

## Westmead Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 19,246 patients

Emergency presentations:<sup>2</sup> 19,105 patients

Same period last year	Change since one year ago
19,292	0%
19,097	0%

## Westmead Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,580 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,743 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 90th percentile time to start treatment<sup>5</sup> 133 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,224 patients

Median time to start treatment<sup>4</sup> 47 minutes  
 90th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,002 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
6,299	
11 minutes	8 minutes
73 minutes	28 minutes
6,960	
30 minutes	21 minutes
138 minutes	72 minutes
4,200	
47 minutes	26 minutes
145 minutes	105 minutes
1,118	
41 minutes	22 minutes
138 minutes	103 minutes

## Westmead Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,289	0%
51%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

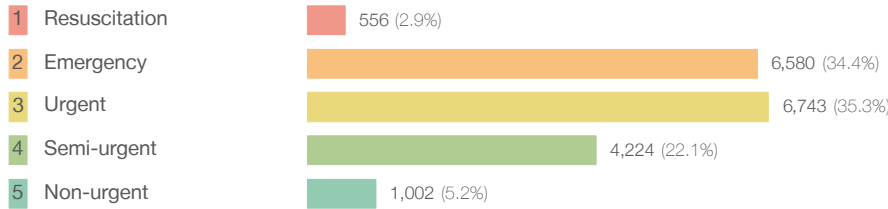
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Westmead Hospital: Patients presenting to the emergency department July to September 2018

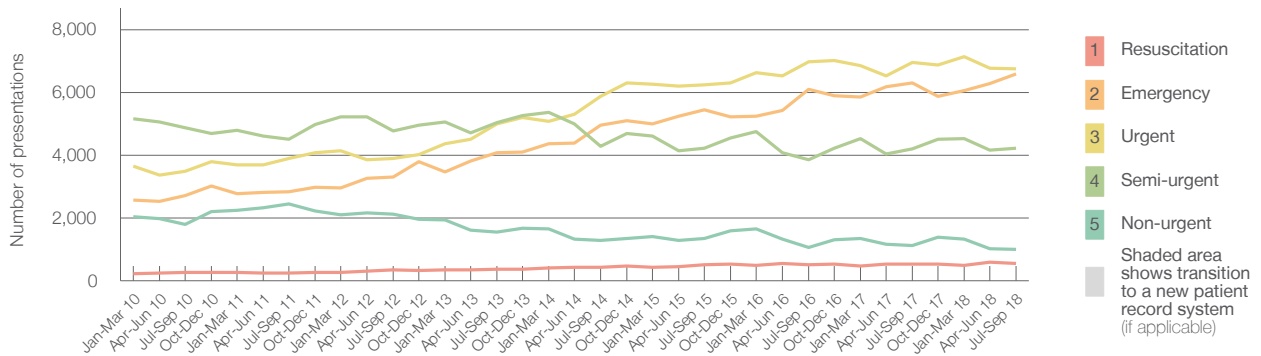
All presentations:<sup>1</sup> 19,246 patients

Emergency presentations<sup>2</sup> by triage category: 19,105 patients



Same period last year	Change since one year ago
19,292	0%
19,097	0%
520	6.9%
6,299	4.5%
6,960	-3.1%
4,200	0.6%
1,118	-10.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	267	249	337	367	424	506	510	520	556
Emergency	2,716	2,837	3,304	4,075	4,949	5,450	6,106	6,299	6,580
Urgent	3,491	3,904	3,895	5,000	5,882	6,233	6,982	6,960	6,743
Semi-urgent	4,877	4,505	4,770	5,041	4,284	4,230	3,846	4,200	4,224
Non-urgent	1,794	2,444	2,112	1,551	1,288	1,343	1,067	1,118	1,002
All emergency presentations	13,145	13,939	14,418	16,034	16,827	17,762	18,511	19,097	19,105

## Westmead Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,895 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,818	
13 minutes	1 minute
27 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.

