

Sutherland Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,980 patients

Emergency presentations:² 12,878 patients

Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,963 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,565 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,577 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 724 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,645	
13 minutes	8 minutes
31 minutes	23 minutes
5,286	
29 minutes	20 minutes
70 minutes	65 minutes
4,858	
32 minutes	26 minutes
81 minutes	99 minutes
936	
31 minutes	23 minutes
89 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,977 patients

Percentage of patients who spent four hours or less in the ED 60.9%

Same period last year	Change since one year ago
12,934	0.3%
67.9%	

* 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.

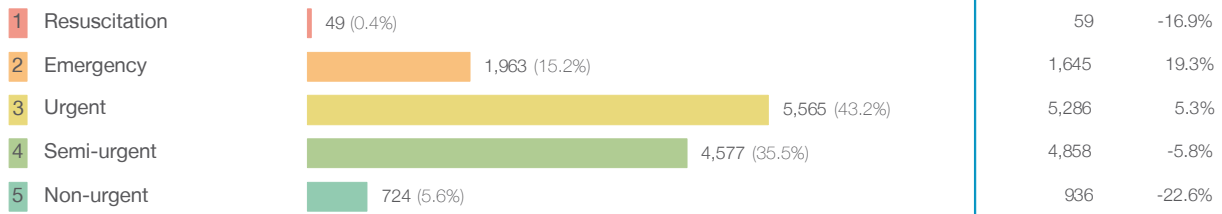
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Sutherland Hospital: Patients presenting to the emergency department October to December 2017

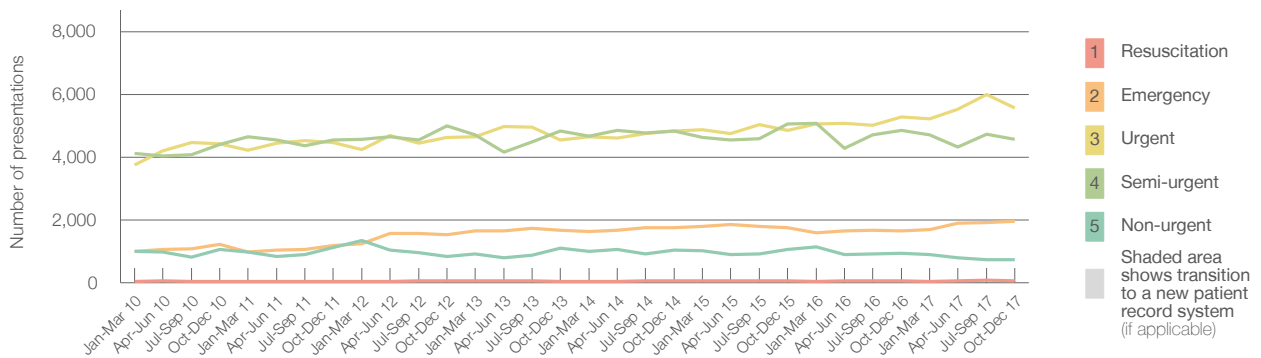
All presentations:¹ 12,980 patients

Emergency presentations² by triage category: 12,878 patients



Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%
59	-16.9%
1,645	19.3%
5,286	5.3%
4,858	-5.8%
936	-22.6%

Emergency presentations² 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	43	40	60	37	55	63	59	49
Emergency	1,227	1,188	1,528	1,664	1,760	1,745	1,645	1,963
Urgent	4,433	4,463	4,635	4,552	4,828	4,853	5,286	5,565
Semi-urgent	4,401	4,538	5,003	4,834	4,830	5,052	4,858	4,577
Non-urgent	1,051	1,114	837	1,106	1,040	1,065	936	724
All emergency presentations	11,155	11,343	12,063	12,193	12,513	12,778	12,784	12,878

Sutherland Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,487 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,418	
13 minutes	0 minutes
28 minutes	2 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

