

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,894 patients
Emergency presentations:² 2,814 patients

Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%

Singleton District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 190 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,749 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 186 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
214	
8 minutes	8 minutes
31 minutes	26 minutes
758	
26 minutes	20 minutes
81 minutes	69 minutes
1,566	
41 minutes	26 minutes
113 minutes	101 minutes
273	
32 minutes	23 minutes
103 minutes	104 minutes

Singleton District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,894 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
2,879	0.5%
90.7%	

* 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.

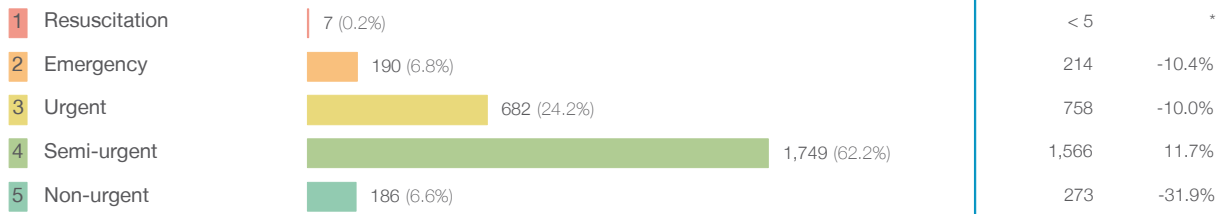
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

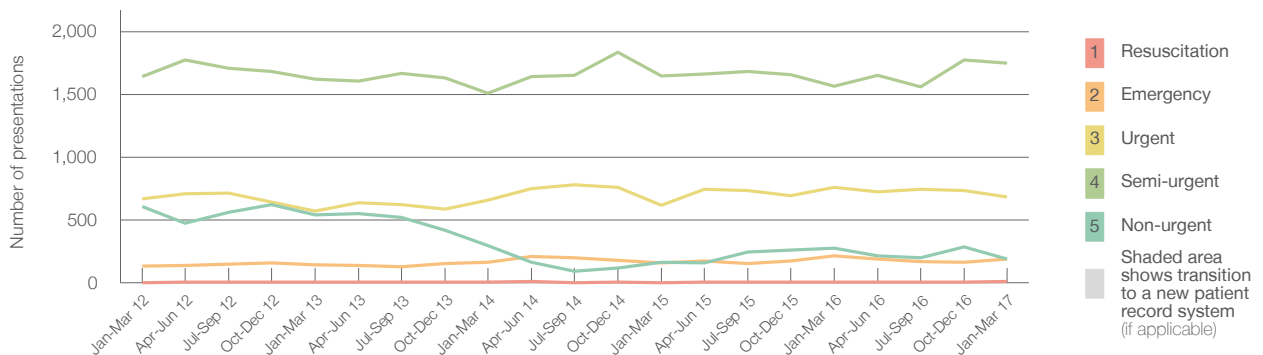
Singleton District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 2,894 patients

Emergency presentations² by triage category: 2,814 patients



Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	0	< 5	< 5	< 5	< 5	7
Emergency	130	144	162	160	214	190
Urgent	665	572	659	619	758	682
Semi-urgent	1,643	1,621	1,511	1,646	1,566	1,749
Non-urgent	606	541	293	164	273	186
All emergency presentations	3,044	2,878	2,625	2,589	2,811	2,814

Singleton District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 272 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 190

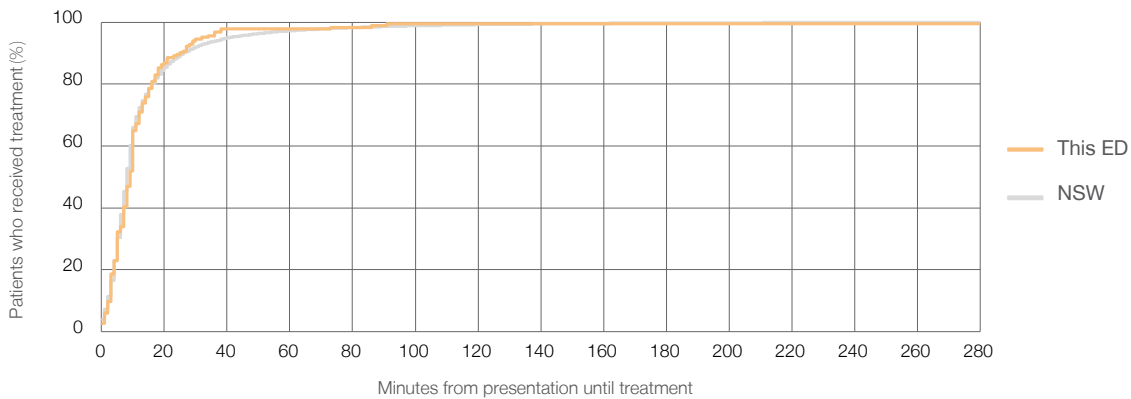
Number of triage 2 patients used to calculate waiting time:³ 183

