

Auburn Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,954 patients

Emergency presentations:² 6,739 patients

Same period last year	Change since one year ago
6,719	3%
6,500	4%

Auburn Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,448 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,793 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
964	
9 minutes	8 minutes
22 minutes	23 minutes
2,186	
21 minutes	20 minutes
60 minutes	65 minutes
2,845	
33 minutes	25 minutes
129 minutes	98 minutes
476	
32 minutes	22 minutes
116 minutes	97 minutes

Auburn Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,953 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
6,717	4%
80%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

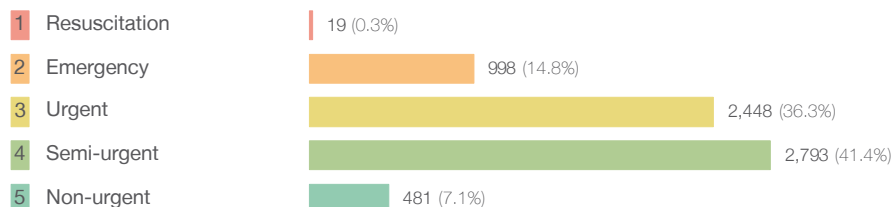
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Auburn Hospital: Patients presenting to the emergency department

January to March 2018

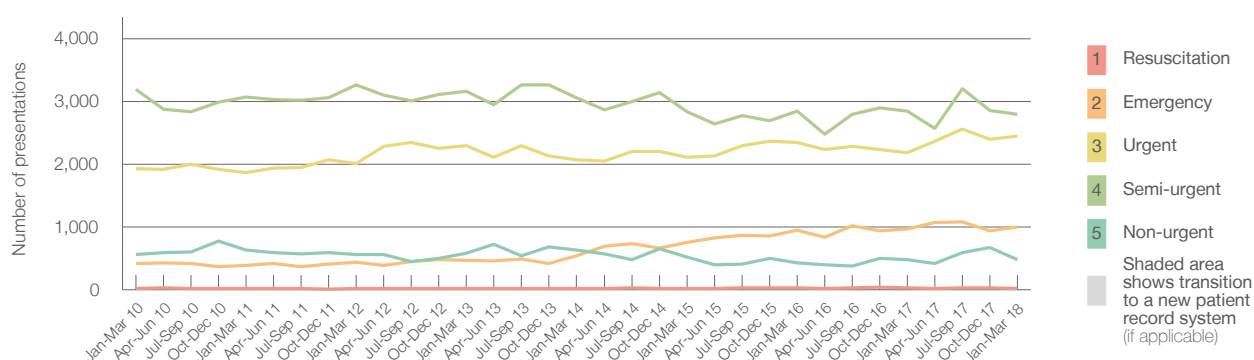
All presentations:¹ 6,954 patients

Emergency presentations² by triage category: 6,739 patients



Same period last year	Change since one year ago
6,719	3%
6,500	4%
29	-34.5%
964	3.5%
2,186	12.0%
2,845	-1.8%
476	1.1%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	16	14	18	17	20	16	34	29	19
Emergency	413	388	441	471	541	753	943	964	998
Urgent	1,922	1,861	2,010	2,291	2,067	2,109	2,346	2,186	2,448
Semi-urgent	3,194	3,067	3,267	3,157	3,059	2,835	2,843	2,845	2,793
Non-urgent	561	635	557	575	636	518	430	476	481
All emergency presentations	6,106	5,965	6,293	6,511	6,323	6,231	6,596	6,500	6,739

Auburn Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 868 patients

ED Transfer of care time



Same period last year	Change since one year ago
801	
13 minutes	0 minutes
24 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.

