

## Wyong Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 16,893 patients


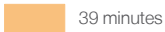
Emergency presentations:<sup>2</sup> 16,786 patients

Same period last year	Change since one year ago
17,444	-3%
17,352	-3%



## Wyong Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,819 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  39 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,679 patients

Median time to start treatment<sup>4</sup>  26 minutes  
90th percentile time to start treatment<sup>5</sup>  90 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,202 patients

Median time to start treatment<sup>4</sup>  31 minutes  
90th percentile time to start treatment<sup>5</sup>  93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 955 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
1,794	
7 minutes	8 minutes
27 minutes	28 minutes
4,955	
25 minutes	21 minutes
82 minutes	72 minutes
9,268	
31 minutes	26 minutes
94 minutes	105 minutes
1,195	
21 minutes	22 minutes
81 minutes	103 minutes

## Wyong Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,893 patients

Percentage of patients who spent four hours or less in the ED  65%

Same period last year	Change since one year ago
17,444	-3%
69%	

\* 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.

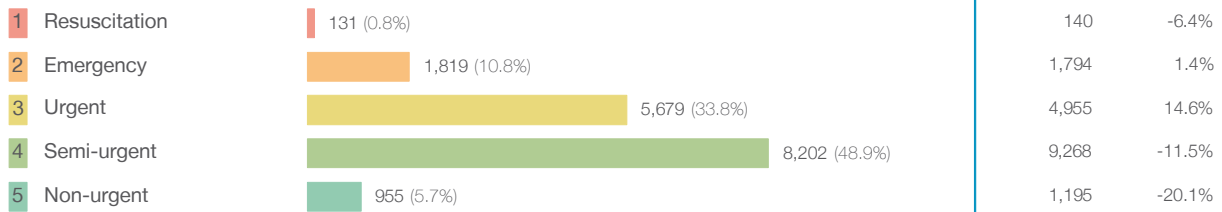
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

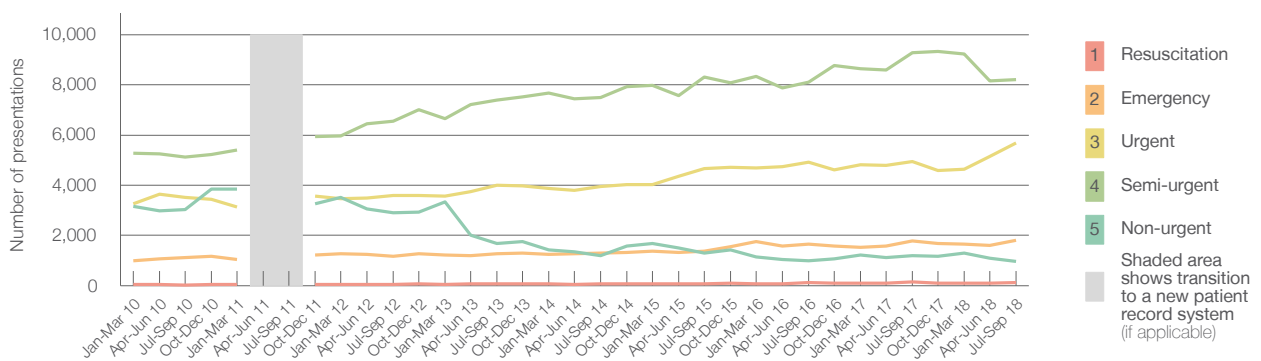
## Wyong Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 16,893 patients

Emergency presentations<sup>2</sup> by triage category: 16,786 patients



Emergency presentations<sup>2</sup> 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	33		50	75	66	79	113	140	131
Emergency	1,121		1,172	1,260	1,288	1,371	1,661	1,794	1,819
Urgent	3,508		3,604	3,994	3,946	4,661	4,927	4,955	5,679
Semi-urgent	5,125		6,546	7,394	7,483	8,299	8,117	9,268	8,202
Non-urgent	3,042		2,907	1,676	1,190	1,300	985	1,195	955
All emergency presentations	12,829		14,279	14,399	13,973	15,710	15,803	17,352	16,786

