

Nepean Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 17,280 patients

Emergency presentations:² 17,154 patients

Same period last year	Change since one year ago
16,671	3.7%
16,524	3.8%

Nepean Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,754 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,993 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,687 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,514	
9 minutes	8 minutes
32 minutes	26 minutes
4,843	
29 minutes	20 minutes
167 minutes	67 minutes
7,048	
28 minutes	25 minutes
164 minutes	99 minutes
2,021	
31 minutes	23 minutes
174 minutes	101 minutes

Nepean Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 17,272 patients

Percentage of patients who spent four hours or less in the ED 60.5%

Same period last year	Change since one year ago
16,671	3.6%
48.2%	

* 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.

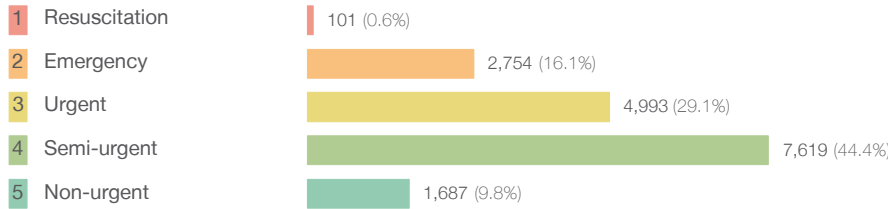
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Nepean Hospital: Patients presenting to the emergency department

April to June 2017

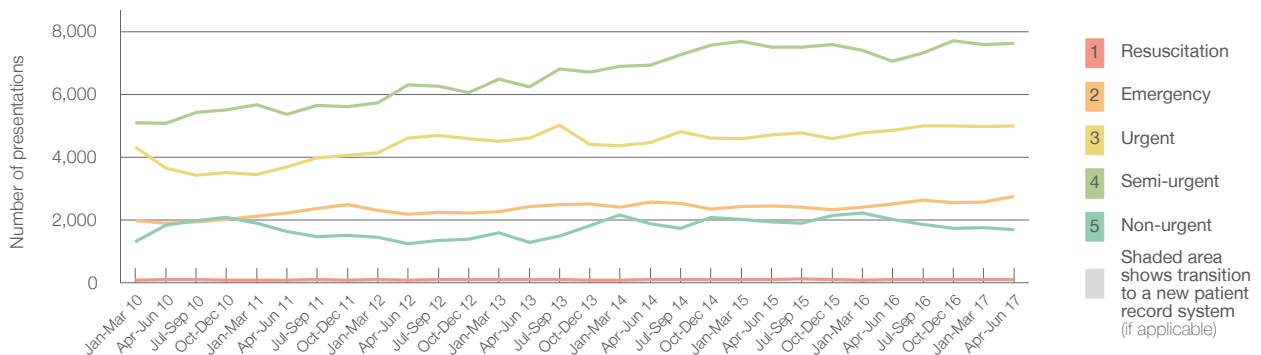
All presentations:¹ 17,280 patients

Emergency presentations² by triage category: 17,154 patients



Same period last year	Change since one year ago
16,671	3.7%
16,524	3.8%
98	3.1%
2,514	9.5%
4,843	3.1%
7,048	8.1%
2,021	-16.5%

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	90	87	78	105	102	107	98	101
Emergency	1,889	2,231	2,181	2,432	2,561	2,439	2,514	2,754
Urgent	3,644	3,682	4,614	4,611	4,472	4,705	4,843	4,993
Semi-urgent	5,069	5,354	6,295	6,238	6,932	7,508	7,048	7,619
Non-urgent	1,831	1,636	1,248	1,286	1,870	1,926	2,021	1,687
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,524	17,154

Nepean Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,736 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,785	
12 minutes	-1 minute
33 minutes	-5 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.

