

Belmont Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,920 patients
 Emergency presentations:² 5,884 patients

Same period last year	Change since one year ago
5,746	3.0%
5,703	3.2%

Belmont Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 493 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,269 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,000 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,112 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
459	
7 minutes	8 minutes
14 minutes	26 minutes
1,257	
16 minutes	20 minutes
32 minutes	67 minutes
2,752	
19 minutes	25 minutes
68 minutes	99 minutes
1,227	
19 minutes	23 minutes
85 minutes	101 minutes

Belmont Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,920 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
5,746	3.0%
76.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

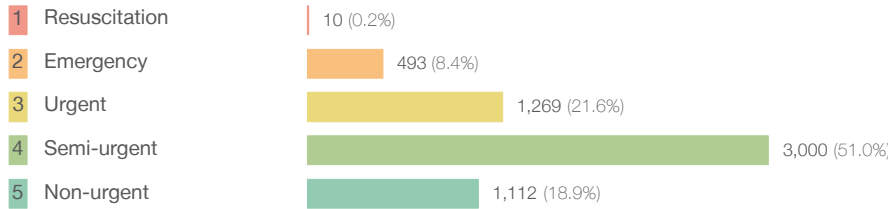
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Belmont Hospital: Patients presenting to the emergency department

April to June 2017

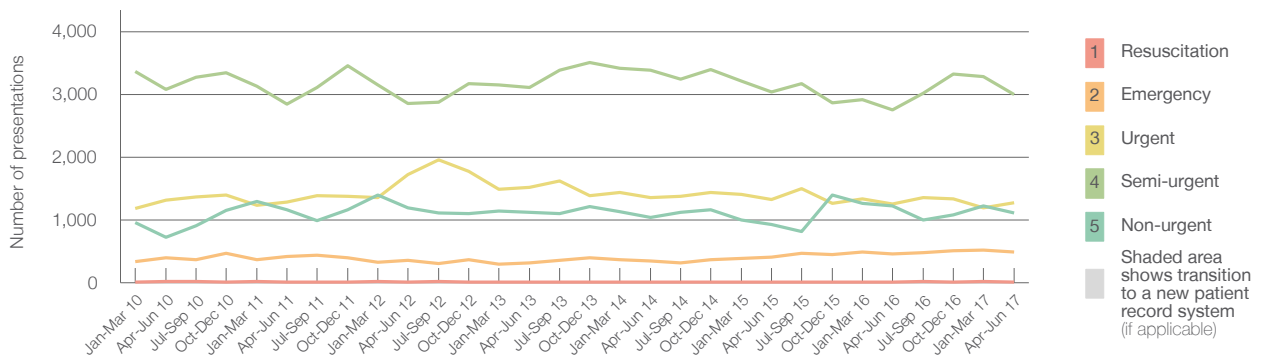
All presentations:¹ 5,920 patients

Emergency presentations² by triage category: 5,884 patients



	Same period last year	Change since one year ago
All presentations	5,746	3.0%
Emergency presentations	5,703	3.2%
Resuscitation	8	25.0%
Emergency	459	7.4%
Urgent	1,257	1.0%
Semi-urgent	2,752	9.0%
Non-urgent	1,227	-9.4%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	18	7	10	7	< 5	9	8	10
Emergency	399	414	354	317	354	407	459	493
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884

Belmont Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,251 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,140	
Median time	10 minutes	0 minutes
90th percentile time	19 minutes	0 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.

