

## Auburn Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 6,957 patients  
Emergency presentations:<sup>2</sup> 6,768 patients

Same period last year	Change since one year ago
7,766	-10%
7,453	-9%

## Auburn Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,025 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,487 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,809 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 138 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 409 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
1,077	
9 minutes	8 minutes
24 minutes	28 minutes
2,555	
27 minutes	21 minutes
90 minutes	72 minutes
3,203	
45 minutes	26 minutes
166 minutes	105 minutes
588	
32 minutes	22 minutes
135 minutes	103 minutes

## Auburn Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
7,763	-10%
72%	

\* 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.

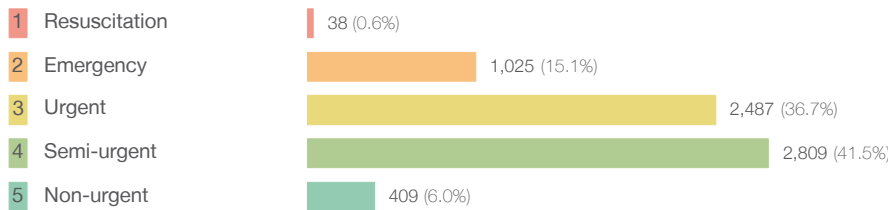
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Auburn Hospital: Patients presenting to the emergency department July to September 2018

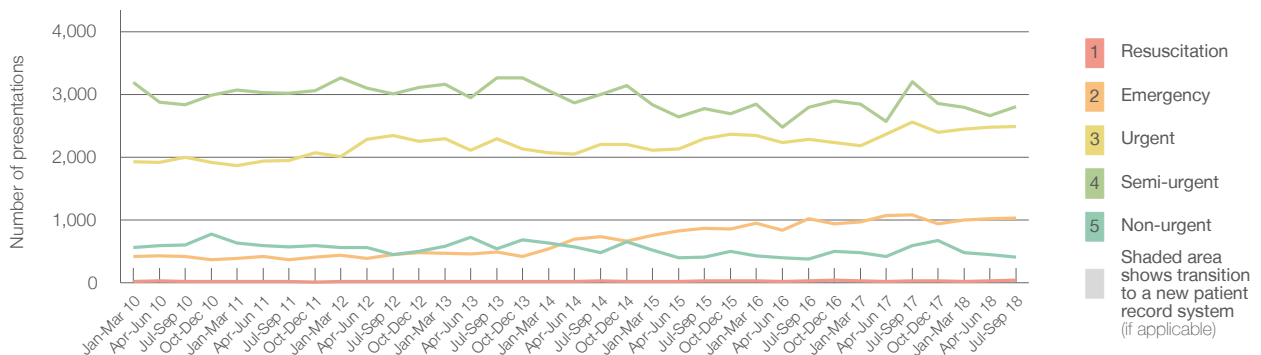
All presentations:<sup>1</sup> 6,957 patients

Emergency presentations<sup>2</sup> by triage category: 6,768 patients



Same period last year	Change since one year ago
7,766	-10%
7,453	-9%
30	26.7%
1,077	-4.8%
2,555	-2.7%
3,203	-12.3%
588	-30.4%

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	17	19	19	22	26	30	28	30	38
Emergency	417	365	451	486	733	863	1,020	1,077	1,025
Urgent	1,993	1,950	2,342	2,295	2,200	2,295	2,280	2,555	2,487
Semi-urgent	2,836	3,020	3,006	3,259	3,001	2,772	2,794	3,203	2,809
Non-urgent	598	565	447	544	482	402	380	588	409
All emergency presentations	5,861	5,919	6,265	6,606	6,442	6,362	6,502	7,453	6,768

## Auburn Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,056 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,156	
15 minutes	-1 minute
29 minutes	-4 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.

