

## Westmead Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 18,621 patients

Emergency presentations:<sup>2</sup> 18,429 patients

Same period last year	Change since one year ago
18,054	3.1%
17,693	4.2%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,171 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  110 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,527 patients

Median time to start treatment<sup>4</sup>  54 minutes  
90th percentile time to start treatment<sup>5</sup>  174 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,040 patients

Median time to start treatment<sup>4</sup>  55 minutes  
90th percentile time to start treatment<sup>5</sup>  153 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,168 patients

Median time to start treatment<sup>4</sup>  48 minutes  
90th percentile time to start treatment<sup>5</sup>  134 minutes

Same period last year	NSW (this period)
5,379	
12 minutes	8 minutes
54 minutes	26 minutes
6,441	
34 minutes	20 minutes
125 minutes	67 minutes
4,022	
39 minutes	25 minutes
114 minutes	99 minutes
1,296	
29 minutes	23 minutes
110 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Percentage of patients who spent four hours or less in the ED  52.7%

Same period last year	Change since one year ago
18,054	3.1%
61.0%	

\* 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.

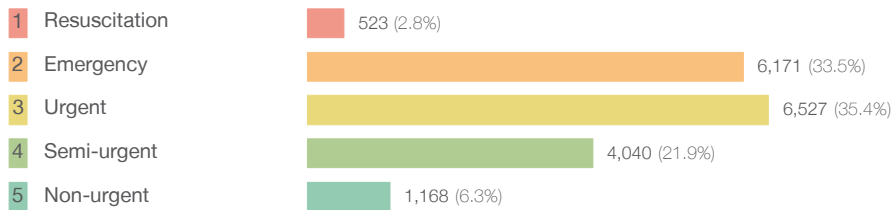
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Westmead Hospital: Patients presenting to the emergency department

April to June 2017

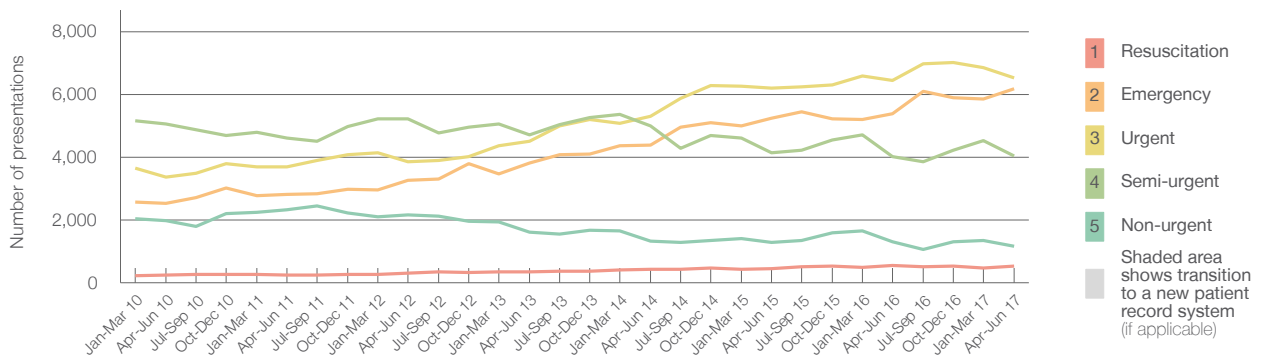
All presentations:<sup>1</sup> 18,621 patients

Emergency presentations<sup>2</sup> by triage category: 18,429 patients



Same period last year	Change since one year ago
18,054	3.1%
17,693	4.2%
555	-5.8%
5,379	14.7%
6,441	1.3%
4,022	0.4%
1,296	-9.9%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	240	240	305	335	434	436	555	523
Emergency	2,530	2,811	3,264	3,817	4,390	5,249	5,379	6,171
Urgent	3,371	3,686	3,857	4,502	5,299	6,199	6,441	6,527
Semi-urgent	5,054	4,605	5,216	4,719	4,986	4,142	4,022	4,040
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,296	1,168
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,693	18,429

## Westmead Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,500 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,583	
11 minutes	2 minutes
24 minutes	4 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