Belmont Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 493

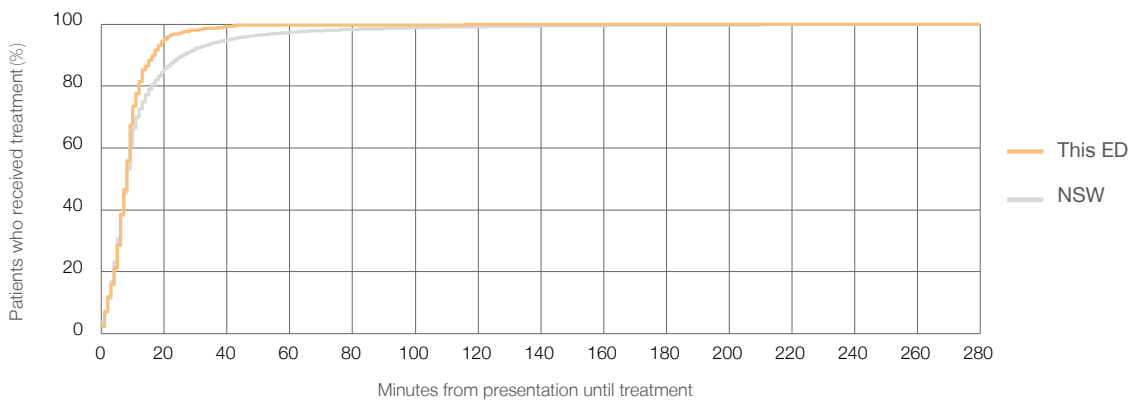
Number of triage 2 patients used to calculate waiting time:³ 488

Median time to start treatment⁴ 8 minutes

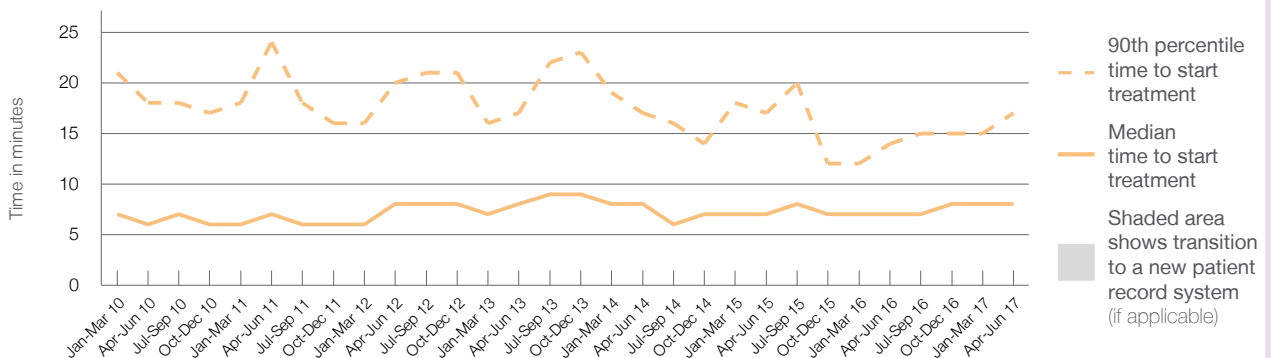
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
459	
457	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	6	7	8	8	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)	18	24	20	17	17	17	14	17

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Belmont Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,269

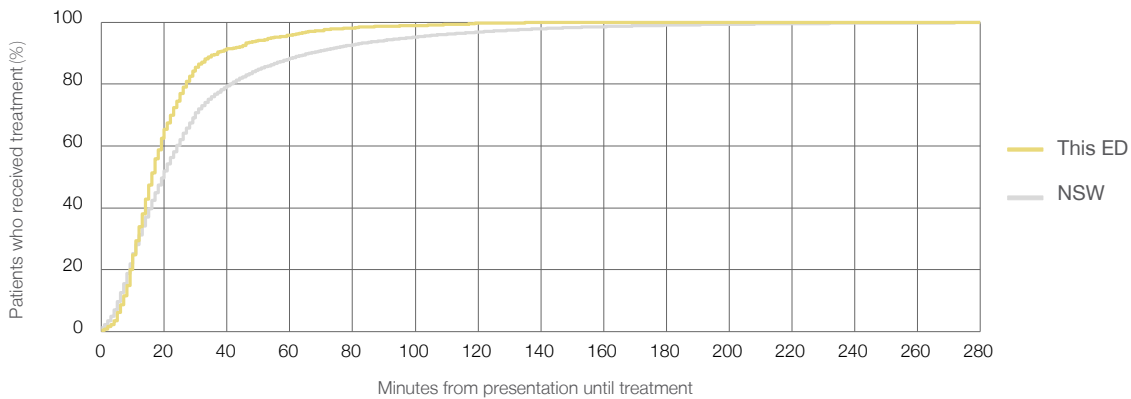
Number of triage 3 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴ 16 minutes

