

## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 10,224 patients

Emergency presentations:<sup>2</sup> 10,153 patients

Same period last year	Change since one year ago
10,088	1.3%
10,034	1.2%

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,436 patients

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

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,311 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,716 patients

Median time to start treatment<sup>4</sup> 15 minutes

90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,658 patients

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

90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
1,250	
5 minutes	8 minutes
10 minutes	23 minutes
2,176	
15 minutes	20 minutes
51 minutes	65 minutes
4,670	
19 minutes	26 minutes
81 minutes	99 minutes
1,903	
14 minutes	23 minutes
93 minutes	103 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,224 patients

Percentage of patients who spent four hours or less in the ED 75.1%

Same period last year	Change since one year ago
10,088	1.3%
80.7%	

\* 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.

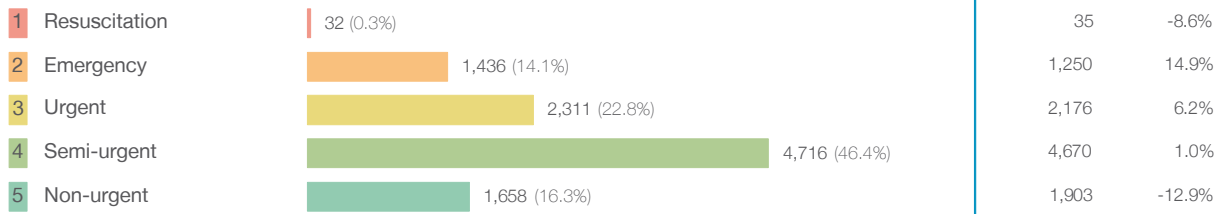
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

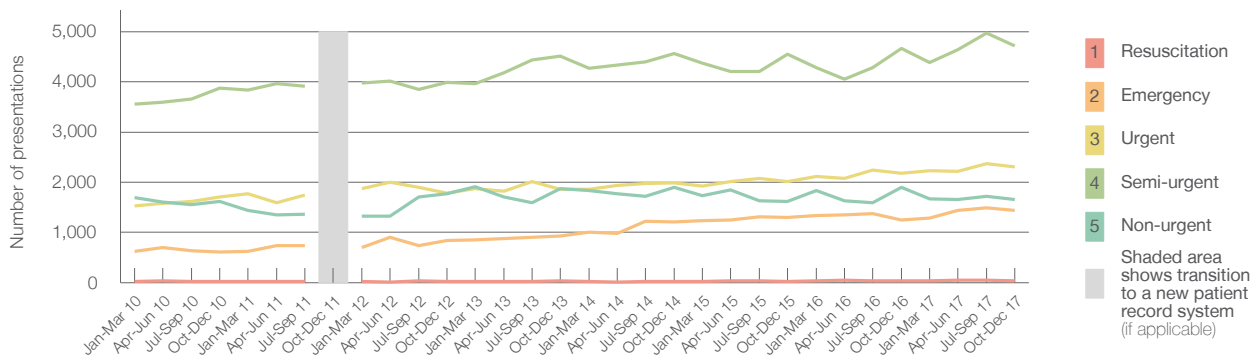
## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 10,224 patients

Emergency presentations<sup>2</sup> by triage category: 10,153 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	19		25	38	23	26	35	32
Emergency	614		839	930	1,210	1,298	1,250	1,436
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,311
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,716
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,658
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,153

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,088 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.

