

Concord Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,758 patients
 Emergency attendances:² 9,736 patients

Same period last year	Change since one year ago
9,586	2%
9,565	2%

Concord Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 957 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,283 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,952 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
832	
8 minutes	8 minutes
19 minutes	35 minutes
3,279	
20 minutes	20 minutes
90 minutes	99 minutes
4,948	
30 minutes	26 minutes
141 minutes	137 minutes
444	
24 minutes	23 minutes
127 minutes	135 minutes

Concord Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,758 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
9,585	2%
70%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

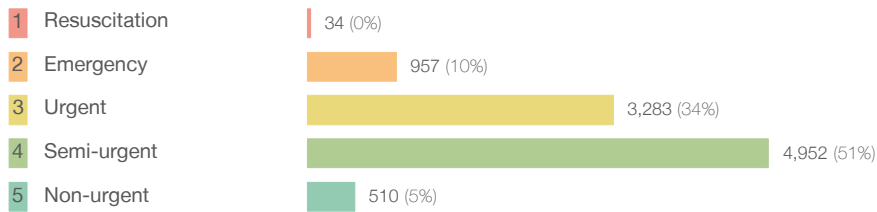
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Concord Hospital: Patients attending the emergency department January to March 2016

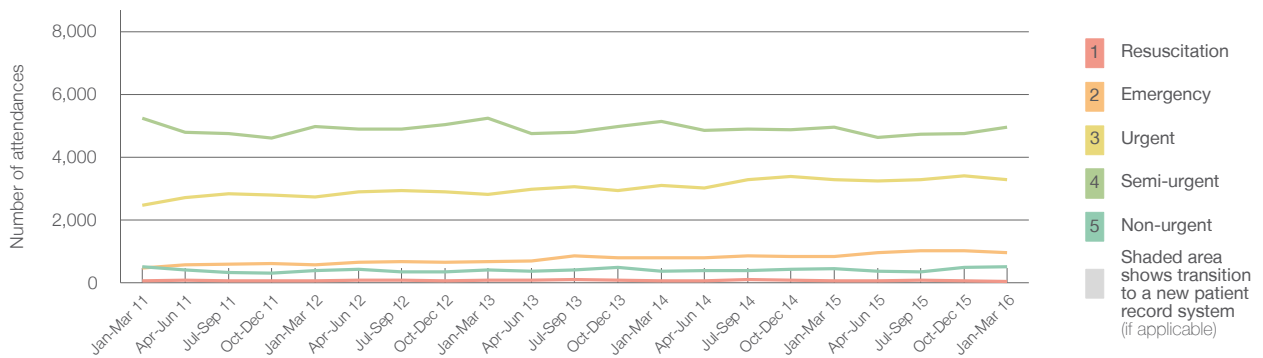
All attendances:¹ 9,758 patients

Emergency attendances² by triage category: 9,736 patients



Same period last year	Change since one year ago
9,586	2%
9,565	2%
62	-45%
832	15%
3,279	0%
4,948	0%
444	15%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	61	63	69	66	62	34
Emergency	462	572	666	795	832	957
Urgent	2,470	2,736	2,816	3,097	3,279	3,283
Semi-urgent	5,236	4,985	5,233	5,135	4,948	4,952
Non-urgent	502	388	406	372	444	510
All emergency attendances	8,731	8,744	9,190	9,465	9,565	9,736

Concord Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 2,087 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
2,158	
13 minutes	-1 minute
35 minutes	-11 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Concord Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 957

