

Sutherland Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,392 patients

Emergency presentations:² 13,319 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,549 | -1% |
| 13,437 | -1% |

Sutherland Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,180 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,762 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,734 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 553 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 102 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,918 | |
| 14 minutes | 8 minutes |
| 34 minutes | 28 minutes |
| 5,989 | |
| 33 minutes | 21 minutes |
| 82 minutes | 72 minutes |
| 4,734 | |
| 40 minutes | 26 minutes |
| 104 minutes | 105 minutes |
| 721 | |
| 38 minutes | 22 minutes |
| 115 minutes | 103 minutes |

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,390 patients

Percentage of patients who spent four hours or less in the ED 67%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,548 | -1% |
| 59% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

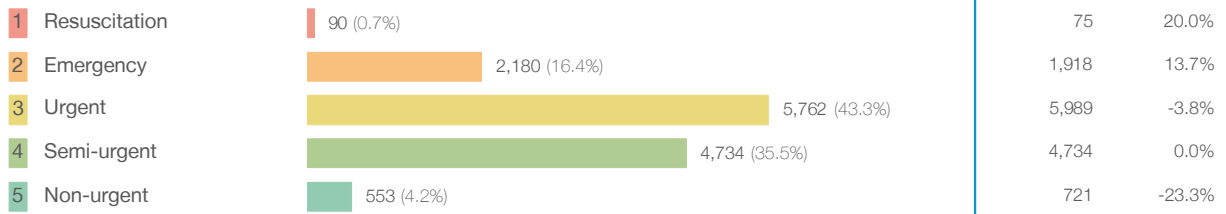
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

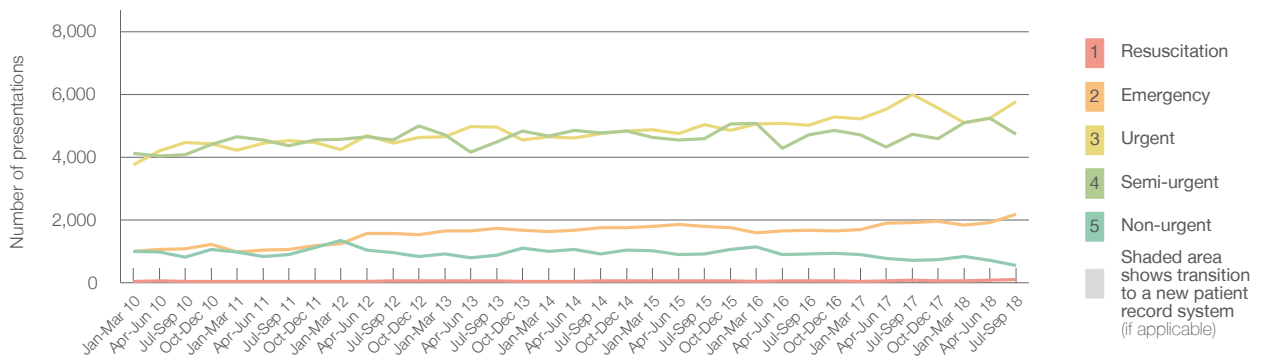
Sutherland Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 13,392 patients

Emergency presentations² by triage category: 13,319 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 | 41 | 46 | 53 | 62 | 58 | 60 | 57 | 75 | 90 |
| Emergency | 1,084 | 1,063 | 1,569 | 1,727 | 1,754 | 1,783 | 1,669 | 1,918 | 2,180 |
| Urgent | 4,458 | 4,528 | 4,440 | 4,945 | 4,760 | 5,029 | 5,011 | 5,989 | 5,762 |
| Semi-urgent | 4,084 | 4,356 | 4,557 | 4,476 | 4,776 | 4,582 | 4,706 | 4,734 | 4,734 |
| Non-urgent | 818 | 901 | 964 | 881 | 910 | 919 | 922 | 721 | 553 |
| All emergency presentations | 10,485 | 10,894 | 11,583 | 12,091 | 12,258 | 12,373 | 12,365 | 13,437 | 13,319 |

Sutherland Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 3,532 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.