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,436

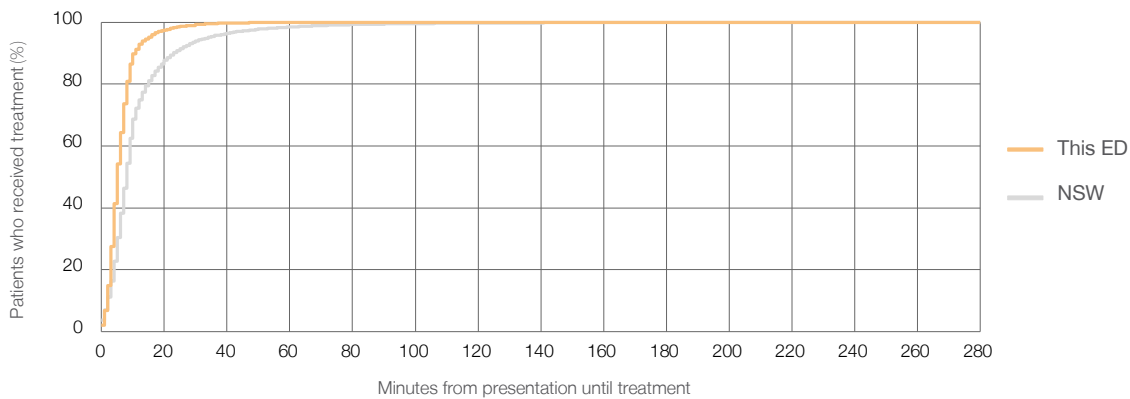
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,435

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

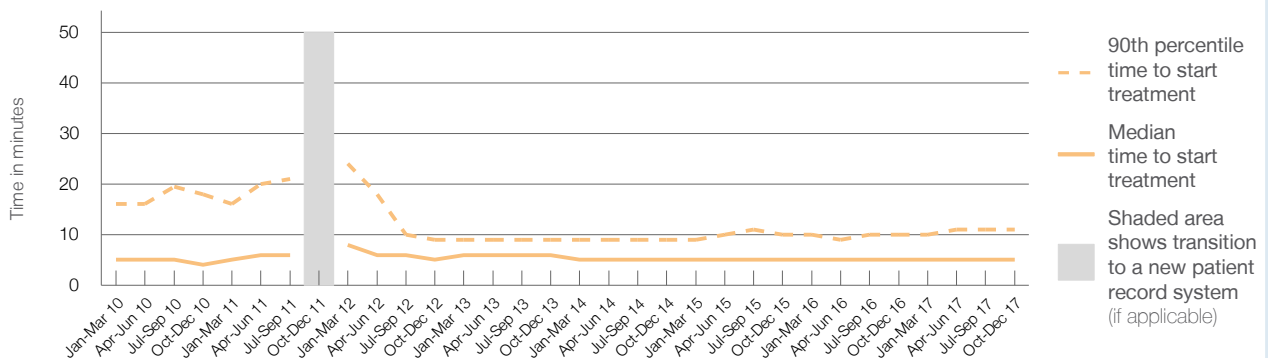
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,250	1,250
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	4		5	6	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	18		9	9	9	10	10	11

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,311

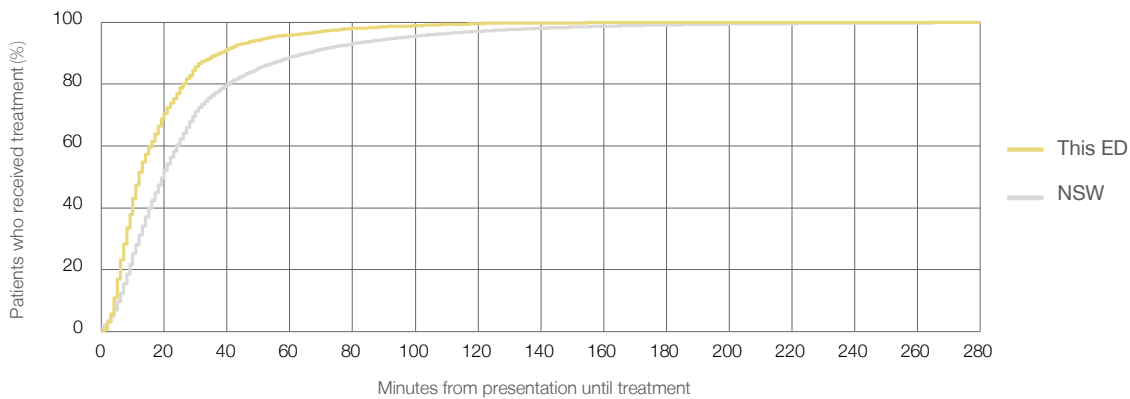
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,301

