

## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

April to June 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 4,141 patients	4,171	-0.7%
Emergency presentations: <sup>2</sup> 4,081 patients	4,089	-0.2%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 650 patients	526	
Median time to start treatment <sup>4</sup> 8 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 25 minutes	20 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 906 patients	973	
Median time to start treatment <sup>4</sup> 16 minutes	17 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 64 minutes	52 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 2,075 patients	1,955	
Median time to start treatment <sup>4</sup> 28 minutes	22 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup> 122 minutes	89 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 428 patients	617	
Median time to start treatment <sup>4</sup> 26 minutes	22 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 130 minutes	92 minutes	101 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,137 patients	4,171	-0.8%
Percentage of patients who spent four hours or less in the ED 81.6%	81.6%	

\* 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.

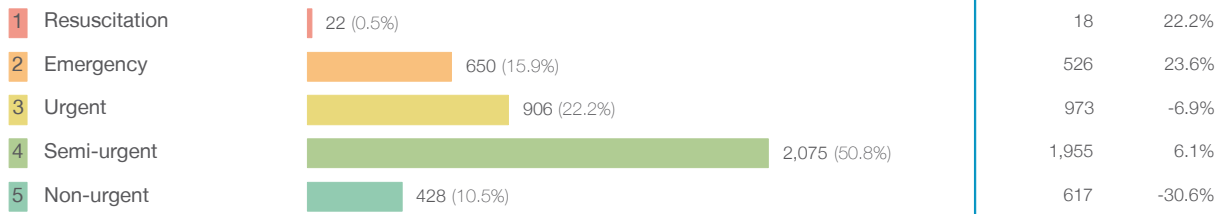
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department April to June 2017

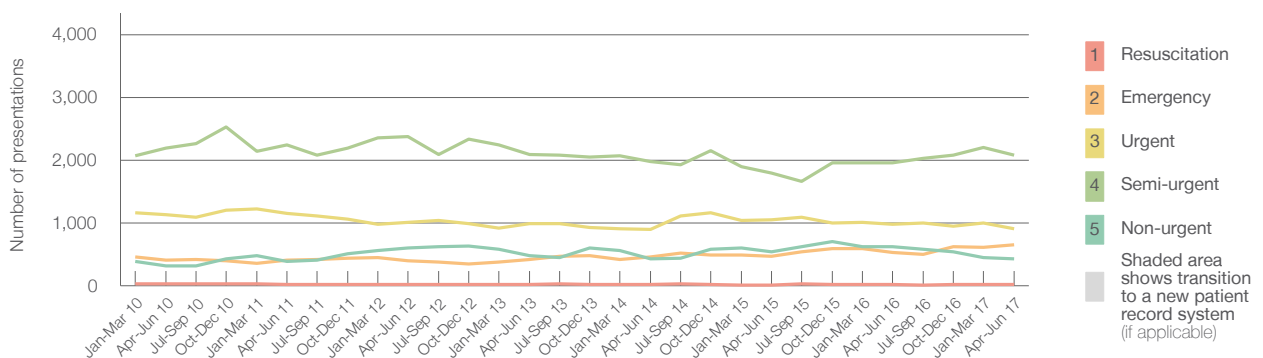
All presentations:<sup>1</sup> 4,141 patients

Emergency presentations<sup>2</sup> by triage category: 4,081 patients



	Same period last year	Change since one year ago
All presentations	4,171	-0.7%
Emergency presentations	4,089	-0.2%
Resuscitation	18	22.2%
Emergency	526	23.6%
Urgent	973	-6.9%
Semi-urgent	1,955	6.1%
Non-urgent	617	-30.6%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	26	24	15	23	24	13	18	22
Emergency	407	411	394	421	462	471	526	650
Urgent	1,136	1,149	1,007	987	899	1,053	973	906
Semi-urgent	2,196	2,240	2,377	2,091	1,974	1,796	1,955	2,075
Non-urgent	314	386	596	475	429	543	617	428
All emergency presentations	4,079	4,210	4,389	3,997	3,788	3,876	4,089	4,081

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 774 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	607	
ED Transfer of care time		
Median time	12 minutes	-1 minute
90th percentile time	23 minutes	0 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 650