Nepean 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: 2,754

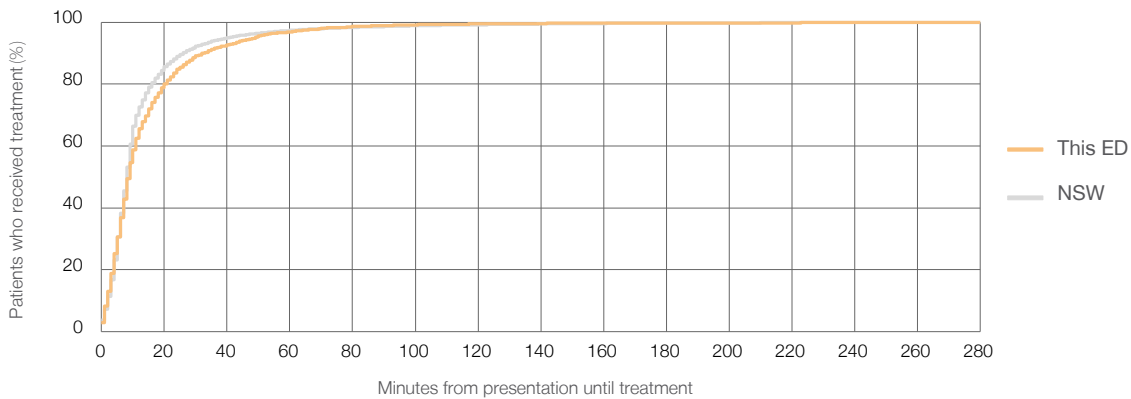
Number of triage 2 patients used to calculate waiting time:³ 2,735

Median time to start treatment⁴ 9 minutes

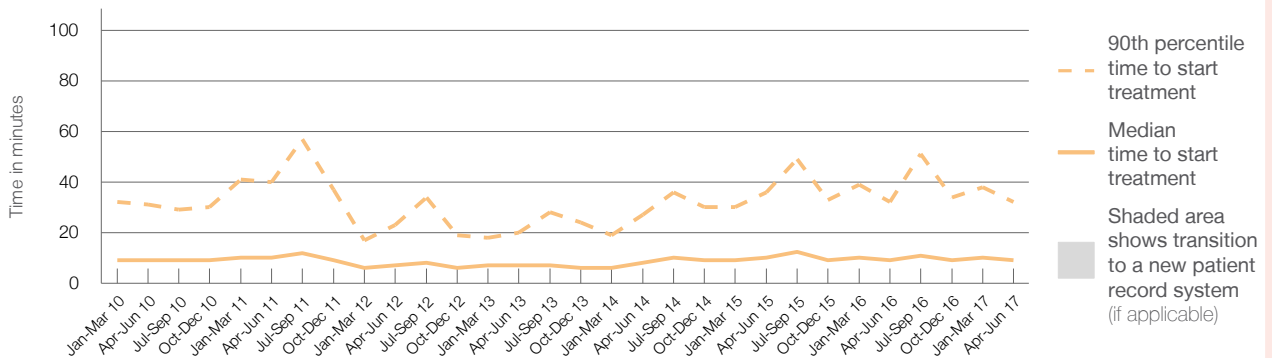
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
2,514	
2,461	
9 minutes	8 minutes
32 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)	9	10	7	7	8	10	9	9
90th percentile time to start treatment ⁵ (minutes)	31	40	23	20	27	36	32	32

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Nepean 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: 4,993