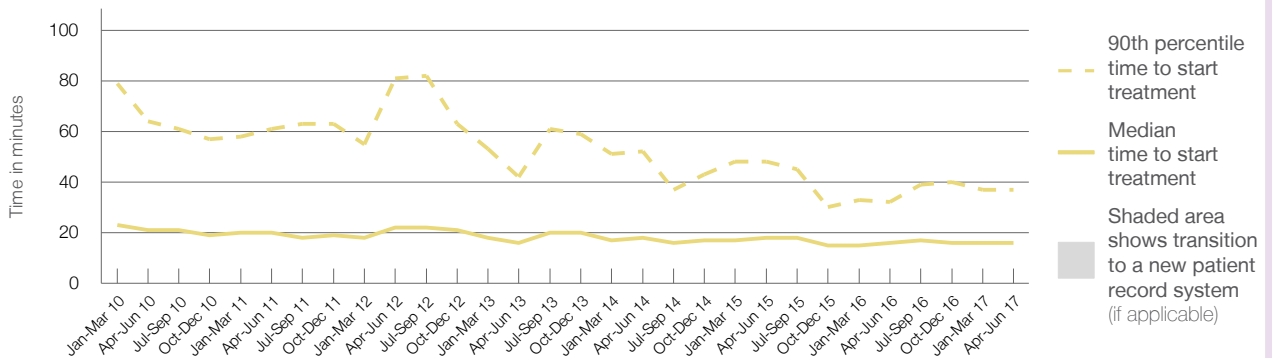
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,257	1,218
16 minutes	20 minutes
32 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	21	20	22	16	18	18	16	16
90th percentile time to start treatment ⁵ (minutes)	64	61	81	42	52	48	32	37

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Belmont Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,000

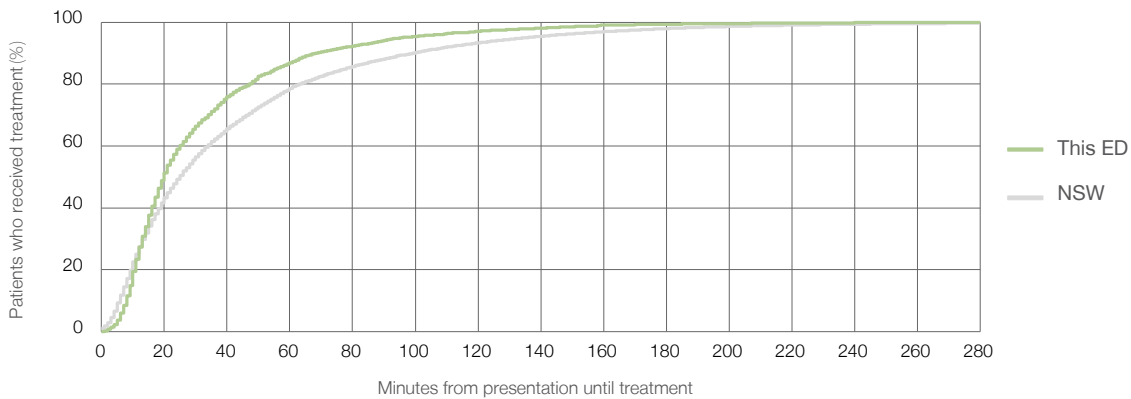
Number of triage 4 patients used to calculate waiting time:³ 2,600

Median time to start treatment⁴ 20 minutes

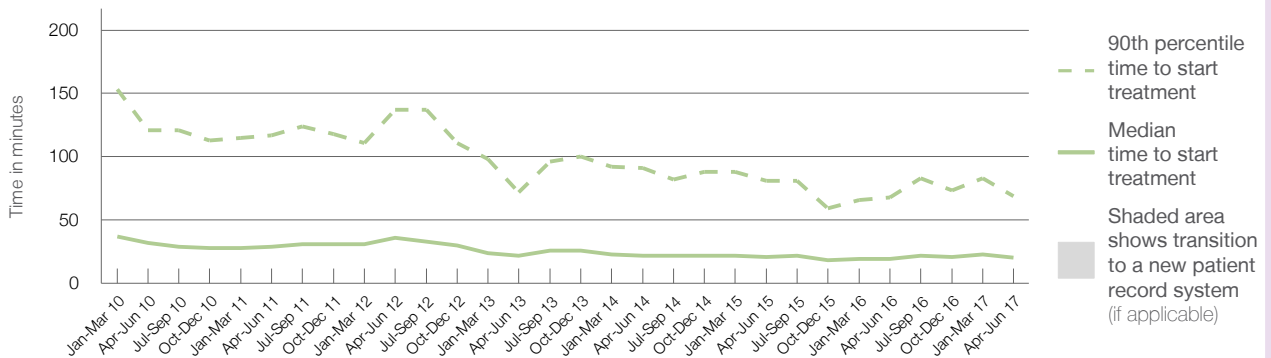
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
2,752	2,366
19 minutes	25 minutes
68 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	29	36	22	22	21	19	20
90th percentile time to start treatment ⁵ (minutes)	121	117	137	72	91	81	68	69

