


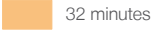






Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 6,603 patients	6,452	2%
Emergency presentations: ² 6,360 patients	6,213	2%


Hawkesbury District Health Services: Time patients waited to start treatment ³

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 969 patients	772	
Median time to start treatment ⁴ 	14 minutes	8 minutes
90th percentile time to start treatment ⁵ 	35 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,992 patients	2,021	
Median time to start treatment ⁴ 	18 minutes	21 minutes
90th percentile time to start treatment ⁵ 	49 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,125 patients	3,073	
Median time to start treatment ⁴ 	18 minutes	26 minutes
90th percentile time to start treatment ⁵ 	70 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 246 patients	322	
Median time to start treatment ⁴ 	16 minutes	22 minutes
90th percentile time to start treatment ⁵ 	63 minutes	103 minutes

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

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 6,603 patients	6,452	2%
Percentage of patients who spent four hours or less in the ED 	64%	

* 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, January to March 2018*.
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.

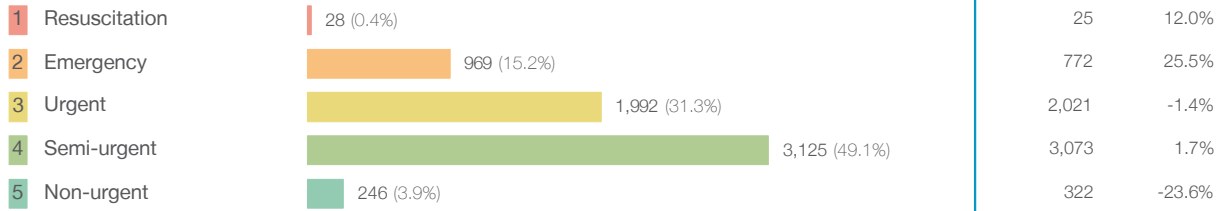
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2018

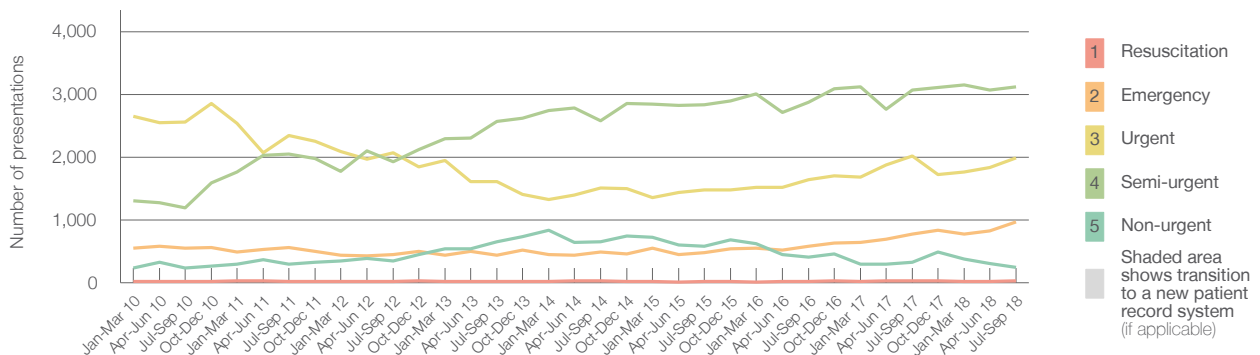
All presentations:¹ 6,603 patients

Emergency presentations² by triage category: 6,360 patients



	Same period last year	Change since one year ago
All presentations	6,452	2%
Emergency presentations ²	6,213	2%
1 Resuscitation	25	12.0%
2 Emergency	772	25.5%
3 Urgent	2,021	-1.4%
4 Semi-urgent	3,073	1.7%
5 Non-urgent	322	-23.6%

Emergency presentations² 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	23	15	24	20	25	16	21	25	28
Emergency	551	560	446	440	485	474	582	772	969
Urgent	2,564	2,344	2,068	1,607	1,505	1,481	1,640	2,021	1,992
Semi-urgent	1,192	2,051	1,922	2,567	2,580	2,838	2,872	3,073	3,125
Non-urgent	231	295	341	648	656	581	407	322	246
All emergency presentations	4,561	5,265	4,801	5,282	5,251	5,390	5,522	6,213	6,360

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,005 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	990	
Median time	14 minutes	-3 minutes
90th percentile time	34 minutes	-13 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.