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

January to March 2018

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

Number of triage 2 patients: 998

Number of triage 2 patients used to calculate waiting time:³ 991

Median time to start treatment⁴

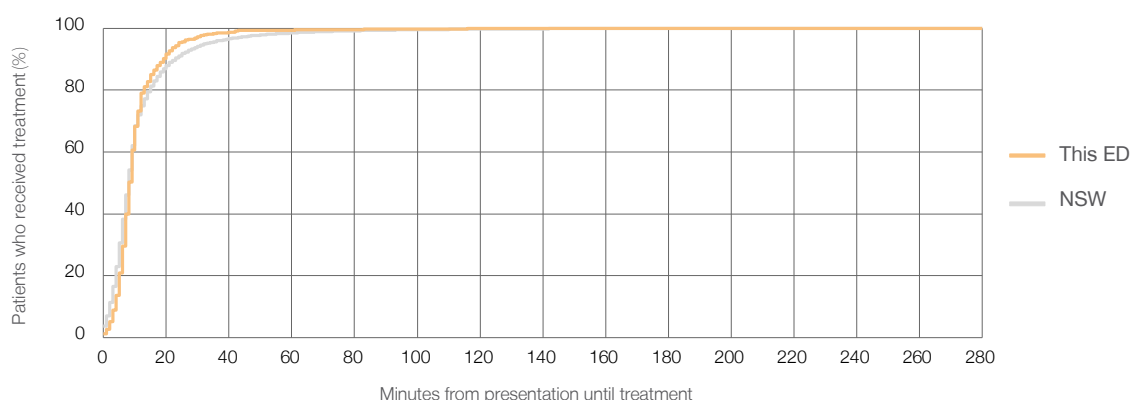
8 minutes

90th percentile time to start treatment⁵

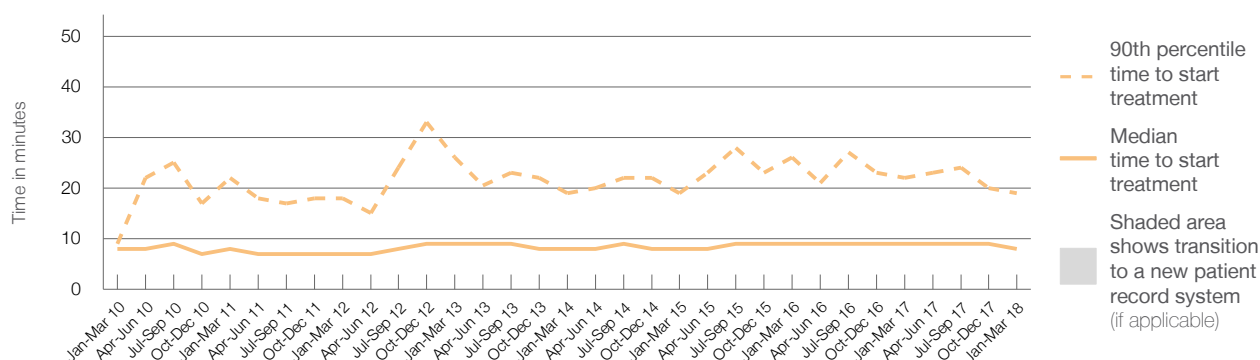
19 minutes

Same period last year	NSW (this period)
964	
963	
9 minutes	8 minutes
22 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	7	9	8	8	9	9	8
90th percentile time to start treatment ⁵ (minutes)	9	22	18	26	19	19	26	22	19

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

January to March 2018

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

Number of triage 3 patients: 2,448

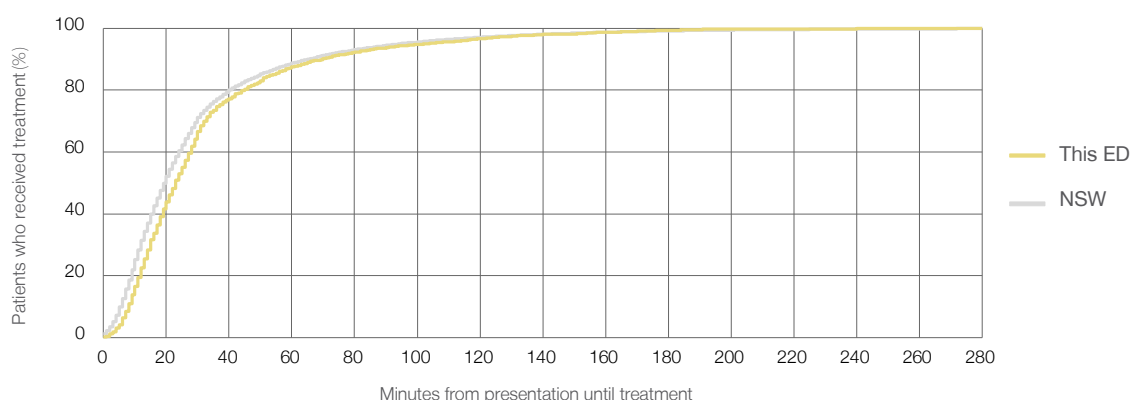
Number of triage 3 patients used to calculate waiting time:³ 2,357