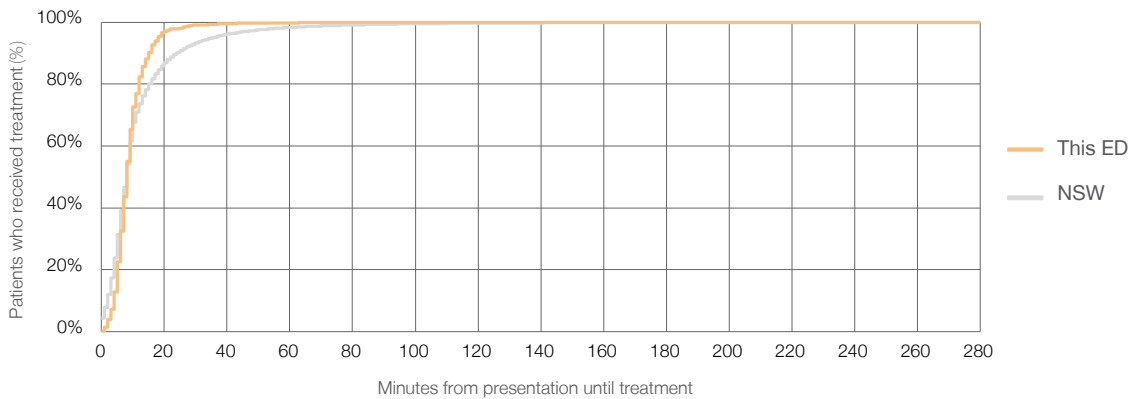
Number of triage 2 patients used to calculate waiting time:³ 955

Median time to start treatment⁴ 8 minutes

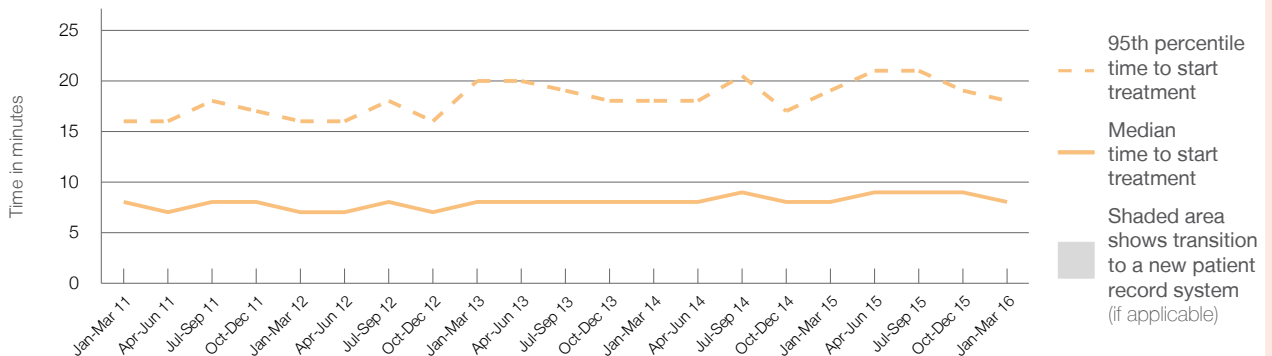
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
832	
829	
8 minutes	8 minutes
19 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	16	16	20	18	19	18

(†) 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.

Concord Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 3,283

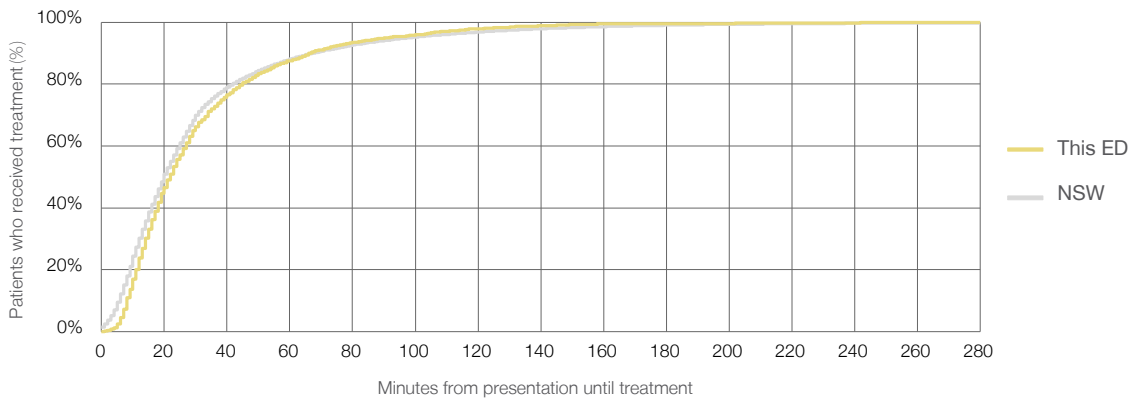
Number of triage 3 patients used to calculate waiting time:³ 3,220

