









Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2016

	Same period last year	Change since one year ago
All attendances: ¹ 6,138 patients	5,680	8%
Emergency attendances: ² 5,705 patients	5,483	4%

Hawkesbury District Health Services: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 554 patients	545	
Median time to start treatment ⁴  12 minutes	12 minutes	8 minutes
95th percentile time to start treatment ⁵  35 minutes	37 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,514 patients	1,355	
Median time to start treatment ⁴  20 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵  49 minutes	48 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,011 patients	2,846	
Median time to start treatment ⁴  21 minutes	20 minutes	26 minutes
95th percentile time to start treatment ⁵  77 minutes	77 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 618 patients	720	
Median time to start treatment ⁴  20 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵  103 minutes	126 minutes	135 minutes

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

January to March 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 6,138 patients	5,680	8%
Percentage of patients who left the ED within four hours  82%	83%	

* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

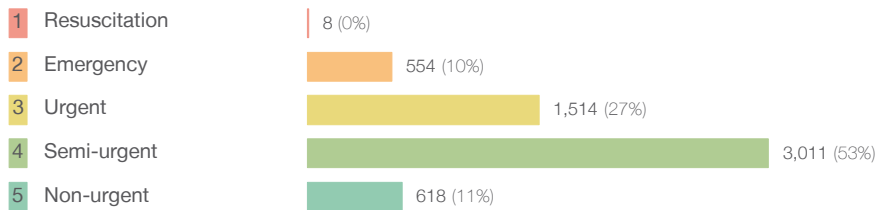
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Hawkesbury District Health Services: Patients attending the emergency department January to March 2016

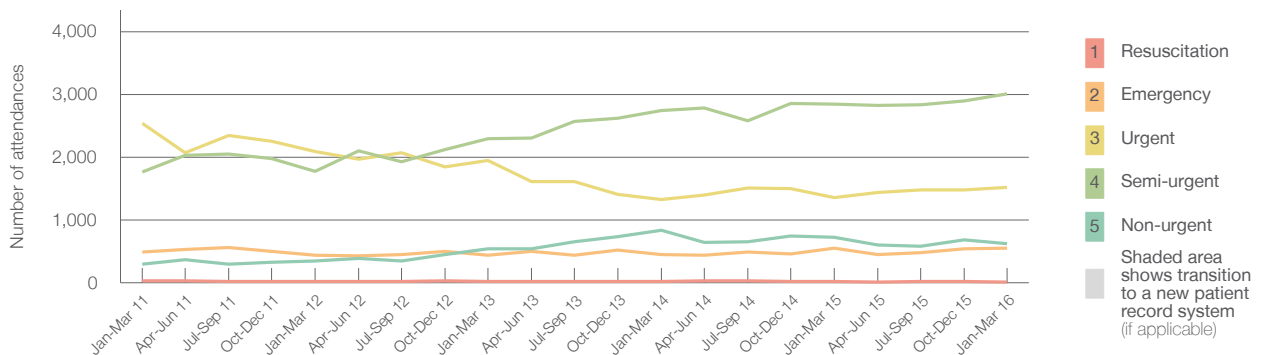
All attendances:¹ 6,138 patients

Emergency attendances² by triage category: 5,705 patients



Same period last year	Change since one year ago
5,680	8%
5,483	4%
17	-53%
545	2%
1,355	12%
2,846	6%
720	-14%

Emergency attendances² by quarter, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	25	21	17	20	17	8
Emergency	493	436	434	447	545	554
Urgent	2,541	2,087	1,949	1,322	1,355	1,514
Semi-urgent	1,766	1,775	2,290	2,745	2,846	3,011
Non-urgent	291	343	540	838	720	618
All emergency attendances	5,116	4,662	5,230	5,372	5,483	5,705

Hawkesbury District Health Services: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,008 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,042	
16 minutes	1 minute
36 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.