## Auburn 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: 1,025

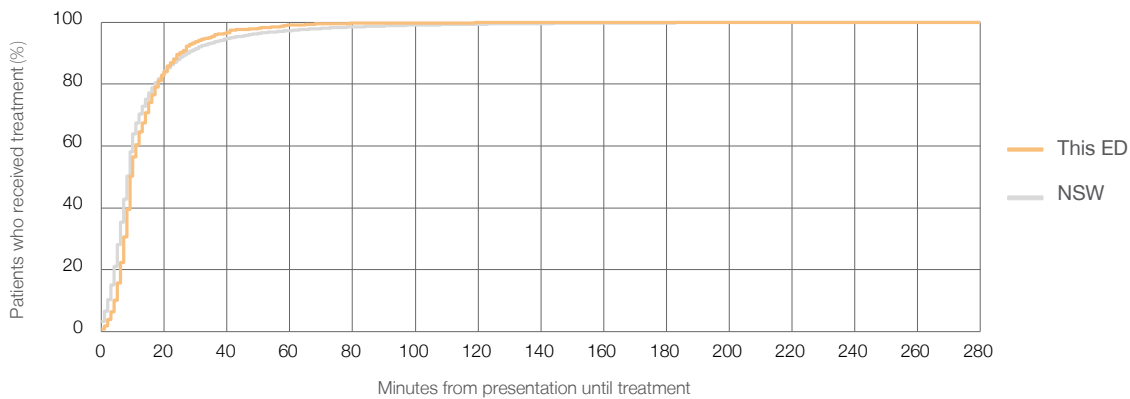
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,022

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

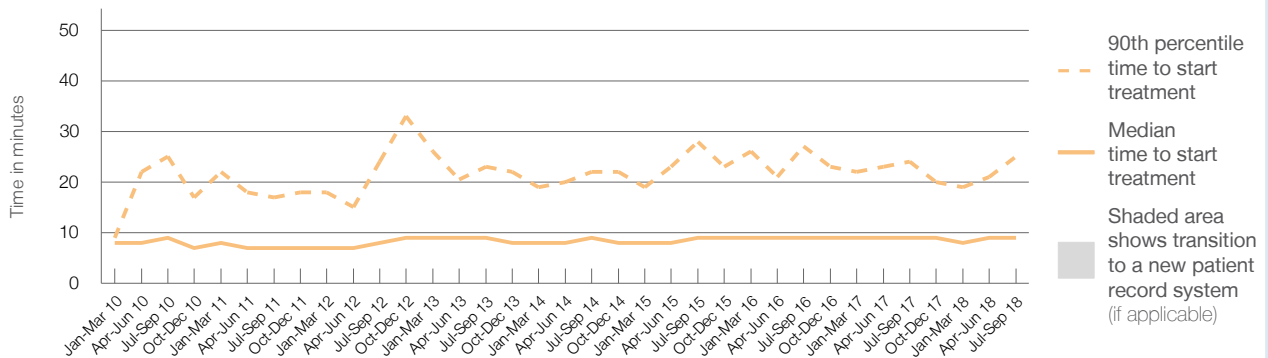
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
1,077	1,073
9 minutes	8 minutes
24 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)	9	7	8	9	9	9	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	25	17	24	23	22	28	27	24	25

(†) 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.

## Auburn 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: 2,487

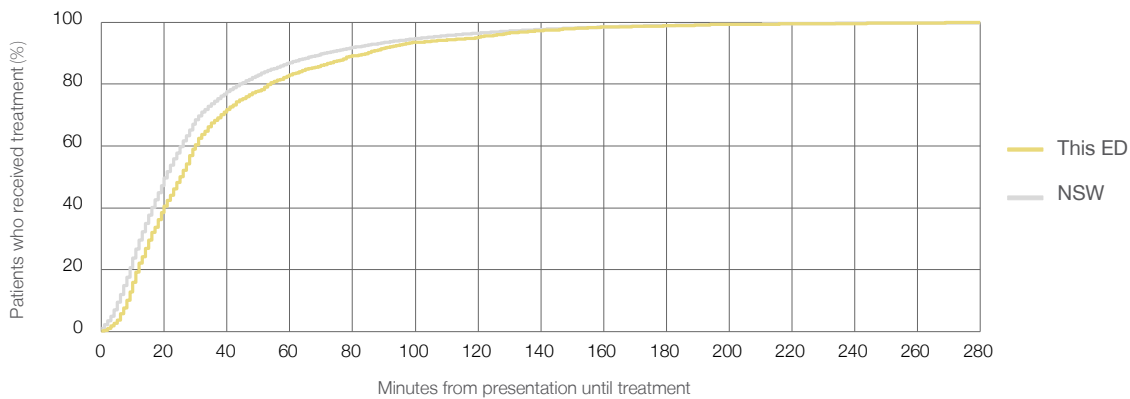
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,421