Sutherland 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: 2,180

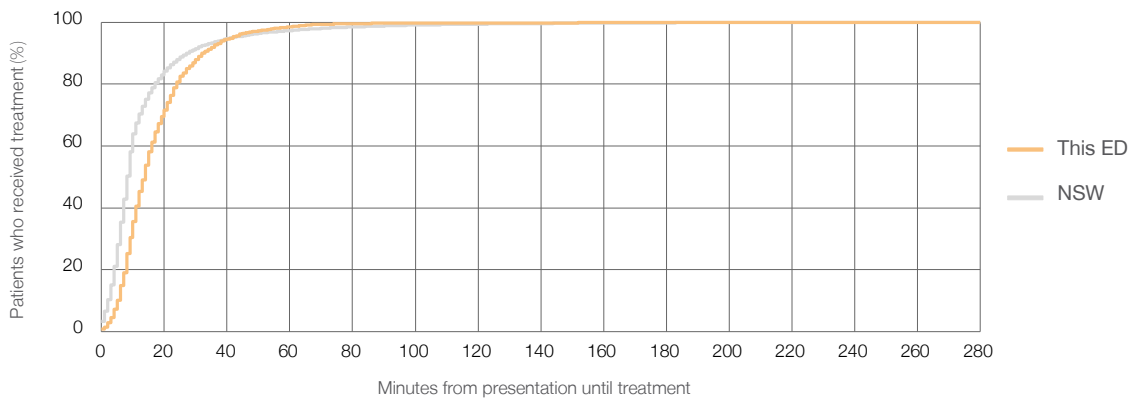
Number of triage 2 patients used to calculate waiting time:³ 2,173

Median time to start treatment⁴ 14 minutes

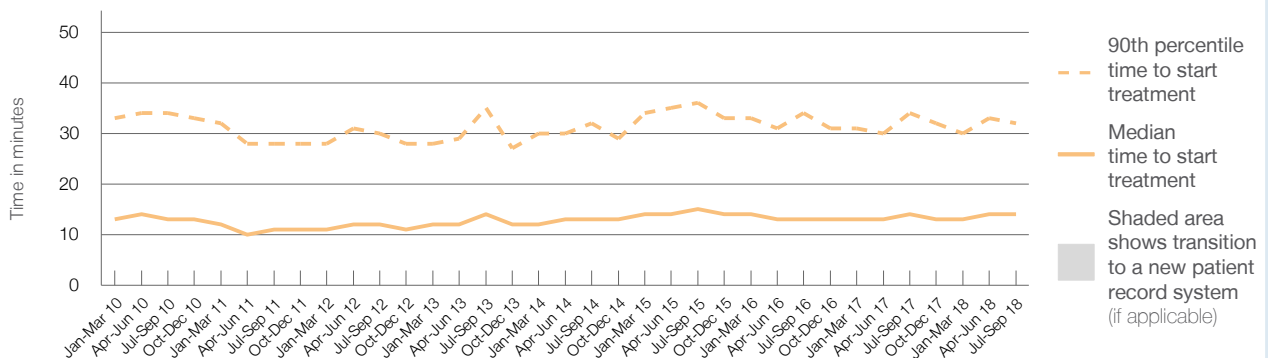
90th percentile time to start treatment⁵ 32 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,918 | |
| 1,913 | |
| 14 minutes | 8 minutes |
| 34 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) | 13 | 11 | 12 | 14 | 13 | 15 | 13 | 14 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 34 | 28 | 30 | 35 | 32 | 36 | 34 | 34 | 32 |

(†) 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.

