



Healthcare Quarterly

Performance Profiles

Emergency Department

Nepean Blue Mountains Local Health District

July to September 2017

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

July to September 2017

All presentations:¹ 4,491 patients
 Emergency presentations:² 4,420 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,216	6.5%
Emergency presentations: ²	4,123	7.2%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 674 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,194 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 171 minutes

	Same period last year	NSW (this period)
All patients	497	
Triage 2	7 minutes	9 minutes
Triage 3	21 minutes	29 minutes
Triage 4	997	
Triage 5	19 minutes	23 minutes
Emergency	65 minutes	83 minutes
Urgent	2,033	
Semi-urgent	28 minutes	30 minutes
Non-urgent	125 minutes	121 minutes
All patients	584	
Emergency	35 minutes	26 minutes
Urgent	155 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,491 patients

Percentage of patients who spent four hours or less in the ED 76.9%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,212	6.6%
Percentage of patients who spent four hours or less in the ED	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.

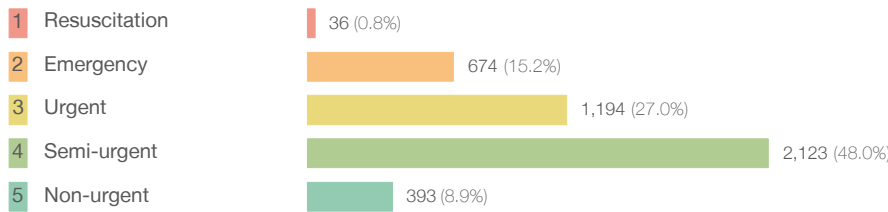
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2017

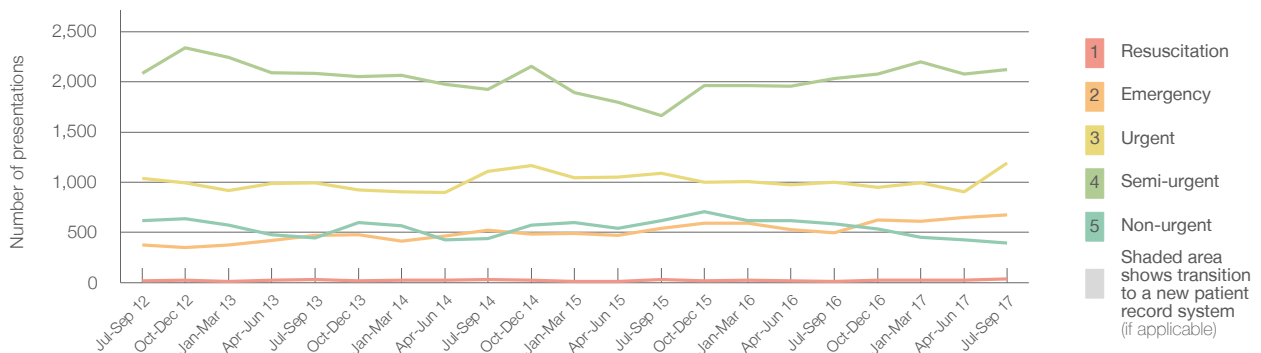
All presentations:¹ 4,491 patients

Emergency presentations² by triage category: 4,420 patients



	Same period last year	Change since one year ago
All presentations	4,216	6.5%
Emergency presentations	4,123	7.2%
Resuscitation	12	200.0%
Emergency	497	35.6%
Urgent	997	19.8%
Semi-urgent	2,033	4.4%
Non-urgent	584	-32.7%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	18	28	29	28	12	36
Emergency	377	469	523	544	497	674
Urgent	1,039	991	1,109	1,088	997	1,194
Semi-urgent	2,086	2,083	1,923	1,665	2,033	2,123
Non-urgent	616	447	439	617	584	393
All emergency presentations	4,136	4,018	4,023	3,942	4,123	4,420

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 875 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	668	
Median time	13 minutes	-1 minute
90th percentile time	25 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 674

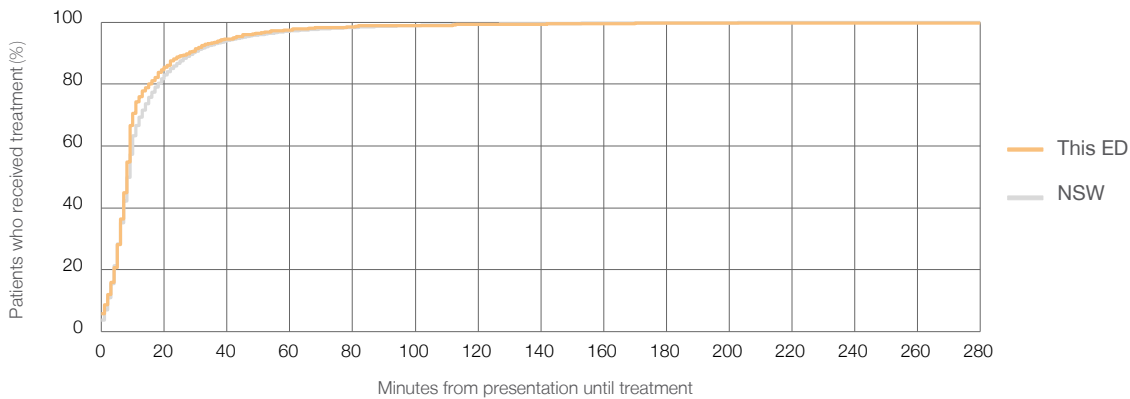
Number of triage 2 patients used to calculate waiting time:³ 669

Median time to start treatment⁴ 8 minutes

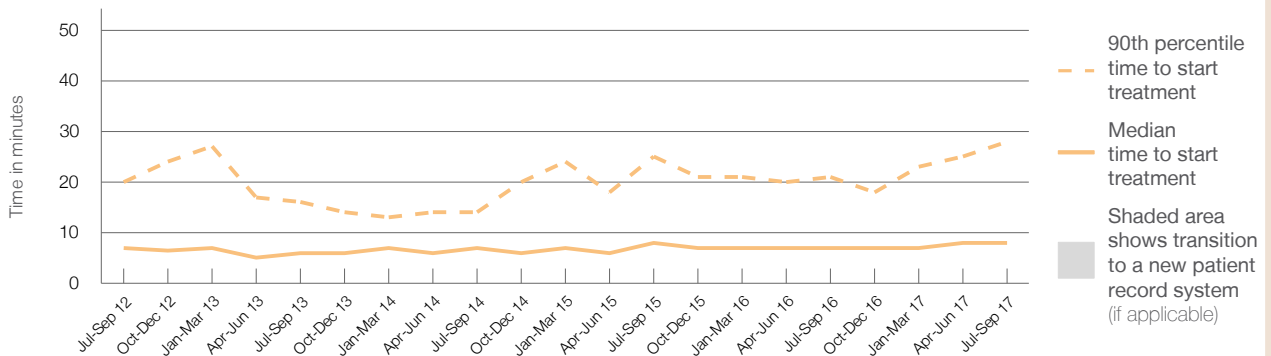
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
497	
491	
7 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	6	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	20	16	14	25	21	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,194

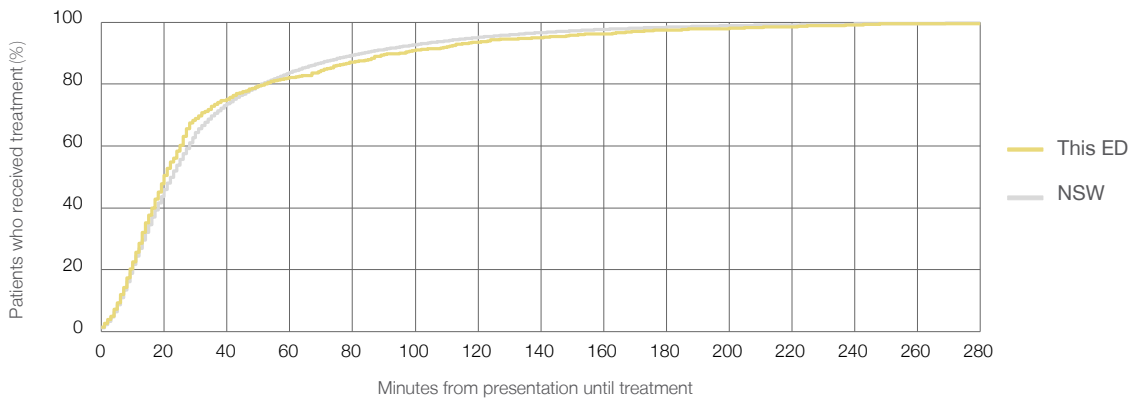
Number of triage 3 patients used to calculate waiting time:³ 1,169

Median time to start treatment⁴ 20 minutes

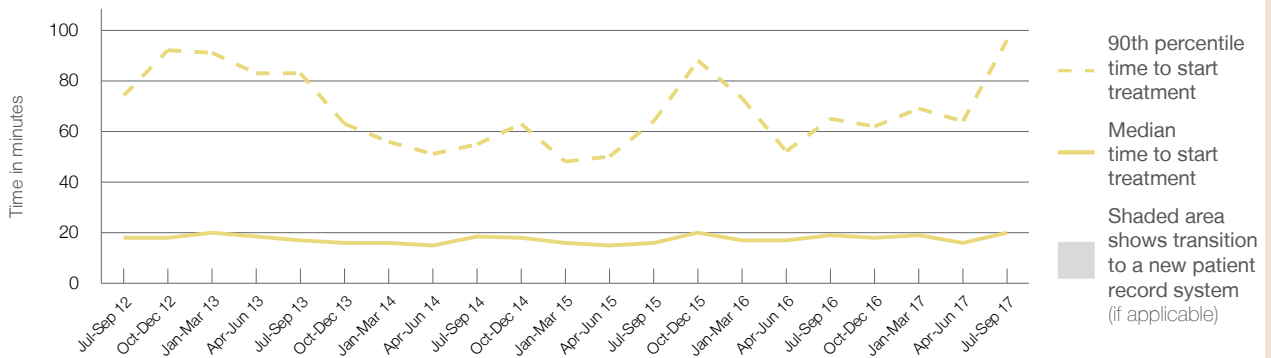
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
997	
978	
19 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	17	19	16	19	20
90th percentile time to start treatment ⁵ (minutes)	74	83	55	64	65	96

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,123

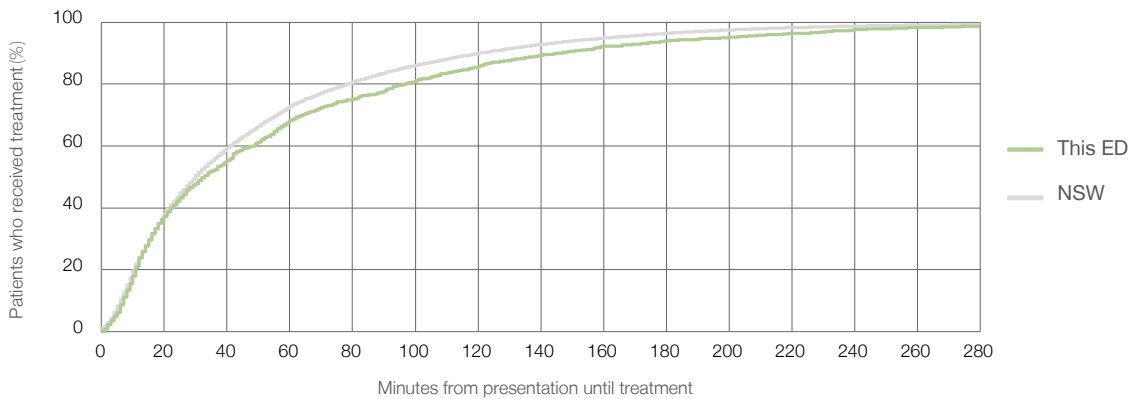
Number of triage 4 patients used to calculate waiting time:³ 1,964

Median time to start treatment⁴ 33 minutes

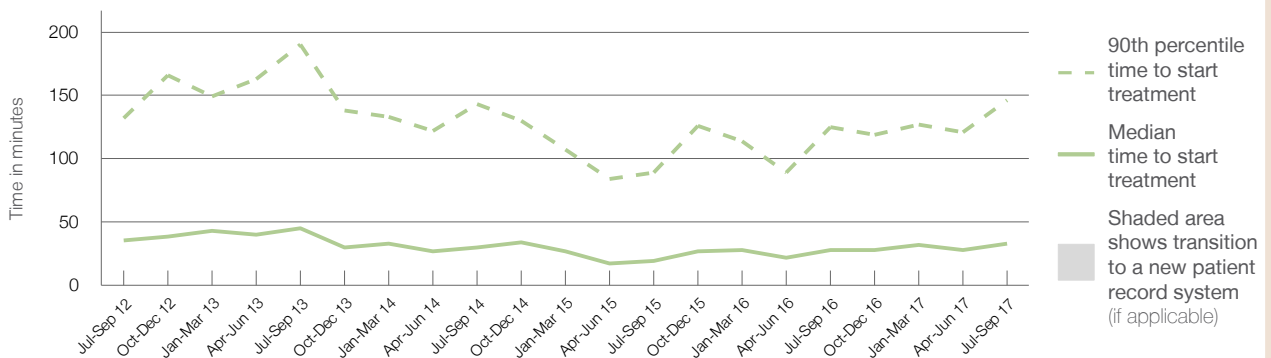
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
2,033	1,891
28 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	45	30	19	28	33
90th percentile time to start treatment ⁵ (minutes)	132	190	143	89	125	146

