

Wyong Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 17,010 patients

Emergency presentations:² 16,915 patients

Same period last year	Change since one year ago
16,455	3%
16,307	4%

Wyong Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,648 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,628 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,226 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,307 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
1,520	
7 minutes	8 minutes
25 minutes	23 minutes
4,823	
21 minutes	20 minutes
67 minutes	65 minutes
8,651	
27 minutes	25 minutes
80 minutes	98 minutes
1,218	
21 minutes	22 minutes
69 minutes	97 minutes

Wyong Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 17,010 patients

Percentage of patients who spent four hours or less in the ED 70%

Same period last year	Change since one year ago
16,455	3%
73%	

* 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.

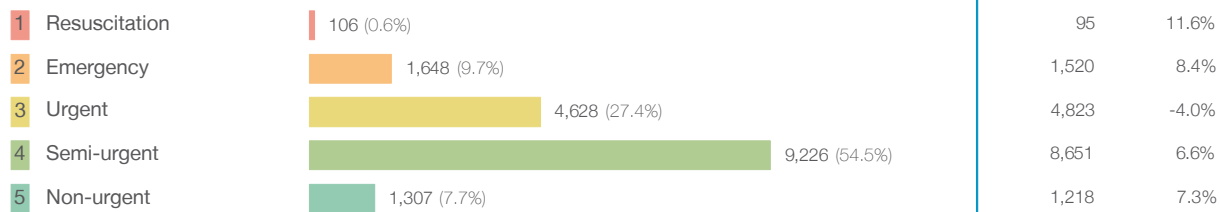
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Wyong Hospital: Patients presenting to the emergency department

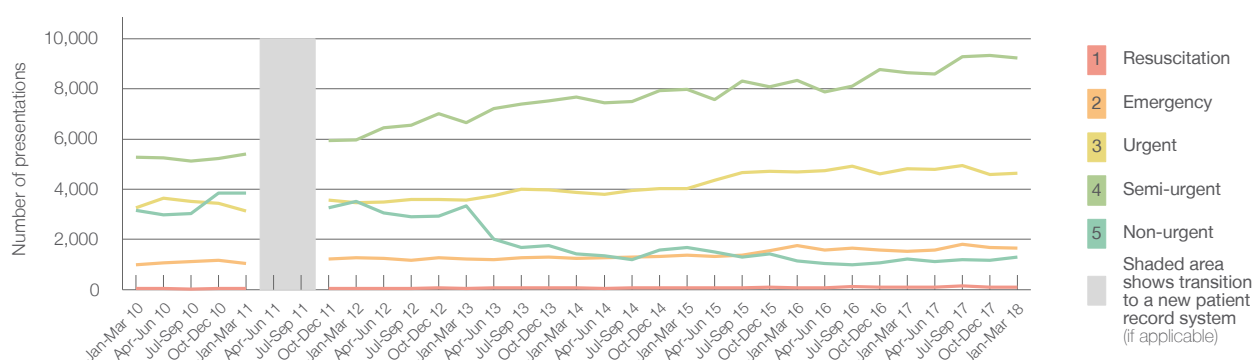
January to March 2018

All presentations:¹ 17,010 patients

Emergency presentations² by triage category: 16,915 patients



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	36	37	55	41	71	81	68	95	106
Emergency	989	1,054	1,280	1,230	1,247	1,374	1,748	1,520	1,648
Urgent	3,272	3,141	3,457	3,569	3,865	4,023	4,679	4,823	4,628
Semi-urgent	5,282	5,415	5,967	6,661	7,682	7,970	8,340	8,651	9,226
Non-urgent	3,166	3,847	3,511	3,343	1,426	1,679	1,151	1,218	1,307
All emergency presentations	12,745	13,494	14,270	14,844	14,291	15,127	15,986	16,307	16,915

Wyong Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,161 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.

