

## Campbelltown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 18,828 patients

Emergency presentations:<sup>2</sup> 18,659 patients

Same period last year	Change since one year ago
16,533	13.9%
16,394	13.8%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,879 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,090 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,885 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 168 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,690 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,765	
7 minutes	9 minutes
23 minutes	29 minutes
7,268	
17 minutes	23 minutes
82 minutes	83 minutes
5,657	
26 minutes	30 minutes
125 minutes	121 minutes
1,590	
32 minutes	26 minutes
126 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,828 patients

Percentage of patients who spent four hours or less in the ED 47.1%

Same period last year	Change since one year ago
16,533	13.9%
58.6%	

\* 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, July to September 2016*.
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.

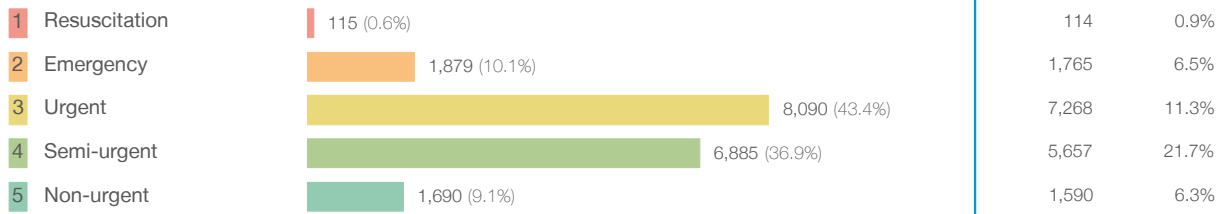
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

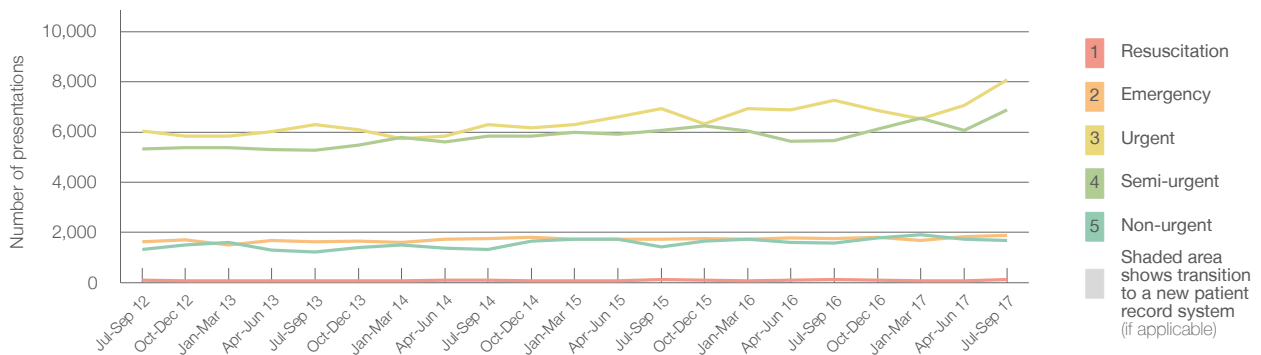
## Campbelltown Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 18,828 patients

Emergency presentations<sup>2</sup> by triage category: 18,659 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	94	84	94	130	114	115
Emergency	1,631	1,632	1,751	1,737	1,765	1,879
Urgent	6,029	6,307	6,304	6,926	7,268	8,090
Semi-urgent	5,335	5,263	5,844	6,075	5,657	6,885
Non-urgent	1,328	1,233	1,314	1,421	1,590	1,690
All emergency presentations	14,417	14,519	15,307	16,289	16,394	18,659

## Campbelltown Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,597 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,879