Sutherland 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: 1,963

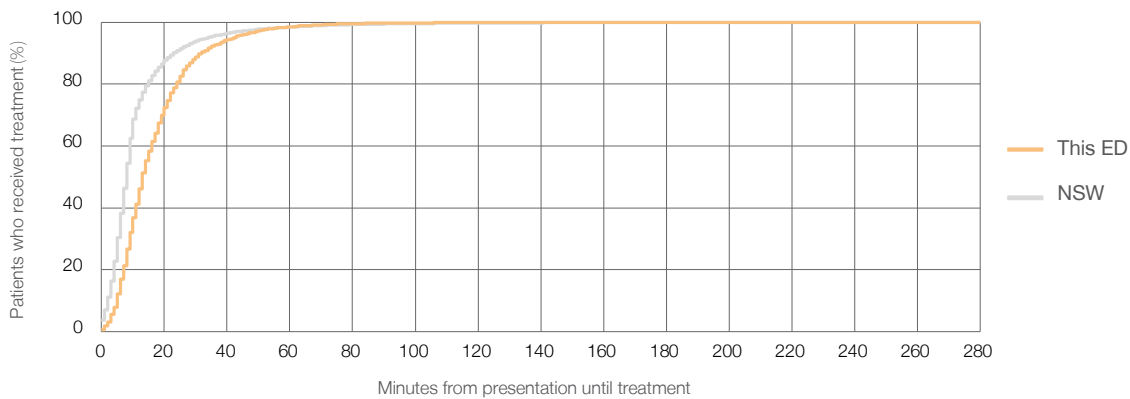
Number of triage 2 patients used to calculate waiting time:³ 1,954

Median time to start treatment⁴ 13 minutes

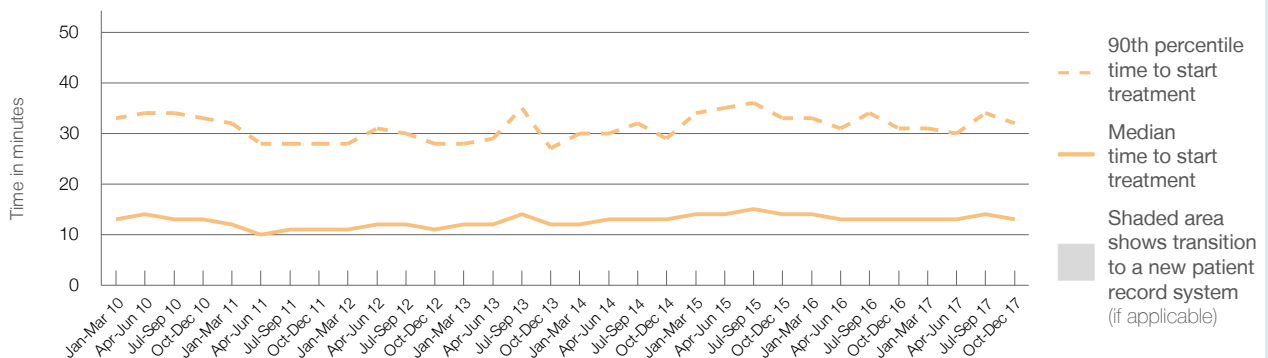
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,645	1,641
13 minutes	8 minutes
31 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^{†‡}



	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 ⁴ (minutes)	13	11	11	12	13	14	13	13
90th percentile time to start treatment ⁵ (minutes)	33	28	28	27	29	33	31	32

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

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Sutherland 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: 5,565

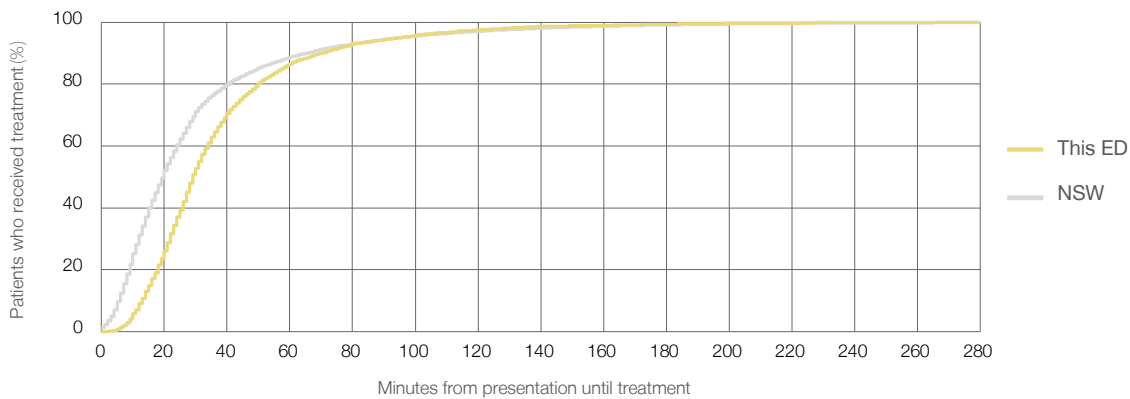
Number of triage 3 patients used to calculate waiting time:³ 5,477

