

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 17,075 patients

Emergency presentations:² 16,973 patients

Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%

Nepean Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,558 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,968 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,596 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,752 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,399	
10 minutes	8 minutes
39 minutes	26 minutes
4,777	
40 minutes	20 minutes
203 minutes	69 minutes
7,408	
41 minutes	26 minutes
190 minutes	101 minutes
2,224	
38 minutes	23 minutes
177 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 17,063 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
17,011	0.3%
48.5%	

* 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, July to September 2016*.
- 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.

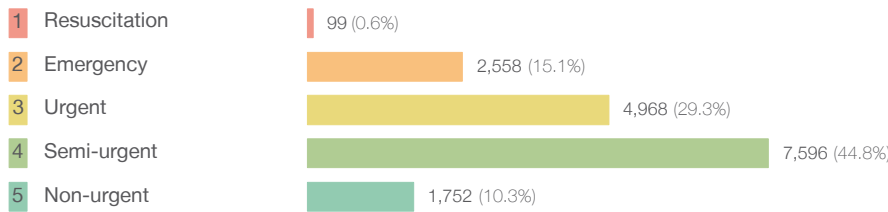
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Patients presenting to the emergency department January to March 2017

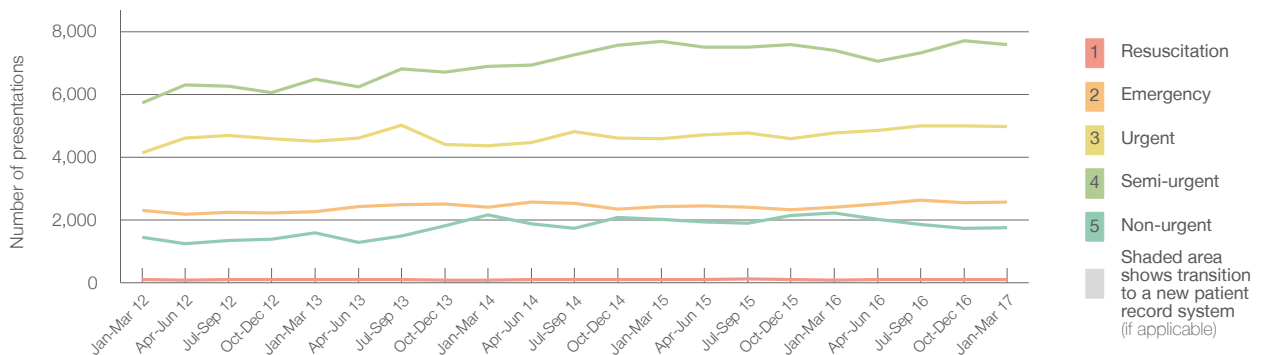
All presentations:¹ 17,075 patients

Emergency presentations² by triage category: 16,973 patients



Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%
87	13.8%
2,399	6.6%
4,777	4.0%
7,408	2.5%
2,224	-21.2%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	93	92	83	97	87	99
Emergency	2,305	2,253	2,403	2,428	2,399	2,558
Urgent	4,145	4,503	4,367	4,587	4,777	4,968
Semi-urgent	5,736	6,478	6,896	7,691	7,408	7,596
Non-urgent	1,447	1,596	2,153	2,007	2,224	1,752
All emergency presentations	13,726	14,922	15,902	16,810	16,895	16,973

Nepean Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,833 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,739	
11 minutes	0 minutes
33 minutes	-8 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