Wyong 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: 1,648

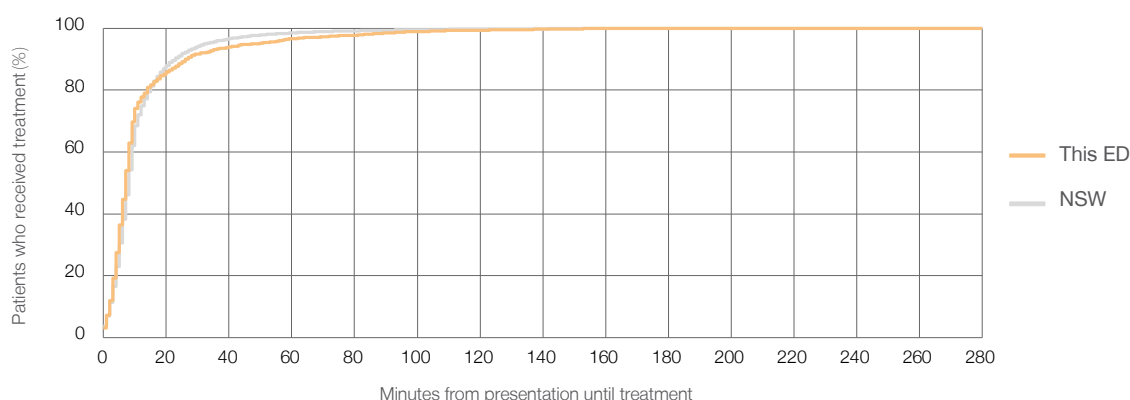
Number of triage 2 patients used to calculate waiting time: ³ 1,640

Median time to start treatment ⁴ 7 minutes

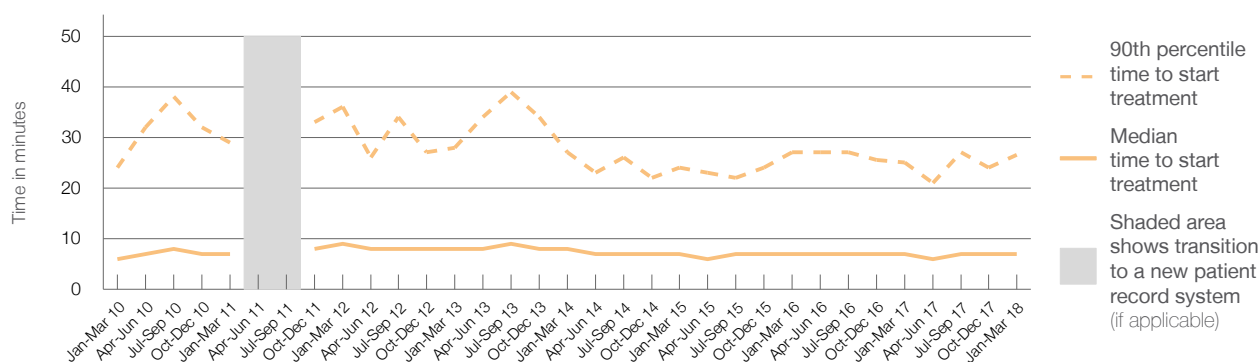
90th percentile time to start treatment ⁵ 27 minutes

Same period last year	NSW (this period)
1,520	
1,510	
7 minutes	8 minutes
25 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)	6	7	9	8	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	24	29	36	28	27	24	27	25	27

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Wyong 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: 4,628

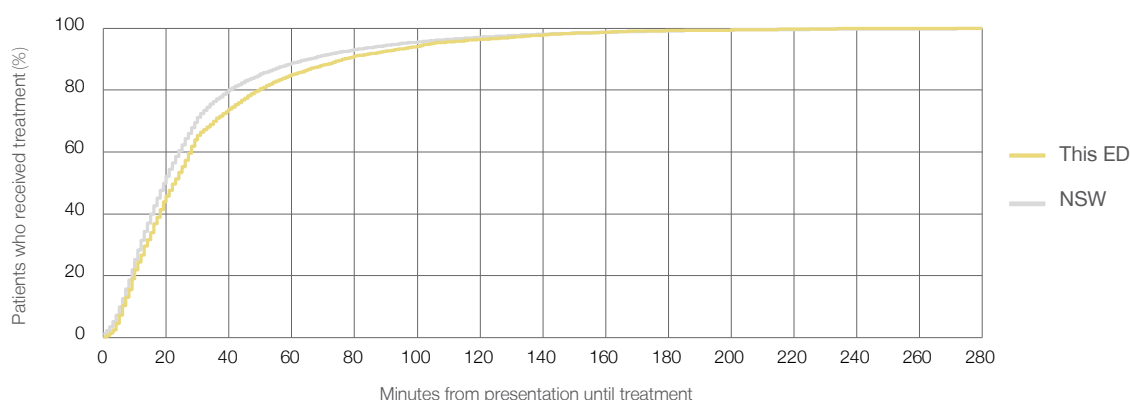
Number of triage 3 patients used to calculate waiting time:³ 4,569

