

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 10,164 patients

Emergency presentations:² 10,125 patients

Same period last year	Change since one year ago
10,644	-5%
10,595	-4%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,482 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,371 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,660 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,568 patients

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

Same period last year	NSW (this period)
1,489	
5 minutes	8 minutes
11 minutes	28 minutes
2,365	
15 minutes	21 minutes
57 minutes	72 minutes
4,975	
18 minutes	26 minutes
89 minutes	105 minutes
1,714	
12 minutes	22 minutes
98 minutes	103 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 10,164 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
10,644	-5%
71%	

* 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.

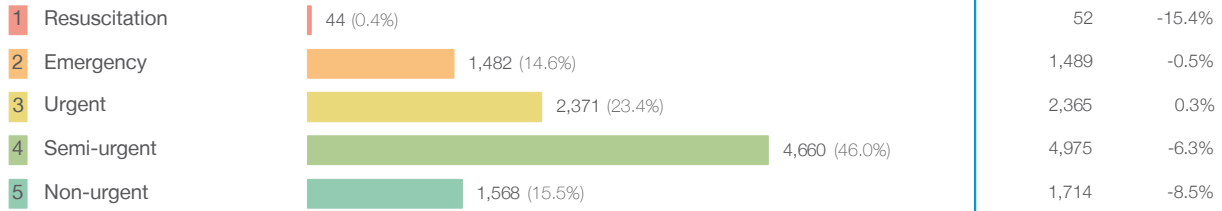
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

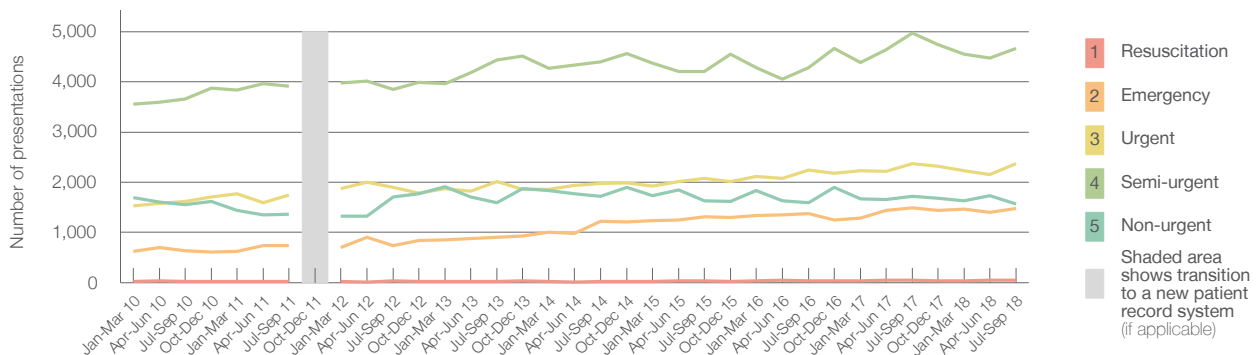
July to September 2018

All presentations:¹ 10,164 patients

Emergency presentations² by triage category: 10,125 patients



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	25	27	31	25	24	34	35	52	44
Emergency	633	742	732	898	1,221	1,311	1,373	1,489	1,482
Urgent	1,624	1,744	1,893	2,007	1,969	2,072	2,239	2,365	2,371
Semi-urgent	3,652	3,907	3,852	4,439	4,397	4,200	4,285	4,975	4,660
Non-urgent	1,559	1,357	1,710	1,589	1,714	1,633	1,588	1,714	1,568
All emergency presentations	7,493	7,777	8,218	8,958	9,325	9,250	9,520	10,595	10,125

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,049 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.