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Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 393

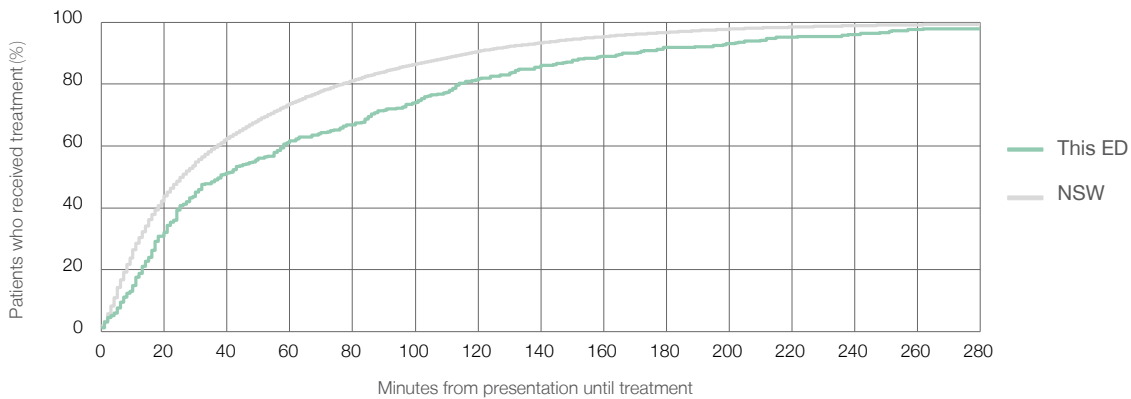
Number of triage 5 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 38 minutes

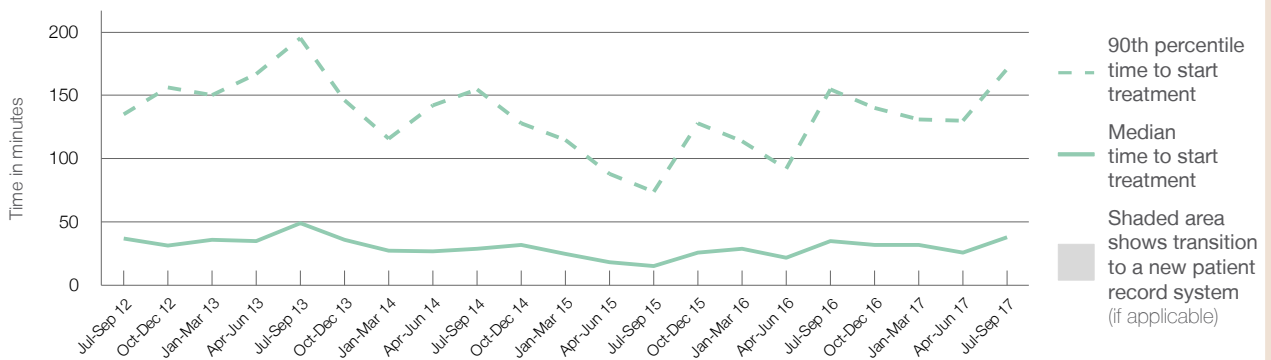
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
584	509
35 minutes	26 minutes
155 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	49	29	15	35	38
90th percentile time to start treatment ⁵ (minutes)	135	195	155	74	155	171

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

July to September 2017

All presentations:¹ 4,491 patients

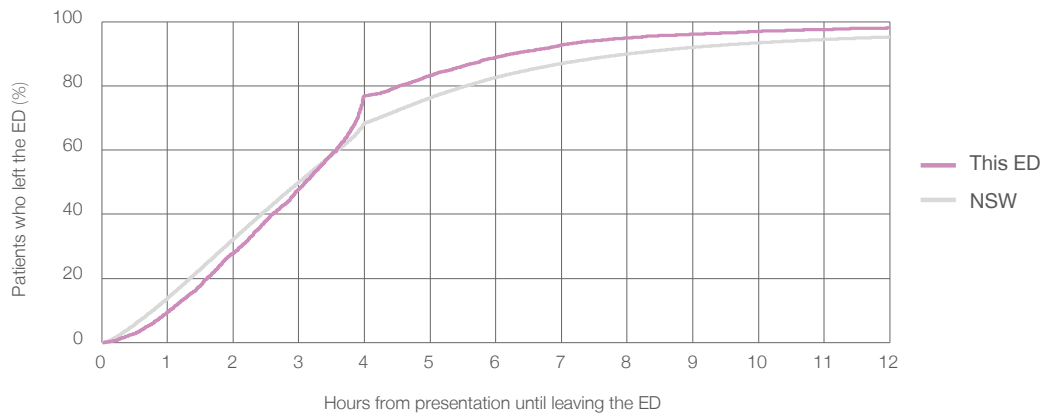
Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

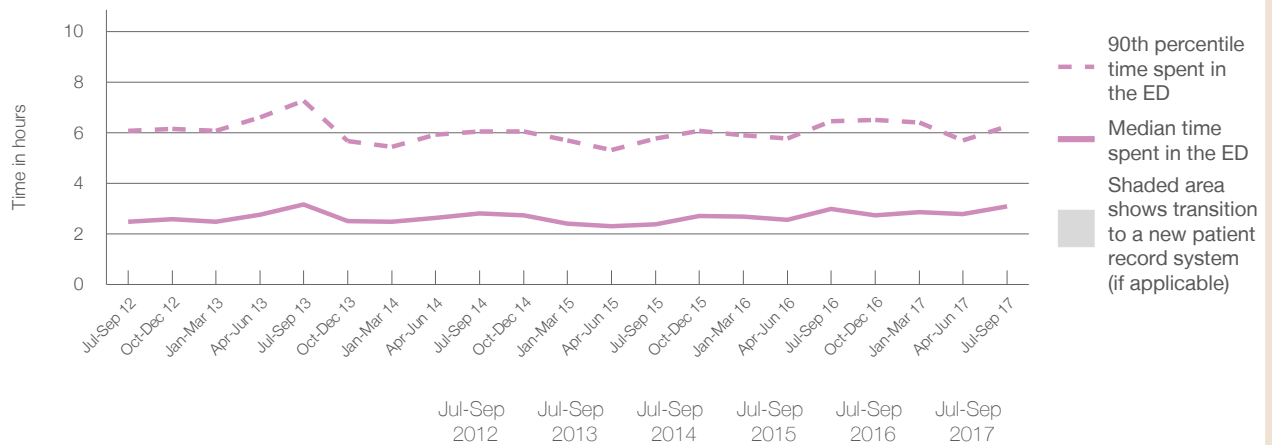
90th percentile time spent in the ED⁹ 6 hours and 16 minutes

Same period last year	NSW (this period)
4,216	
4,212	
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 16m

(†) 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.

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

By mode of separation

July to September 2017

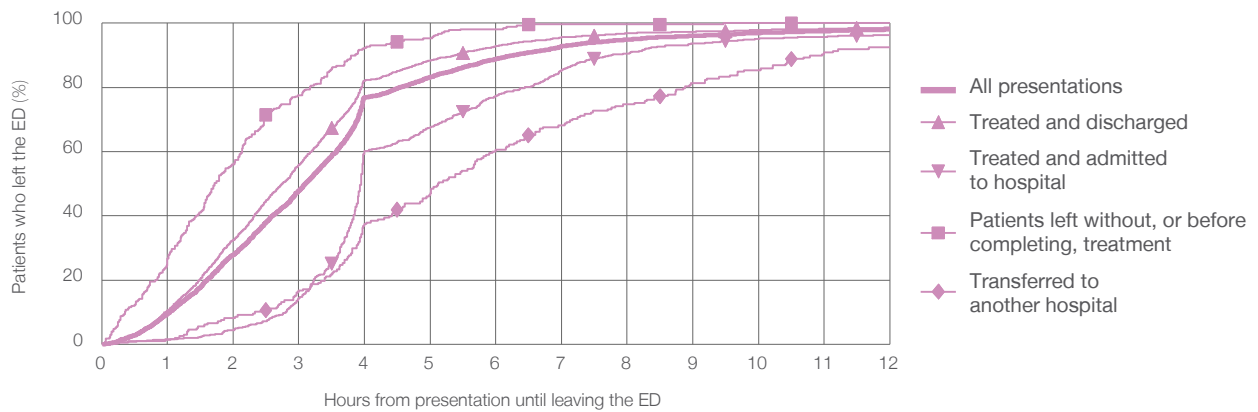
All presentations:¹ 4,491 patients

Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

Treated and discharged	3,178 (70.8%)
Treated and admitted to hospital	818 (18.2%)
Patient left without, or before completing, treatment	277 (6.2%)
Transferred to another hospital	198 (4.4%)
Other	20 (0.4%)

Same period last year	Change since one year ago
4,212	6.6%
3,143	1.1%
665	23.0%
217	27.6%
175	13.1%
16	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	10.5%	32.5%	55.7%	82.2%	92.8%	96.8%	97.9%	98.6%
Treated and admitted to hospital	1.5%	4.4%	14.4%	60.3%	77.3%	90.6%	95.1%	96.3%
Patient left without, or before completing, treatment	26.7%	56.0%	77.6%	92.4%	98.2%	99.6%	100%	100%
Transferred to another hospital	1.5%	8.1%	16.7%	37.4%	60.6%	74.7%	85.4%	92.4%
All presentations	9.5%	27.8%	47.9%	76.9%	88.9%	94.9%	97.0%	98.0%

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED

July to September 2017

All presentations at the emergency department:¹ 4,491 patients

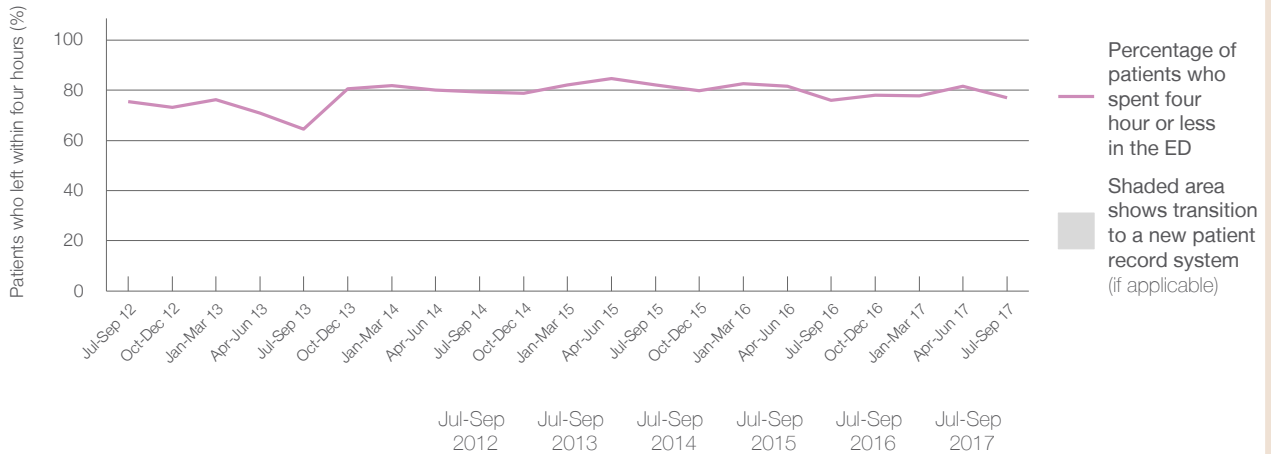
Presentations used to calculate time to leaving the ED:⁶ 4,491 patients

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	4,216	6.5%
Presentations used to calculate time to leaving the ED	4,212	6.6%
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, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	75.4%	64.5%	79.3%	82.1%	76.0%	76.9%

* 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,452 patients
 Emergency presentations:² 6,213 patients

Same period last year	Change since one year ago
5,695	13.3%
5,522	12.5%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 772 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,021 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,073 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 322 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
582	
11 minutes	9 minutes
28 minutes	29 minutes
1,640	
18 minutes	23 minutes
38 minutes	83 minutes
2,872	
20 minutes	30 minutes
60 minutes	121 minutes
407	
19 minutes	26 minutes
69 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,452 patients

Percentage of patients who spent four hours or less in the ED 64.4%

Same period last year	Change since one year ago
5,695	13.3%
77.8%	

* 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.