## Westmead Hospital: Time patients waited to start treatment, triage 2

July to September 2018

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

Number of triage 2 patients: 6,580

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 6,429

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

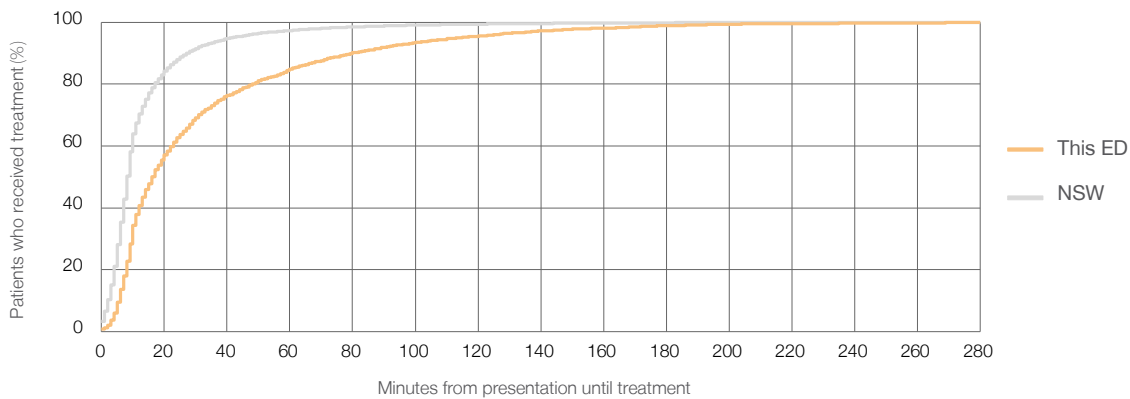
16 minutes

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

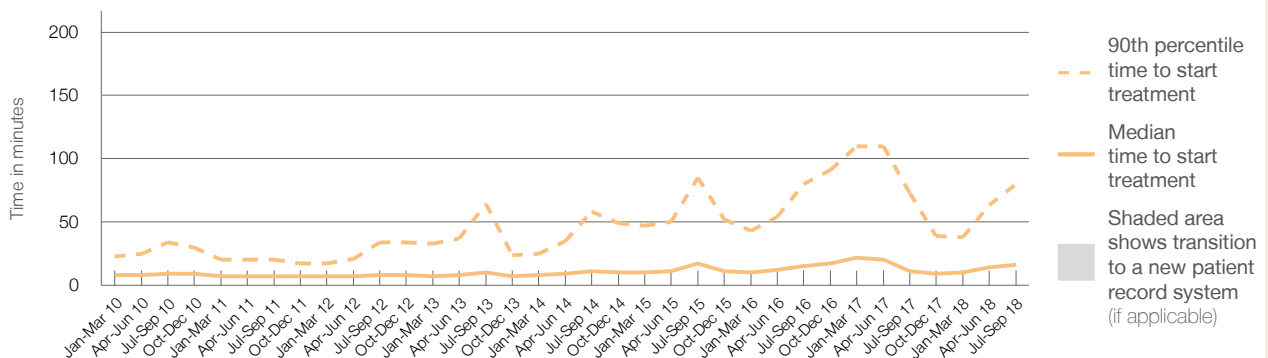
80 minutes

Same period last year	NSW (this period)
6,299	6,136
11 minutes	8 minutes
73 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	9	7	8	10	11	17	15	11	16
90th percentile time to start treatment <sup>5</sup> (minutes)	34	20	34	64	58	85	80	73	80

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## Westmead Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 6,743

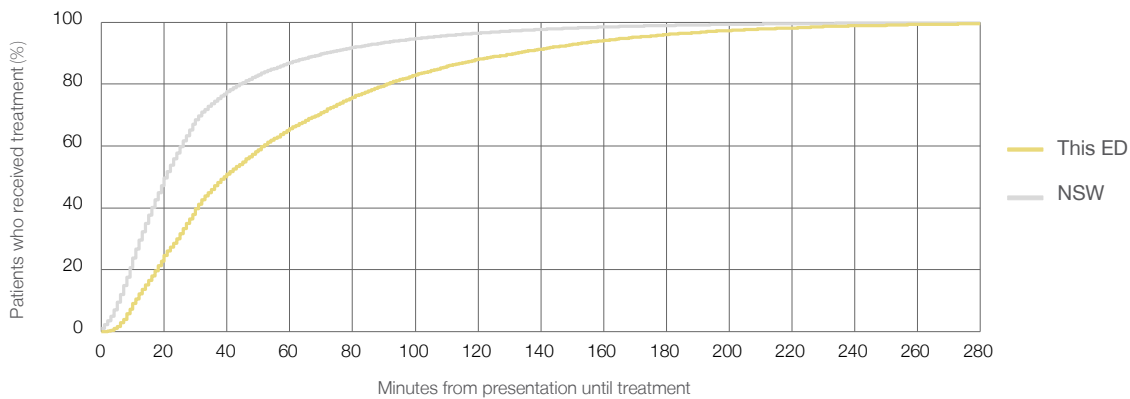
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,348