(§) 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.

Hawkesbury District Health Services: 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: 969

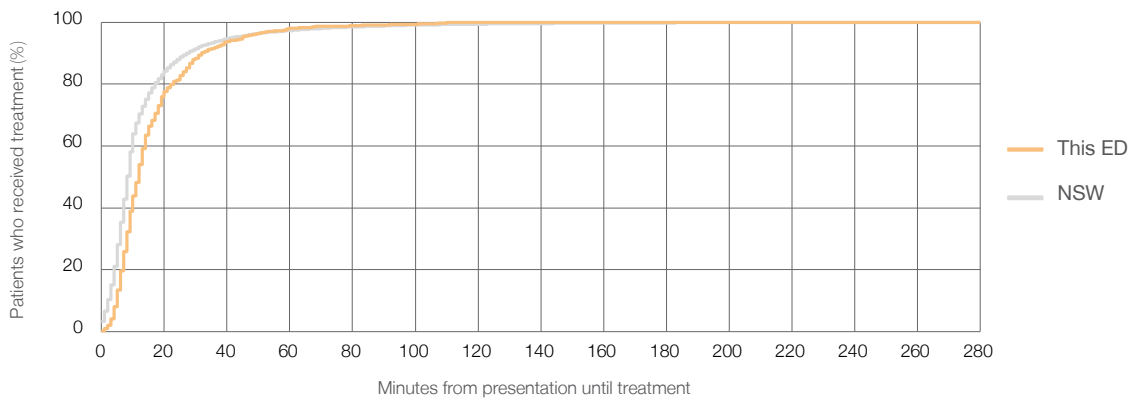
Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 12 minutes

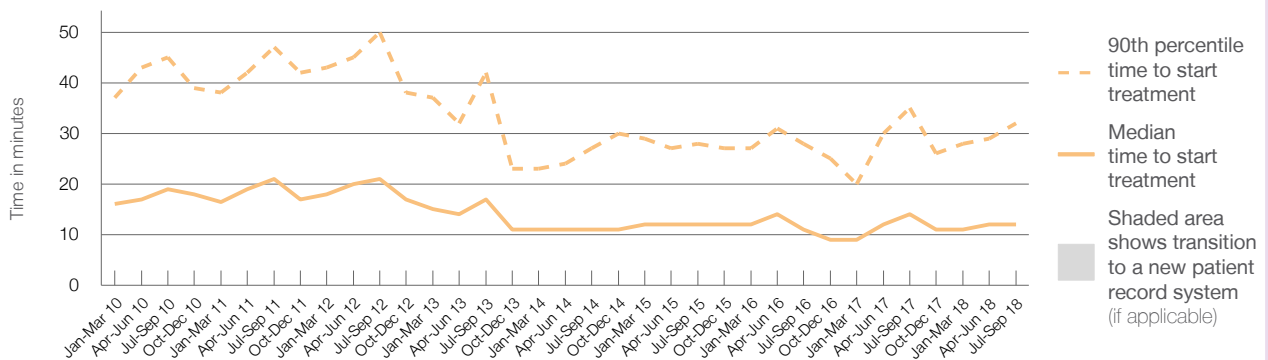
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
772	
769	
14 minutes	8 minutes
35 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^{†‡§}



	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 ⁴ (minutes)	19	21	21	17	11	12	11	14	12
90th percentile time to start treatment ⁵ (minutes)	45	47	50	42	27	28	28	35	32

(†) 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.