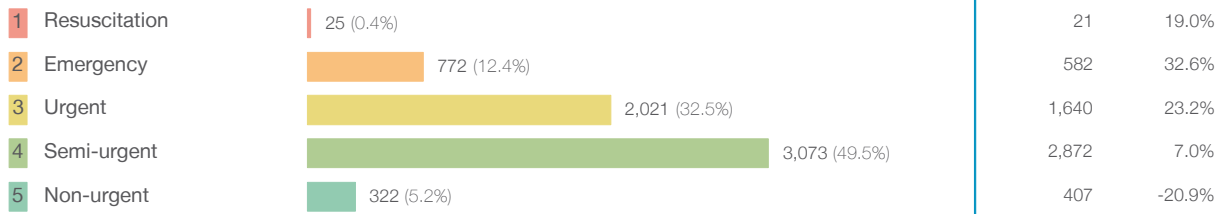
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2017

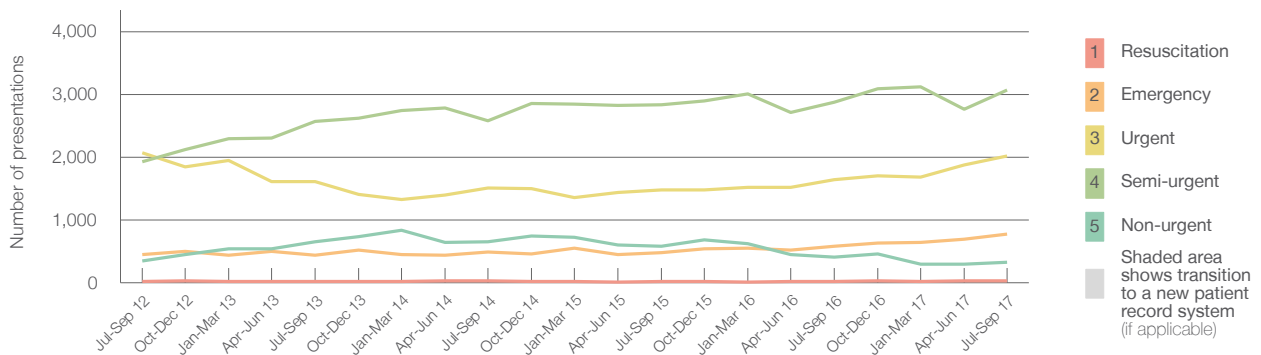
All presentations:¹ 6,452 patients

Emergency presentations² by triage category: 6,213 patients



	Same period last year	Change since one year ago
All presentations	5,695	13.3%
Emergency presentations ²	5,522	12.5%
1 Resuscitation	21	19.0%
2 Emergency	582	32.6%
3 Urgent	1,640	23.2%
4 Semi-urgent	2,872	7.0%
5 Non-urgent	407	-20.9%

Emergency presentations² by quarter, July 2012 to September 2017 † §



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	24	20	25	16	21	25
Emergency	446	440	485	474	582	772
Urgent	2,068	1,607	1,505	1,481	1,640	2,021
Semi-urgent	1,922	2,567	2,580	2,838	2,872	3,073
Non-urgent	341	648	656	581	407	322
All emergency presentations	4,801	5,282	5,251	5,390	5,522	6,213

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,020 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	886	
Median time	19 minutes	-5 minutes
90th percentile time	42 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 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.

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 772

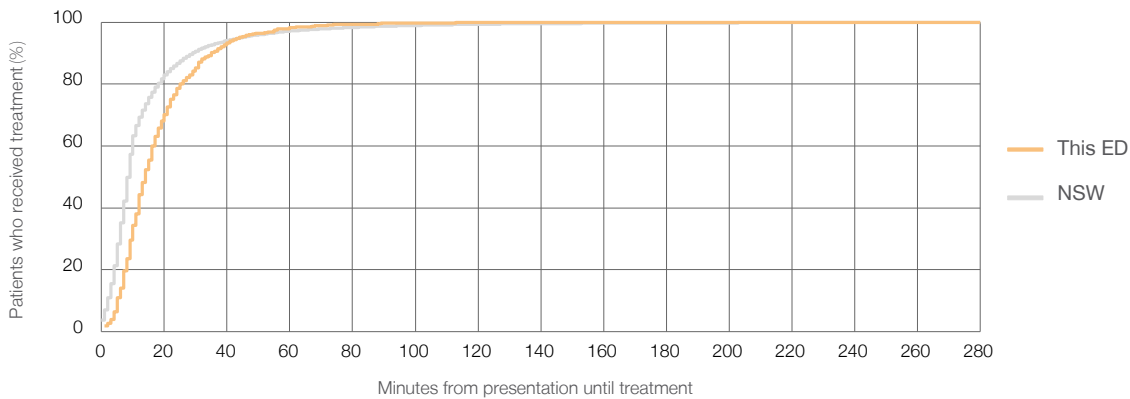
Number of triage 2 patients used to calculate waiting time:³ 769

Median time to start treatment⁴ 14 minutes

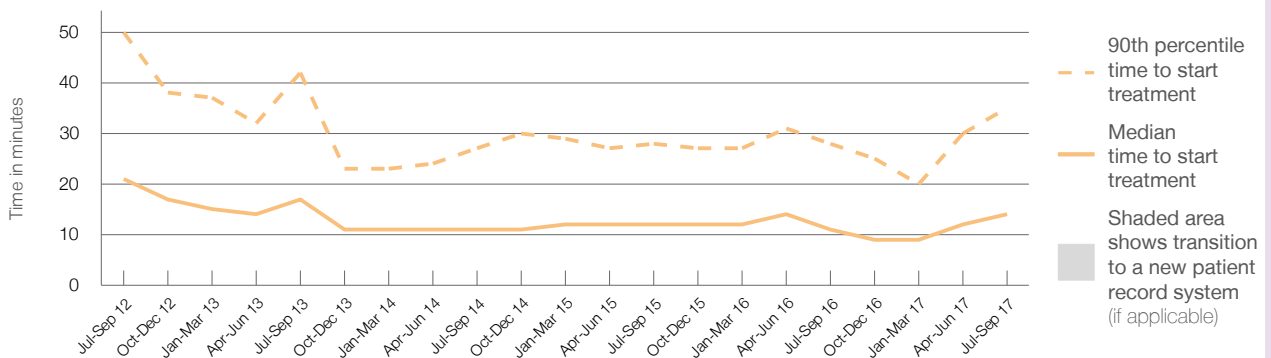
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
582	582
11 minutes	9 minutes
28 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	17	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	50	42	27	28	28	35

(†) 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.

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,021

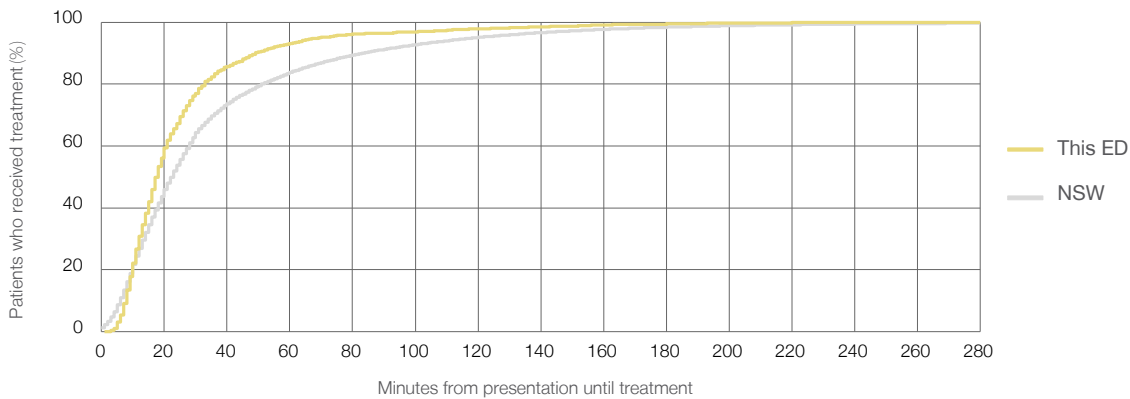
Number of triage 3 patients used to calculate waiting time:³ 1,997

Median time to start treatment⁴ 18 minutes

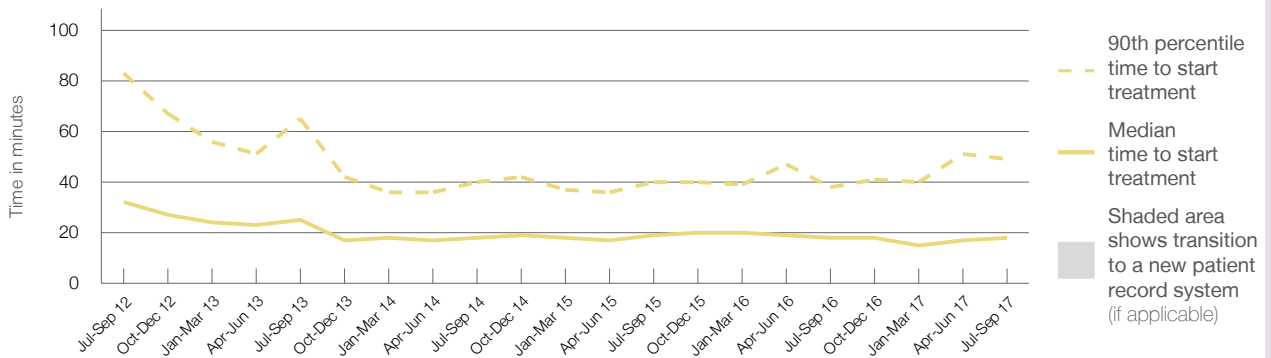
90th percentile time to start treatment⁵ 49 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,640	1,639
Median time to start treatment ⁴	18 minutes	23 minutes
90th percentile time to start treatment ⁵	38 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	25	18	19	18	18
90th percentile time to start treatment ⁵ (minutes)	83	65	40	40	38	49

(†) 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.

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,073

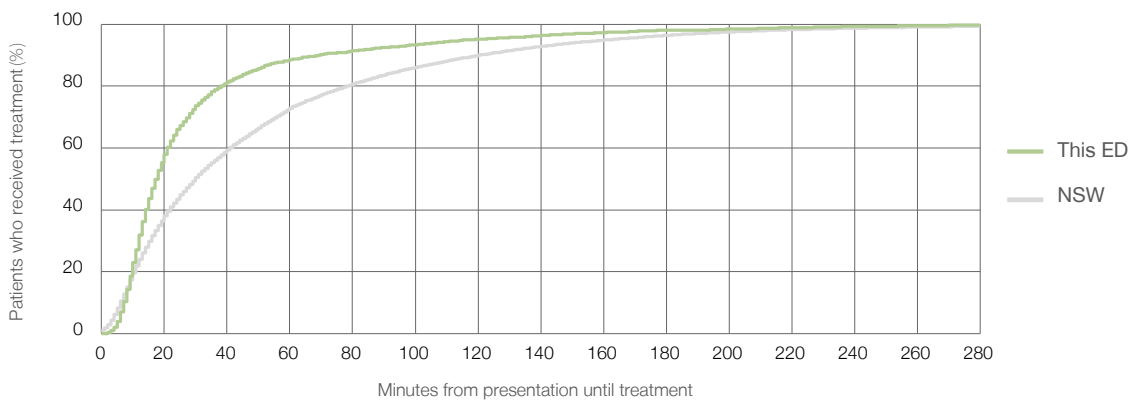
Number of triage 4 patients used to calculate waiting time:³ 2,973

Median time to start treatment⁴ 18 minutes

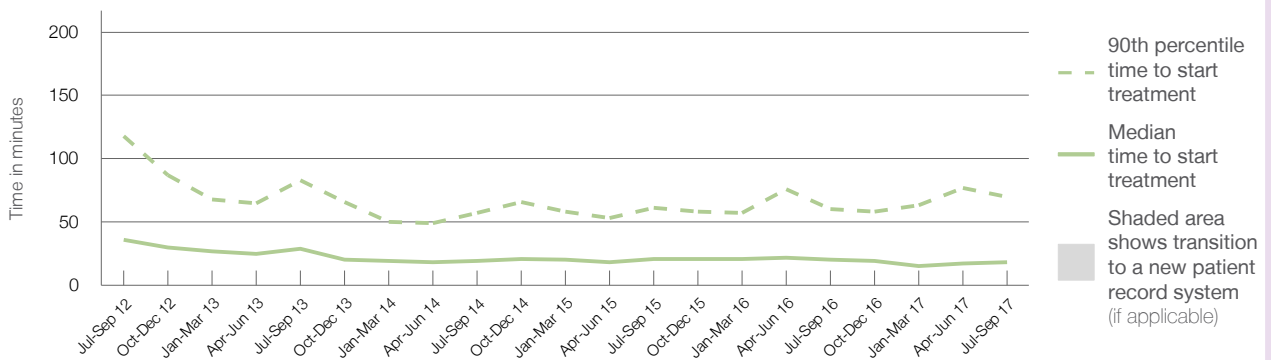
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,872	2,864
20 minutes	30 minutes
60 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	29	19	21	20	18
90th percentile time to start treatment ⁵ (minutes)	118	83	57	61	60	70

(†) 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.

