

Lithgow Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,057 patients
 Emergency presentations:² 2,955 patients

Same period last year	Change since one year ago
2,808	8.9%
2,711	9.0%

Lithgow Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 290 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 916 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,376 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 362 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
298	
4 minutes	8 minutes
12 minutes	26 minutes
893	
10 minutes	20 minutes
35 minutes	67 minutes
1,128	
11 minutes	25 minutes
50 minutes	99 minutes
374	
10 minutes	23 minutes
53 minutes	101 minutes

Lithgow Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,053 patients

Percentage of patients who spent four hours or less in the ED 86.3%

Same period last year	Change since one year ago
2,808	8.7%
86.9%	

* 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.

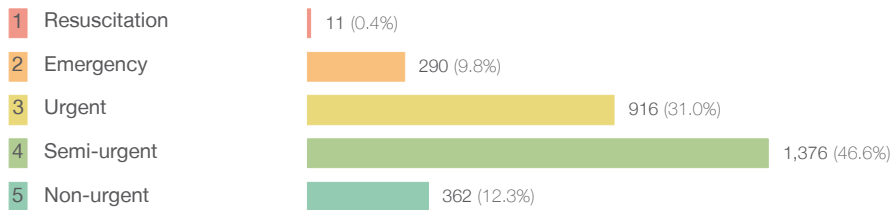
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Lithgow Health Service: Patients presenting to the emergency department

April to June 2017

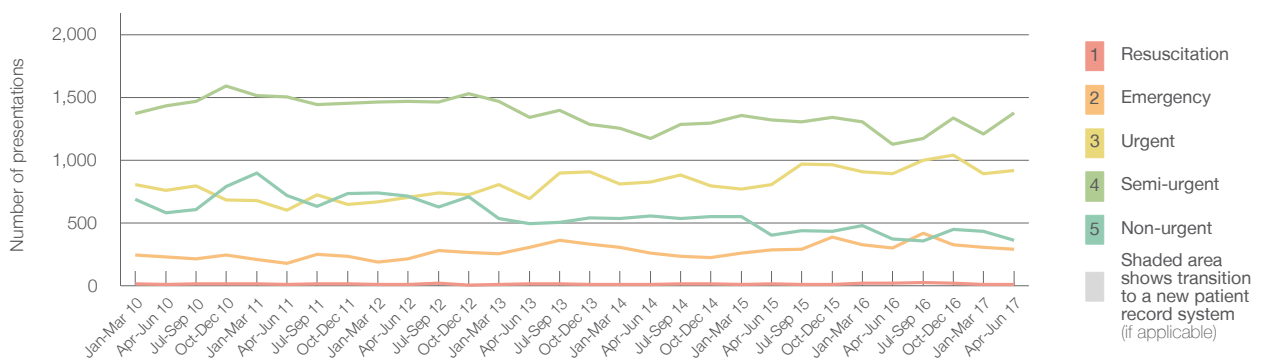
All presentations:¹ 3,057 patients

Emergency presentations² by triage category: 2,955 patients



	Same period last year	Change since one year ago
All presentations	2,808	8.9%
Emergency presentations	2,711	9.0%
1 Resuscitation	18	-38.9%
2 Emergency	298	-2.7%
3 Urgent	893	2.6%
4 Semi-urgent	1,128	22.0%
5 Non-urgent	374	-3.2%

Emergency presentations² 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	10	12	12	13	12	17	18	11
Emergency	228	180	216	305	261	284	298	290
Urgent	760	601	703	691	828	805	893	916
Semi-urgent	1,434	1,506	1,466	1,341	1,170	1,322	1,128	1,376
Non-urgent	583	721	713	496	555	404	374	362
All emergency presentations	3,015	3,020	3,110	2,846	2,826	2,832	2,711	2,955

Lithgow Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 599 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	522	
Median time	10 minutes	-1 minute
90th percentile time	21 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.