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Belmont Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,112

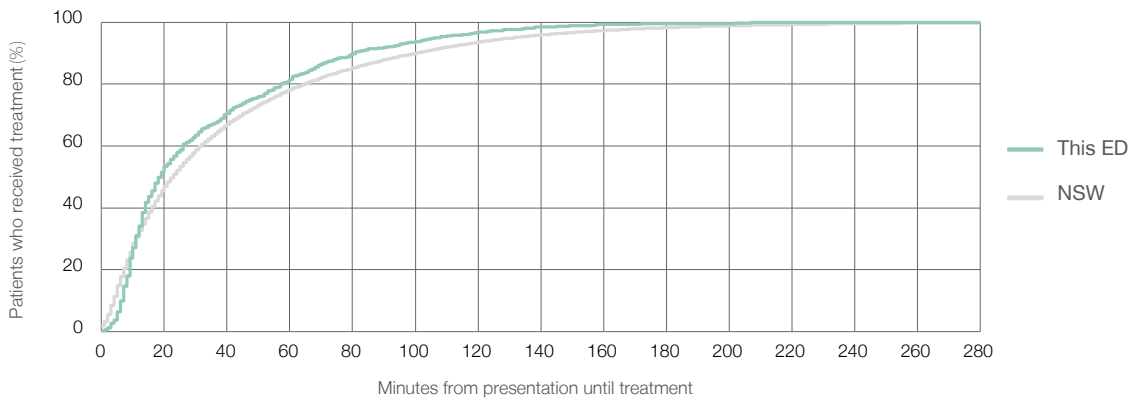
Number of triage 5 patients used to calculate waiting time:³ 867

Median time to start treatment⁴ 19 minutes

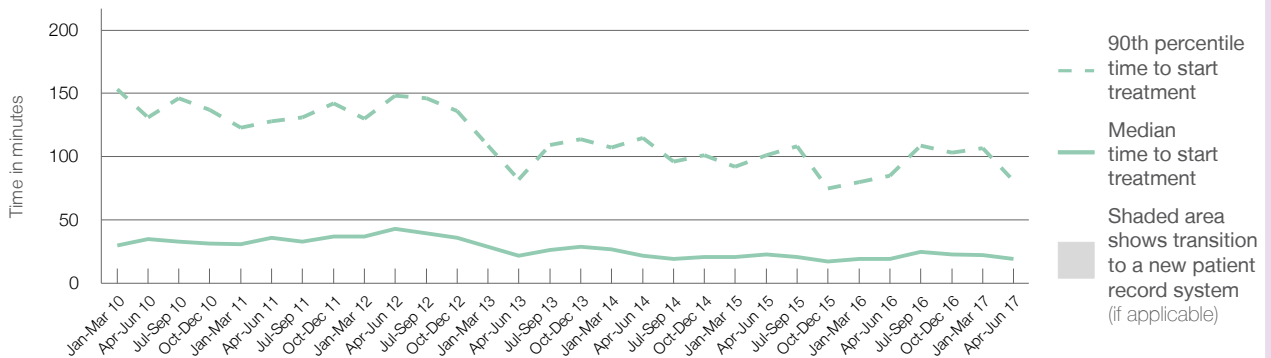
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,227	915
19 minutes	23 minutes
85 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	35	36	43	22	22	23	19	19
90th percentile time to start treatment ⁵ (minutes)	131	128	148	82	115	101	85	81

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Belmont Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 5,920 patients