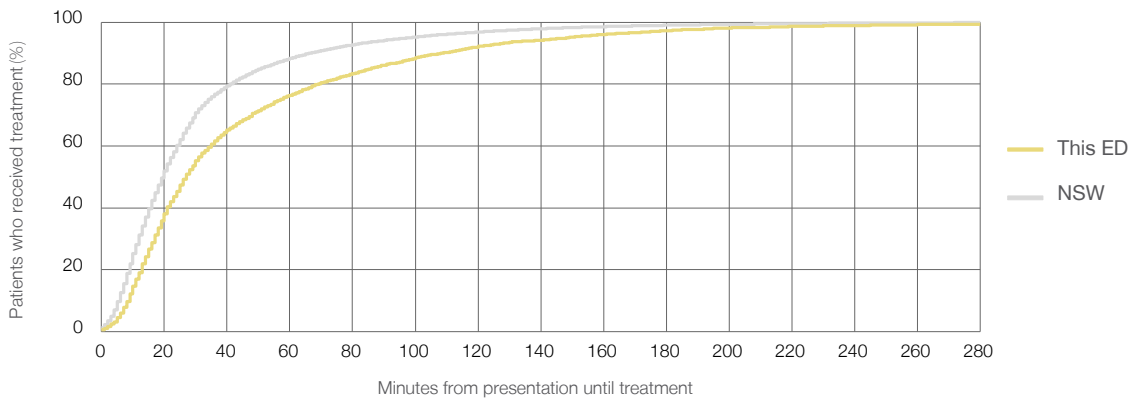
Number of triage 3 patients used to calculate waiting time:³ 4,771

Median time to start treatment⁴ 27 minutes

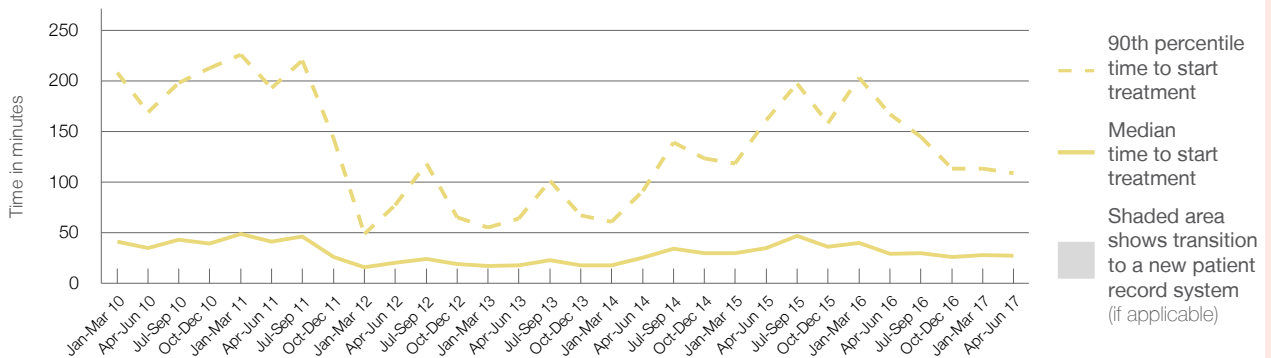
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
4,843	4,410
29 minutes	20 minutes
167 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)	35	41	20	18	25	35	29	27
90th percentile time to start treatment ⁵ (minutes)	169	193	77	64	91	161	167	109

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Nepean 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: 7,619

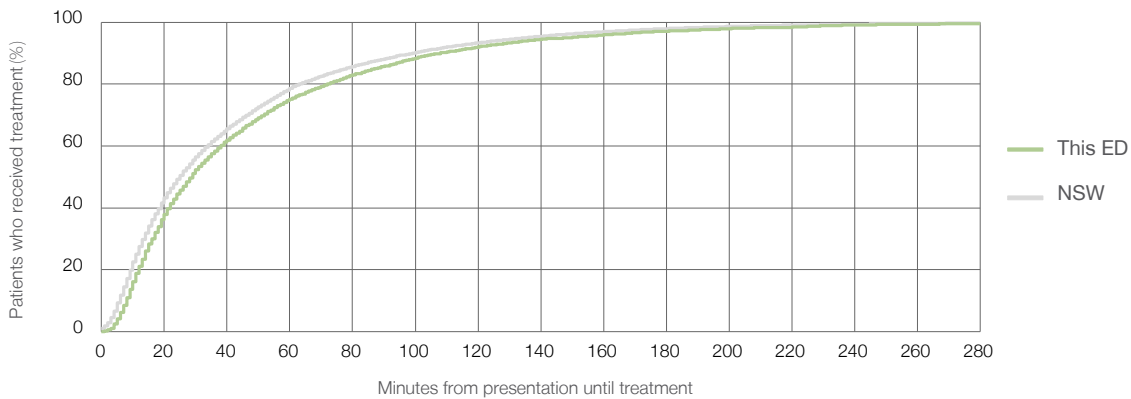
Number of triage 4 patients used to calculate waiting time:³ 7,137