Sutherland 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: 5,762

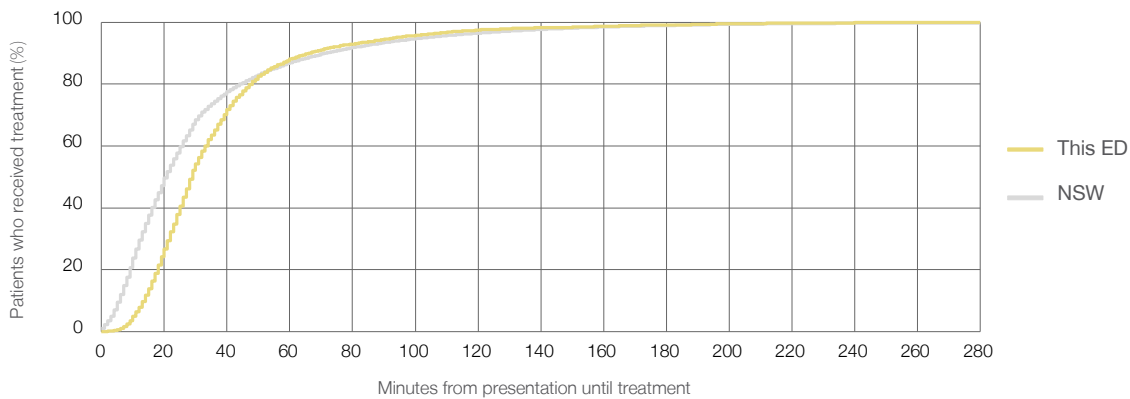
Number of triage 3 patients used to calculate waiting time:³ 5,695

Median time to start treatment⁴ 29 minutes

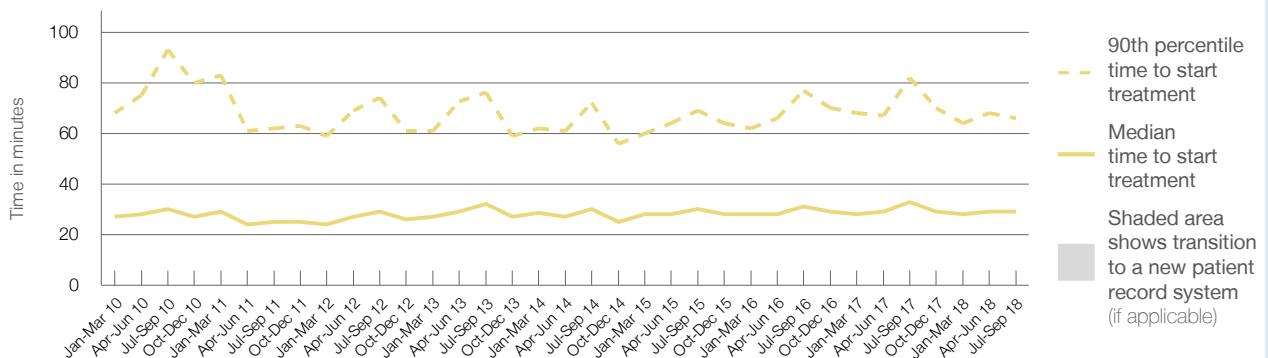
90th percentile time to start treatment⁵ 66 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,989 | 5,878 |
| 33 minutes | 21 minutes |
| 82 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) | 30 | 25 | 29 | 32 | 30 | 30 | 31 | 33 | 29 |
| 90th percentile time to start treatment ⁵ (minutes) | 93 | 62 | 74 | 76 | 72 | 69 | 77 | 82 | 66 |

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Sutherland 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: 4,734