Median time to start treatment<sup>4</sup>  25 minutes

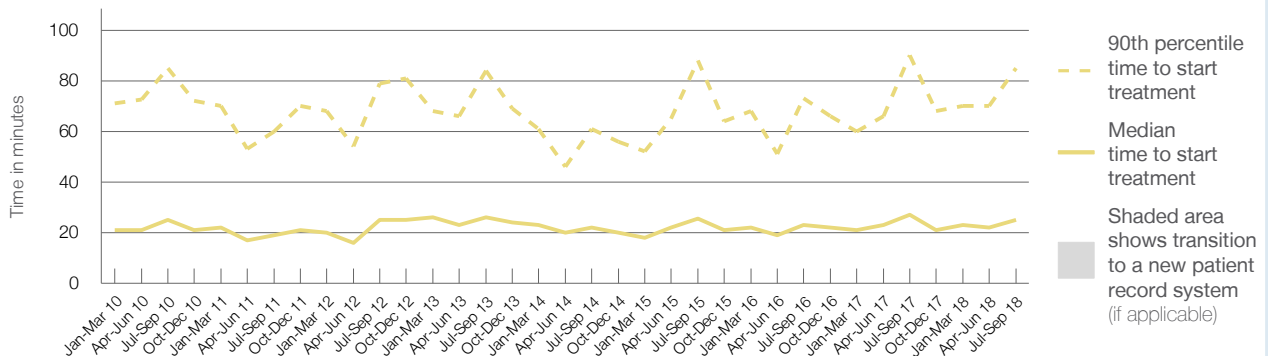
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
2,555	2,433
27 minutes	21 minutes
90 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)	25	19	25	26	22	26	23	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)	85	60	79	84	61	88	73	90	85

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## Auburn 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: 2,809

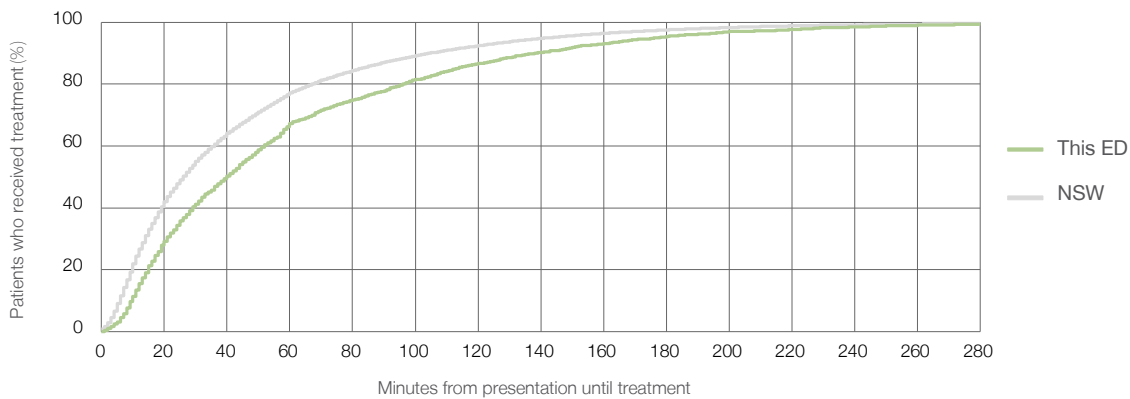
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,510

Median time to start treatment<sup>4</sup>  40 minutes

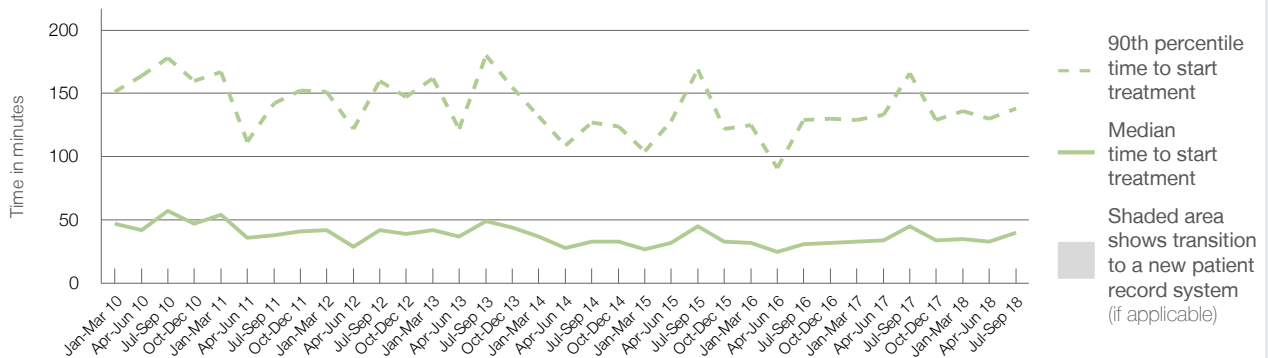
90th percentile time to start treatment<sup>5</sup>  138 minutes

