

Healthcare Quarterly

Performance Profiles

Emergency Department

Nepean Blue Mountains Local Health District

January to March 2018

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

January to March 2018

All presentations:¹ 4,402 patients

Emergency presentations:² 4,317 patients

Same period last year	Change since one year ago
4,328	2%
4,275	1%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 668 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,127 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,132 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 370 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
609	
7 minutes	8 minutes
23 minutes	23 minutes
996	
19 minutes	20 minutes
69 minutes	65 minutes
2,198	
32 minutes	25 minutes
127 minutes	98 minutes
450	
32 minutes	22 minutes
131 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,401 patients

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

Same period last year	Change since one year ago
4,316	2%
78%	

* 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).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2018

All presentations:¹ 4,402 patients

Same period
last year

4,328

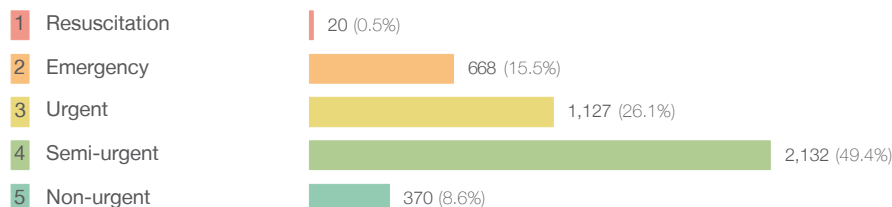
Change since
one year ago

2%

Emergency presentations² by triage category: 4,317 patients

4,275

1%



22

-9.1%

609

9.7%

996

13.2%

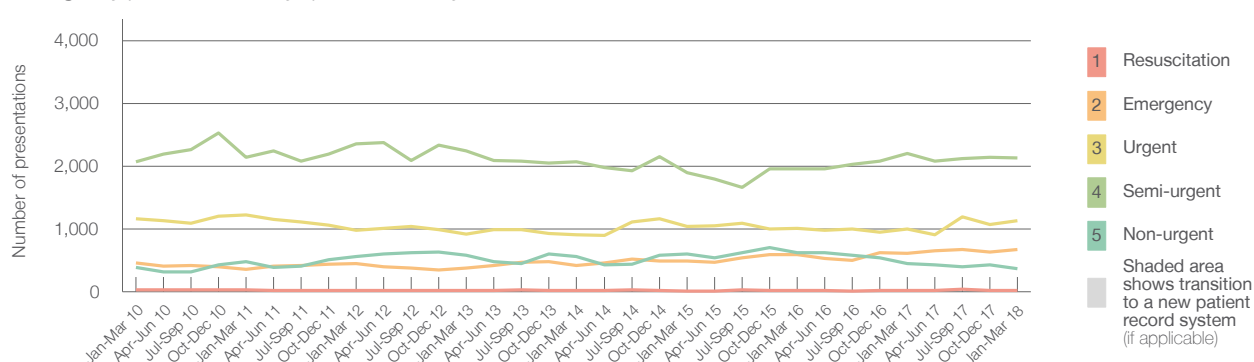
2,198

-3.0%

450

-17.8%

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	29	25	16	14	22	10	22	22	20
Emergency	456	357	447	375	415	488	591	609	668
Urgent	1,161	1,224	977	919	902	1,042	1,007	996	1,127
Semi-urgent	2,071	2,137	2,351	2,243	2,068	1,895	1,962	2,198	2,132
Non-urgent	389	474	559	576	564	597	619	450	370
All emergency presentations	4,106	4,217	4,350	4,127	3,971	4,032	4,201	4,275	4,317

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2018

Arrivals used to calculate transfer of care time: [†] 741 patients

Same period
last year

812

Change since
one year ago

ED Transfer of care time

Median time

14 minutes

13 minutes

1 minute

90th percentile time

27 minutes

26 minutes

1 minute

(†) 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 January to March 2018

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

Number of triage 2 patients: 668

Number of triage 2 patients used to calculate waiting time:³ 665

Median time to start treatment⁴

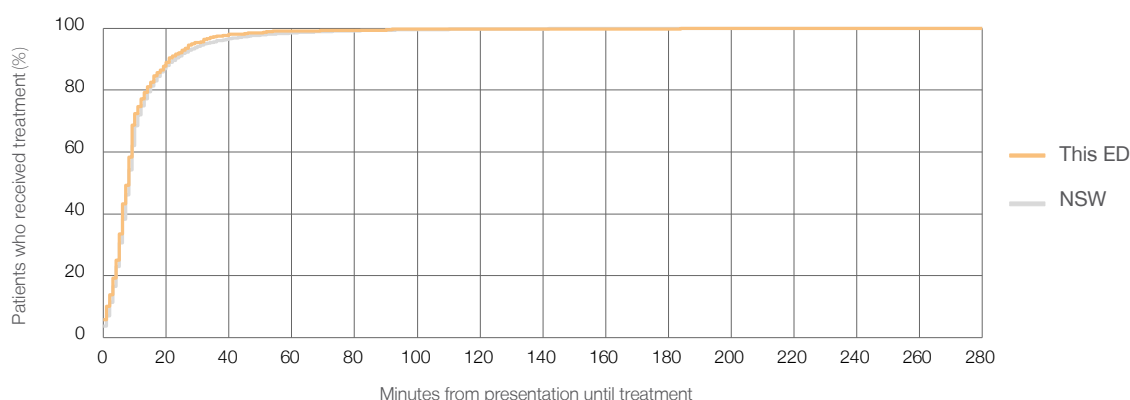
8 minutes

90th percentile time to start treatment⁵

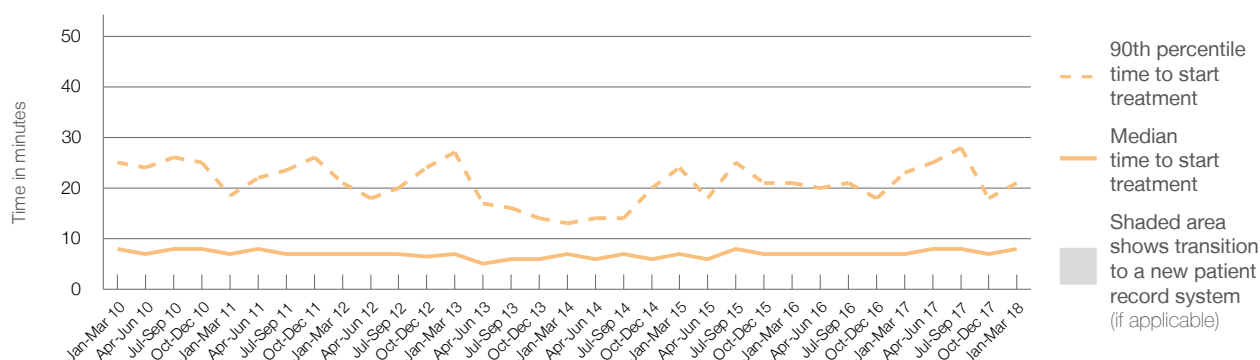
21 minutes

Same period last year	NSW (this period)
609	
562	
7 minutes	8 minutes
23 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	7	7	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	25	19	21	27	13	24	21	23	21

(†) 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 January to March 2018

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

Number of triage 3 patients: 1,127

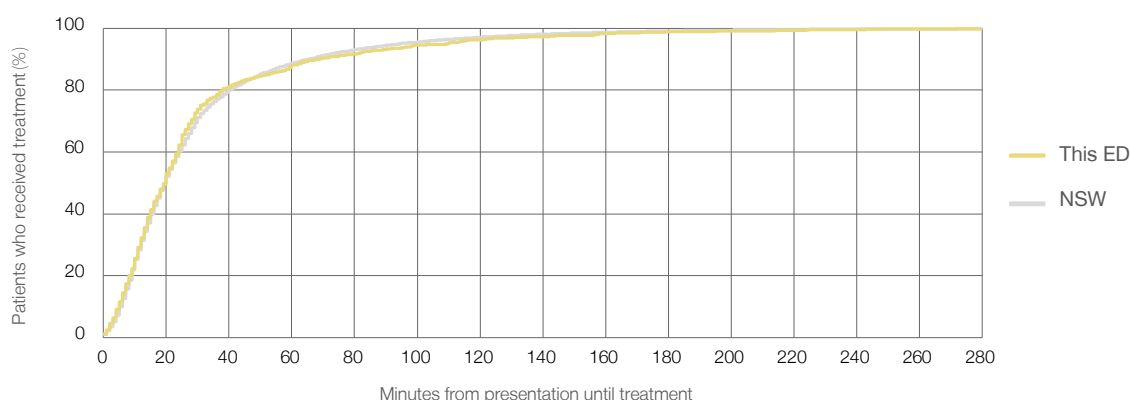
Number of triage 3 patients used to calculate waiting time: ³ 1,103

Median time to start treatment ⁴ 20 minutes

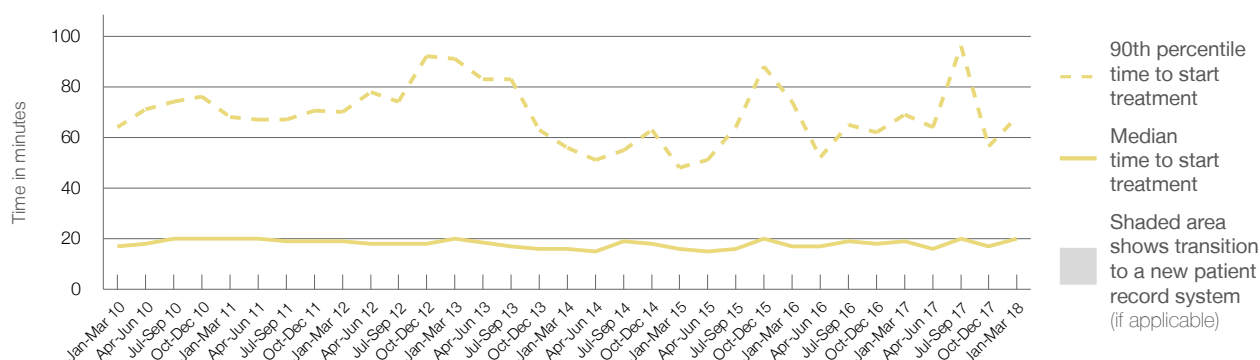
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
996	
941	
19 minutes	20 minutes
69 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)	17	20	19	20	16	16	17	19	20
90th percentile time to start treatment ⁵ (minutes)	64	68	70	91	56	48	74	69	68

(†) 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 4 January to March 2018

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

Number of triage 4 patients: 2,132

Number of triage 4 patients used to calculate waiting time: ³ 1,990

Median time to start treatment ⁴

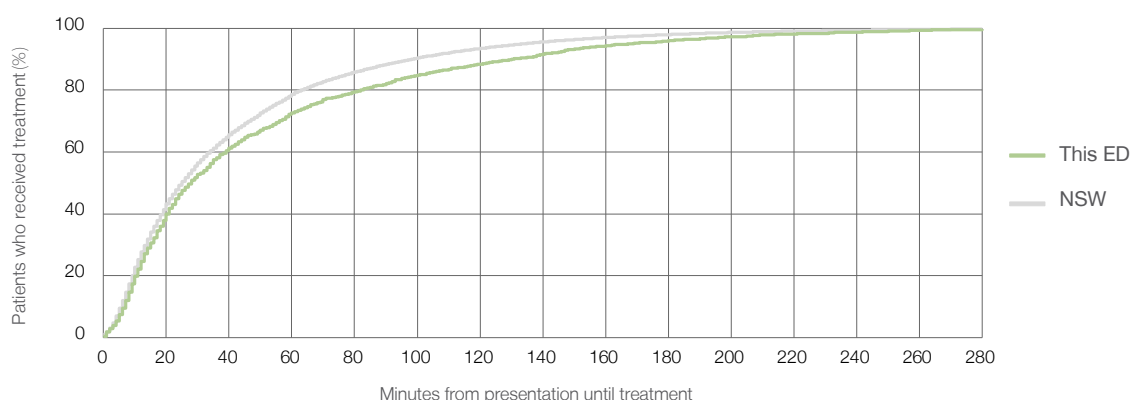
28 minutes

90th percentile time to start treatment ⁵

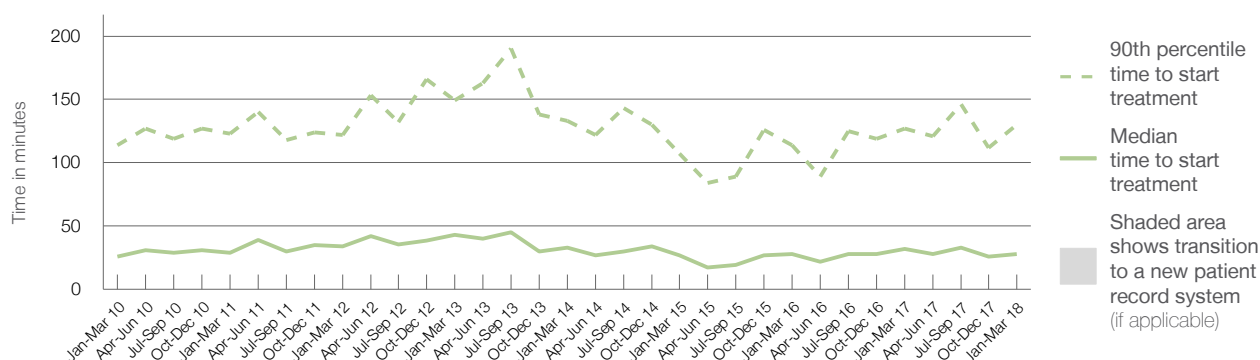
130 minutes

Same period last year	NSW (this period)
2,198	
1,978	
32 minutes	25 minutes
127 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)	26	29	34	43	33	27	28	32	28
90th percentile time to start treatment ⁵ (minutes)	114	123	122	149	133	107	114	127	130