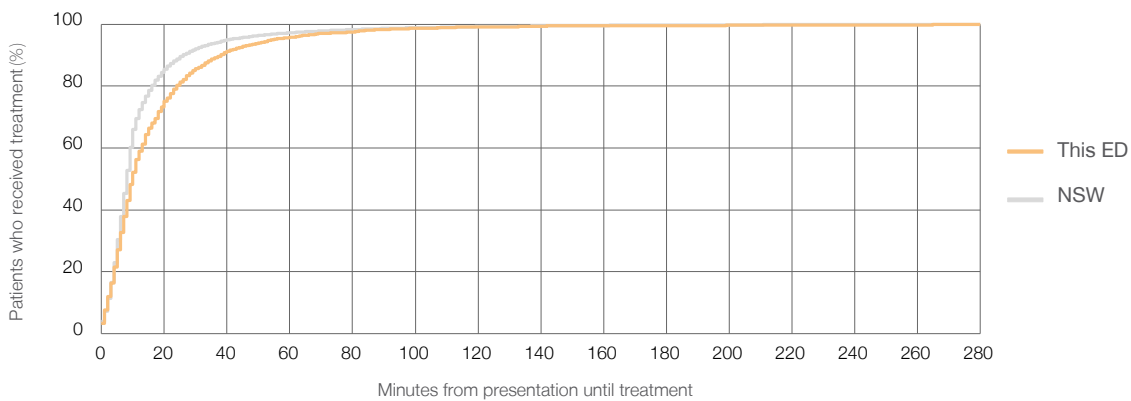
Number of triage 2 patients: 2,558

Number of triage 2 patients used to calculate waiting time:³ 2,541

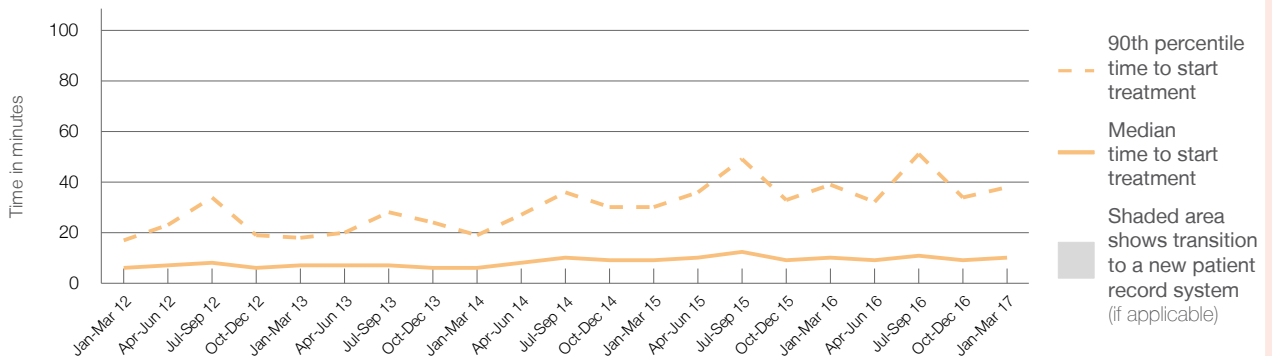
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,399	
2,335	
10 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	6	9	10	10
90th percentile time to start treatment ⁵ (minutes)	17	18	19	30	39	38

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 4,968

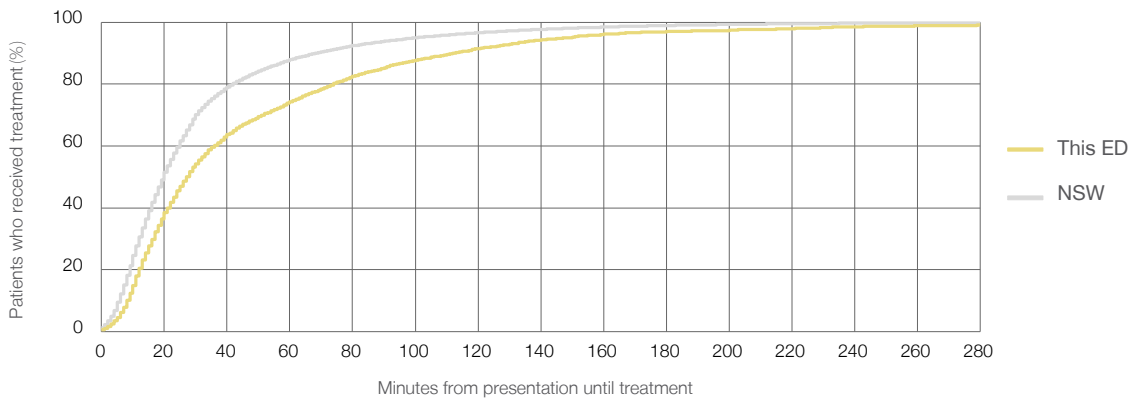
Number of triage 3 patients used to calculate waiting time:³ 4,686