Hawkesbury District Health Services: 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: 1,992

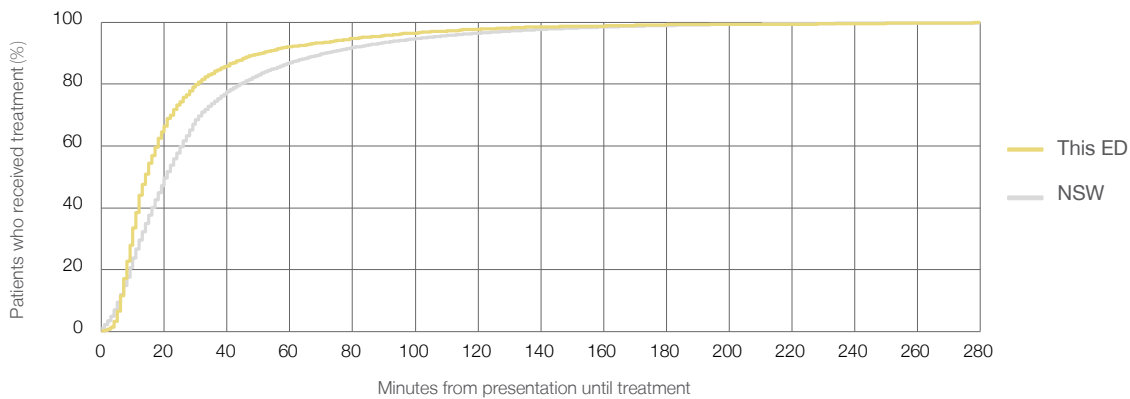
Number of triage 3 patients used to calculate waiting time:³ 1,985

Median time to start treatment⁴ 14 minutes

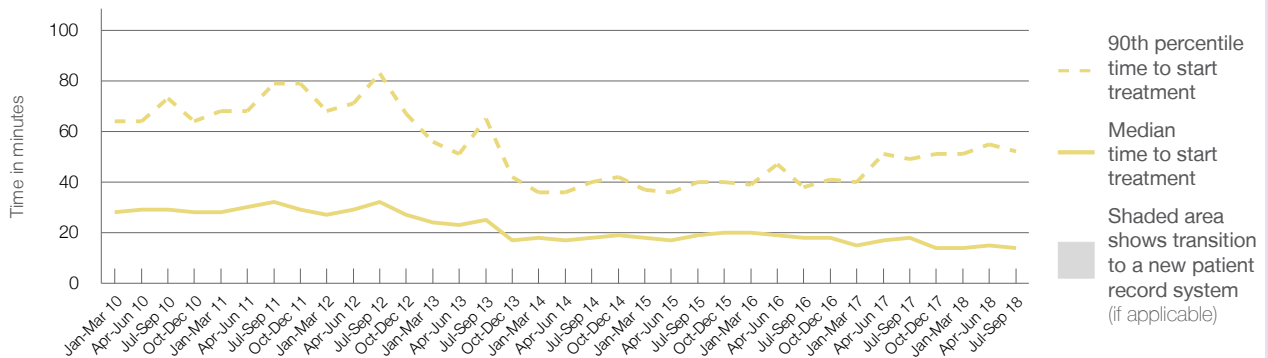
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,021	
1,997	
18 minutes	21 minutes
49 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^{†‡§}



	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 ⁴ (minutes)	29	32	32	25	18	19	18	18	14
90th percentile time to start treatment ⁵ (minutes)	73	79	83	65	40	40	38	49	52

(†) 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.

Hawkesbury District Health Services: 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: 3,125

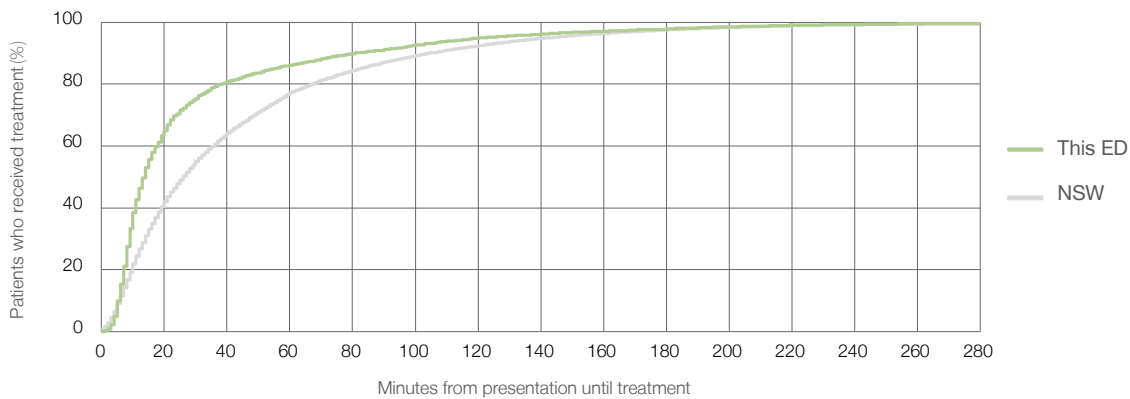
Number of triage 4 patients used to calculate waiting time:³ 3,061