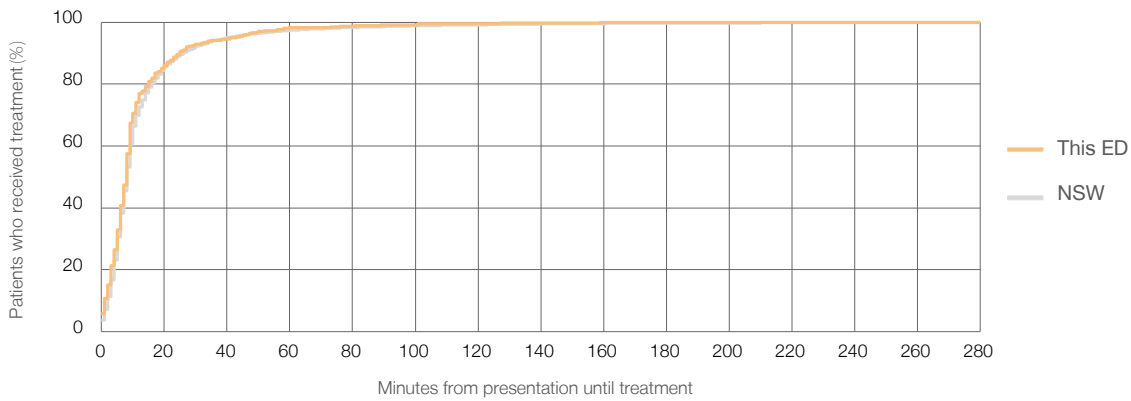
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 606

Median time to start treatment<sup>4</sup>  8 minutes

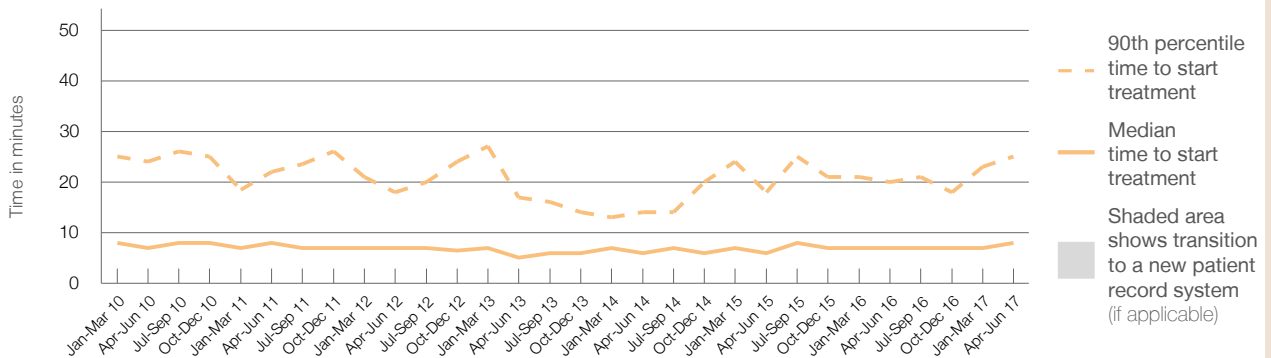
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
526	
522	
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	5	6	6	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	22	18	17	14	18	20	25

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 906

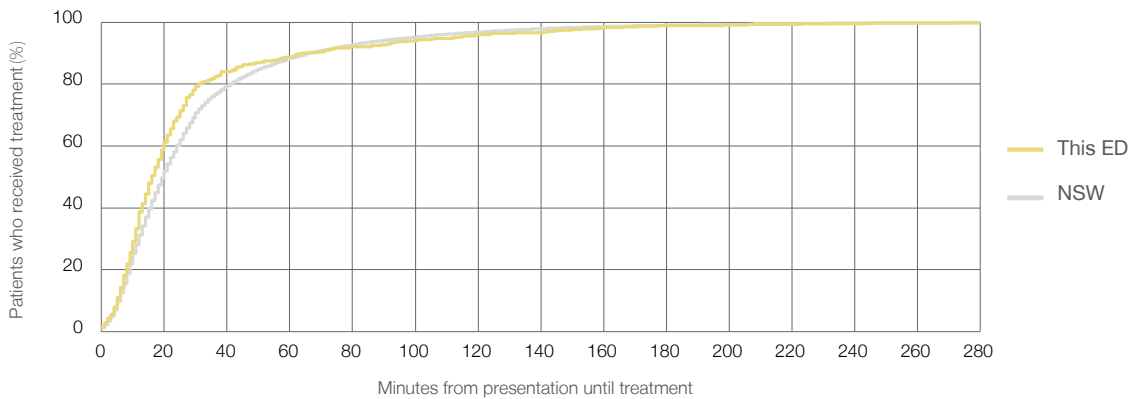
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 841