April to June 2017

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

Number of triage 2 patients: 6,171

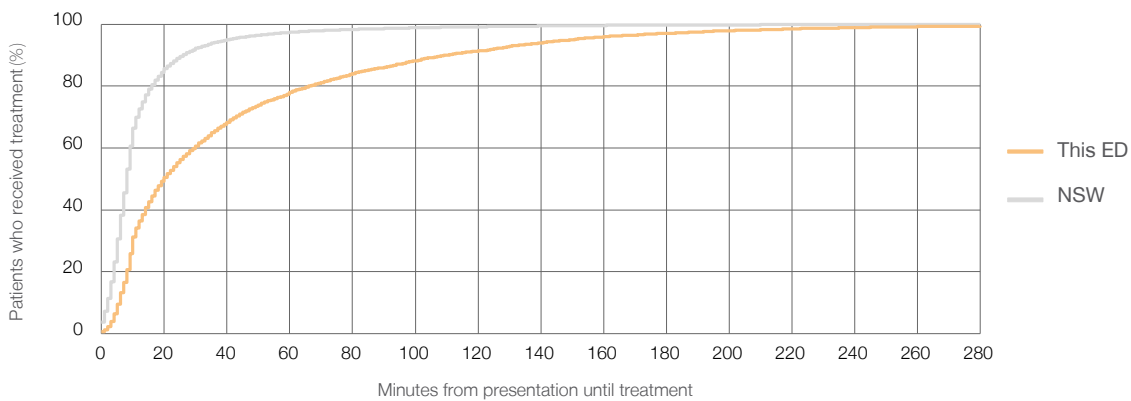
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,951

Median time to start treatment<sup>4</sup> 20 minutes

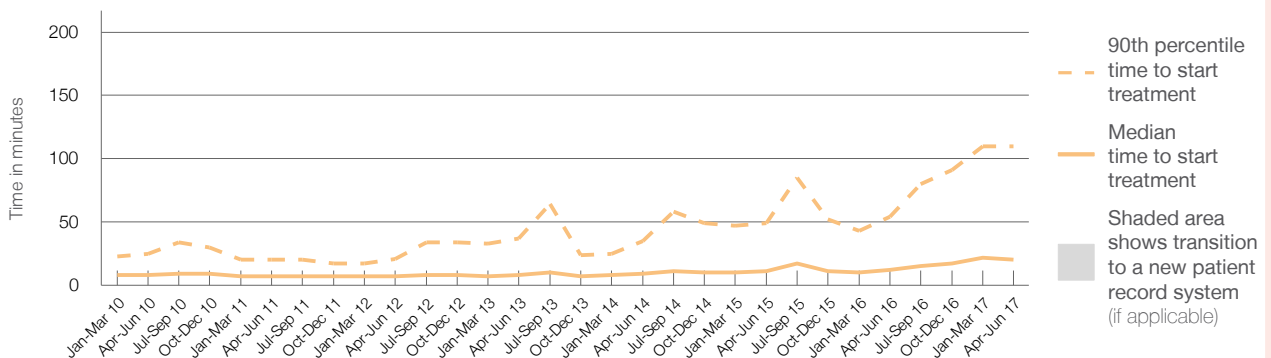
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
5,379	
5,297	
12 minutes	8 minutes
54 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	8	9	11	12	20
90th percentile time to start treatment <sup>5</sup> (minutes)	25	20	21	37	35	49	54	110

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

April to June 2017

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

Number of triage 3 patients: 6,527

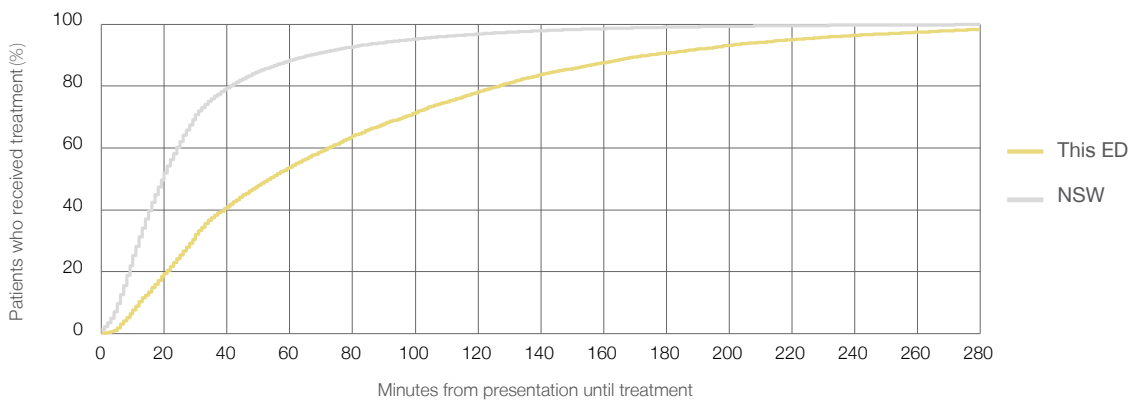
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,893