Median time to start treatment<sup>4</sup> 39 minutes

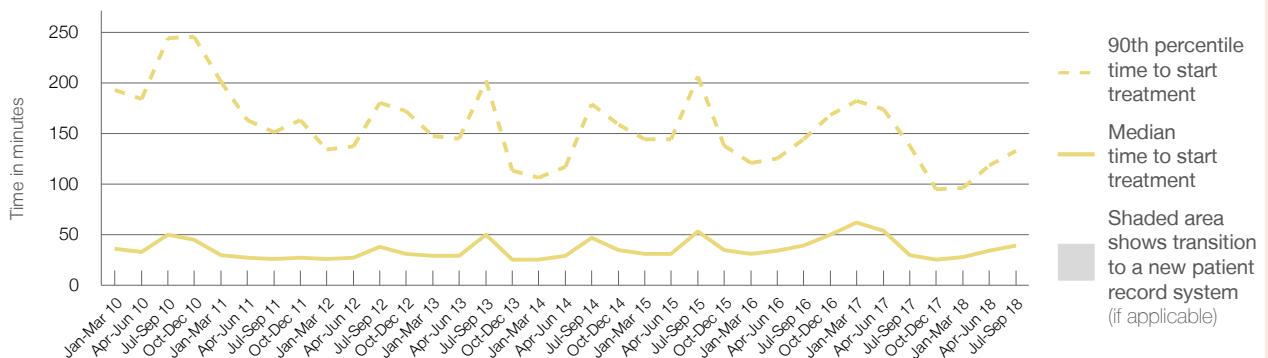
90th percentile time to start treatment<sup>5</sup> 133 minutes

Same period last year	NSW (this period)
6,960	6,437
30 minutes	21 minutes
138 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	50	26	38	50	47	53	39	30	39
90th percentile time to start treatment <sup>5</sup> (minutes)	244	151	180	202	179	206	144	138	133

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## Westmead Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,224

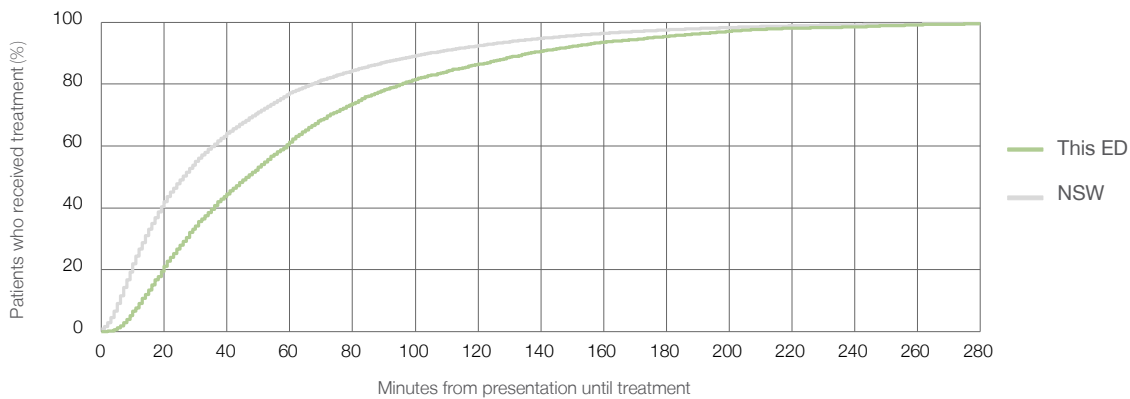
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,946

