

Campbelltown Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 19,269 patients

Emergency presentations:² 18,911 patients

Same period last year	Change since one year ago
18,835	2%
18,666	1%

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,921 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,429 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,658 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,783 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,879	
7 minutes	8 minutes
25 minutes	28 minutes
8,092	
16 minutes	21 minutes
119 minutes	72 minutes
6,889	
26 minutes	26 minutes
171 minutes	105 minutes
1,690	
34 minutes	22 minutes
147 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 19,268 patients

Percentage of patients who spent four hours or less in the ED 59%

Same period last year	Change since one year ago
18,835	2%
47%	

* 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).

Campbelltown Hospital: Patients presenting to the emergency department July to September 2018

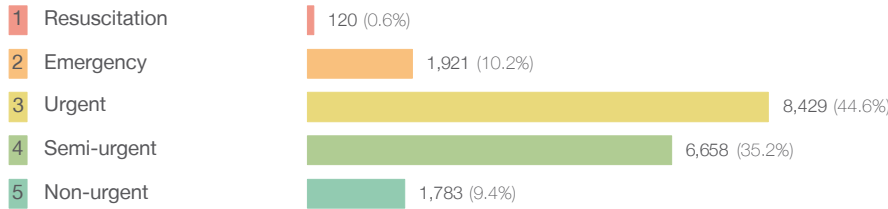
All presentations:¹ 19,269 patients

Same period last year
Change since one year ago

18,835 2%

Emergency presentations² by triage category: 18,911 patients

18,666 1%



116 3.4%

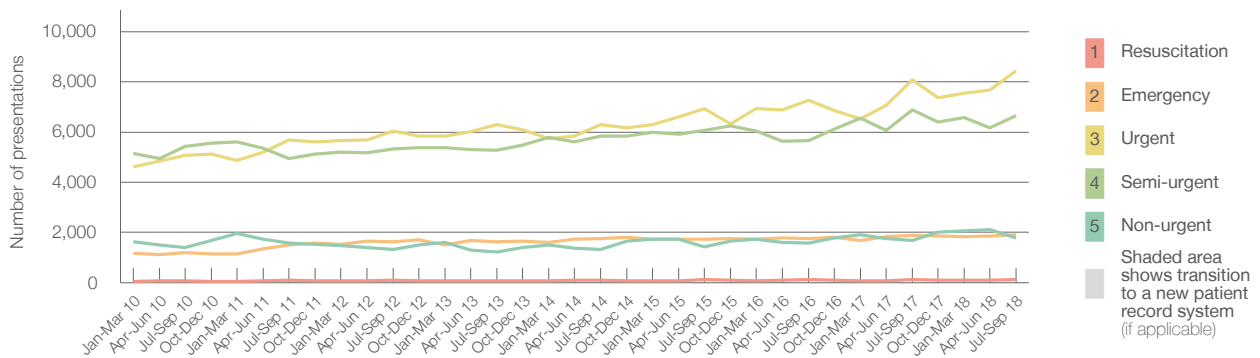
1,879 2.2%

8,092 4.2%

6,889 -3.4%

1,690 5.5%

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	66	90	94	84	94	130	114	116	120
Emergency	1,186	1,509	1,631	1,632	1,751	1,737	1,765	1,879	1,921
Urgent	5,067	5,696	6,029	6,307	6,304	6,926	7,268	8,092	8,429
Semi-urgent	5,430	4,942	5,335	5,263	5,844	6,075	5,657	6,889	6,658
Non-urgent	1,389	1,566	1,328	1,233	1,314	1,421	1,590	1,690	1,783
All emergency presentations	13,138	13,803	14,417	14,519	15,307	16,289	16,394	18,666	18,911

Campbelltown Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,069 patients

Same period last year
Change since one year ago

4,530

ED Transfer of care time

Median time 13 minutes

15 minutes -2 minutes

90th percentile time 29 minutes

34 minutes -5 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.