Same period last year	NSW (this period)
3,203	
2,704	
45 minutes	26 minutes
166 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)	57	38	42	49	33	45	31	45	40
90th percentile time to start treatment <sup>5</sup> (minutes)	178	142	160	180	127	169	129	166	138

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## Auburn 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: 409

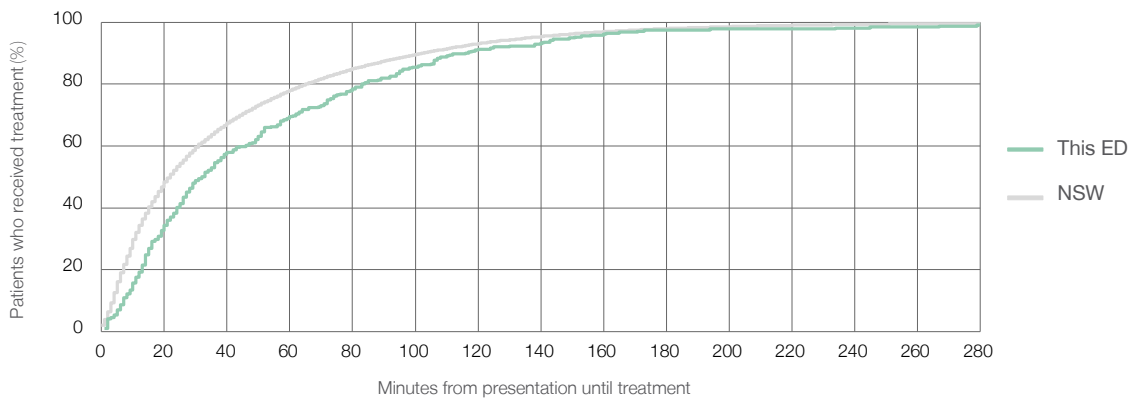
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 311

Median time to start treatment<sup>4</sup>  32 minutes

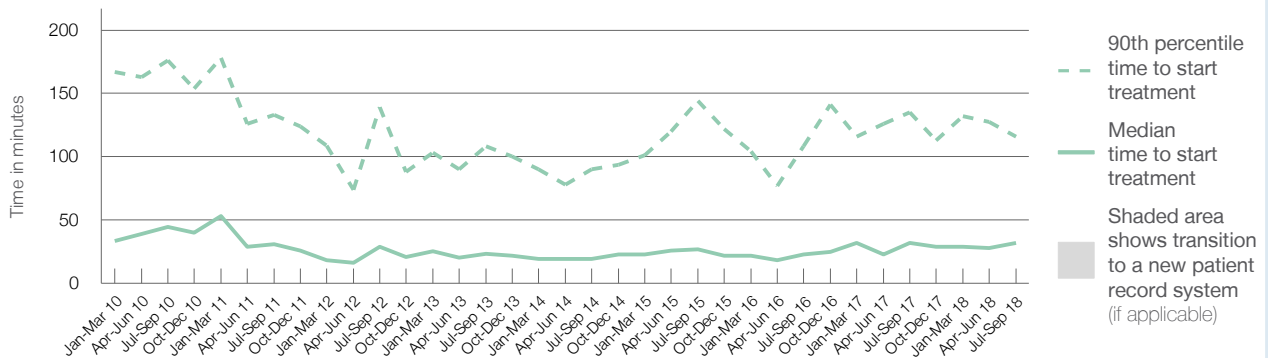
90th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
588	422
32 minutes	22 minutes
135 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)	45	31	29	24	19	27	23	32	32
90th percentile time to start treatment <sup>5</sup> (minutes)	176	133	139	108	90	144	108	135	116