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

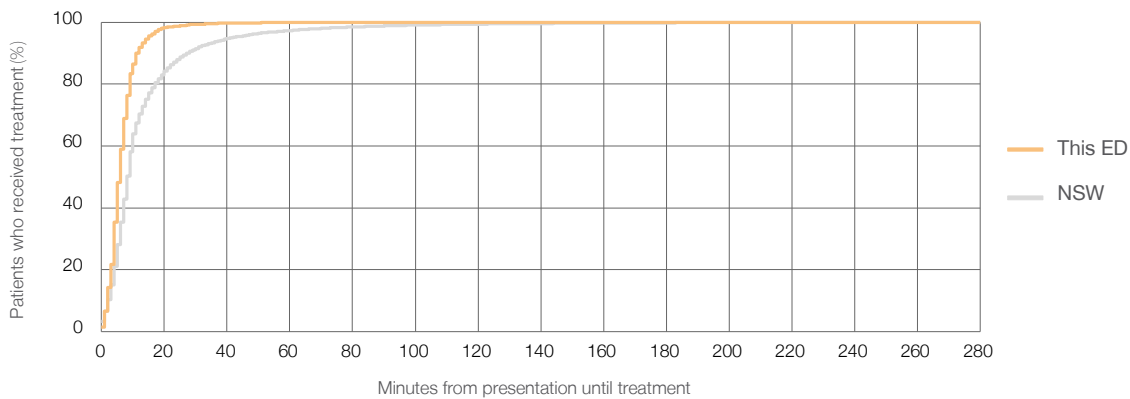
Number of triage 2 patients: 1,482

Number of triage 2 patients used to calculate waiting time:³ 1,481

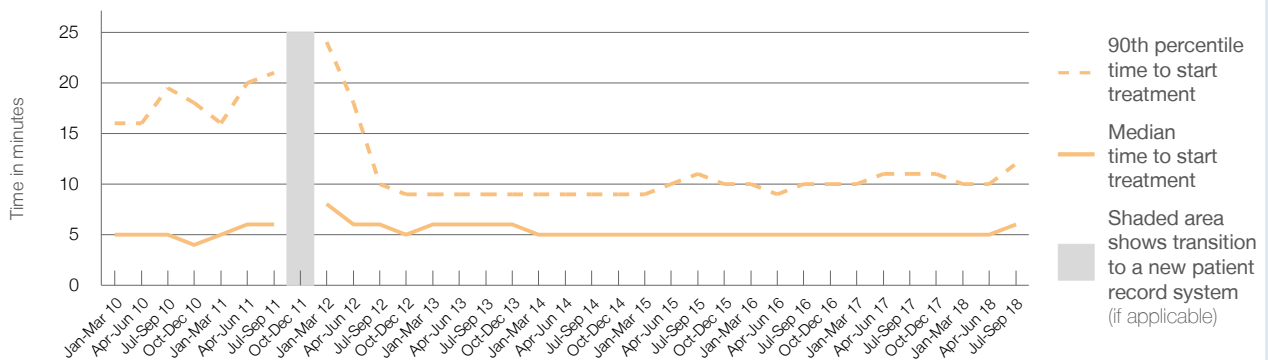
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
1,489	1,489
5 minutes	8 minutes
11 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)	5	6	6	6	5	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	20	21	10	9	9	11	10	11	12

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Hornsby Ku-ring-gai 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: 2,371

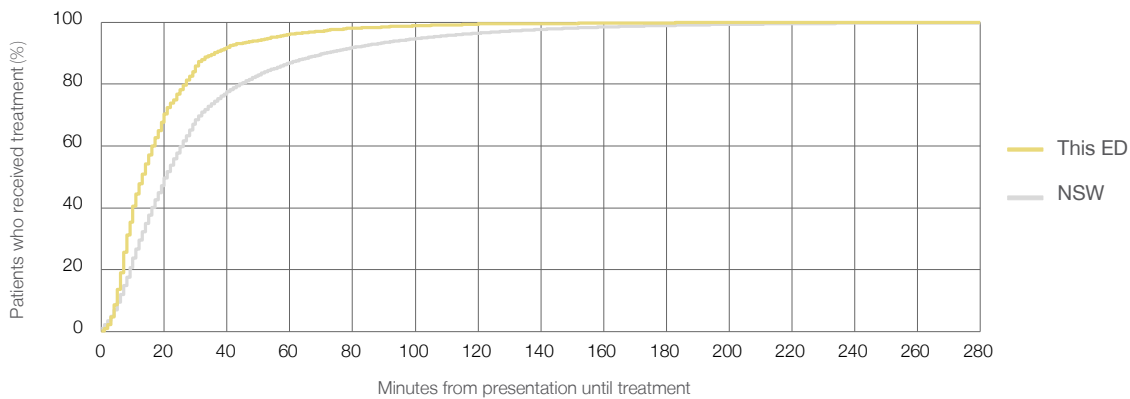
Number of triage 3 patients used to calculate waiting time:³ 2,360