Median time to start treatment<sup>4</sup> 47 minutes

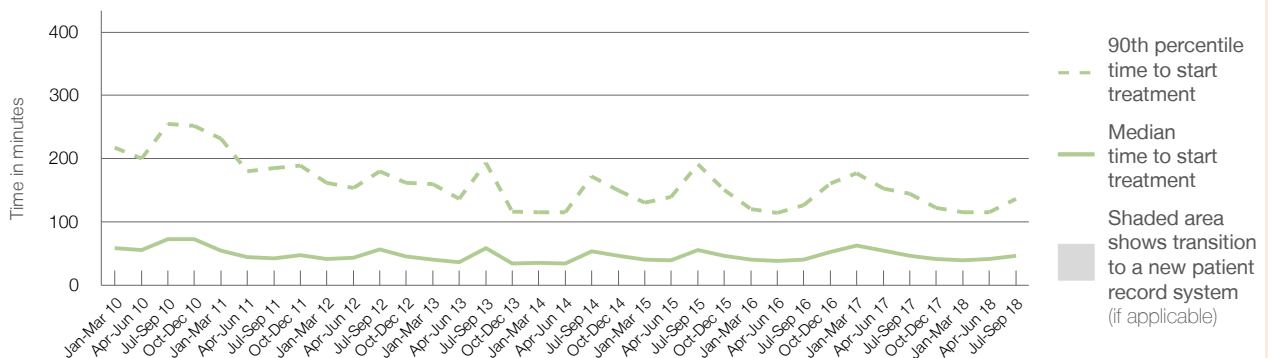
90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
4,200	3,729
47 minutes	26 minutes
145 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	73	43	57	59	54	56	40	47	47
90th percentile time to start treatment <sup>5</sup> (minutes)	255	185	180	193	172	191	126	145	137

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## Westmead Hospital: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 1,002

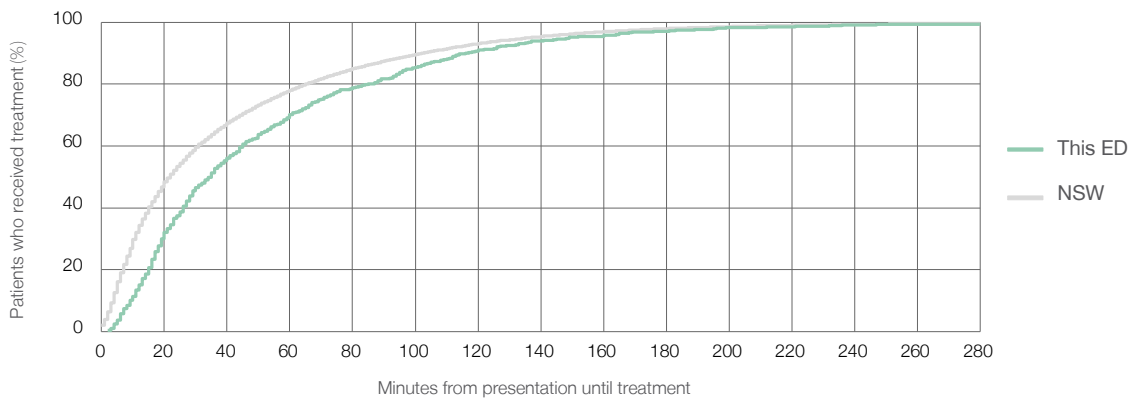
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 895

Median time to start treatment<sup>4</sup> 35 minutes

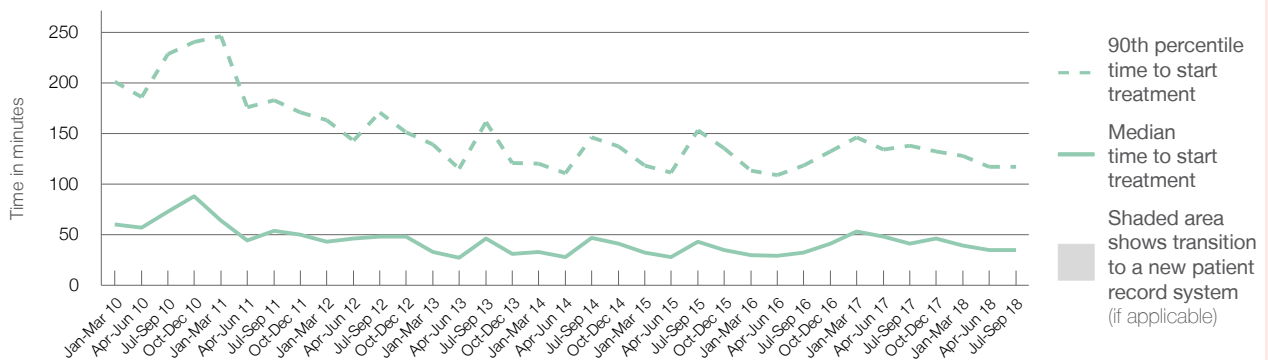
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,118	935
41 minutes	22 minutes
138 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	73	54	48	46	47	43	33	41	35
90th percentile time to start treatment <sup>5</sup> (minutes)	228	183	171	161	146	153	118	138	117

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## Westmead Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 19,246 patients