(§) 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Hawkesbury District Health Services: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 554

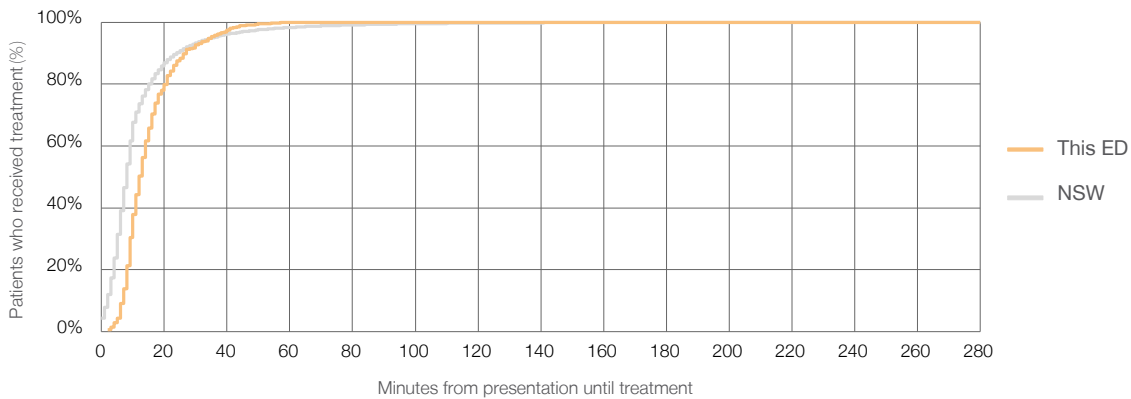
Number of triage 2 patients used to calculate waiting time:³ 554

Median time to start treatment⁴ 12 minutes

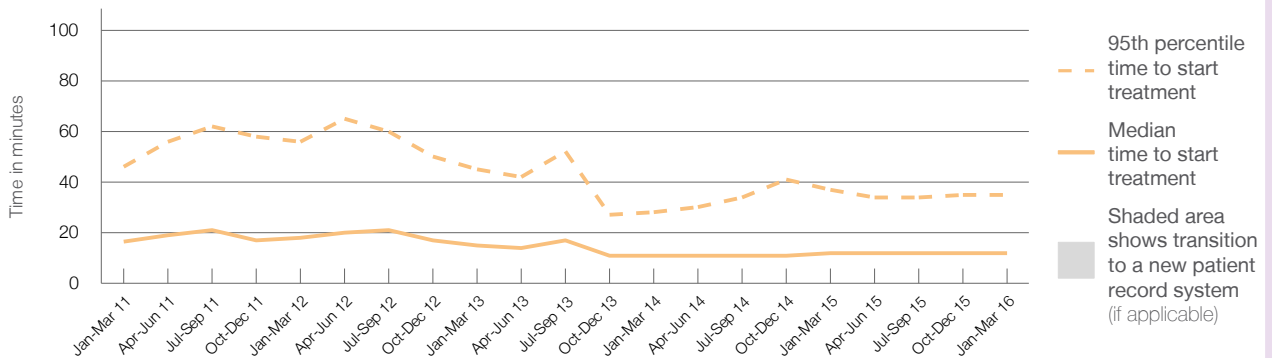
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
545	545
12 minutes	8 minutes
37 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	17	18	15	11	12	12
95th percentile time to start treatment ⁵ (minutes)	46	56	45	28	37	35

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Hawkesbury District Health Services: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,514

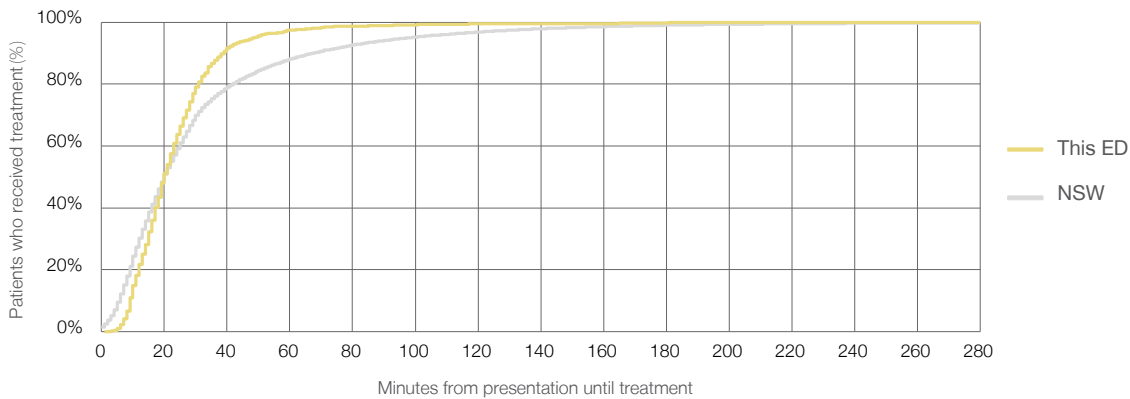
Number of triage 3 patients used to calculate waiting time:³ 1,513