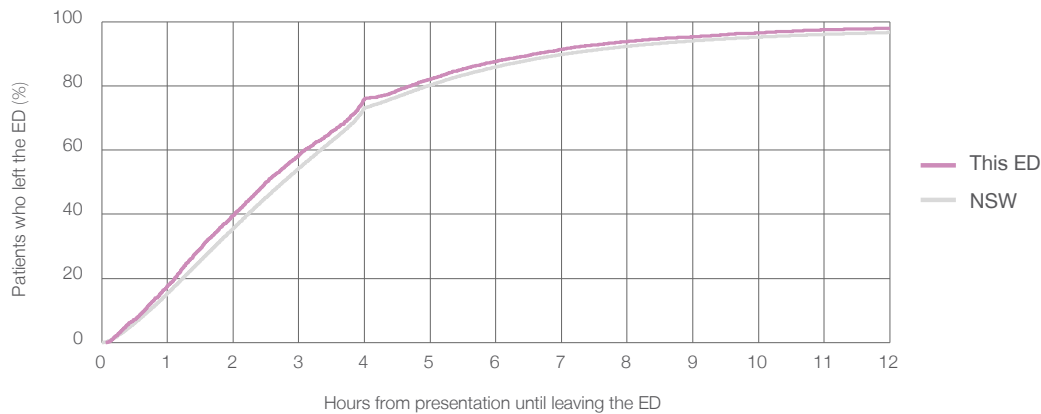
Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

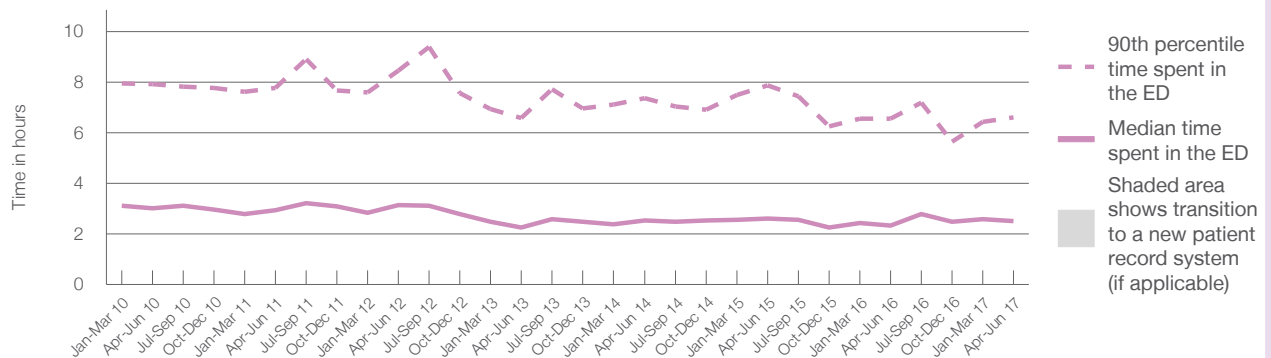
90th percentile time spent in the ED⁹ 6 hours and 37 minutes

Same period last year	NSW (this period)
5,746	5,746
2 hours and 20 minutes	2 hours and 46 minutes
6 hours and 34 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m

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Belmont Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2017