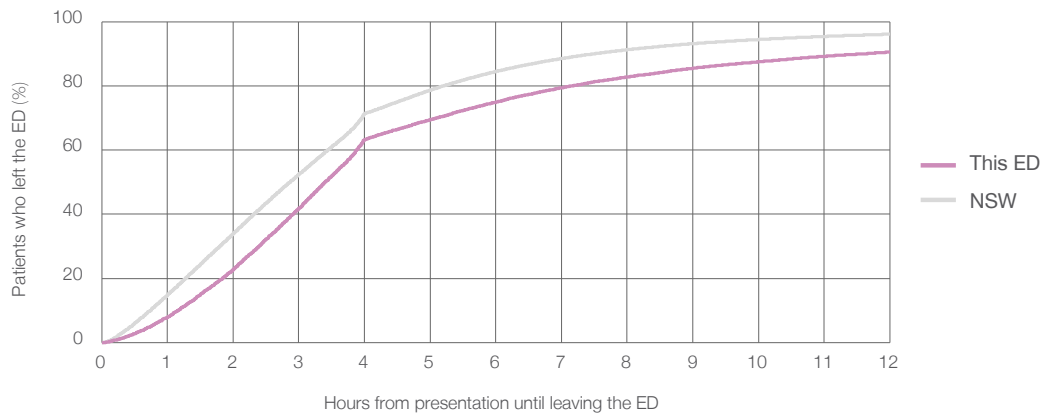
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

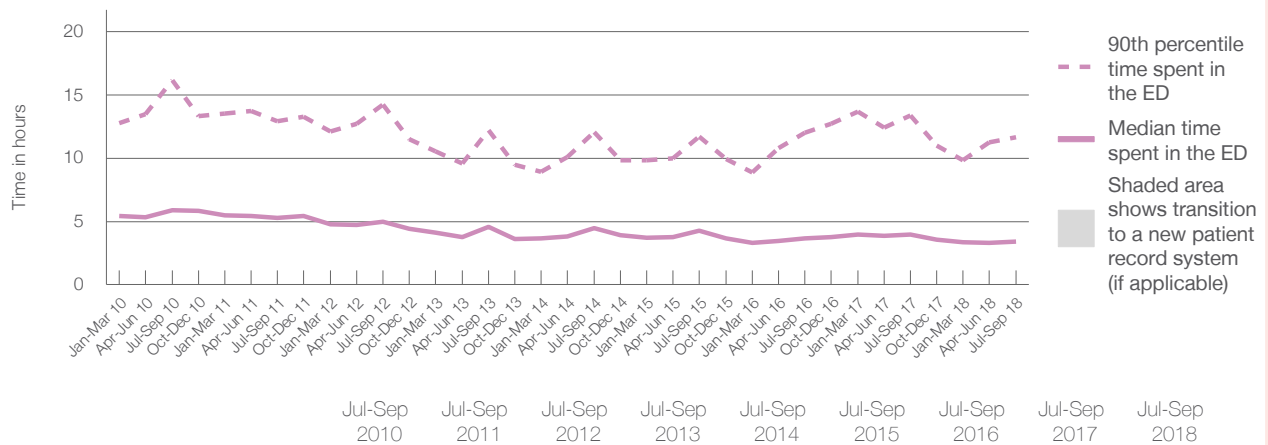
90th percentile time spent in the ED<sup>9</sup> 11 hours and 38 minutes

Same period last year	NSW (this period)
19,292	
19,289	
3 hours and 58 minutes	2 hours and 52 minutes
13 hours and 23 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	5h 54m	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m	3h 24m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	16h 9m	12h 56m	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 23m	11h 38m

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**Westmead Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