Median time to start treatment<sup>4</sup> 54 minutes

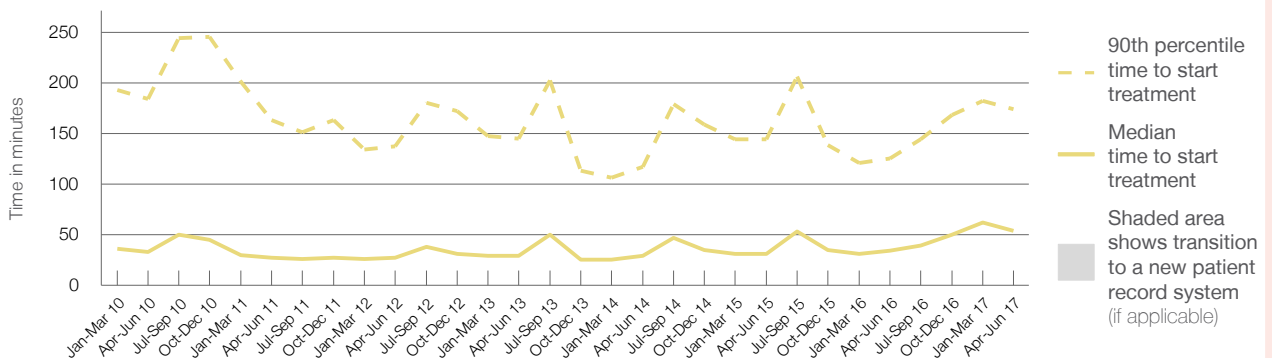
90th percentile time to start treatment<sup>5</sup> 174 minutes

Same period last year	NSW (this period)
6,441	
5,967	
34 minutes	20 minutes
125 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	33	27	27	29	29	31	34	54
90th percentile time to start treatment <sup>5</sup> (minutes)	184	163	137	145	117	144	125	174

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

April to June 2017

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

Number of triage 4 patients: 4,040

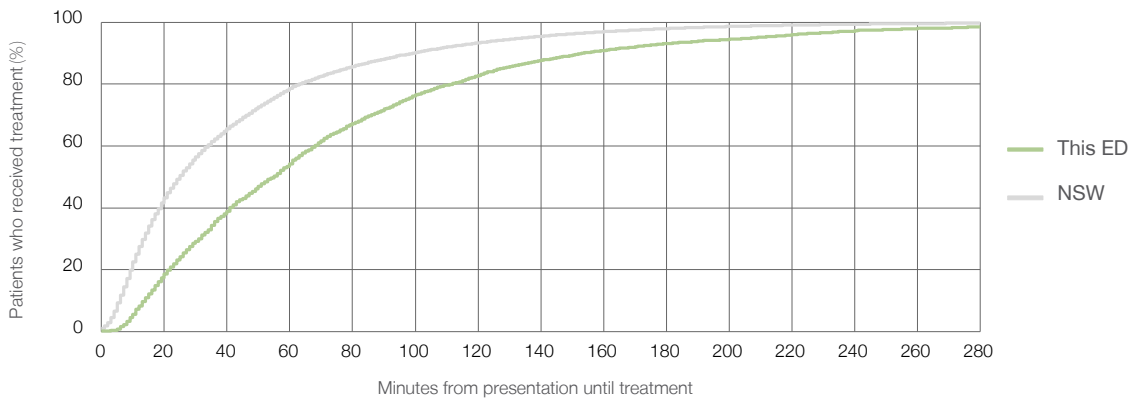
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,587