## Wyong Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,561 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.

## Wyong 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: 1,819

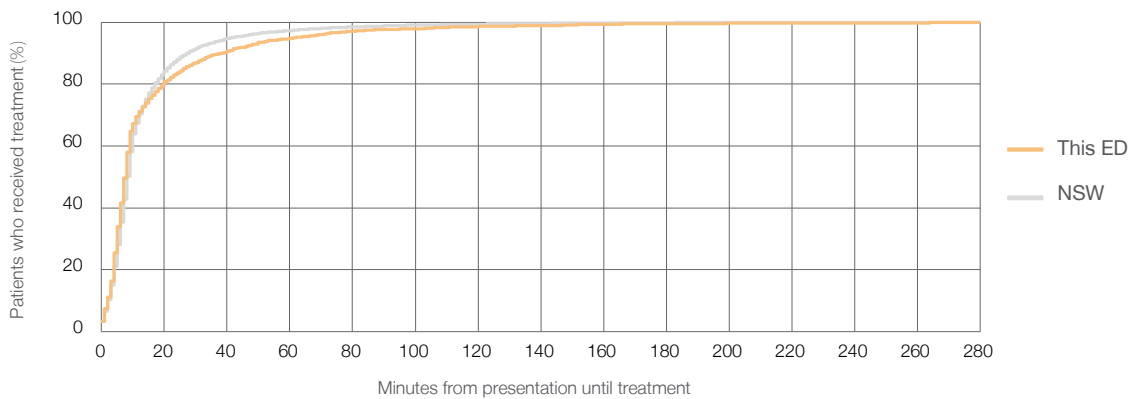
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,806

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

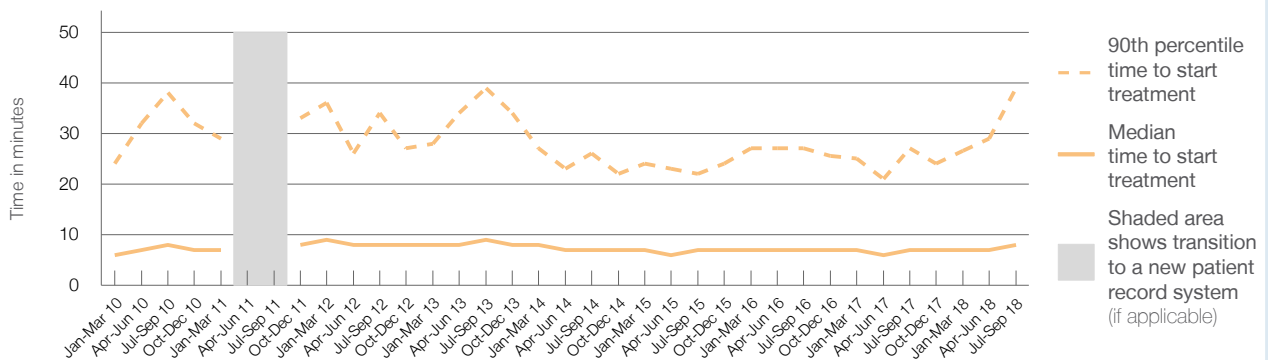
90th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
1,794	1,784
7 minutes	8 minutes
27 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	8		8	9	7	7	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	38		34	39	26	22	27	27	39

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## Wyong 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: 5,679