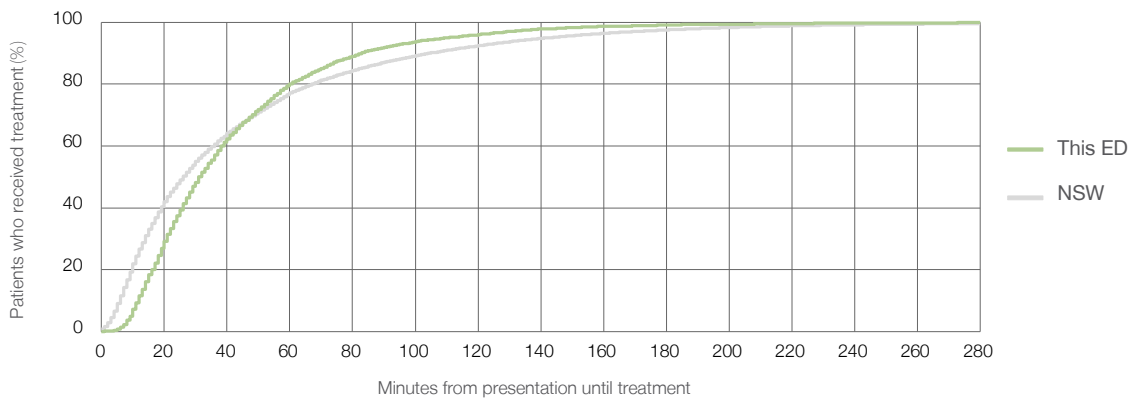
Number of triage 4 patients used to calculate waiting time:³ 4,585

Median time to start treatment⁴ 31 minutes

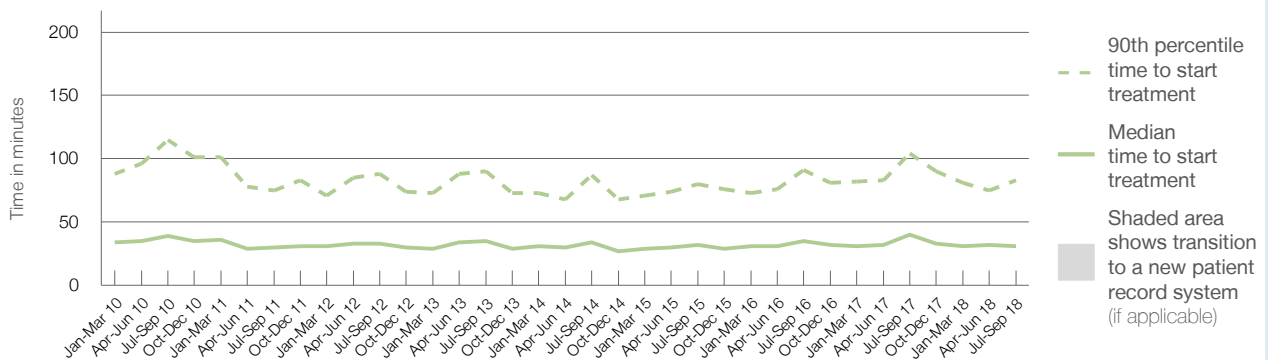
90th percentile time to start treatment⁵ 83 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,734 | 4,541 |
| 40 minutes | 26 minutes |
| 104 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) | 39 | 30 | 33 | 35 | 34 | 32 | 35 | 40 | 31 |
| 90th percentile time to start treatment ⁵ (minutes) | 115 | 75 | 88 | 90 | 87 | 80 | 91 | 104 | 83 |

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Sutherland 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: 553

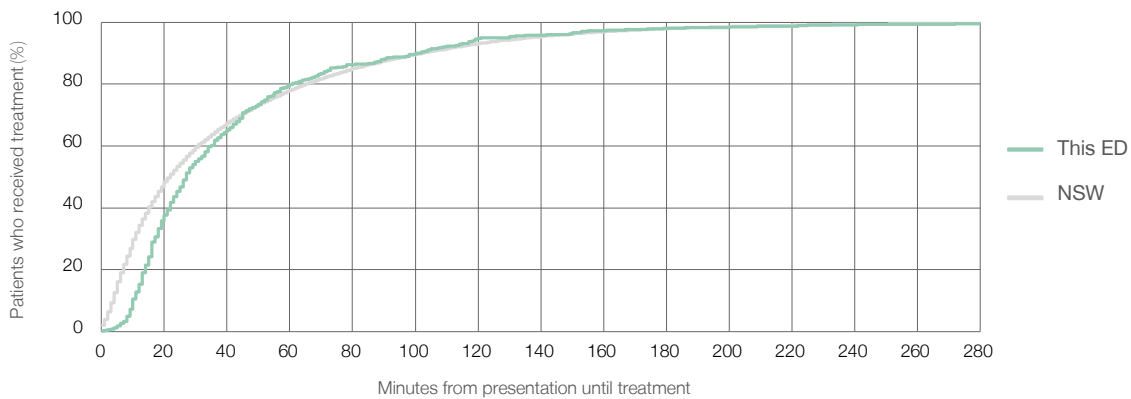
Number of triage 5 patients used to calculate waiting time:³ 495