Median time to start treatment<sup>4</sup> 55 minutes

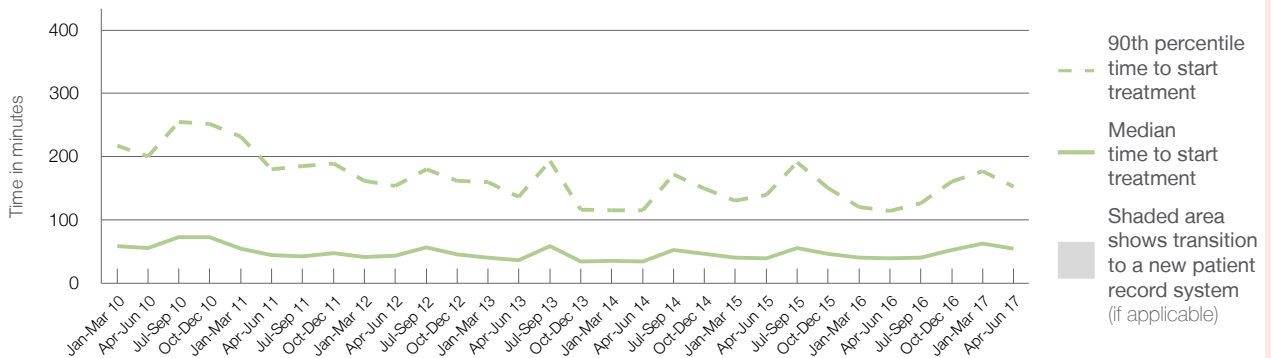
90th percentile time to start treatment<sup>5</sup> 153 minutes

Same period last year	NSW (this period)
4,022	
3,616	
39 minutes	25 minutes
114 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	56	45	44	36	34	39	39	55
90th percentile time to start treatment <sup>5</sup> (minutes)	200	180	154	137	115	140	114	153

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

April to June 2017

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

Number of triage 5 patients: 1,168

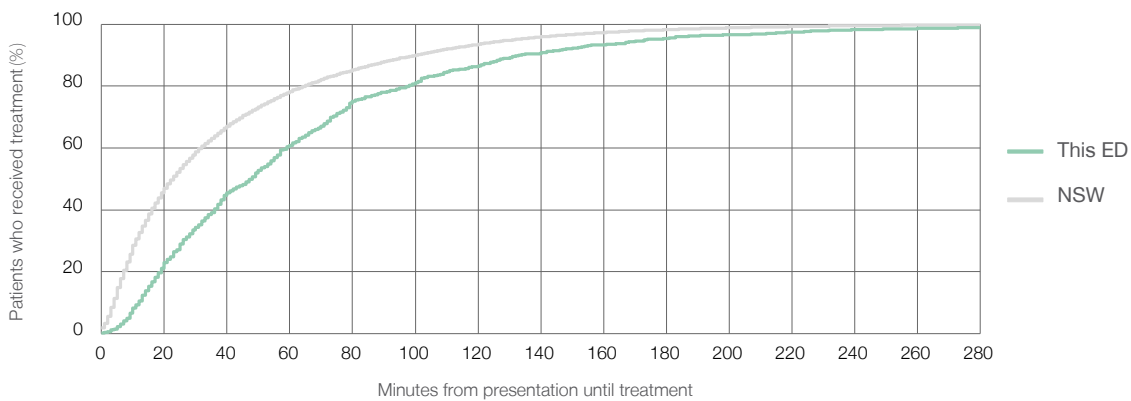
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,000

Median time to start treatment<sup>4</sup> 48 minutes

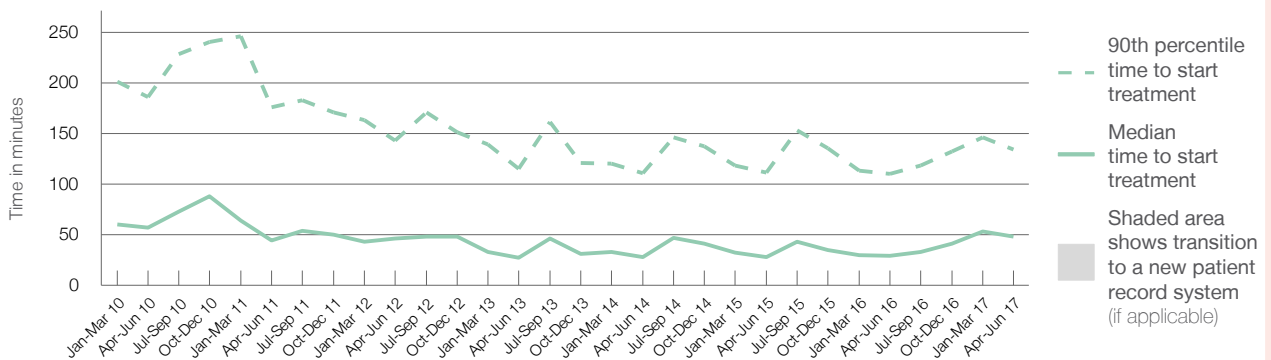
90th percentile time to start treatment<sup>5</sup> 134 minutes