Median time to start treatment⁴ 23 minutes

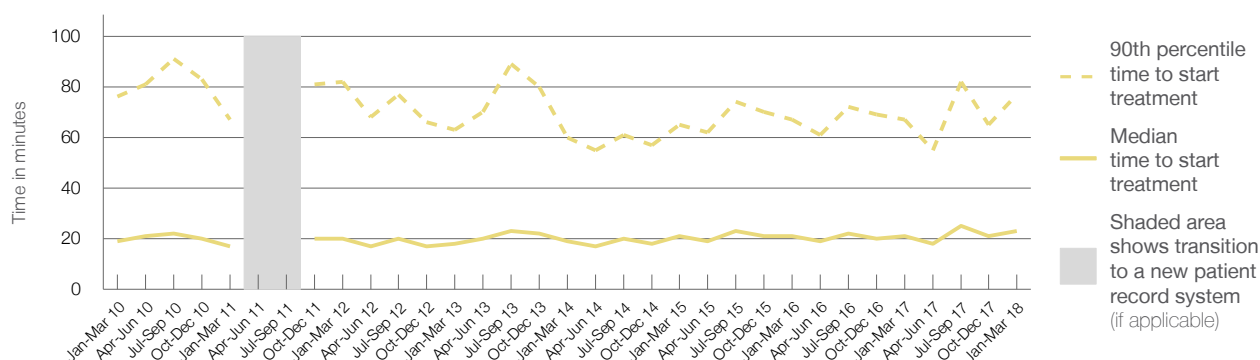
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,823	
4,778	
21 minutes	20 minutes
67 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)	19	17	20	18	19	21	21	21	23
90th percentile time to start treatment ⁵ (minutes)	76	67	82	63	60	65	67	67	77

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Wyong 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: 9,226