Median time to start treatment⁴ 22 minutes

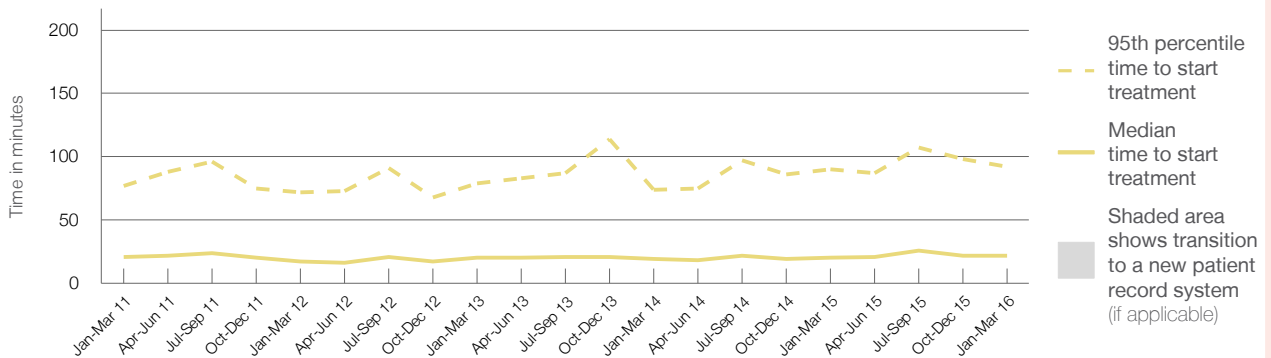
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
3,279	3,232
20 minutes	20 minutes
90 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	17	20	19	20	22
95th percentile time to start treatment ⁵ (minutes)	77	72	79	74	90	92

(†) 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.

Concord Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 4,952

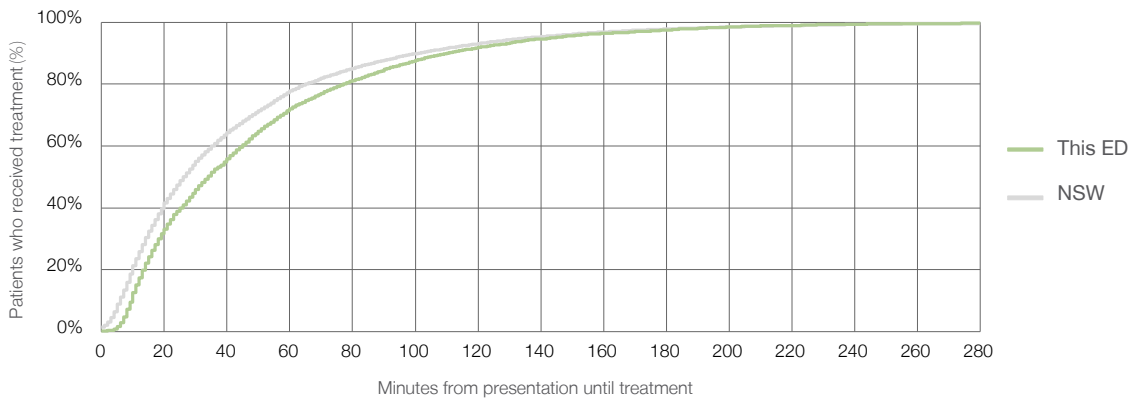
Number of triage 4 patients used to calculate waiting time:³ 4,730