Same period last year	NSW (this period)
1,296	1,119
29 minutes	23 minutes
110 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	57	44	46	28	28	28	29	48
90th percentile time to start treatment <sup>5</sup> (minutes)	186	176	143	115	111	111	110	134

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## Westmead Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 18,621 patients

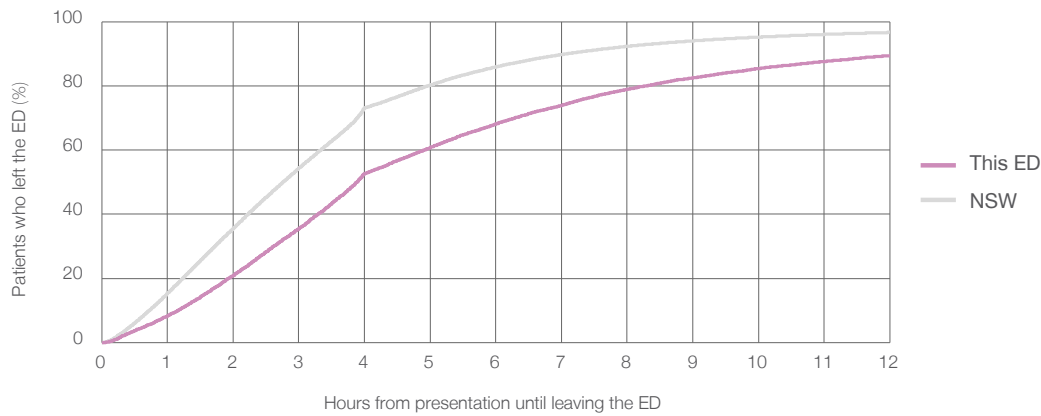
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Median time spent in the ED<sup>8</sup> 3 hours and 53 minutes

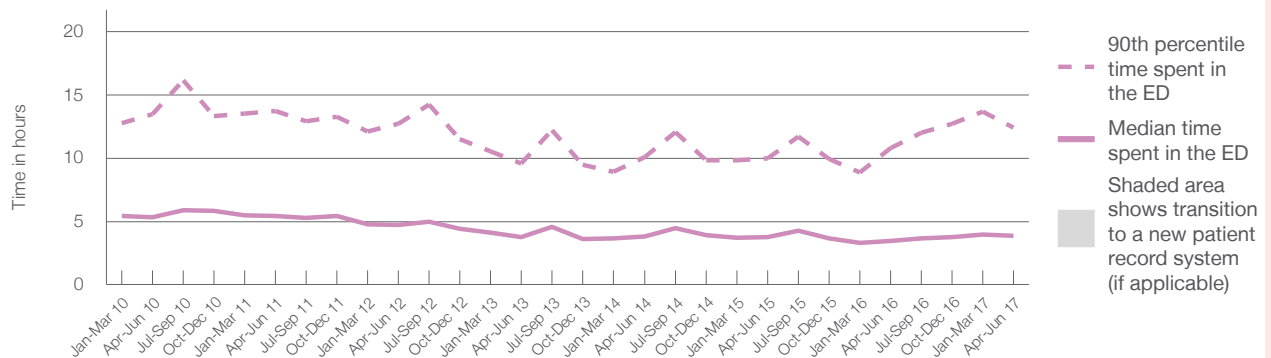
90th percentile time spent in the ED<sup>9</sup> 12 hours and 26 minutes

Same period last year	NSW (this period)
18,054	18,054
3 hours and 28 minutes	2 hours and 46 minutes
10 hours and 48 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 26m

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**Westmead Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