Median time to start treatment⁴ 29 minutes

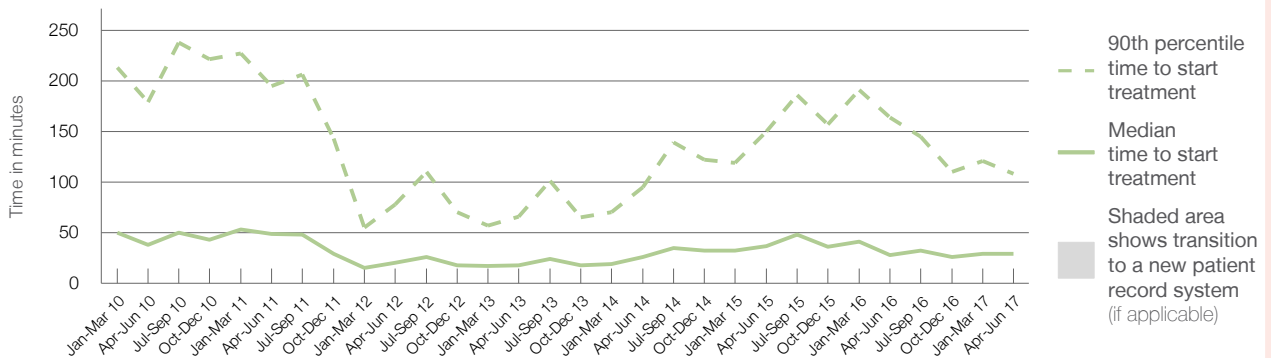
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
7,048	
6,261	
28 minutes	25 minutes
164 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)	38	49	20	18	26	37	28	29
90th percentile time to start treatment ⁵ (minutes)	179	195	78	66	95	150	164	108

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Nepean 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: 1,687

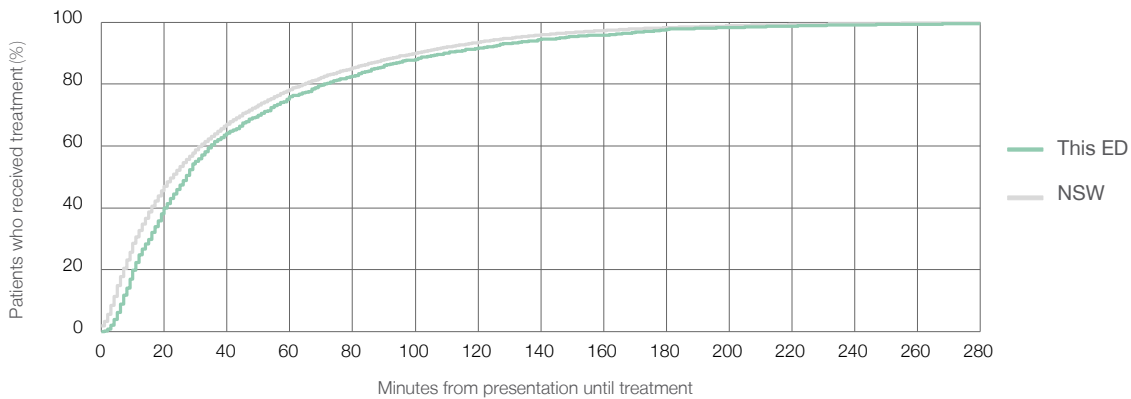
Number of triage 5 patients used to calculate waiting time:³ 1,465