Campbelltown 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: 1,921

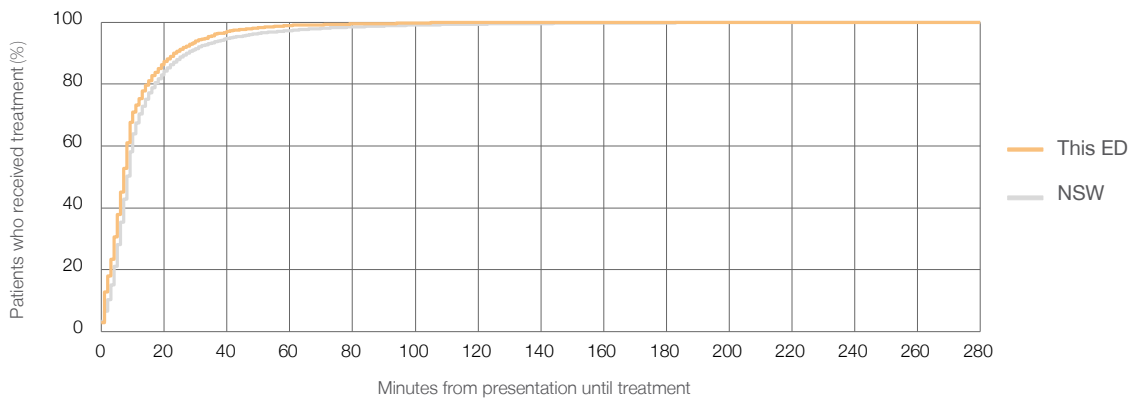
Number of triage 2 patients used to calculate waiting time:³ 1,919

Median time to start treatment⁴ 7 minutes

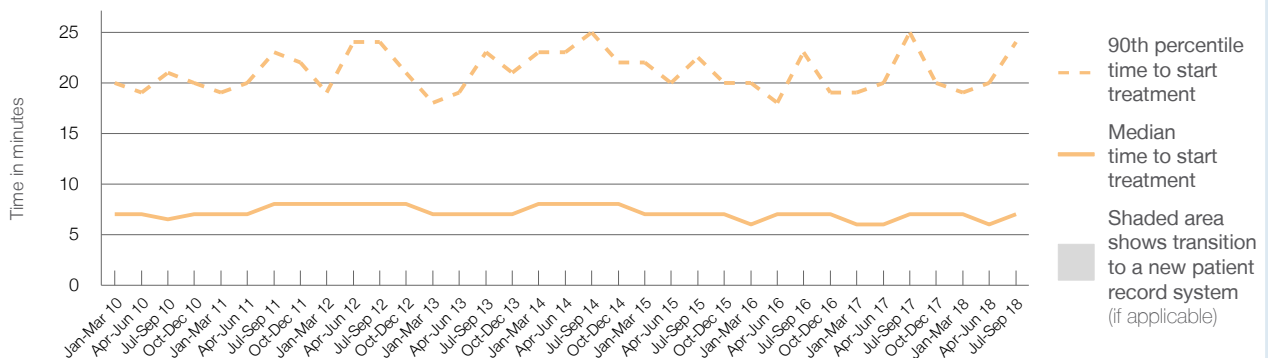
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,879	1,873
7 minutes	8 minutes
25 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)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	23	24	23	25	23	23	25	24

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Campbelltown 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: 8,429

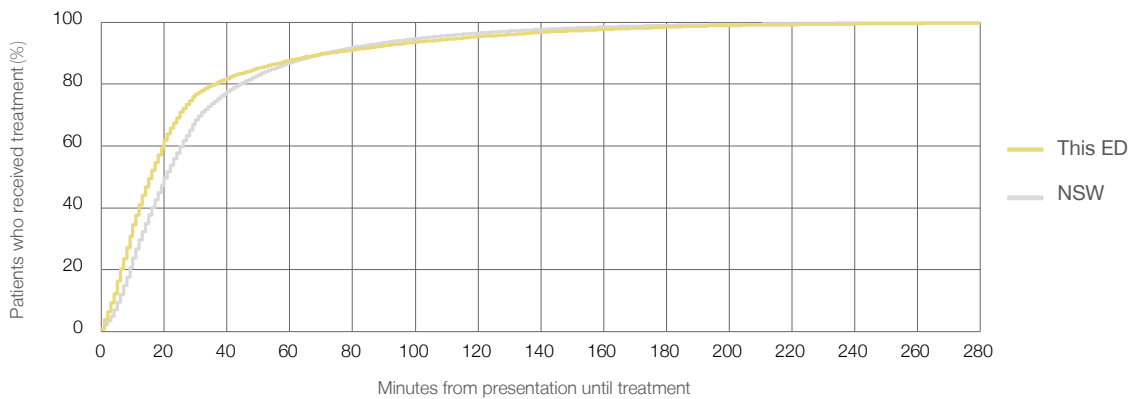
Number of triage 3 patients used to calculate waiting time:³ 8,263