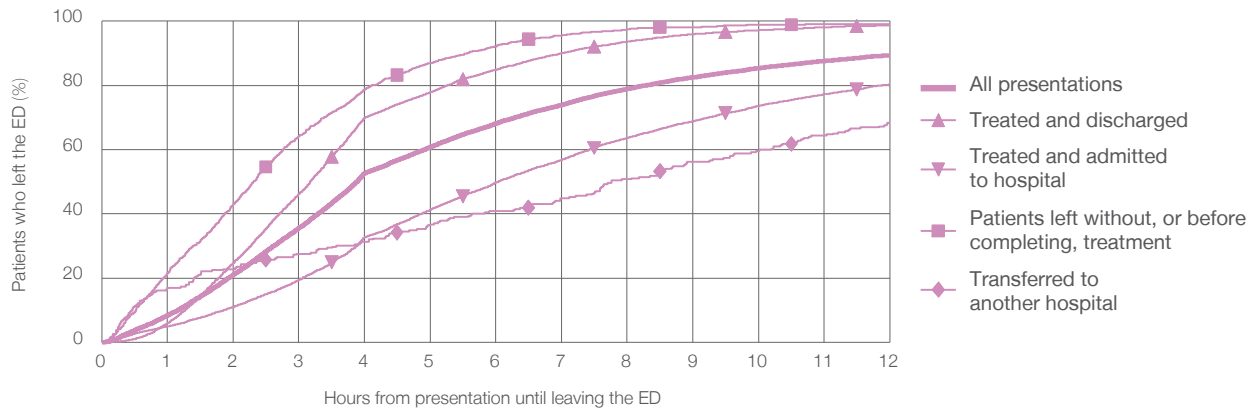
All presentations:<sup>1</sup> 18,621 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Treated and discharged	7,221 (38.8%)
Treated and admitted to hospital	9,036 (48.5%)
Patient left without, or before completing, treatment	1,604 (8.6%)
Transferred to another hospital	272 (1.5%)
Other	488 (2.6%)

Same period last year	Change since one year ago
18,054	3.1%
7,195	0.4%
9,250	-2.3%
988	62.3%
206	32.0%
415	17.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	6.1%	24.7%	46.2%	70.0%	84.8%	93.7%	97.2%	98.7%
Treated and admitted to hospital	5.0%	11.0%	19.5%	32.6%	49.8%	63.7%	73.7%	80.3%
Patient left without, or before completing, treatment	21.5%	43.0%	64.3%	78.8%	92.2%	97.5%	98.8%	99.2%
Transferred to another hospital	16.9%	22.8%	27.6%	31.3%	40.8%	50.7%	59.6%	68.4%
All presentations	8.4%	21.0%	35.6%	52.7%	68.1%	78.9%	85.4%	89.4%

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**Westmead Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

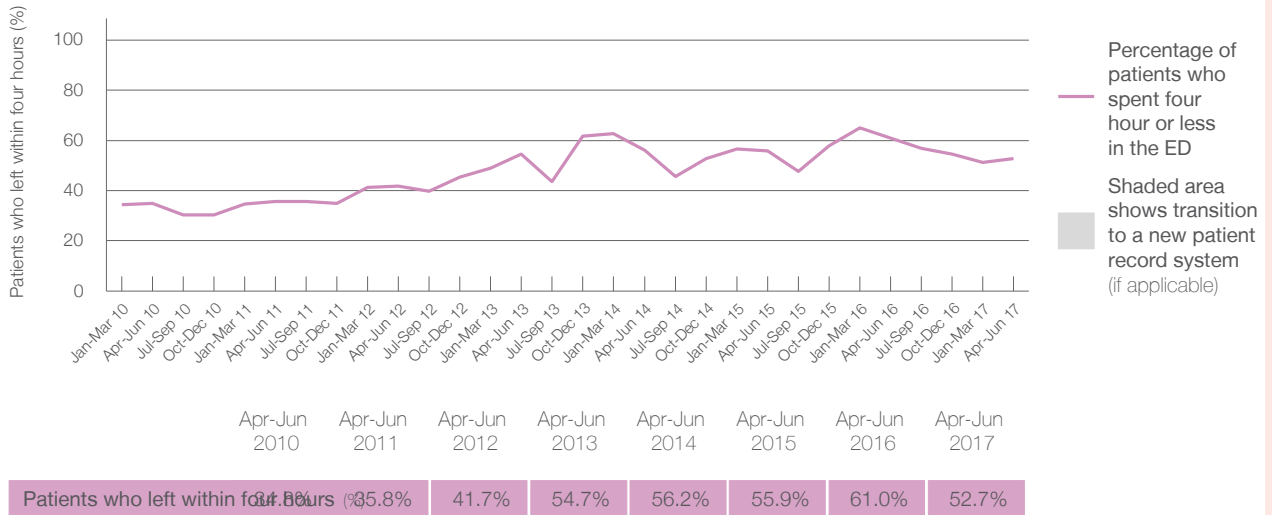
All presentations at the emergency department:<sup>1</sup> 18,621 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Percentage of patients who spent four hours or less in the ED 52.7%

Same period last year	Change since one year ago
18,054	3.1%
18,054	3.1%
61.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<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, 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).