Lithgow Health Service: 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: 290

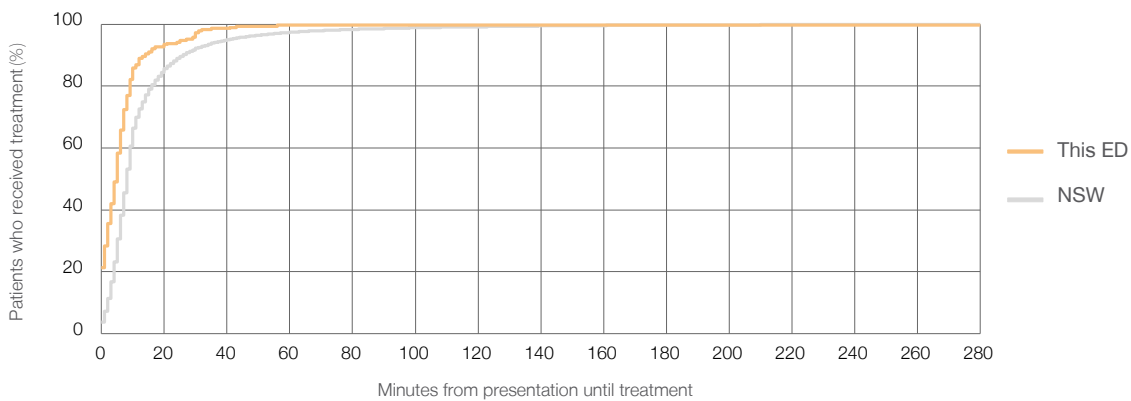
Number of triage 2 patients used to calculate waiting time:³ 290

Median time to start treatment⁴ 5 minutes

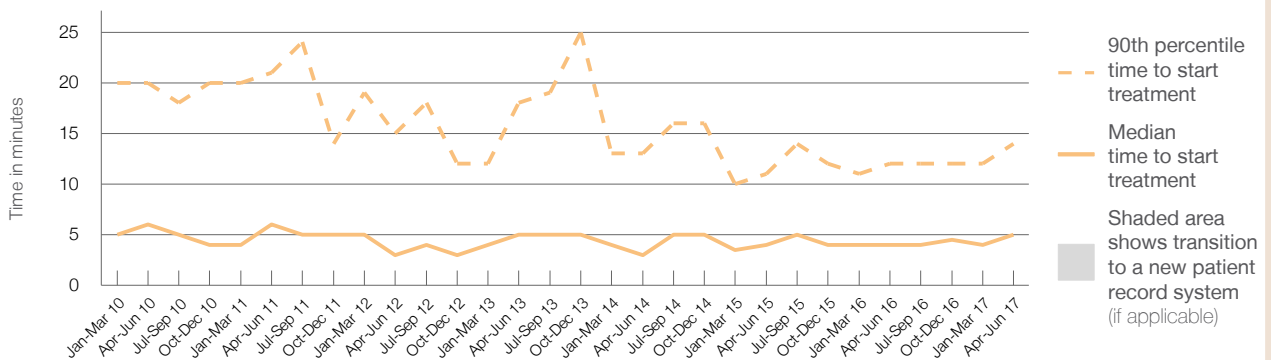
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
298	
294	
4 minutes	8 minutes
12 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^{†‡}



	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 ⁴ (minutes)	6	6	3	5	3	4	4	5
90th percentile time to start treatment ⁵ (minutes)	20	21	15	18	13	11	12	14

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Lithgow Health Service: 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: 916

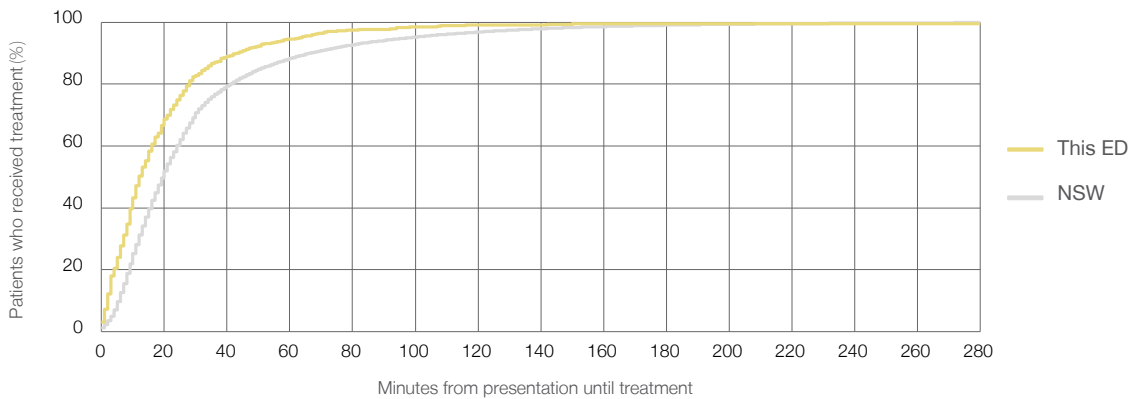
Number of triage 3 patients used to calculate waiting time:³ 902

