



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Nepean Blue Mountains Local Health District

October to December 2016

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









## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 4,255 patients	4,348	-2.1%
Emergency presentations: <sup>2</sup> 4,203 patients	4,279	-1.8%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 622 patients	595	
Median time to start treatment <sup>4</sup>  7 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  18 minutes	21 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 948 patients	1,001	
Median time to start treatment <sup>4</sup>  17 minutes	20 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>  62 minutes	88 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 2,075 patients	1,961	
Median time to start treatment <sup>4</sup>  28 minutes	27 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup>  120 minutes	126 minutes	97 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 536 patients	705	
Median time to start treatment <sup>4</sup>  32 minutes	26 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup>  140 minutes	128 minutes	103 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,252 patients	4,347	-2.2%
Percentage of patients who spent four hours or less in the ED  78.2%	79.7%	

\* 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 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.

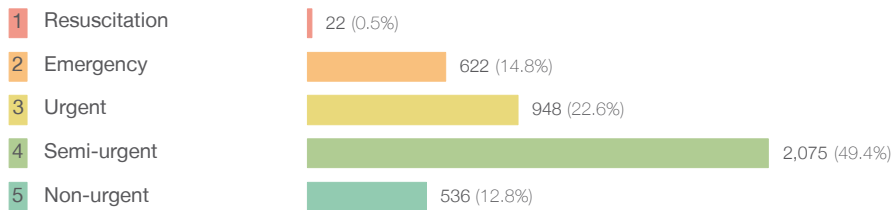
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2016

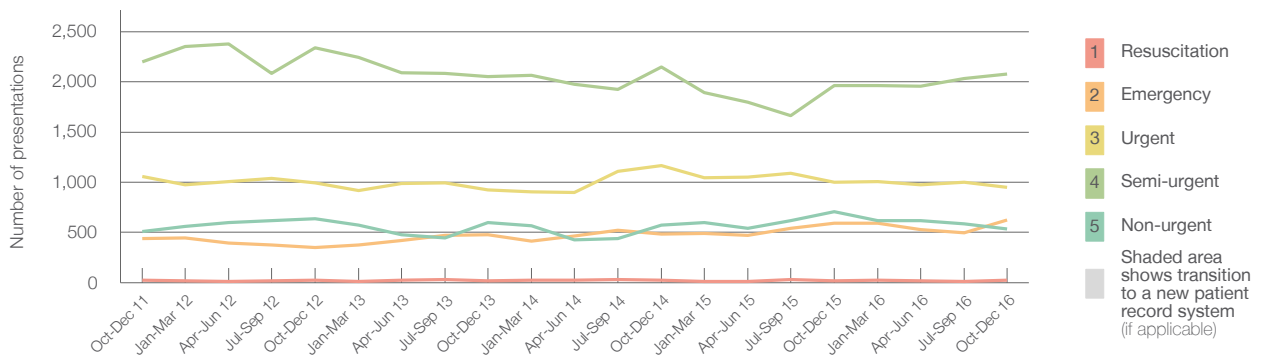
All presentations:<sup>1</sup> 4,255 patients

Emergency presentations<sup>2</sup> by triage category: 4,203 patients



Same period last year	Change since one year ago
4,348	-2.1%
4,279	-1.8%
17	29.4%
595	4.5%
1,001	-5.3%
1,961	5.8%
705	-24.0%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	22	24	16	24	17	22
Emergency	441	347	477	486	595	622
Urgent	1,059	992	923	1,166	1,001	948
Semi-urgent	2,198	2,339	2,051	2,150	1,961	2,075
Non-urgent	511	634	596	576	705	536
All emergency presentations	4,231	4,336	4,063	4,402	4,279	4,203

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 737 patients

ED Transfer of care time



Same period last year	Change since one year ago
636	
13 minutes	-1 minute
27 minutes	-2 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 622

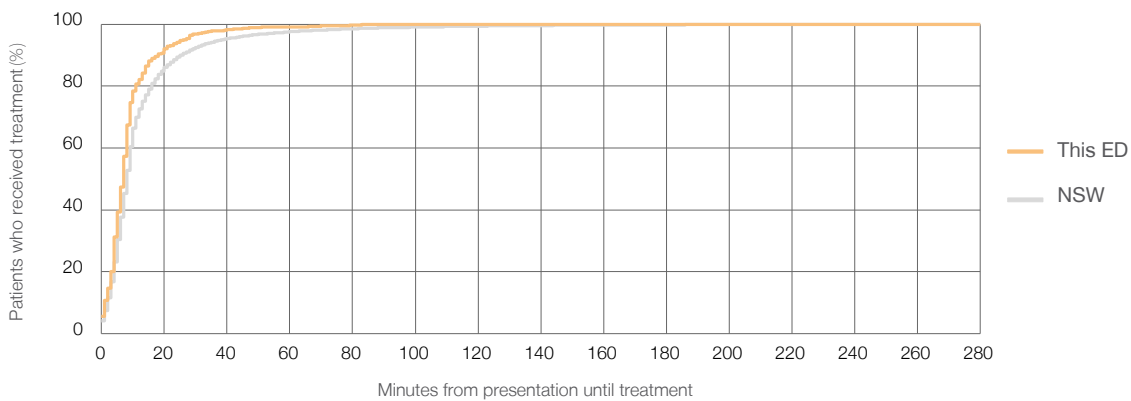
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 579

Median time to start treatment<sup>4</sup>  7 minutes

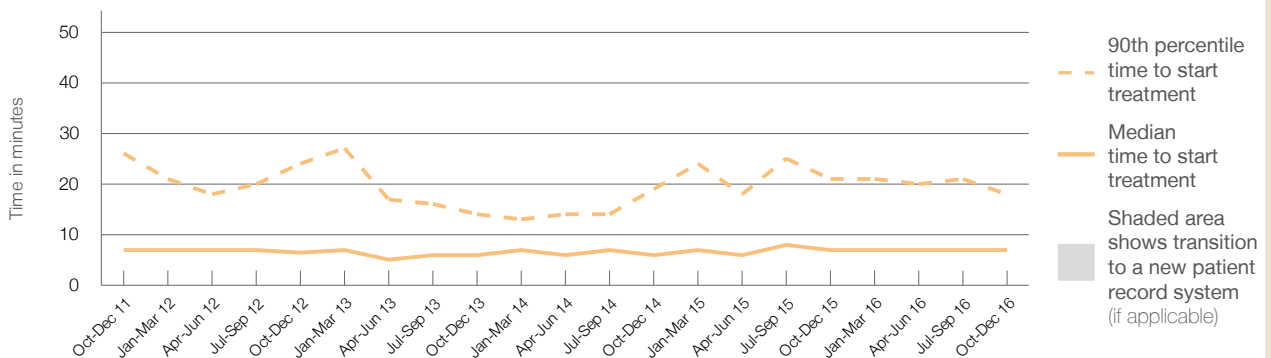
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
595	
585	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	26	24	14	19	21	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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 948

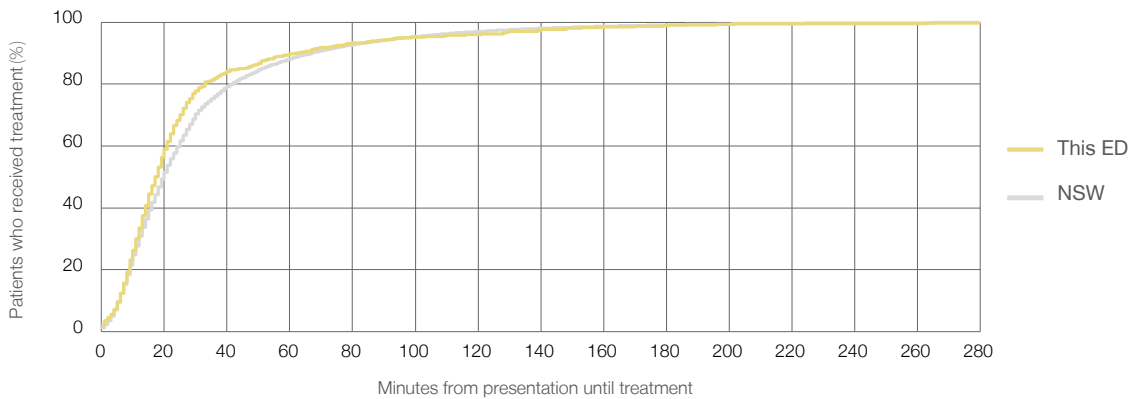
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 886

Median time to start treatment<sup>4</sup> 17 minutes

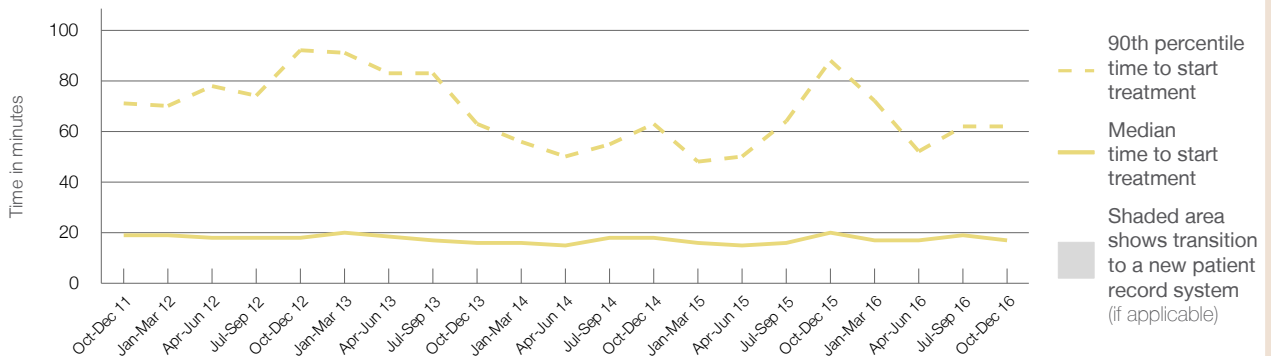
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
1,001	
964	
20 minutes	20 minutes
88 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	19	18	16	18	20	17
90th percentile time to start treatment <sup>5</sup> (minutes)	71	92	63	63	88	62

(†) 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,075

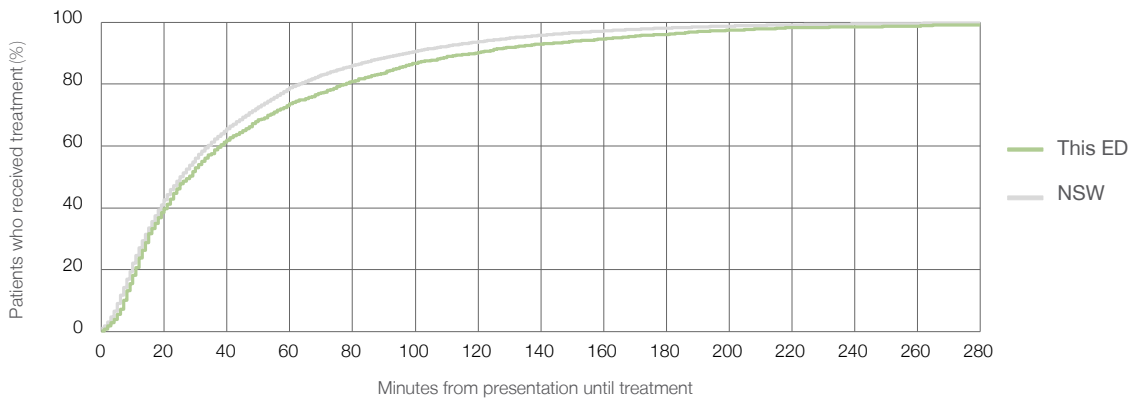
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,887

Median time to start treatment<sup>4</sup>  28 minutes

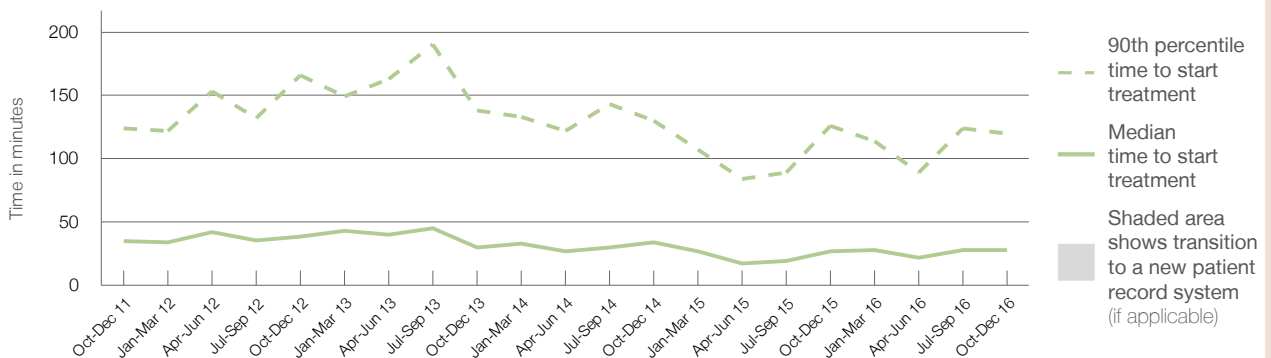
90th percentile time to start treatment<sup>5</sup>  120 minutes