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Blue Mountains District Anzac Memorial 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: 370

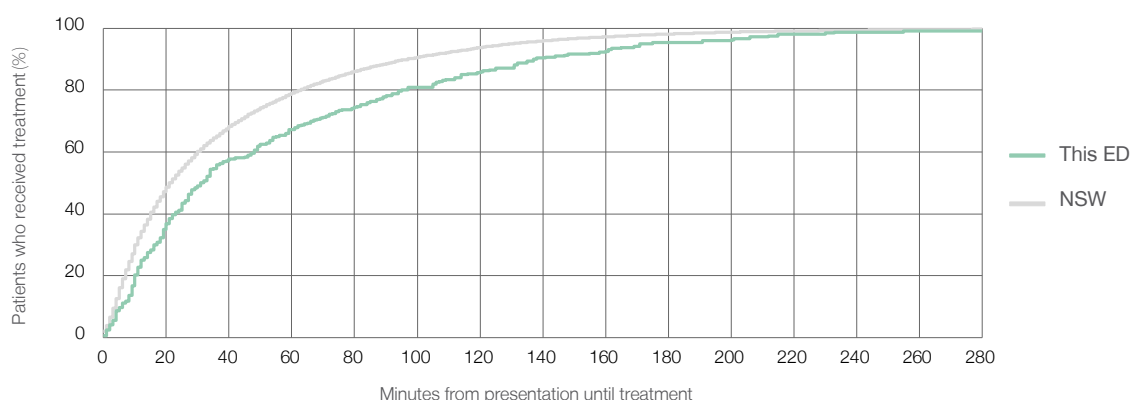
Number of triage 5 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 32 minutes

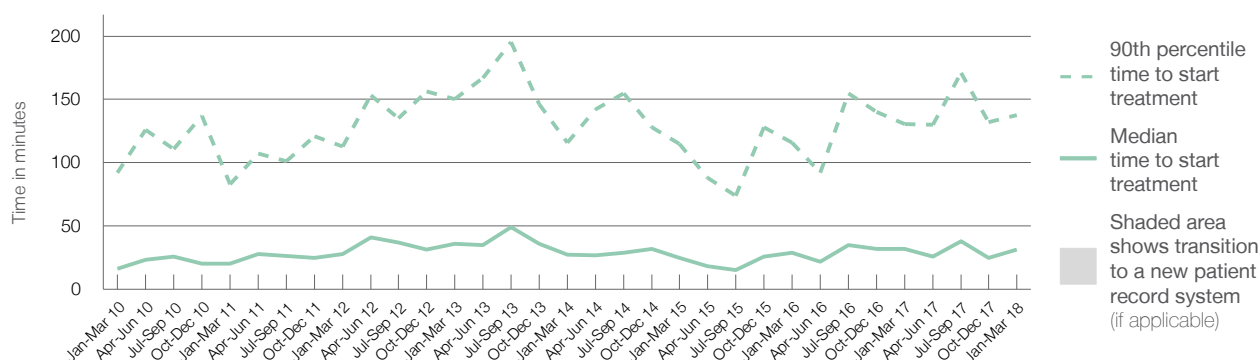
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
450	
360	
32 minutes	22 minutes
131 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)	16	20	28	36	28	25	29	32	32
90th percentile time to start treatment ⁵ (minutes)	92	83	113	150	116	115	116	131	138

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

January to March 2018

All presentations:¹ 4,402 patients

Presentations used to calculate time to leaving the ED:⁶ 4,401 patients

Median time spent in the ED⁸

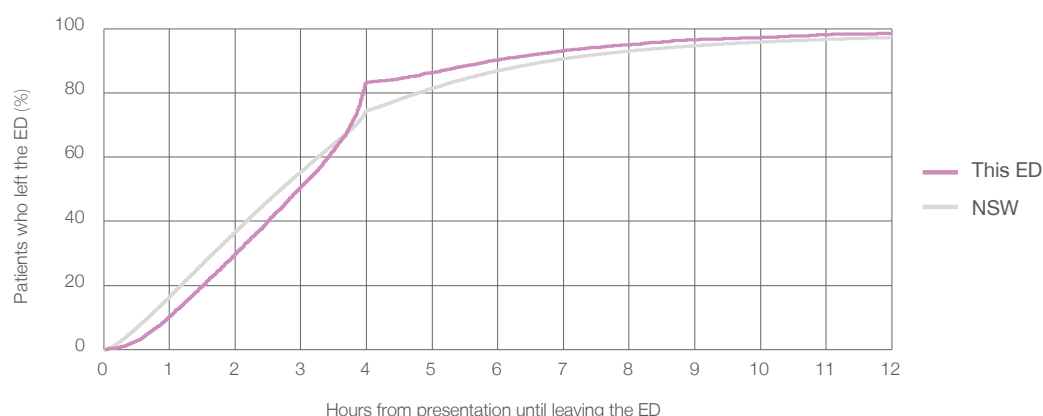
2 hours and 59 minutes

90th percentile time spent in the ED⁹

5 hours and 55 minutes

Same period last year	NSW (this period)
4,328	
4,316	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 25 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)	1h 54m	1h 58m	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 5m	5h 16m	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m	5h 55m

(†) 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

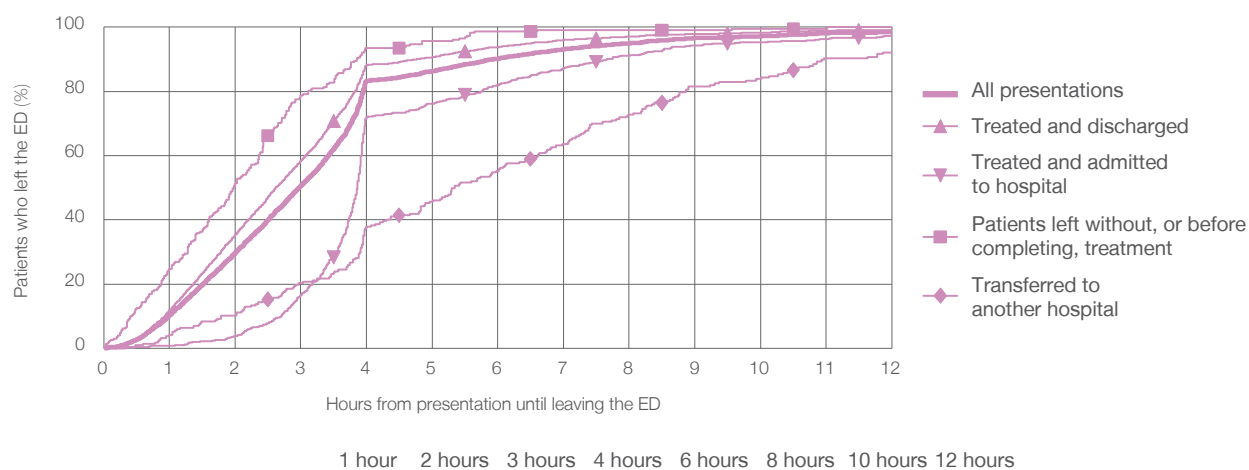
January to March 2018

All presentations:[†] 4,402 patients

Presentations used to calculate time to leaving the ED:[‡] 4,401 patients

		Same period last year	Change since one year ago
		4,316	2%
Treated and discharged	3,224 (73.2%)	3,097	4.1%
Treated and admitted to hospital	717 (16.3%)	573	25.1%
Patient left without, or before completing, treatment	231 (5.2%)	281	-17.8%
Transferred to another hospital	217 (4.9%)	226	-4.0%
Other	13 (0.3%)	151	-91.4%

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	11.9%	35.4%	58.4%	88.2%	93.8%	97.1%	98.3%	99.1%
Treated and admitted to hospital	0.8%	3.8%	16.6%	72.1%	82.0%	91.2%	95.4%	97.3%
Patient left without, or before completing, treatment	24.7%	51.5%	78.8%	93.5%	98.7%	99.1%	99.6%	100%
Transferred to another hospital	4.1%	10.1%	20.3%	37.8%	55.3%	72.8%	83.9%	92.2%
All presentations	10.4%	29.8%	50.7%	83.3%	90.2%	95.0%	97.2%	98.5%

(†) 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.

Blue Mountains District Anzac Memorial 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 4,402 patients

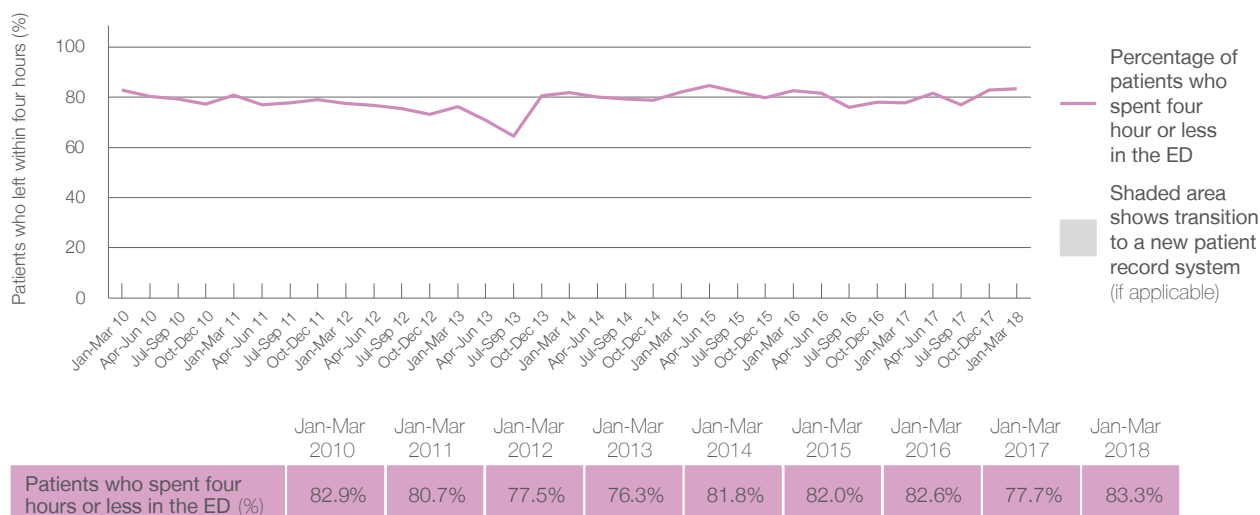
Presentations used to calculate time to leaving the ED: ⁶ 4,401 patients

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



Same period last year	Change since one year ago
4,328	2%
4,316	2%
77.7%	

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).

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,418 patients

Emergency presentations:² 6,086 patients

Same period last year	Change since one year ago
6,085	5%
5,757	6%

Hawkesbury District Health Services: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 769 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,763 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,155 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 377 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
644	
9 minutes	8 minutes
20 minutes	23 minutes
1,677	
15 minutes	20 minutes
40 minutes	65 minutes
3,118	
15 minutes	25 minutes
63 minutes	98 minutes
297	
13 minutes	22 minutes
57 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,418 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
6,085	5%
75%	

* 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.