Median time to start treatment⁴ 23 minutes

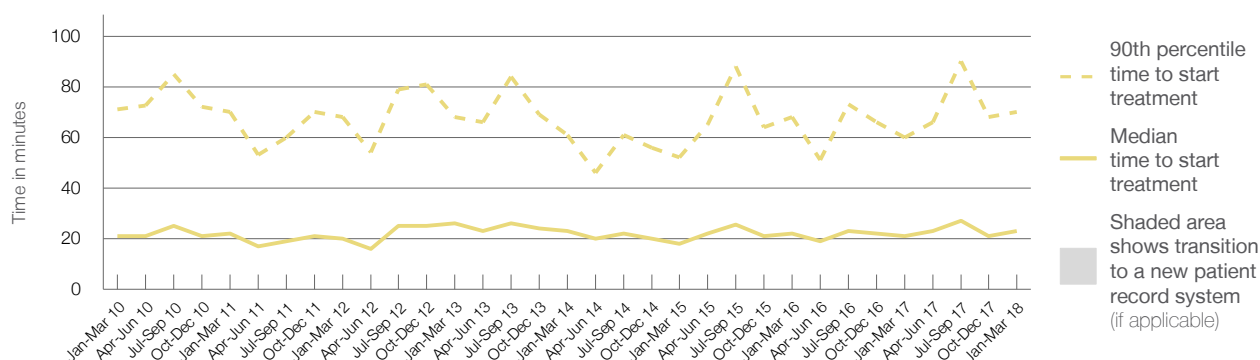
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,186	
2,141	
21 minutes	20 minutes
60 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	22	20	26	23	18	22	21	23
90th percentile time to start treatment ⁵ (minutes)	71	70	68	68	61	52	68	60	70

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

January to March 2018

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

Number of triage 4 patients: 2,793

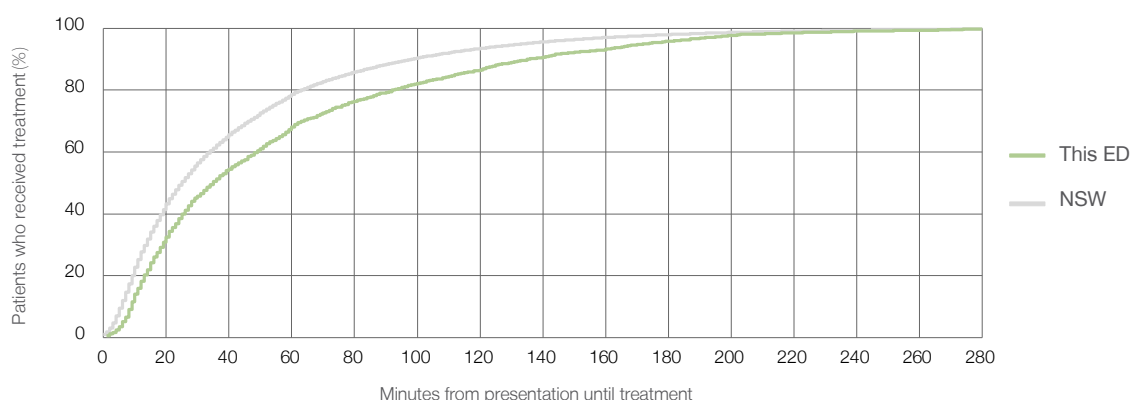
Number of triage 4 patients used to calculate waiting time: ³ 2,492