Median time to start treatment⁴ 34 minutes

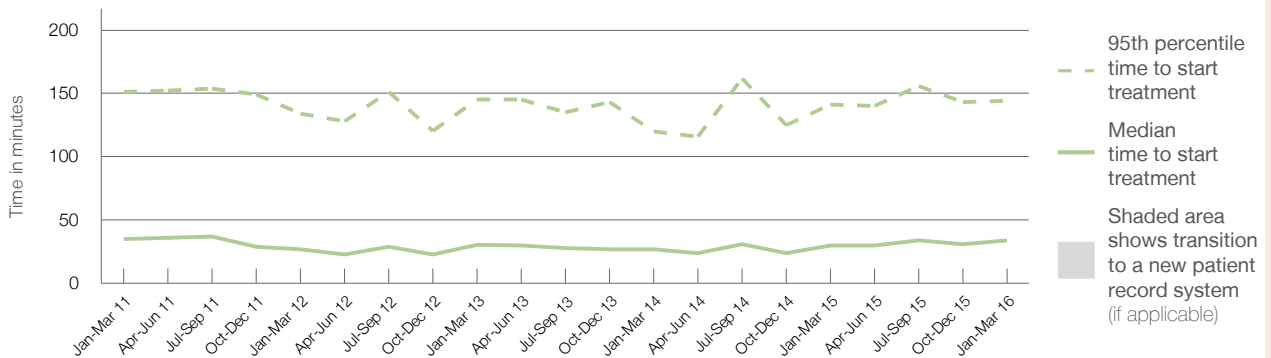
95th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
4,948	4,712
30 minutes	26 minutes
141 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	27	31	27	30	34
95th percentile time to start treatment ⁵ (minutes)	151	134	145	120	141	144

(†) 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.

Concord Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 510

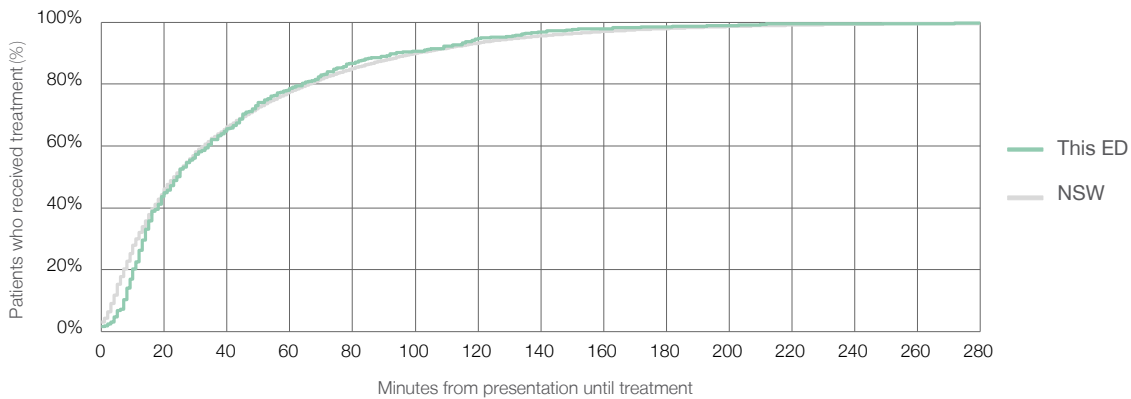
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 24 minutes