Median time to start treatment⁴ 29 minutes

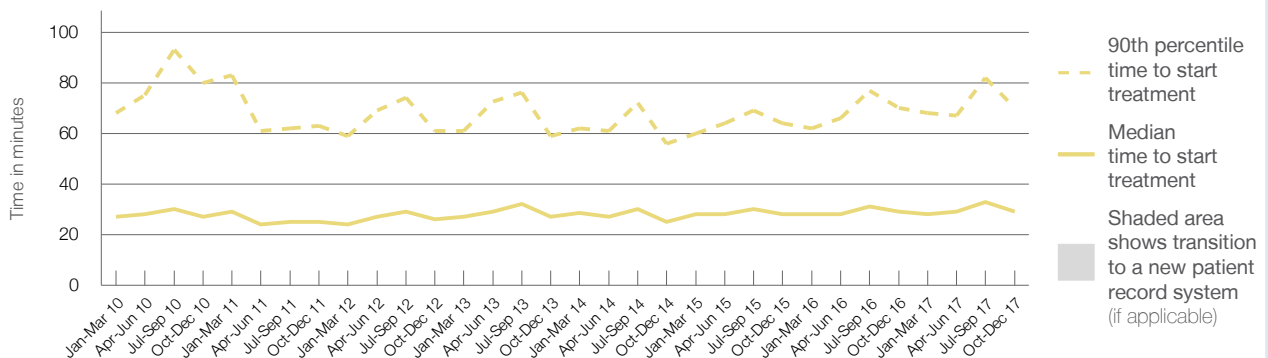
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
5,286	5,194
29 minutes	20 minutes
70 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^{†‡}



	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 ⁴ (minutes)	27	25	26	27	25	28	29	29
90th percentile time to start treatment ⁵ (minutes)	80	63	61	59	56	64	70	70

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Sutherland 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: 4,577

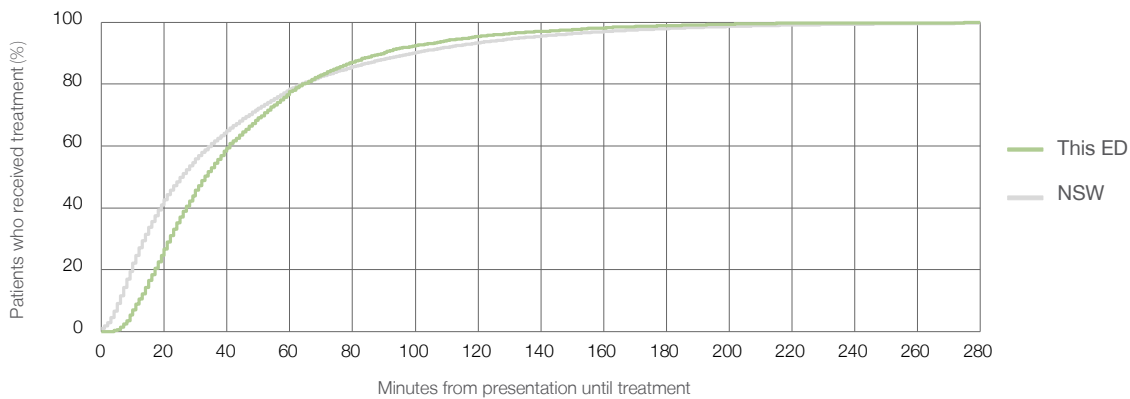
Number of triage 4 patients used to calculate waiting time:³ 4,424