Median time to start treatment⁴ 14 minutes

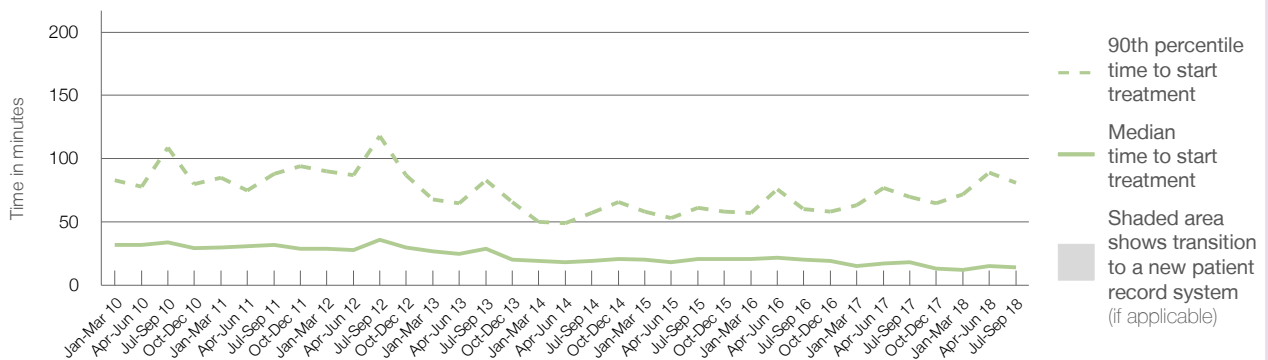
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
3,073	2,973
18 minutes	26 minutes
70 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^{†‡§}



	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 ⁴ (minutes)	34	32	36	29	19	21	20	18	14
90th percentile time to start treatment ⁵ (minutes)	109	88	118	83	57	61	60	70	81

(†) 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.

Hawkesbury District Health Services: 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: 246

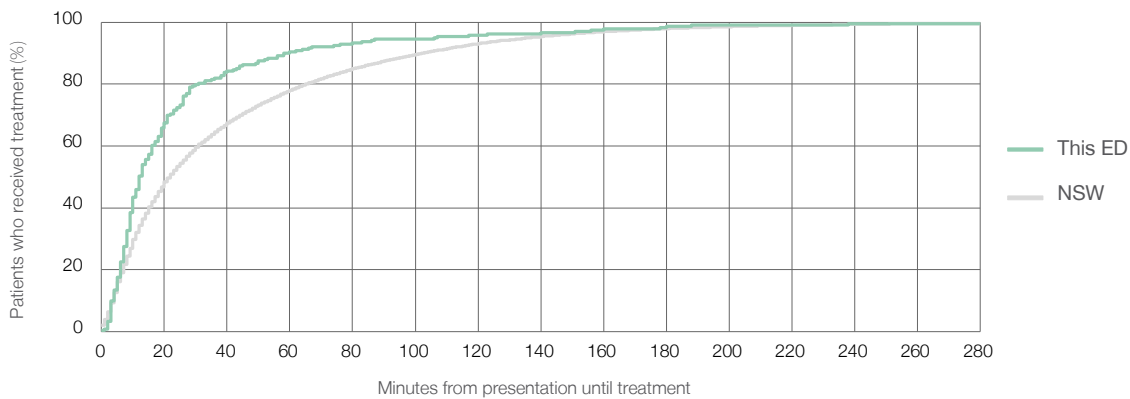
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 12 minutes