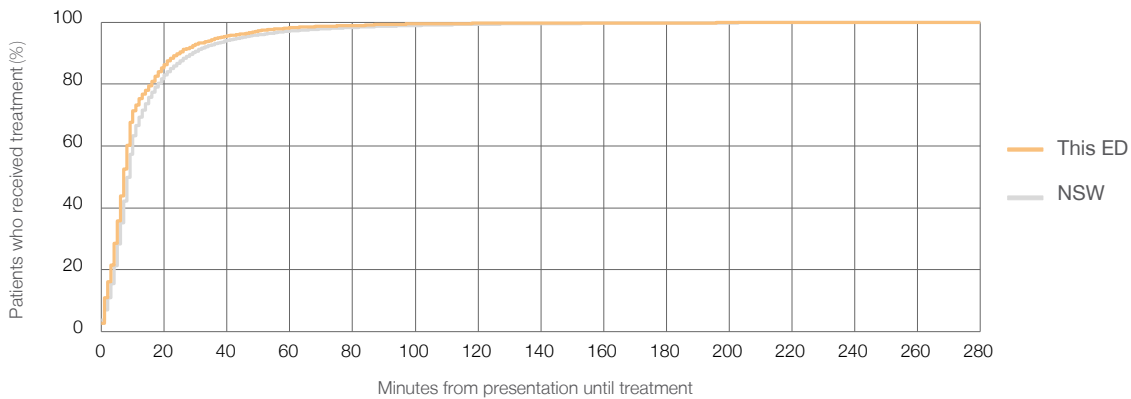
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,872

Median time to start treatment<sup>4</sup> 7 minutes

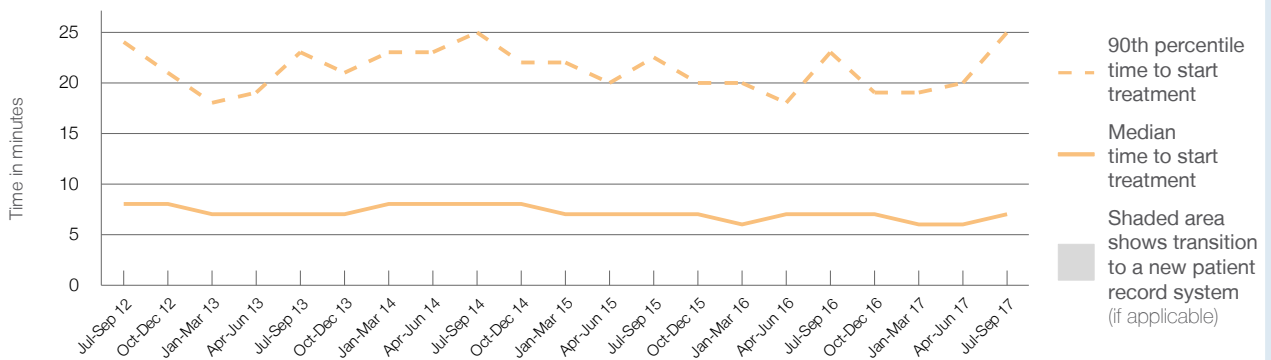
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
1,765	
1,760	
7 minutes	9 minutes
23 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	25	23	23	25

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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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 8,090

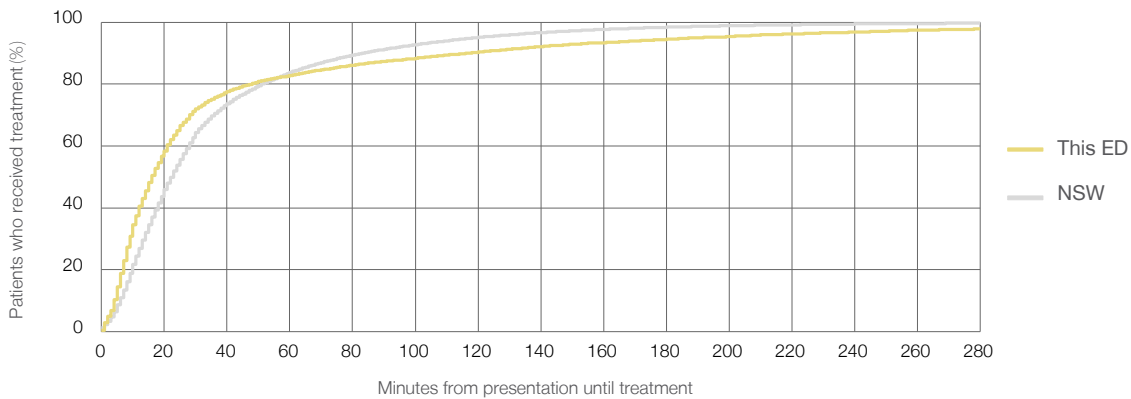
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,585

