

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,650 patients
 Emergency attendances:² 9,596 patients

Same period last year	Change since one year ago
9,386	3%
9,303	3%

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,121 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,830 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,241	
5 minutes	8 minutes
10 minutes	35 minutes
1,930	
12 minutes	20 minutes
51 minutes	99 minutes
4,375	
15 minutes	26 minutes
86 minutes	137 minutes
1,736	
14 minutes	23 minutes
113 minutes	135 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
9,386	3%
80%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

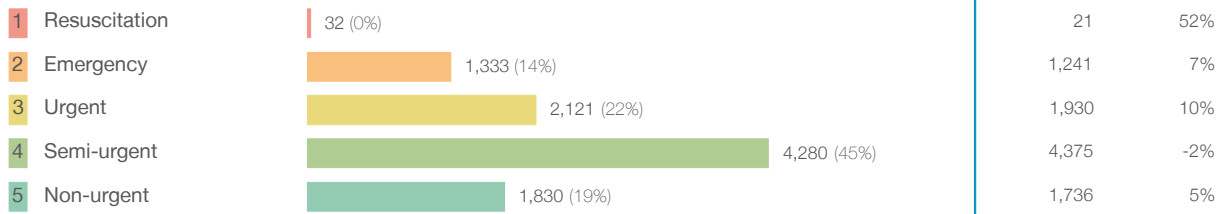
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Hornsby and Ku-Ring-Gai Hospital: Patients attending the emergency department January to March 2016

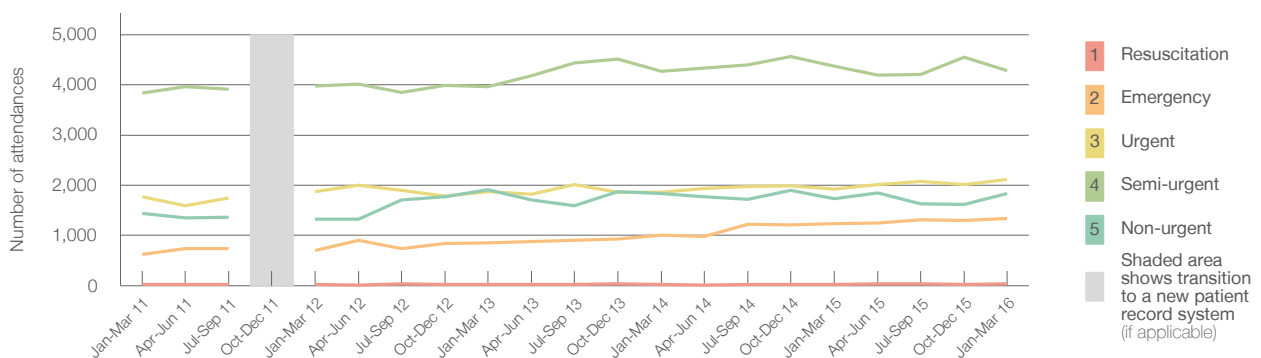
All attendances:¹ 9,650 patients

Emergency attendances² by triage category: 9,596 patients



Same period last year	Change since one year ago
9,386	3%
9,303	3%
21	52%
1,241	7%
1,930	10%
4,375	-2%
1,736	5%

Emergency attendances² by quarter, January 2011 to March 2016[†]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	23	23	25	24	21	32
Emergency	621	695	854	1,003	1,241	1,333
Urgent	1,775	1,868	1,872	1,865	1,930	2,121
Semi-urgent	3,834	3,973	3,965	4,274	4,375	4,280
Non-urgent	1,445	1,323	1,908	1,839	1,736	1,830
All emergency attendances	7,698	7,882	8,624	9,005	9,303	9,596

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,832 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,863	
12 minutes	0 minutes
41 minutes	-1 minute