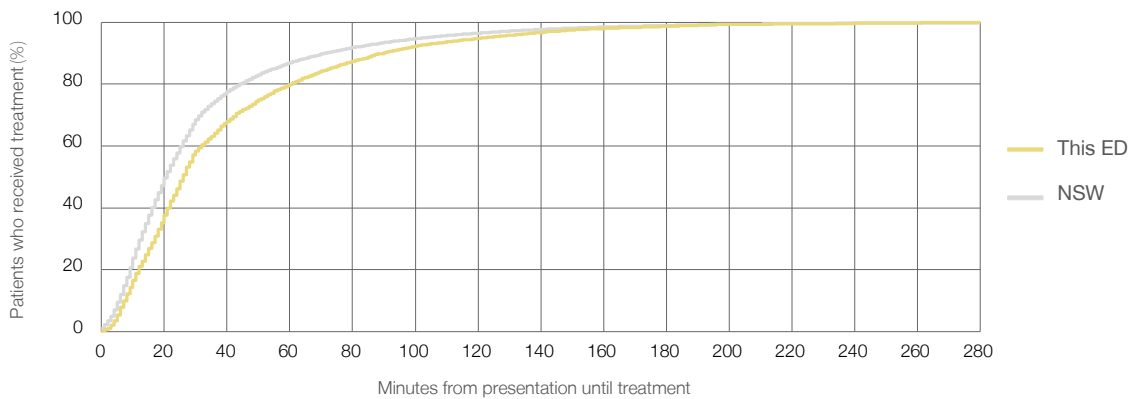
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,593

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

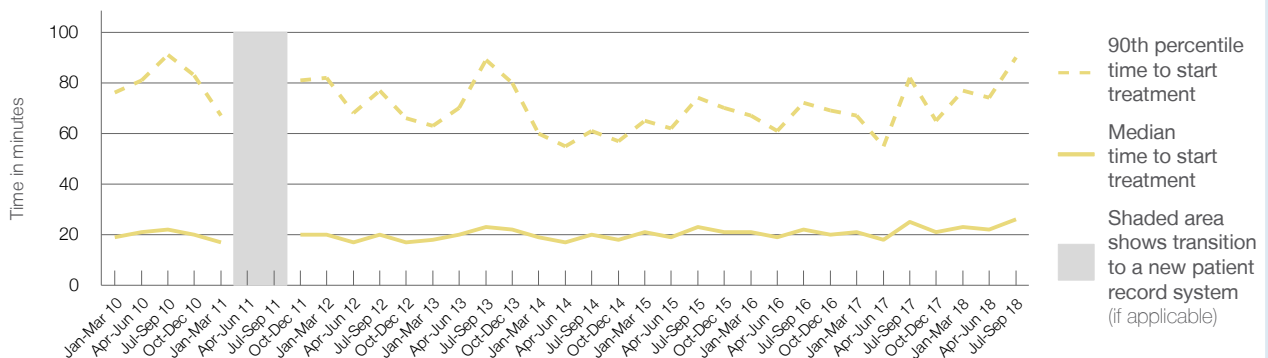
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
4,955	4,893
25 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	22		20	23	20	23	22	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)	91		77	89	61	74	72	82	90

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## Wyong 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: 8,202

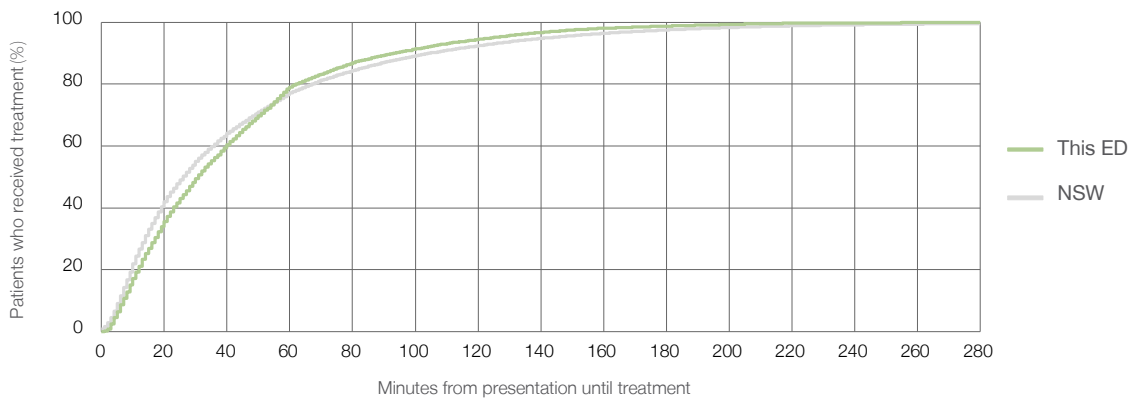
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,883