Same period last year	NSW (this period)
1,961	
1,809	
27 minutes	25 minutes
126 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	35	39	30	34	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	124	166	138	130	126	120

(†) 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 536

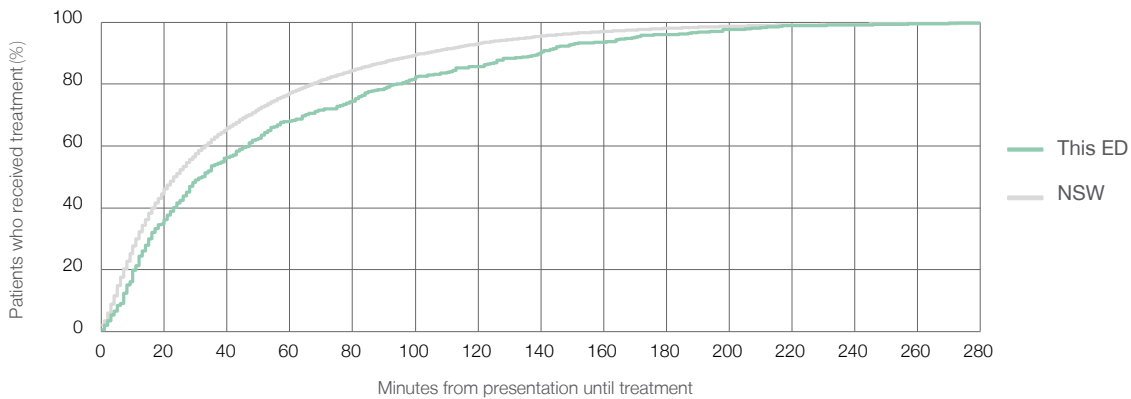
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 451

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

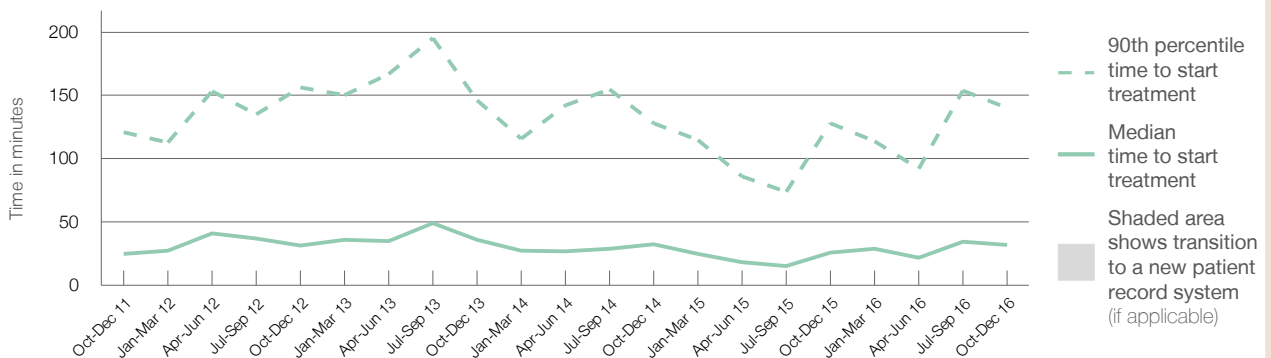
90th percentile time to start treatment<sup>5</sup> 140 minutes

Same period last year	NSW (this period)
705	621
26 minutes	24 minutes
128 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	25	32	36	33	26	32
90th percentile time to start treatment <sup>5</sup> (minutes)	121	157	146	128	128	140

(†) 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 4,255 patients

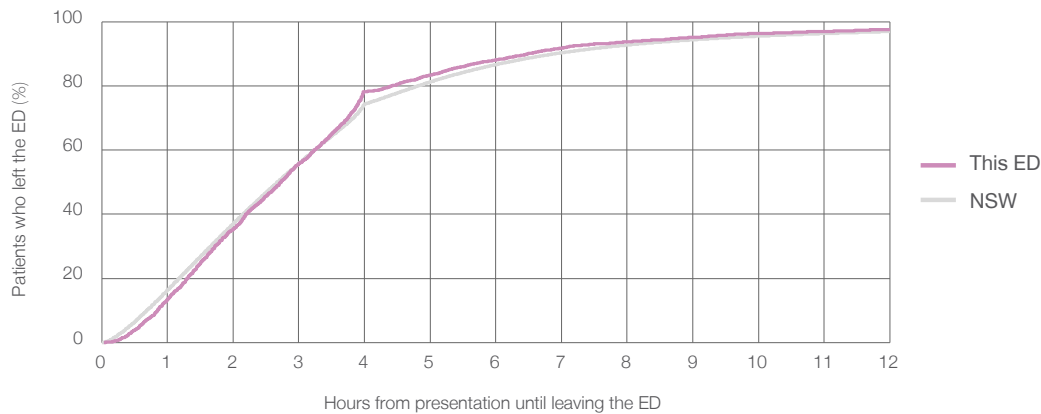
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,252 patients

Median time spent in the ED<sup>8</sup> 2 hours and 44 minutes

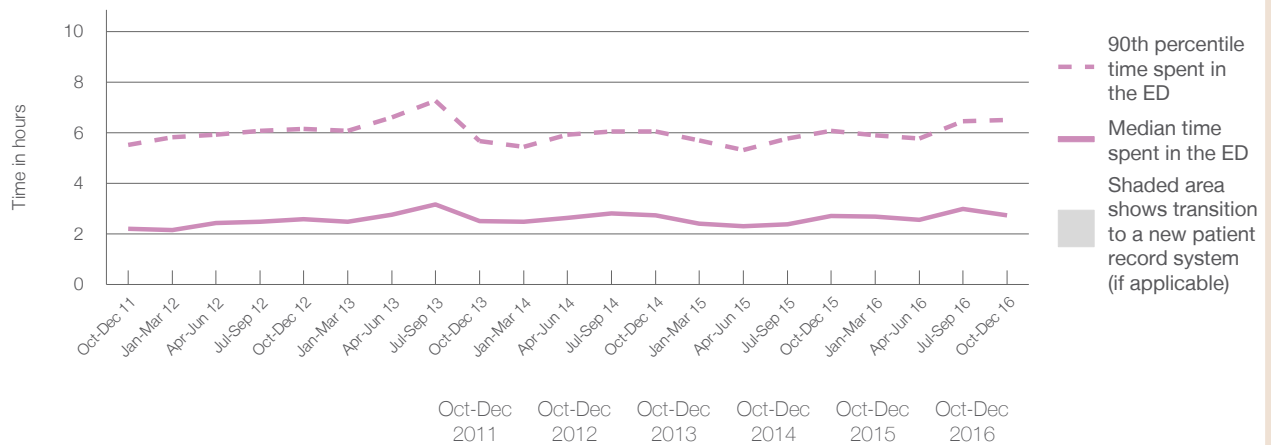
90th percentile time spent in the ED<sup>9</sup> 6 hours and 30 minutes

Same period last year	NSW (this period)
4,348	
4,347	
2 hours and 43 minutes	2 hours and 41 minutes
6 hours and 5 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m

(†) 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

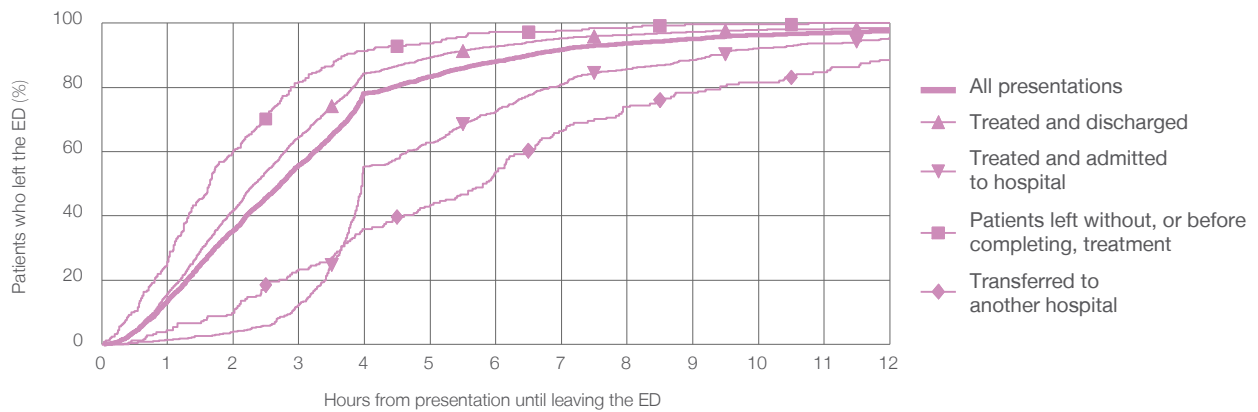
All presentations:<sup>1</sup> 4,255 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,252 patients

Treated and discharged	3,084 (72.5%)
Treated and admitted to hospital	583 (13.7%)
Patient left without, or before completing, treatment	253 (5.9%)
Transferred to another hospital	185 (4.3%)
Other	150 (3.5%)

Same period last year	Change since one year ago
4,347	-2.2%
3,237	-4.7%
692	-15.8%
243	4.1%
174	6.3%
2	7400.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	15.7%	41.7%	64.6%	84.4%	92.8%	96.4%	98.0%	98.6%
Treated and admitted to hospital	1.4%	4.0%	12.4%	55.3%	72.5%	85.7%	92.3%	95.4%
Patient left without, or before completing, treatment	25.8%	60.3%	81.7%	91.3%	97.2%	98.4%	99.6%	100%
Transferred to another hospital	4.3%	9.8%	23.4%	35.9%	53.8%	73.9%	81.5%	88.6%
All presentations	13.5%	35.4%	55.8%	78.2%	88.1%	93.7%	96.4%	97.6%

(†) 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 trans 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.

## Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 4,255 patients

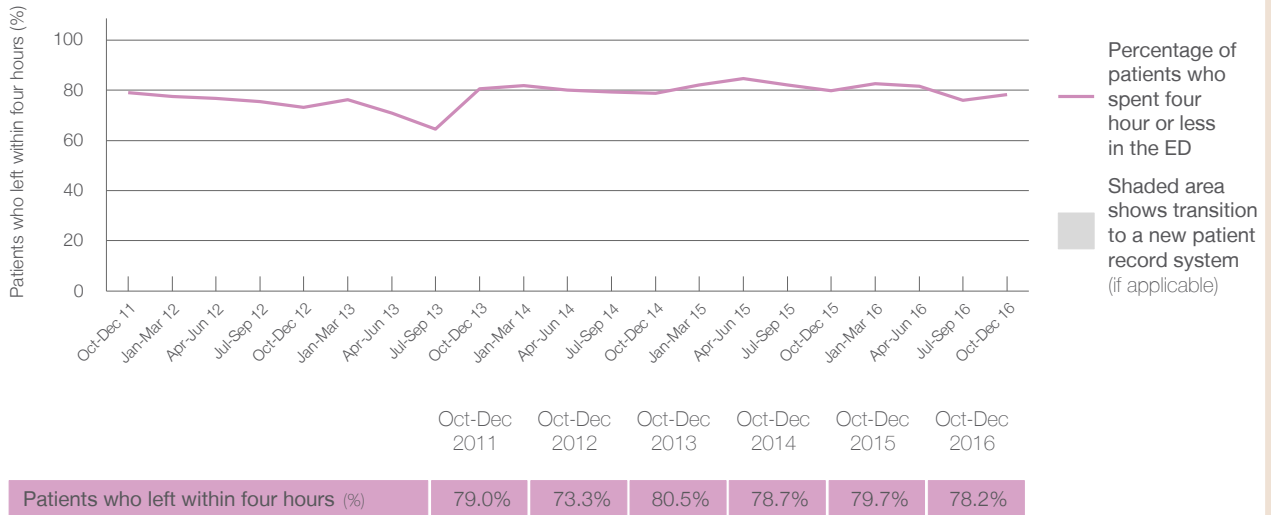
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,252 patients

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: <sup>1</sup>	4,348	-2.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,347	-2.2%
Percentage of patients who spent four hours or less in the ED	79.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	79.0%	73.3%	80.5%	78.7%	79.7%	78.2%

\* 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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 6,170 patients  
Emergency presentations:<sup>2</sup> 5,909 patients

Same period last year	Change since one year ago
5,896	4.6%
5,616	5.2%

## Hawkesbury District Health Services: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 633 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): 1,699 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,092 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 454 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
543	
12 minutes	8 minutes
27 minutes	26 minutes
1,477	
20 minutes	20 minutes
40 minutes	67 minutes
2,897	
21 minutes	25 minutes
58 minutes	97 minutes
682	
22 minutes	24 minutes
76 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,170 patients

Percentage of patients who spent four hours or less in the ED 77.8%

Same period last year	Change since one year ago
5,896	4.6%
81.3%	

\* 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 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.