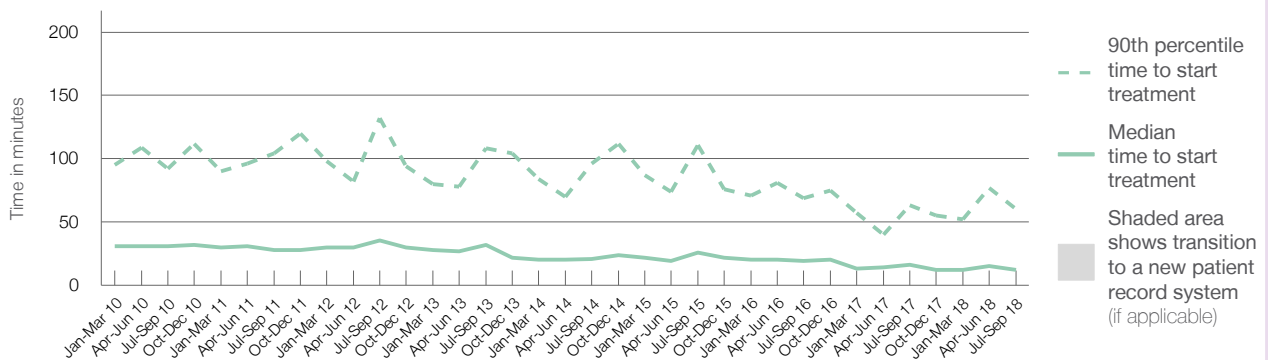
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
322	
293	
16 minutes	22 minutes
63 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^{†‡§}



	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 ⁴ (minutes)	31	28	36	32	21	26	19	16	12
90th percentile time to start treatment ⁵ (minutes)	92	104	132	108	96	111	69	63	60

(†) 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.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,603 patients

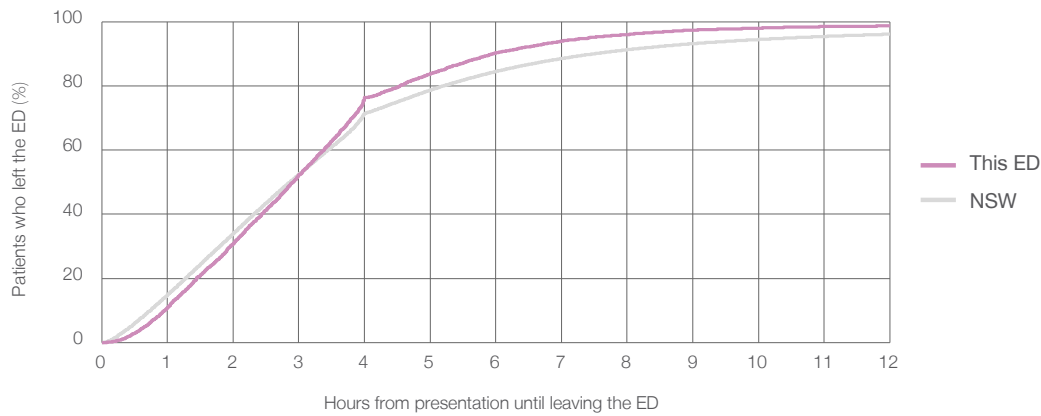
Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
6,452	6,452
3 hours and 22 minutes	2 hours and 52 minutes
7 hours and 43 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^{†‡§}



	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 ⁸ (hours, minutes)	4h 6m	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m	3h 22m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	10h 5m	10h 47m	6h 58m	5h 57m	6h 0m	6h 54m	7h 43m	5h 58m

(†) 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.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