Median time to start treatment⁴ 9 minutes

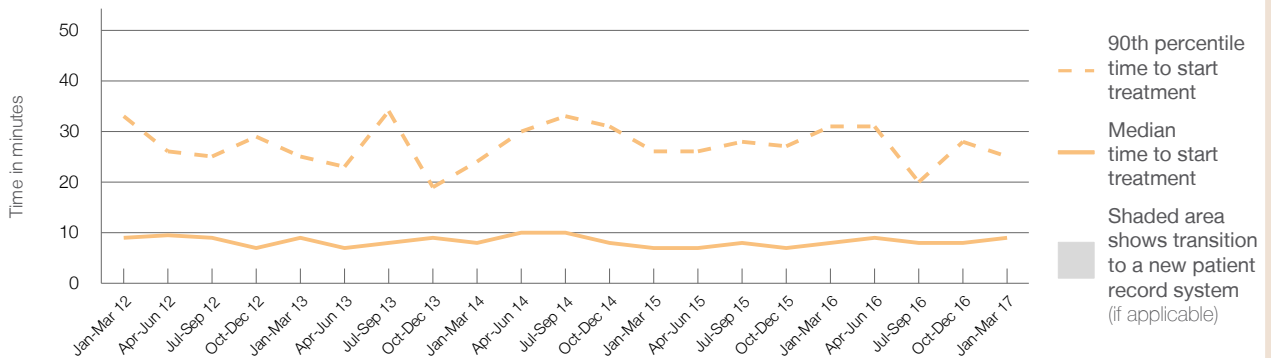
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
214	
202	
8 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	33	25	24	26	31	25

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 682

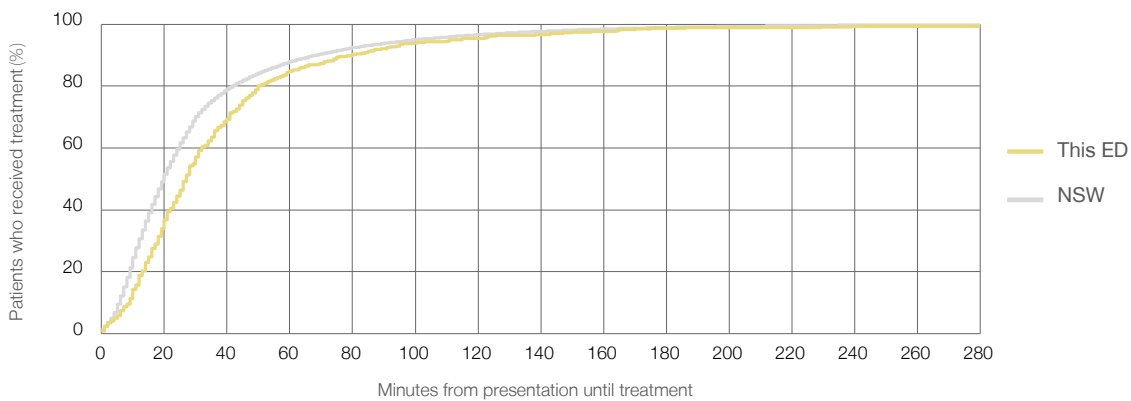
Number of triage 3 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 27 minutes