Median time to start treatment<sup>4</sup>  12 minutes

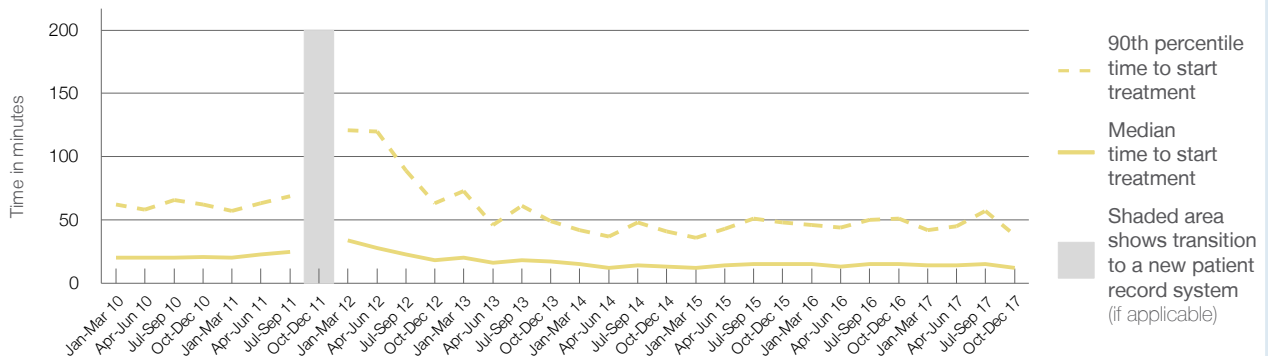
90th percentile time to start treatment<sup>5</sup>  38 minutes

Same period last year	NSW (this period)
2,176	
2,151	
15 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	21		18	17	13	15	15	12
90th percentile time to start treatment <sup>5</sup> (minutes)	62		63	49	41	48	51	38

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,716

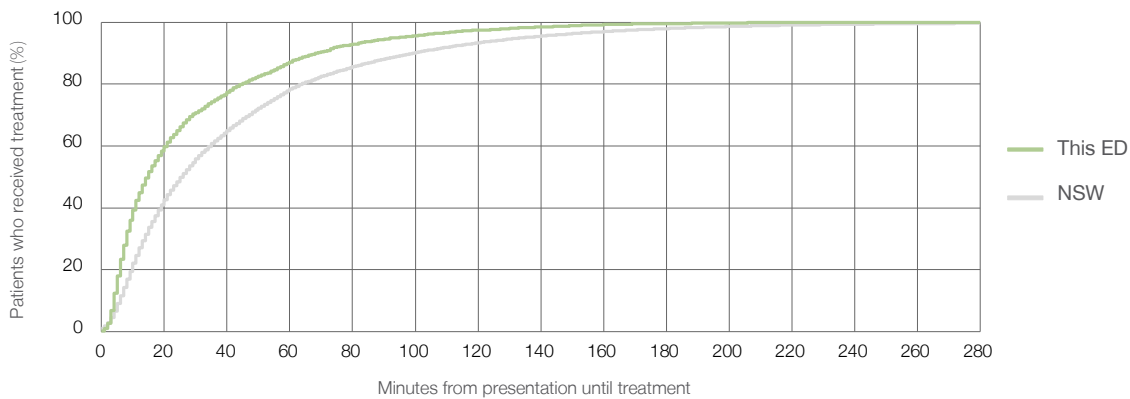
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,582

Median time to start treatment<sup>4</sup>  15 minutes

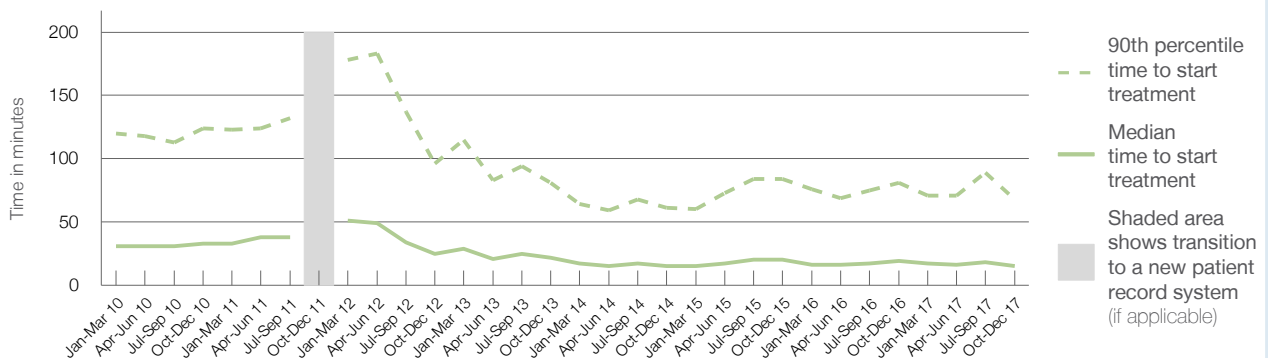
90th percentile time to start treatment<sup>5</sup>  68 minutes