Number of triage 4 patients used to calculate waiting time: ³ 8,895

Median time to start treatment ⁴

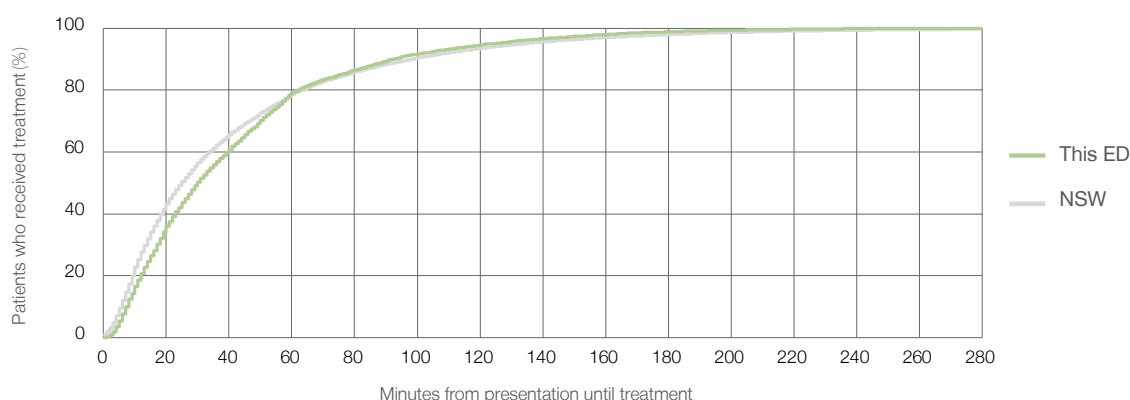
30 minutes

90th percentile time to start treatment ⁵

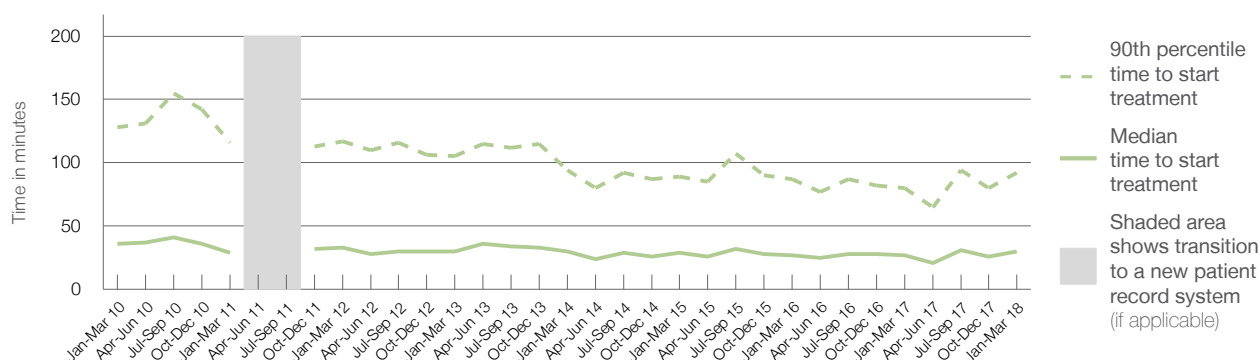
92 minutes

Same period last year	NSW (this period)
8,651	
8,417	
27 minutes	25 minutes
80 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)	36	29	33	30	30	29	27	27	30
90th percentile time to start treatment ⁵ (minutes)	128	116	117	105	94	89	87	80	92

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Wyong 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: 1,307

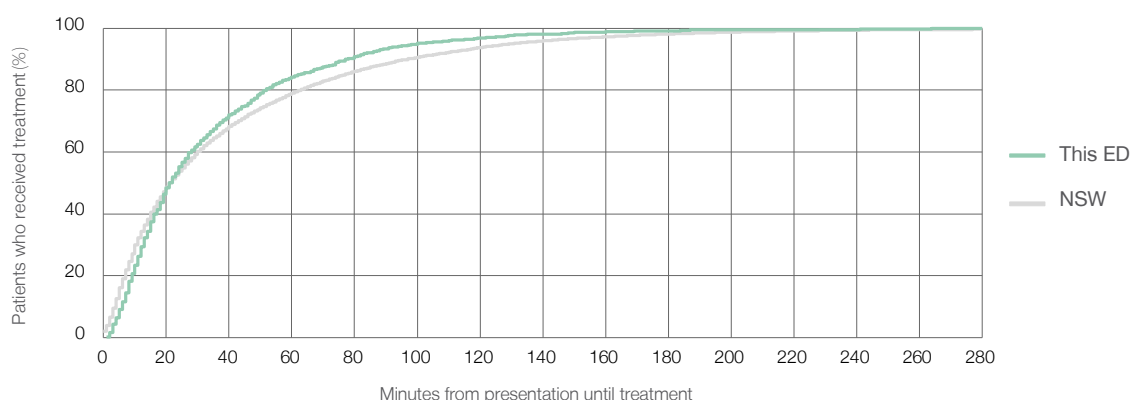
Number of triage 5 patients used to calculate waiting time: ³ 1,232

Median time to start treatment ⁴ 22 minutes

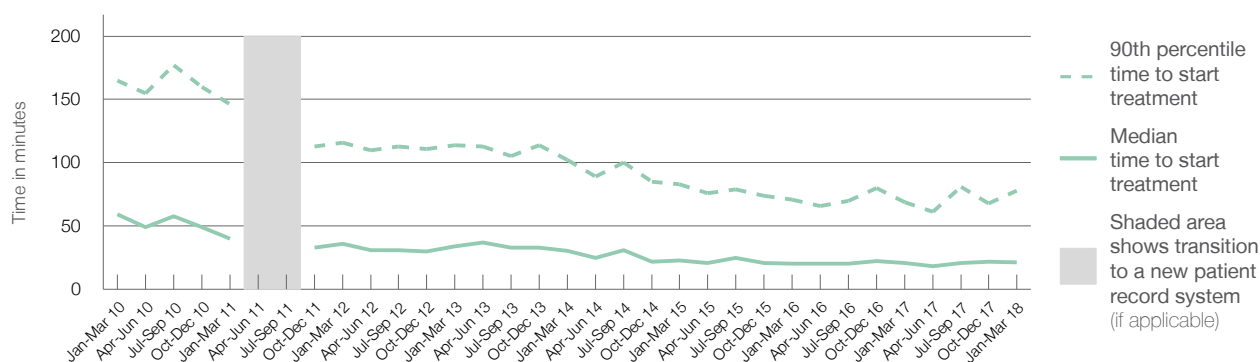
90th percentile time to start treatment ⁵ 78 minutes

Same period last year	NSW (this period)
1,218	
1,166	
21 minutes	22 minutes
69 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)	59	40	36	34	31	23	20	21	22
90th percentile time to start treatment ⁵ (minutes)	165	146	116	114	102	83	71	69	78