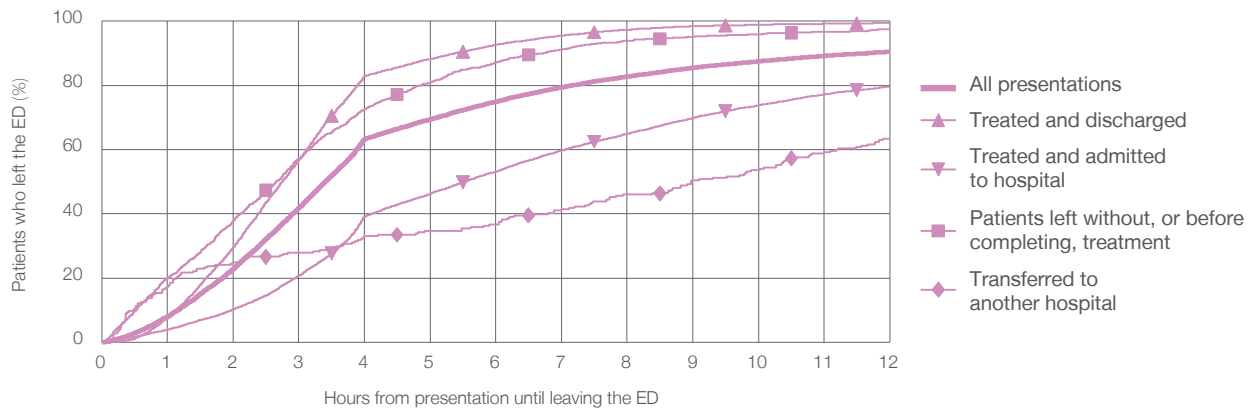
All presentations:<sup>1</sup> 19,246 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,240 patients

Treated and discharged	9,073 (47.1%)
Treated and admitted to hospital	8,059 (41.9%)
Patient left without, or before completing, treatment	1,452 (7.5%)
Transferred to another hospital	248 (1.3%)
Other	414 (2.2%)

Same period last year	Change since one year ago
19,289	0%
8,200	10.6%
8,367	-3.7%
1,980	-26.7%
227	9.3%
518	-20.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.7%	29.6%	56.8%	82.9%	92.7%	97.3%	98.9%	99.5%
Treated and admitted to hospital	3.9%	10.3%	20.7%	39.1%	53.2%	64.9%	73.8%	79.6%
Patient left without, or before completing, treatment	19.9%	37.8%	57.4%	72.5%	87.1%	93.9%	95.9%	97.6%
Transferred to another hospital	17.3%	25.0%	27.8%	33.1%	36.7%	46.0%	53.6%	63.3%
All presentations	8.0%	22.9%	41.9%	63.2%	75.0%	82.7%	87.5%	90.5%

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**Westmead Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 19,246 patients

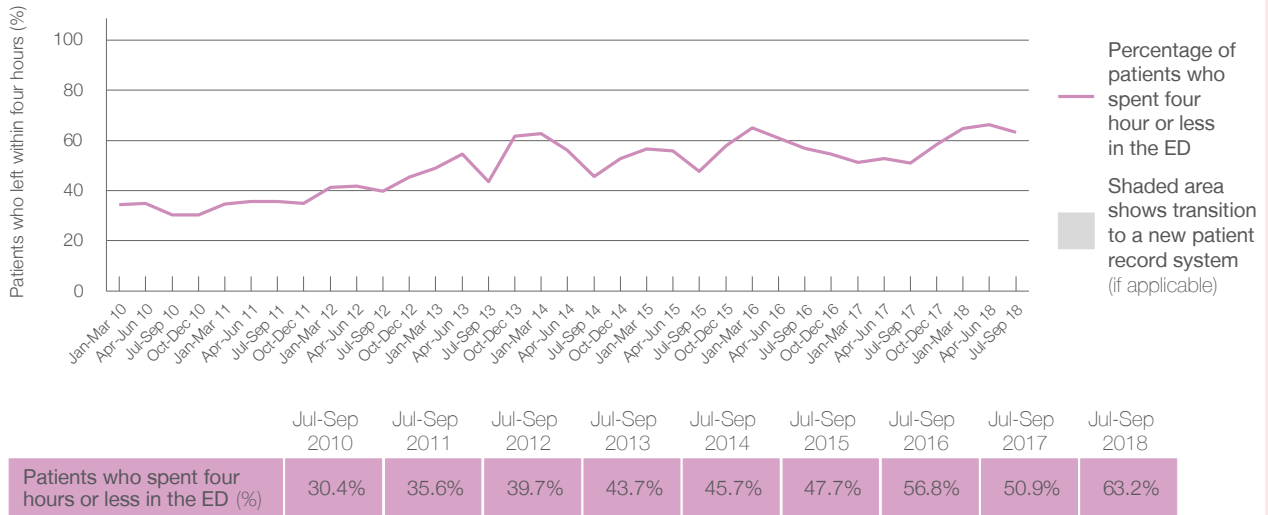
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,240 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	19,292	0%
Presentations used to calculate time to leaving the ED	19,289	0%
Percentage of patients who spent four hours or less in the ED	50.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 16 October 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).