July to September 2018

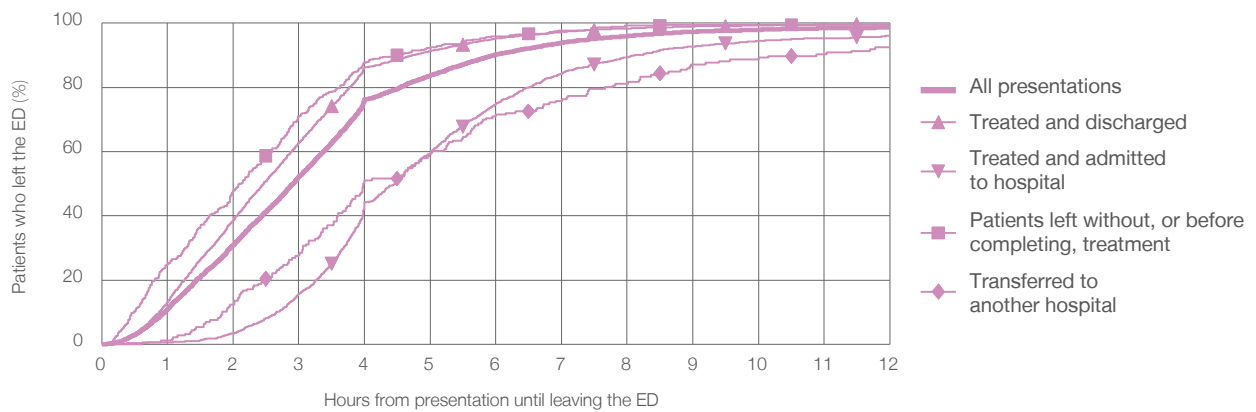
All presentations:¹ 6,603 patients

Presentations used to calculate time to leaving the ED:⁶ 6,603 patients

Treated and discharged	4,588 (69.5%)
Treated and admitted to hospital	1,422 (21.5%)
Patient left without, or before completing, treatment	400 (6.1%)
Transferred to another hospital	186 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
6,452	2%
4,180	9.8%
1,505	-5.5%
568	-29.6%
143	30.1%
56	-87.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	13.2%	38.7%	62.8%	86.4%	95.2%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.4%	15.8%	44.2%	75.0%	89.3%	94.4%	96.1%
Patient left without, or before completing, treatment	25.0%	47.8%	71.0%	87.8%	96.0%	99.3%	99.5%	99.5%
Transferred to another hospital	1.1%	12.4%	28.0%	51.1%	71.5%	81.2%	89.2%	92.5%
All presentations	10.9%	30.9%	52.2%	76.4%	90.3%	96.0%	98.0%	98.7%

(†) 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.

Hawkesbury District Health Services: 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: ¹ 6,603 patients

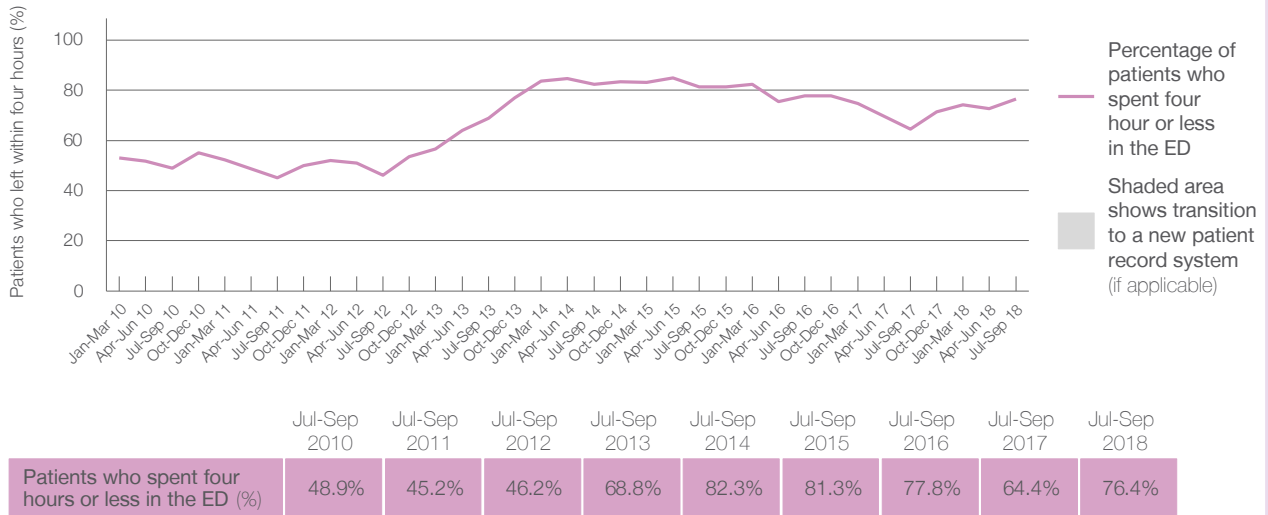
Presentations used to calculate time to leaving the ED: ⁶ 6,603 patients

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	6,452	2%
Presentations used to calculate time to leaving the ED	6,452	2%
Percentage of patients who spent four hours or less in the ED	64.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).