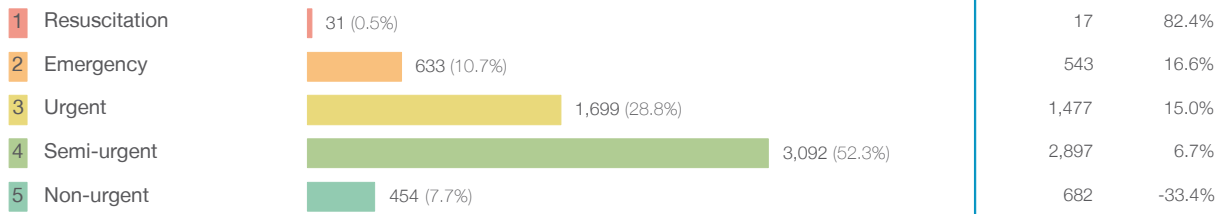
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2016

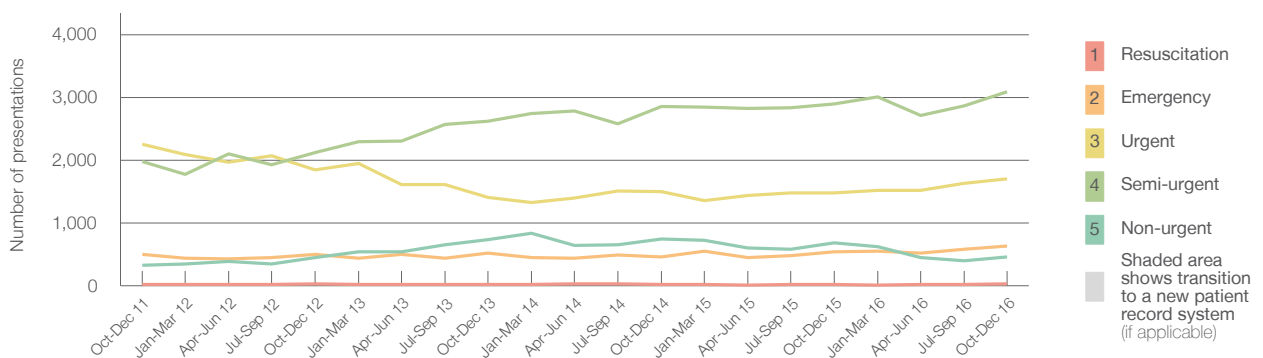
All presentations:<sup>1</sup> 6,170 patients

Emergency presentations<sup>2</sup> by triage category: 5,909 patients



Same period last year	Change since one year ago
5,896	4.6%
5,616	5.2%
17	82.4%
543	16.6%
1,477	15.0%
2,897	6.7%
682	-33.4%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 \*§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	20	26	14	24	17	31
Emergency	498	497	515	462	543	633
Urgent	2,251	1,848	1,404	1,494	1,477	1,699
Semi-urgent	1,979	2,124	2,620	2,856	2,897	3,092
Non-urgent	327	446	737	744	682	454
All emergency presentations	5,075	4,941	5,290	5,580	5,616	5,909

## Hawkesbury District Health Services: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 876 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,090	
16 minutes	-1 minute
35 minutes	1 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 trans 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.

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

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 633

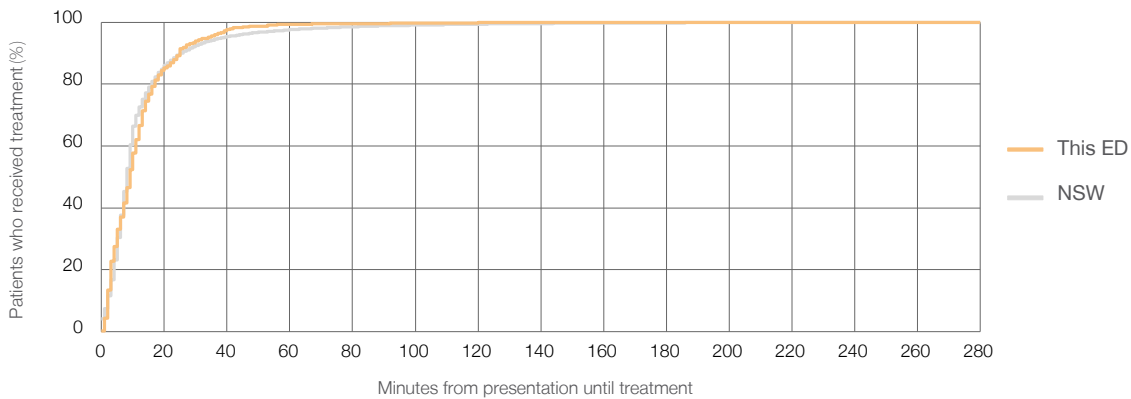
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 633

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

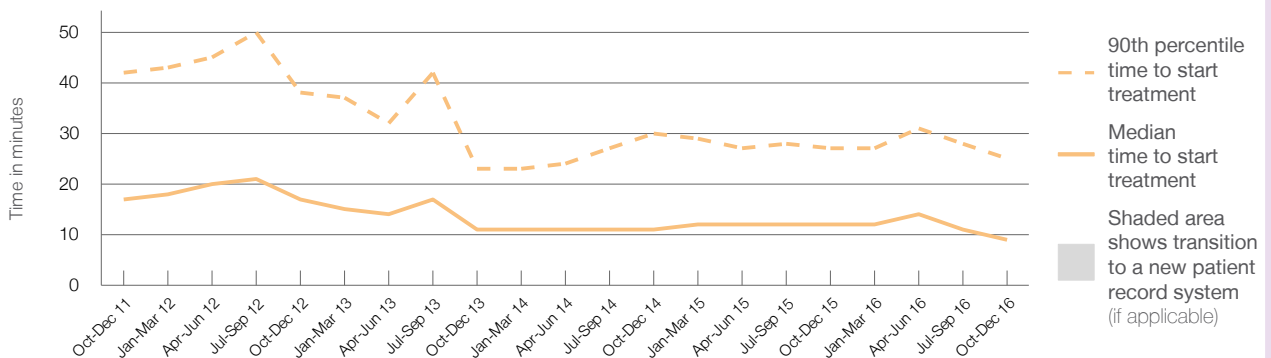
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
543	543
12 minutes	8 minutes
27 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	17	17	11	11	12	9
90th percentile time to start treatment <sup>5</sup> (minutes)	42	38	23	30	27	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 trans 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.

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

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,699

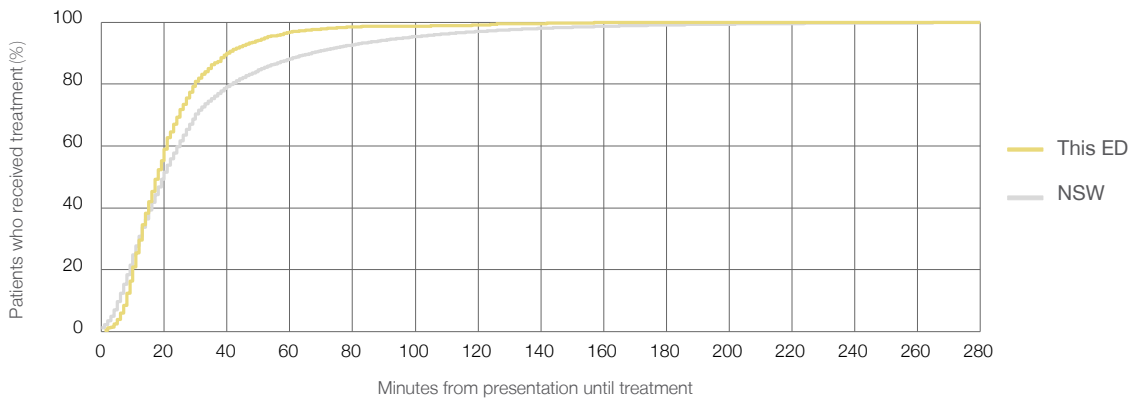
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,697

Median time to start treatment<sup>4</sup> 18 minutes

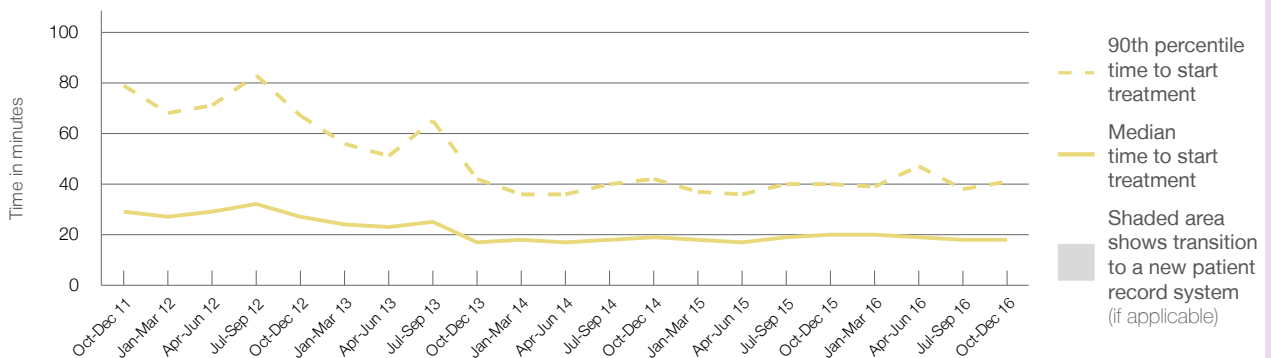
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
1,477	
1,476	
20 minutes	20 minutes
40 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	29	27	17	19	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	79	67	42	42	40	41

(†) 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 trans 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.

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

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,092

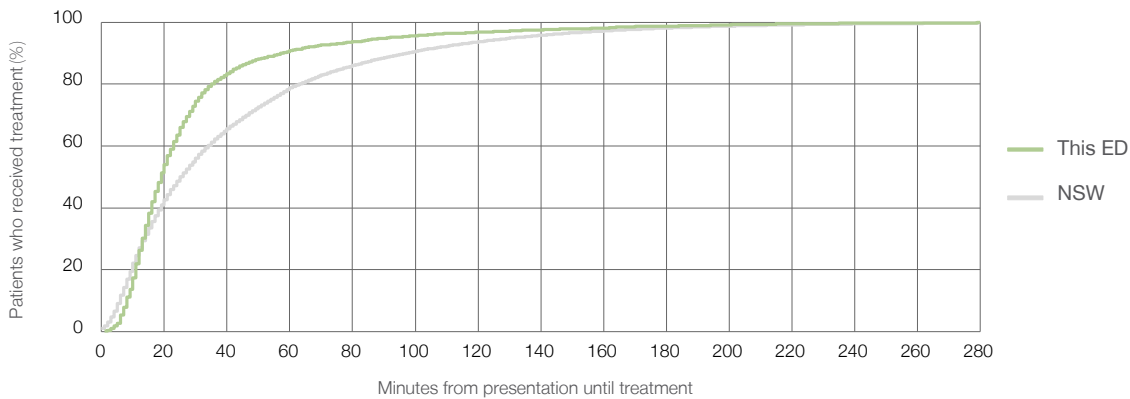
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,086

Median time to start treatment<sup>4</sup>  19 minutes

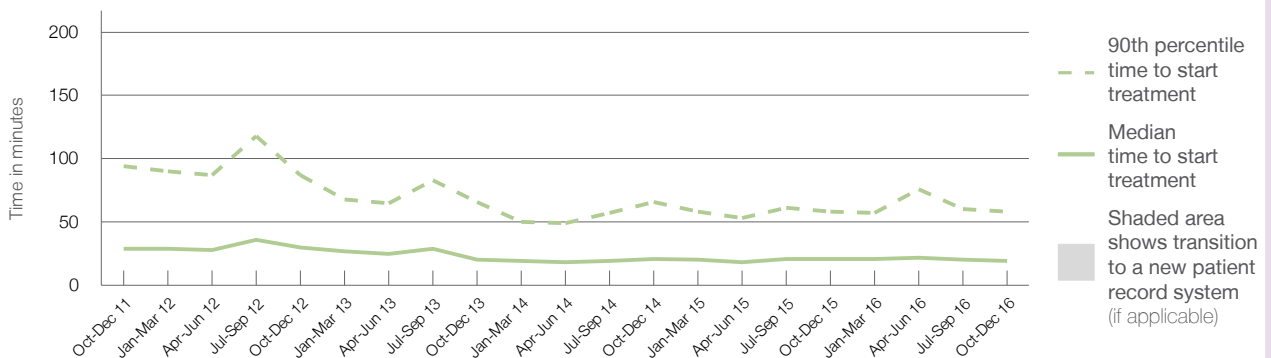
90th percentile time to start treatment<sup>5</sup>  58 minutes

Same period last year	NSW (this period)
2,897	
2,880	
21 minutes	25 minutes
58 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	29	30	20	21	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	94	87	66	66	58	58

(†) 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 trans 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.