Median time to start treatment⁴ 12 minutes

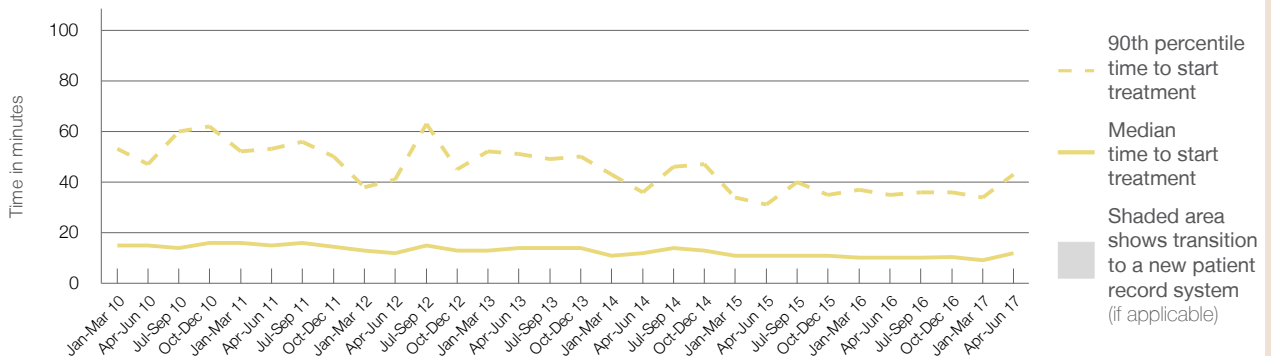
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
893	
878	
10 minutes	20 minutes
35 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^{†‡}



	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 ⁴ (minutes)	15	15	12	14	12	11	10	12
90th percentile time to start treatment ⁵ (minutes)	47	53	41	51	36	31	35	43

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Lithgow Health Service: 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: 1,376

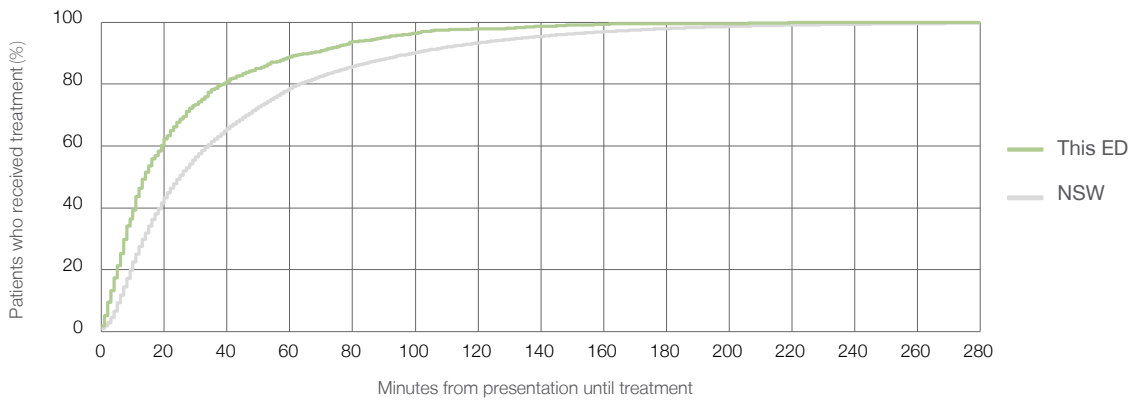
Number of triage 4 patients used to calculate waiting time:³ 1,349