Median time to start treatment ⁴ 35 minutes

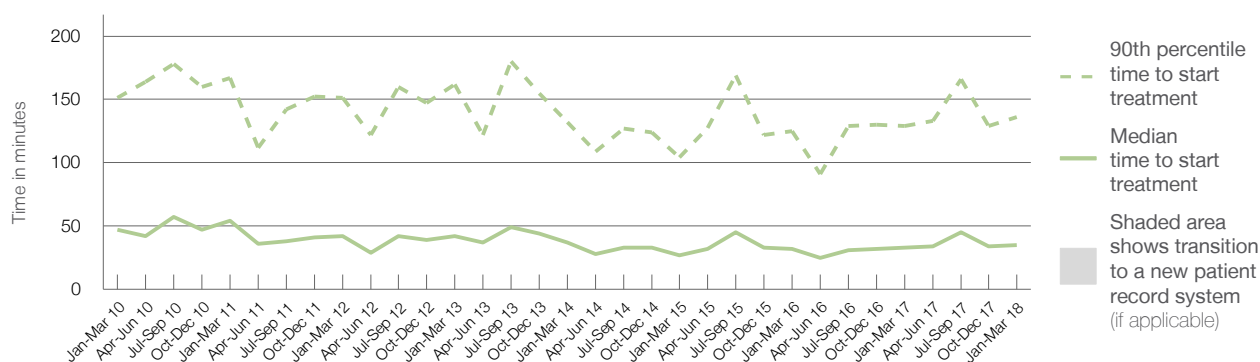
90th percentile time to start treatment ⁵ 136 minutes

Same period last year	NSW (this period)
2,845	
2,561	
33 minutes	25 minutes
129 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	47	54	42	42	37	27	32	33	35
90th percentile time to start treatment ⁵ (minutes)	151	167	151	162	132	104	125	129	136

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

January to March 2018

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

Number of triage 5 patients: 481

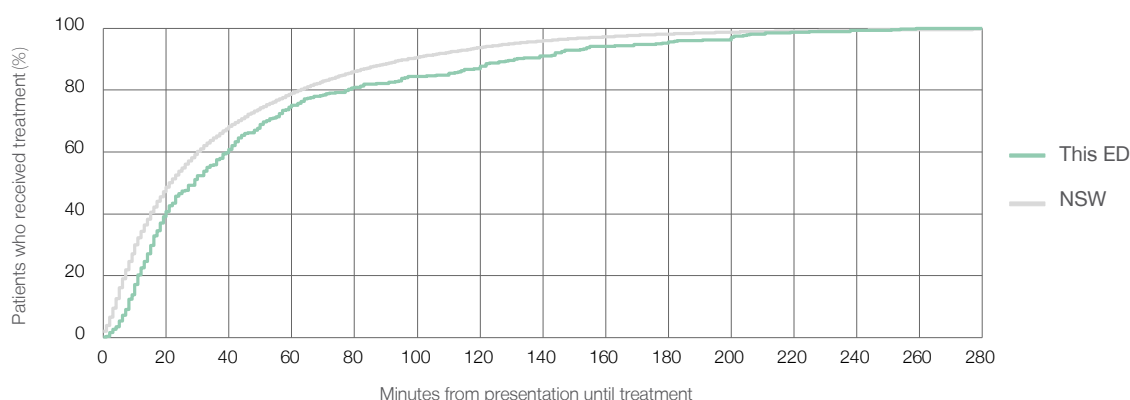
Number of triage 5 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 29 minutes

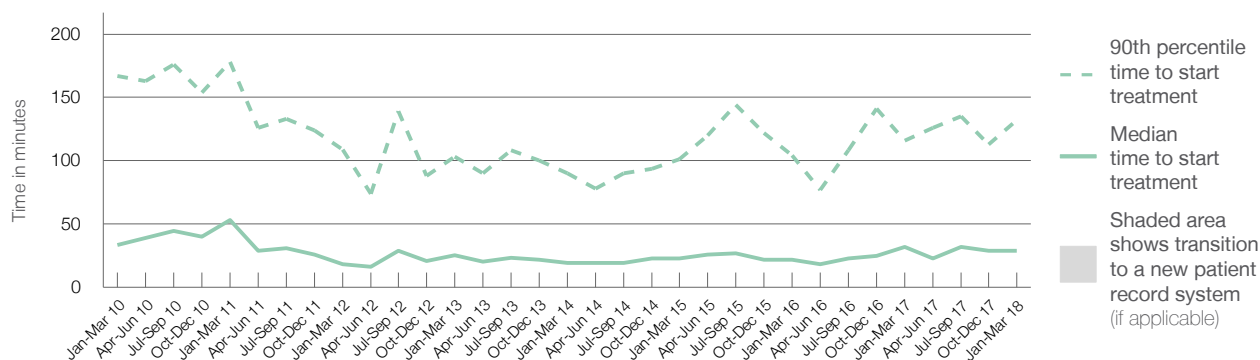
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
476	
358	
32 minutes	22 minutes
116 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	34	53	18	26	19	23	22	32	29
90th percentile time to start treatment ⁵ (minutes)	167	178	109	103	90	101	104	116	132