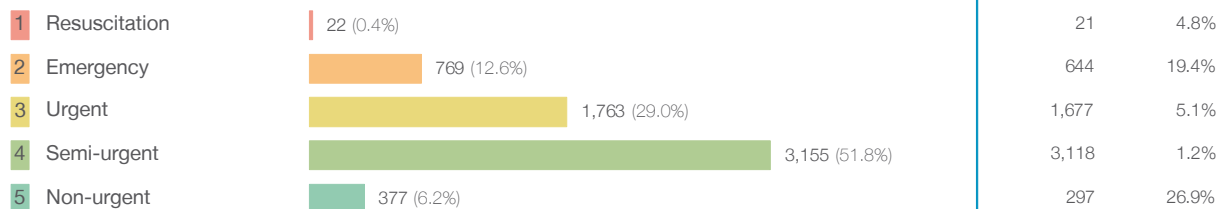
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Hawkesbury District Health Services: Patients presenting to the emergency department

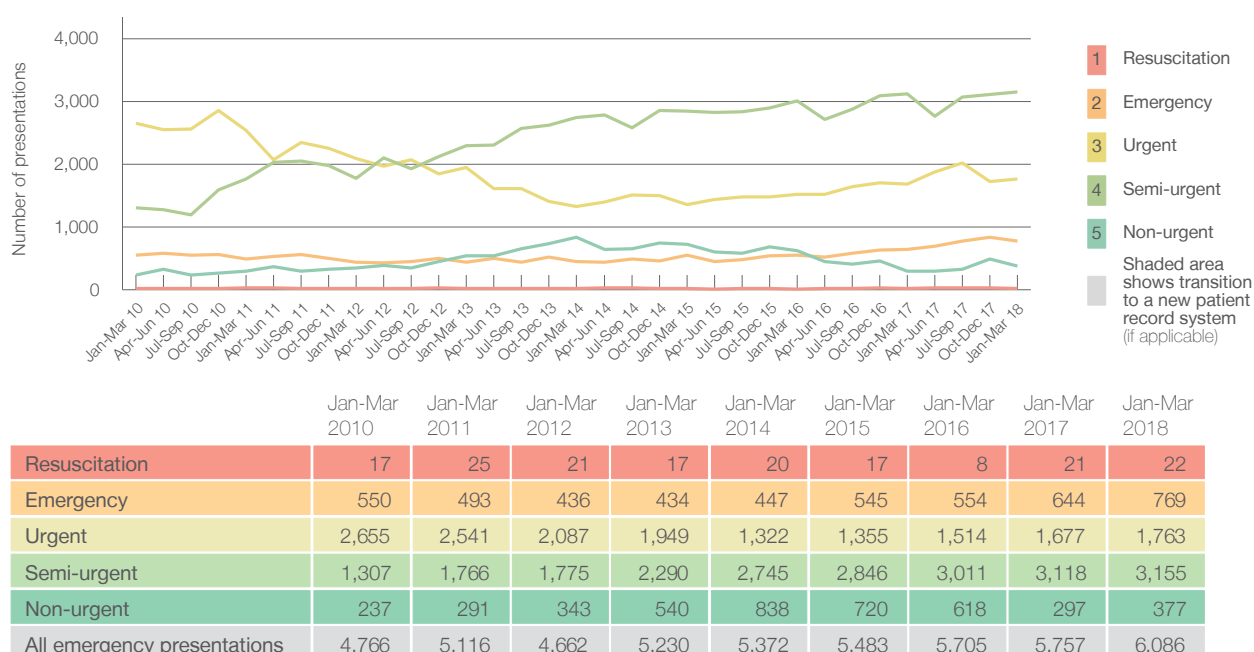
January to March 2018

All presentations:¹ 6,418 patients

Emergency presentations² by triage category: 6,086 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}

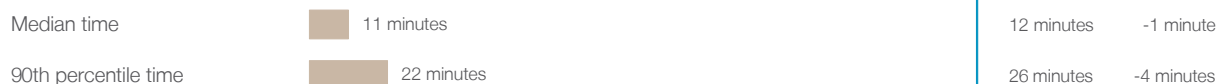


Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 946 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.

(§) 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

January to March 2018

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

Number of triage 2 patients: 769

Number of triage 2 patients used to calculate waiting time:³ 766

Median time to start treatment⁴

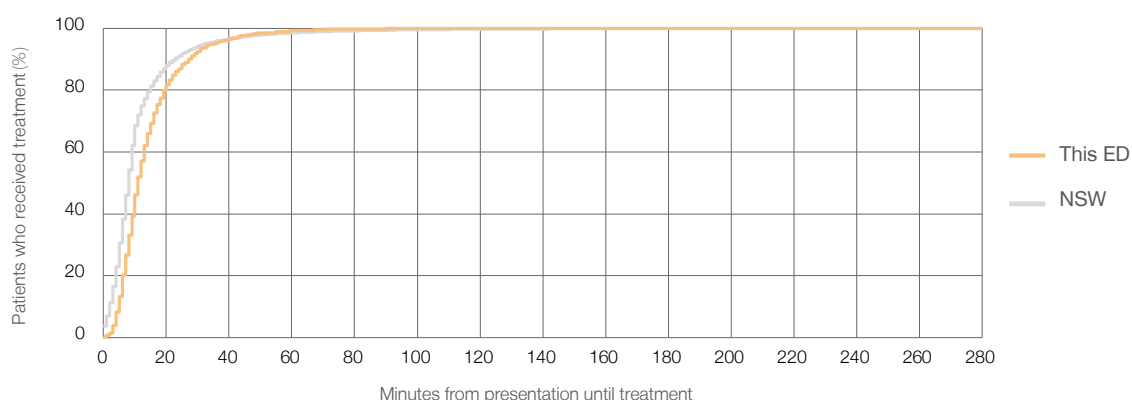
11 minutes

90th percentile time to start treatment⁵

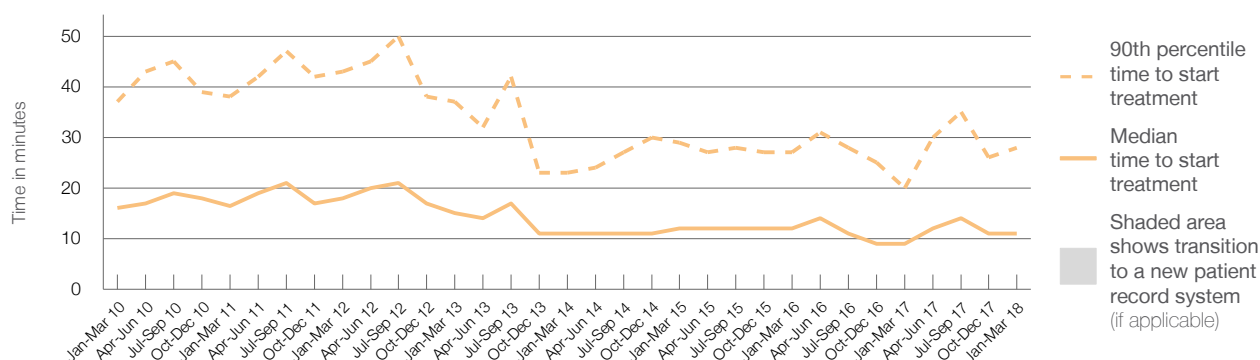
28 minutes

Same period last year	NSW (this period)
644	
644	
9 minutes	8 minutes
20 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)	16	17	18	15	11	12	12	9	11
90th percentile time to start treatment ⁵ (minutes)	37	38	43	37	23	29	27	20	28

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Hawkesbury District Health Services: 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: 1,763

Number of triage 3 patients used to calculate waiting time:³ 1,743

Median time to start treatment⁴

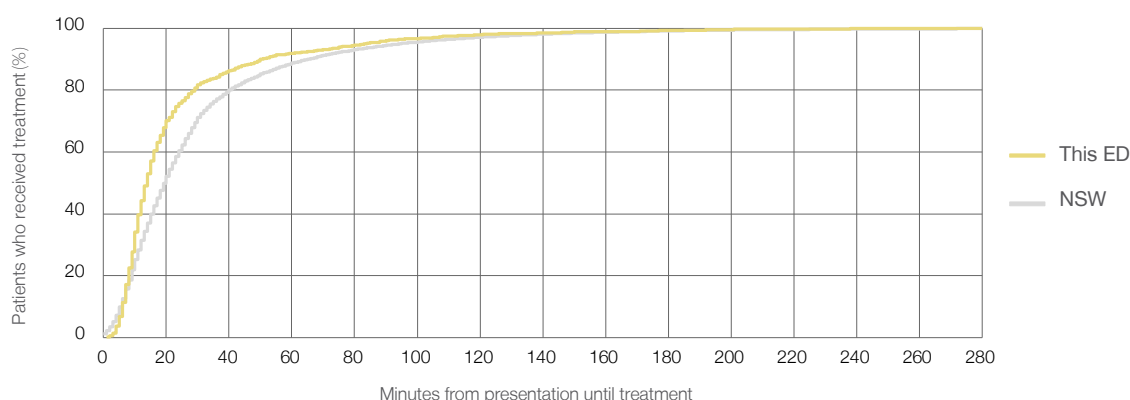
14 minutes

90th percentile time to start treatment⁵

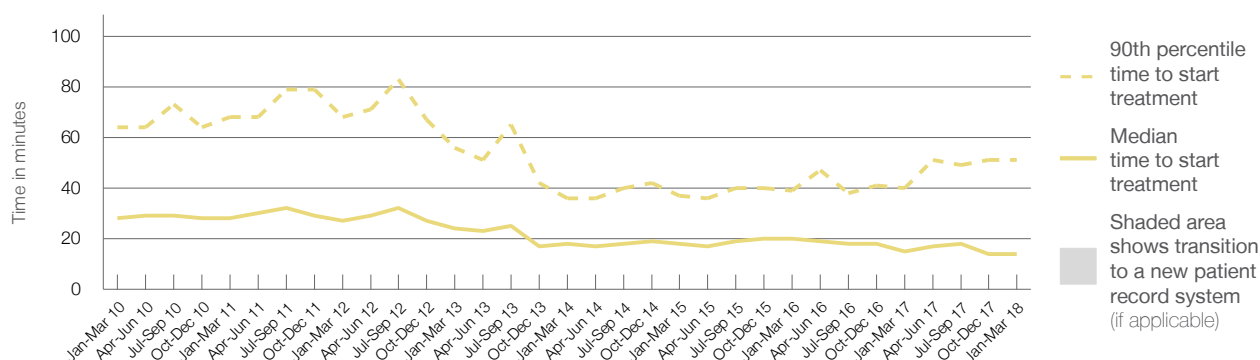
51 minutes

Same period last year	NSW (this period)
1,677	
1,676	
15 minutes	20 minutes
40 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)	28	28	27	24	18	18	20	15	14
90th percentile time to start treatment ⁵ (minutes)	64	68	68	56	36	37	39	40	51

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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.

(§) 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

January to March 2018

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

Number of triage 4 patients: 3,155

Number of triage 4 patients used to calculate waiting time: ³ 3,058

Median time to start treatment ⁴

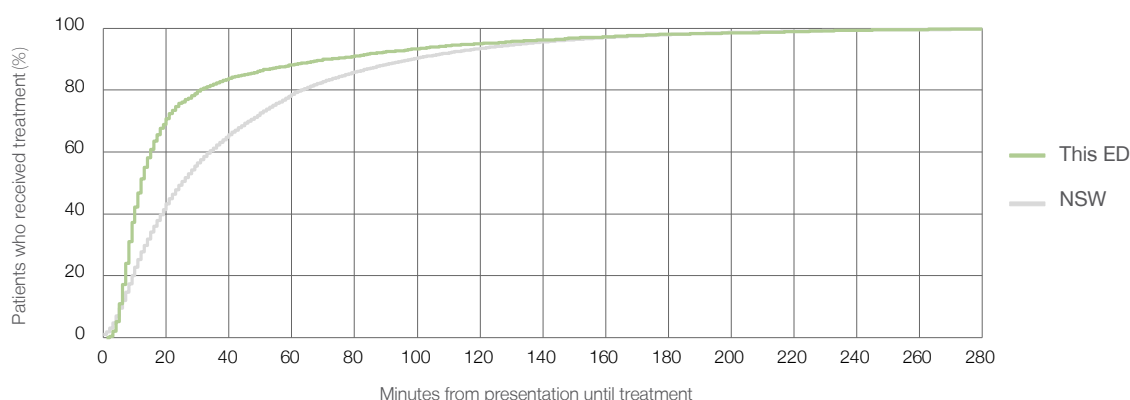
12 minutes

90th percentile time to start treatment ⁵

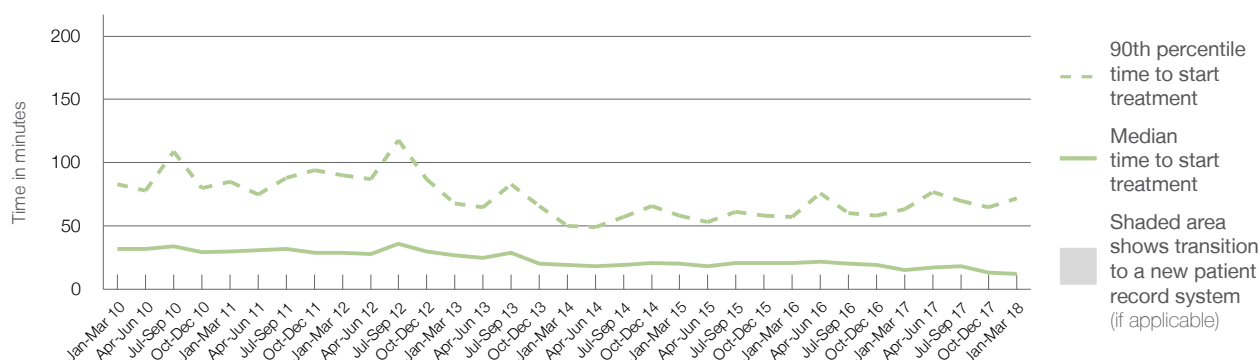
72 minutes

Same period last year	NSW (this period)
3,118	
3,113	
15 minutes	25 minutes
63 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)	32	30	29	27	19	20	21	15	12
90th percentile time to start treatment ⁵ (minutes)	83	85	90	68	50	58	57	63	72