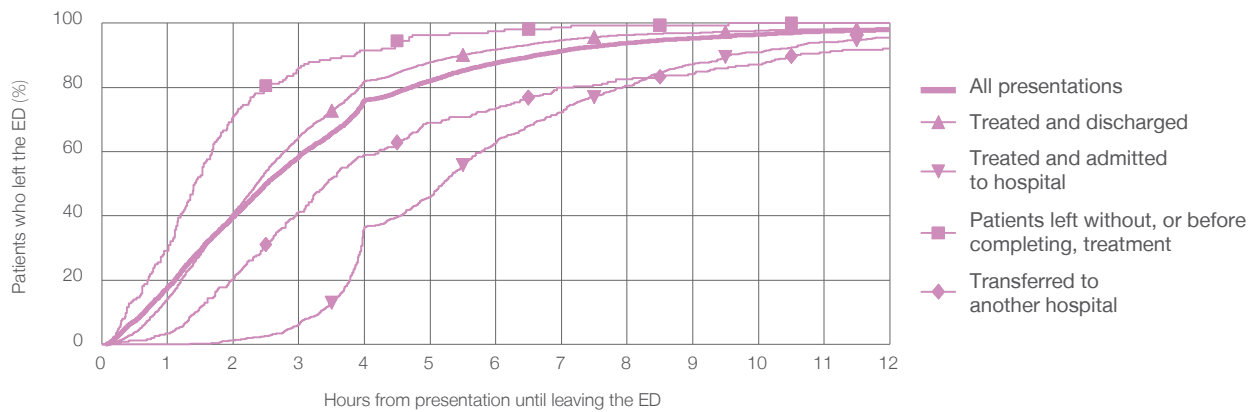
All presentations:¹ 5,920 patients

Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

Treated and discharged	4,063 (68.6%)
Treated and admitted to hospital	875 (14.8%)
Patient left without, or before completing, treatment	165 (2.8%)
Transferred to another hospital	264 (4.5%)
Other	553 (9.3%)

Same period last year	Change since one year ago
5,746	3.0%
3,825	6.2%
819	6.8%
171	-3.5%
281	-6.0%
650	-14.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	14.2%	40.7%	64.5%	81.9%	91.8%	96.4%	97.6%	98.5%
Treated and admitted to hospital	0%	1.1%	6.2%	36.6%	62.7%	80.6%	91.0%	95.5%
Patient left without, or before completing, treatment	29.1%	70.9%	86.1%	91.5%	97.6%	99.4%	100%	100%
Transferred to another hospital	3.4%	20.1%	41.3%	59.1%	73.5%	82.6%	87.1%	92.0%
All presentations	17.7%	39.7%	58.5%	76.0%	87.6%	93.8%	96.4%	97.9%

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Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

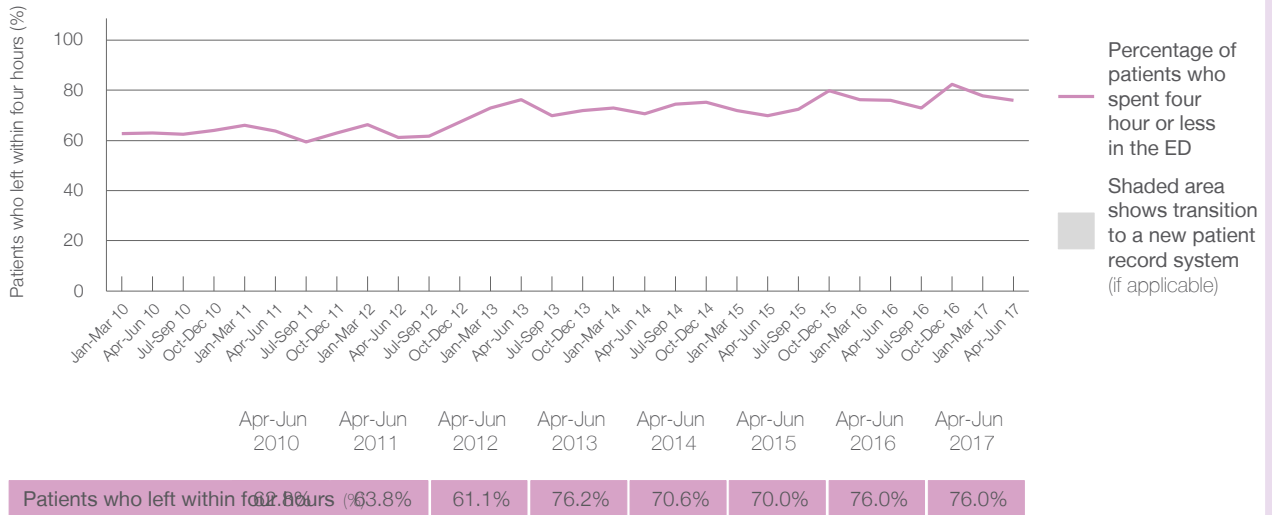
All presentations at the emergency department:¹ 5,920 patients
 Presentations used to calculate time to leaving the ED:⁶ 5,920 patients

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: ¹ 5,920 patients	5,746	3.0%
Presentations used to calculate time to leaving the ED: ⁶ 5,920 patients	5,746	3.0%
Percentage of patients who spent four hours or less in the ED	76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).