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

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 454

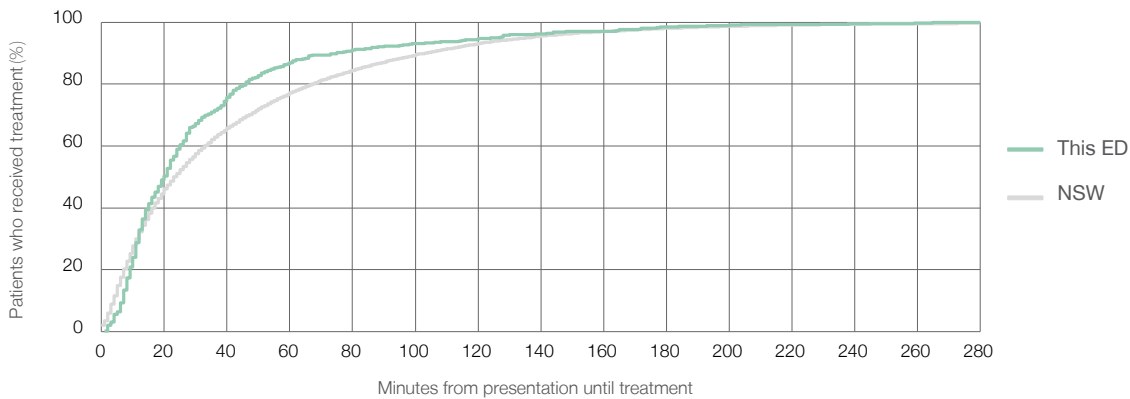
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 449

Median time to start treatment<sup>4</sup> 20 minutes

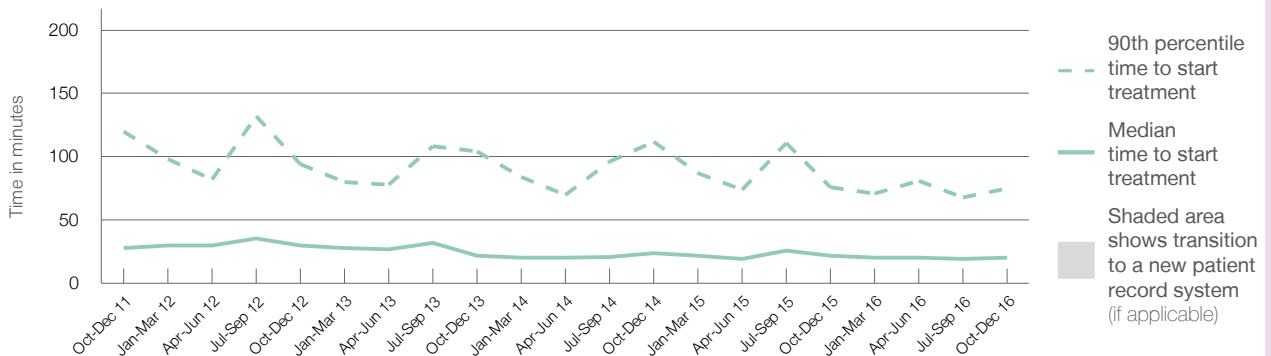
90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
682	
658	
22 minutes	24 minutes
76 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	28	30	22	24	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	120	94	104	112	76	75

(†) 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 trans 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.



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

## Hawkesbury District Health Services: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 6,170 patients

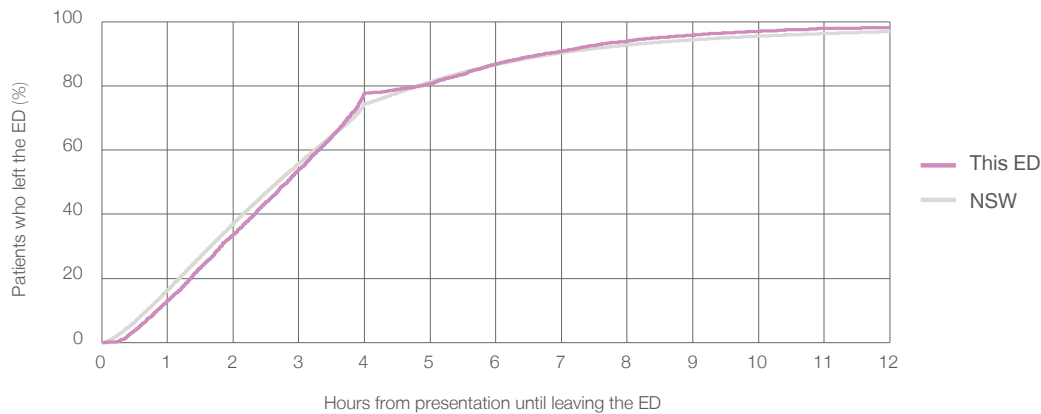
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,170 patients

Median time spent in the ED<sup>8</sup>  2 hours and 50 minutes

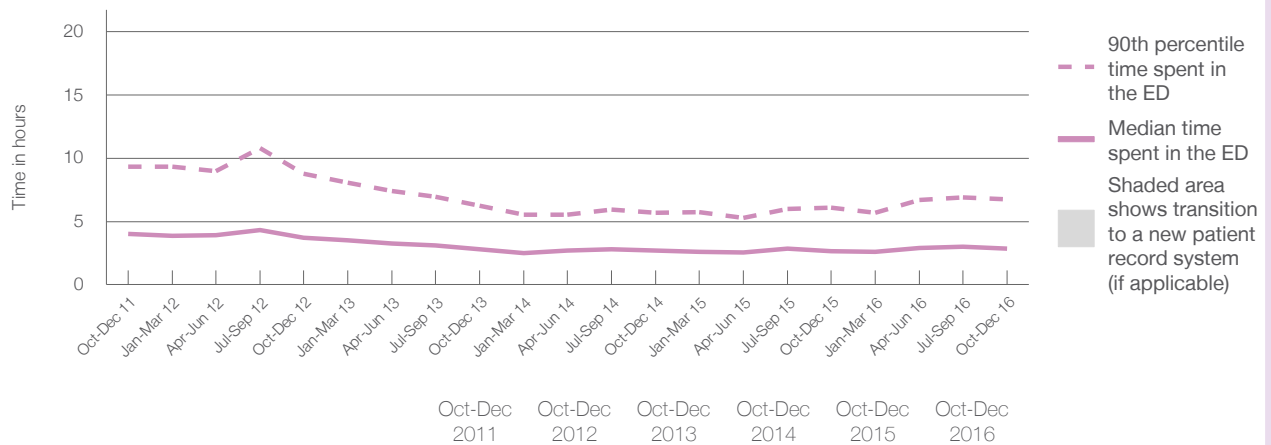
90th percentile time spent in the ED<sup>9</sup>  6 hours and 45 minutes

Same period last year	NSW (this period)
5,896	5,896
2 hours and 40 minutes	2 hours and 41 minutes
6 hours and 6 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m

(†) 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 trans 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.

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

## Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2016

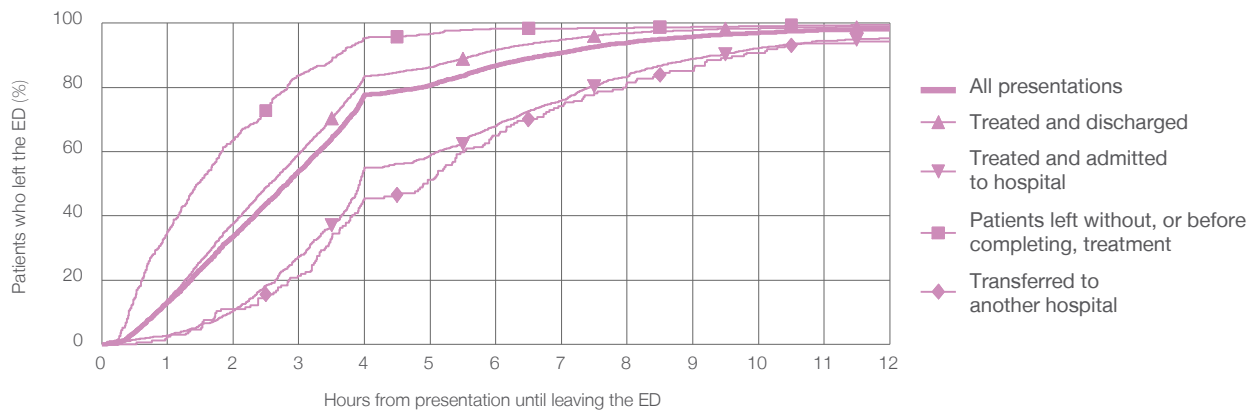
All presentations:<sup>1</sup> 6,170 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,170 patients

Treated and discharged	4,261 (69.1%)
Treated and admitted to hospital	1,229 (19.9%)
Patient left without, or before completing, treatment	499 (8.1%)
Transferred to another hospital	174 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
5,896	4.6%
4,006	6.4%
1,152	6.7%
548	-8.9%
182	-4.4%
8	-12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	13.9%	37.7%	59.5%	83.6%	91.7%	96.9%	98.4%	98.9%
Treated and admitted to hospital	2.8%	10.5%	27.3%	54.9%	68.0%	83.4%	92.3%	95.3%
Patient left without, or before completing, treatment	35.1%	63.5%	83.8%	95.4%	98.4%	98.6%	99.2%	99.6%
Transferred to another hospital	2.3%	10.9%	21.3%	45.4%	64.9%	81.6%	90.8%	94.3%
All presentations	13.1%	33.7%	54.0%	77.8%	86.8%	93.9%	97.0%	98.1%

(†) 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 trans 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.

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

## Hawkesbury District Health Services: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 6,170 patients

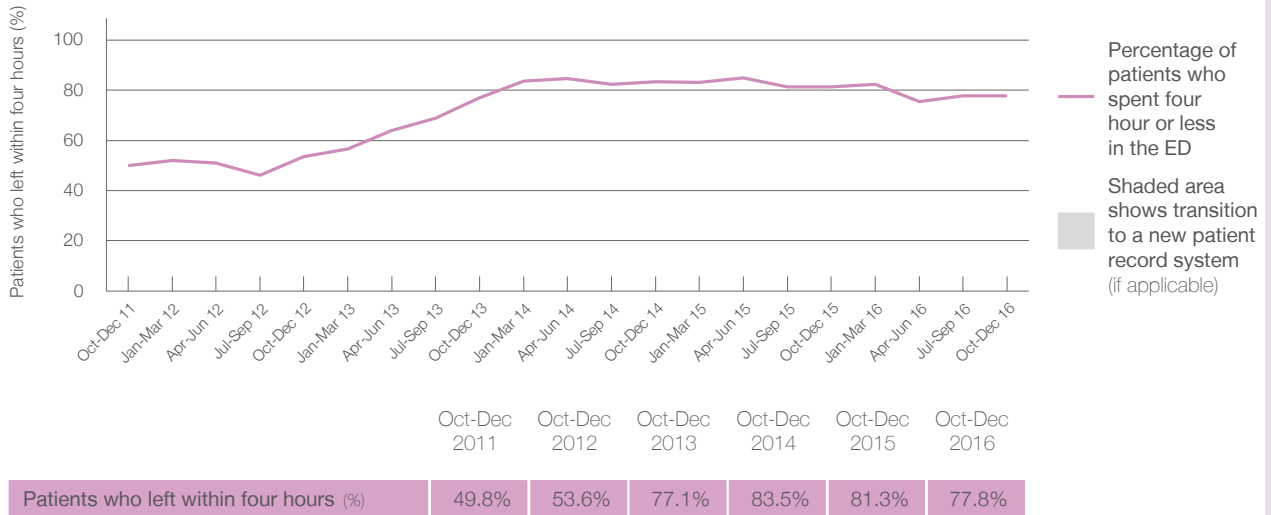
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,170 patients

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	5,896	4.6%
Presentations used to calculate time to leaving the ED	5,896	4.6%
Percentage of patients who spent four hours or less in the ED	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Lithgow Health Service: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 3,294 patients  
Emergency presentations:<sup>2</sup> 3,173 patients

Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,042 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,336 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
385	
4 minutes	8 minutes
12 minutes	26 minutes
964	
11 minutes	20 minutes
35 minutes	67 minutes
1,341	
11 minutes	25 minutes
50 minutes	97 minutes
434	
10 minutes	24 minutes
46 minutes	103 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,290 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
3,255	1.1%
86.3%	

\* 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 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.

