

Wollongong Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 17,526 patients

Emergency presentations:² 17,288 patients

Same period last year	Change since one year ago
17,546	0%
17,256	0%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,421 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,970 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,893 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 852 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
2,464	
9 minutes	8 minutes
28 minutes	28 minutes
7,607	
23 minutes	21 minutes
89 minutes	72 minutes
6,489	
27 minutes	26 minutes
119 minutes	105 minutes
505	
29 minutes	22 minutes
133 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 17,522 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
17,546	0%
56%	

* 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 2018*.
- 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.

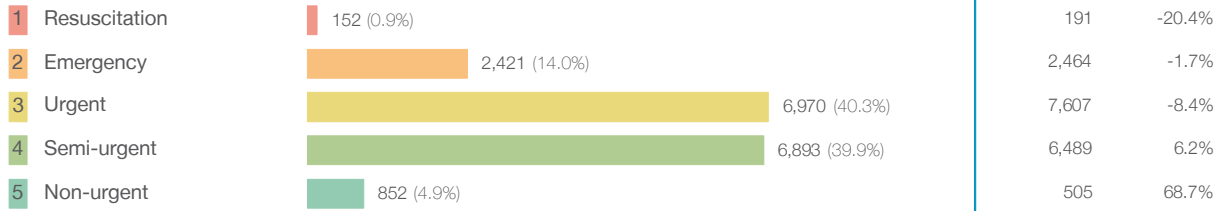
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Wollongong Hospital: Patients presenting to the emergency department

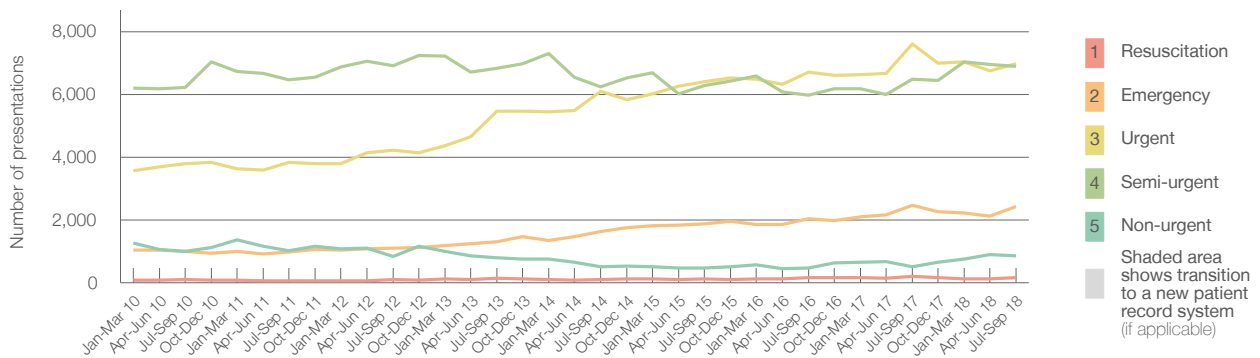
July to September 2018

All presentations:¹ 17,526 patients

Emergency presentations² by triage category: 17,288 patients



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	98	67	101	130	96	114	158	191	152
Emergency	1,005	973	1,098	1,297	1,639	1,865	2,038	2,464	2,421
Urgent	3,782	3,830	4,223	5,468	6,099	6,411	6,711	7,607	6,970
Semi-urgent	6,221	6,469	6,910	6,824	6,233	6,286	5,967	6,489	6,893
Non-urgent	996	1,013	832	793	507	473	465	505	852
All emergency presentations	12,102	12,352	13,164	14,512	14,574	15,149	15,339	17,256	17,288

Wollongong Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,515 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.

Wollongong Hospital: 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: 2,421