(†) 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,333

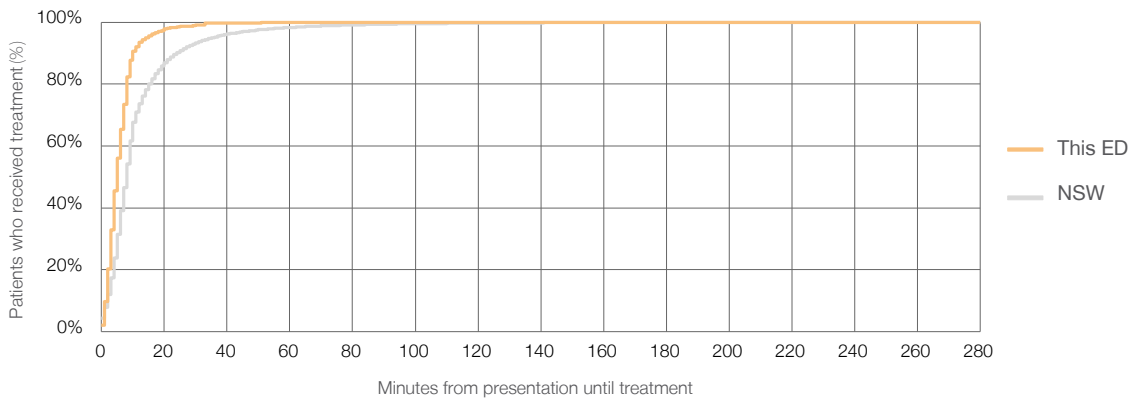
Number of triage 2 patients used to calculate waiting time:³ 1,331

Median time to start treatment⁴ 5 minutes

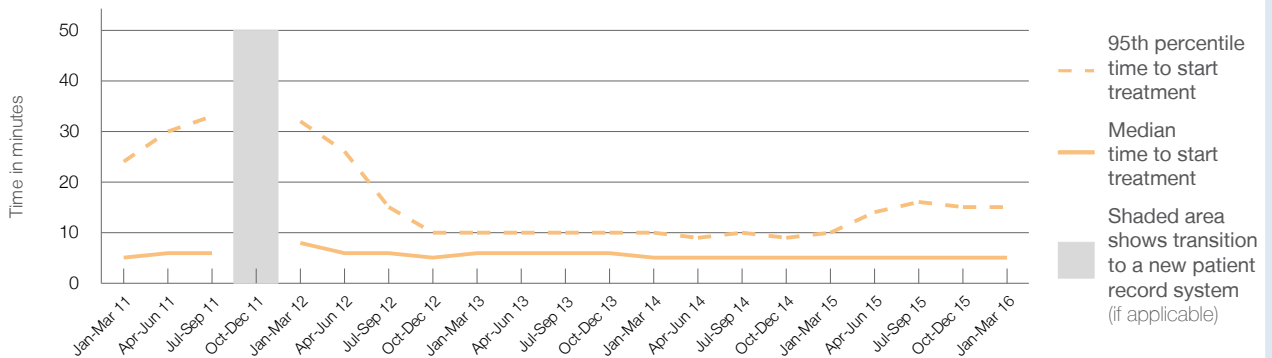
95th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,241	1,240
5 minutes	8 minutes
10 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5	8	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	24	32	10	10	10	15

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 2,121

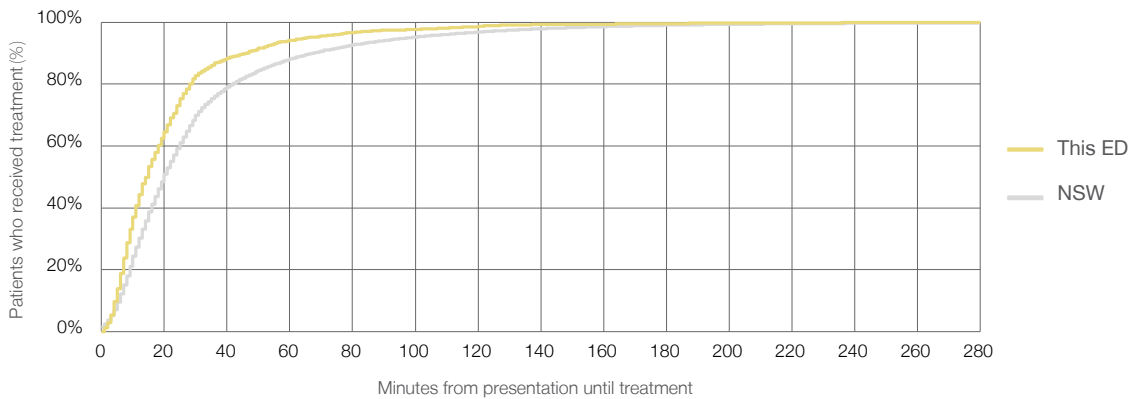
Number of triage 3 patients used to calculate waiting time:³ 2,108