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

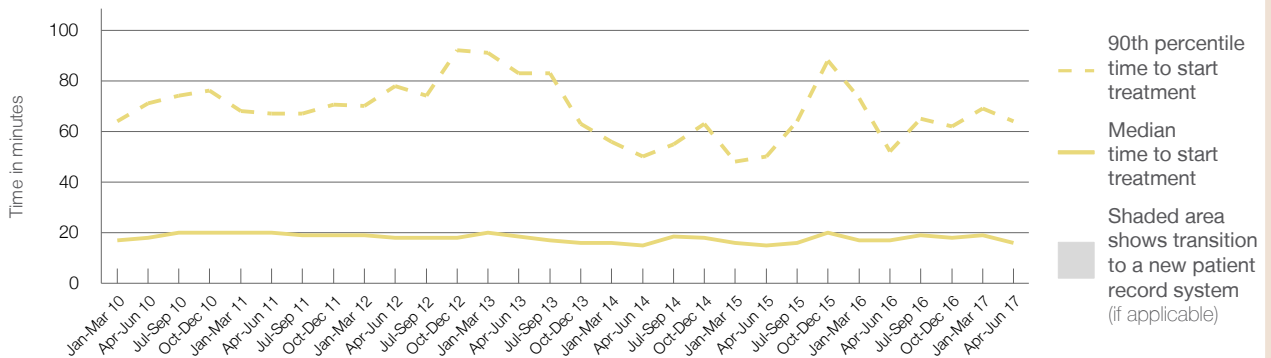
90th percentile time to start treatment<sup>5</sup>  64 minutes

Same period last year	NSW (this period)
973	
939	
17 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	20	18	19	15	15	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	71	67	78	83	50	50	52	64

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,075

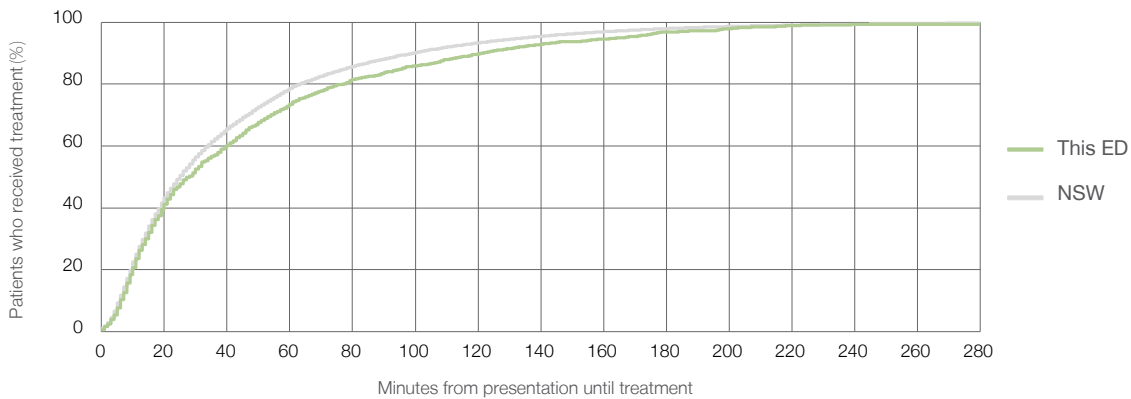
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,920

Median time to start treatment<sup>4</sup> 28 minutes

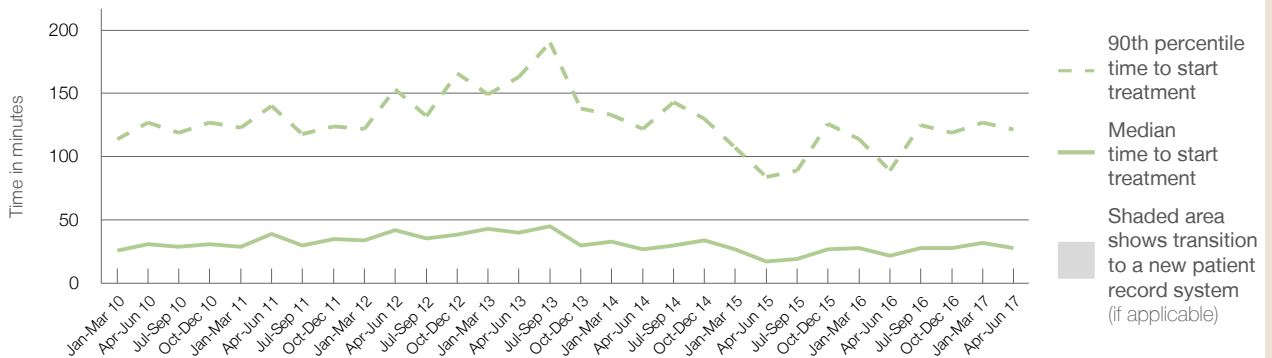
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,955	1,838
22 minutes	25 minutes
89 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	31	39	42	40	27	17	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)	127	140	153	163	122	84	89	122