Median time to start treatment<sup>4</sup>  31 minutes

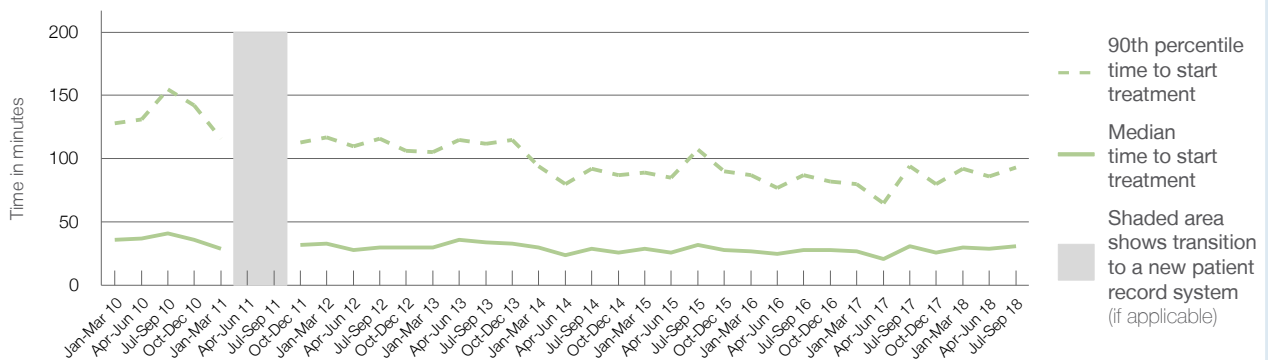
90th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
9,268	8,964
31 minutes	26 minutes
94 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	41		30	34	29	32	28	31	31
90th percentile time to start treatment <sup>5</sup> (minutes)	155		116	112	92	107	87	94	93

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## Wyong 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: 955

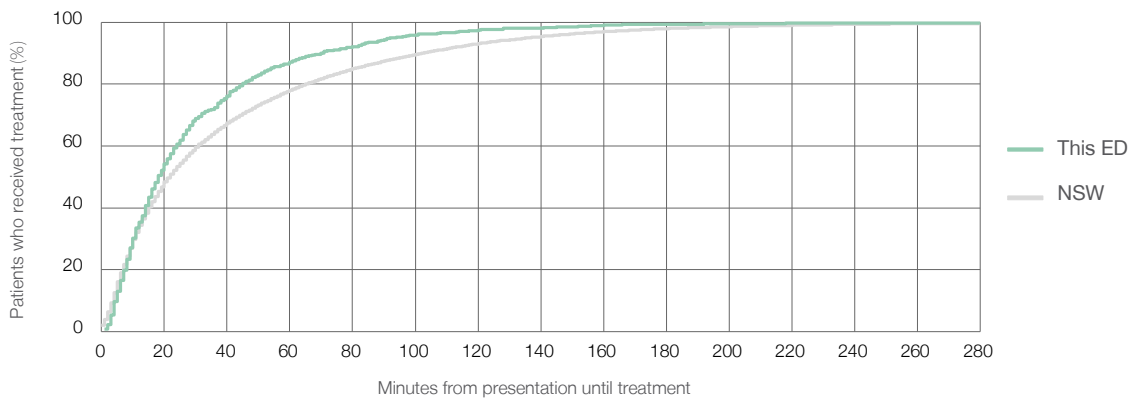
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 898