Median time to start treatment⁴ 16 minutes

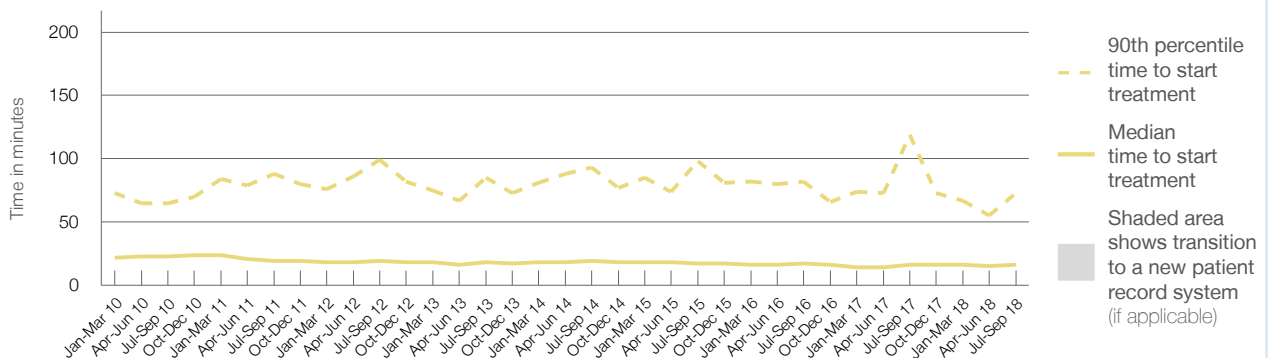
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
8,092	7,655
16 minutes	21 minutes
119 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)	23	19	19	18	19	17	17	16	16
90th percentile time to start treatment ⁵ (minutes)	65	88	99	85	93	98	82	119	73

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Campbelltown 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: 6,658

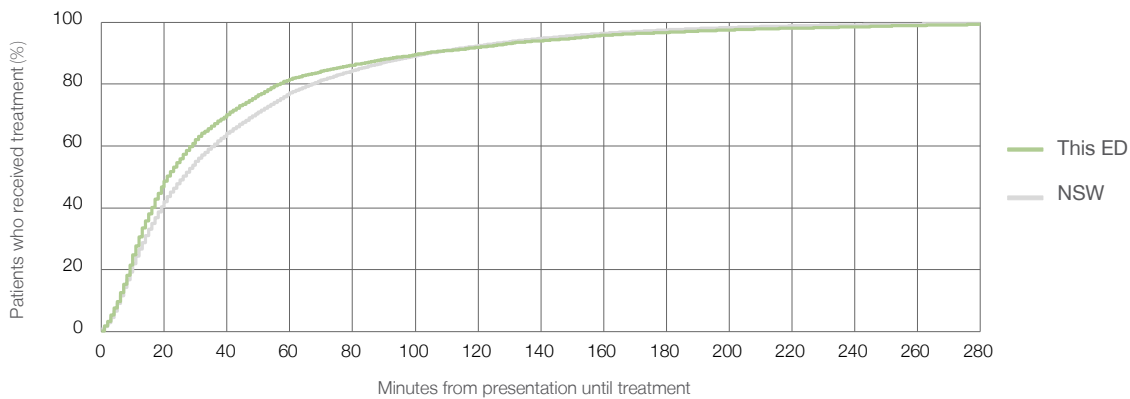
Number of triage 4 patients used to calculate waiting time:³ 6,371

Median time to start treatment⁴ 21 minutes

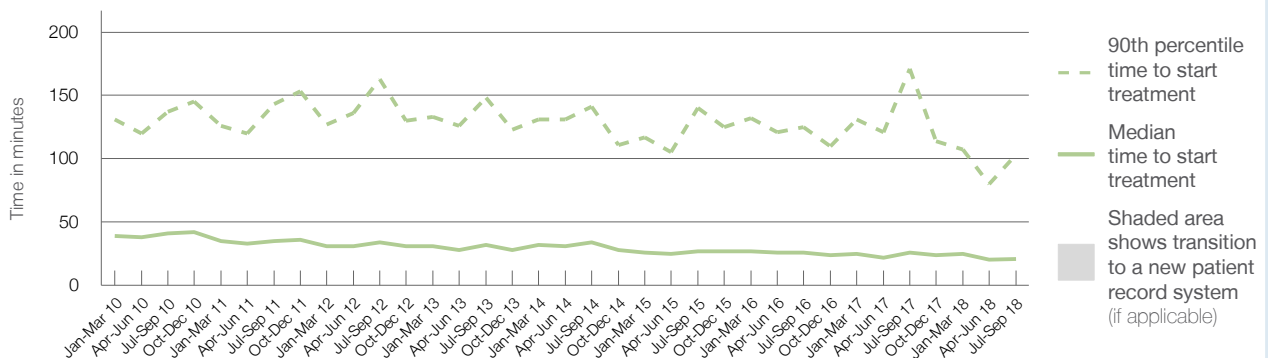
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
6,889	6,064
26 minutes	26 minutes
171 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)	41	35	34	32	34	27	26	26	21
90th percentile time to start treatment ⁵ (minutes)	137	143	163	148	141	140	125	171	103