Median time to start treatment⁴ 15 minutes

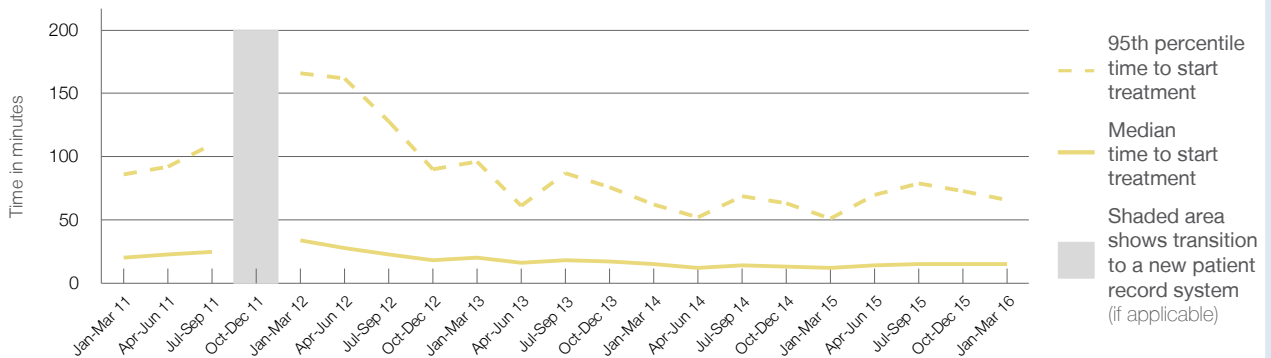
95th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,930	1,923
12 minutes	20 minutes
51 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	34	20	15	12	15
95th percentile time to start treatment ⁵ (minutes)	86	166	96	62	51	66

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

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 4,280

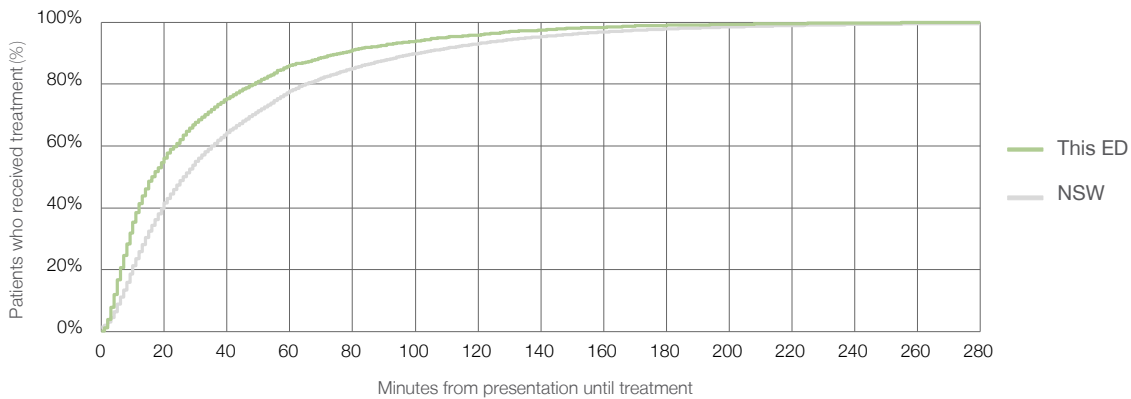
Number of triage 4 patients used to calculate waiting time:³ 4,126