Median time to start treatment⁴ 28 minutes

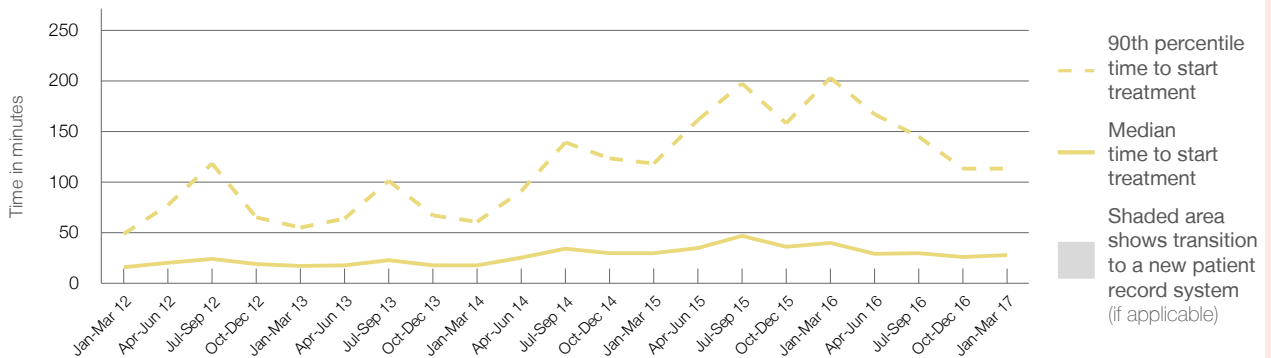
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,777	4,244
40 minutes	20 minutes
203 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	17	18	30	40	28
90th percentile time to start treatment ⁵ (minutes)	49	55	61	118	203	113

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,596

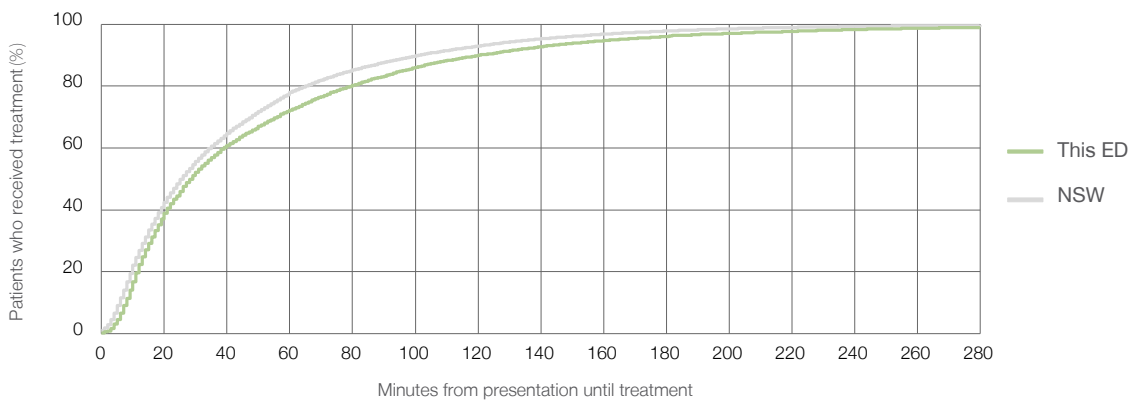
Number of triage 4 patients used to calculate waiting time:³ 7,006

Median time to start treatment⁴ 29 minutes

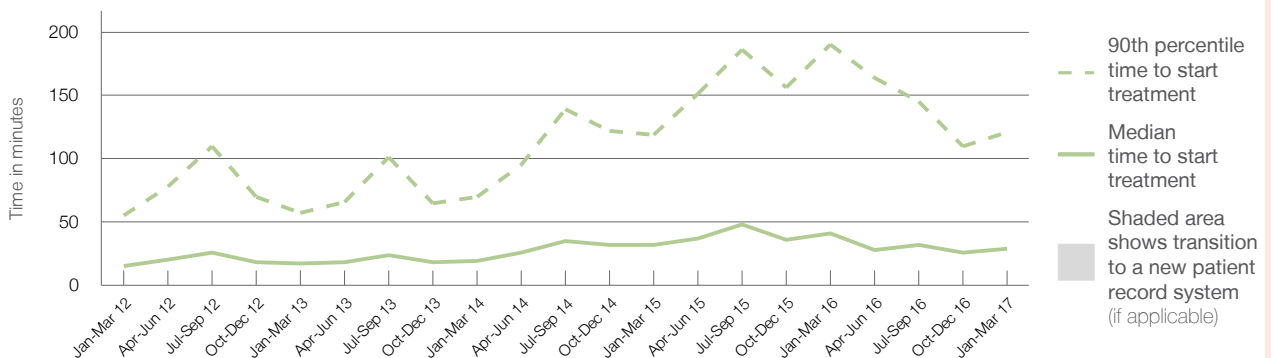
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
7,408	
6,405	
41 minutes	26 minutes
190 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	17	19	32	41	29
90th percentile time to start treatment ⁵ (minutes)	55	57	70	119	190	121