Median time to start treatment<sup>4</sup>  18 minutes

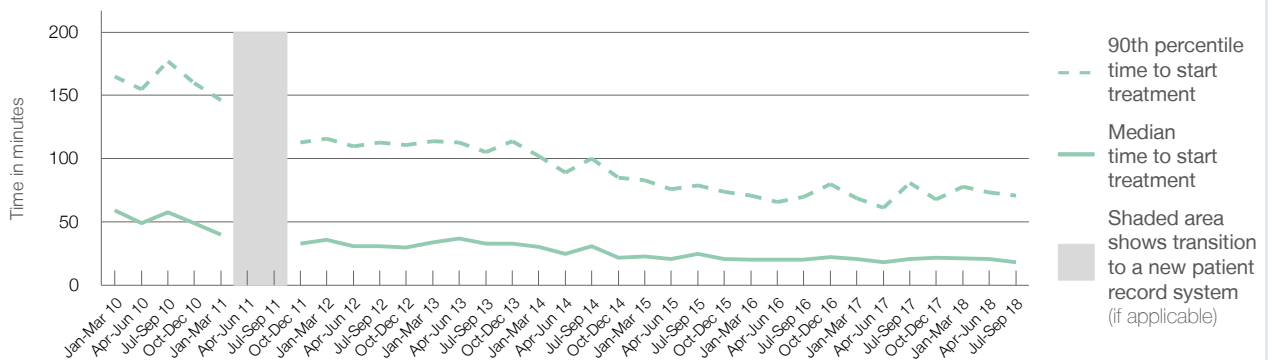
90th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
1,195	1,136
21 minutes	22 minutes
81 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	58		31	33	31	25	20	21	18
90th percentile time to start treatment <sup>5</sup> (minutes)	177		113	105	100	79	70	81	71

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## Wyong Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 16,893 patients

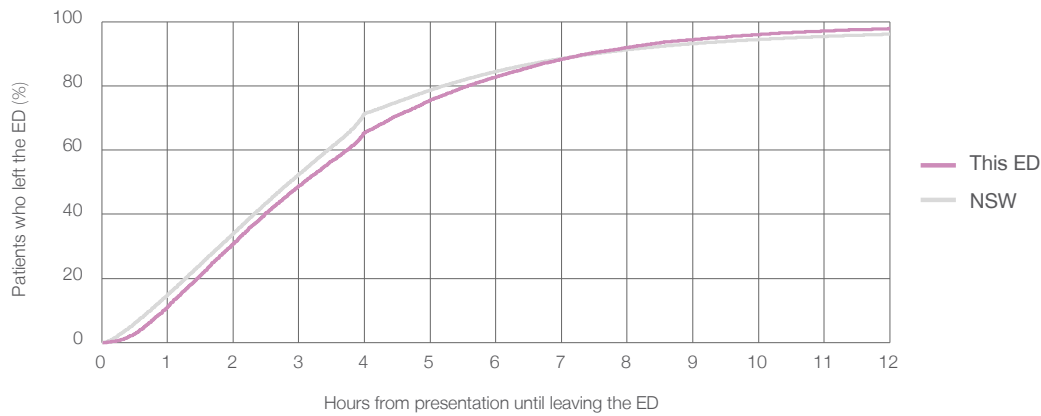
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,893 patients

Median time spent in the ED<sup>8</sup>  3 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup>  7 hours and 25 minutes

Same period last year	NSW (this period)
17,444	17,444
2 hours and 48 minutes	2 hours and 52 minutes
7 hours and 23 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 40m		3h 19m	3h 9m	2h 51m	2h 52m	2h 50m	2h 48m	3h 5m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 34m		9h 54m	9h 34m	7h 52m	7h 6m	7h 16m	7h 23m	7h 25m

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

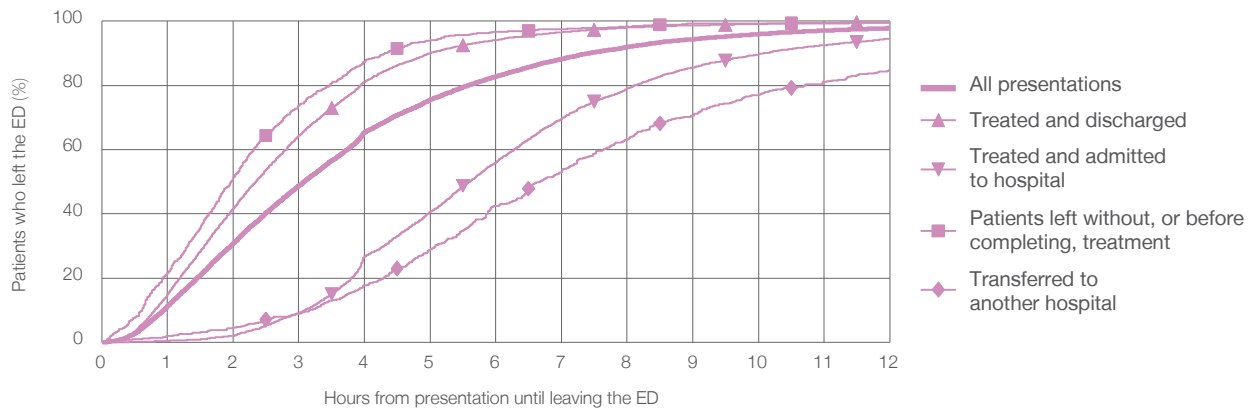
All presentations:<sup>1</sup> 16,893 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,893 patients