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## Auburn Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 6,957 patients

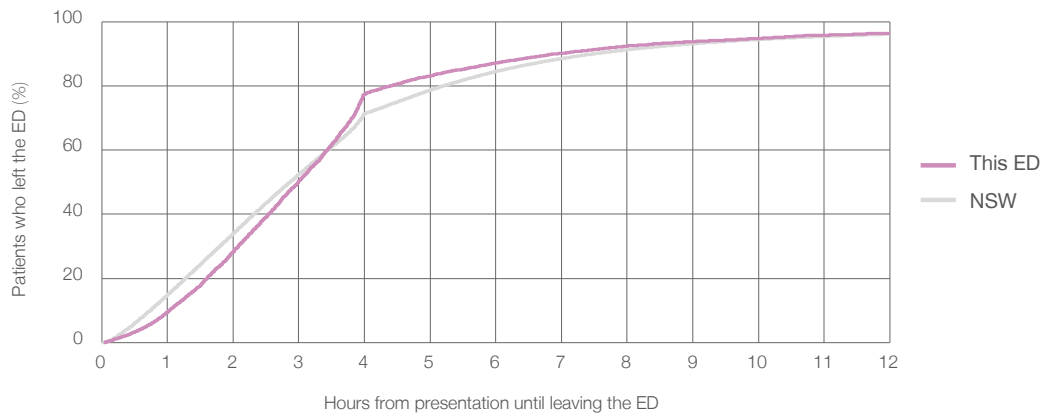
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

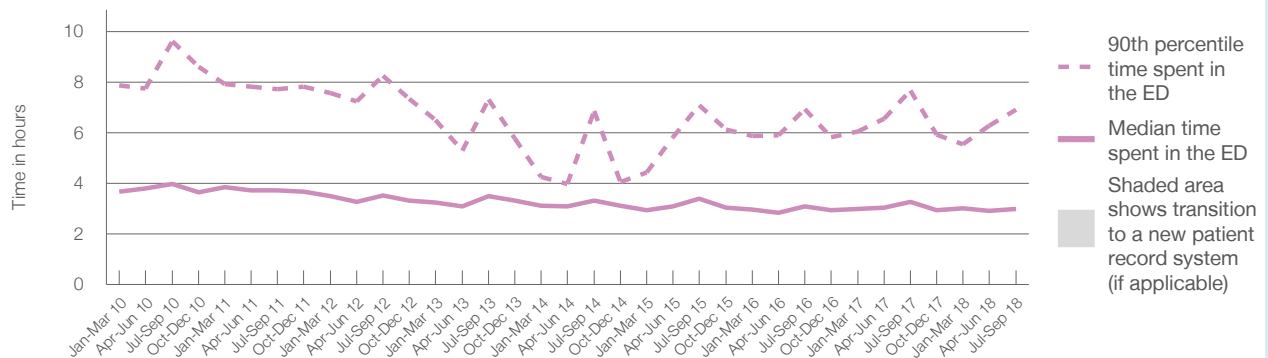
90th percentile time spent in the ED<sup>9</sup> 6 hours and 55 minutes

Same period last year	NSW (this period)
7,766	
7,763	
3 hours and 16 minutes	2 hours and 52 minutes
7 hours and 41 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 59m	3h 43m	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m 30s	3h 16m	3h 0m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 37m	7h 43m	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 41m	6h 55m

(†) 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.

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

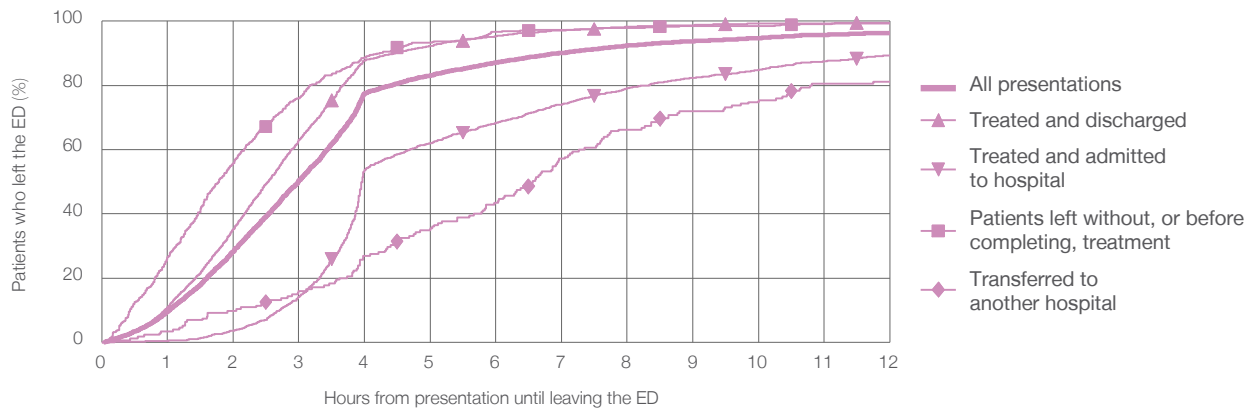
All presentations:<sup>1</sup> 6,957 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,956 patients

