

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



Same period last year	Change since one year ago
12,463	8.7%
12,463	8.7%
67.5%	

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.

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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).