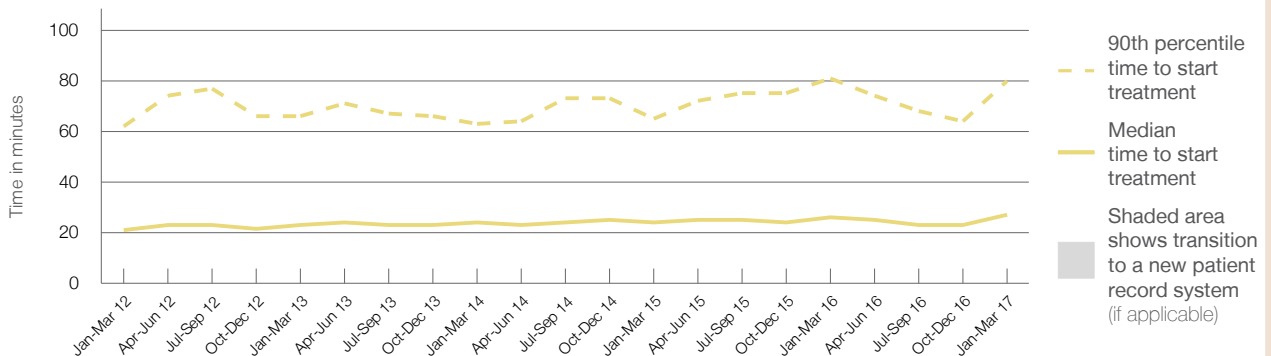
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
758	
724	
26 minutes	20 minutes
81 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	23	24	24	26	27
90th percentile time to start treatment ⁵ (minutes)	62	66	63	65	81	80

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,749

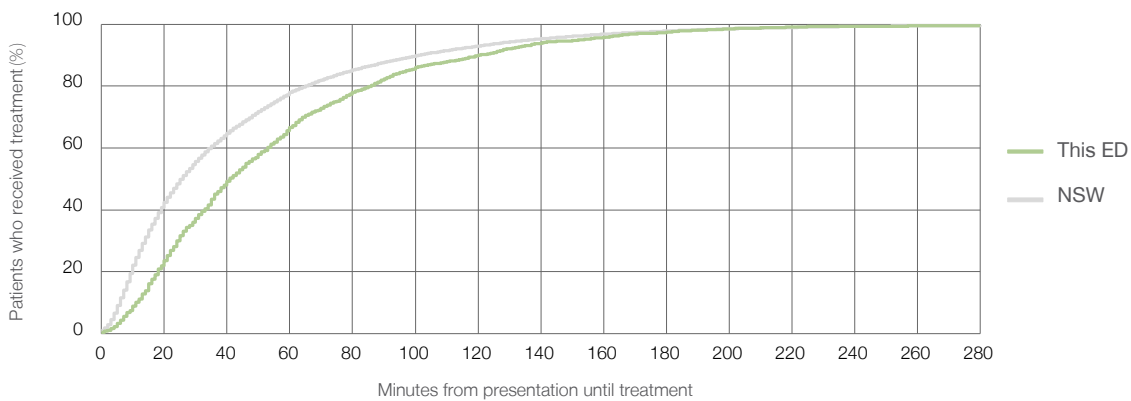
Number of triage 4 patients used to calculate waiting time:³ 1,662

Median time to start treatment⁴ 41 minutes

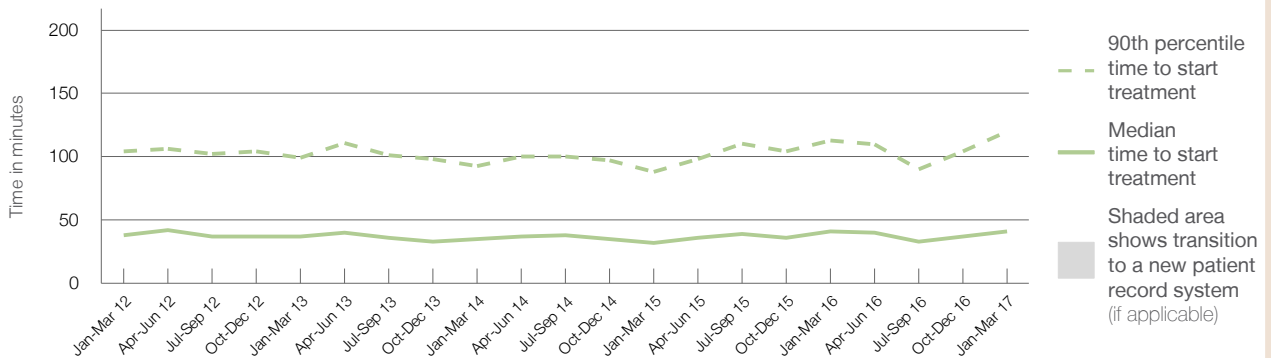
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,566	
1,485	
41 minutes	26 minutes
113 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	37	35	32	41	41
90th percentile time to start treatment ⁵ (minutes)	104	99	93	88	113	120