(§) 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.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 322

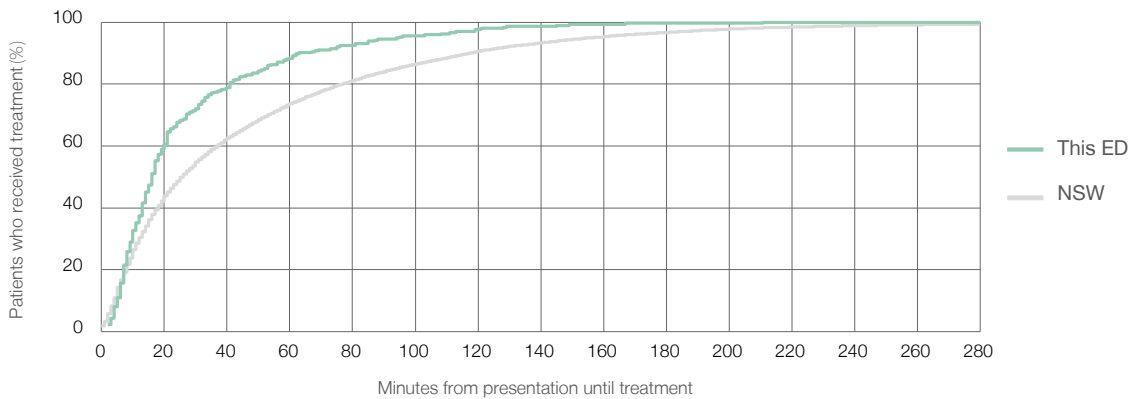
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 16 minutes

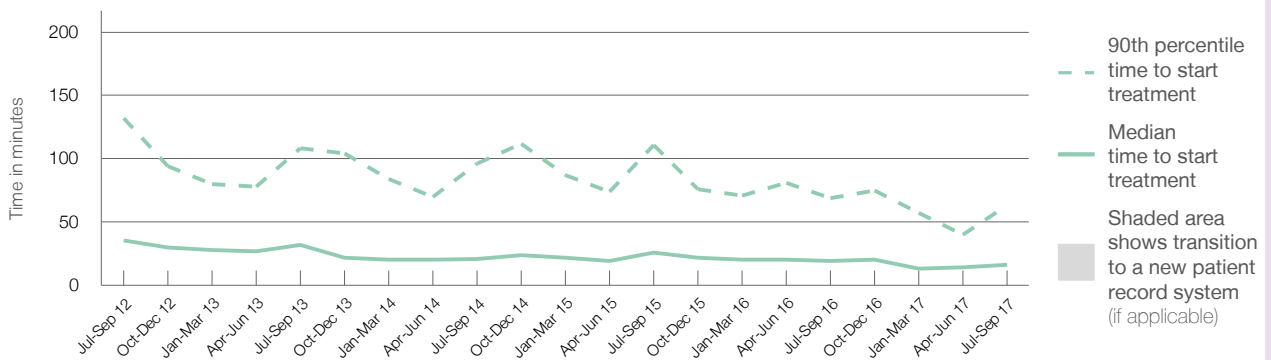
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
407	
390	
19 minutes	26 minutes
69 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	32	21	26	19	16
90th percentile time to start treatment ⁵ (minutes)	132	108	96	111	69	63

(†) 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.

(§) 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.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,452 patients

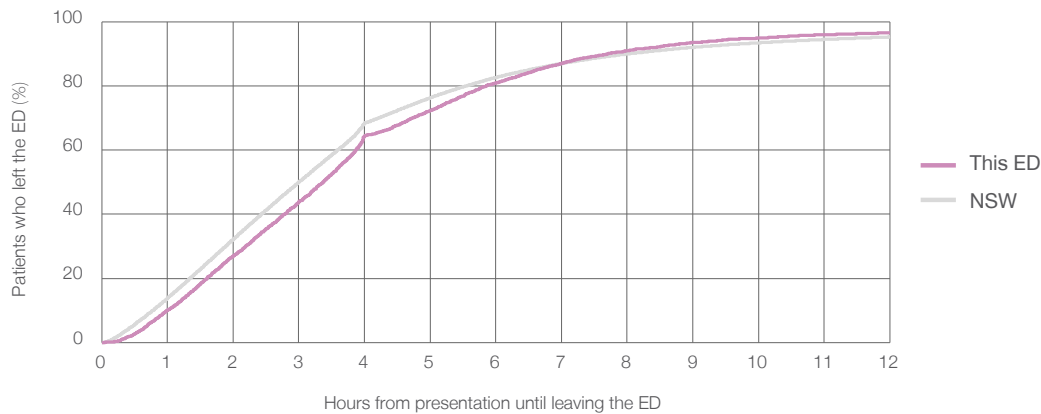
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

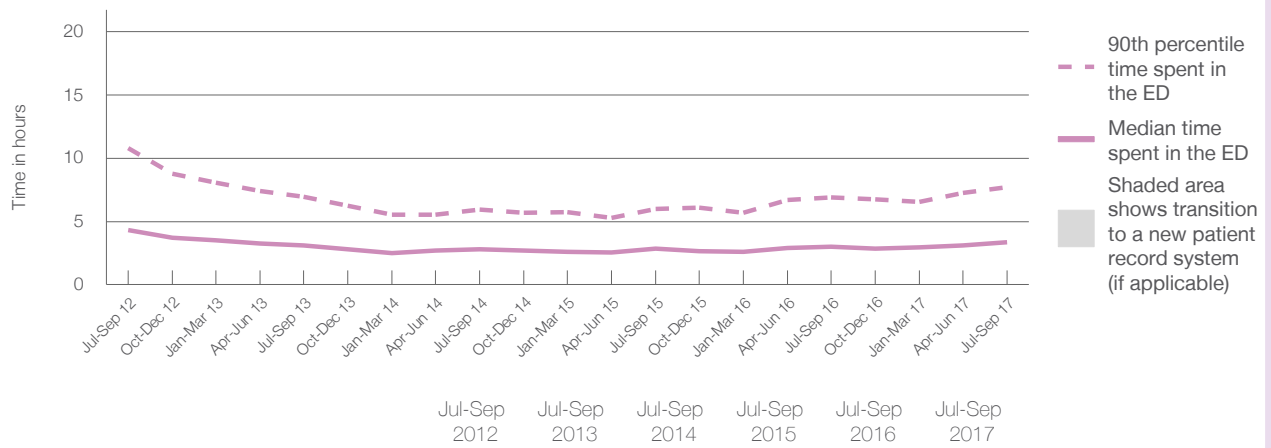
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
5,695	5,695
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m

(†) 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.

(§) 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.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

July to September 2017

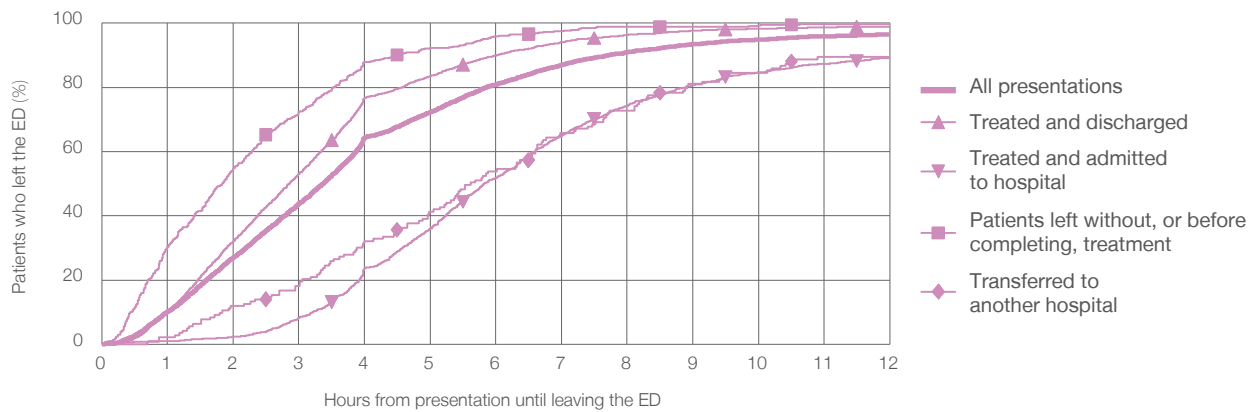
All presentations:¹ 6,452 patients

Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

Treated and discharged	4,179 (64.8%)
Treated and admitted to hospital	1,506 (23.3%)
Patient left without, or before completing, treatment	568 (8.8%)
Transferred to another hospital	143 (2.2%)
Other	56 (0.9%)

Same period last year	Change since one year ago
5,695	13.3%
3,799	10.0%
1,304	15.5%
399	42.4%
182	-21.4%
11	409.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



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	10.4%	32.1%	53.1%	76.7%	90.0%	96.3%	98.3%	98.9%
Treated and admitted to hospital	1.0%	2.4%	8.2%	23.6%	51.9%	74.2%	84.7%	89.2%
Patient left without, or before completing, treatment	30.3%	54.8%	72.4%	88.0%	96.0%	98.9%	99.3%	99.6%
Transferred to another hospital	2.1%	11.9%	18.2%	32.2%	53.8%	72.7%	84.6%	89.5%
All presentations	10.1%	27.0%	43.8%	64.4%	80.9%	90.9%	94.9%	96.5%

(†) 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.

(§) 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.

Hawkesbury District Health Services: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:¹ 6,452 patients

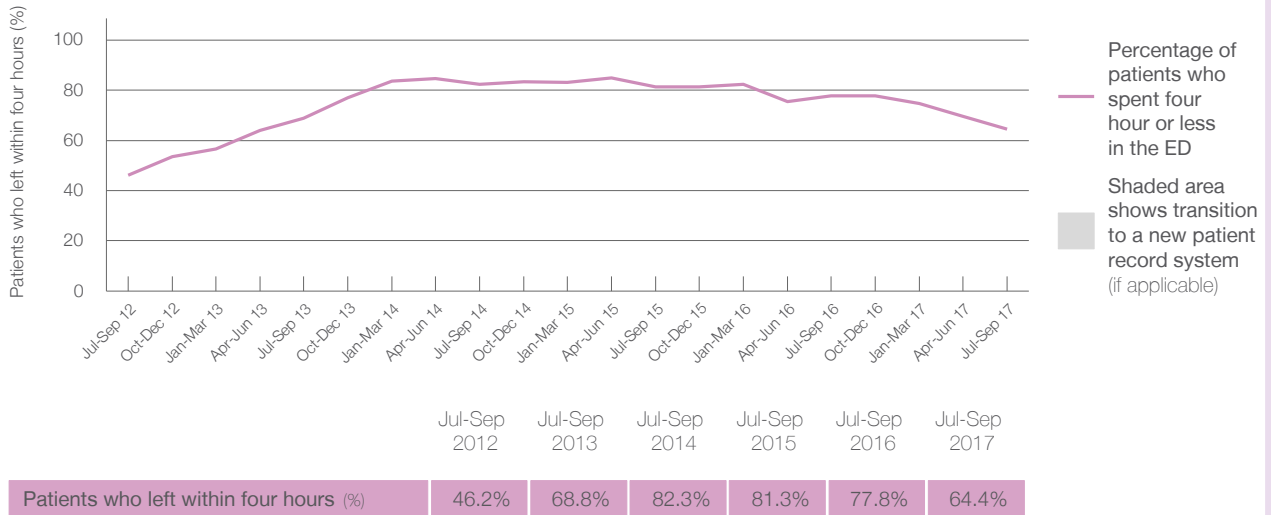
Presentations used to calculate time to leaving the ED:⁶ 6,452 patients

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	5,695	13.3%
Presentations used to calculate time to leaving the ED	5,695	13.3%
Percentage of patients who spent four hours or less in the ED	77.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Lithgow Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,271 patients
 Emergency presentations:² 3,160 patients

Same period last year	Change since one year ago
3,099	5.6%
2,968	6.5%

Lithgow Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 337 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 932 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,490 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
420	
4 minutes	9 minutes
13 minutes	29 minutes
999	
10 minutes	23 minutes
37 minutes	83 minutes
1,171	
11 minutes	30 minutes
48 minutes	121 minutes
354	
9 minutes	26 minutes
53 minutes	118 minutes

Lithgow Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,271 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,097	5.6%
87.1%	

* 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.