Same period last year	NSW (this period)
4,670	4,529
19 minutes	26 minutes
81 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	33		25	22	15	20	19	15
90th percentile time to start treatment <sup>5</sup> (minutes)	124		96	81	61	84	81	68

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,658

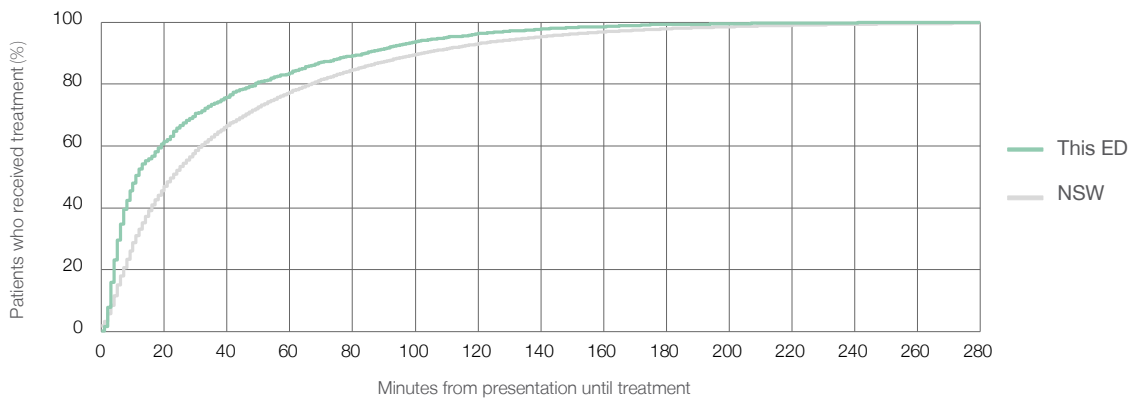
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,571

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

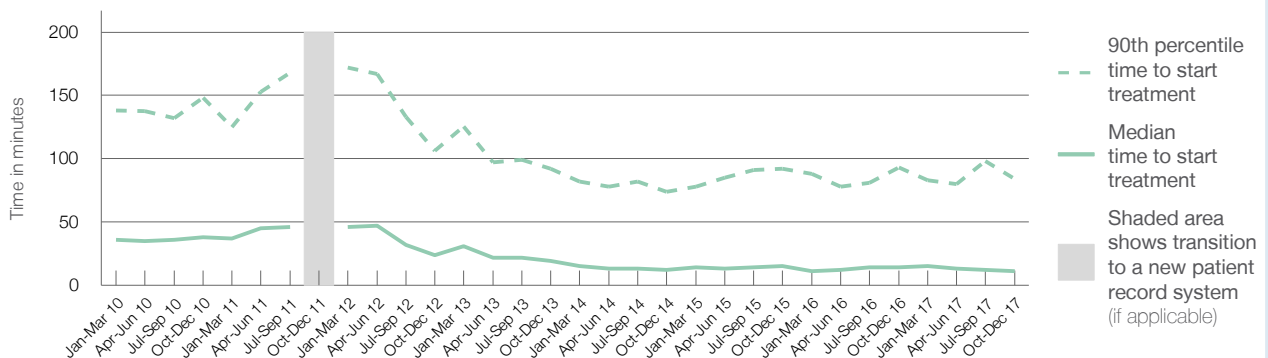
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,903	1,787
14 minutes	23 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	38		24	19	12	15	14	11
90th percentile time to start treatment <sup>5</sup> (minutes)	148		106	92	74	92	93	84