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,752

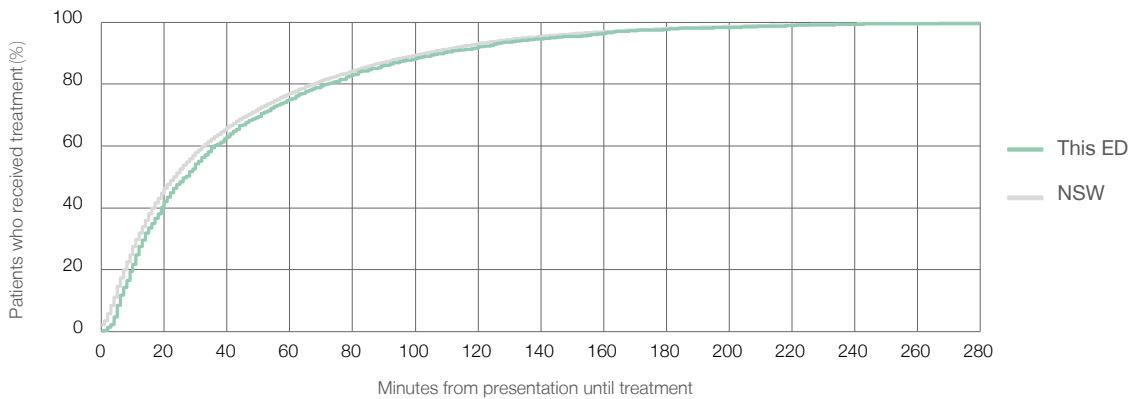
Number of triage 5 patients used to calculate waiting time:³ 1,499

Median time to start treatment⁴ 27 minutes

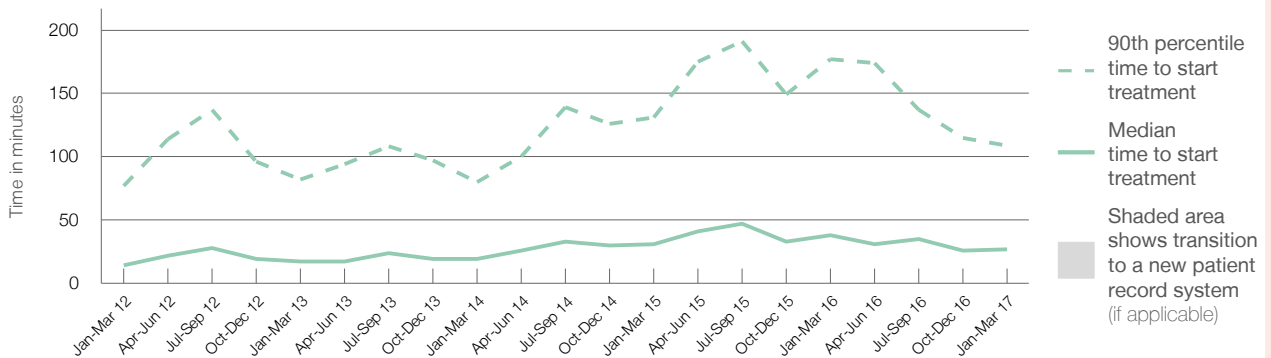
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,224	
1,755	
38 minutes	23 minutes
177 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	17	19	31	38	27
90th percentile time to start treatment ⁵ (minutes)	77	82	80	131	177	109

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Nepean Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 17,075 patients