Median time to start treatment⁴ 27 minutes

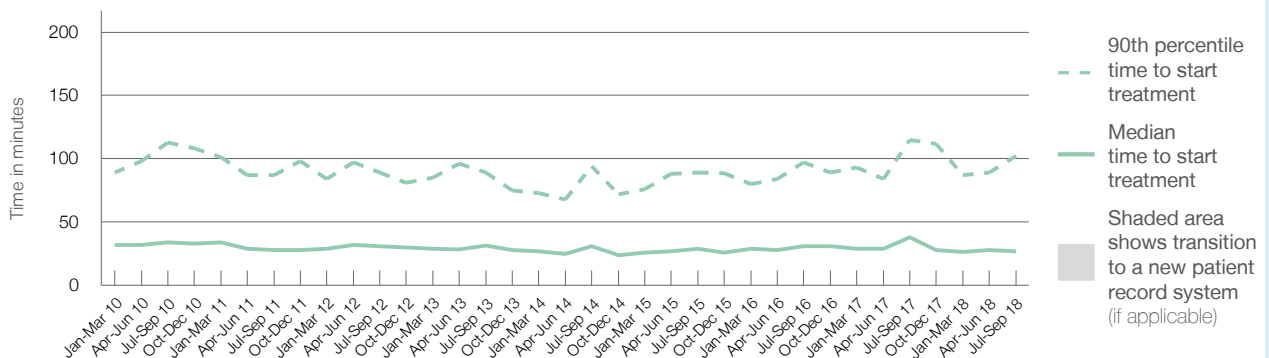
90th percentile time to start treatment⁵ 102 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 721 | 617 |
| 38 minutes | 22 minutes |
| 115 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) | 34 | 28 | 31 | 32 | 31 | 29 | 31 | 38 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 113 | 87 | 89 | 89 | 94 | 89 | 97 | 115 | 102 |

(†) 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.

Sutherland Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,392 patients

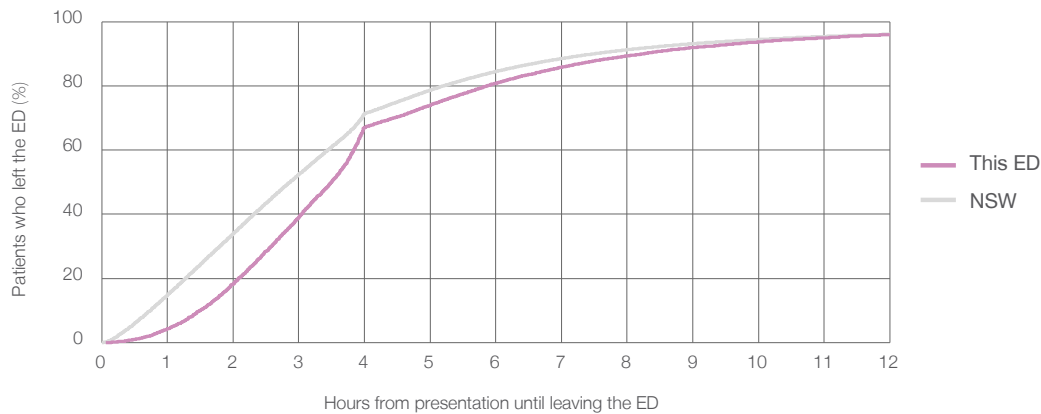
Presentations used to calculate time to leaving the ED:⁶ 13,390 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