Median time to start treatment<sup>4</sup> 16 minutes

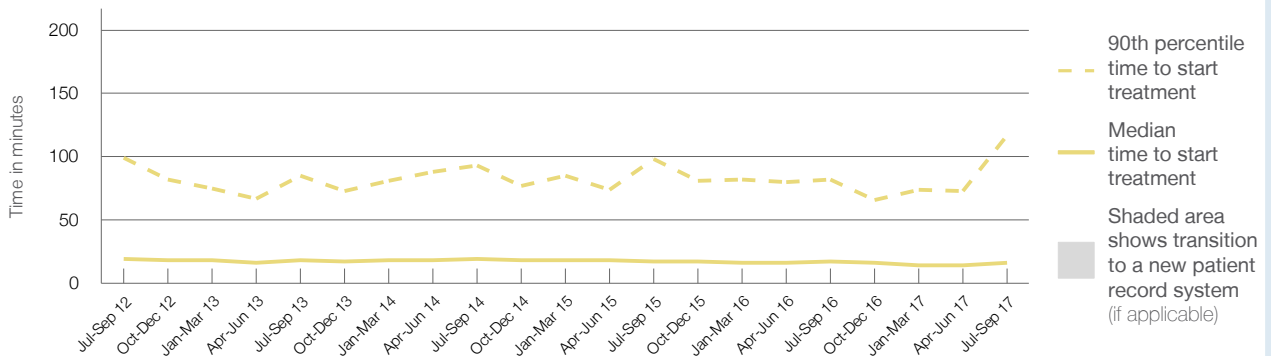
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
7,268	7,095
17 minutes	23 minutes
82 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	18	19	17	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	99	85	93	98	82	117

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## Campbelltown Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 6,885

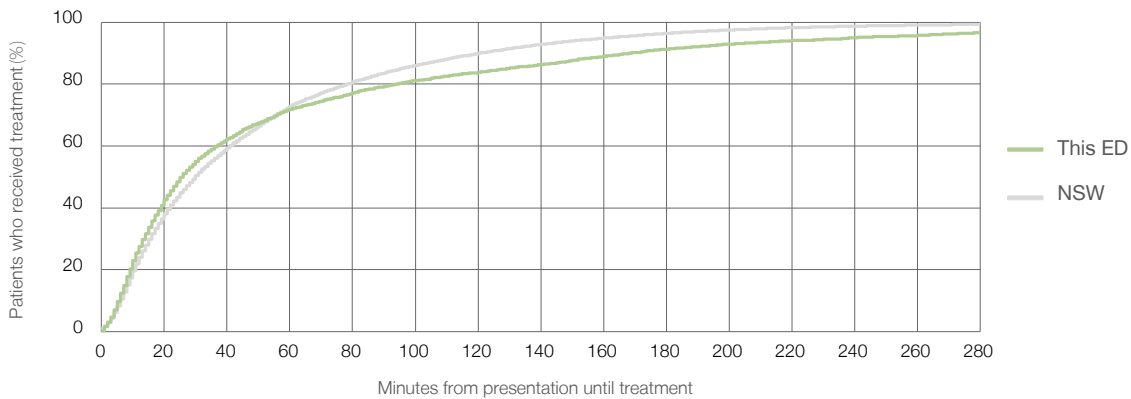
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,931

Median time to start treatment<sup>4</sup> 26 minutes

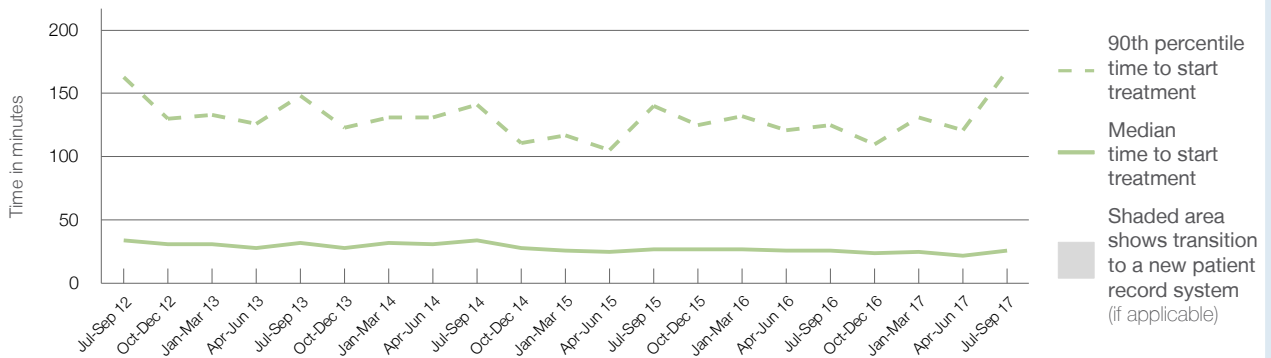
90th percentile time to start treatment<sup>5</sup> 168 minutes