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Campbelltown 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: 1,783

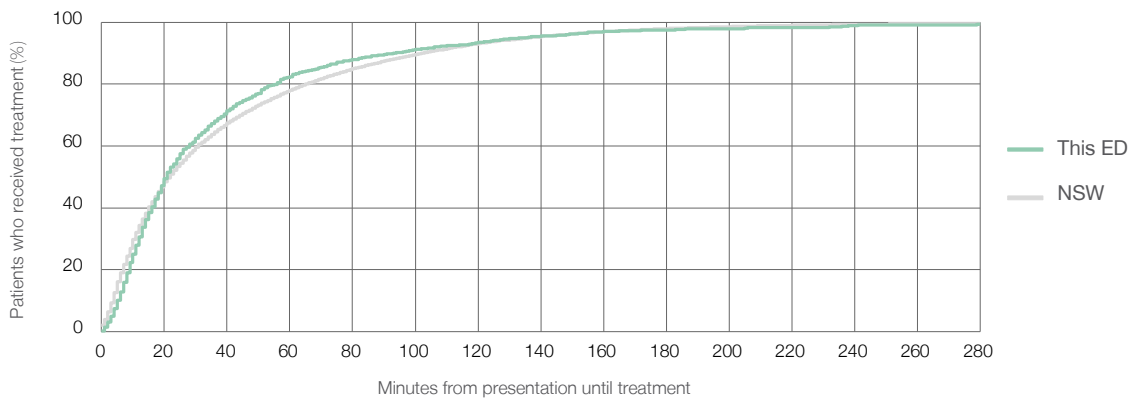
Number of triage 5 patients used to calculate waiting time:³ 1,585

Median time to start treatment⁴ 21 minutes

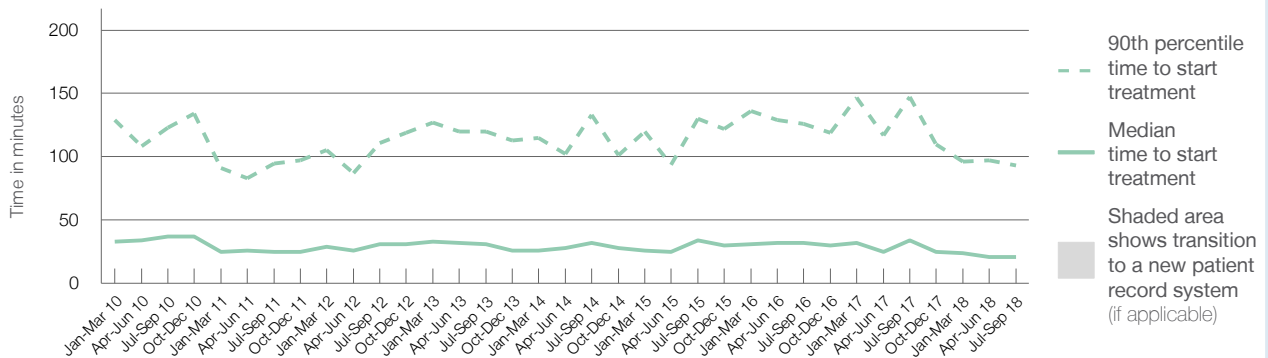
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,690	1,323
34 minutes	22 minutes
147 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)	37	25	31	31	32	34	32	34	21
90th percentile time to start treatment ⁵ (minutes)	123	95	111	120	133	130	126	147	93

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Campbelltown Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 19,269 patients