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 186

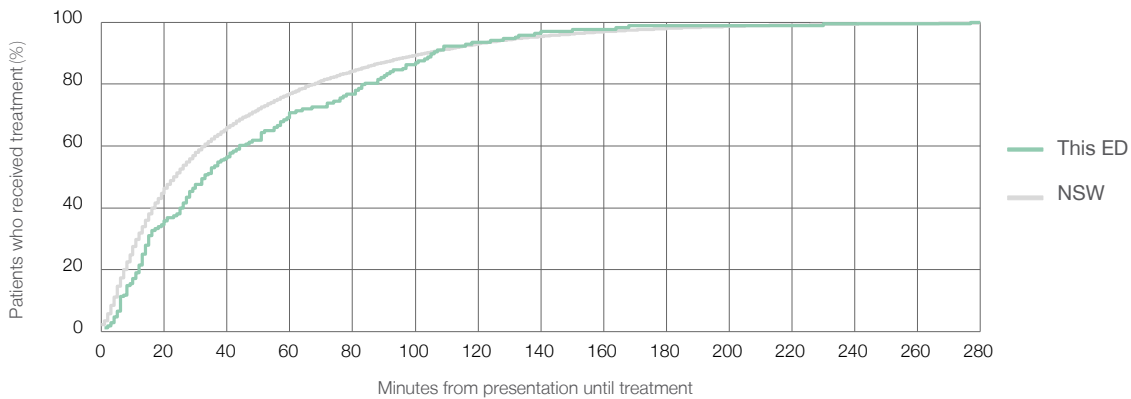
Number of triage 5 patients used to calculate waiting time:³ 168

Median time to start treatment⁴ 33 minutes

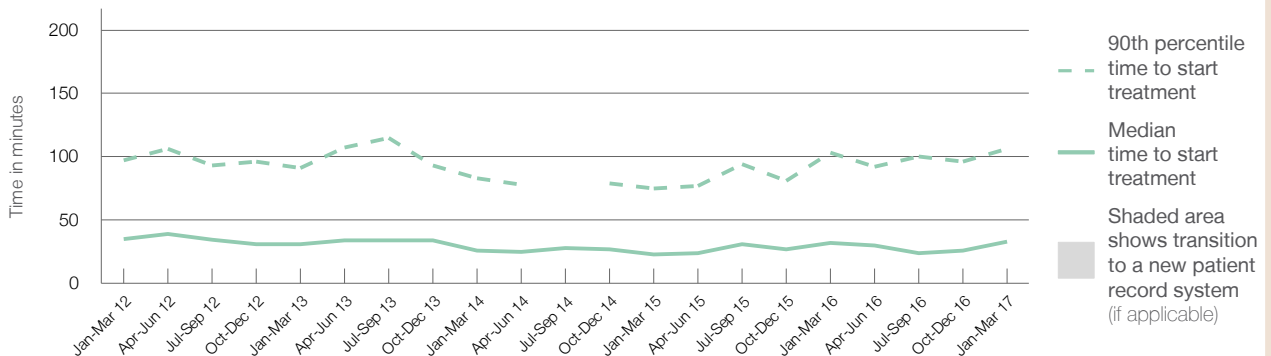
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
273	
235	
32 minutes	23 minutes
103 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	31	26	23	32	33
90th percentile time to start treatment ⁵ (minutes)	97	91	83	75	103	106

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Singleton District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,894 patients