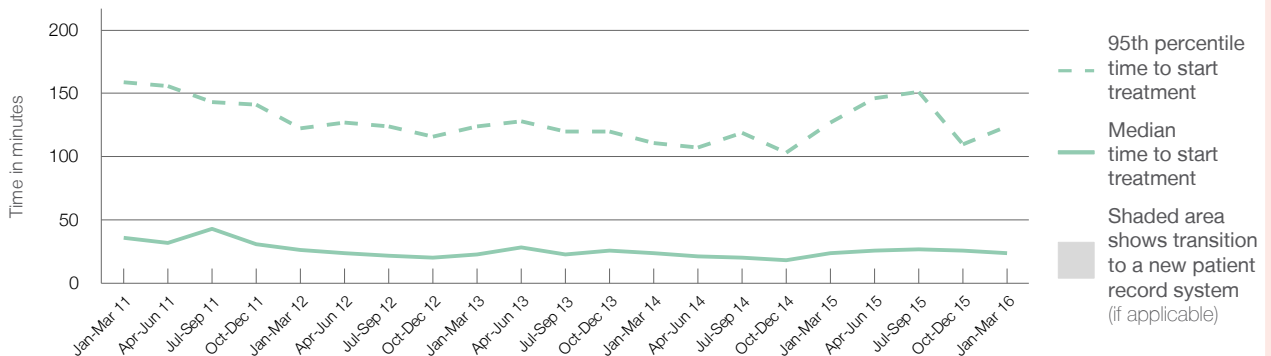
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
444	
387	
24 minutes	23 minutes
127 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	36	27	23	24	24	24
95th percentile time to start treatment ⁵ (minutes)	159	123	124	111	127	124

(†) 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.

Concord Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 9,758 patients

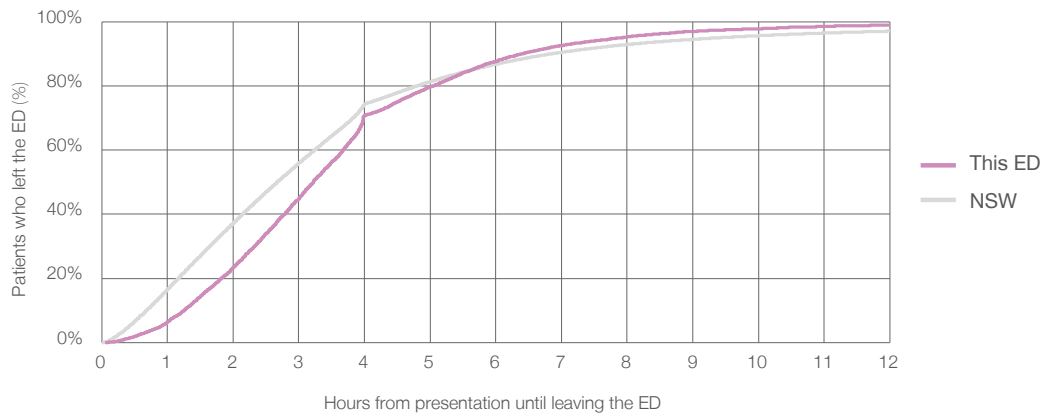
Attendances used to calculate time to leaving the ED:⁶ 9,758 patients

Median time to leaving the ED⁸ 3 hours and 13 minutes

95th percentile time to leaving the ED⁹ 7 hours and 55 minutes

Same period last year	NSW (this period)
9,586	
9,585	
3 hours and 11 minutes	2 hours and 40 minutes
8 hours and 38 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 43m	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 8m	9h 5m	8h 10m	7h 9m	8h 38m	7h 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.