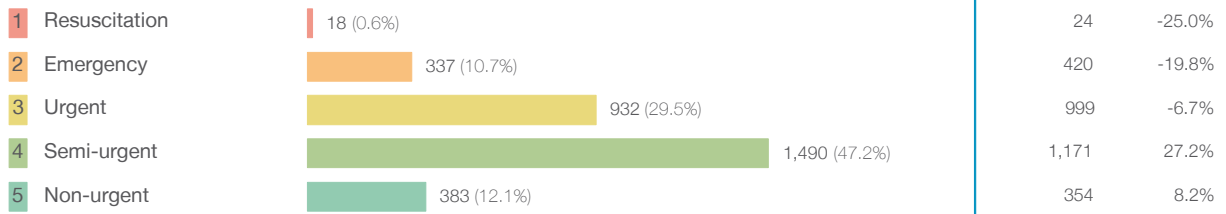
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

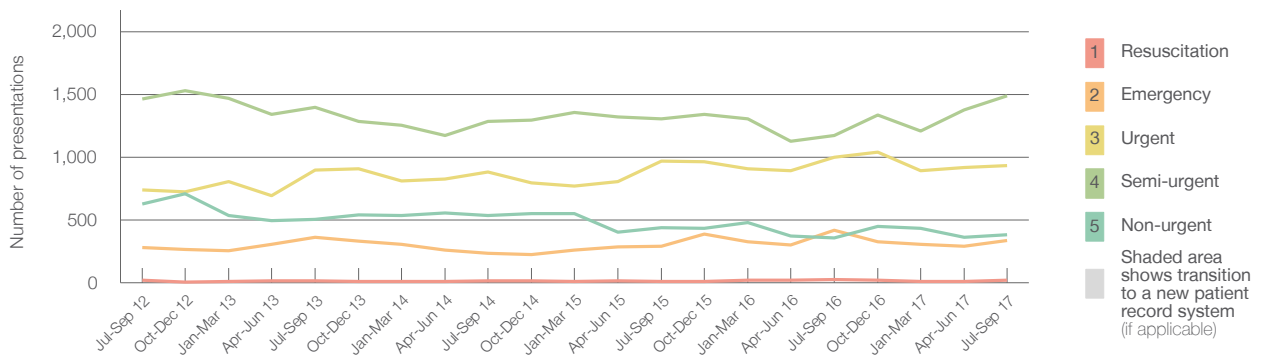
Lithgow Health Service: Patients presenting to the emergency department July to September 2017

All presentations:¹ 3,271 patients

Emergency presentations² by triage category: 3,160 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	21	15	15	8	24	18
Emergency	278	359	236	289	420	337
Urgent	738	896	883	969	999	932
Semi-urgent	1,461	1,395	1,286	1,307	1,171	1,490
Non-urgent	628	505	534	439	354	383
All emergency presentations	3,126	3,170	2,954	3,012	2,968	3,160

Lithgow Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 615 patients

ED Transfer of care time



(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 337

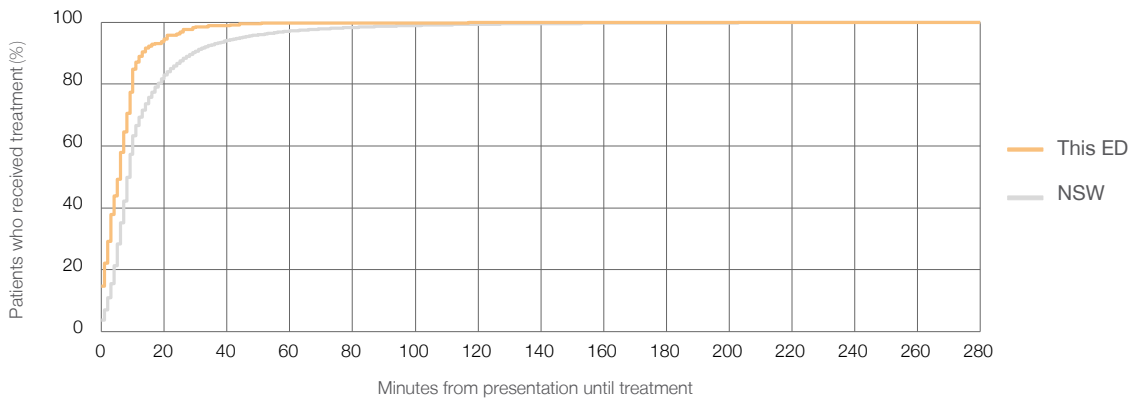
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 6 minutes

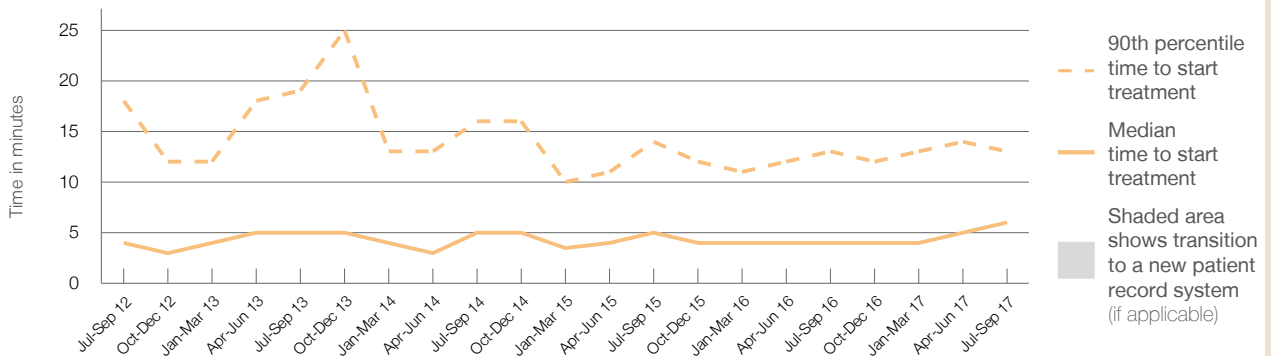
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
420	
418	
4 minutes	9 minutes
13 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	4	5	5	5	4	6
90th percentile time to start treatment ⁵ (minutes)	18	19	16	14	13	13

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 932

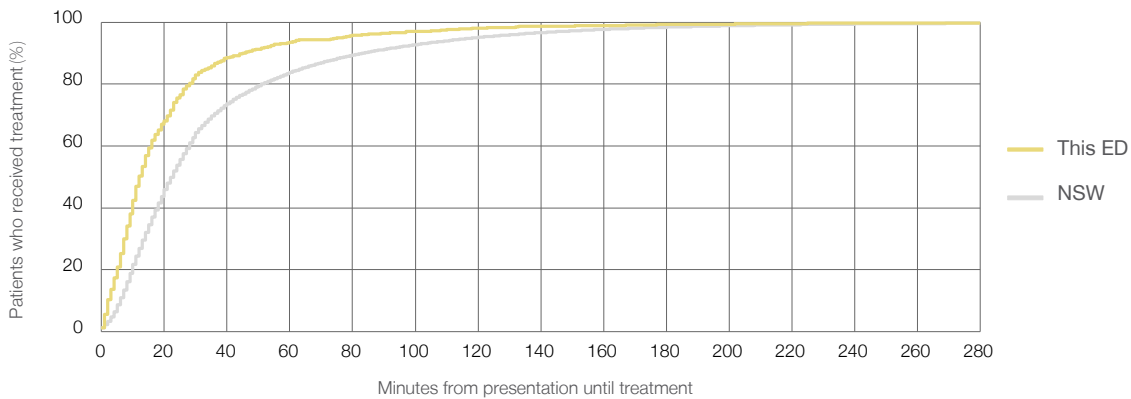
Number of triage 3 patients used to calculate waiting time:³ 911

Median time to start treatment⁴ 12 minutes

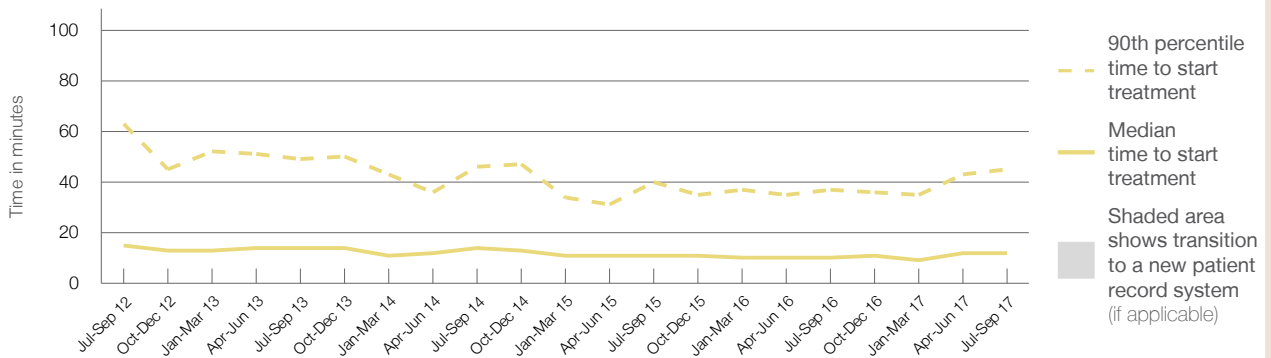
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
999	978
10 minutes	23 minutes
37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	14	14	11	10	12
90th percentile time to start treatment ⁵ (minutes)	63	49	46	40	37	45

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,490

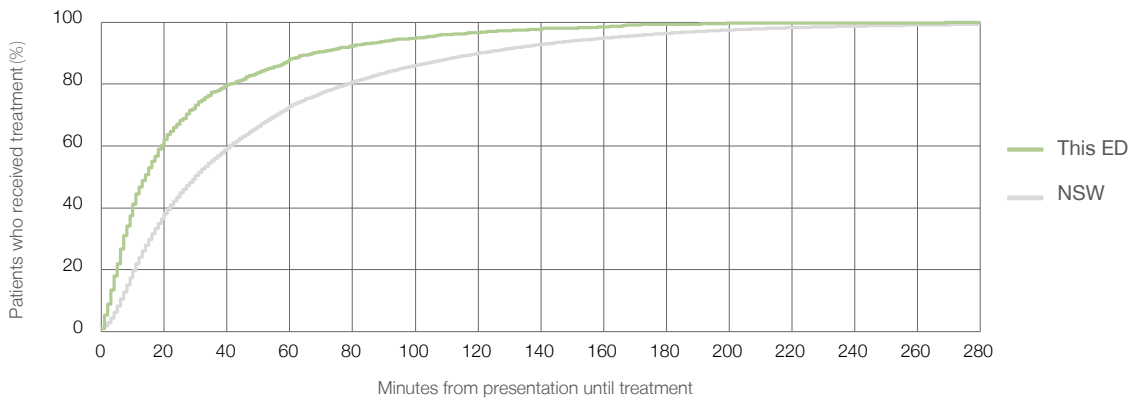
Number of triage 4 patients used to calculate waiting time:³ 1,435

Median time to start treatment⁴ 14 minutes

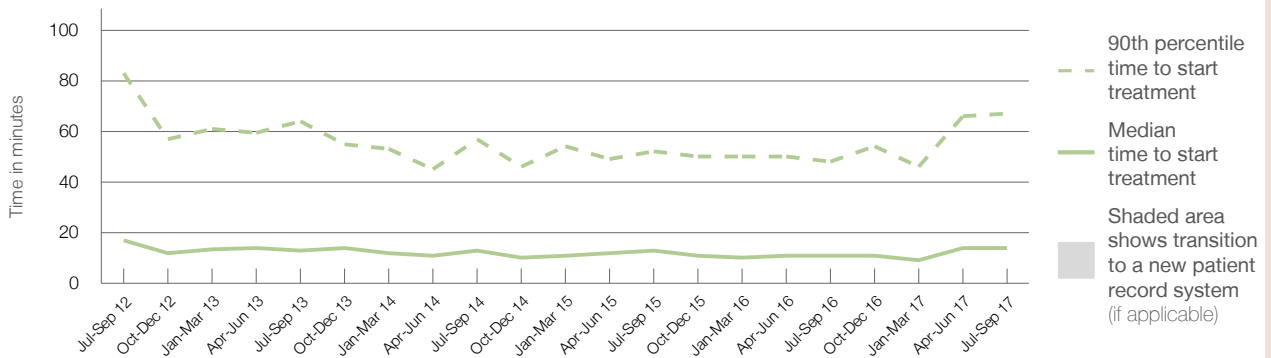
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
1,171	1,130
11 minutes	30 minutes
48 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	13	13	13	11	14
90th percentile time to start treatment ⁵ (minutes)	83	64	57	52	48	67