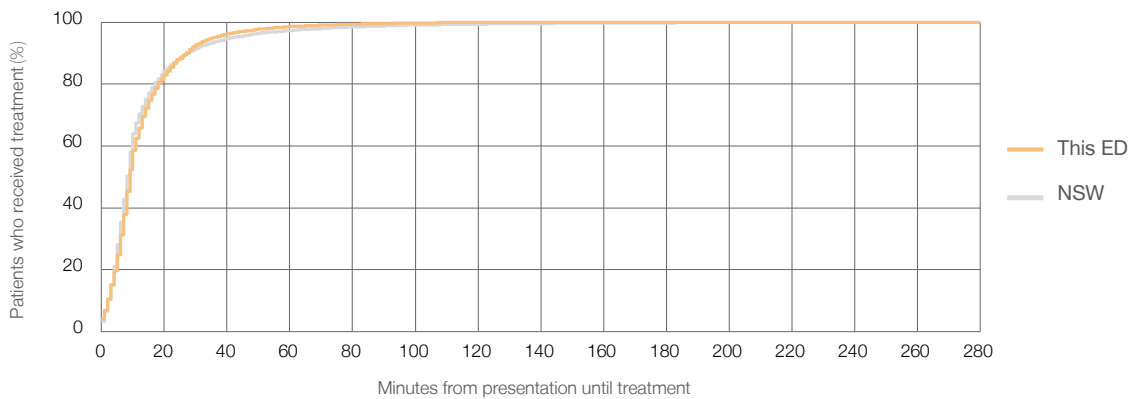
Number of triage 2 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴ 9 minutes

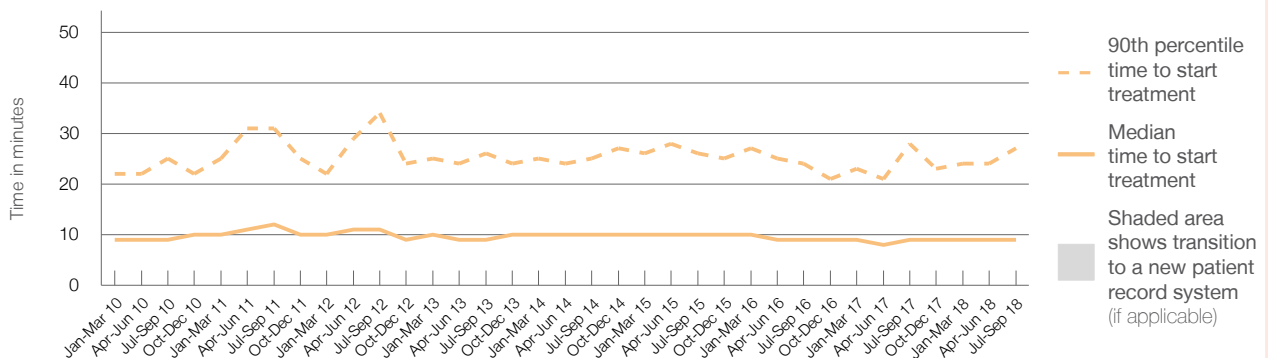
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
2,464	2,455
9 minutes	8 minutes
28 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)	9	12	11	9	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	25	31	34	26	25	26	24	28	27

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Wollongong Hospital: 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: 6,970

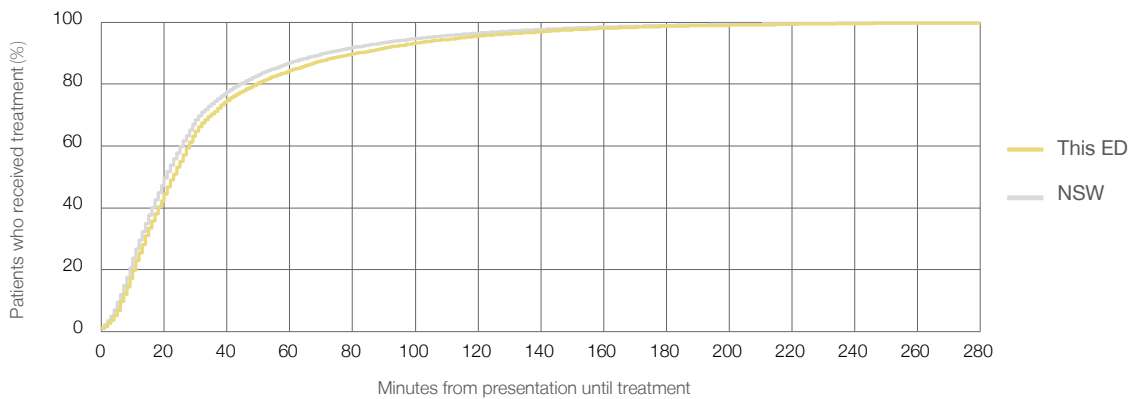
Number of triage 3 patients used to calculate waiting time:³ 6,834