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## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 428

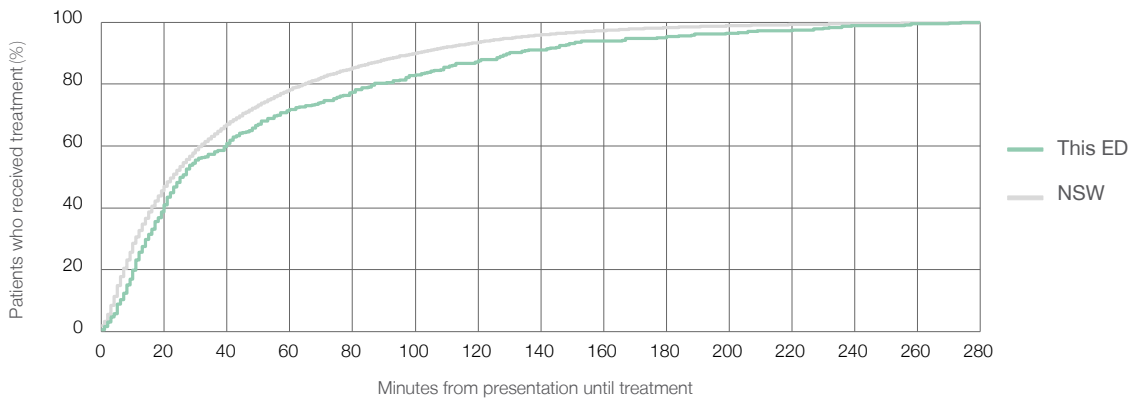
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 359

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

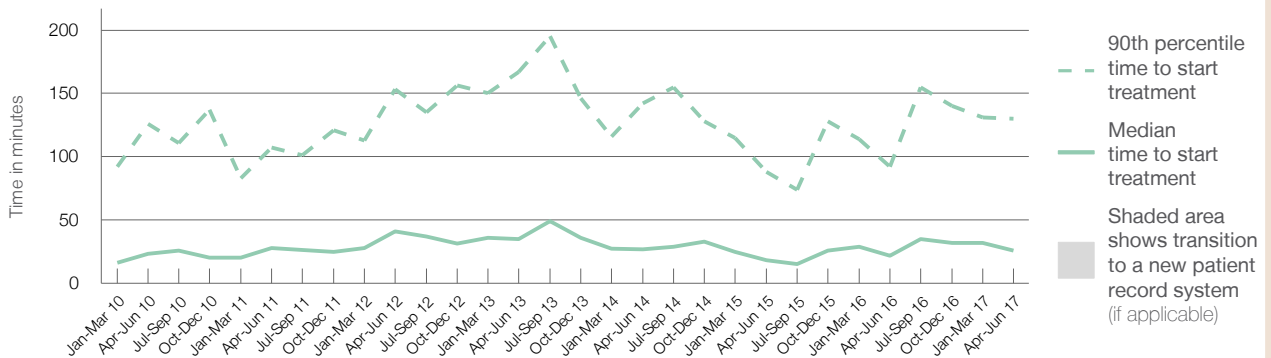
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
617	545
22 minutes	23 minutes
92 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	28	41	35	27	18	22	26
90th percentile time to start treatment <sup>5</sup> (minutes)	126	107	153	167	142	88	92	130

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## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 4,141 patients