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 383

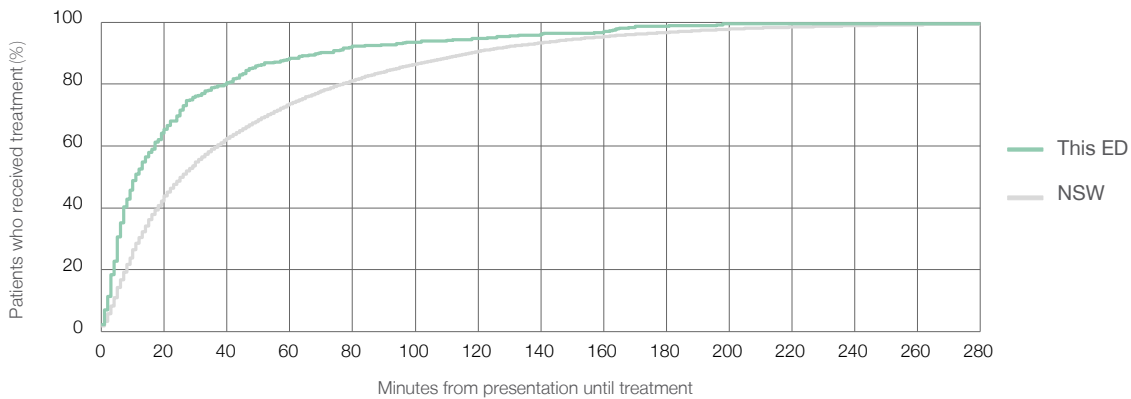
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 11 minutes

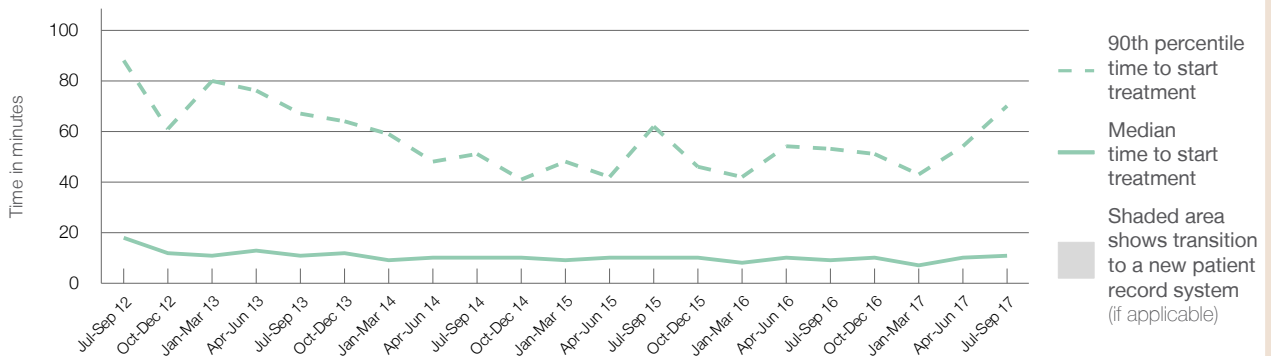
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
354	333
9 minutes	26 minutes
53 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	11	10	10	9	11
90th percentile time to start treatment ⁵ (minutes)	88	67	51	62	53	70

(†) 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.

Lithgow Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,271 patients

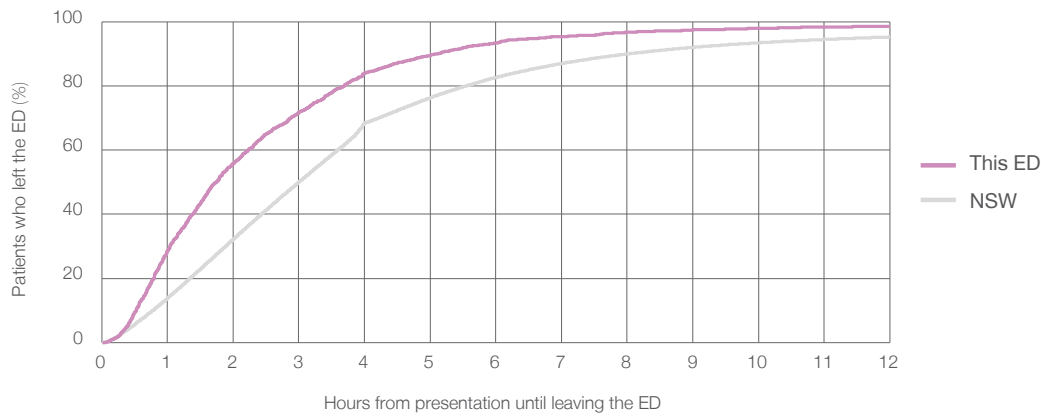
Presentations used to calculate time to leaving the ED:⁶ 3,271 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

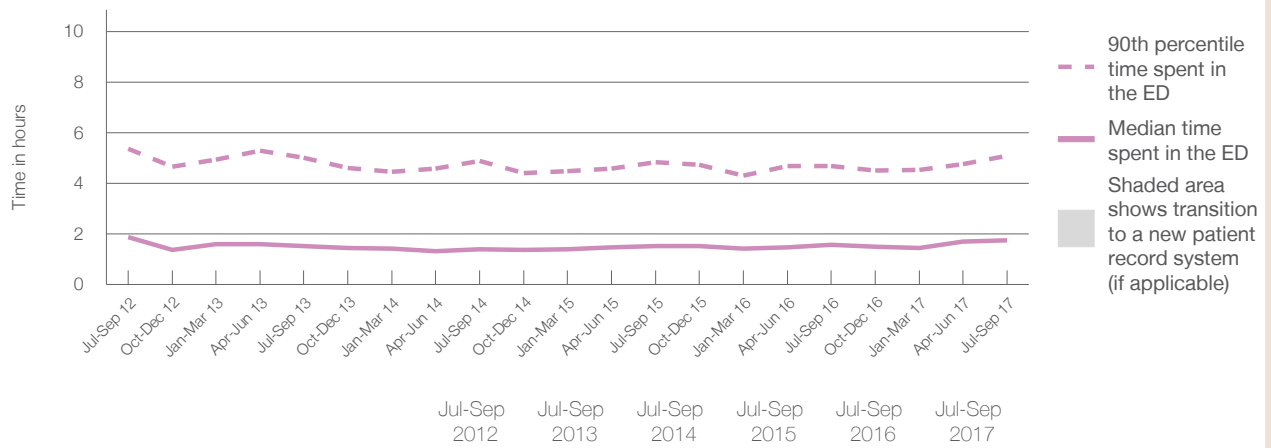
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
3,099	3,097
1 hours and 34 minutes	3 hours and 0 minutes
4 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m	1h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 22m	5h 1m	4h 53m	4h 51m	4h 42m	5h 6m

(†) 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.

Lithgow Health Service: Time patients spent in the ED By mode of separation July to September 2017

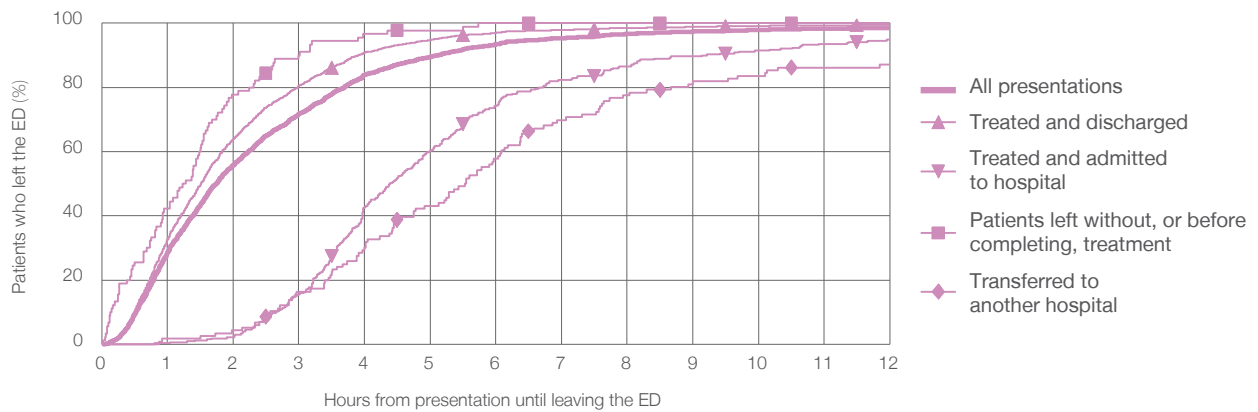
All presentations:¹ 3,271 patients

Presentations used to calculate time to leaving the ED:⁶ 3,271 patients

Treated and discharged	2,715 (83.0%)
Treated and admitted to hospital	328 (10.0%)
Patient left without, or before completing, treatment	90 (2.8%)
Transferred to another hospital	116 (3.5%)
Other	22 (0.7%)

Same period last year	Change since one year ago
3,097	5.6%
2,344	15.8%
530	-38.1%
72	25.0%
132	-12.1%
21	4.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	32.7%	64.0%	80.6%	90.8%	97.0%	98.5%	99.2%	99.4%
Treated and admitted to hospital	0.3%	2.1%	15.5%	42.7%	74.4%	86.6%	91.5%	94.8%
Patient left without, or before completing, treatment	42.2%	77.8%	90.0%	96.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	4.3%	16.4%	30.2%	57.8%	77.6%	83.6%	87.1%
All presentations	28.6%	55.9%	71.8%	83.9%	93.4%	96.6%	97.9%	98.6%

(†) 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 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.

Lithgow Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 3,271 patients

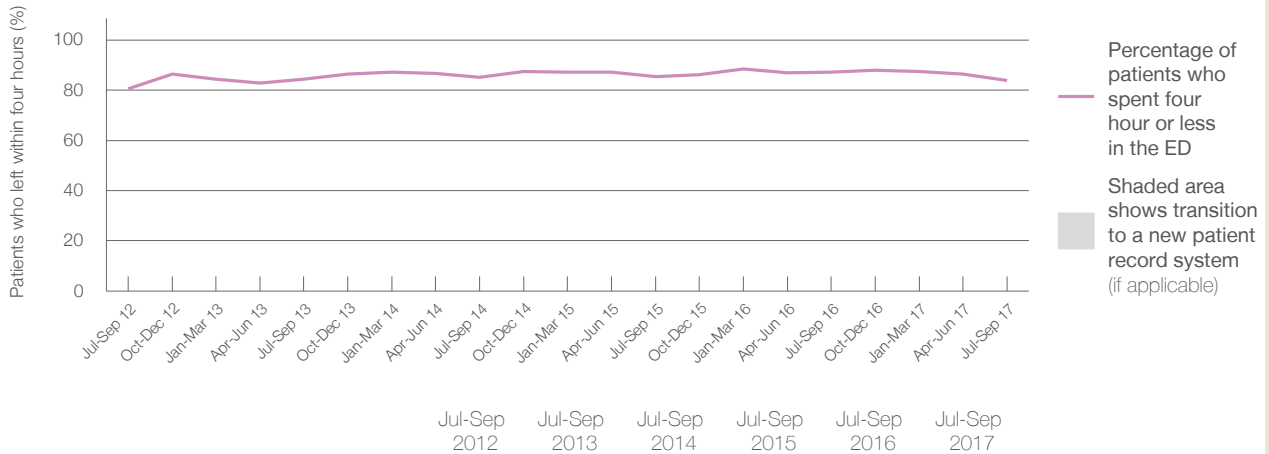
Presentations used to calculate time to leaving the ED:⁶ 3,271 patients

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	3,099	5.6%
Presentations used to calculate time to leaving the ED: ⁶	3,097	5.6%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	80.5%	84.3%	85.1%	85.3%	87.1%	83.9%

* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Nepean Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 18,747 patients

Emergency presentations:² 18,603 patients

Same period last year	Change since one year ago
17,046	10.0%
16,905	10.0%

Nepean Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,028 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 59 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,398 patients

Median time to start treatment⁴ 45 minutes

90th percentile time to start treatment⁵ 162 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,225 patients

Median time to start treatment⁴ 47 minutes

90th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,823 patients

Median time to start treatment⁴ 38 minutes

90th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
2,633	
11 minutes	9 minutes
51 minutes	29 minutes
5,005	
30 minutes	23 minutes
145 minutes	83 minutes
7,332	
32 minutes	30 minutes
144 minutes	121 minutes
1,836	
35 minutes	26 minutes
137 minutes	118 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 18,745 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
17,018	10.1%
52.7%	

* 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, 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.