Median time to start treatment⁴ 14 minutes

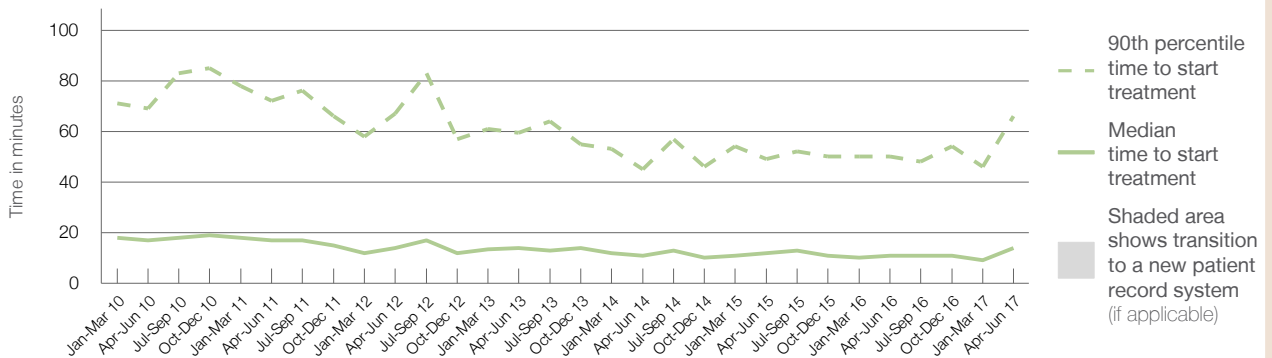
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,128	1,079
11 minutes	25 minutes
50 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^{†‡}



	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 ⁴ (minutes)	17	17	14	14	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	69	72	67	60	45	49	50	66

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Lithgow Health Service: 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: 362

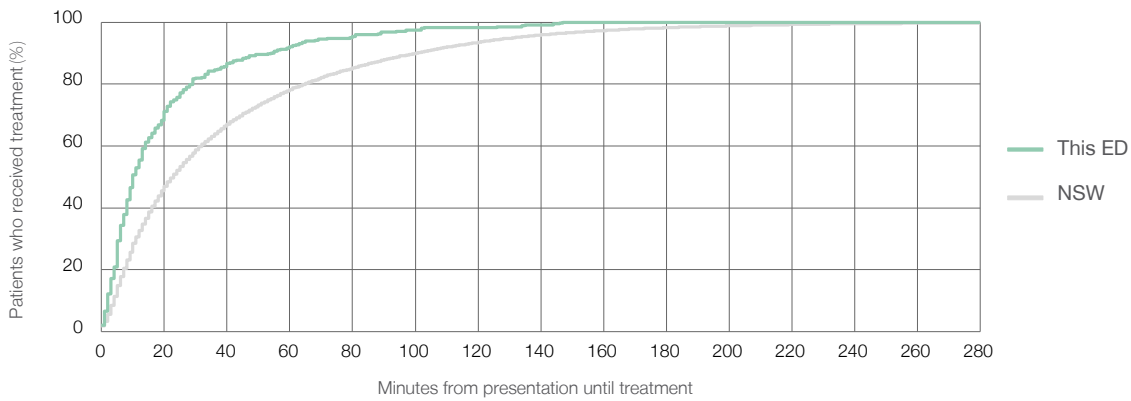
Number of triage 5 patients used to calculate waiting time:³ 343