Median time to start treatment⁴ 23 minutes

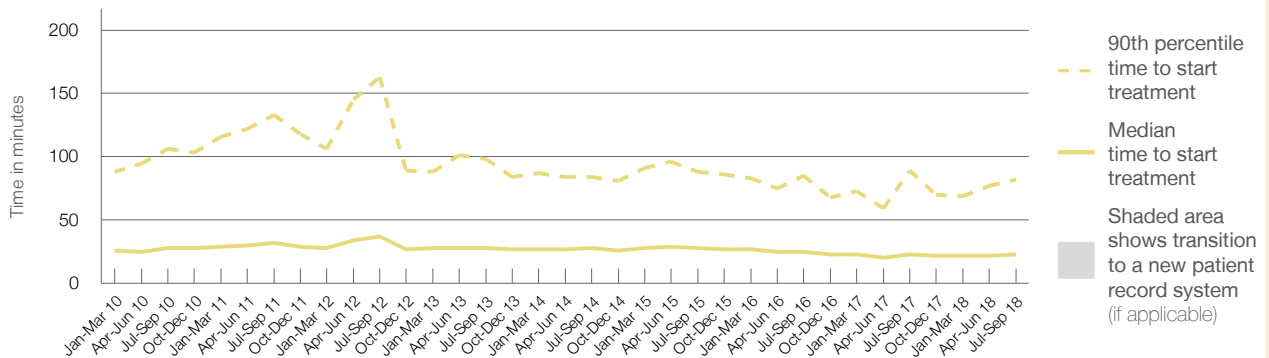
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
7,607	7,373
23 minutes	21 minutes
89 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)	28	32	37	28	28	28	25	23	23
90th percentile time to start treatment ⁵ (minutes)	106	133	163	98	84	88	85	89	82

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Wollongong Hospital: 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: 6,893

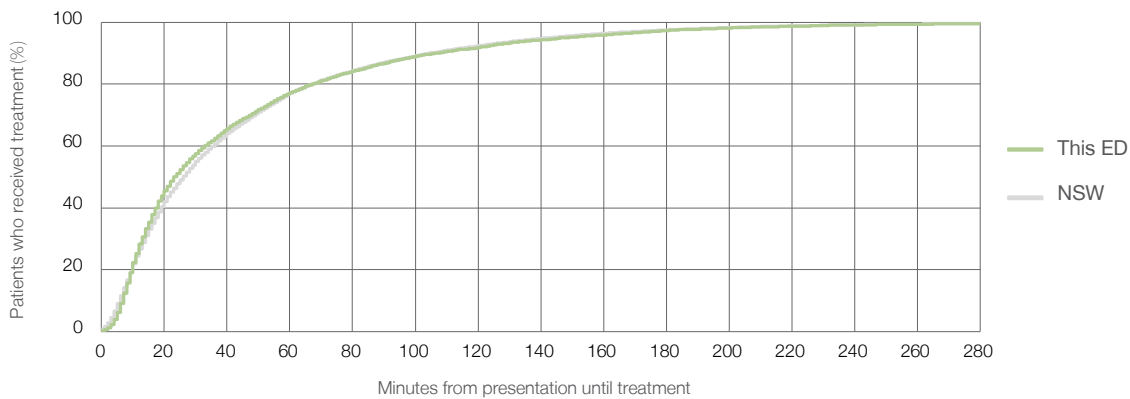
Number of triage 4 patients used to calculate waiting time:³ 6,559

Median time to start treatment⁴ 23 minutes

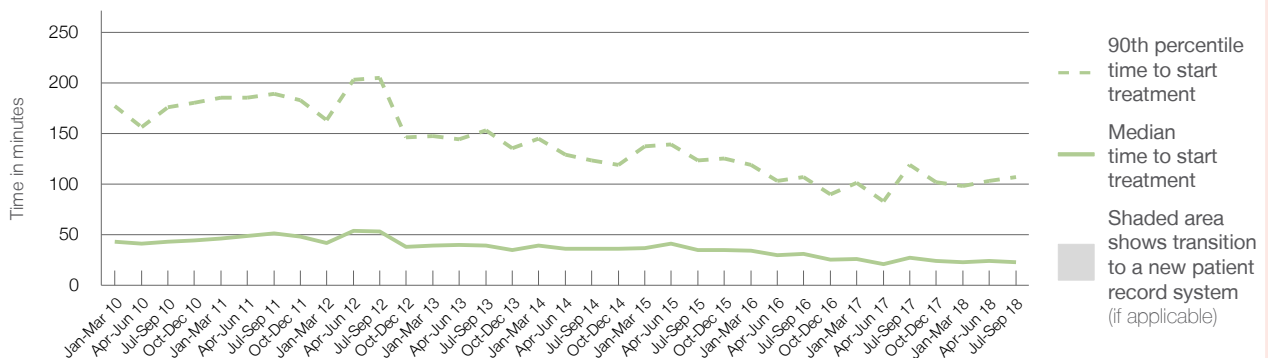
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
6,489	6,026
27 minutes	26 minutes
119 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)	43	51	53	39	36	35	31	27	23
90th percentile time to start treatment ⁵ (minutes)	176	189	205	153	123	123	107	119	107