Median time to start treatment⁴ 27 minutes

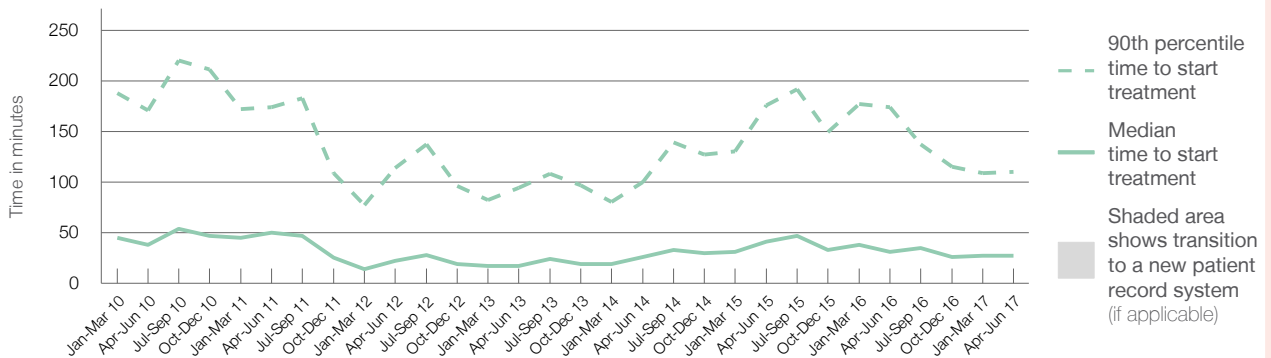
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,021	1,613
31 minutes	23 minutes
174 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)	38	50	22	17	26	41	31	27
90th percentile time to start treatment ⁵ (minutes)	171	174	114	94	100	176	174	110

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Nepean Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 17,280 patients

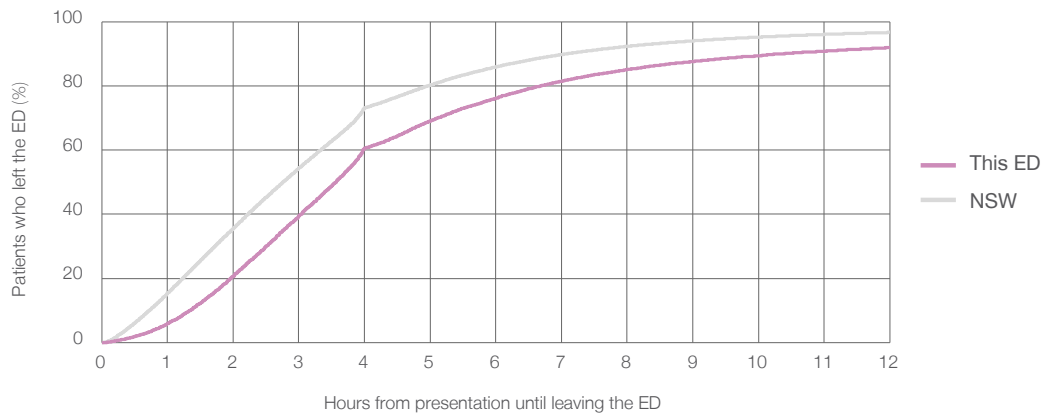
Presentations used to calculate time to leaving the ED:⁶ 17,272 patients