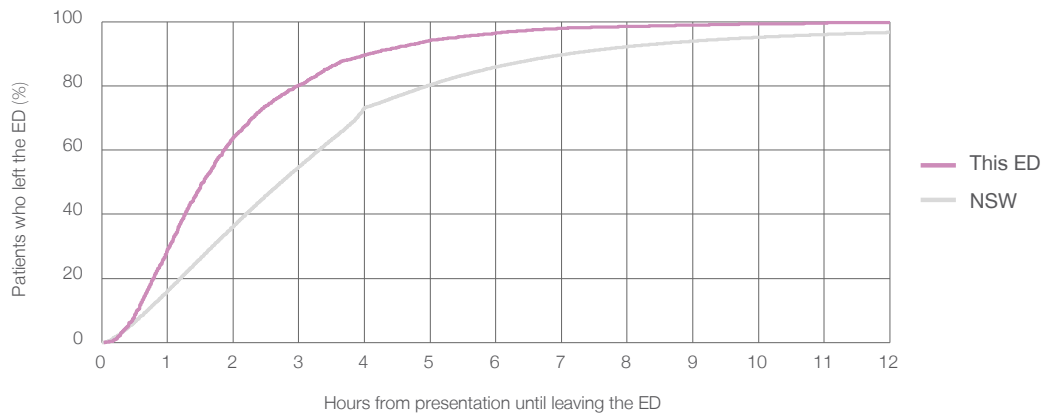
Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

Median time spent in the ED⁸ 1 hours and 33 minutes

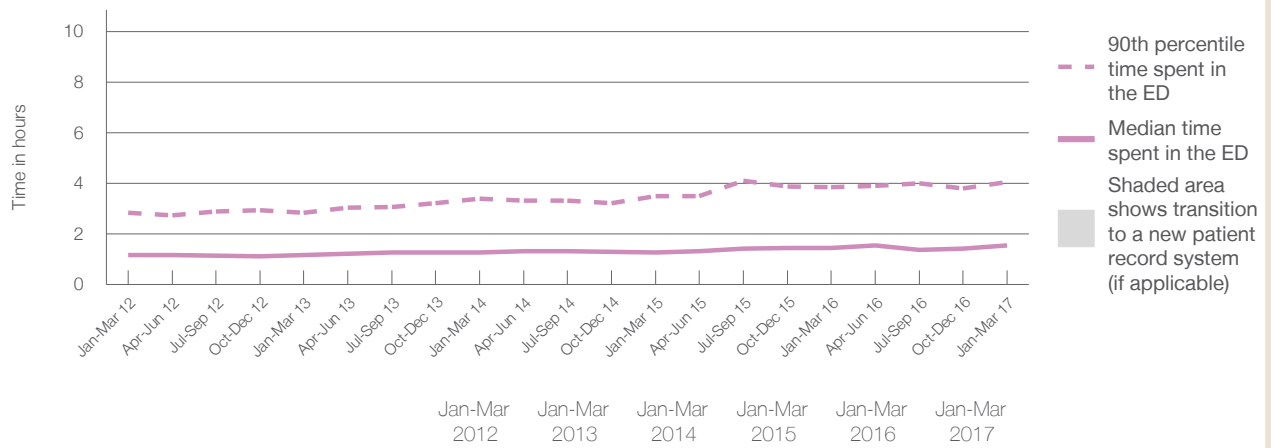
90th percentile time spent in the ED⁹ 4 hours and 4 minutes

Same period last year	NSW (this period)
2,879	2,879
1 hours and 27 minutes	2 hours and 44 minutes
3 hours and 51 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m

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Singleton District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