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Wollongong Hospital: 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: 852

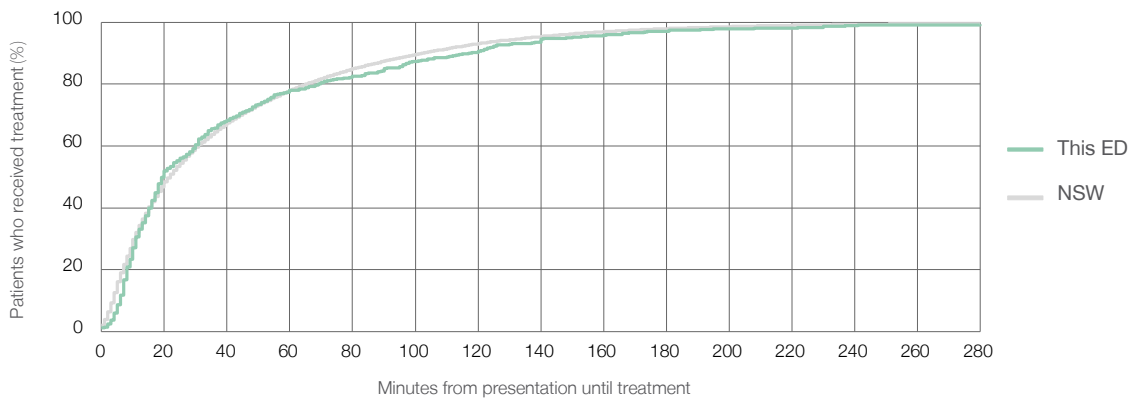
Number of triage 5 patients used to calculate waiting time:³ 729

Median time to start treatment⁴ 20 minutes

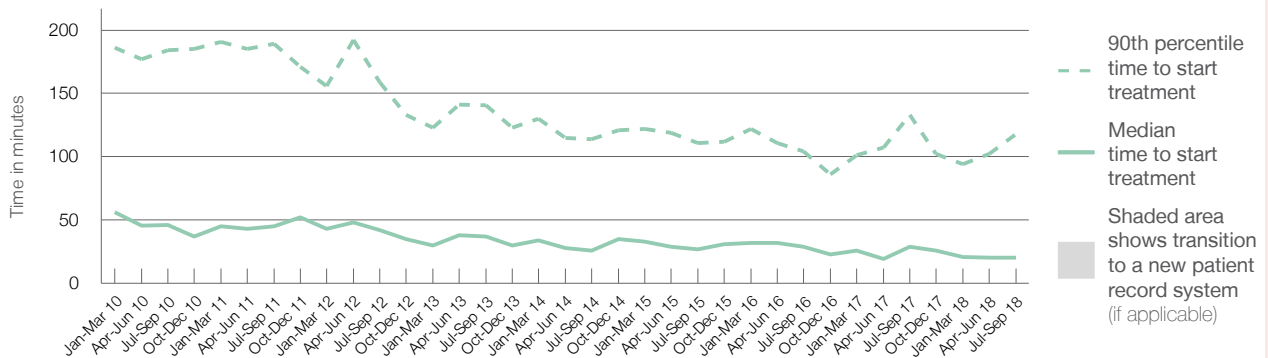
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
505	416
29 minutes	22 minutes
133 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)	46	45	42	37	26	27	29	29	20
90th percentile time to start treatment ⁵ (minutes)	184	189	159	141	114	111	104	133	118

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Wollongong Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 17,526 patients