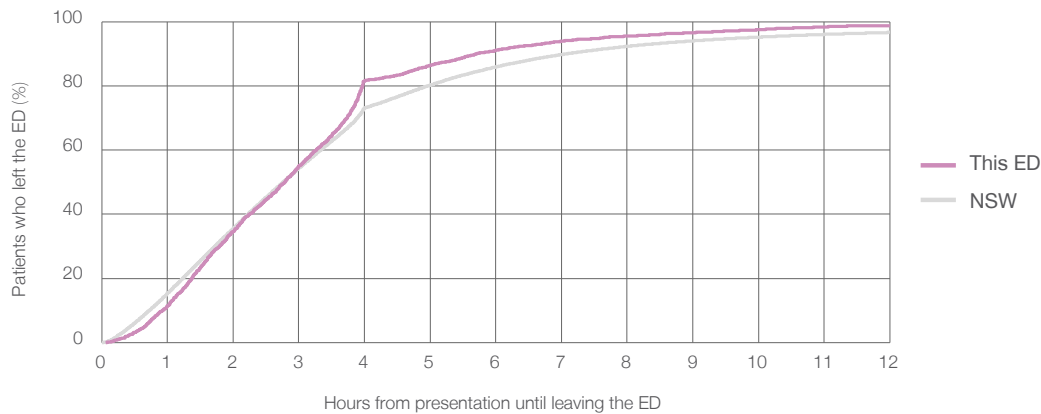
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

Median time spent in the ED<sup>8</sup> 2 hours and 47 minutes

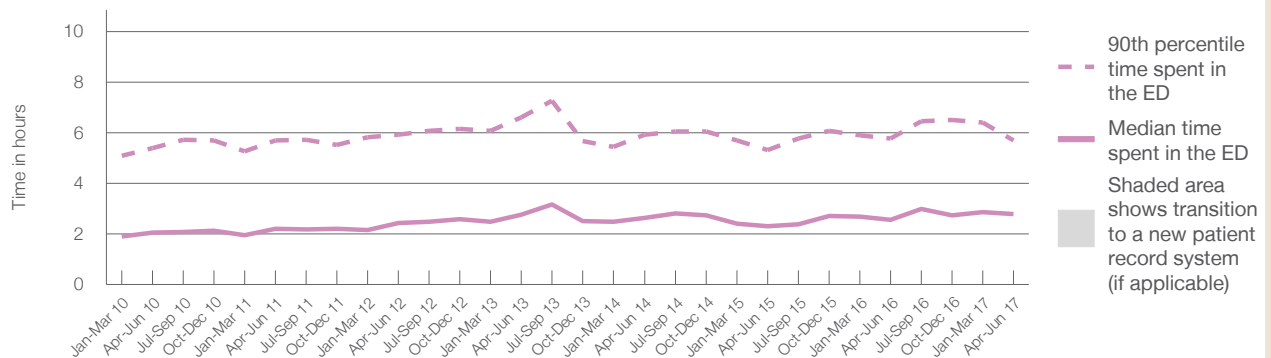
90th percentile time spent in the ED<sup>9</sup> 5 hours and 42 minutes

Same period last year	NSW (this period)
4,171	4,171
2 hours and 34 minutes	2 hours and 46 minutes
5 hours and 47 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 4m	2h 13m	2h 26m	2h 46m	2h 38m	2h 19m	2h 34m	2h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 24m	5h 42m	5h 56m	6h 37m	5h 55m	5h 20m	5h 47m	5h 42m

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**Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

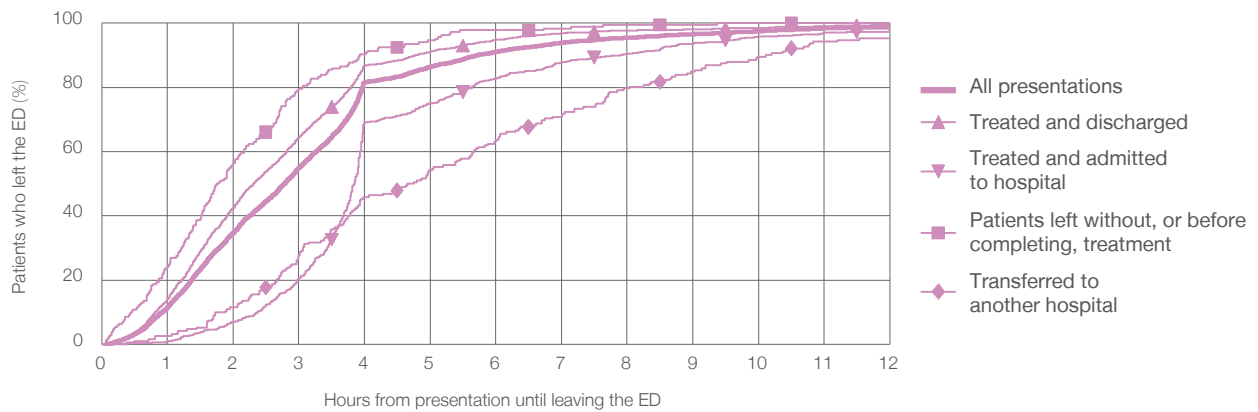
All presentations:<sup>1</sup> 4,141 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