Median time spent in the ED⁸ 3 hours and 34 minutes

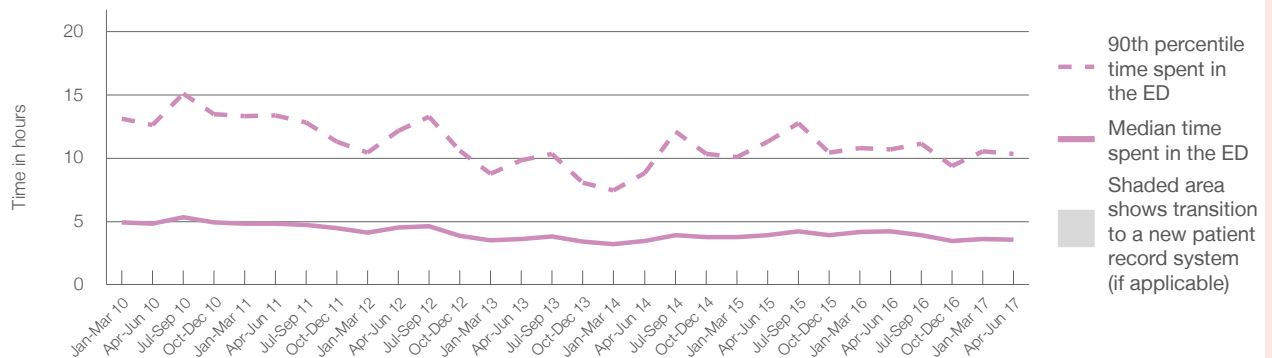
90th percentile time spent in the ED⁹ 10 hours and 21 minutes

Same period last year	NSW (this period)
16,671	16,671
4 hours and 12 minutes	2 hours and 46 minutes
10 hours and 43 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)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 21m

(†) 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.

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

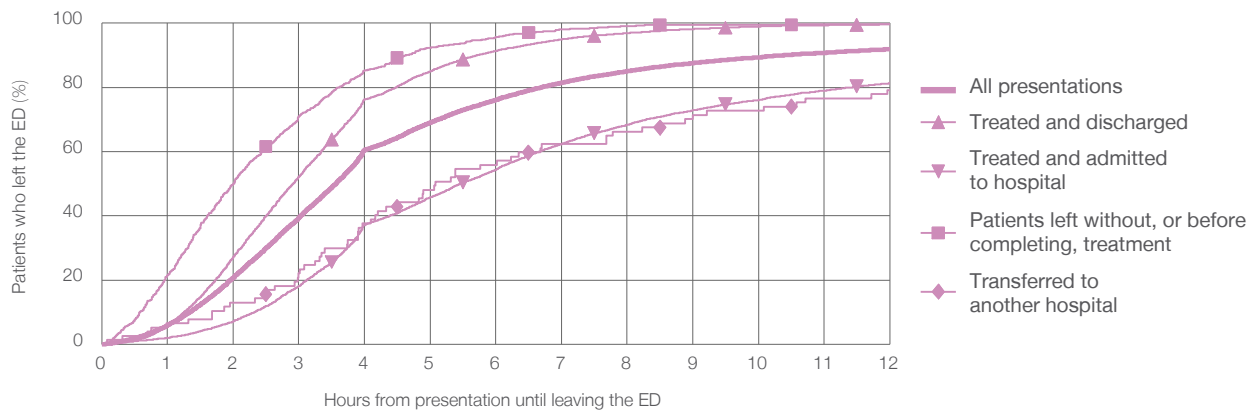
All presentations:¹ 17,280 patients

Presentations used to calculate time to leaving the ED:⁶ 17,272 patients

Treated and discharged	8,721 (50.5%)
Treated and admitted to hospital	7,196 (41.6%)
Patient left without, or before completing, treatment	1,009 (5.8%)
Transferred to another hospital	77 (0.4%)
Other	277 (1.6%)

Same period last year	Change since one year ago
16,671	3.6%
8,076	8.0%
6,506	10.6%
1,909	-47.1%
70	10.0%
110	151.8%

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	5.9%	27.2%	52.3%	76.3%	91.4%	97.0%	99.0%	99.6%
Treated and admitted to hospital	2.0%	7.1%	18.1%	37.2%	54.4%	68.4%	76.1%	81.3%
Patient left without, or before completing, treatment	21.5%	50.0%	71.0%	85.3%	95.6%	99.1%	99.5%	99.7%
Transferred to another hospital	6.5%	13.0%	22.1%	37.7%	55.8%	66.2%	72.7%	79.2%
All presentations	5.9%	20.8%	39.5%	60.5%	76.1%	85.1%	89.4%	91.9%