Median time to start treatment⁴ 20 minutes

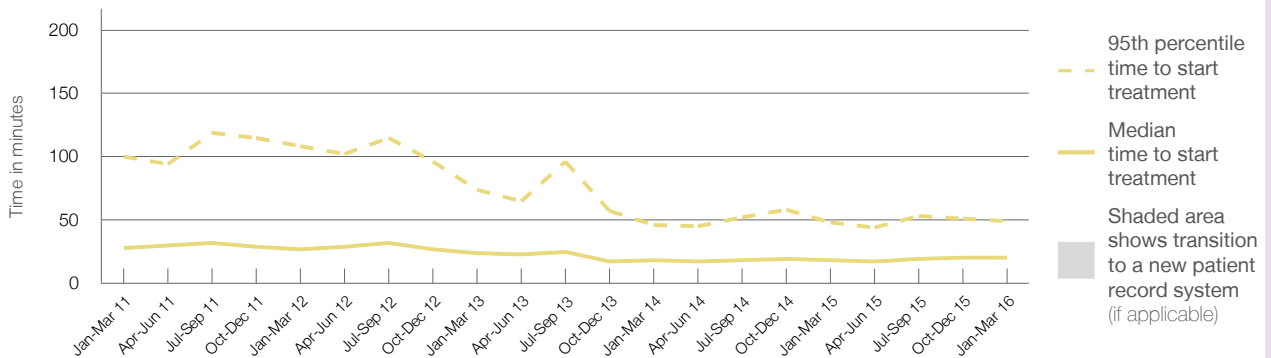
95th percentile time to start treatment⁵ 49 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,355	1,353
Median time to start treatment ⁴	18 minutes	20 minutes
95th percentile time to start treatment ⁵	48 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	28	27	24	18	18	20
95th percentile time to start treatment ⁵ (minutes)	100	108	74	46	48	49

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Hawkesbury District Health Services: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,011

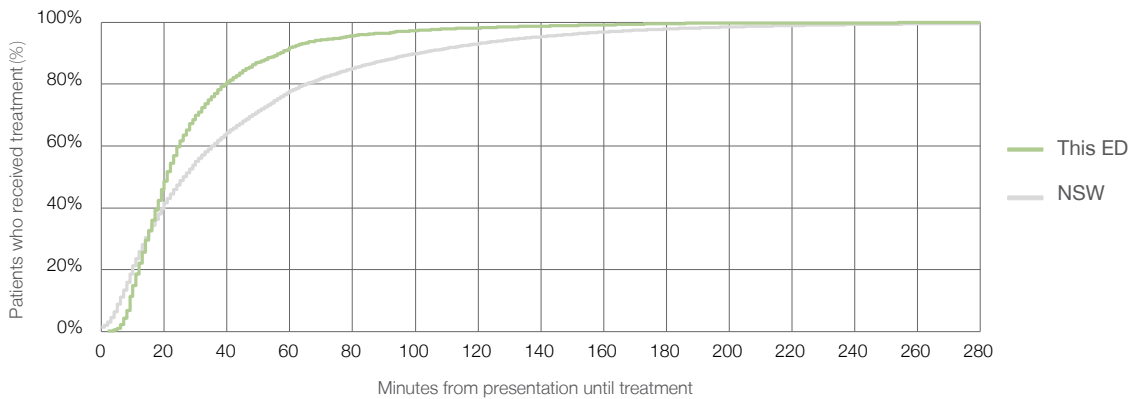
Number of triage 4 patients used to calculate waiting time:³ 2,995