(†) 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

January to March 2018

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

Number of triage 5 patients: 377

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

Median time to start treatment⁴

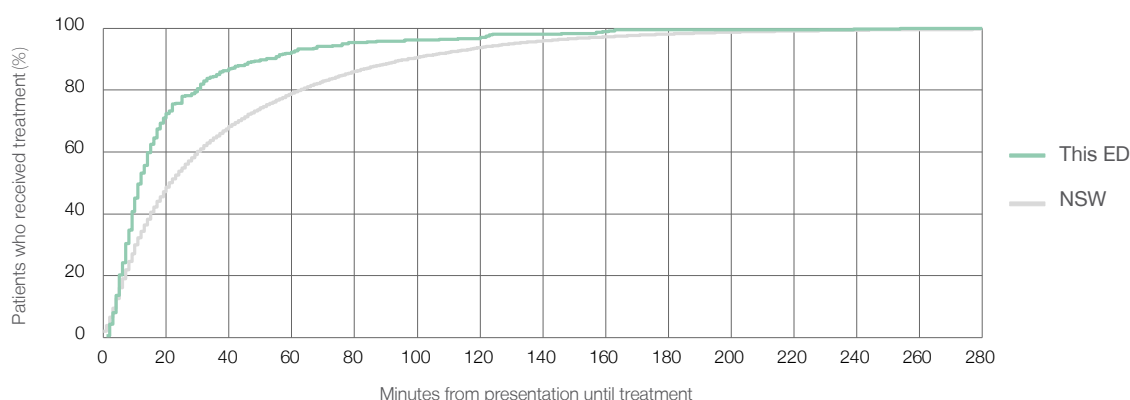
12 minutes

90th percentile time to start treatment⁵

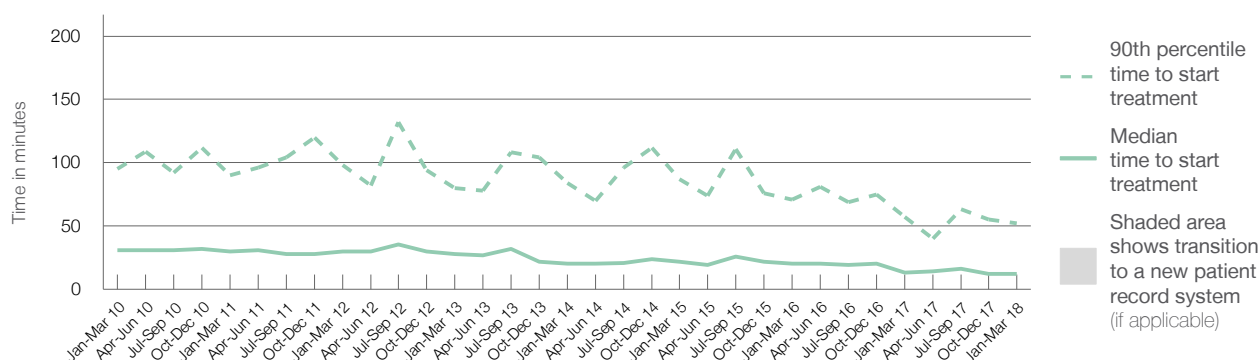
52 minutes

Same period last year	NSW (this period)
297	
291	
13 minutes	22 minutes
57 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)	31	30	30	28	20	22	20	13	12
90th percentile time to start treatment ⁵ (minutes)	95	90	98	80	84	87	71	57	52

(†) 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

January to March 2018

All presentations:¹ 6,418 patients

Presentations used to calculate time to leaving the ED:⁶ 6,418 patients

Median time spent in the ED⁸

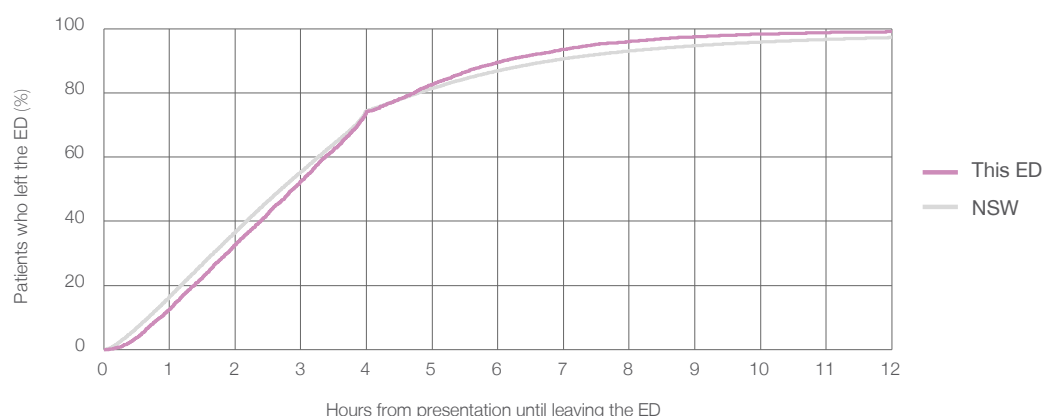
2 hours and 53 minutes

90th percentile time spent in the ED⁹

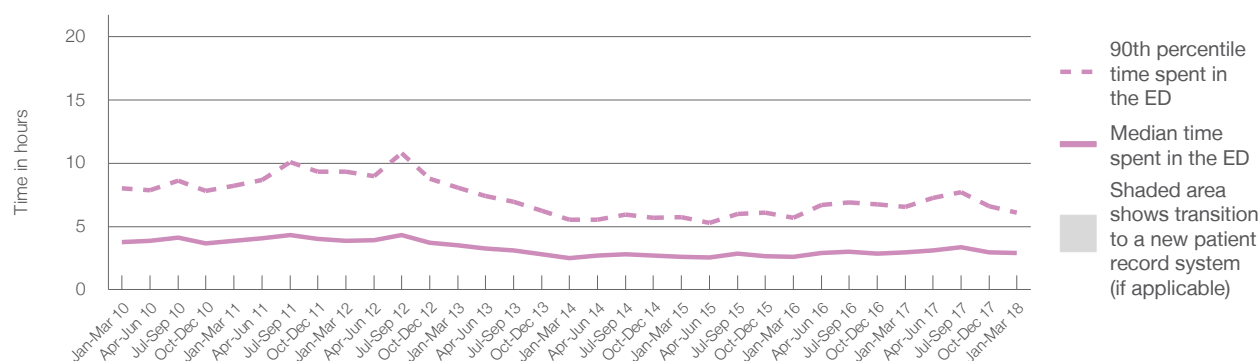
6 hours and 6 minutes

Same period last year	NSW (this period)
6,085	
6,085	
2 hours and 56 minutes	2 hours and 42 minutes
6 hours and 32 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 47m	3h 52m	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m	2h 56m	2h 53m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 2m	8h 12m	9h 19m	8h 3m	5h 31m	5h 45m	5h 41m	6h 32m	6h 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.

(§) 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

January to March 2018

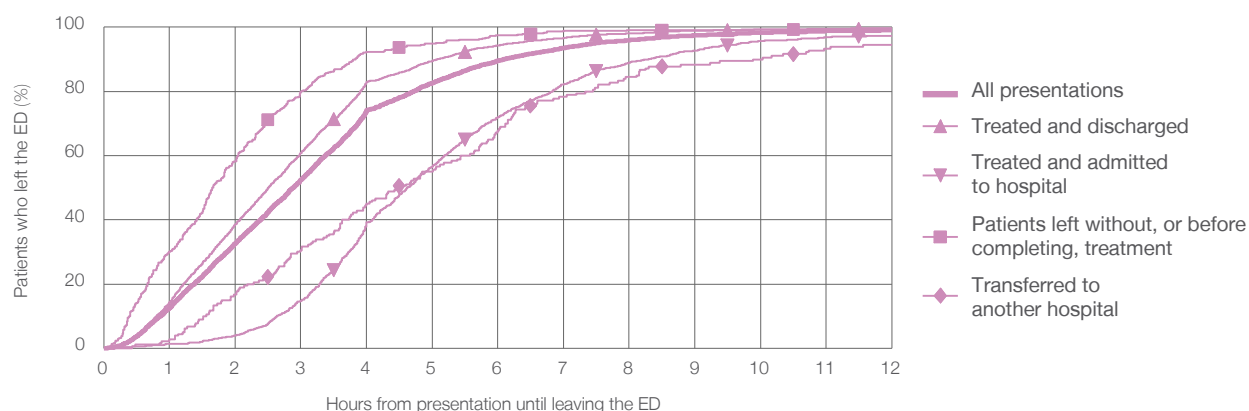
All presentations:[†] 6,418 patients

Presentations used to calculate time to leaving the ED:[‡] 6,418 patients

Treated and discharged	4,563 (71.1%)
Treated and admitted to hospital	1,233 (19.2%)
Patient left without, or before completing, treatment	433 (6.7%)
Transferred to another hospital	180 (2.8%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,085	5%
4,162	9.6%
1,245	-1.0%
500	-13.4%
170	5.9%
8	12.5%

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	14.3%	38.6%	60.8%	83.0%	94.4%	98.1%	99.3%	99.6%
Treated and admitted to hospital	1.3%	4.0%	14.7%	39.2%	72.0%	88.9%	95.8%	97.4%
Patient left without, or before completing, treatment	30.0%	58.2%	79.9%	92.4%	97.5%	99.1%	99.3%	99.8%
Transferred to another hospital	2.8%	16.7%	30.6%	45.0%	67.8%	84.4%	90.0%	94.4%
All presentations	12.6%	32.7%	52.4%	74.2%	89.6%	96.0%	98.3%	99.0%

(†) 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.

(§) 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

January to March 2018

All presentations at the emergency department: ¹ 6,418 patients

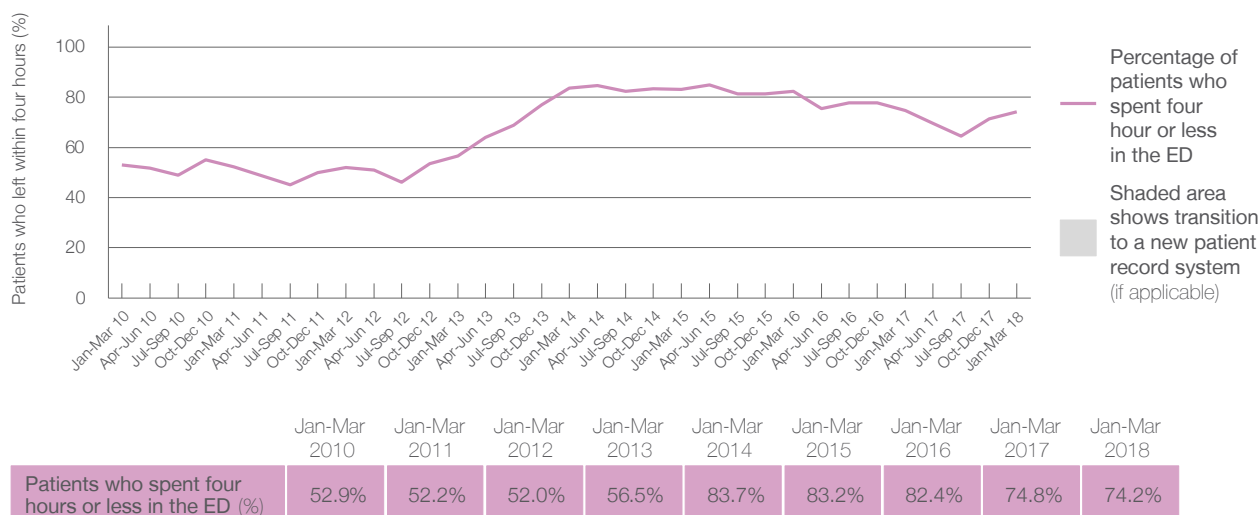
Presentations used to calculate time to leaving the ED: ⁶ 6,418 patients

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



Same period last year	Change since one year ago
6,085	5%
6,085	5%
74.8%	

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).