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 10,224 patients

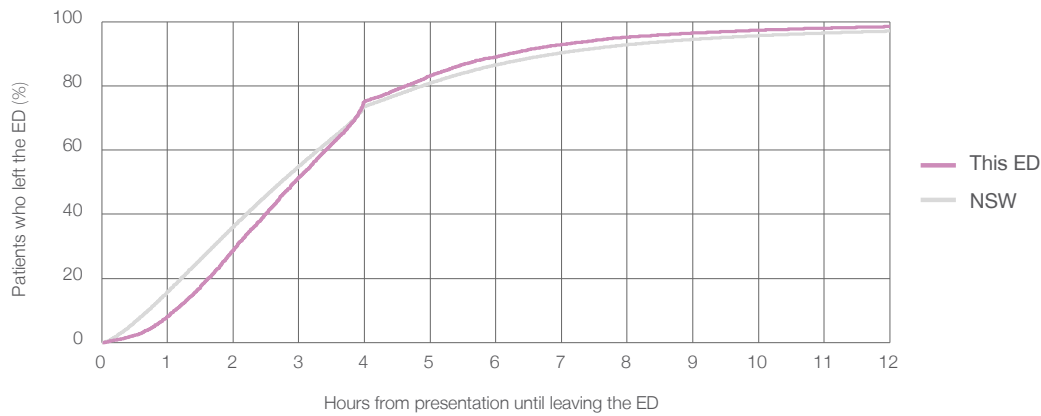
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,224 patients

Median time spent in the ED<sup>8</sup> 2 hours and 56 minutes

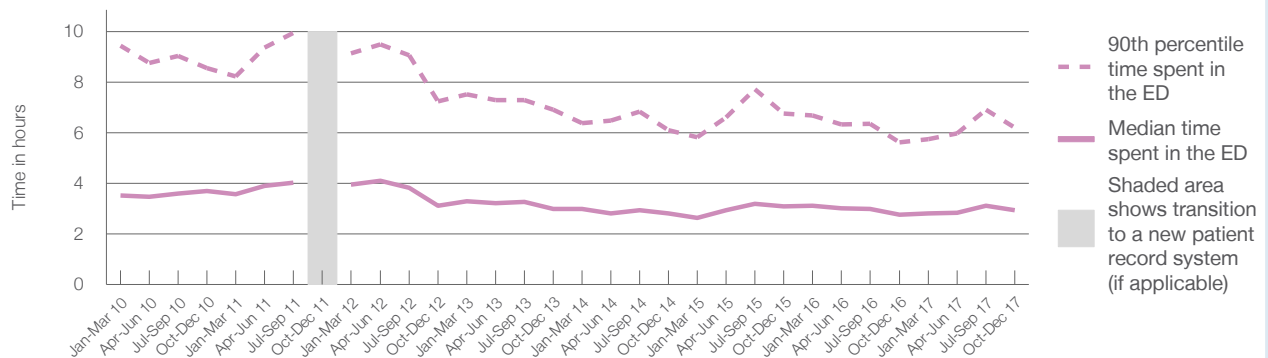
90th percentile time spent in the ED<sup>9</sup> 6 hours and 13 minutes

Same period last year	NSW (this period)
10,088	10,088
2 hours and 46 minutes	2 hours and 44 minutes
5 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 13m

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

### By mode of separation

October to December 2017

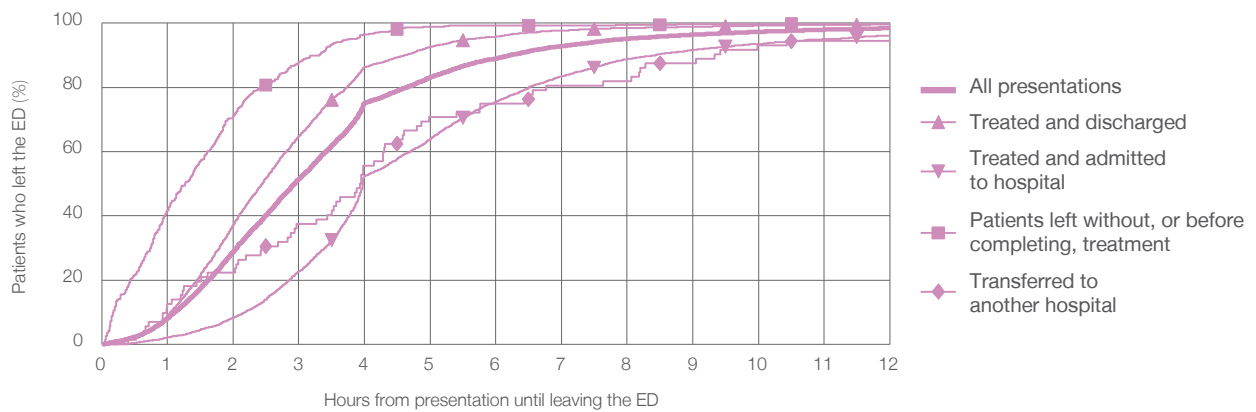
All presentations:<sup>1</sup> 10,224 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,224 patients