Median time to start treatment⁴ 33 minutes

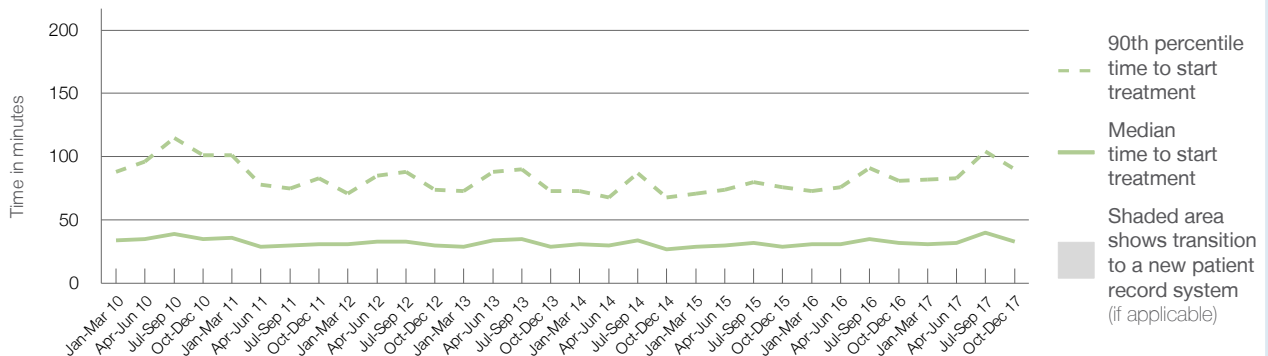
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
4,858	4,694
32 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^{†‡}



	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 ⁴ (minutes)	35	31	30	29	27	29	32	33
90th percentile time to start treatment ⁵ (minutes)	101	83	74	73	68	76	81	90

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Sutherland 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: 724

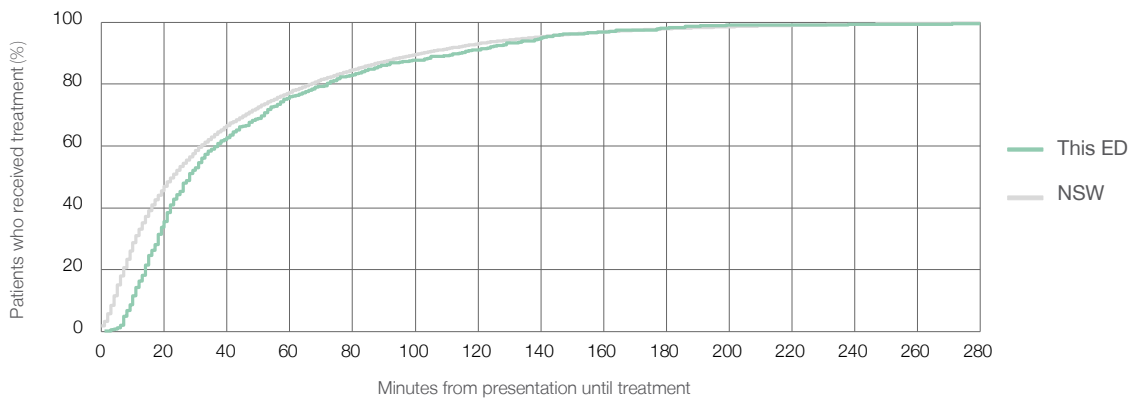
Number of triage 5 patients used to calculate waiting time:³ 648

Median time to start treatment⁴ 28 minutes

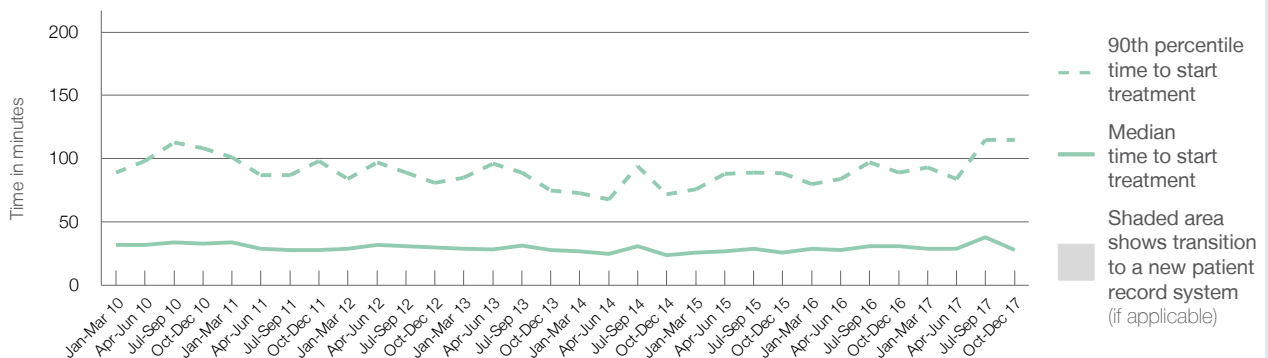
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
936	834
31 minutes	23 minutes
89 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^{†‡}