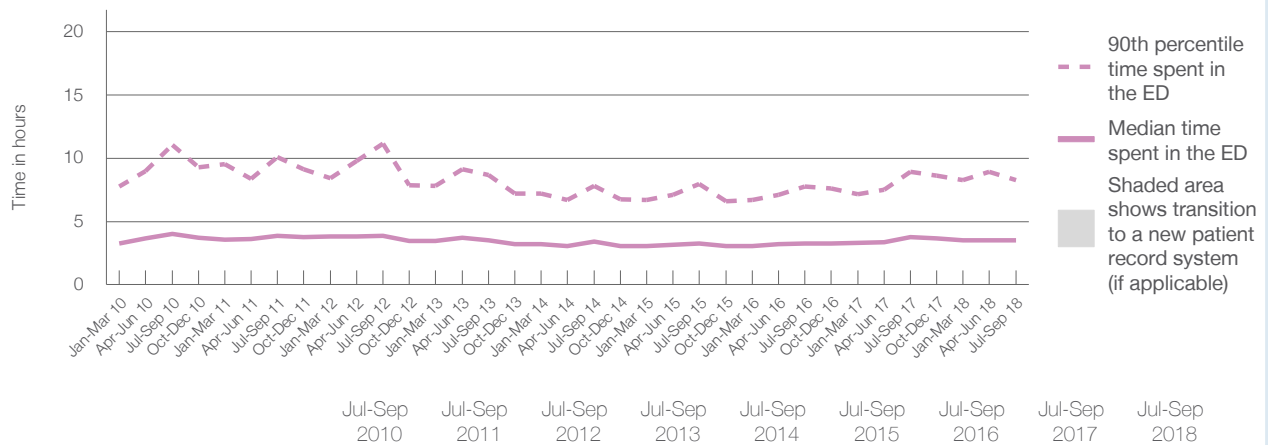
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 13,549 | |
| 13,548 | |
| 3 hours and 47 minutes | 2 hours and 52 minutes |
| 8 hours and 56 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 1m | 3h 53m | 3h 52m | 3h 32m | 3h 26m | 3h 16m | 3h 17m | 3h 47m | 3h 30m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | 11h 2m | 10h 4m | 11h 9m | 8h 39m | 7h 50m | 7h 57m | 7h 47m | 8h 56m | 8h 15m |

(†) 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.