Median time to start treatment⁴ 16 minutes

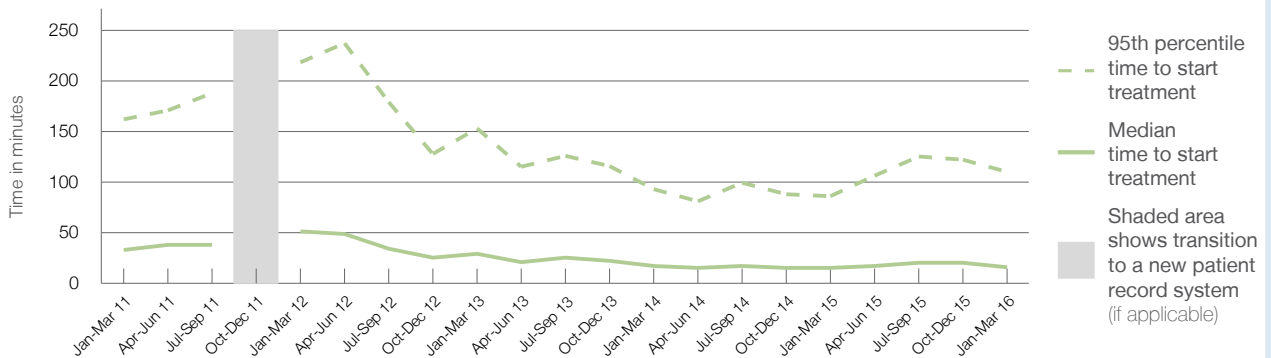
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,375	4,308
15 minutes	26 minutes
86 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	33	51	29	17	15	16
95th percentile time to start treatment ⁵ (minutes)	162	218	153	93	86	110

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 1,830

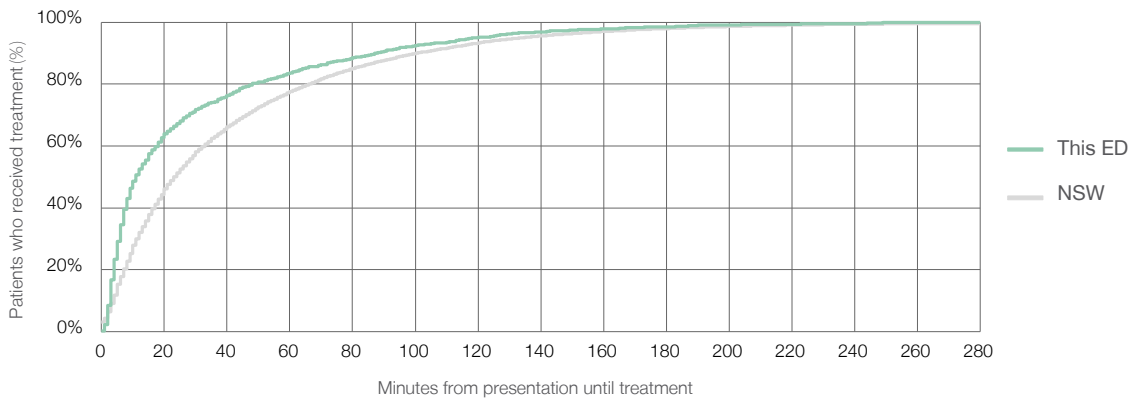
Number of triage 5 patients used to calculate waiting time:³ 1,712