Lithgow Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,062 patients

Emergency presentations:² 2,978 patients

Same period last year	Change since one year ago
2,957	4%
2,854	4%

Lithgow Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 340 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,088 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,188 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
306	
4 minutes	8 minutes
13 minutes	23 minutes
892	
9 minutes	20 minutes
35 minutes	65 minutes
1,207	
9 minutes	25 minutes
46 minutes	98 minutes
437	
7 minutes	22 minutes
43 minutes	97 minutes

Lithgow Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,062 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
2,957	4%
87%	

* 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.

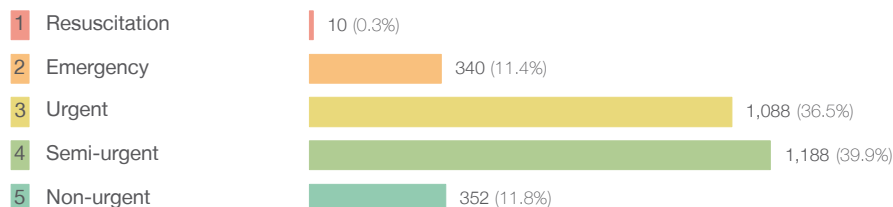
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lithgow Hospital: Patients presenting to the emergency department

January to March 2018

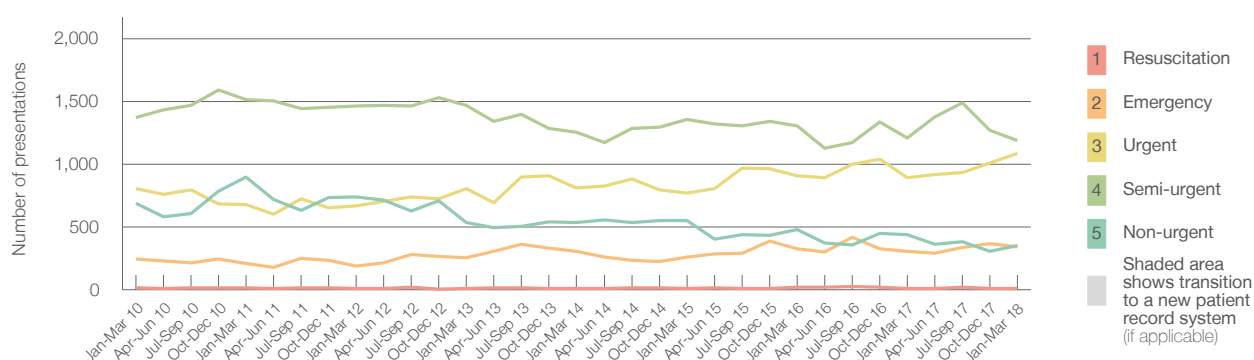
All presentations:¹ 3,062 patients

Emergency presentations² by triage category: 2,978 patients



Same period last year	Change since one year ago
2,957	4%
2,854	4%
12	-16.7%
306	11.1%
892	22.0%
1,207	-1.6%
437	-19.5%

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	17	8	7	10	12	18	12	10
Emergency	246	209	186	253	305	259	324	306	340
Urgent	806	676	668	804	810	767	906	892	1,088
Semi-urgent	1,371	1,515	1,462	1,466	1,254	1,358	1,303	1,207	1,188
Non-urgent	686	899	737	535	533	552	477	437	352
All emergency presentations	3,125	3,316	3,061	3,065	2,912	2,948	3,028	2,854	2,978

Lithgow Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 572 patients

ED Transfer of care time



Same period last year	Change since one year ago
562	
10 minutes	0 minutes
22 minutes	1 minute

(†) 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 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: 340

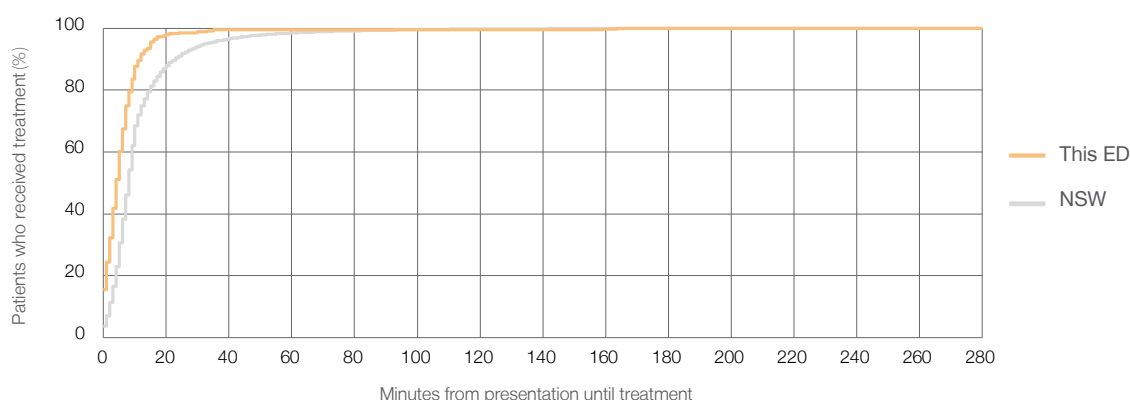
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 4 minutes

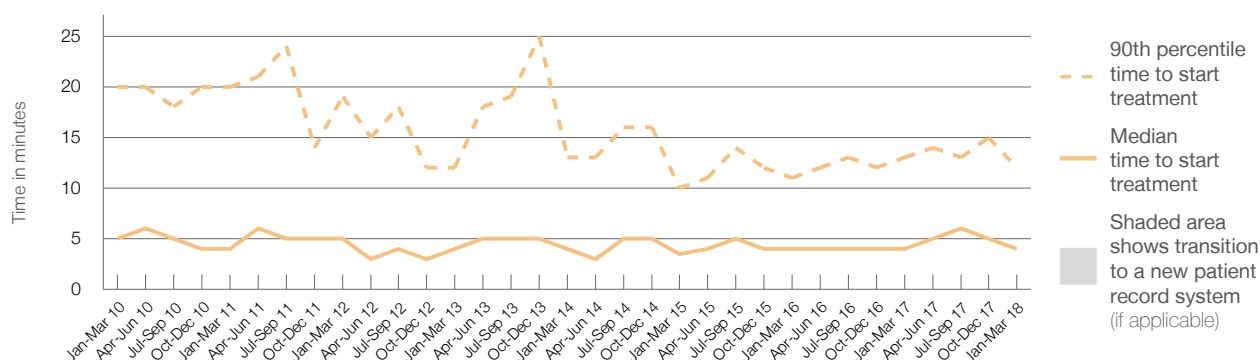
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
306	
305	
4 minutes	8 minutes
13 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)	5	4	5	4	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	20	20	19	12	13	10	11	13	12

(†) 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 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: 1,088

Number of triage 3 patients used to calculate waiting time: ³ 1,073

Median time to start treatment ⁴

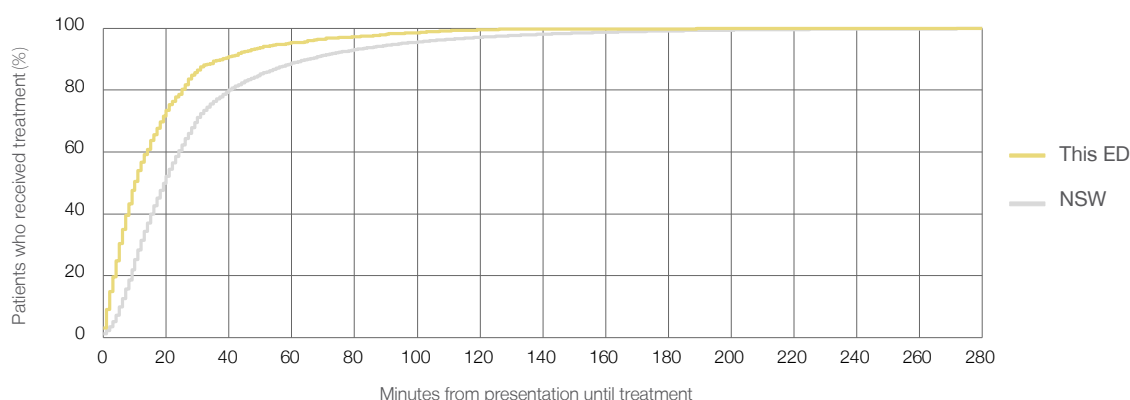
10 minutes

90th percentile time to start treatment ⁵

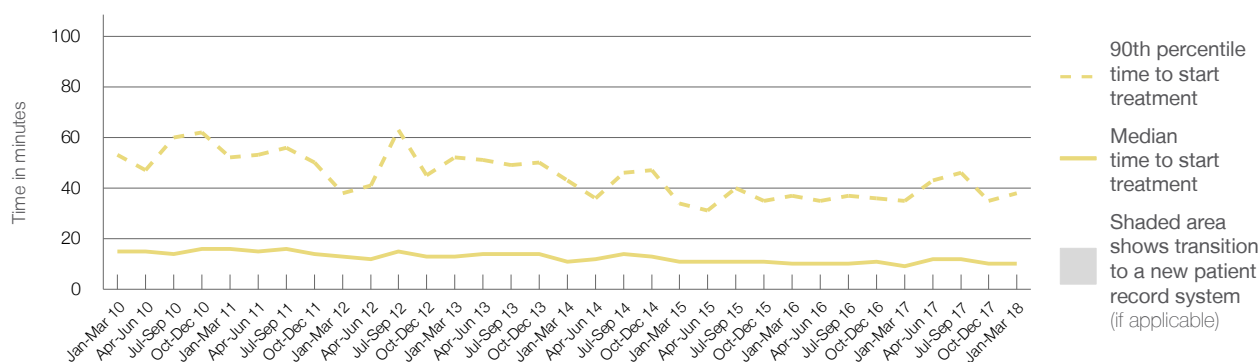
38 minutes

Same period last year	NSW (this period)
892	
879	
9 minutes	20 minutes
35 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)	15	16	13	13	11	11	10	9	10
90th percentile time to start treatment ⁵ (minutes)	53	52	38	52	43	34	37	35	38

(†) 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 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: 1,188

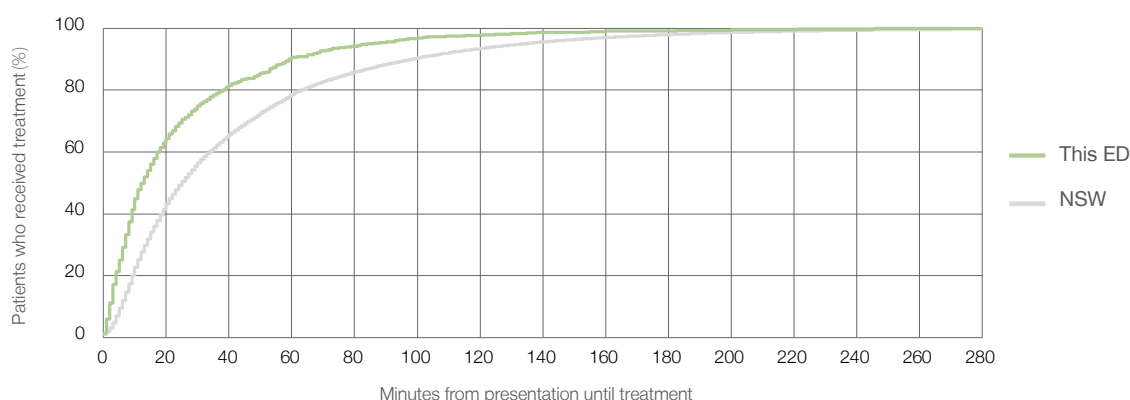
Number of triage 4 patients used to calculate waiting time:³ 1,154

Median time to start treatment⁴ 13 minutes

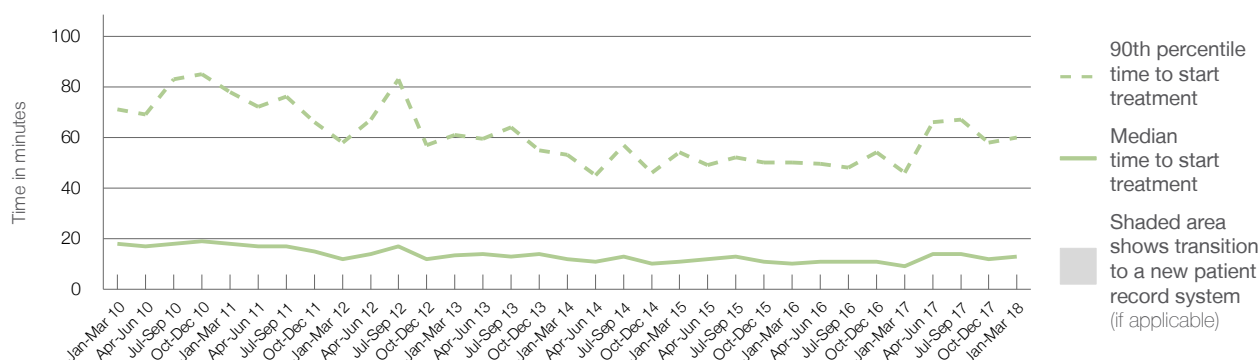
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,207	
1,166	
9 minutes	25 minutes
46 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)	18	18	12	14	12	11	10	9	13
90th percentile time to start treatment ⁵ (minutes)	71	78	58	61	53	54	50	46	60