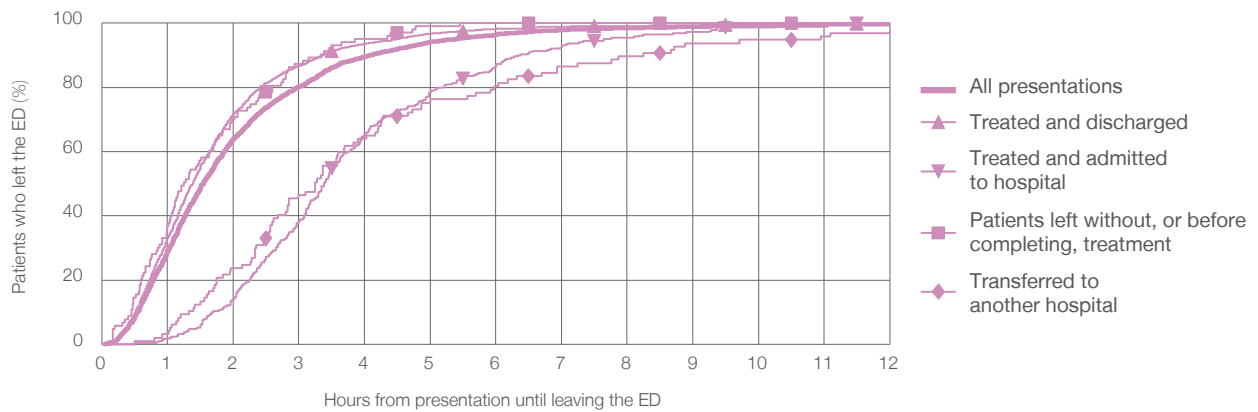
All presentations:¹ 2,894 patients

Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

Treated and discharged	2,365 (81.7%)
Treated and admitted to hospital	290 (10.0%)
Patient left without, or before completing, treatment	103 (3.6%)
Transferred to another hospital	97 (3.4%)
Other	39 (1.3%)

Same period last year	Change since one year ago
2,879	0.5%
2,343	0.9%
310	-6.5%
95	8.4%
69	40.6%
62	-37.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	33.1%	71.8%	86.6%	93.6%	98.2%	99.2%	99.6%	99.9%
Treated and admitted to hospital	1.7%	14.1%	38.3%	65.2%	86.9%	95.5%	98.6%	100%
Patient left without, or before completing, treatment	36.9%	69.9%	87.4%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.1%	23.7%	46.4%	63.9%	80.4%	89.7%	94.8%	97.9%
All presentations	29.0%	64.0%	80.2%	89.6%	96.5%	98.4%	99.3%	99.8%

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Singleton District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,894 patients

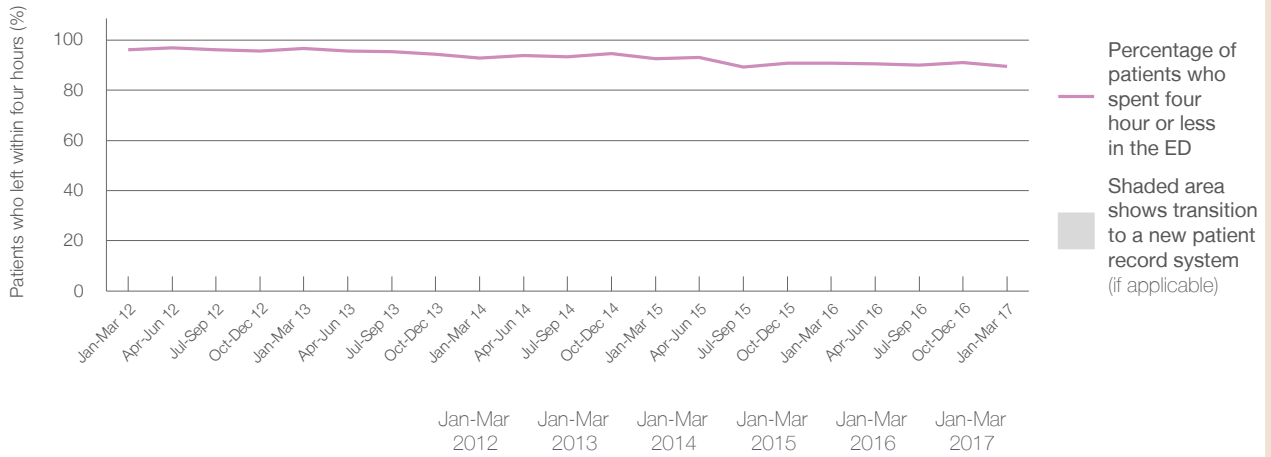
Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

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 2,894 patients	2,879	0.5%
Presentations used to calculate time to leaving the ED: ⁶ 2,894 patients	2,879	0.5%
Percentage of patients who spent four hours or less in the ED	90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	96.1%	96.5%	92.9%	92.6%	90.7%	89.6%
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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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).