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Auburn Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,954 patients

Presentations used to calculate time to leaving the ED:⁶ 6,953 patients

Median time spent in the ED⁸

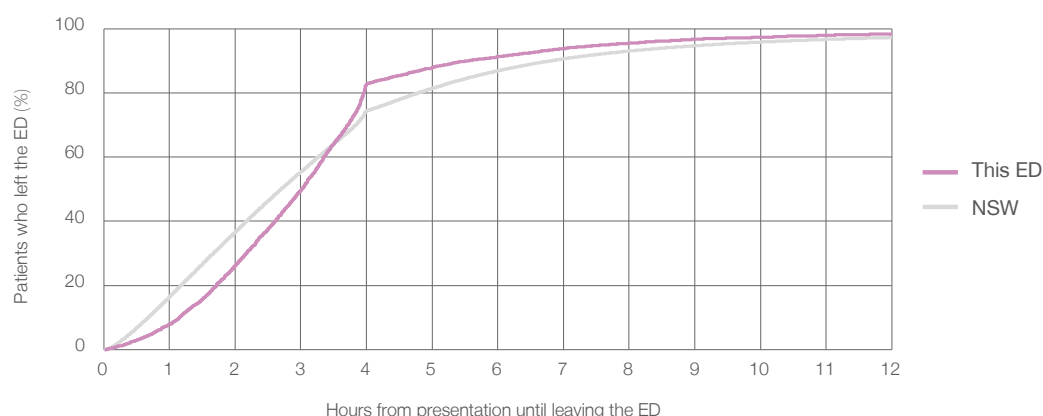
3 hours and 1 minutes

90th percentile time spent in the ED⁹

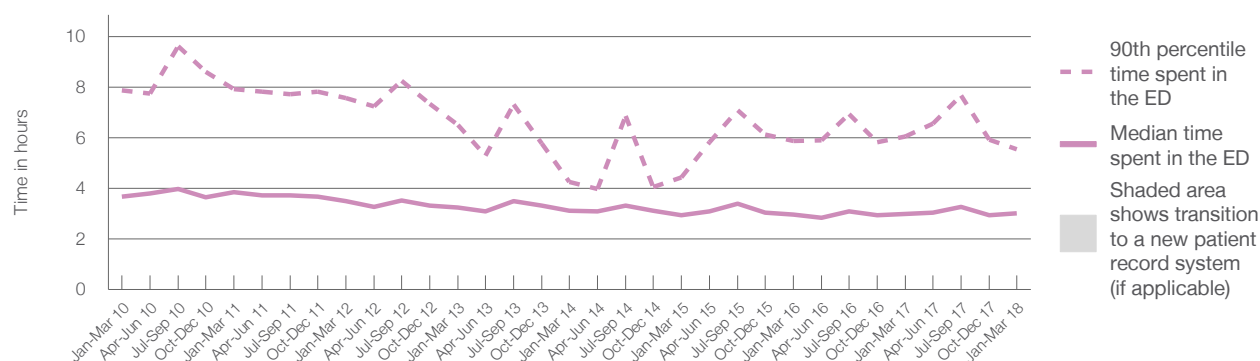
5 hours and 33 minutes

Same period last year	NSW (this period)
6,719	
6,717	
2 hours and 59 minutes	2 hours and 42 minutes
6 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 40m	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m	3h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 53m	7h 56m	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m	5h 33m

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Auburn Hospital: Time patients spent in the ED