Same period last year	NSW (this period)
5,657	
5,289	
26 minutes	30 minutes
125 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	32	34	27	26	26
90th percentile time to start treatment <sup>5</sup> (minutes)	163	148	141	140	125	168

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## Campbelltown Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,690

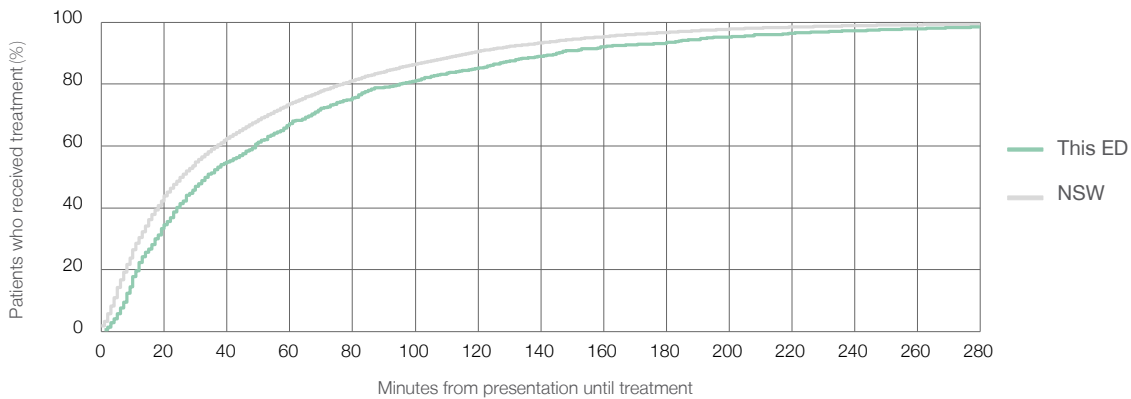
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,293

Median time to start treatment<sup>4</sup> 34 minutes

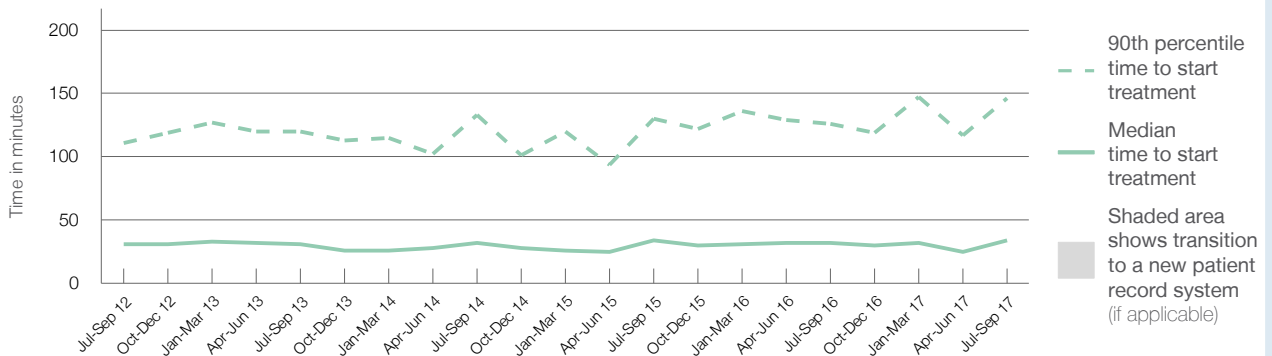
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,590	1,397
32 minutes	26 minutes
126 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	31	32	34	32	34
90th percentile time to start treatment <sup>5</sup> (minutes)	111	120	133	130	126	146

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## Campbelltown Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 18,828 patients