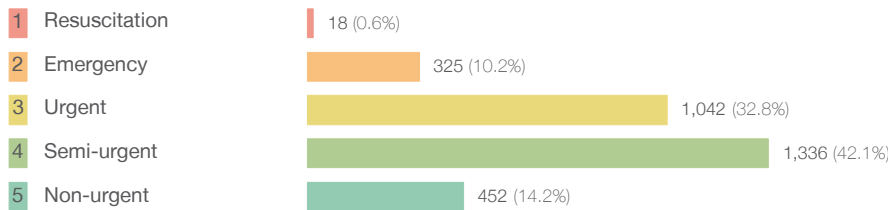
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Lithgow Health Service: Patients presenting to the emergency department October to December 2016

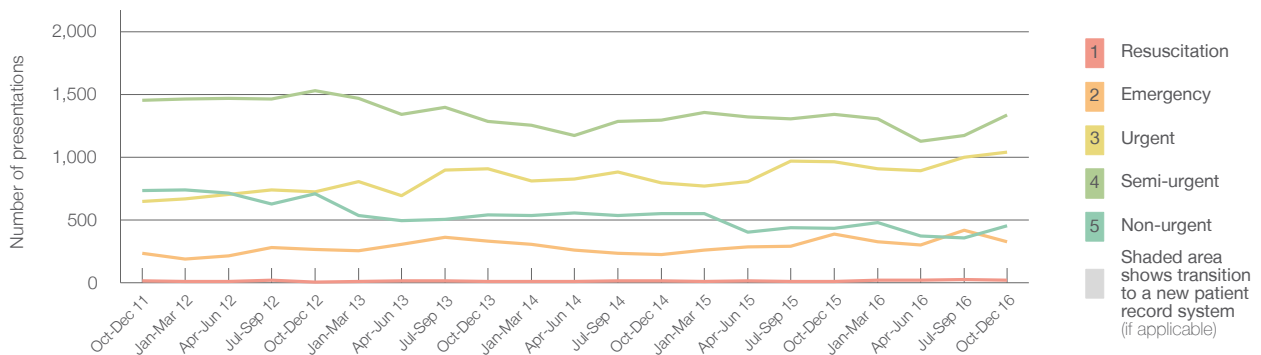
All presentations:<sup>1</sup> 3,294 patients

Emergency presentations<sup>2</sup> by triage category: 3,173 patients



	Same period last year	Change since one year ago
All presentations	3,255	1.2%
Emergency presentations	3,134	1.2%
Resuscitation	10	80.0%
Emergency	385	-15.6%
Urgent	964	8.1%
Semi-urgent	1,341	-0.4%
Non-urgent	434	4.1%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	6	8	16	10	18
Emergency	233	266	332	223	385	325
Urgent	649	725	906	795	964	1,042
Semi-urgent	1,451	1,528	1,287	1,295	1,341	1,336
Non-urgent	733	708	539	549	434	452
All emergency presentations	3,082	3,233	3,072	2,878	3,134	3,173

## Lithgow Health Service: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 584 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	599	
ED Transfer of care time	10 minutes	-1 minute
ED Transfer of care time (90th percentile)	23 minutes	-2 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 trans 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 325

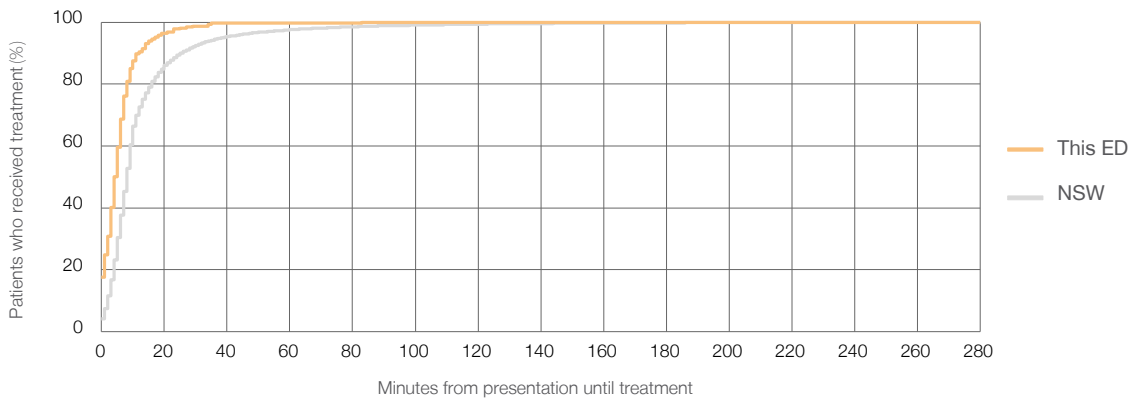
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 314

Median time to start treatment<sup>4</sup> 5 minutes

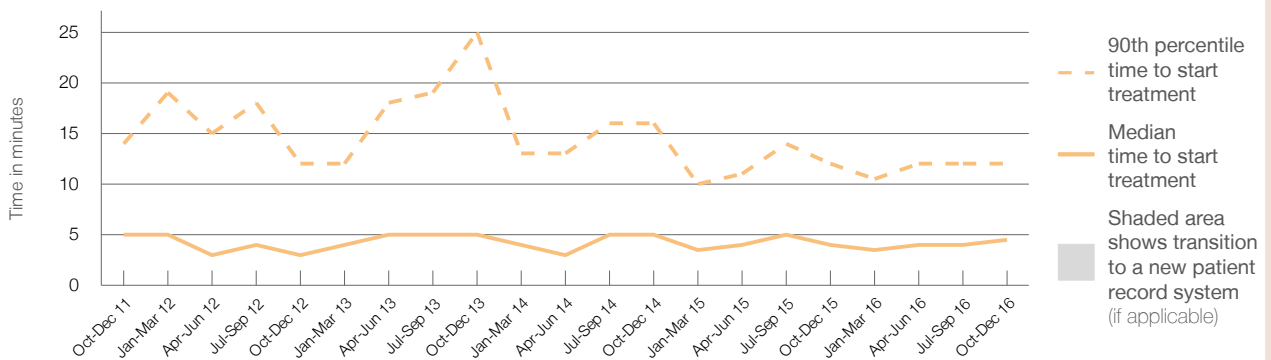
90th percentile time to start treatment<sup>5</sup> 12 minutes

Same period last year	NSW (this period)
385	383
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	5	3	5	5	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	14	12	25	16	12	12

(†) 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 trans 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

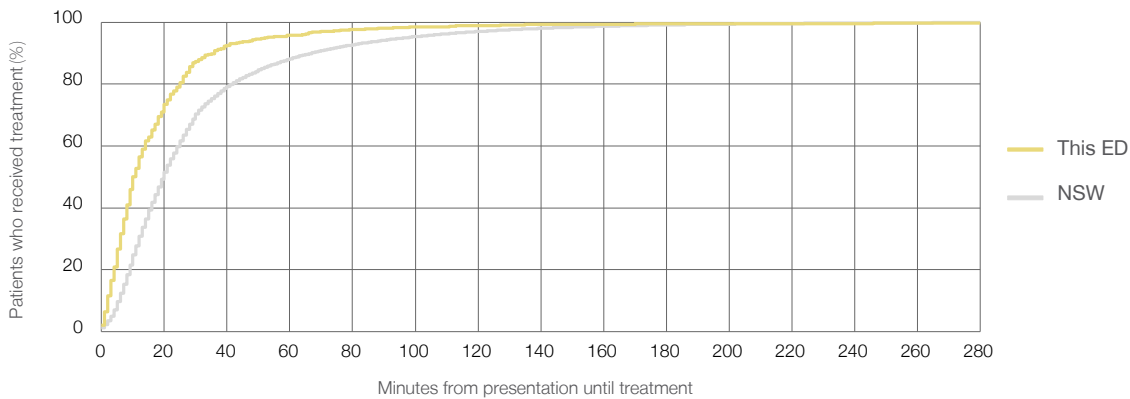
Number of triage 3 patients: 1,042

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,015

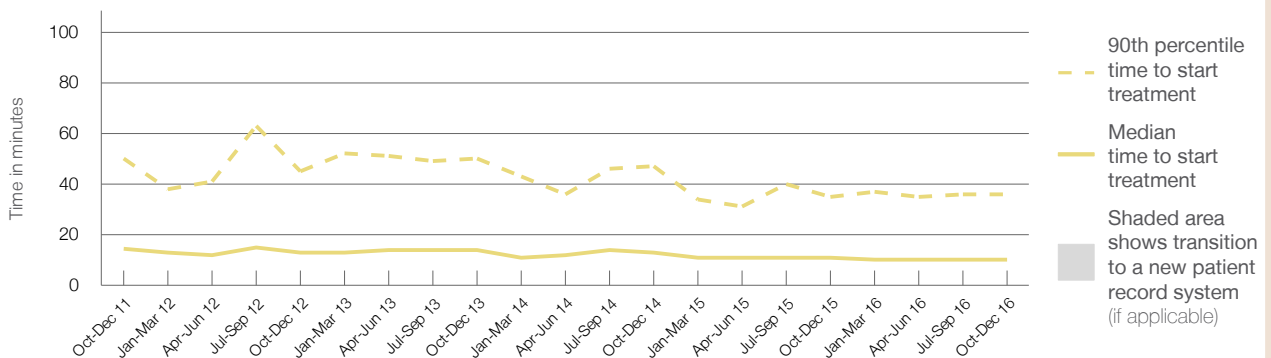
Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
964	941
11 minutes	20 minutes
35 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	15	13	14	13	11	10
90th percentile time to start treatment <sup>5</sup> (minutes)	50	45	50	47	35	36

(†) 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 trans 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,336

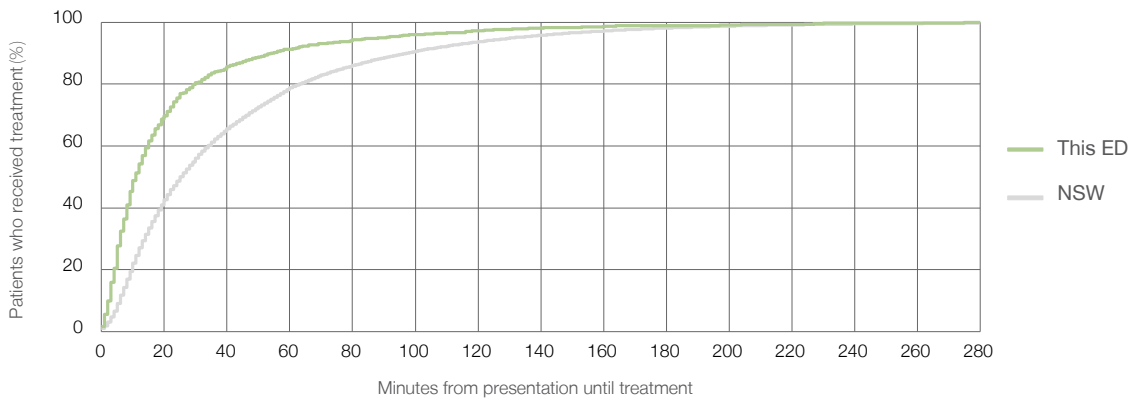
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,271

Median time to start treatment<sup>4</sup>  11 minutes

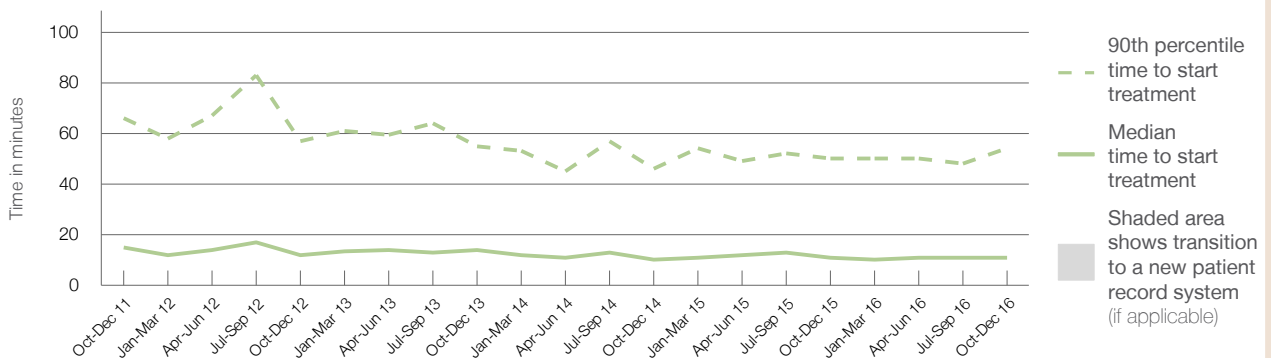
90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
1,341	1,275
11 minutes	25 minutes
50 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	15	12	14	10	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	66	57	55	46	50	54