By mode of separation

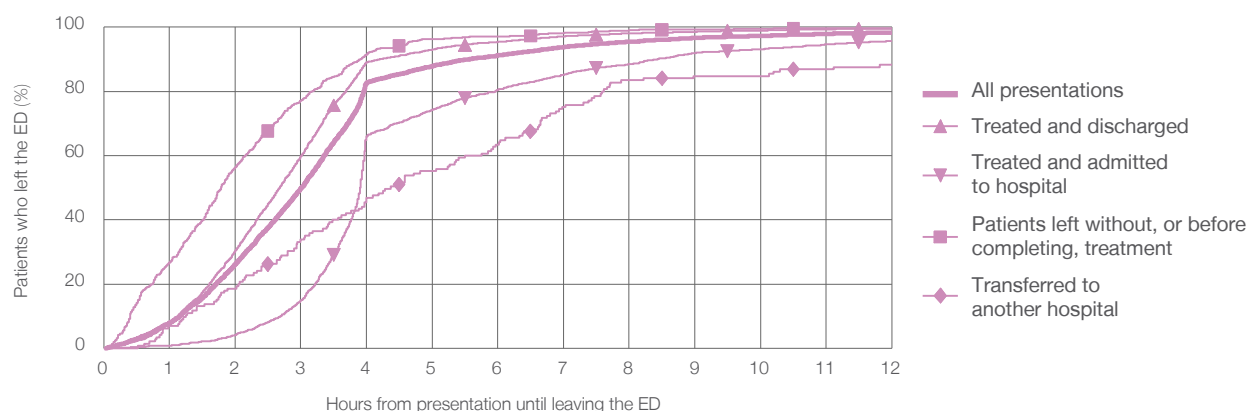
January to March 2018

All presentations:[†] 6,954 patients

Presentations used to calculate time to leaving the ED:[‡] 6,953 patients

		Same period last year	Change since one year ago
Treated and discharged	4,401 (63.3%)	4,361	0.9%
Treated and admitted to hospital	1,732 (24.9%)	1,653	4.8%
Patient left without, or before completing, treatment	641 (9.2%)	515	24.5%
Transferred to another hospital	145 (2.1%)	161	-9.9%
Other	35 (0.5%)	29	20.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	7.7%	30.5%	59.7%	89.0%	95.4%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.9%	4.2%	14.9%	66.0%	80.6%	88.5%	93.1%	95.8%
Patient left without, or before completing, treatment	26.7%	56.4%	77.2%	91.6%	97.2%	99.1%	99.5%	99.7%
Transferred to another hospital	6.9%	18.6%	33.8%	46.9%	63.4%	83.4%	84.8%	88.3%
All presentations	7.9%	26.2%	49.7%	82.7%	91.2%	95.5%	97.3%	98.4%

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Auburn Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 6,954 patients

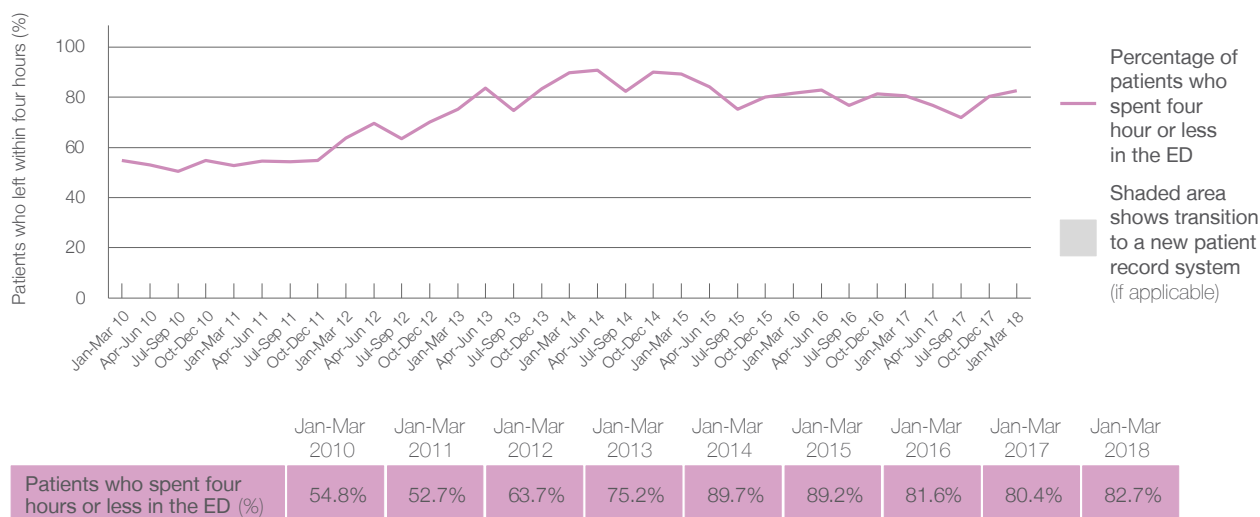
Presentations used to calculate time to leaving the ED: ⁶ 6,953 patients

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



Same period last year	Change since one year ago
6,719	3%
6,717	4%
80.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).