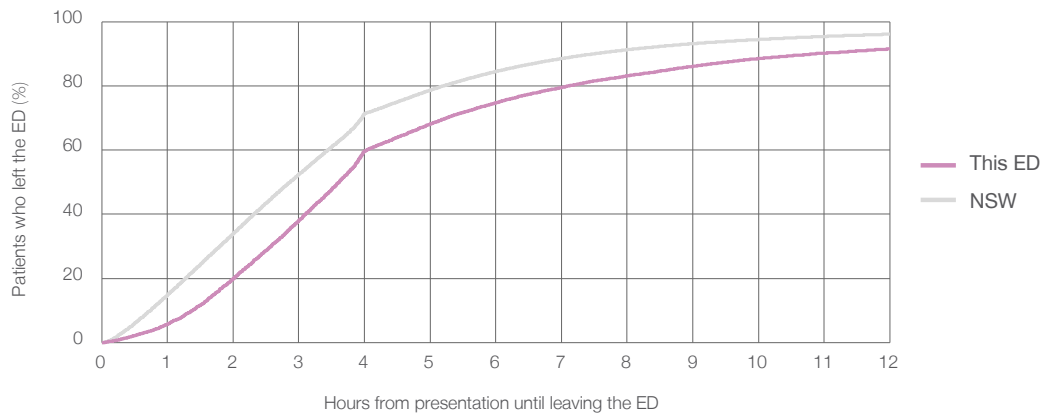
Presentations used to calculate time to leaving the ED:⁶ 17,522 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

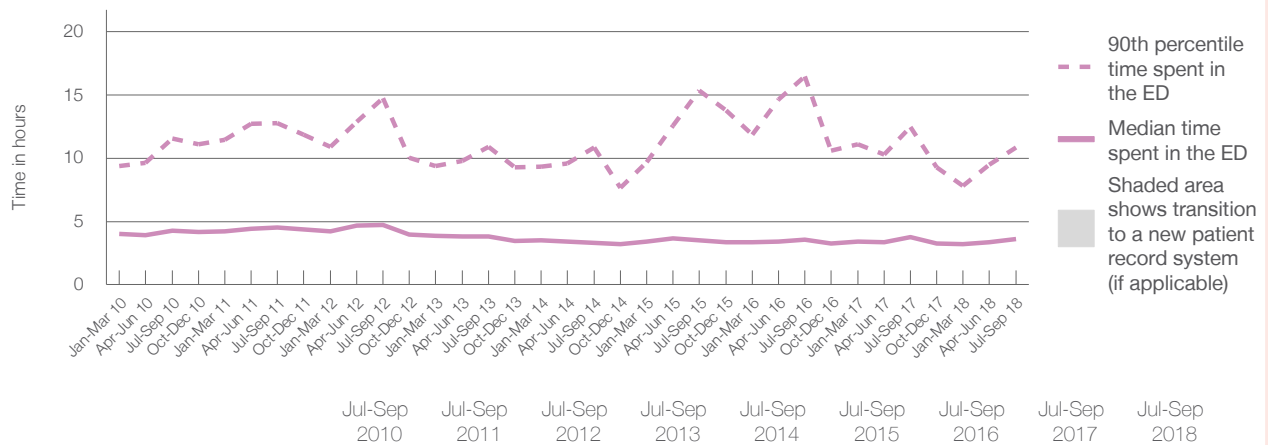
90th percentile time spent in the ED⁹ 10 hours and 52 minutes

Same period last year	NSW (this period)
17,546	17,546
3 hours and 46 minutes	2 hours and 52 minutes
12 hours and 27 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 15m	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m	3h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 34m	12h 45m	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 27m	10h 52m

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Wollongong Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