(†) 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 trans 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 452

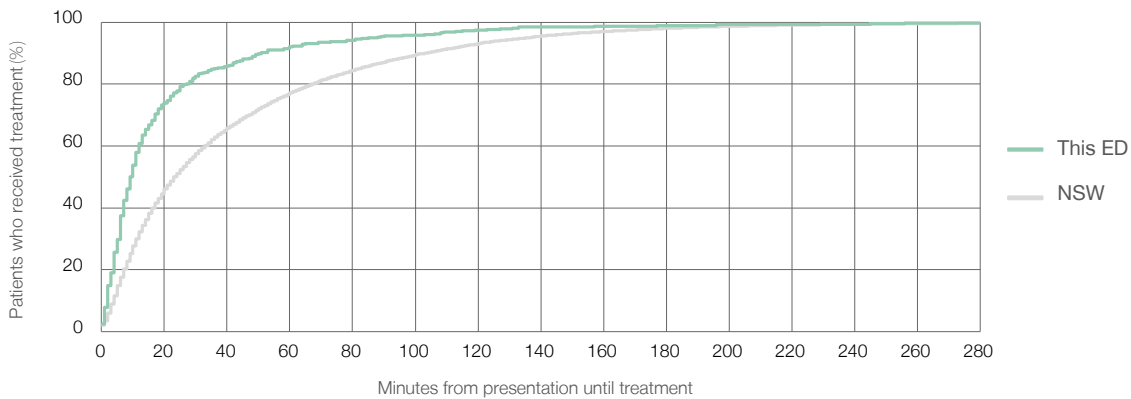
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 432

Median time to start treatment<sup>4</sup> 10 minutes

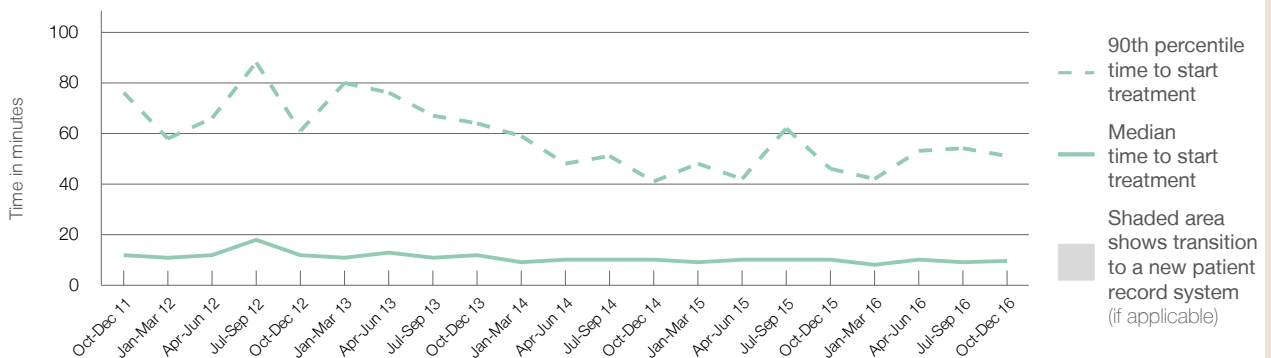
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
434	
396	
10 minutes	24 minutes
46 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	12	12	12	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	76	61	64	41	46	51

(†) 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 trans 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.

## Lithgow Health Service: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 3,294 patients

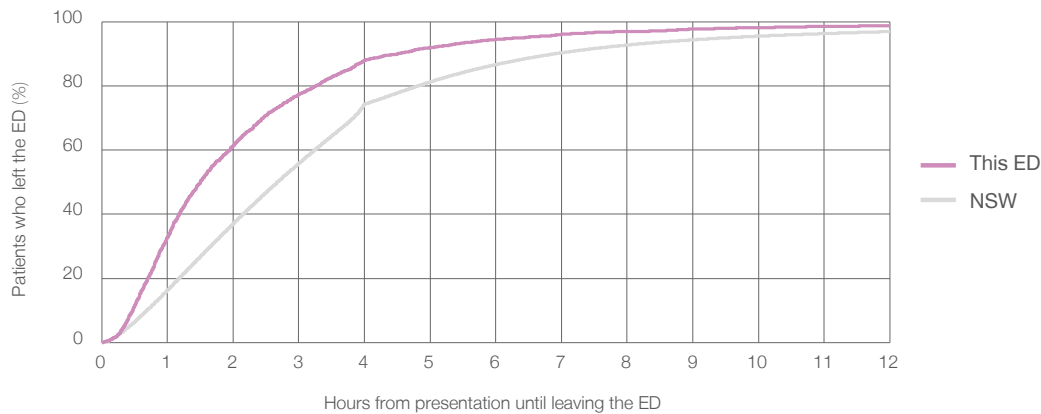
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,290 patients

Median time spent in the ED<sup>8</sup> 1 hours and 30 minutes

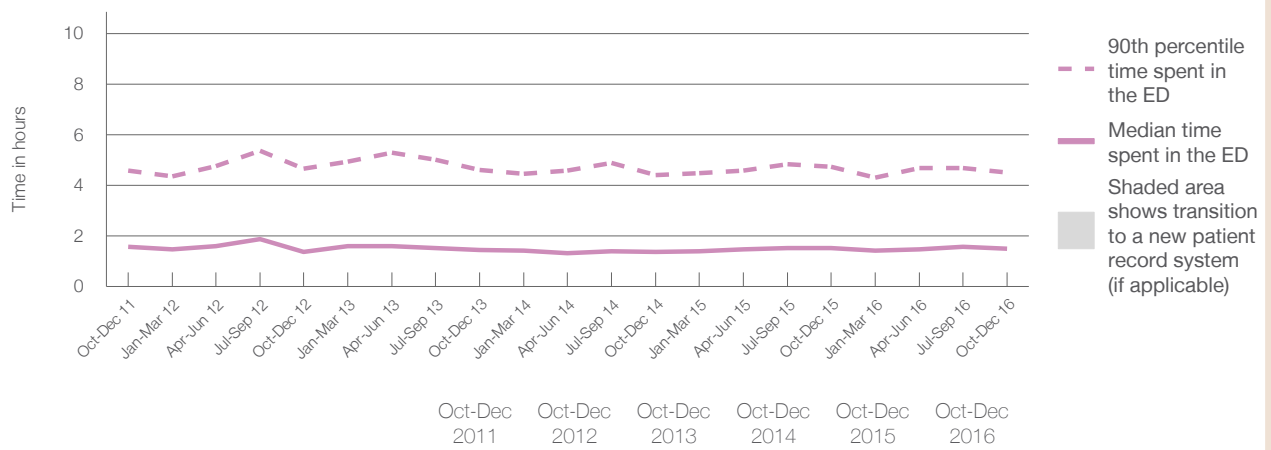
90th percentile time spent in the ED<sup>9</sup> 4 hours and 31 minutes

Same period last year	NSW (this period)
3,255	3,255
1 hours and 32 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m

(†) 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 trans 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.

## Lithgow Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

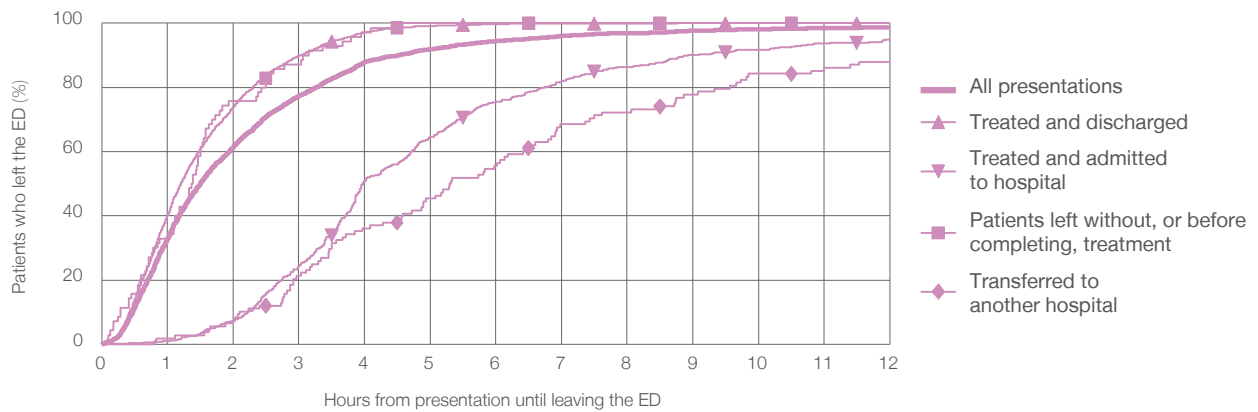
All presentations:<sup>1</sup> 3,294 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,290 patients

Treated and discharged	2,574 (78.1%)
Treated and admitted to hospital	483 (14.7%)
Patient left without, or before completing, treatment	71 (2.2%)
Transferred to another hospital	108 (3.3%)
Other	58 (1.8%)

Same period last year	Change since one year ago
3,255	1.1%
2,634	-2.3%
444	8.8%
66	7.6%
97	11.3%
14	314.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	40.3%	74.0%	89.9%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.0%	7.2%	24.2%	50.9%	75.6%	86.3%	91.7%	94.8%
Patient left without, or before completing, treatment	32.9%	75.7%	87.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	1.9%	7.4%	21.3%	36.1%	55.6%	72.2%	84.3%	88.0%
All presentations	32.9%	61.5%	77.3%	88.0%	94.4%	96.9%	98.1%	98.8%

(†) 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 trans 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.

## Lithgow Health Service: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 3,294 patients

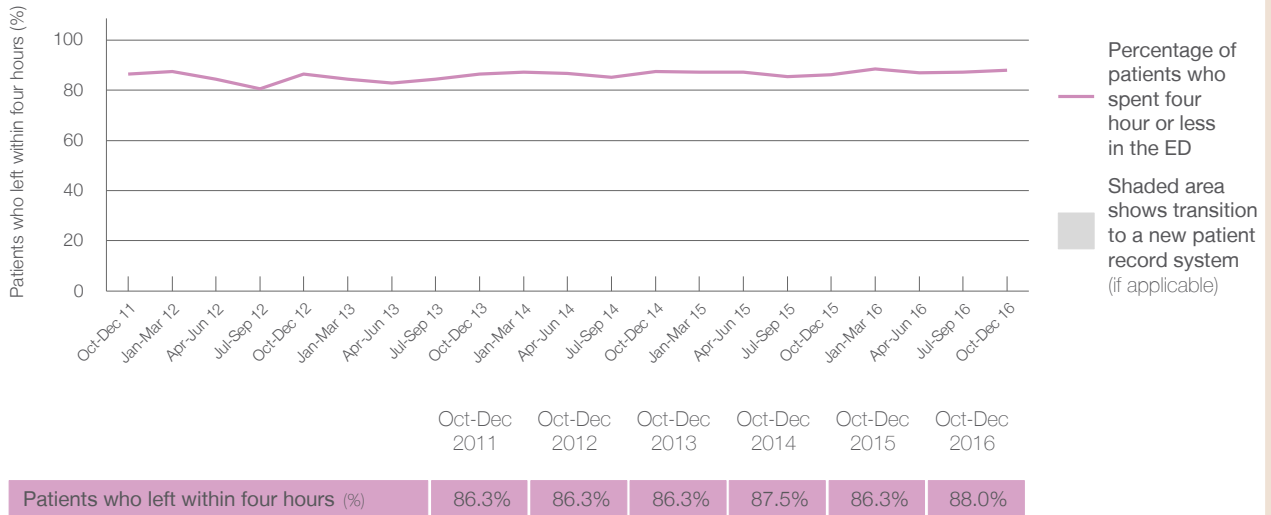
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,290 patients

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	3,255	1.2%
Presentations used to calculate time to leaving the ED	3,255	1.1%
Percentage of patients who spent four hours or less in the ED	86.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Nepean Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 17,136 patients

Emergency presentations:<sup>2</sup> 17,048 patients

Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,544 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,988 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,704 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,723 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
2,321	
9 minutes	8 minutes
33 minutes	26 minutes
4,578	
36 minutes	20 minutes
158 minutes	67 minutes
7,586	
36 minutes	25 minutes
156 minutes	97 minutes
2,147	
33 minutes	24 minutes
149 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,125 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
16,819	1.8%
53.3%	

\* 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 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.