Median time to start treatment⁴ 21 minutes

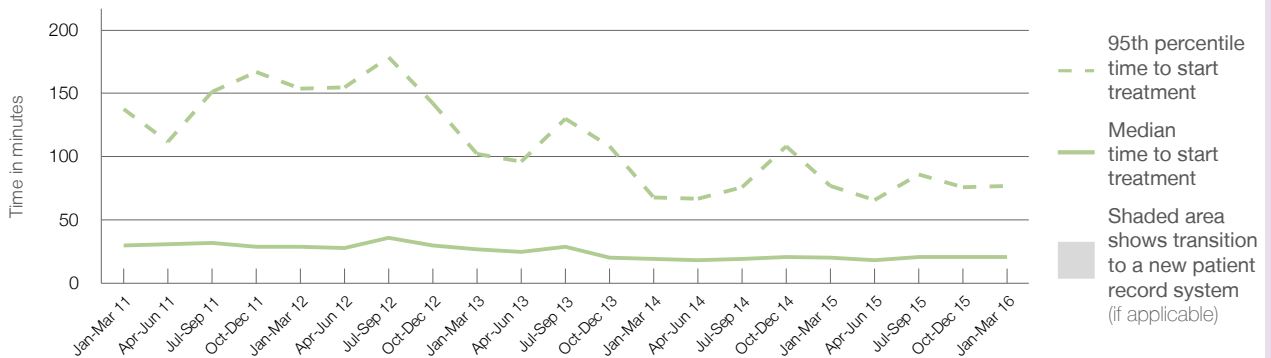
95th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,846	2,827
20 minutes	26 minutes
77 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	29	27	19	20	21
95th percentile time to start treatment ⁵ (minutes)	138	154	102	68	77	77

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Hawkesbury District Health Services: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 618

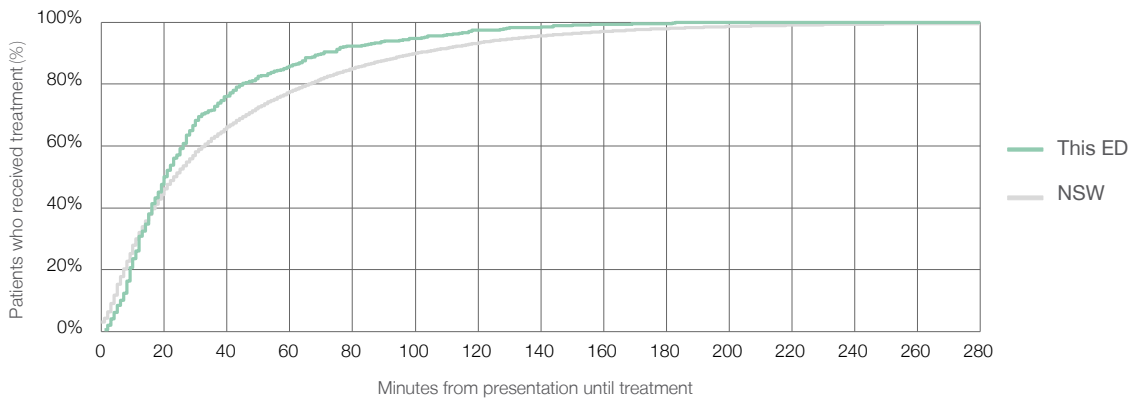
Number of triage 5 patients used to calculate waiting time:³ 600

Median time to start treatment⁴ 20 minutes

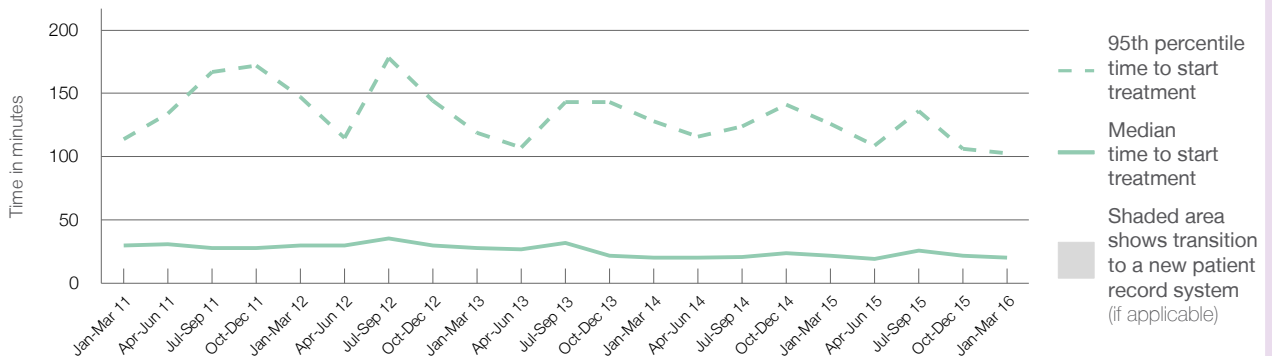
95th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
	720	691
	22 minutes	23 minutes
	126 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	30	28	20	22	20
95th percentile time to start treatment ⁵ (minutes)	114	147	119	128	126	103