Median time to start treatment⁴ 13 minutes

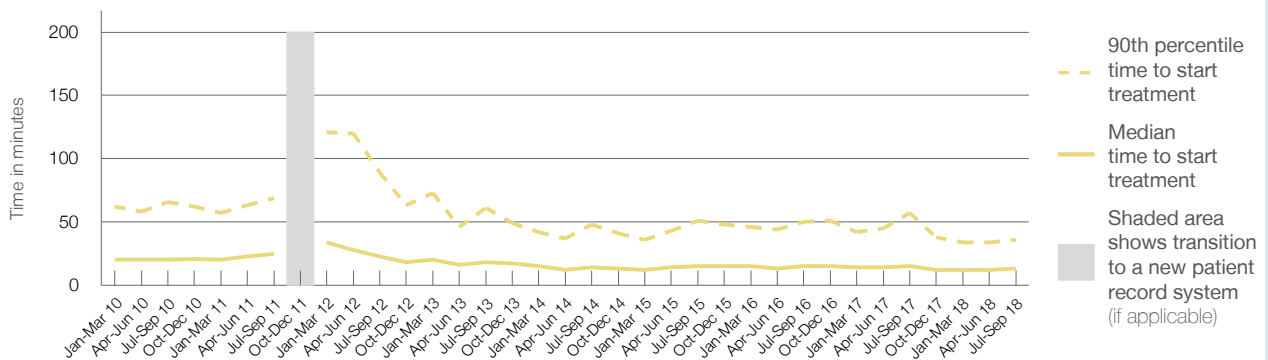
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,365	
2,338	
15 minutes	21 minutes
57 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)	20	25	23	18	14	15	15	15	13
90th percentile time to start treatment ⁵ (minutes)	66	69	89	61	48	51	50	57	36

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Hornsby Ku-ring-gai 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: 4,660

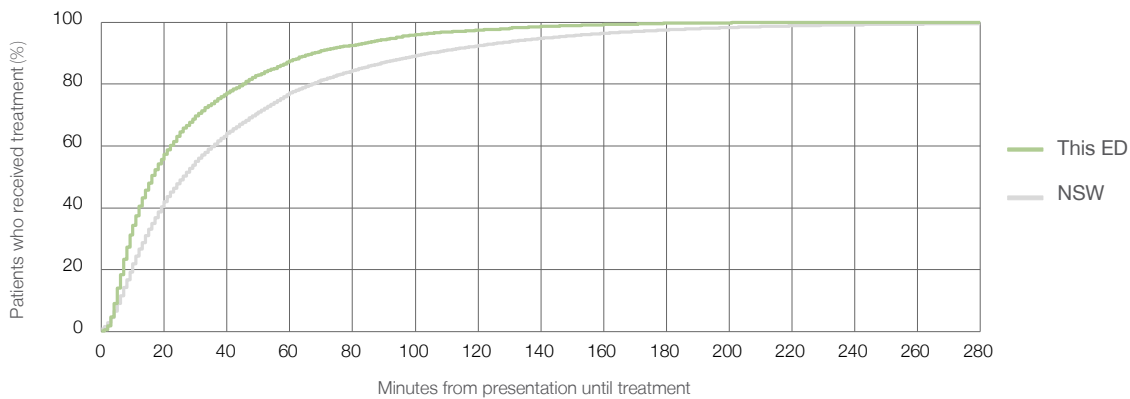
Number of triage 4 patients used to calculate waiting time:³ 4,548

Median time to start treatment⁴ 16 minutes

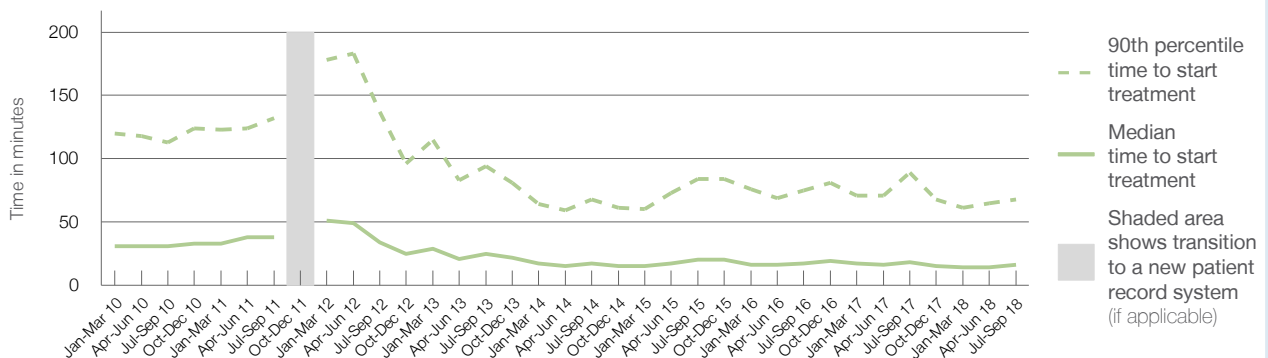
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,975	4,796
18 minutes	26 minutes
89 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)	31	38	34	25	17	20	17	18	16
90th percentile time to start treatment ⁵ (minutes)	113	132	137	94	68	84	75	89	68