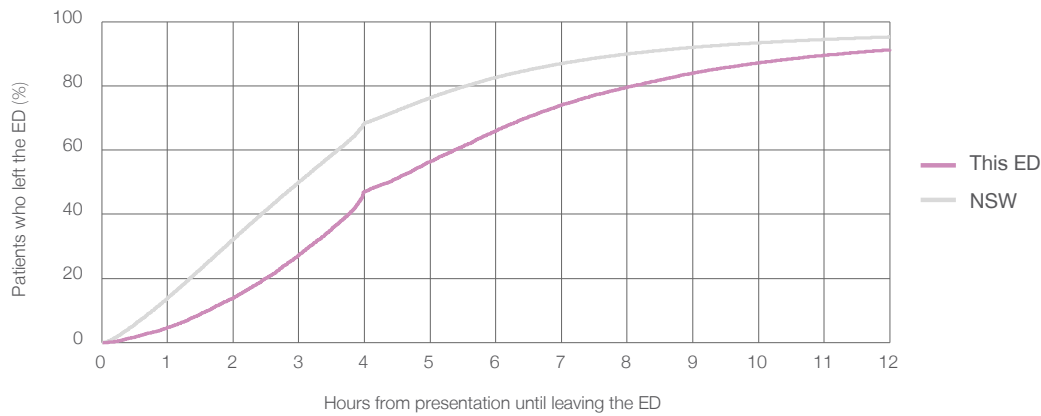
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,828 patients

Median time spent in the ED<sup>8</sup> 4 hours and 22 minutes

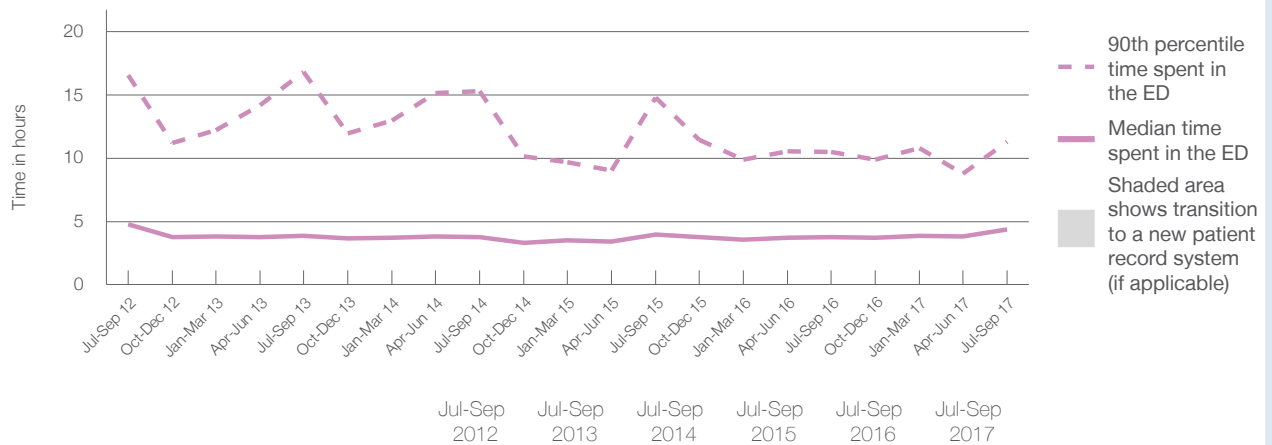
90th percentile time spent in the ED<sup>9</sup> 11 hours and 17 minutes

Same period last year	NSW (this period)
16,533	16,533
3 hours and 47 minutes	3 hours and 0 minutes
10 hours and 30 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 17m

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

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**Campbelltown Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