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

January to March 2016

All attendances:¹ 6,138 patients

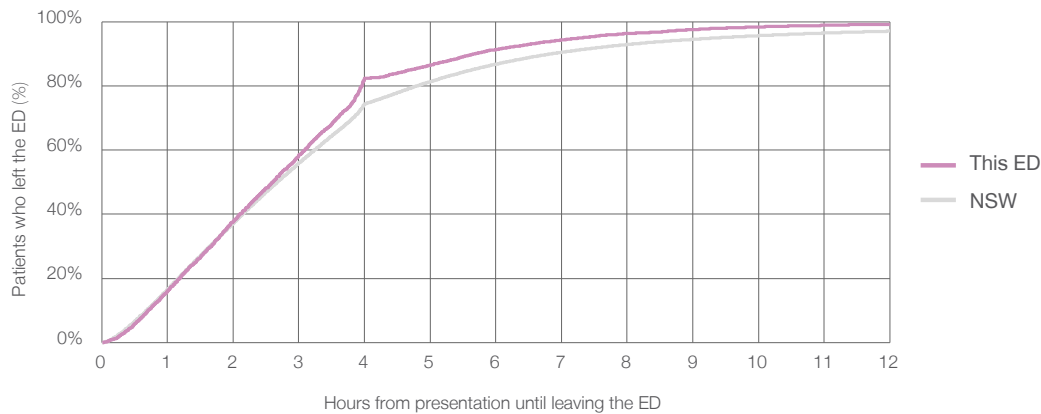
Attendances used to calculate time to leaving the ED:⁶ 6,138 patients

Median time to leaving the ED⁸ 2 hours and 36 minutes

95th percentile time to leaving the ED⁹ 7 hours and 20 minutes

Same period last year	NSW (this period)
5,680	5,680
2 hours and 37 minutes	2 hours and 40 minutes
7 hours and 30 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	3h 52m	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 37m	12h 30m	10h 21m	7h 2m	7h 30m	7h 20m

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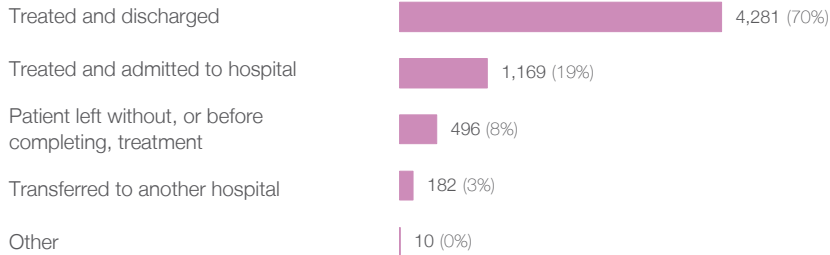
Hawkesbury District Health Services: Time from presentation until leaving the ED