Median time to start treatment⁴ 10 minutes

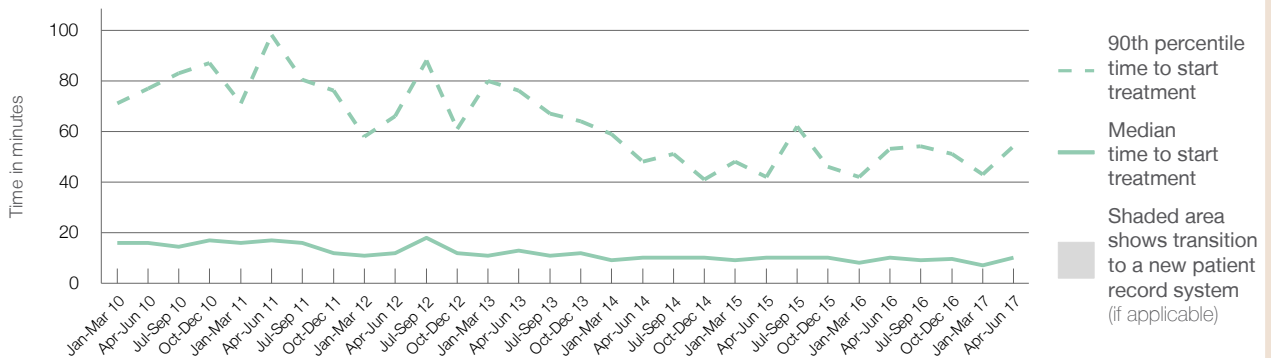
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
374	344
10 minutes	23 minutes
53 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^{†‡}



	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 ⁴ (minutes)	16	17	12	13	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	77	98	66	76	48	42	53	54

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Lithgow Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,057 patients

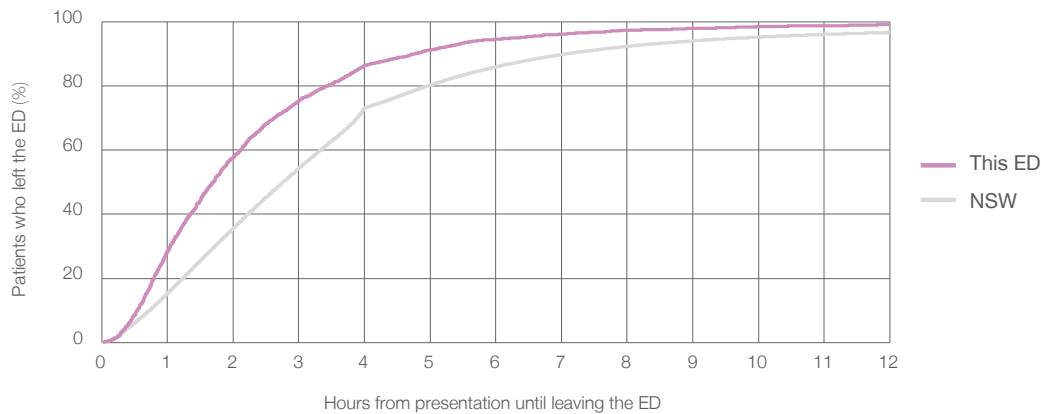
Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

Median time spent in the ED⁸ 1 hours and 42 minutes

90th percentile time spent in the ED⁹ 4 hours and 46 minutes

Same period last year	NSW (this period)
2,808	2,808
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 41 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^{†‡}



	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 ⁸ (hours, minutes)	1h 40m	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 47m	4h 48m	4h 46m	5h 17m	4h 35m	4h 36m	4h 41m	4h 46m

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Lithgow Health Service: Time patients spent in the ED