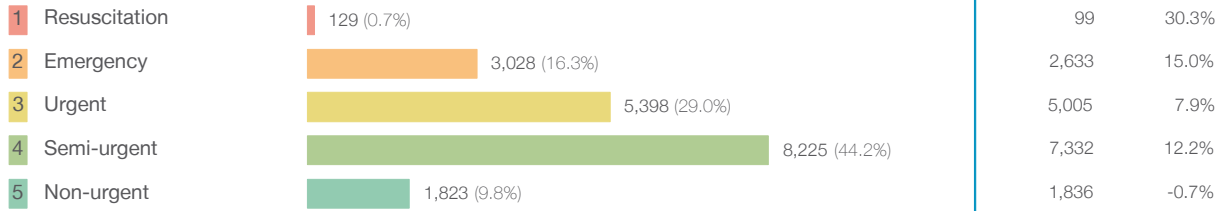
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

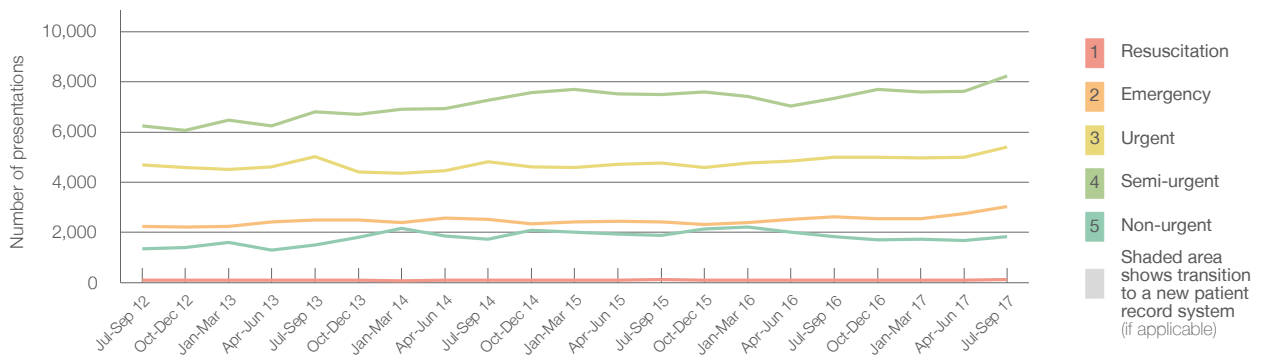
Nepean Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 18,747 patients

Emergency presentations² by triage category: 18,603 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	98	99	94	118	99	129
Emergency	2,234	2,493	2,522	2,414	2,633	3,028
Urgent	4,696	5,019	4,810	4,767	5,005	5,398
Semi-urgent	6,252	6,812	7,268	7,501	7,332	8,225
Non-urgent	1,350	1,489	1,733	1,886	1,836	1,823
All emergency presentations	14,630	15,912	16,427	16,686	16,905	18,603

Nepean Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,120 patients

ED Transfer of care time



(†) 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 July to September 2017

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

Number of triage 2 patients: 3,028

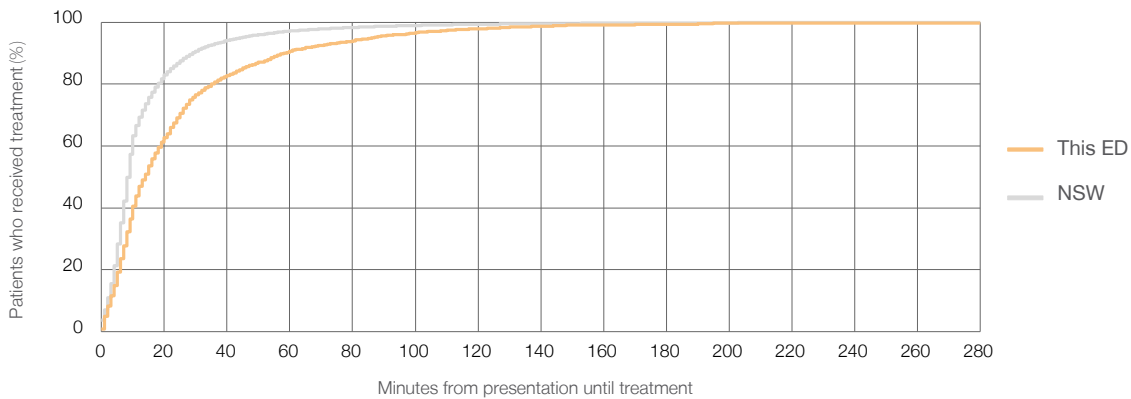
Number of triage 2 patients used to calculate waiting time:³ 2,990

Median time to start treatment⁴ 14 minutes

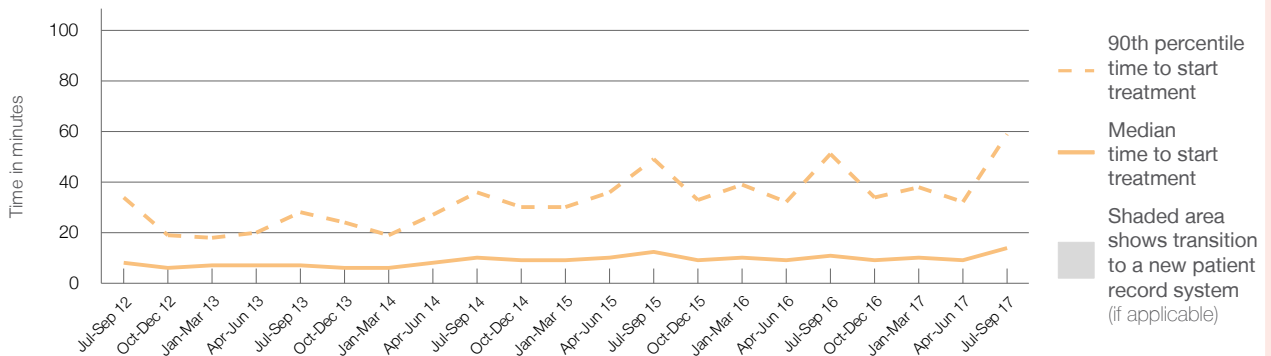
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,633	
2,602	
11 minutes	9 minutes
51 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	10	13	11	14
90th percentile time to start treatment ⁵ (minutes)	34	28	36	49	51	59

(†) 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 3 July to September 2017

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

Number of triage 3 patients: 5,398

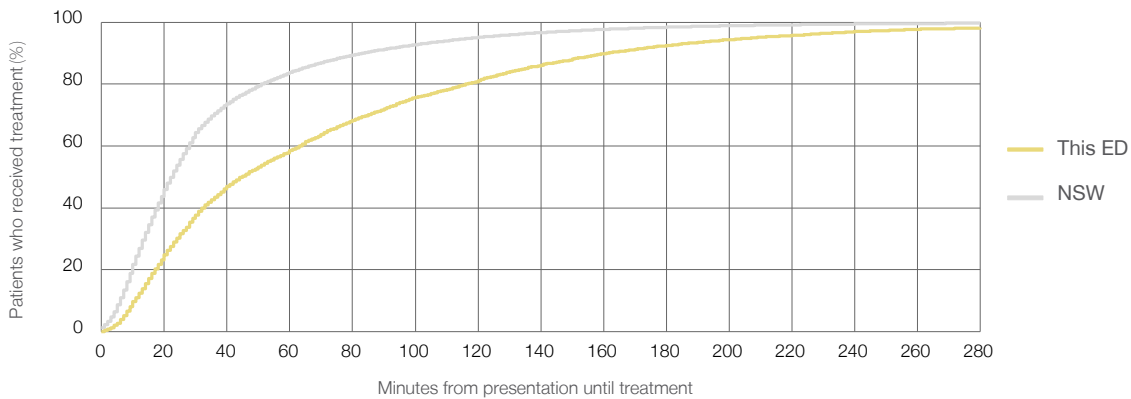
Number of triage 3 patients used to calculate waiting time:³ 4,983

Median time to start treatment⁴ 45 minutes

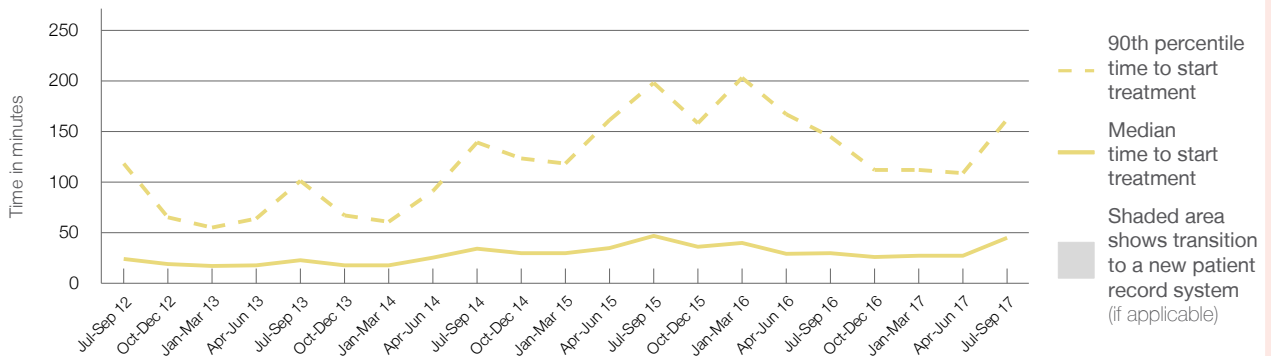
90th percentile time to start treatment⁵ 162 minutes

Same period last year	NSW (this period)
5,005	
4,687	
30 minutes	23 minutes
145 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	23	34	47	30	45
90th percentile time to start treatment ⁵ (minutes)	118	101	139	198	145	162

(†) 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 4 July to September 2017

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

Number of triage 4 patients: 8,225

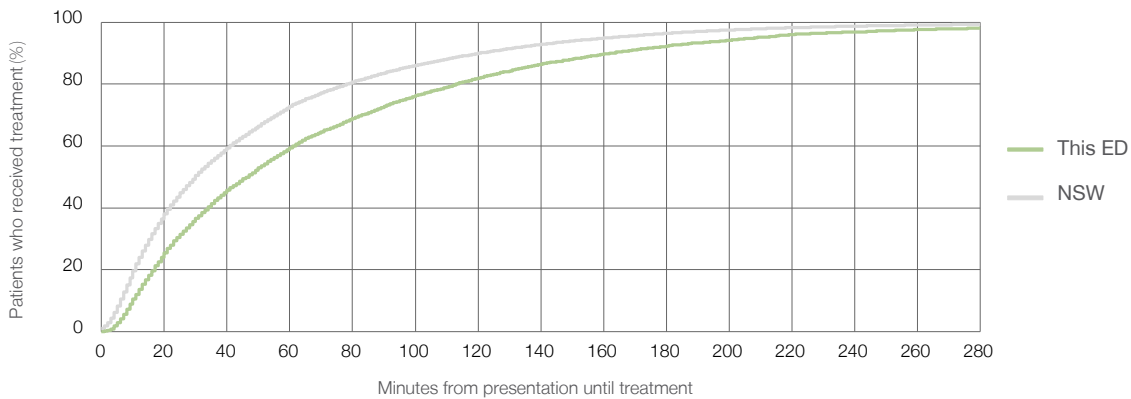
Number of triage 4 patients used to calculate waiting time:³ 7,379

Median time to start treatment⁴ 47 minutes

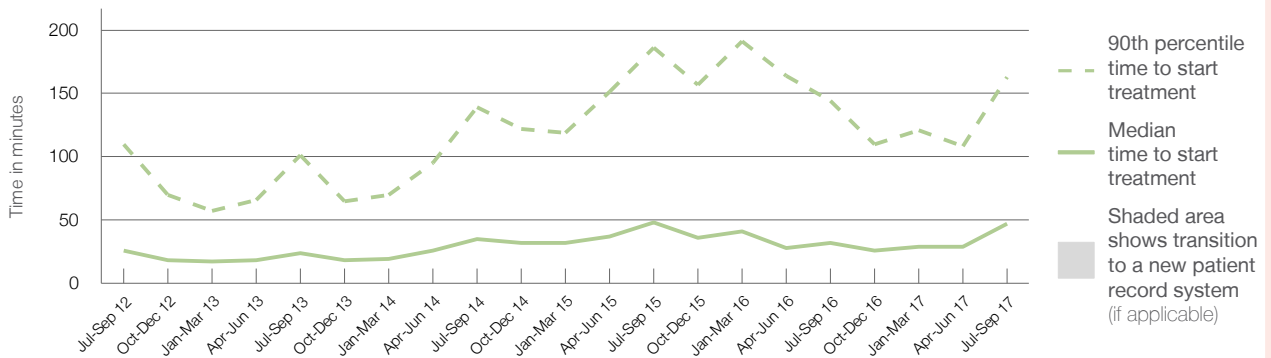
90th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
7,332	
6,698	
32 minutes	30 minutes
144 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	24	35	48	32	47
90th percentile time to start treatment ⁵ (minutes)	110	101	139	186	144	163