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Wyong Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 17,010 patients

Presentations used to calculate time to leaving the ED:⁶ 17,010 patients

Median time spent in the ED⁸

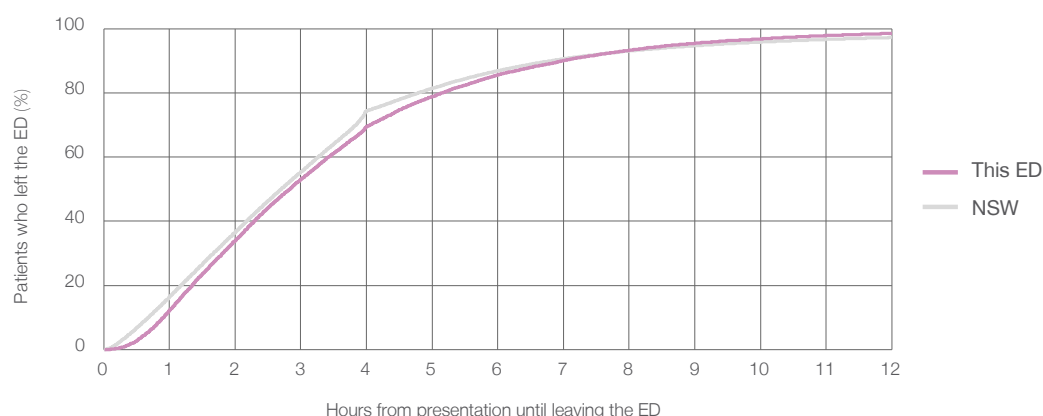
2 hours and 50 minutes

90th percentile time spent in the ED⁹

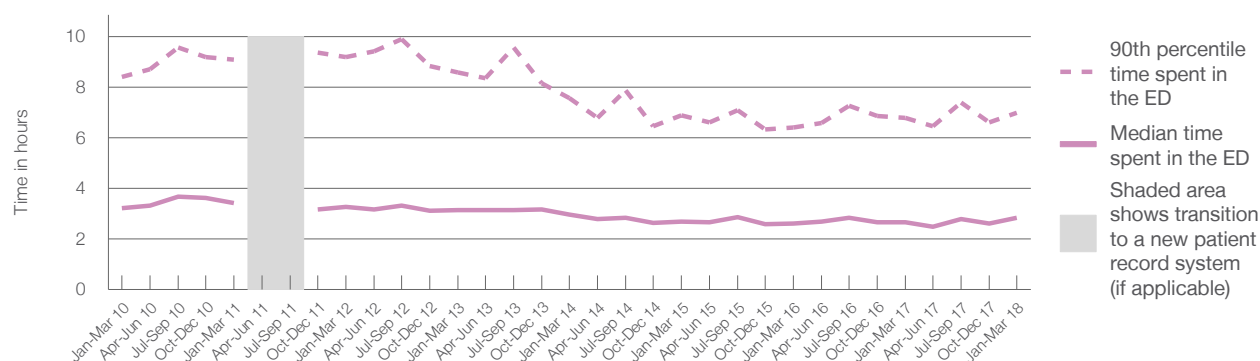
7 hours and 0 minutes

Same period last year	NSW (this period)
16,455	16,455
2 hours and 40 minutes	2 hours and 42 minutes
6 hours and 48 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 14m	3h 26m	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m	2h 40m	2h 50m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 25m	9h 5m	9h 12m	8h 35m	7h 35m	6h 53m	6h 24m	6h 48m	7h 0m

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Wyong Hospital: Time patients spent in the ED