By mode of separation

April to June 2017

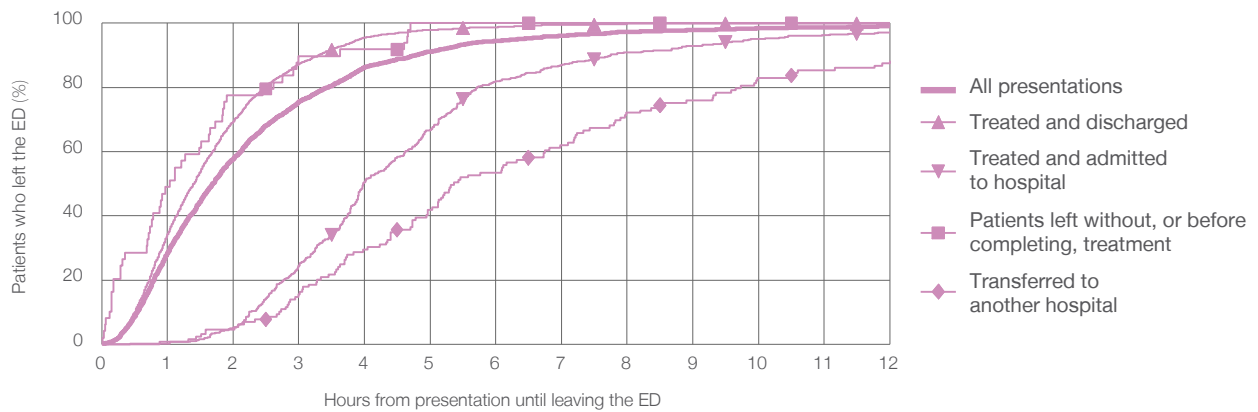
All presentations:¹ 3,057 patients

Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

Treated and discharged	2,434 (79.6%)
Treated and admitted to hospital	428 (14.0%)
Patient left without, or before completing, treatment	52 (1.7%)
Transferred to another hospital	129 (4.2%)
Other	14 (0.5%)

Same period last year	Change since one year ago
2,808	8.7%
2,234	9.0%
402	6.5%
61	-14.8%
104	24.0%
7	100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	34.3%	69.4%	87.3%	95.5%	98.8%	99.8%	99.9%	100%
Treated and admitted to hospital	0.2%	5.1%	24.5%	50.7%	82.0%	90.9%	95.1%	97.2%
Patient left without, or before completing, treatment	49.0%	77.6%	89.8%	91.8%	100%	100%	100%	100%
Transferred to another hospital	0.8%	4.7%	15.5%	29.5%	53.5%	72.1%	82.9%	88.4%
All presentations	28.5%	57.8%	75.5%	86.3%	94.5%	97.4%	98.5%	99.1%

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Lithgow Health Service: 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:¹ 3,057 patients

Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

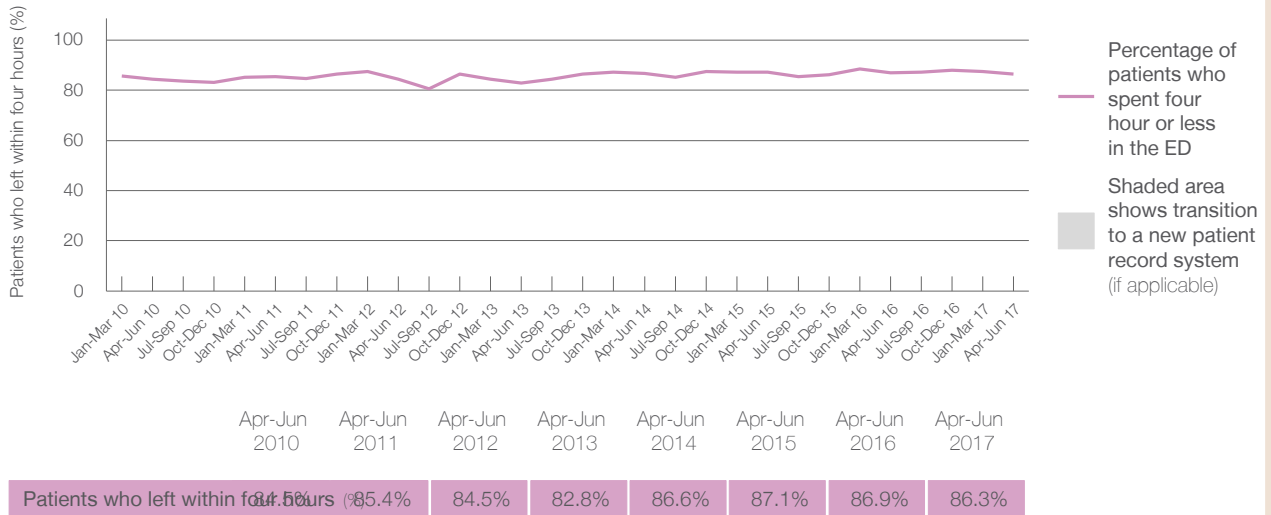
Percentage of patients who spent four hours or less in the ED



86.3%

Same period last year	Change since one year ago
2,808	8.9%
2,808	8.7%
86.9%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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).