Median time to start treatment⁴ 11 minutes

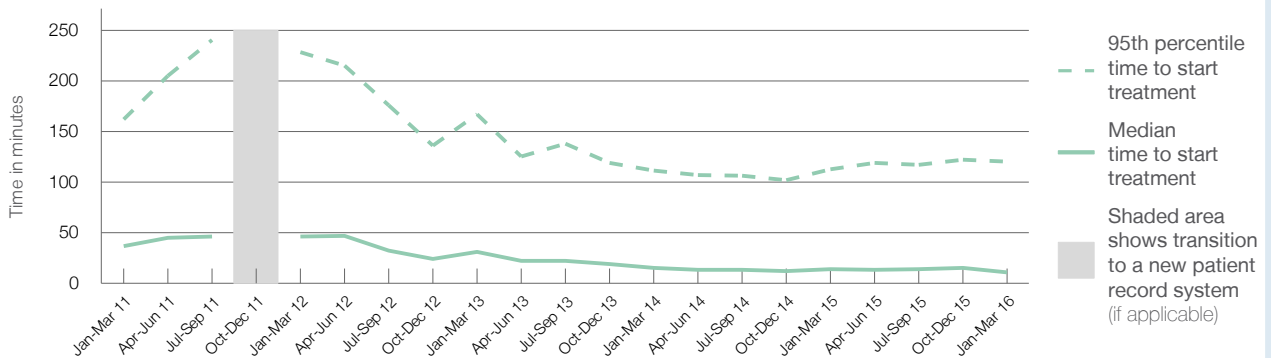
95th percentile time to start treatment⁵ 120 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,736	
Number of triage 5 patients used to calculate waiting time ³	1,660	
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵	113 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	37	46	31	15	14	11
95th percentile time to start treatment ⁵ (minutes)	162	228	167	111	113	120

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 9,650 patients

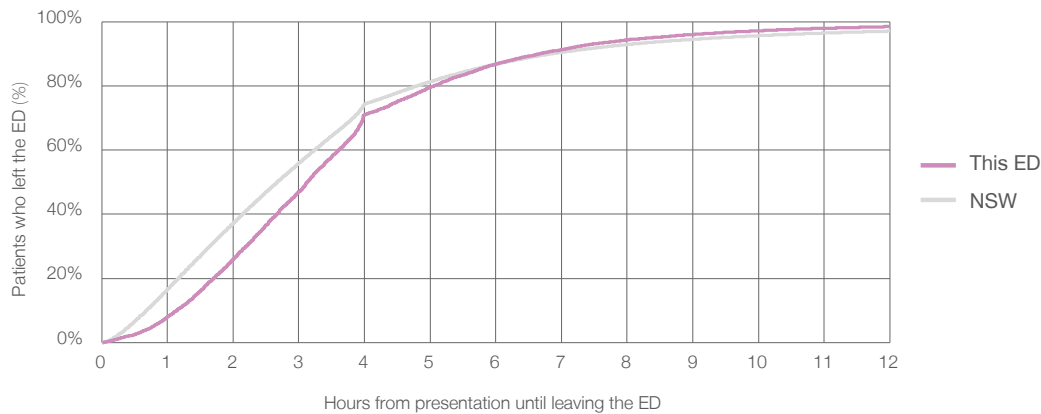
Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Median time to leaving the ED⁸ 3 hours and 8 minutes

95th percentile time to leaving the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
9,386	9,386
2 hours and 39 minutes	2 hours and 40 minutes
7 hours and 22 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	11h 39m	9h 24m	7h 57m	7h 22m	8h 23m