Treated and discharged	6,255 (61.2%)
Treated and admitted to hospital	3,439 (33.6%)
Patient left without, or before completing, treatment	453 (4.4%)
Transferred to another hospital	72 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
10,088	1.3%
6,040	3.6%
3,467	-0.8%
508	-10.8%
69	4.3%
4	25.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	9.0%	37.3%	64.7%	86.3%	95.8%	98.5%	99.3%	99.6%
Treated and admitted to hospital	2.1%	8.3%	22.7%	52.5%	75.5%	88.9%	93.6%	96.1%
Patient left without, or before completing, treatment	41.7%	71.1%	87.9%	96.5%	99.3%	99.6%	99.8%	99.8%
Transferred to another hospital	12.5%	22.2%	37.5%	55.6%	75.0%	81.9%	93.1%	94.4%
All presentations	8.2%	28.9%	51.4%	75.1%	89.0%	95.2%	97.4%	98.4%

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

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## Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: <sup>1</sup> 10,224 patients

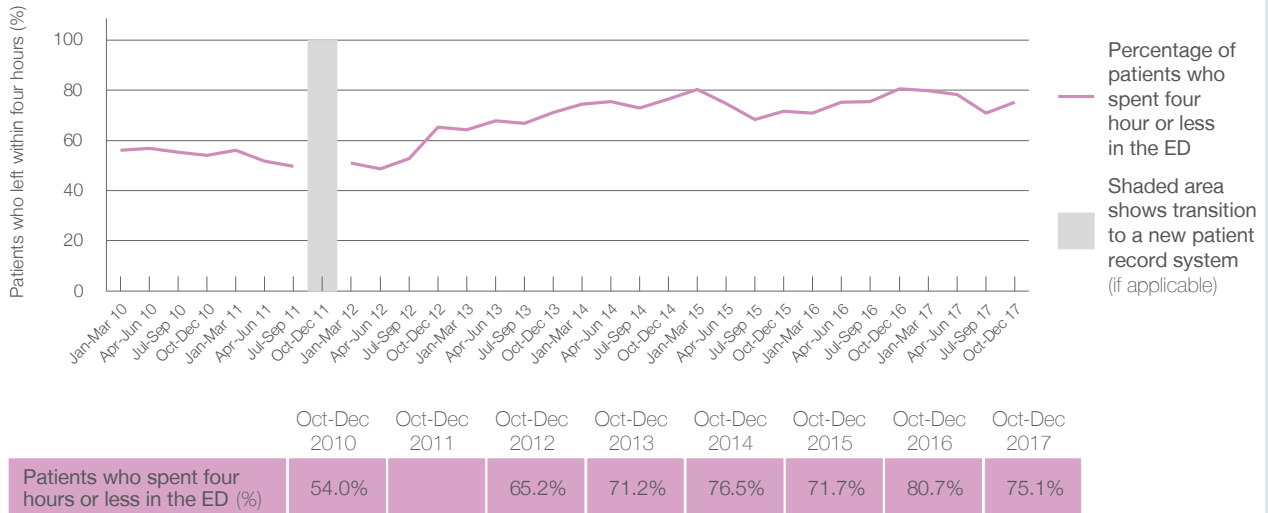
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,224 patients

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



Same period last year	Change since one year ago
10,088	1.3%
10,088	1.3%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).