	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 ⁴ (minutes)	33	28	30	28	24	26	31	28
90th percentile time to start treatment ⁵ (minutes)	108	98	81	75	72	89	89	115

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Sutherland Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,980 patients

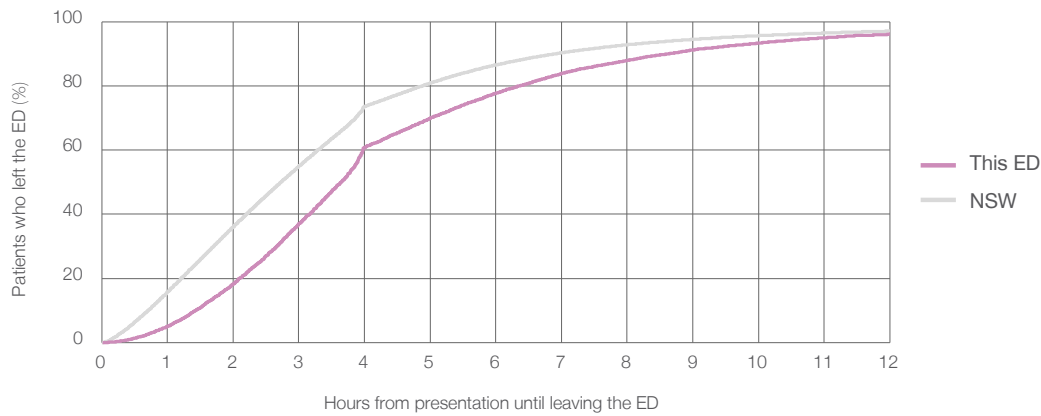
Presentations used to calculate time to leaving the ED:⁶ 12,977 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

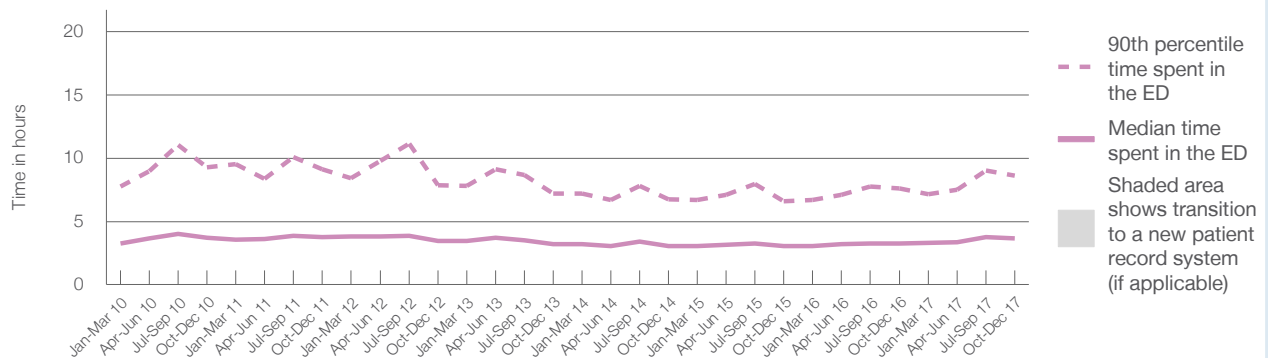
90th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
12,935	
12,934	
3 hours and 15 minutes	2 hours and 44 minutes
7 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^{†‡}



	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 ⁸ (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m

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

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Sutherland Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