Treated and discharged	2,934 (70.9%)
Treated and admitted to hospital	669 (16.2%)
Patient left without, or before completing, treatment	189 (4.6%)
Transferred to another hospital	193 (4.7%)
Other	156 (3.8%)

Same period last year	Change since one year ago
4,171	-0.8%
3,099	-5.3%
669	0.0%
214	-11.7%
178	8.4%
11	1318.2%

Percentage of patients who left the ED by time and mode of separation, April to June 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	14.1%	42.5%	64.5%	86.8%	94.8%	97.7%	98.5%	99.5%
Treated and admitted to hospital	0.7%	6.9%	20.5%	69.2%	82.7%	90.4%	95.8%	97.5%
Patient left without, or before completing, treatment	24.2%	56.5%	79.6%	90.3%	97.8%	99.5%	100%	100%
Transferred to another hospital	2.6%	11.5%	27.6%	45.8%	63.5%	79.7%	89.6%	95.3%
All presentations	11.5%	34.7%	55.0%	81.6%	91.1%	95.5%	97.5%	98.8%

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## Blue Mountains District Anzac Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED

April to June 2017

All presentations at the emergency department:<sup>1</sup> 4,141 patients

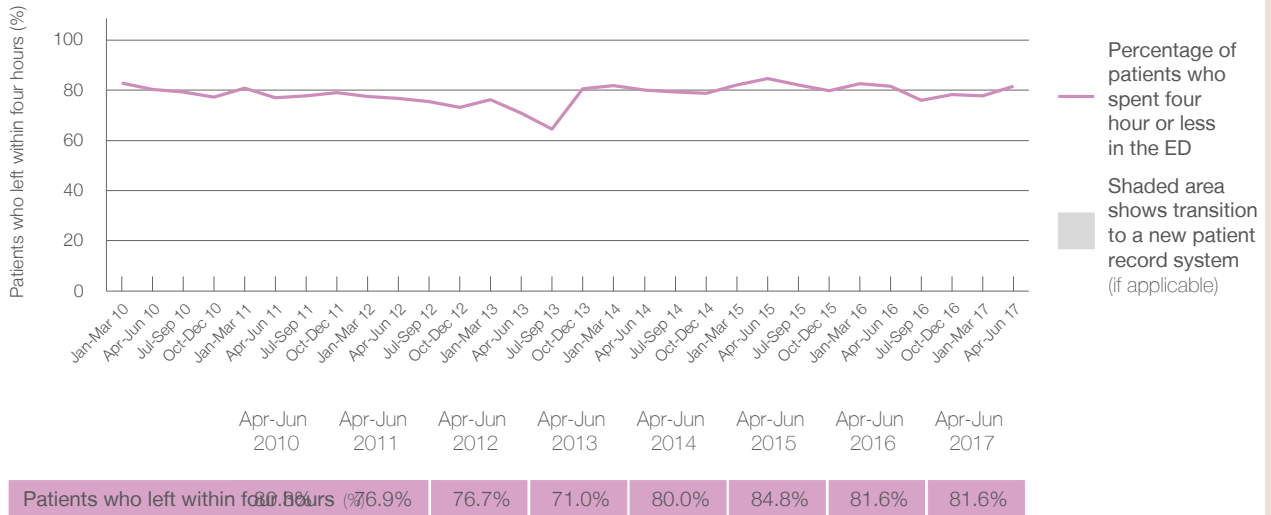
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,137 patients

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: <sup>1</sup>	4,171	-0.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,171	-0.8%
Percentage of patients who spent four hours or less in the ED	81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	76.9%
Apr-Jun 2011	76.7%
Apr-Jun 2012	76.7%
Apr-Jun 2013	71.0%
Apr-Jun 2014	80.0%
Apr-Jun 2015	84.8%
Apr-Jun 2016	81.6%
Apr-Jun 2017	81.6%

\* 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, 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).