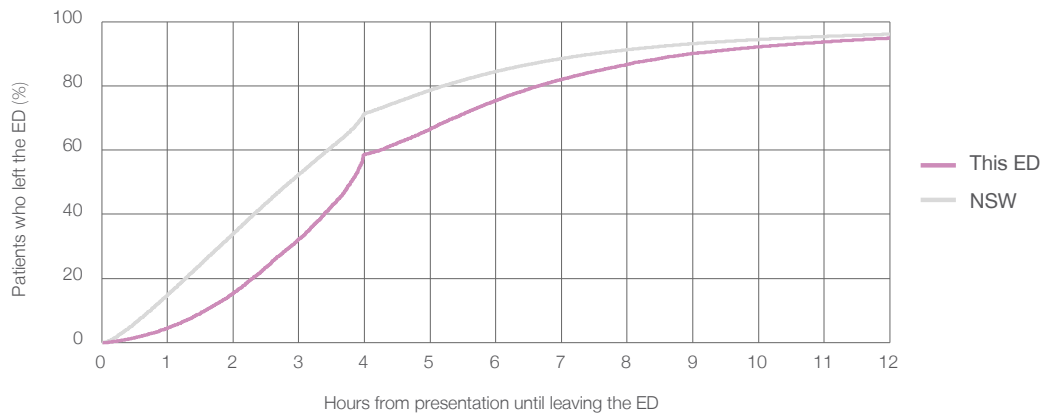
Presentations used to calculate time to leaving the ED:⁶ 19,268 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

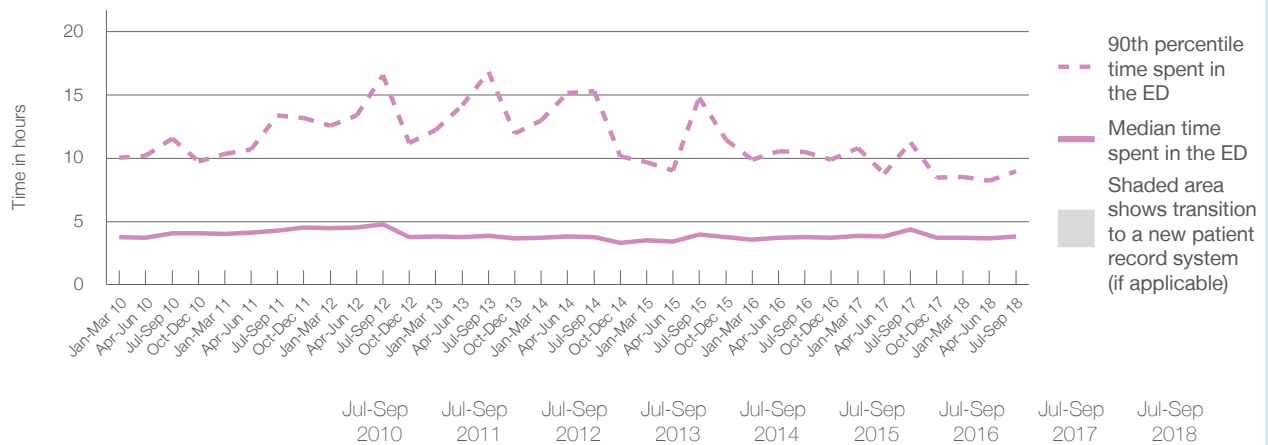
90th percentile time spent in the ED⁹ 8 hours and 58 minutes

Same period last year	NSW (this period)
18,835	18,835
4 hours and 22 minutes	2 hours and 52 minutes
11 hours and 16 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 5m	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m	3h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 32m	13h 21m	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 16m	8h 58m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