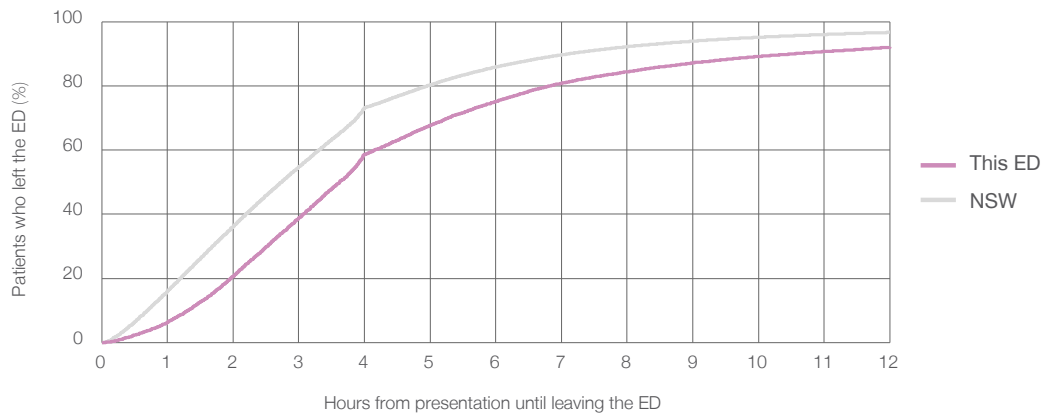
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

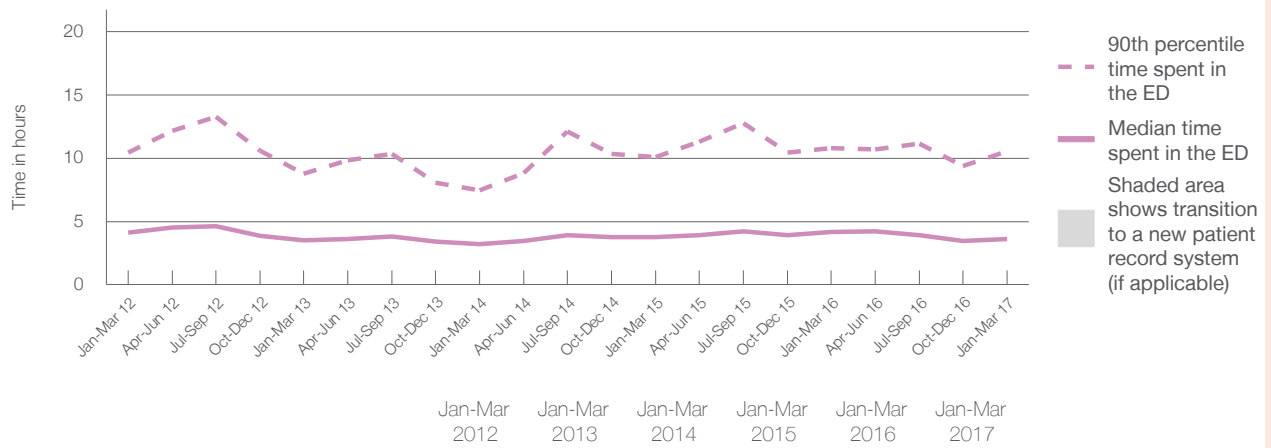
90th percentile time spent in the ED⁹ 10 hours and 33 minutes

Same period last year	NSW (this period)
17,011	17,011
4 hours and 10 minutes	2 hours and 44 minutes
10 hours and 47 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Nepean Hospital: Time patients spent in the ED By mode of separation January to March 2017