(†) 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 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: 352

Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

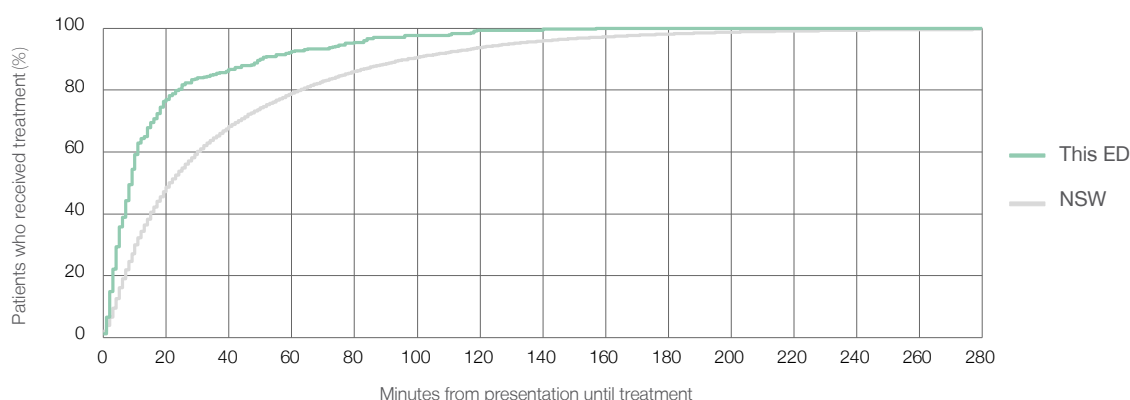
9 minutes

90th percentile time to start treatment⁵

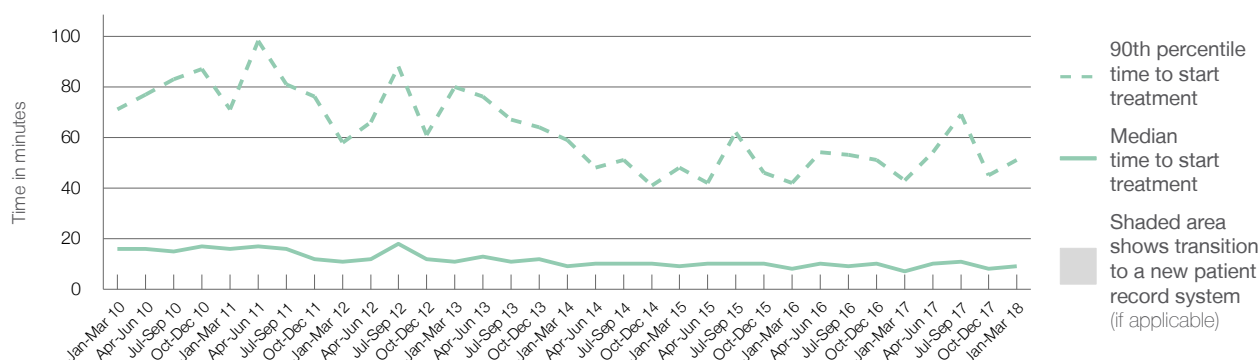
51 minutes

Same period last year	NSW (this period)
437	
408	
7 minutes	22 minutes
43 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)	16	16	11	11	9	9	8	7	9
90th percentile time to start treatment ⁵ (minutes)	71	71	58	80	59	48	42	43	51

(†) 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 Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,062 patients

Presentations used to calculate time to leaving the ED:⁶ 3,062 patients

Median time spent in the ED⁸

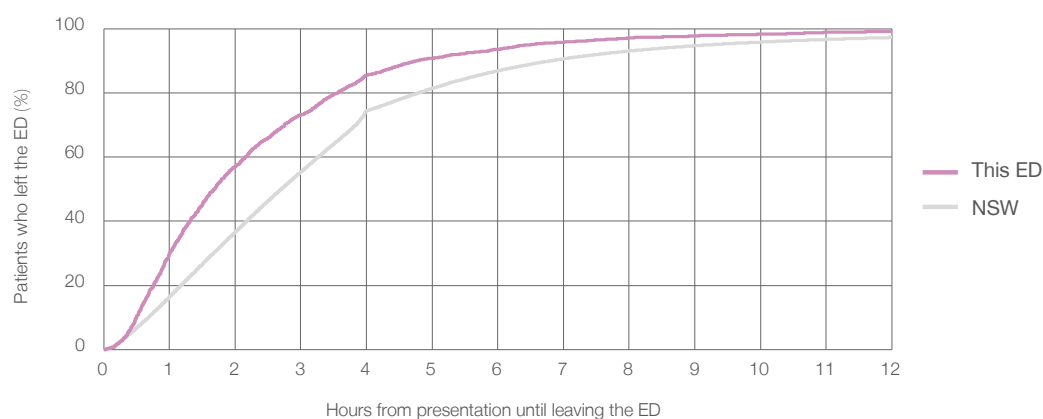
1 hours and 41 minutes

90th percentile time spent in the ED⁹

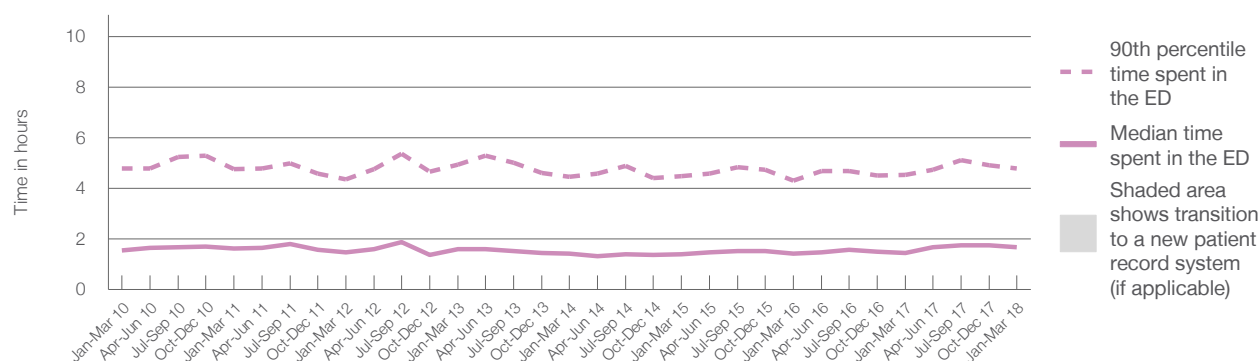
4 hours and 47 minutes

Same period last year	NSW (this period)
2,957	
2,957	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 32 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)	1h 33m	1h 38m	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m	1h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 48m	4h 46m	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m	4h 47m

(†) 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 Hospital: Time patients spent in the ED

By mode of separation

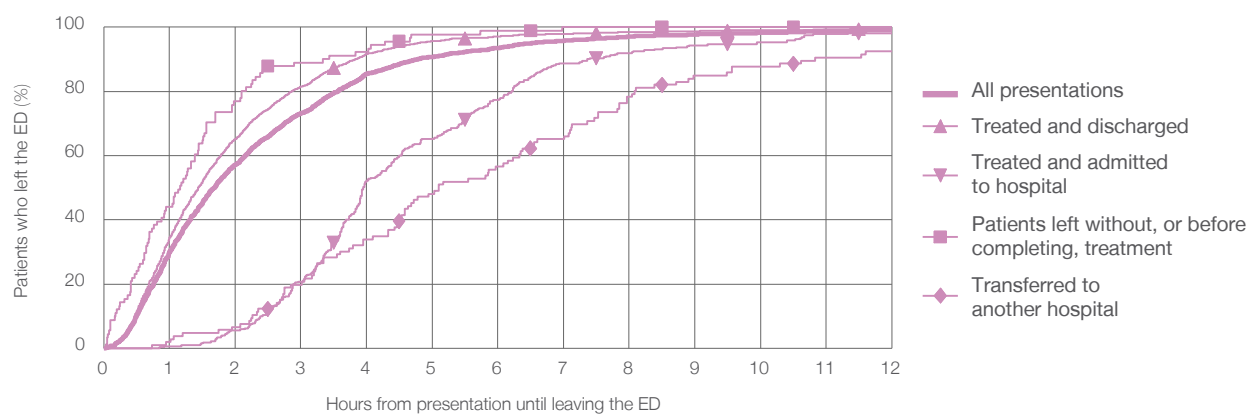
January to March 2018

All presentations:[†] 3,062 patients

Presentations used to calculate time to leaving the ED:[‡] 3,062 patients

		Same period last year	Change since one year ago
Treated and discharged	2,527 (82.5%)	2,957	4%
Treated and admitted to hospital	322 (10.5%)	2,467	2.4%
Patient left without, or before completing, treatment	91 (3.0%)	306	5.2%
Transferred to another hospital	106 (3.5%)	62	46.8%
Other	16 (0.5%)	107	-0.9%
		15	6.7%

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	34.5%	65.2%	81.5%	91.7%	97.1%	98.5%	99.1%	99.4%
Treated and admitted to hospital	0.6%	5.6%	20.8%	52.2%	77.3%	91.9%	95.3%	98.1%
Patient left without, or before completing, treatment	44.0%	76.9%	89.0%	92.3%	98.9%	100%	100%	100%
Transferred to another hospital	1.9%	6.6%	19.8%	34.0%	56.6%	78.3%	87.7%	92.5%
All presentations	30.1%	57.2%	73.2%	85.5%	93.5%	97.1%	98.3%	99.1%

(†) 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 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 3,062 patients

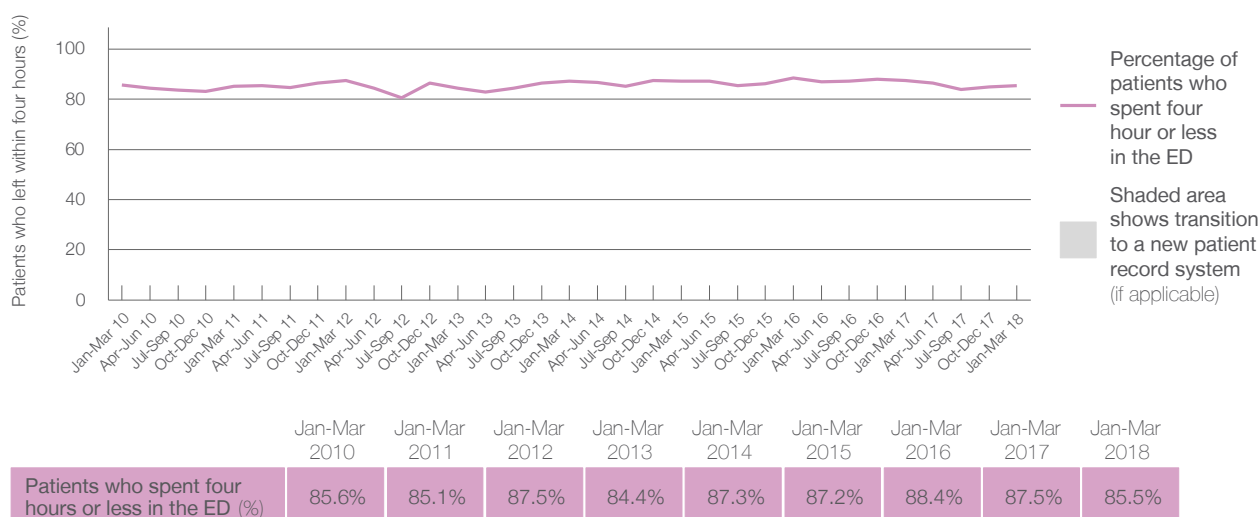
Presentations used to calculate time to leaving the ED: ⁶ 3,062 patients

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



Same period last year	Change since one year ago
2,957	4%
2,957	4%
87.5%	

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.
- † 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).

Nepean Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 17,763 patients

Emergency presentations:² 17,524 patients

Same period last year	Change since one year ago
17,079	4%
16,971	3%

Nepean Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,964 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,384 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,694 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,393 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,559	
10 minutes	8 minutes
38 minutes	23 minutes
4,971	
27 minutes	20 minutes
112 minutes	65 minutes
7,599	
29 minutes	25 minutes
121 minutes	98 minutes
1,743	
27 minutes	22 minutes
109 minutes	97 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 17,760 patients

Percentage of patients who spent four hours or less in the ED 54%

Same period last year	Change since one year ago
17,068	4%
59%	

* 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.