Concord Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

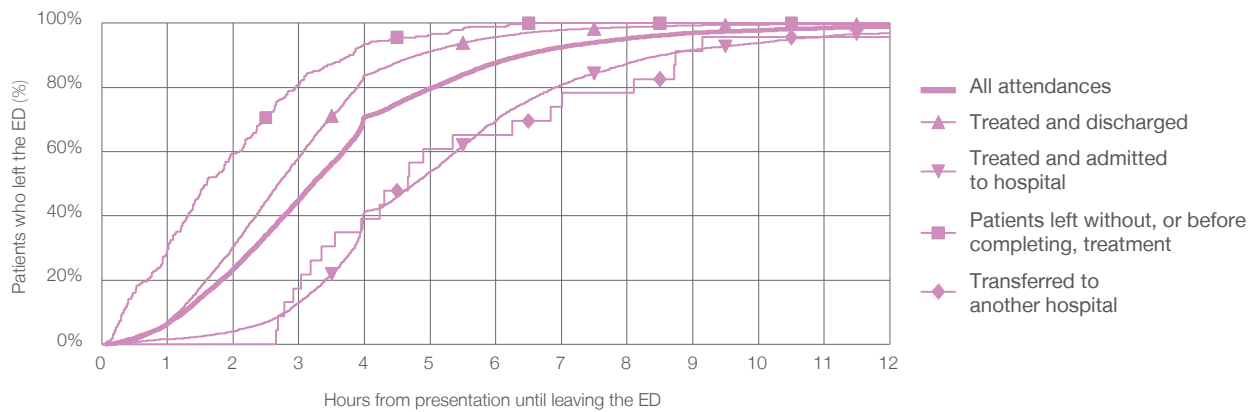
All attendances:¹ 9,758 patients

Attendances used to calculate time to leaving the ED:⁶ 9,758 patients

Treated and discharged	6,305 (65%)
Treated and admitted to hospital	3,043 (31%)
Patient left without, or before completing, treatment	296 (3%)
Transferred to another hospital	23 (0%)
Other	91 (1%)

Same period last year	Change since one year ago
9,585	2%
5,990	5%
3,202	-5%
303	-2%
22	5%
69	32%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	7%	31%	58%	84%	96%	99%	100%	100%
Treated and admitted to hospital	2%	4%	13%	41%	70%	88%	94%	97%
Patient left without, or before completing, treatment	30%	59%	81%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	0%	17%	39%	65%	78%	96%	96%
All attendances	6%	24%	45%	71%	88%	95%	98%	99%

(†) 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.

Concord Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 9,758 patients

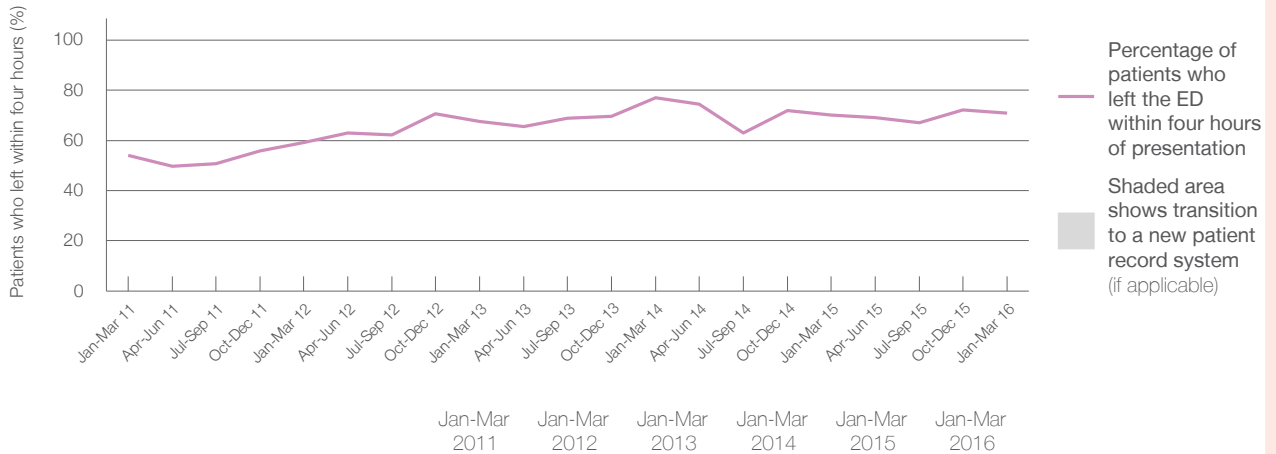
Attendances used to calculate time to leaving the ED: ⁶ 9,758 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,586	2%
Attendances used to calculate time to leaving the ED	9,585	2%
Percentage of patients who left the ED within four hours	70%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	54%	59%	67%	77%	70%	71%

* 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 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).