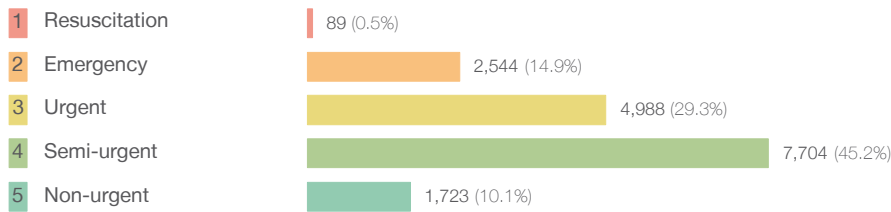
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Nepean Hospital: Patients presenting to the emergency department October to December 2016

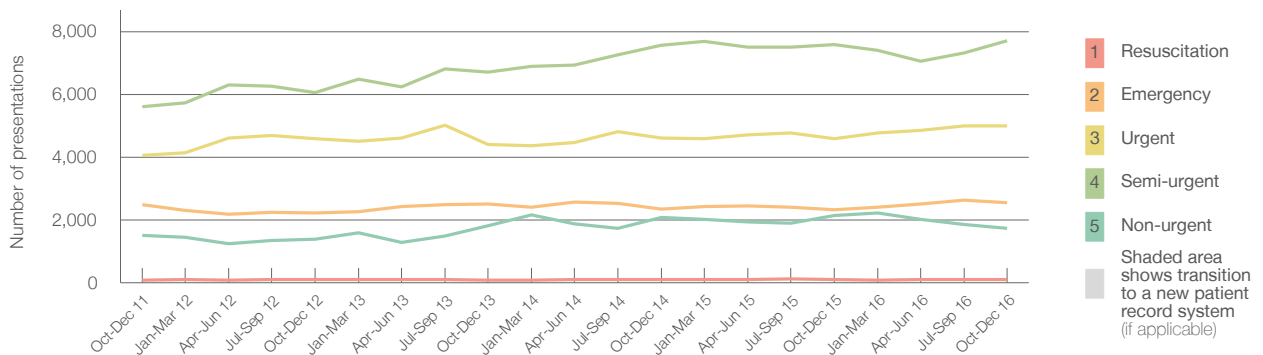
All presentations:<sup>1</sup> 17,136 patients

Emergency presentations<sup>2</sup> by triage category: 17,048 patients



	Same period last year	Change since one year ago
All presentations	16,819	1.9%
Emergency presentations	16,721	2.0%
1 Resuscitation	89	0.0%
2 Emergency	2,321	9.6%
3 Urgent	4,578	9.0%
4 Semi-urgent	7,586	1.6%
5 Non-urgent	2,147	-19.7%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	77	102	88	95	89	89
Emergency	2,486	2,225	2,500	2,350	2,321	2,544
Urgent	4,064	4,593	4,397	4,606	4,578	4,988
Semi-urgent	5,603	6,066	6,702	7,572	7,586	7,704
Non-urgent	1,501	1,387	1,818	2,083	2,147	1,723
All emergency presentations	13,731	14,373	15,505	16,706	16,721	17,048

## Nepean Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,839 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,763	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	32 minutes	-9 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 trans 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.

## Nepean Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 2,544

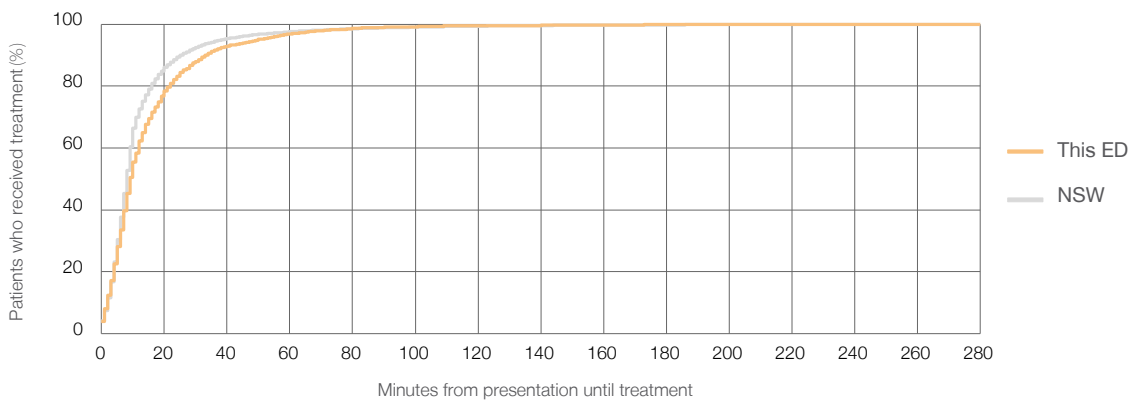
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,530

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

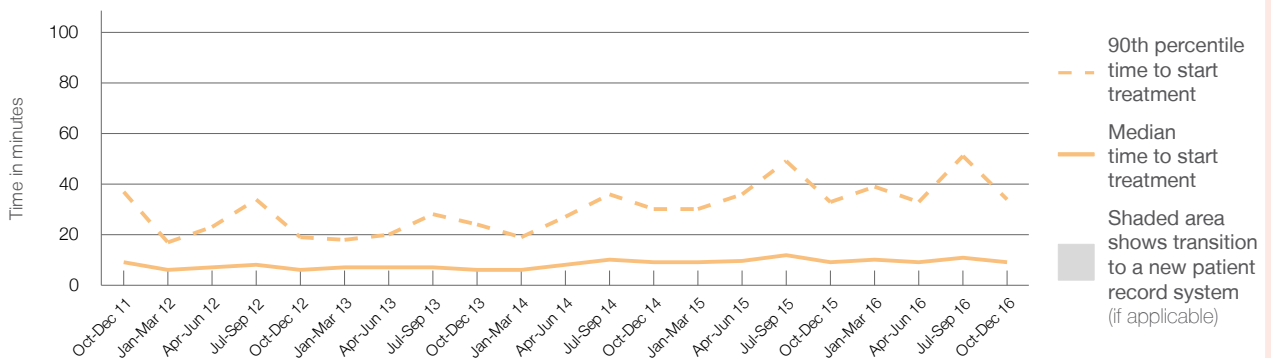
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
2,321	
2,251	
9 minutes	8 minutes
33 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	9	6	6	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	37	19	24	30	33	34

(†) 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 trans 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.

## Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,988

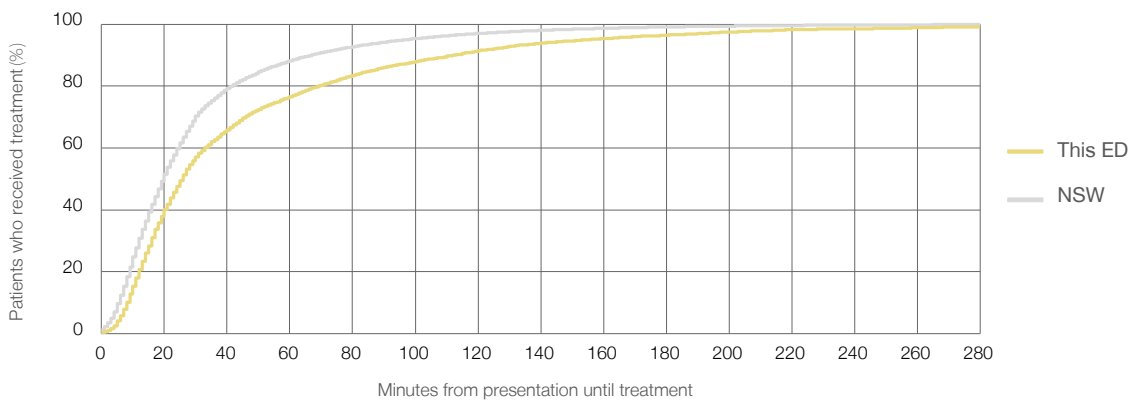
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,794

Median time to start treatment<sup>4</sup> 26 minutes

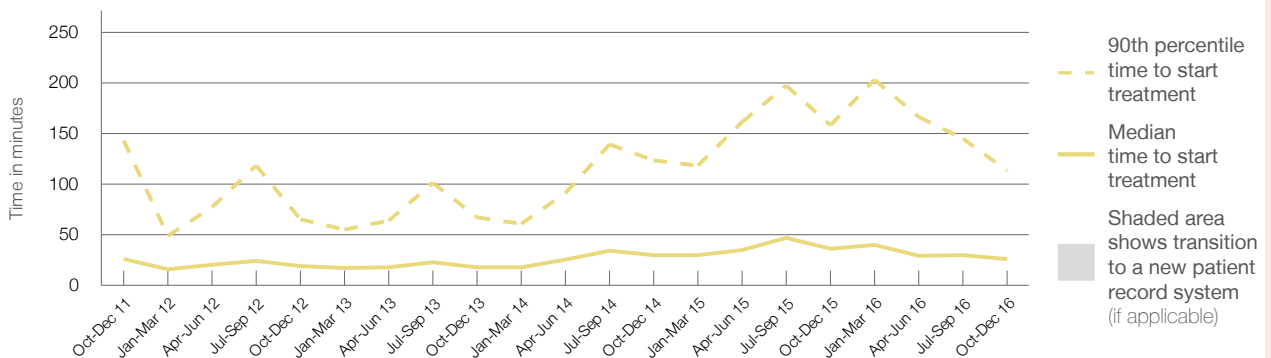
90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
4,578	
4,180	
36 minutes	20 minutes
158 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	26	19	18	30	36	26
90th percentile time to start treatment <sup>5</sup> (minutes)	143	65	67	123	158	113

(†) 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 trans 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.

## Nepean Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,704

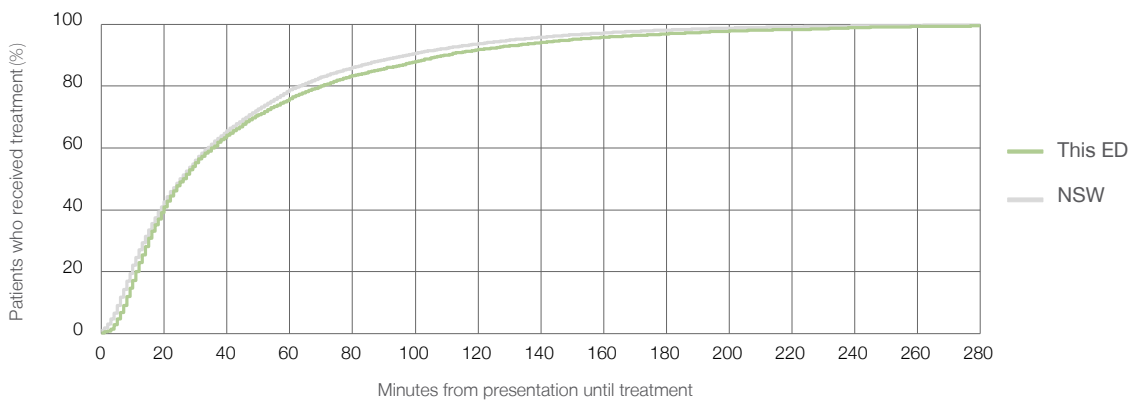
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,210

Median time to start treatment<sup>4</sup> 26 minutes

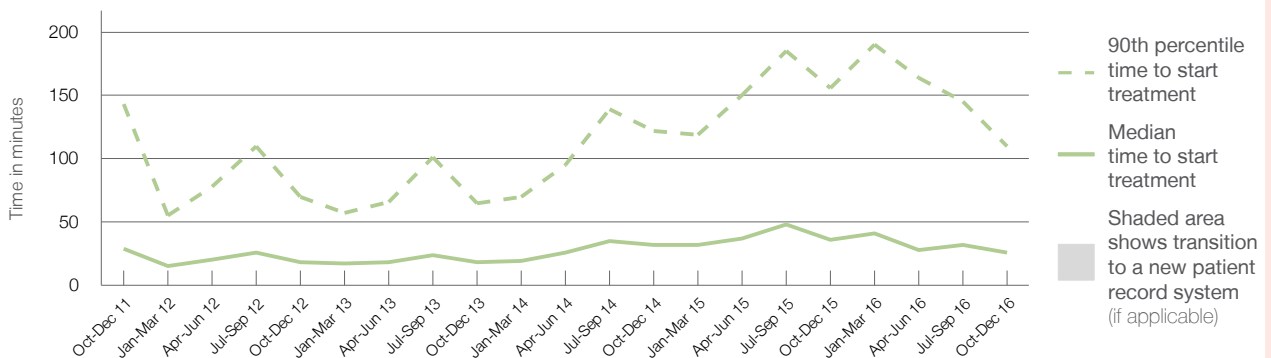
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
7,586	6,700
36 minutes	25 minutes
156 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	29	18	18	32	36	26
90th percentile time to start treatment <sup>5</sup> (minutes)	143	70	65	122	156	110

(†) 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 trans 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.