By mode of separation

January to March 2016

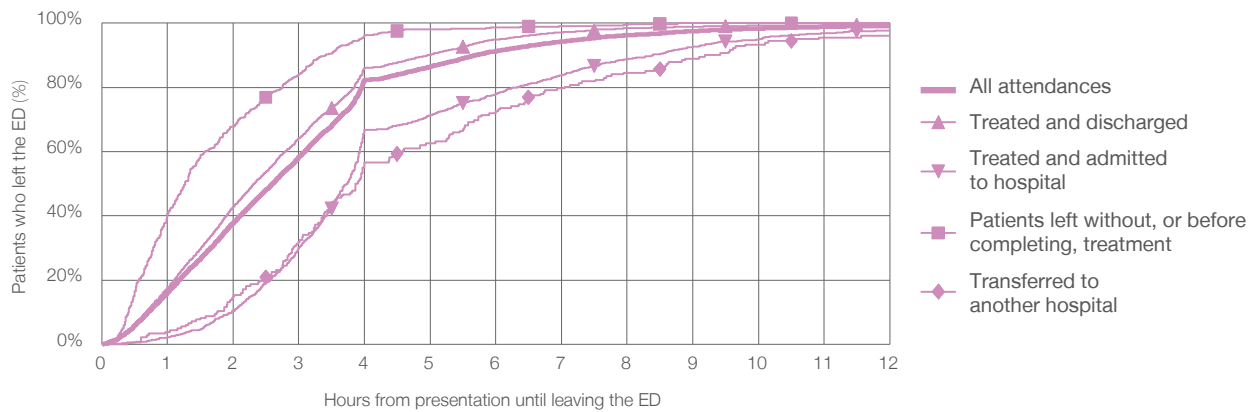
All attendances:¹ 6,138 patients

Attendances used to calculate time to leaving the ED:⁶ 6,138 patients



Mode of separation	Same period last year	Change since one year ago
All attendances	5,680	8%
Treated and discharged	3,719	15%
Treated and admitted to hospital	1,086	8%
Patient left without, or before completing, treatment	714	-31%
Transferred to another hospital	155	17%
Other	6	67%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18%	43%	64%	86%	95%	98%	99%	100%
Treated and admitted to hospital	2%	10%	30%	67%	78%	89%	95%	98%
Patient left without, or before completing, treatment	41%	68%	84%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	15%	32%	57%	73%	85%	93%	96%
All attendances	16%	38%	58%	82%	91%	96%	98%	99%

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Hawkesbury District Health Services: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 6,138 patients

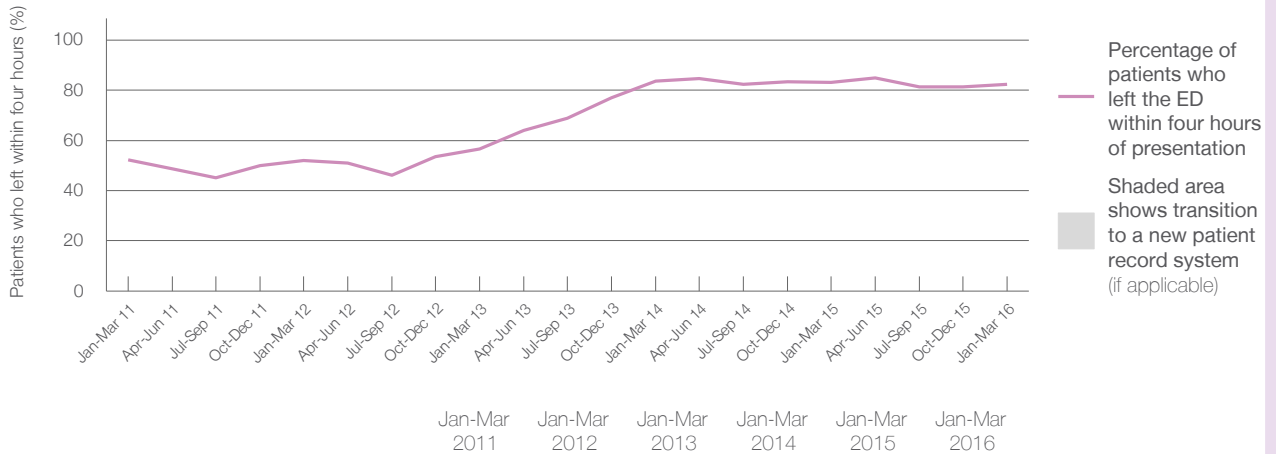
Attendances used to calculate time to leaving the ED: ⁶ 6,138 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,680	8%
Attendances used to calculate time to leaving the ED	5,680	8%
Percentage of patients who left the ED within four hours	83%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	52%	52%	57%	84%	83%	82%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).