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Nepean 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 17,280 patients

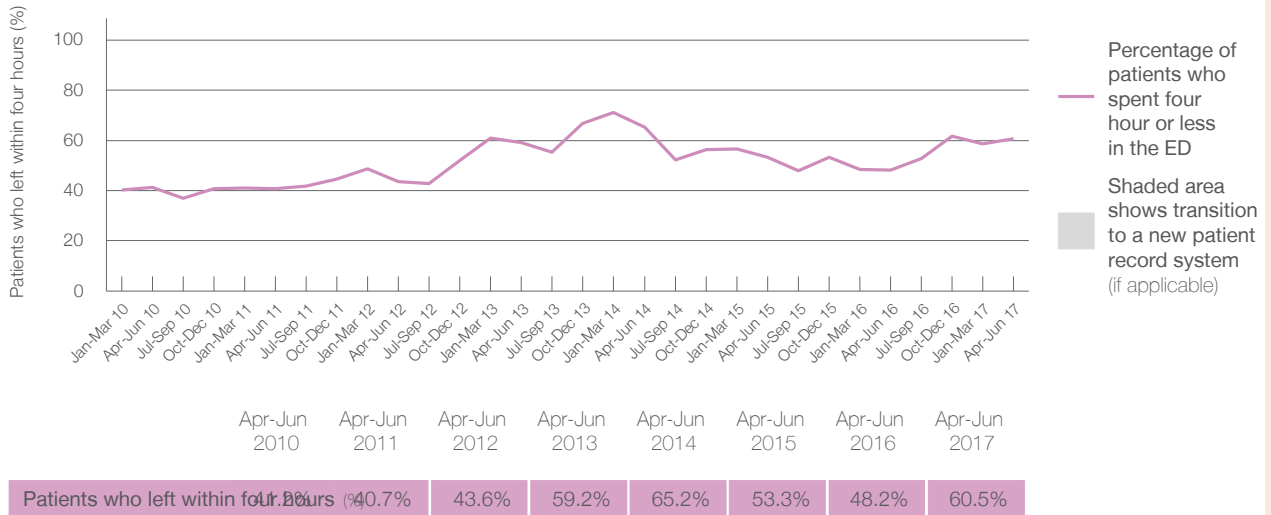
Presentations used to calculate time to leaving the ED:⁶ 17,272 patients

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	16,671	3.7%
Presentations used to calculate time to leaving the ED	16,671	3.6%
Percentage of patients who spent four hours or less in the ED	48.2%	

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



Patients who left within four hours	Percentage
Jan-Mar 10	40.7%
Apr-Jun 10	40.7%
Jul-Sep 10	35.0%
Oct-Dec 10	40.7%
Jan-Mar 11	40.7%
Apr-Jun 11	40.7%
Jul-Sep 11	40.7%
Oct-Dec 11	40.7%
Jan-Mar 12	48.2%
Apr-Jun 12	43.6%
Jul-Sep 12	43.6%
Oct-Dec 12	43.6%
Jan-Mar 13	60.5%
Apr-Jun 13	59.2%
Jul-Sep 13	59.2%
Oct-Dec 13	59.2%
Jan-Mar 14	70.0%
Apr-Jun 14	65.2%
Jul-Sep 14	65.2%
Oct-Dec 14	65.2%
Jan-Mar 15	53.3%
Apr-Jun 15	53.3%
Jul-Sep 15	53.3%
Oct-Dec 15	53.3%
Jan-Mar 16	48.2%
Apr-Jun 16	48.2%
Jul-Sep 16	48.2%
Oct-Dec 16	48.2%
Jan-Mar 17	60.5%
Apr-Jun 17	60.5%

* 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).