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

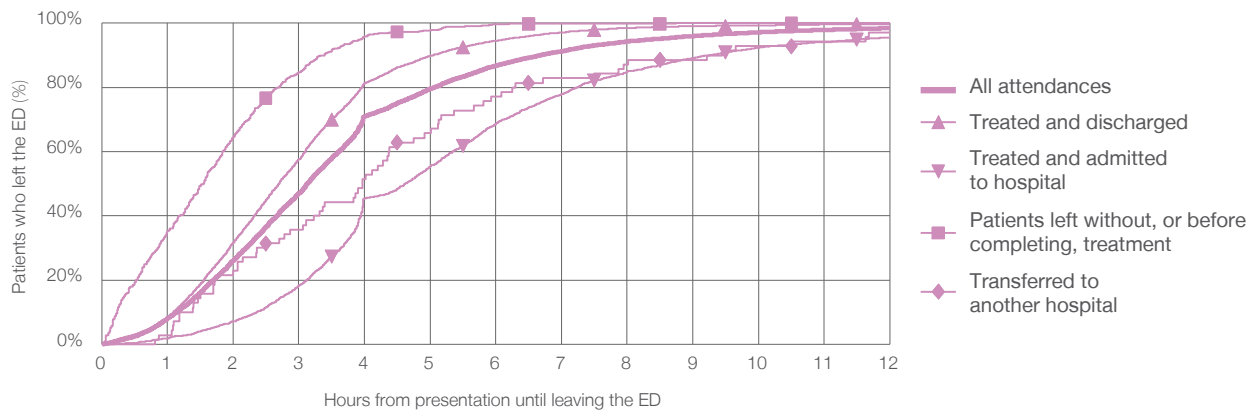
All attendances:¹ 9,650 patients

Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Treated and discharged	6,017 (62%)
Treated and admitted to hospital	2,960 (31%)
Patient left without, or before completing, treatment	600 (6%)
Transferred to another hospital	70 (1%)
Other	3 (0%)

Same period last year	Change since one year ago
9,386	3%
6,261	-4%
2,705	9%
379	58%
31	126%
10	-70%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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	9%	32%	58%	81%	95%	99%	99%	100%
Treated and admitted to hospital	2%	7%	18%	45%	69%	85%	92%	96%
Patient left without, or before completing, treatment	35%	65%	85%	96%	100%	100%	100%	100%
Transferred to another hospital	3%	23%	36%	51%	77%	87%	93%	97%
All attendances	8%	26%	47%	71%	87%	94%	97%	98%

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Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 9,650 patients

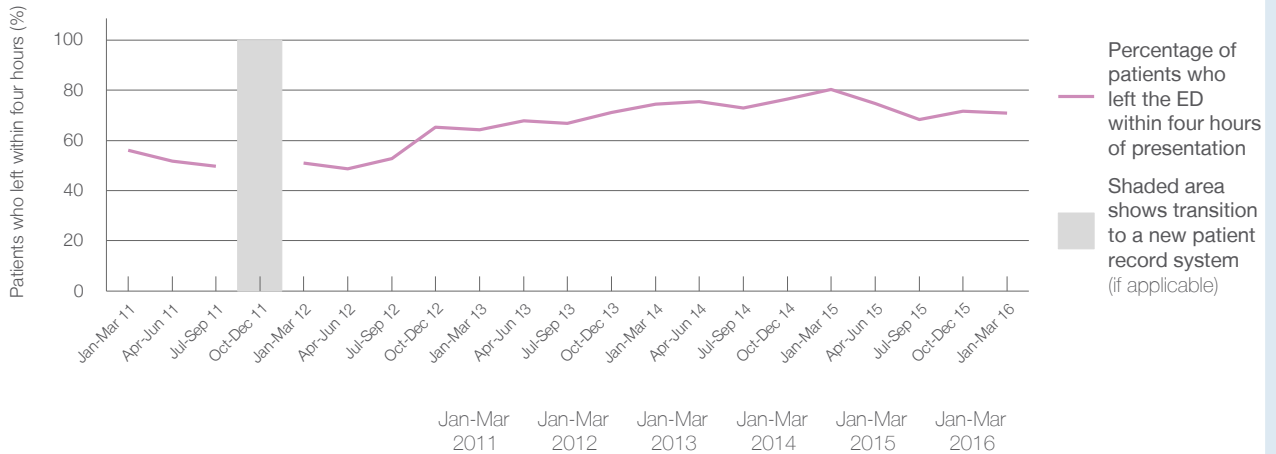
Attendances used to calculate time to leaving the ED: ⁶ 9,650 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,386	3%
Attendances used to calculate time to leaving the ED	9,386	3%
Percentage of patients who left the ED within four hours	80%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	56%	51%	64%	75%	80%	71%

* 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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).