Sutherland Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

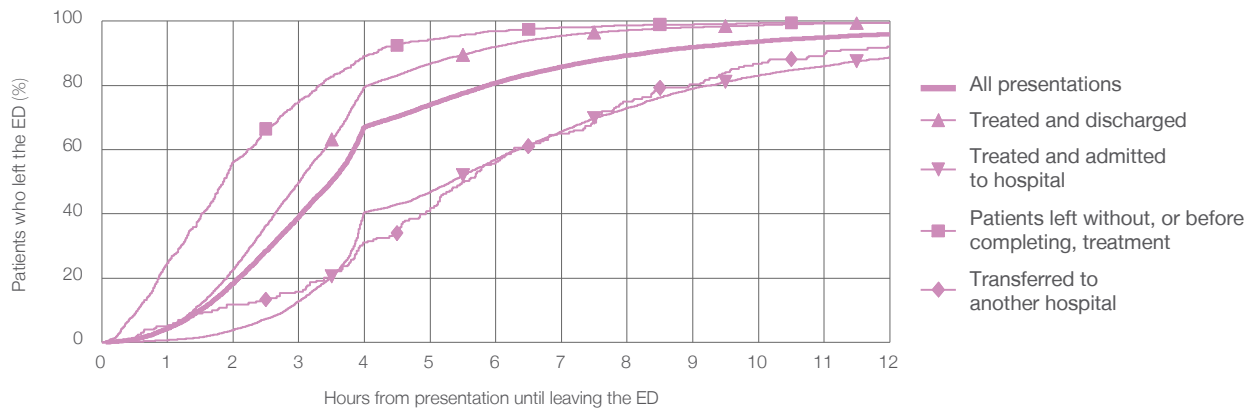
All presentations:¹ 13,392 patients

Presentations used to calculate time to leaving the ED:⁶ 13,390 patients

| | |
|---|---------------|
| Treated and discharged | 8,272 (61.8%) |
| Treated and admitted to hospital | 4,184 (31.2%) |
| Patient left without, or before completing, treatment | 693 (5.2%) |
| Transferred to another hospital | 203 (1.5%) |
| Other | 40 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,548 | -1% |
| 8,897 | -7.0% |
| 3,389 | 23.5% |
| 932 | -25.6% |
| 288 | -29.5% |
| 43 | -7.0% |

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% | 22.6% | 49.9% | 79.6% | 92.1% | 97.2% | 98.8% | 99.5% |
| Treated and admitted to hospital | 0.6% | 3.8% | 12.9% | 40.4% | 57.0% | 73.0% | 83.1% | 88.7% |
| Patient left without, or before completing, treatment | 24.7% | 56.1% | 74.9% | 89.2% | 97.0% | 98.7% | 99.3% | 99.6% |
| Transferred to another hospital | 4.9% | 11.8% | 15.8% | 31.0% | 56.2% | 74.9% | 86.7% | 92.1% |
| All presentations | 4.3% | 18.4% | 39.1% | 67.1% | 80.8% | 89.4% | 93.7% | 96.0% |

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Sutherland 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 13,392 patients

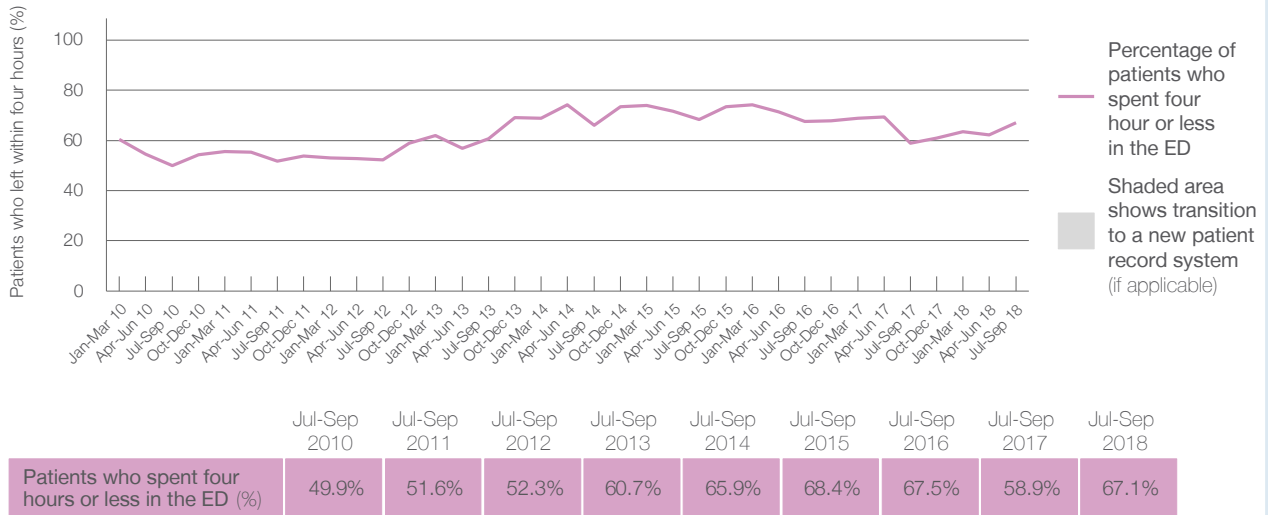
Presentations used to calculate time to leaving the ED: ⁶ 13,390 patients

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 | 13,549 | -1% |
| Presentations used to calculate time to leaving the ED | 13,548 | -1% |
| Percentage of patients who spent four hours or less in the ED | 58.9% | |

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.

† 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, 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).