Treated and discharged	11,347 (67.2%)
Treated and admitted to hospital	4,251 (25.2%)
Patient left without, or before completing, treatment	634 (3.8%)
Transferred to another hospital	623 (3.7%)
Other	38 (0.2%)

Same period last year	Change since one year ago
17,444	-3%
12,135	-6.5%
4,119	3.2%
547	15.9%
627	-0.6%
16	137.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	15.0%	41.7%	64.4%	81.2%	94.2%	98.0%	99.2%	99.7%
Treated and admitted to hospital	0.5%	2.0%	9.2%	26.7%	56.1%	79.1%	89.7%	94.6%
Patient left without, or before completing, treatment	21.6%	51.4%	73.8%	87.4%	96.7%	98.3%	99.4%	99.5%
Transferred to another hospital	1.9%	4.7%	9.0%	17.7%	42.4%	63.2%	77.0%	84.8%
All presentations	11.2%	30.8%	48.9%	65.4%	82.8%	92.0%	96.0%	97.8%

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**Wyong 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: <sup>1</sup> 16,893 patients

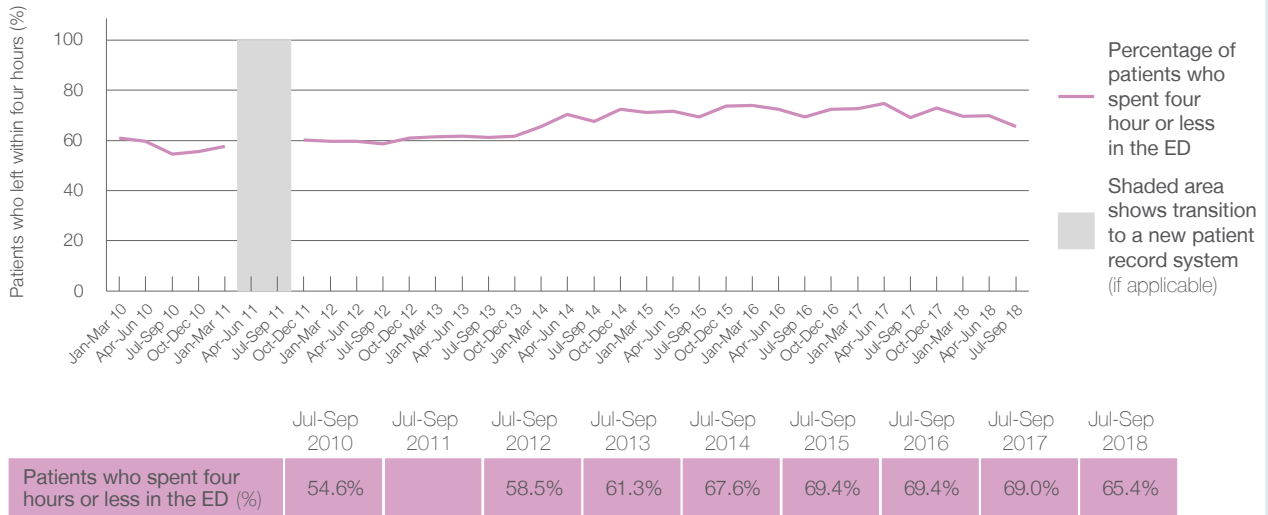
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,893 patients

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



Same period last year	Change since one year ago
17,444	-3%
17,444	-3%
69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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).