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Hornsby Ku-ring-gai 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: 1,568

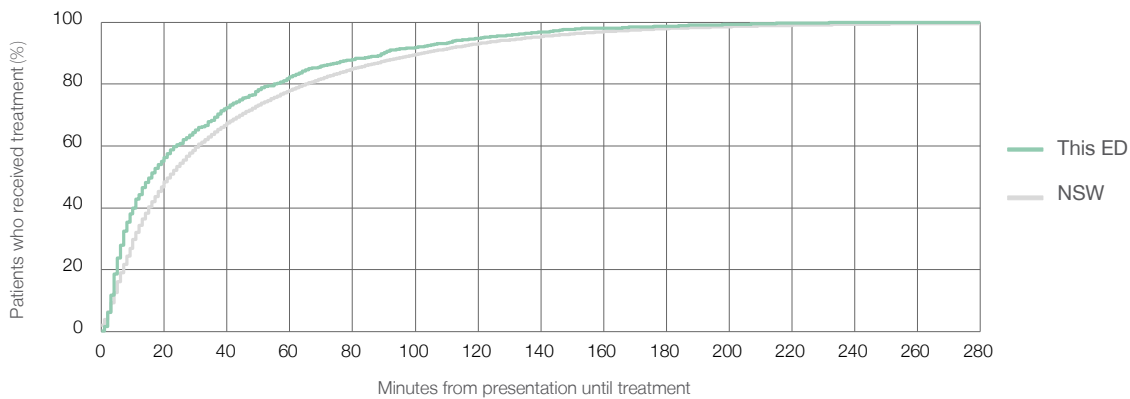
Number of triage 5 patients used to calculate waiting time:³ 1,469

Median time to start treatment⁴ 16 minutes

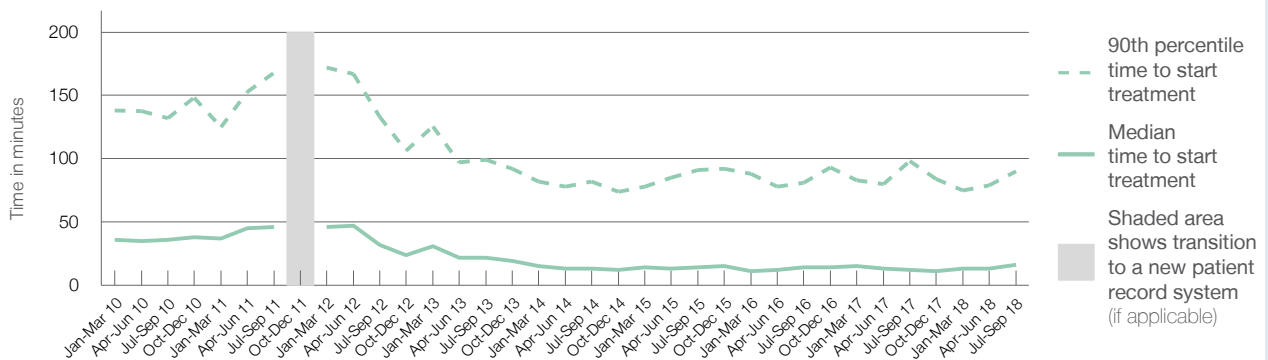
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,714	1,580
12 minutes	22 minutes
98 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)	36	46	32	22	13	14	14	12	16
90th percentile time to start treatment ⁵ (minutes)	132	168	133	99	82	91	81	98	90