By mode of separation

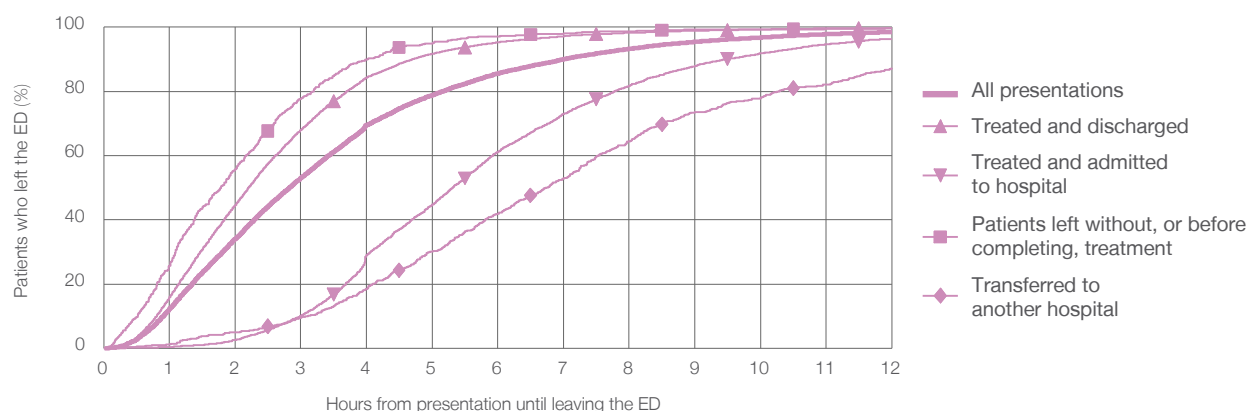
January to March 2018

All presentations:[†] 17,010 patients

Presentations used to calculate time to leaving the ED:[‡] 17,010 patients

		Same period last year	Change since one year ago
Treated and discharged	11,863 (69.7%)	11,645	1.9%
Treated and admitted to hospital	3,841 (22.6%)	3,680	4.4%
Patient left without, or before completing, treatment	641 (3.8%)	443	44.7%
Transferred to another hospital	659 (3.9%)	662	-0.5%
Other	6 (0%)	25	-76.0%

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	16.0%	44.7%	68.0%	84.3%	95.3%	98.3%	99.3%	99.8%
Treated and admitted to hospital	0.4%	2.6%	10.1%	29.0%	61.2%	81.8%	91.8%	96.4%
Patient left without, or before completing, treatment	25.7%	55.9%	77.8%	90.0%	97.0%	98.8%	99.4%	99.7%
Transferred to another hospital	1.2%	5.0%	9.6%	18.5%	41.9%	64.3%	78.1%	87.3%
All presentations	12.3%	34.1%	53.1%	69.5%	85.6%	93.3%	96.8%	98.5%

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Wyong 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 17,010 patients

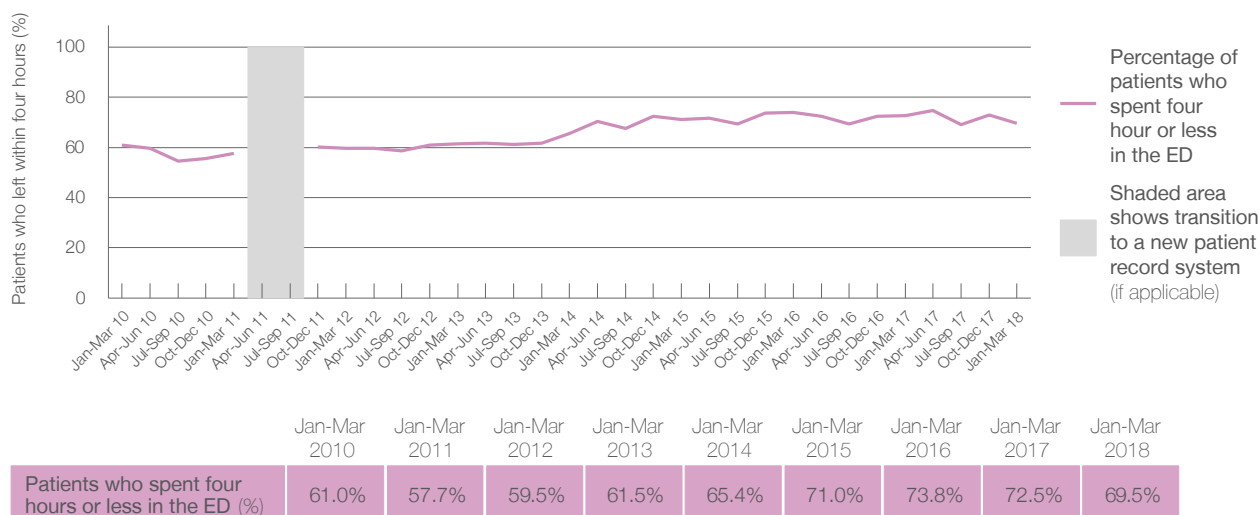
Presentations used to calculate time to leaving the ED: ⁶ 17,010 patients

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



Same period last year	Change since one year ago
16,455	3%
16,455	3%
72.5%	

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.
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- ‡ 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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 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).