## Nepean Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,723

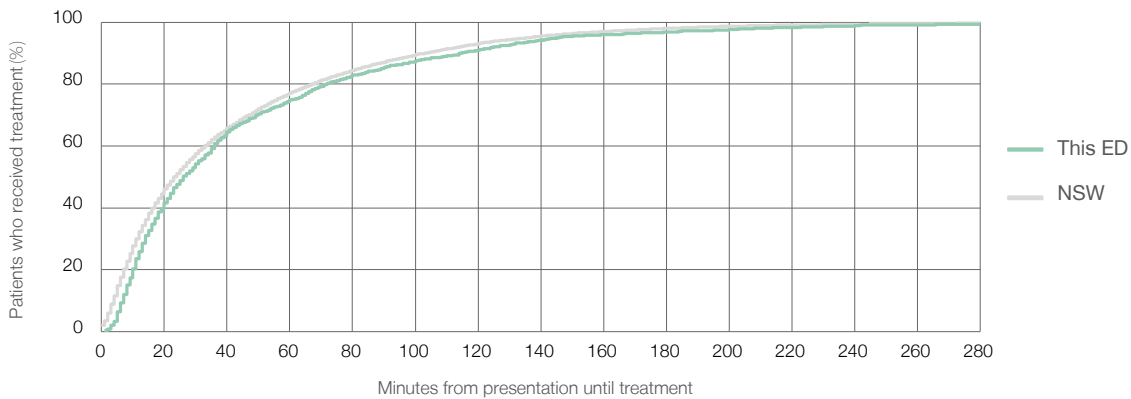
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,457

Median time to start treatment<sup>4</sup> 26 minutes

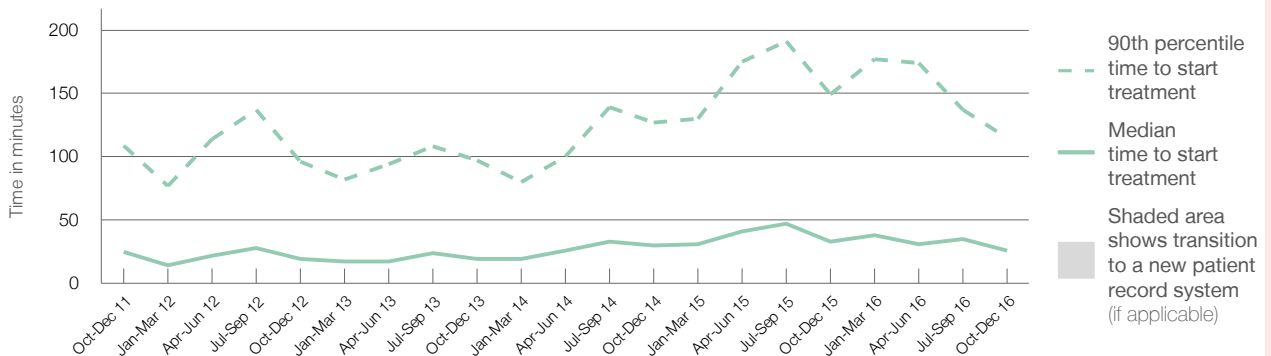
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
2,147	
1,752	
33 minutes	24 minutes
149 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	25	19	19	30	33	26
90th percentile time to start treatment <sup>5</sup> (minutes)	109	96	97	127	149	115

(†) 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 trans 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.

## Nepean Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 17,136 patients

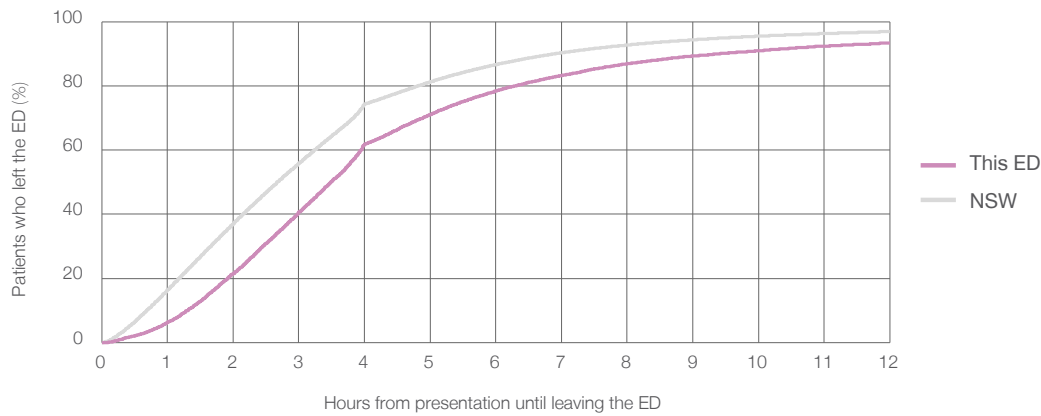
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,125 patients

Median time spent in the ED<sup>8</sup> 3 hours and 29 minutes

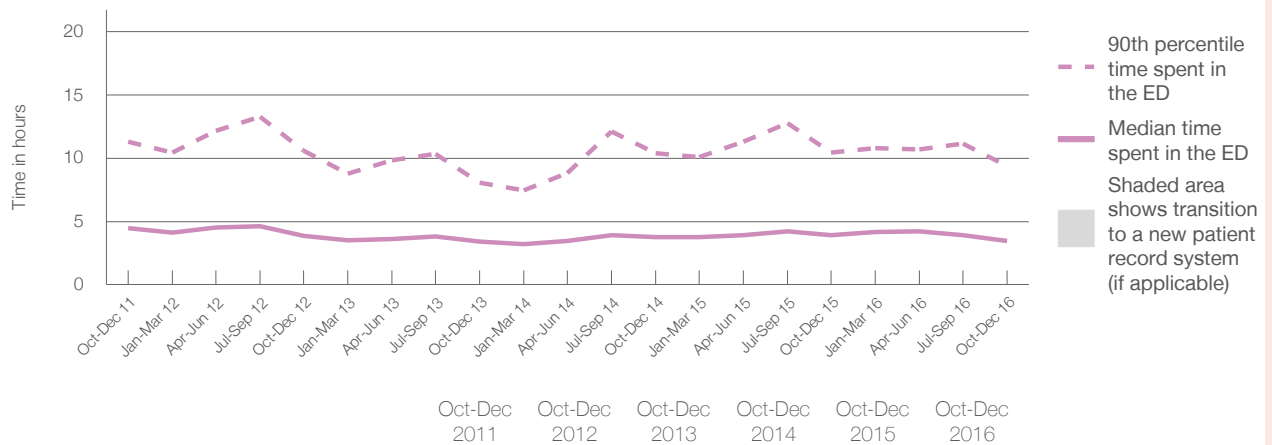
90th percentile time spent in the ED<sup>9</sup> 9 hours and 24 minutes

Same period last year	NSW (this period)
16,819	16,819
3 hours and 54 minutes	2 hours and 41 minutes
10 hours and 25 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 28m	3h 53m	3h 26m	3h 47m	3h 54m	3h 29m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 18m	10h 35m	8h 4m	10h 22m	10h 25m	9h 24m

(†) 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 trans 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.

## Nepean Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

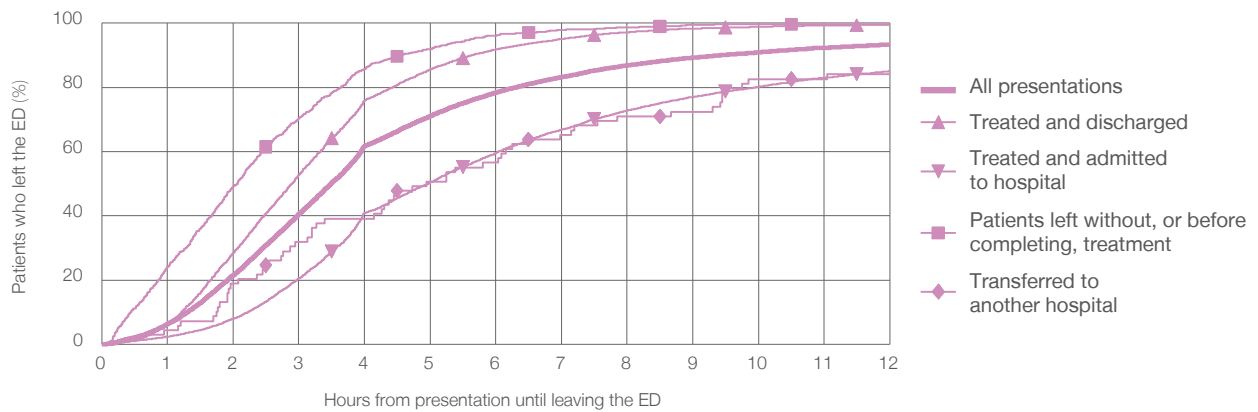
All presentations:<sup>1</sup> 17,136 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,125 patients

Treated and discharged	8,339 (48.7%)
Treated and admitted to hospital	7,275 (42.5%)
Patient left without, or before completing, treatment	1,371 (8.0%)
Transferred to another hospital	69 (0.4%)
Other	82 (0.5%)

Same period last year	Change since one year ago
16,819	1.8%
8,560	-2.6%
6,376	14.1%
1,758	-22.0%
58	19.0%
67	22.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	6.4%	28.5%	52.8%	75.9%	91.8%	97.2%	98.9%	99.6%
Treated and admitted to hospital	2.4%	7.9%	20.6%	40.9%	59.6%	72.8%	80.2%	85.1%
Patient left without, or before completing, treatment	24.2%	49.2%	70.4%	85.7%	96.2%	98.8%	99.6%	99.8%
Transferred to another hospital	4.3%	18.8%	31.9%	39.1%	56.5%	71.0%	82.6%	84.1%
All presentations	6.4%	21.6%	40.6%	61.8%	78.4%	86.9%	90.9%	93.4%

(†) 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 trans 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.

## Nepean Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 17,136 patients

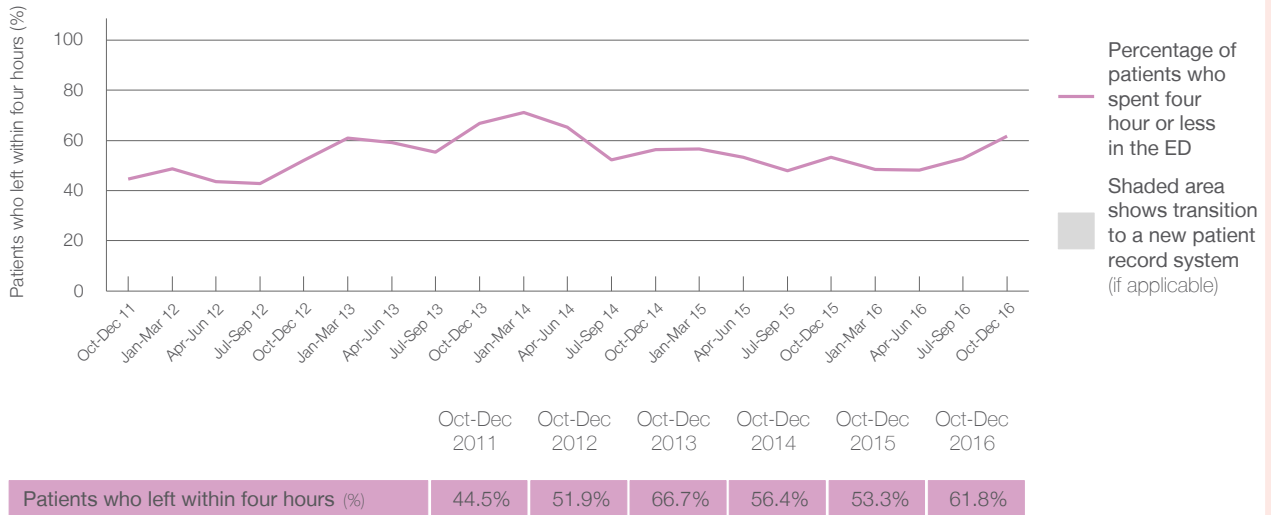
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,125 patients

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	16,819	1.9%
Presentations used to calculate time to leaving the ED	16,819	1.8%
Percentage of patients who spent four hours or less in the ED	53.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).