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 10,164 patients

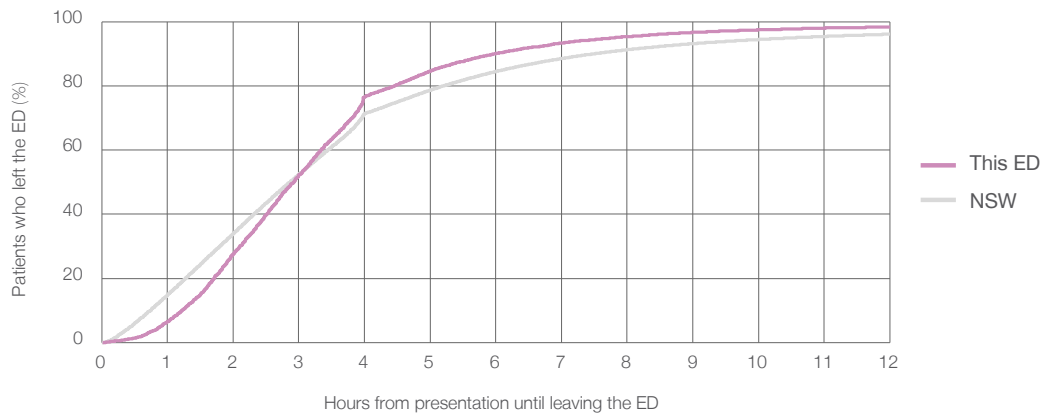
Presentations used to calculate time to leaving the ED:⁶ 10,164 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

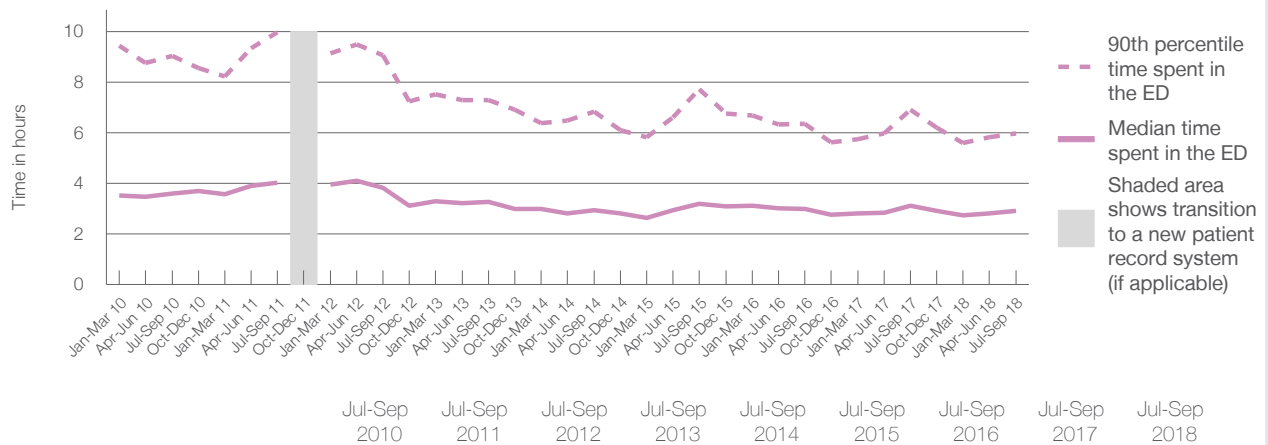
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
10,644	10,644
3 hours and 8 minutes	2 hours and 52 minutes
6 hours and 55 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)	3h 36m	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m	3h 8m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 3m	9h 59m	9h 4m	7h 18m	6h 51m	7h 44m	6h 21m	6h 55m	5h 59m

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Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