(†) 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 5 July to September 2017

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

Number of triage 5 patients: 1,823

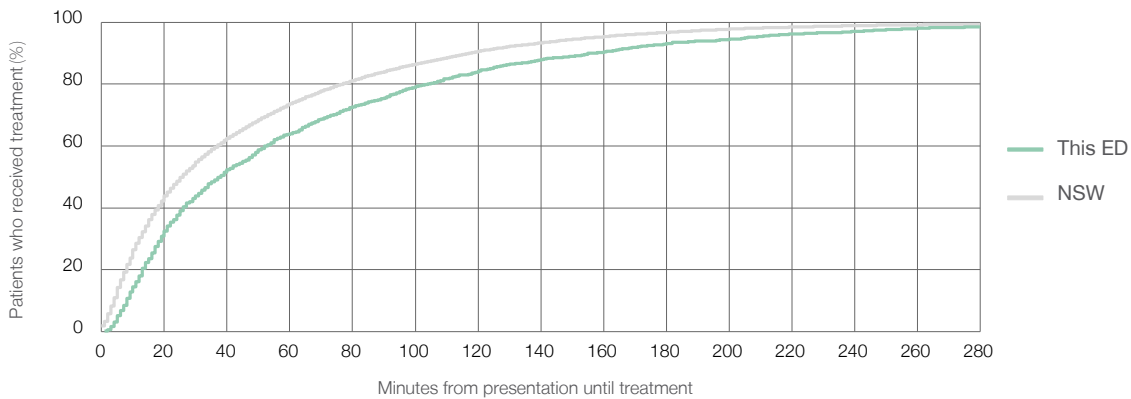
Number of triage 5 patients used to calculate waiting time:³ 1,488

Median time to start treatment⁴ 38 minutes

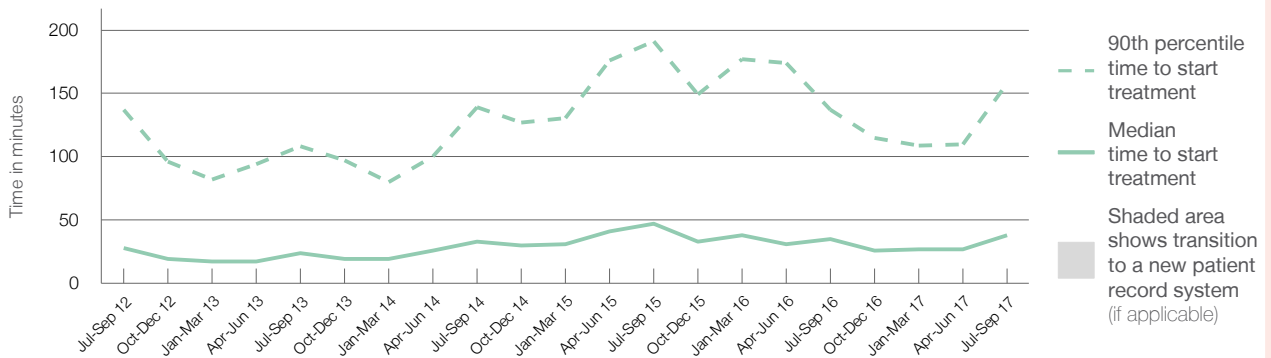
90th percentile time to start treatment⁵ 158 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,836	1,536
Median time to start treatment ⁴	35 minutes	26 minutes
90th percentile time to start treatment ⁵	137 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	28	24	33	47	35	38
90th percentile time to start treatment ⁵ (minutes)	137	108	139	191	137	158

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Nepean Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 18,747 patients

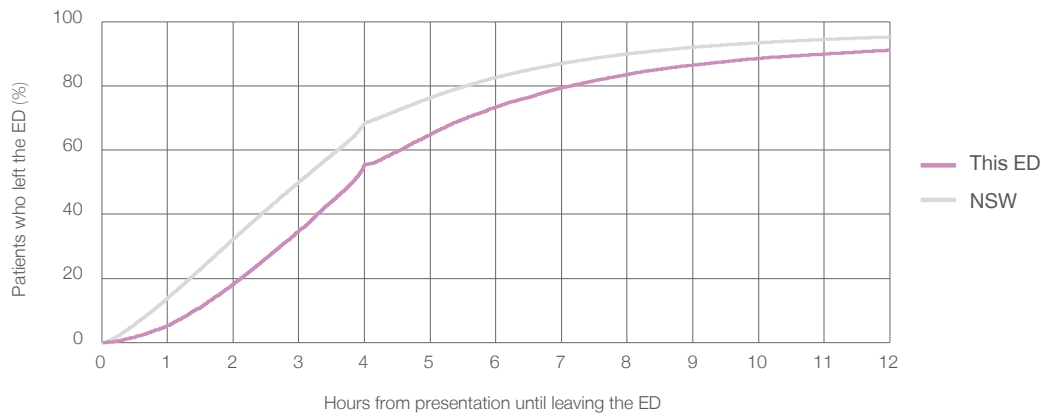
Presentations used to calculate time to leaving the ED:⁶ 18,745 patients

Median time spent in the ED⁸ 3 hours and 49 minutes

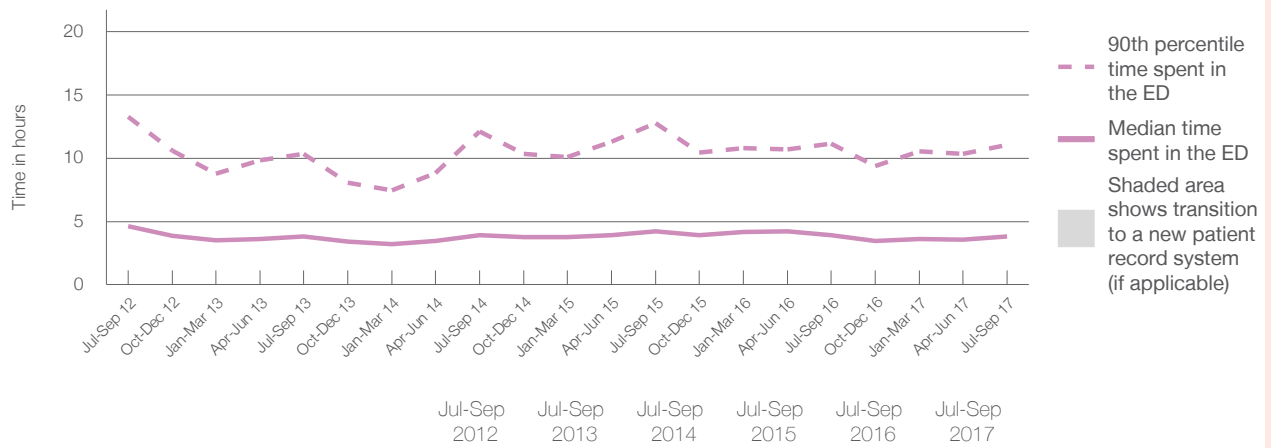
90th percentile time spent in the ED⁹ 11 hours and 3 minutes

Same period last year	NSW (this period)
17,046	17,018
3 hours and 55 minutes	3 hours and 0 minutes
11 hours and 8 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m

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Nepean Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

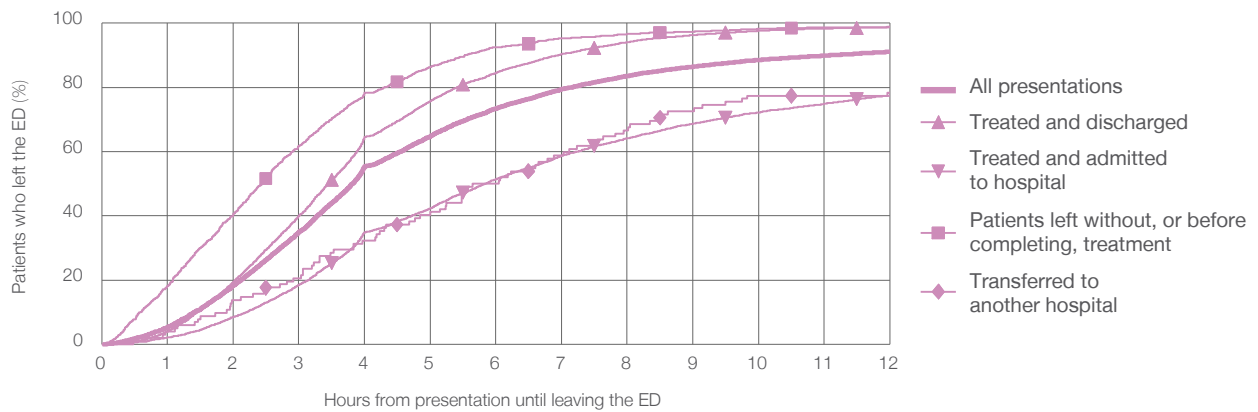
All presentations:¹ 18,747 patients

Presentations used to calculate time to leaving the ED:⁶ 18,745 patients

Treated and discharged	9,818 (52.4%)
Treated and admitted to hospital	6,676 (35.6%)
Patient left without, or before completing, treatment	1,838 (9.8%)
Transferred to another hospital	102 (0.5%)
Other	313 (1.7%)

Same period last year	Change since one year ago
17,018	10.1%
8,122	20.9%
7,084	-5.8%
1,683	9.2%
72	41.7%
85	268.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	4.0%	19.5%	40.0%	64.6%	84.6%	94.1%	97.6%	98.8%
Treated and admitted to hospital	2.1%	8.5%	18.5%	34.8%	51.4%	64.2%	72.2%	77.4%
Patient left without, or before completing, treatment	18.2%	40.7%	61.8%	78.3%	92.4%	96.6%	98.3%	98.8%
Transferred to another hospital	3.9%	13.7%	20.6%	32.4%	50.0%	66.7%	77.5%	78.4%
All presentations	5.4%	18.3%	34.9%	55.4%	73.4%	83.6%	88.5%	91.1%

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Nepean Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 18,747 patients

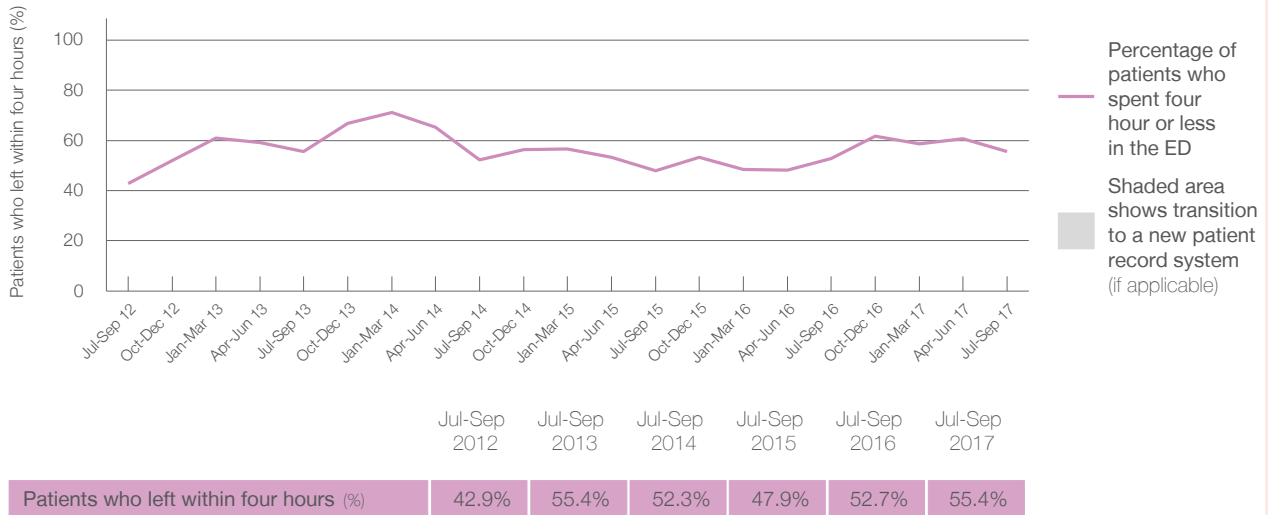
Presentations used to calculate time to leaving the ED:⁶ 18,745 patients

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	17,046	10.0%
Presentations used to calculate time to leaving the ED: ⁶	17,018	10.1%
Percentage of patients who spent four hours or less in the ED	52.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).