Treated and discharged	4,303 (61.9%)
Treated and admitted to hospital	1,812 (26.0%)
Patient left without, or before completing, treatment	649 (9.3%)
Transferred to another hospital	176 (2.5%)
Other	17 (0.2%)

Same period last year	Change since one year ago
7,763	-10%
4,763	-9.7%
1,914	-5.3%
880	-26.3%
175	0.6%
34	-50.0%

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	11.0%	35.2%	63.0%	87.8%	95.4%	98.3%	99.2%	99.6%
Treated and admitted to hospital	0.4%	3.6%	14.1%	53.6%	68.3%	79.1%	84.9%	89.3%
Patient left without, or before completing, treatment	26.5%	55.8%	76.0%	88.8%	96.6%	98.0%	98.5%	99.2%
Transferred to another hospital	3.4%	9.7%	16.0%	26.9%	43.4%	66.3%	75.4%	81.1%
All presentations	9.6%	28.4%	50.4%	77.5%	87.1%	92.4%	94.8%	96.4%

(†) 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.



**Auburn 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> 6,957 patients

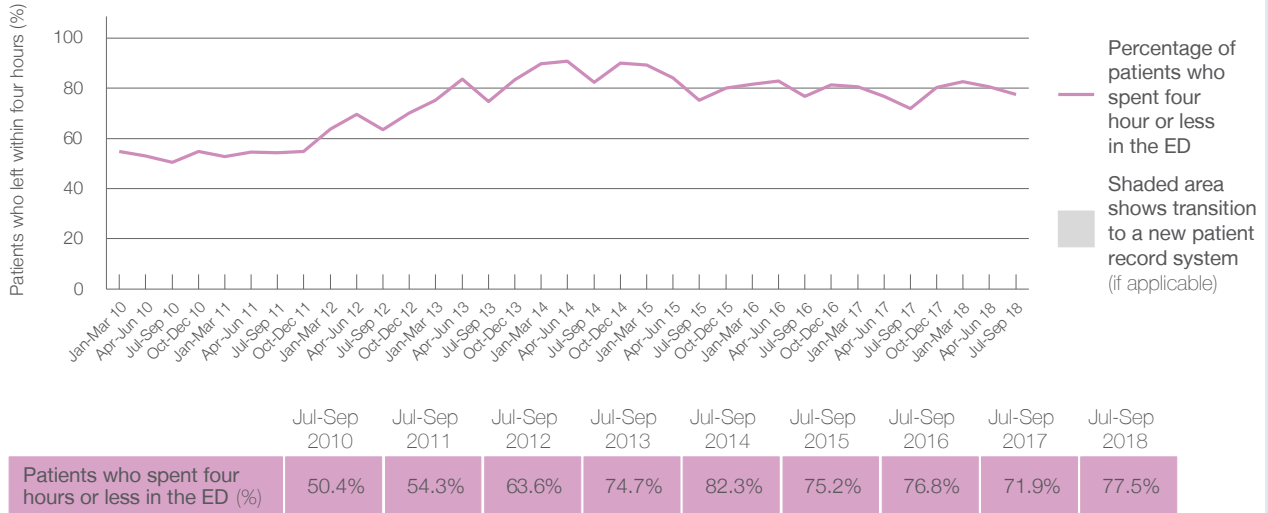
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,956 patients

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	7,766	-10%
Presentations used to calculate time to leaving the ED	7,763	-10%
Percentage of patients who spent four hours or less in the ED	71.9%	

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).