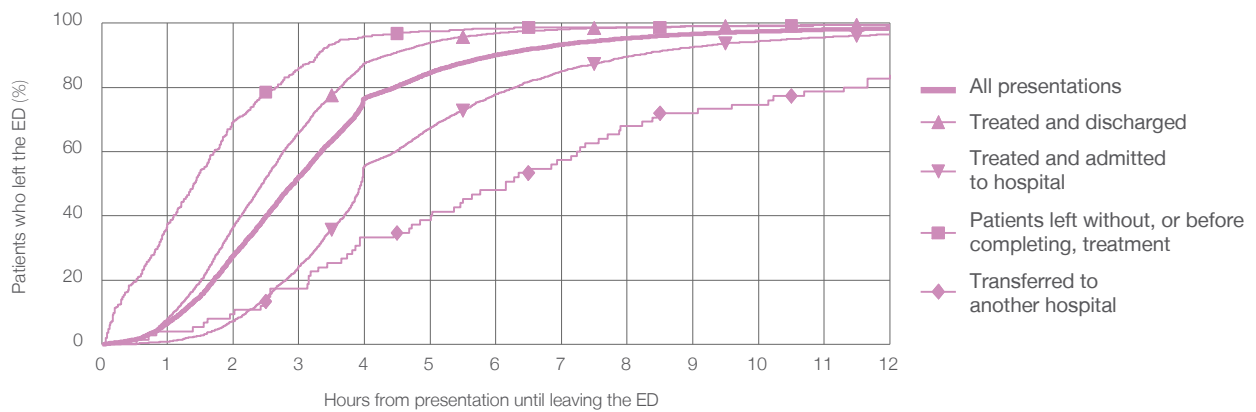
All presentations:¹ 10,164 patients

Presentations used to calculate time to leaving the ED:⁶ 10,164 patients

Treated and discharged	6,248 (61.5%)
Treated and admitted to hospital	3,463 (34.1%)
Patient left without, or before completing, treatment	373 (3.7%)
Transferred to another hospital	75 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
10,644	-5%
6,545	-4.5%
3,316	4.4%
687	-45.7%
93	-19.4%
3	66.7%

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

Treated and discharged	8.0%	36.6%	66.0%	87.6%	96.9%	98.6%	99.3%	99.5%
Treated and admitted to hospital	0.8%	7.2%	24.3%	55.7%	77.9%	89.6%	94.4%	96.6%
Patient left without, or before completing, treatment	37.5%	69.4%	86.1%	96.0%	98.4%	98.7%	99.2%	99.5%
Transferred to another hospital	4.0%	9.3%	17.3%	33.3%	48.0%	68.0%	74.7%	84.0%
All presentations	6.6%	27.6%	52.2%	76.6%	90.1%	95.3%	97.4%	98.4%

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Hornsby Ku-ring-gai 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 10,164 patients

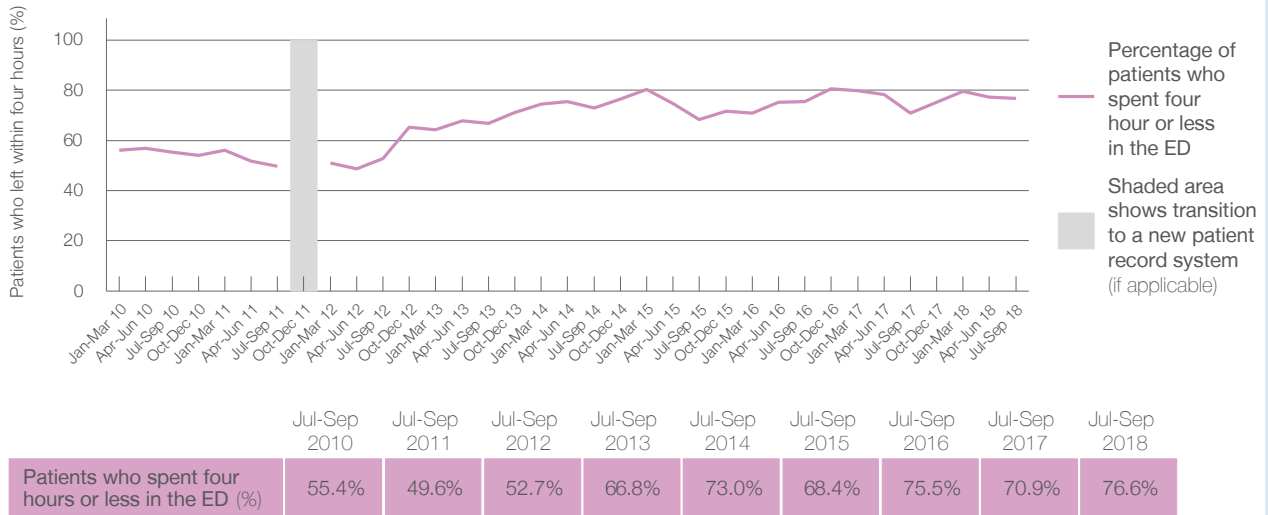
Presentations used to calculate time to leaving the ED: ⁶ 10,164 patients

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



Same period last year	Change since one year ago
10,644	-5%
10,644	-5%
70.9%	

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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- 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).