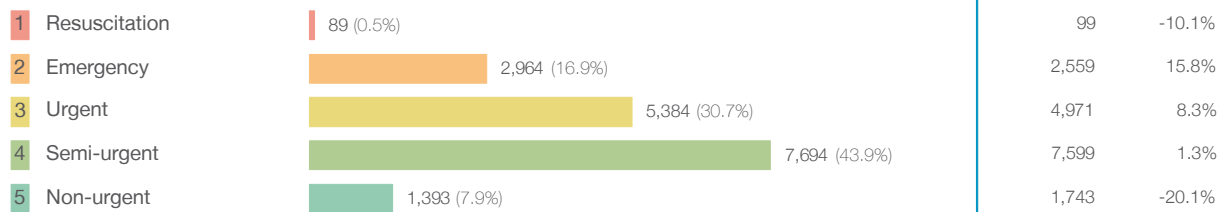
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Nepean Hospital: Patients presenting to the emergency department

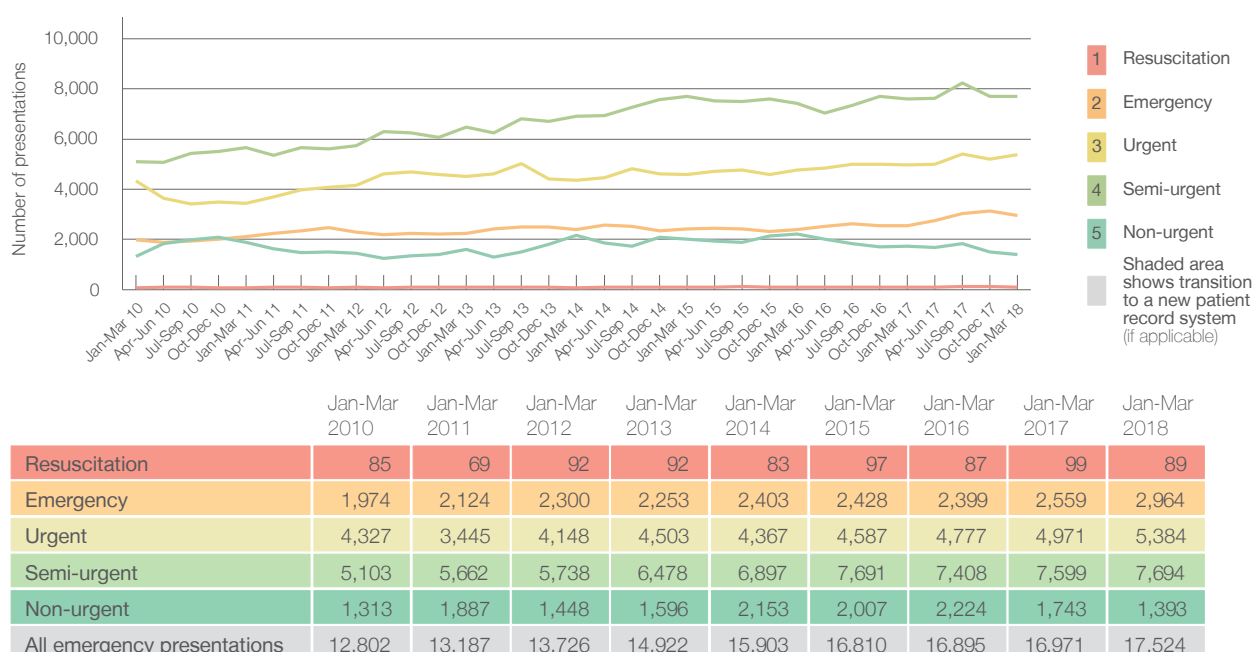
January to March 2018

All presentations:¹ 17,763 patients

Emergency presentations² by triage category: 17,524 patients



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



Nepean Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,961 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

January to March 2018

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

Number of triage 2 patients: 2,964

Number of triage 2 patients used to calculate waiting time:³ 2,952

Median time to start treatment⁴

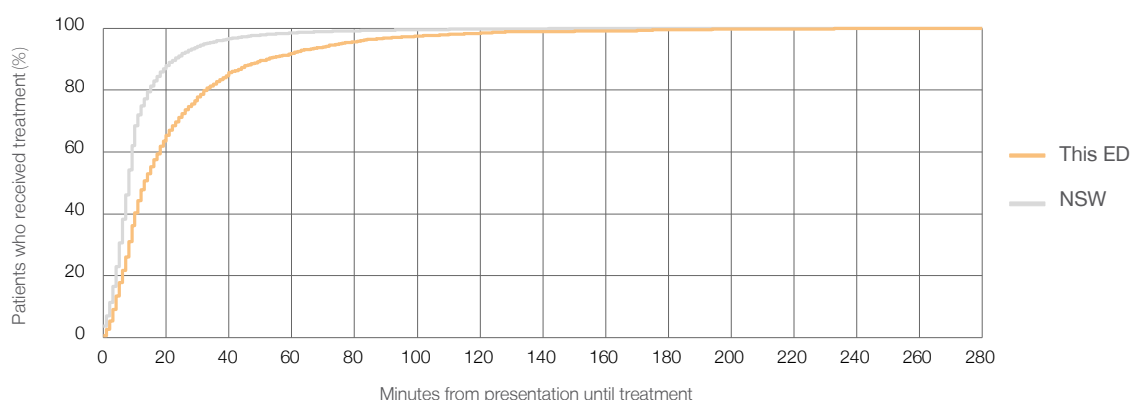
13 minutes

90th percentile time to start treatment⁵

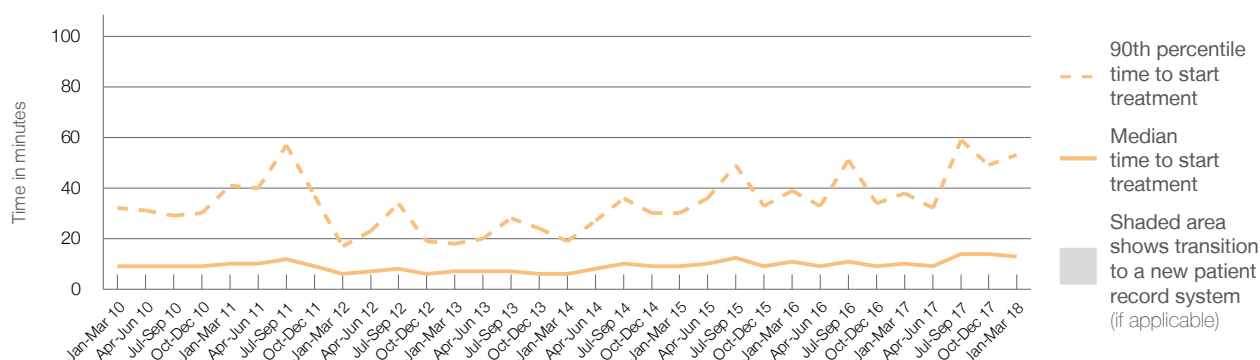
53 minutes

Same period last year	NSW (this period)
2,559	
2,543	
10 minutes	8 minutes
38 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)	9	10	6	7	6	9	11	10	13
90th percentile time to start treatment ⁵ (minutes)	32	41	17	18	19	30	39	38	53

(†) 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

January to March 2018

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

Number of triage 3 patients: 5,384

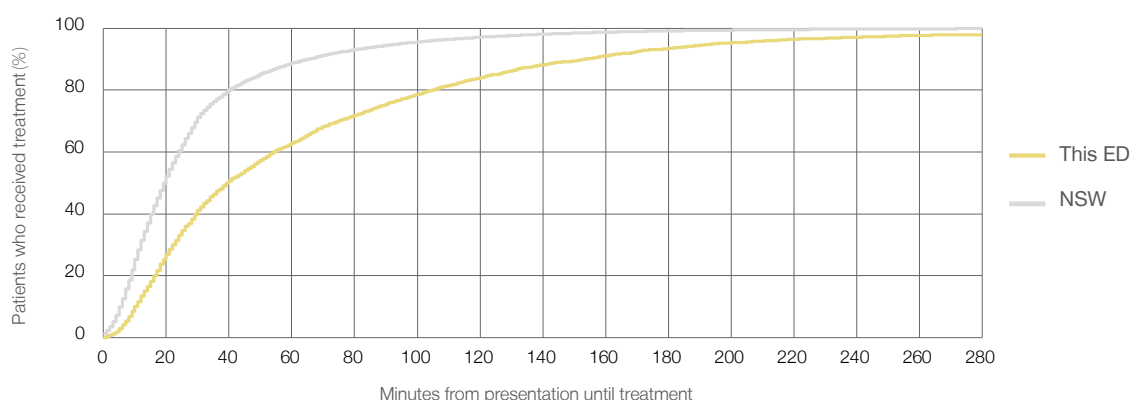
Number of triage 3 patients used to calculate waiting time:³ 5,081

Median time to start treatment⁴ 40 minutes

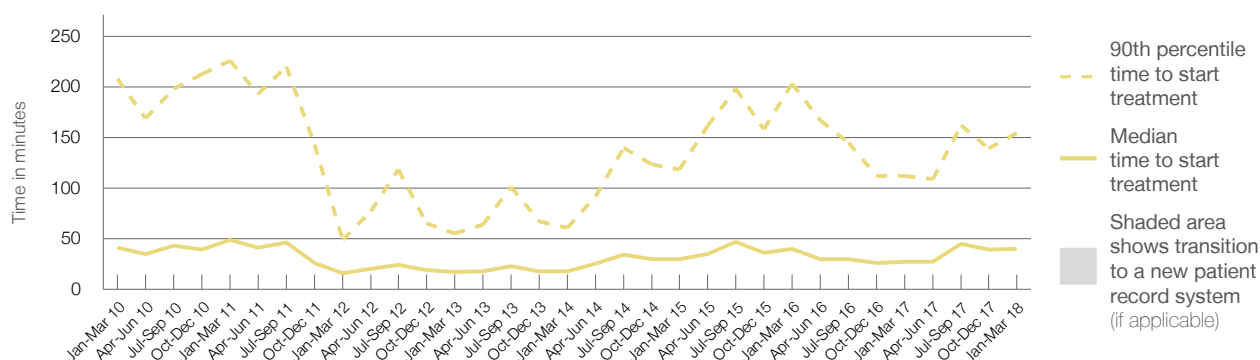
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
4,971	
4,687	
27 minutes	20 minutes
112 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)	41	49	16	17	18	30	40	27	40
90th percentile time to start treatment ⁵ (minutes)	208	226	49	55	61	118	203	112	154

(†) 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

January to March 2018

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

Number of triage 4 patients: 7,694

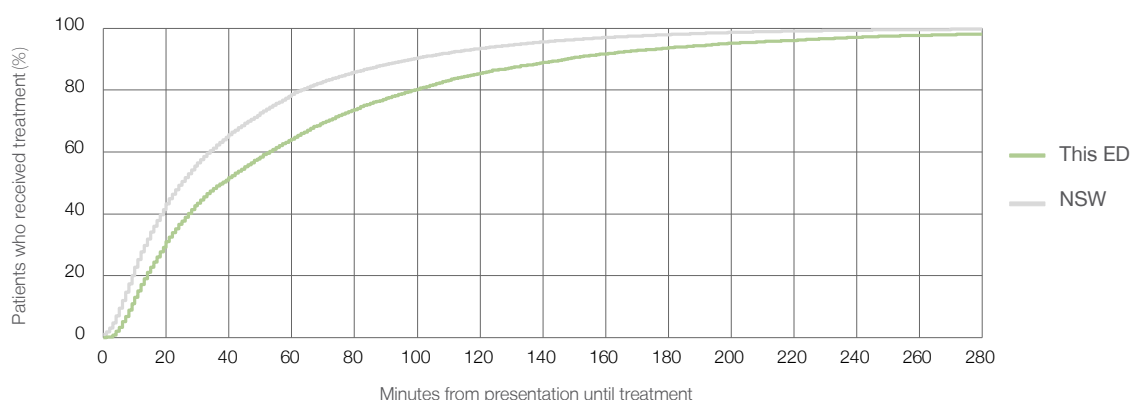
Number of triage 4 patients used to calculate waiting time:³ 7,094