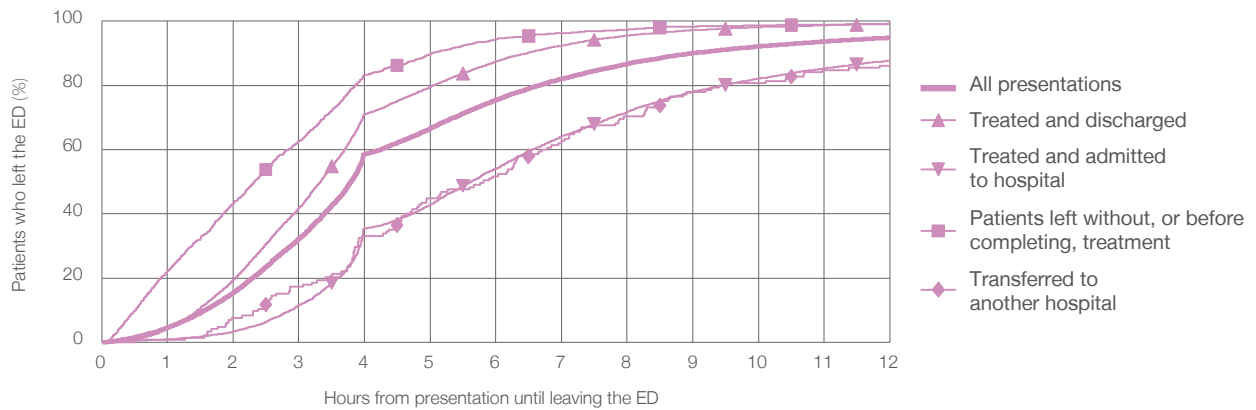
All presentations:¹ 19,269 patients

Presentations used to calculate time to leaving the ED:⁶ 19,268 patients

Treated and discharged	10,298 (53.4%)
Treated and admitted to hospital	7,132 (37.0%)
Patient left without, or before completing, treatment	1,690 (8.8%)
Transferred to another hospital	145 (0.8%)
Other	4 (0%)

Same period last year	Change since one year ago
18,835	2%
9,040	13.9%
6,963	2.4%
2,631	-35.8%
191	-24.1%
10	-60.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.2%	19.5%	41.9%	71.0%	87.4%	95.5%	98.2%	99.2%
Treated and admitted to hospital	0.9%	3.3%	11.6%	35.5%	54.1%	71.8%	82.2%	87.8%
Patient left without, or before completing, treatment	22.1%	43.3%	62.7%	83.3%	94.3%	97.4%	98.8%	99.2%
Transferred to another hospital	0.7%	7.6%	17.2%	33.1%	51.7%	70.3%	80.7%	86.2%
All presentations	4.6%	15.5%	32.3%	58.7%	75.4%	86.7%	92.2%	94.9%

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Campbelltown 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 19,269 patients

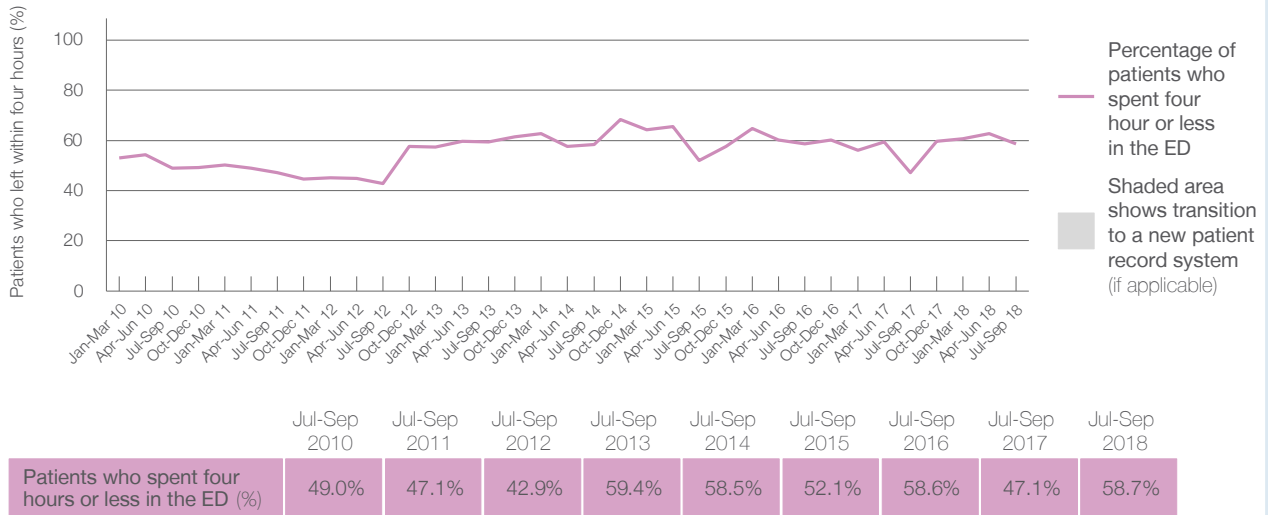
Presentations used to calculate time to leaving the ED: ⁶ 19,268 patients

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	18,835	2%
Presentations used to calculate time to leaving the ED	18,835	2%
Percentage of patients who spent four hours or less in the ED	47.1%	

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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‡ 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, 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).