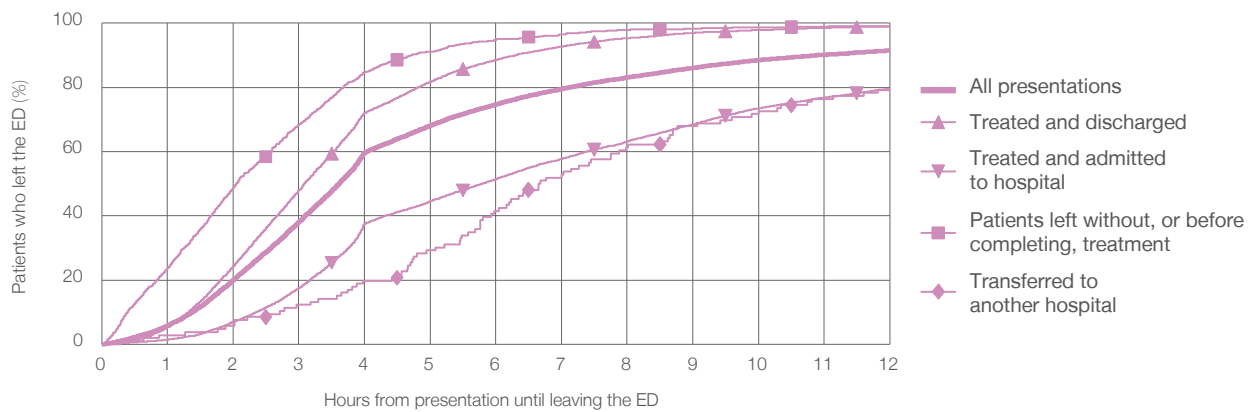
All presentations:¹ 17,526 patients

Presentations used to calculate time to leaving the ED:⁶ 17,522 patients

Treated and discharged	9,227 (52.6%)
Treated and admitted to hospital	6,674 (38.1%)
Patient left without, or before completing, treatment	1,407 (8.0%)
Transferred to another hospital	106 (0.6%)
Other	112 (0.6%)

Same period last year	Change since one year ago
17,546	0%
9,429	-2.1%
6,329	5.5%
1,568	-10.3%
115	-7.8%
105	6.7%

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

Treated and discharged	5.3%	24.4%	48.0%	72.0%	88.6%	95.4%	97.9%	99.0%
Treated and admitted to hospital	1.4%	7.0%	17.5%	37.4%	51.4%	63.2%	73.4%	79.6%
Patient left without, or before completing, treatment	23.7%	48.8%	68.3%	84.6%	95.0%	97.9%	98.8%	99.1%
Transferred to another hospital	2.8%	5.7%	12.3%	19.8%	41.5%	61.3%	72.6%	79.2%
All presentations	5.8%	20.0%	38.1%	59.7%	74.7%	83.1%	88.5%	91.5%

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Wollongong Hospital: 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 17,526 patients

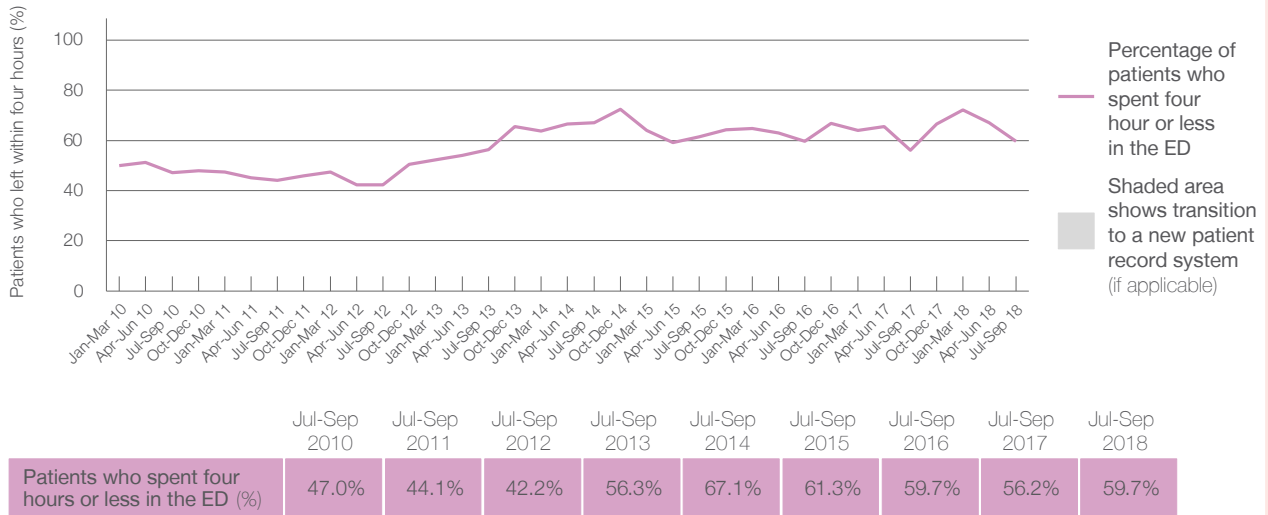
Presentations used to calculate time to leaving the ED: ⁶ 17,522 patients

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 17,526 patients	17,546	0%
Presentations used to calculate time to leaving the ED: ⁶ 17,522 patients	17,546	0%
Percentage of patients who spent four hours or less in the ED	56.2%	

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.

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- 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).