Median time to start treatment⁴ 38 minutes

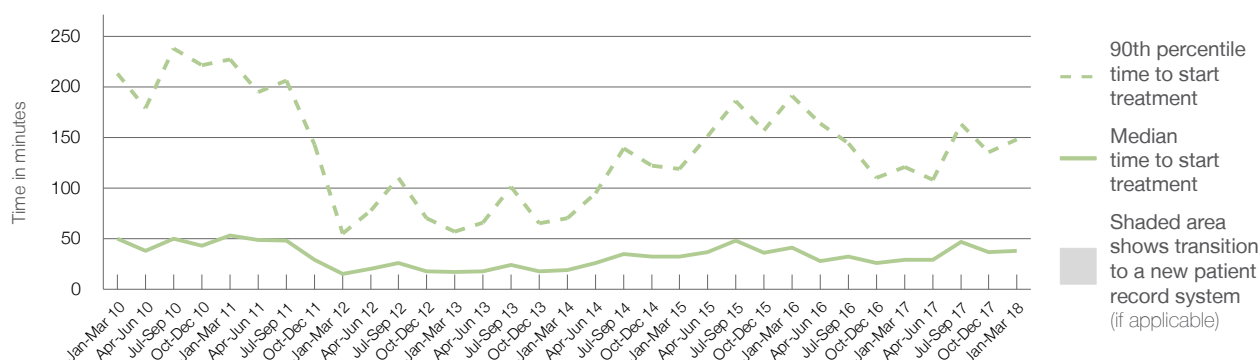
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
7,599	
7,010	
29 minutes	25 minutes
121 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)	50	53	15	17	19	32	41	29	38
90th percentile time to start treatment ⁵ (minutes)	213	227	55	57	70	119	191	121	148

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,393

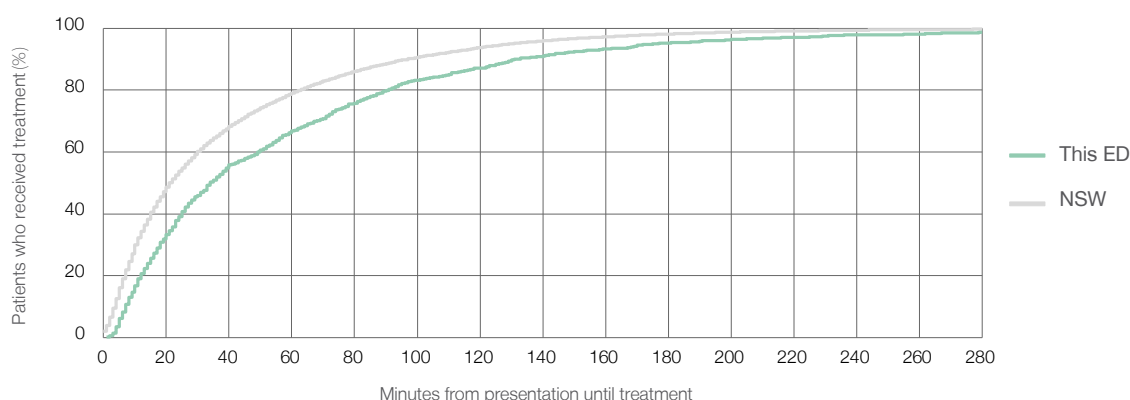
Number of triage 5 patients used to calculate waiting time:³ 1,169

Median time to start treatment⁴ 34 minutes

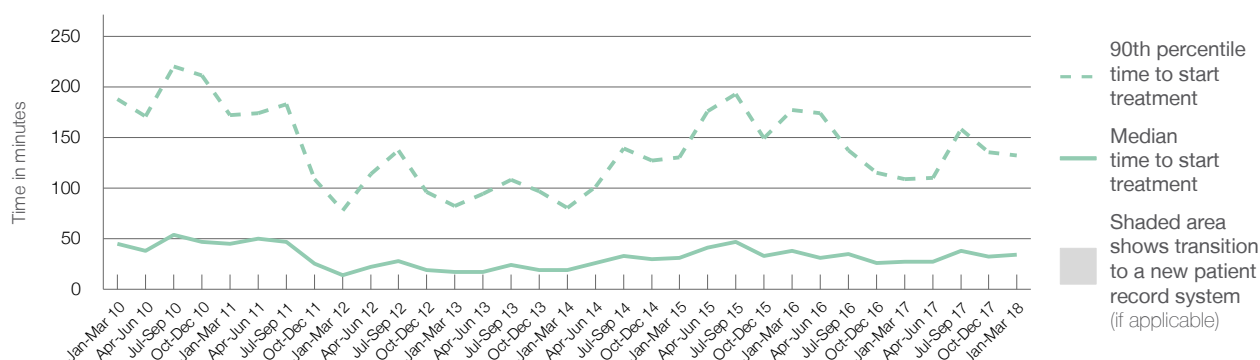
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,743	
1,500	
27 minutes	22 minutes
109 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)	45	45	14	17	19	31	38	27	34
90th percentile time to start treatment ⁵ (minutes)	188	172	78	82	80	131	177	109	132

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Nepean Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 17,763 patients

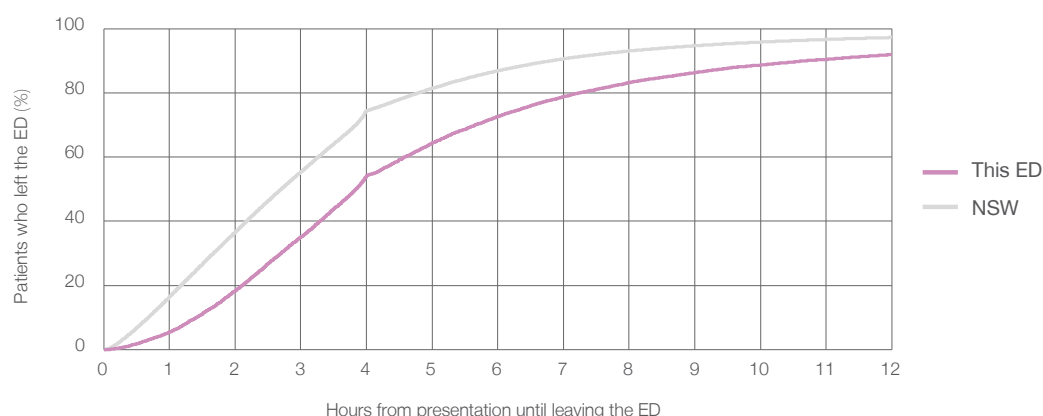
Presentations used to calculate time to leaving the ED:⁶ 17,760 patients

Median time spent in the ED⁸ 3 hours and 51 minutes

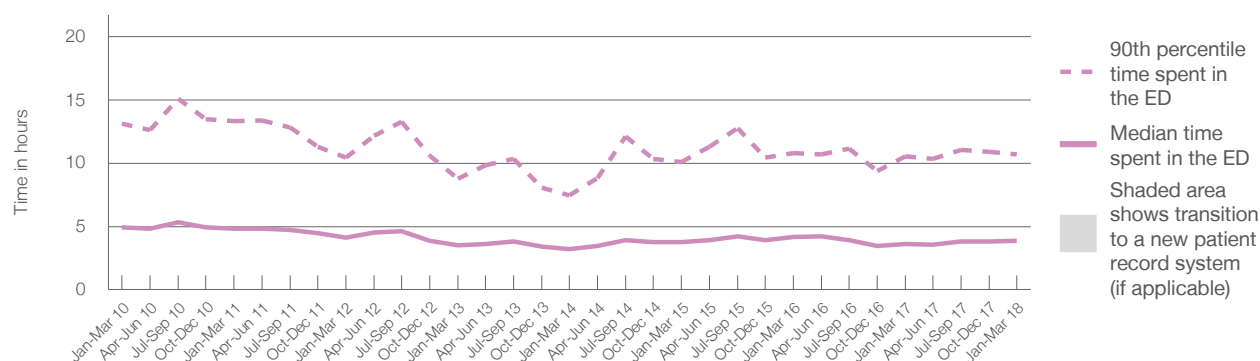
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
17,079	
17,068	
3 hours and 37 minutes	2 hours and 42 minutes
10 hours and 33 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)	4h 56m	4h 50m	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m	3h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 7m	13h 20m	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m	10h 43m

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Nepean Hospital: Time patients spent in the ED

By mode of separation

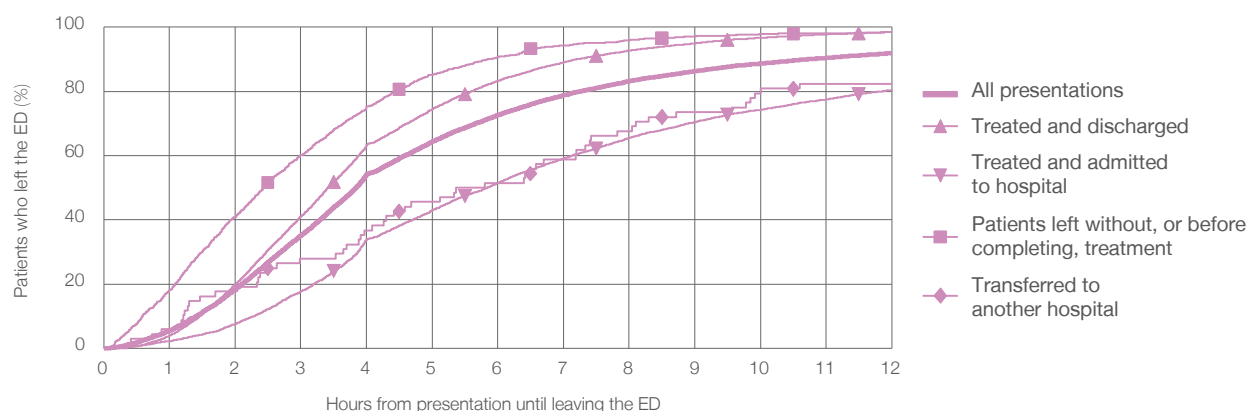
January to March 2018

All presentations:[†] 17,763 patients

Presentations used to calculate time to leaving the ED:[‡] 17,760 patients

		Same period last year	Change since one year ago
Treated and discharged	9,188 (51.7%)	8,969	2.4%
Treated and admitted to hospital	6,416 (36.1%)	6,541	-1.9%
Patient left without, or before completing, treatment	1,873 (10.5%)	1,310	43.0%
Transferred to another hospital	68 (0.4%)	57	19.3%
Other	218 (1.2%)	202	7.9%

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	4.0%	19.9%	41.1%	63.5%	83.3%	92.8%	96.7%	98.5%
Treated and admitted to hospital	2.3%	7.6%	17.8%	33.9%	51.5%	65.5%	74.3%	80.5%
Patient left without, or before completing, treatment	18.1%	41.0%	60.1%	75.4%	90.8%	96.0%	97.9%	98.5%
Transferred to another hospital	5.9%	17.6%	27.9%	36.8%	51.5%	67.6%	80.9%	82.4%
All presentations	5.5%	18.4%	35.2%	54.3%	72.6%	83.2%	88.7%	91.9%

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Nepean Hospital: Time spent in the ED

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

January to March 2018

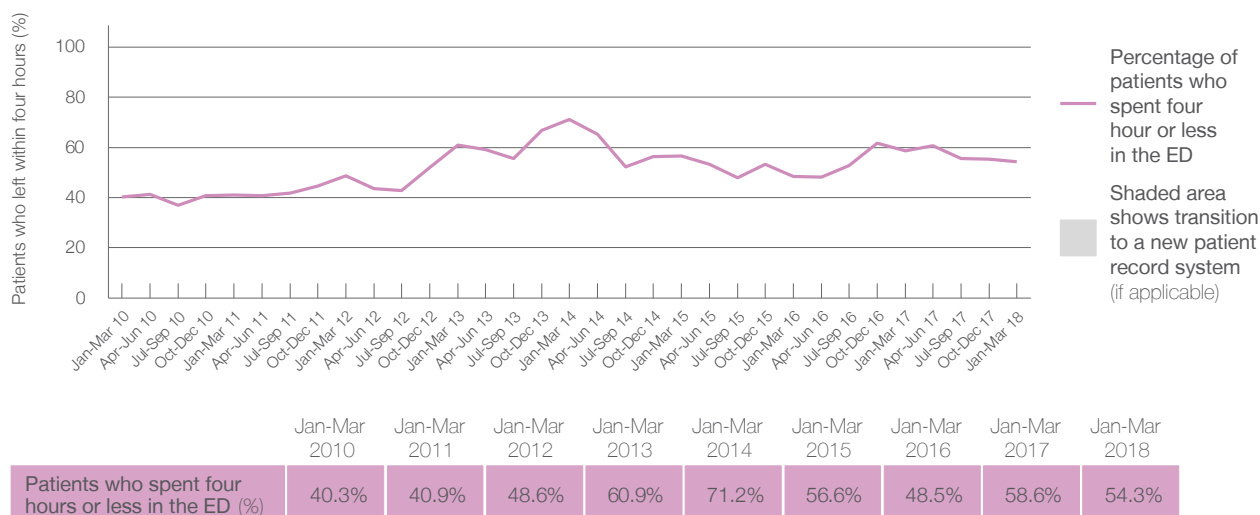
All presentations at the emergency department: ¹ 17,763 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,760 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
17,079	4%
17,068	4%
58.6%	

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



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- 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).