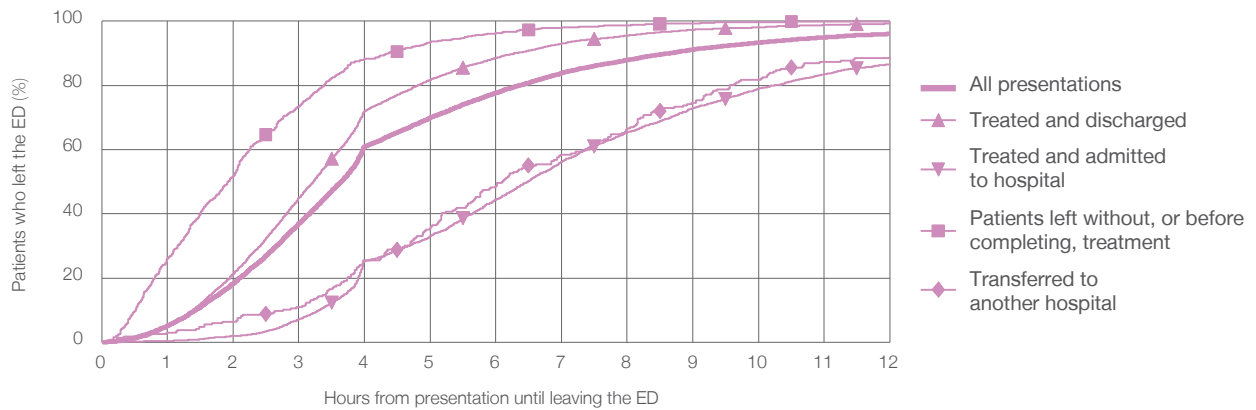
All presentations:¹ 12,980 patients

Presentations used to calculate time to leaving the ED:⁶ 12,977 patients

Treated and discharged	8,836 (68.1%)
Treated and admitted to hospital	3,114 (24.0%)
Patient left without, or before completing, treatment	742 (5.7%)
Transferred to another hospital	236 (1.8%)
Other	52 (0.4%)

Same period last year	Change since one year ago
12,934	0.3%
8,965	-1.4%
3,025	2.9%
635	16.9%
257	-8.2%
53	-1.9%

Percentage of patients who left the ED by time and mode of separation, October to December 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	4.8%	21.4%	45.0%	72.0%	88.6%	95.5%	98.1%	99.3%
Treated and admitted to hospital	0.5%	2.0%	7.2%	25.2%	44.4%	65.4%	79.0%	86.7%
Patient left without, or before completing, treatment	26.0%	51.9%	73.5%	88.3%	96.2%	98.8%	99.7%	99.9%
Transferred to another hospital	3.0%	6.4%	11.0%	25.4%	48.7%	66.5%	81.8%	89.0%
All presentations	5.1%	18.4%	37.0%	60.9%	77.7%	88.0%	93.3%	96.1%

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Sutherland 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: ¹ 12,980 patients

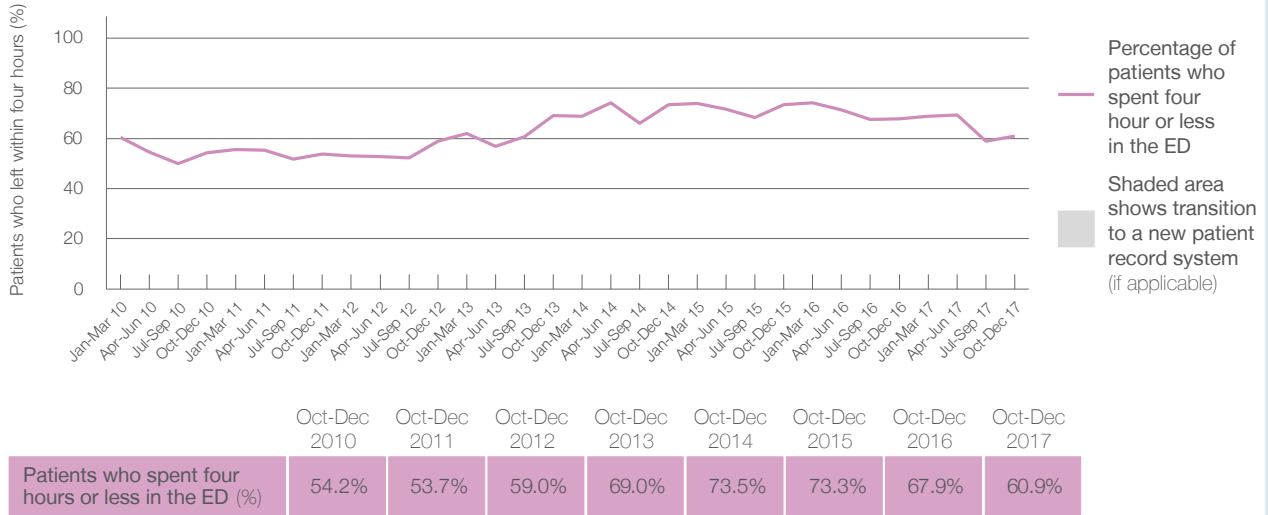
Presentations used to calculate time to leaving the ED: ⁶ 12,977 patients

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



Same period last year	Change since one year ago
12,935	0.3%
12,934	0.3%
67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).