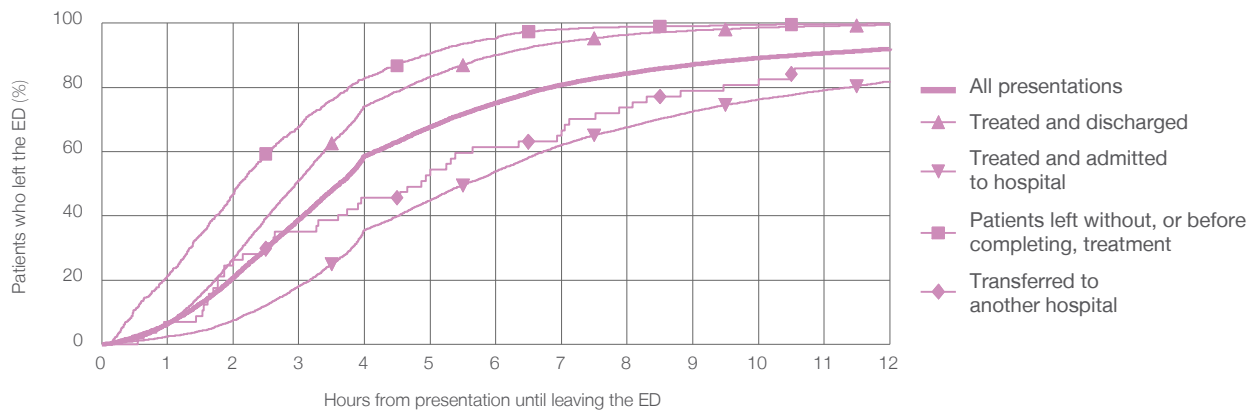
All presentations:¹ 17,075 patients

Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

Treated and discharged	8,293 (48.6%)
Treated and admitted to hospital	7,212 (42.2%)
Patient left without, or before completing, treatment	1,309 (7.7%)
Transferred to another hospital	57 (0.3%)
Other	204 (1.2%)

Same period last year	Change since one year ago
17,011	0.3%
8,191	1.2%
6,456	11.7%
2,244	-41.7%
53	7.5%
67	204.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	6.3%	26.7%	51.1%	74.1%	90.1%	96.4%	98.6%	99.5%
Treated and admitted to hospital	2.4%	7.5%	18.0%	35.6%	53.9%	67.6%	76.3%	81.9%
Patient left without, or before completing, treatment	21.3%	46.8%	67.8%	82.9%	95.4%	98.8%	99.5%	99.8%
Transferred to another hospital	7.0%	26.3%	35.1%	45.6%	61.4%	73.7%	82.5%	86.0%
All presentations	6.4%	20.7%	38.8%	58.6%	75.2%	84.4%	89.2%	92.0%

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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 2017

All presentations at the emergency department:¹ 17,075 patients

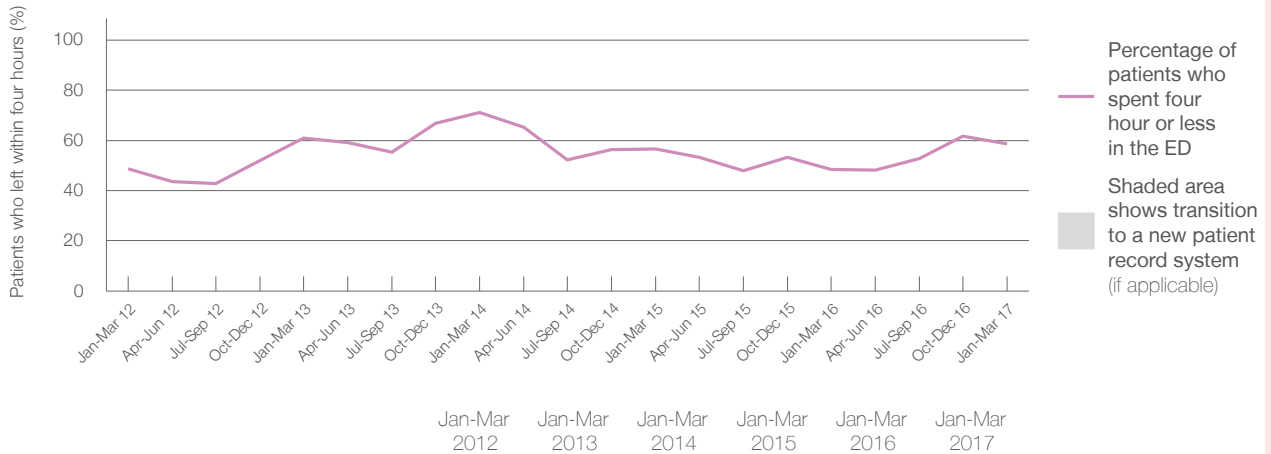
Presentations used to calculate time to leaving the ED:⁶ 17,063 patients

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: ¹ 17,075 patients	17,011	0.4%
Presentations used to calculate time to leaving the ED: ⁶ 17,063 patients	17,011	0.3%
Percentage of patients who spent four hours or less in the ED	48.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	48.6%	60.9%	71.2%	56.6%	48.5%	58.6%
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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*.

- 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, July to September 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).