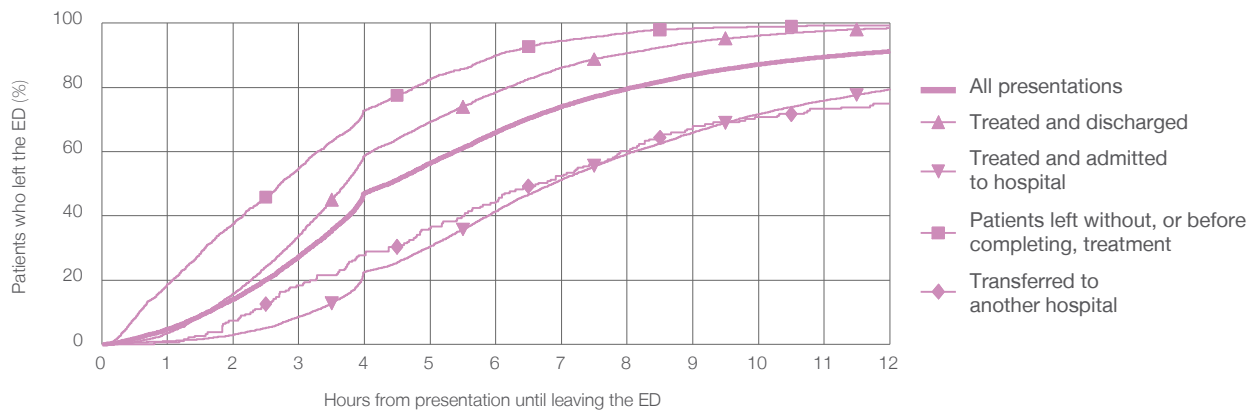
All presentations:<sup>1</sup> 18,828 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,828 patients

Treated and discharged	8,964 (47.6%)
Treated and admitted to hospital	6,976 (37.1%)
Patient left without, or before completing, treatment	2,632 (14.0%)
Transferred to another hospital	191 (1.0%)
Other	65 (0.3%)

Same period last year	Change since one year ago
16,533	13.9%
8,001	12.0%
6,921	0.8%
1,367	92.5%
235	-18.7%
9	622.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<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	3.5%	15.7%	33.9%	58.8%	78.5%	90.7%	96.2%	98.4%
Treated and admitted to hospital	0.9%	2.9%	8.6%	22.6%	41.4%	59.3%	71.7%	79.5%
Patient left without, or before completing, treatment	18.7%	37.5%	54.8%	72.9%	90.0%	97.0%	98.9%	99.4%
Transferred to another hospital	0.5%	7.3%	18.3%	27.7%	44.5%	60.2%	70.7%	74.9%
All presentations	4.7%	14.0%	27.3%	47.1%	66.0%	79.6%	87.2%	91.3%

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## Campbelltown Hospital: Time spent in the ED

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

July to September 2017

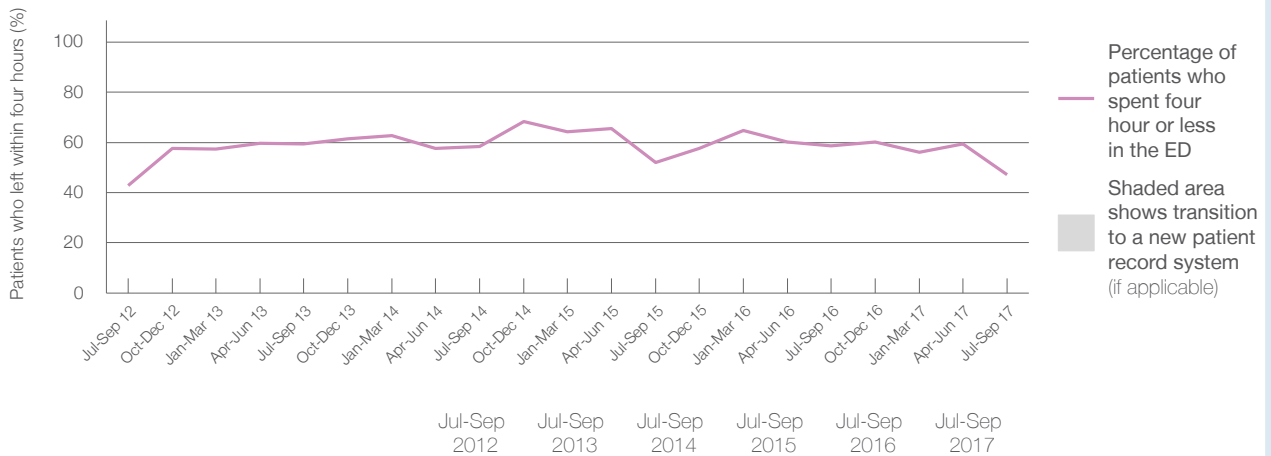
All presentations at the emergency department:<sup>1</sup> 18,828 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,828 patients

Percentage of patients who spent four hours or less in the ED  47.1%

Same period last year	Change since one year ago
16,533	13.9%
16,533	13.9%
58.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	42.9%	59.4%	58.5%	52.1%	58.6%	47.1%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).