

Gosford Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,749 patients

Emergency presentations:² 17,631 patients

Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%

Gosford Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,238 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,986 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,700 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 496 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
2,230	
6 minutes	9 minutes
22 minutes	29 minutes
6,799	
24 minutes	23 minutes
85 minutes	83 minutes
6,614	
39 minutes	30 minutes
125 minutes	121 minutes
447	
26 minutes	26 minutes
116 minutes	118 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,735 patients

Percentage of patients who spent four hours or less in the ED 63.2%

Same period last year	Change since one year ago
16,429	7.9%
62.4%	

* 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, July to September 2016*.
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.

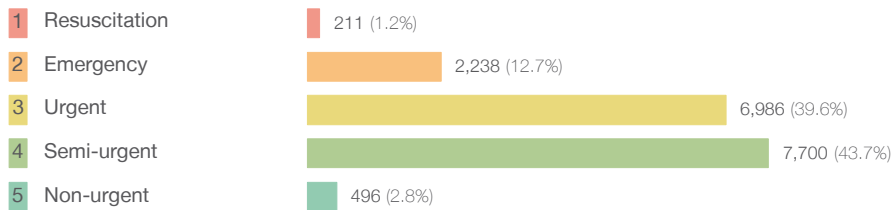
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Gosford Hospital: Patients presenting to the emergency department July to September 2017

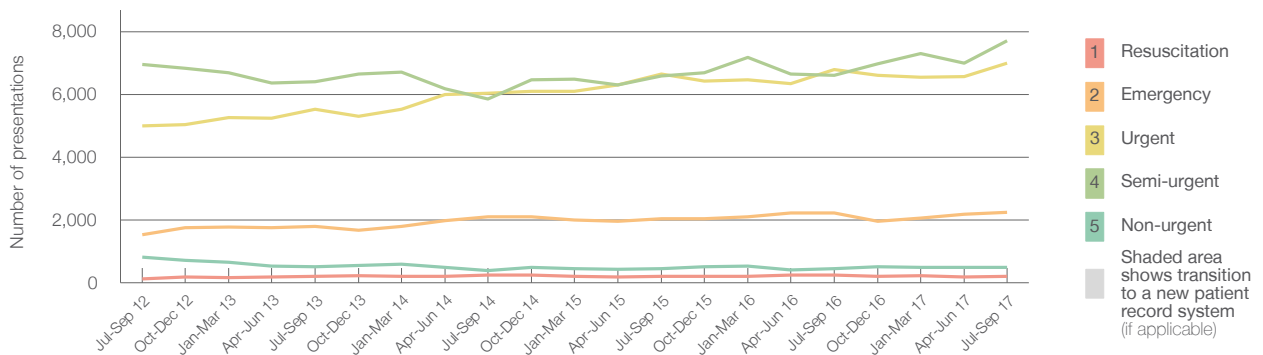
All presentations:¹ 17,749 patients

Emergency presentations² by triage category: 17,631 patients



Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%
234	-9.8%
2,230	0.4%
6,799	2.8%
6,614	16.4%
447	11.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	113	191	233	193	234	211
Emergency	1,530	1,789	2,107	2,034	2,230	2,238
Urgent	4,994	5,525	6,028	6,648	6,799	6,986
Semi-urgent	6,958	6,399	5,853	6,596	6,614	7,700
Non-urgent	804	511	389	451	447	496
All emergency presentations	14,399	14,415	14,610	15,922	16,324	17,631

Gosford Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,207 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,835	
10 minutes	1 minute
72 minutes	2 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.

Gosford Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,238

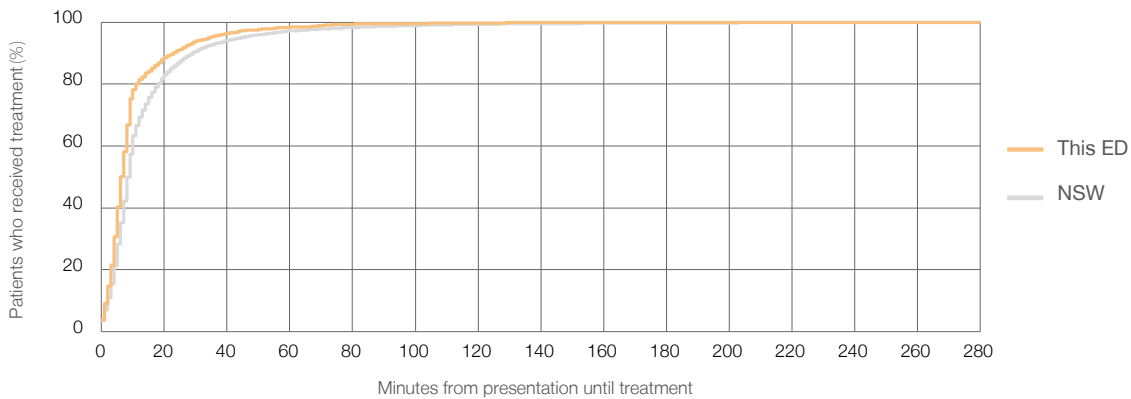
Number of triage 2 patients used to calculate waiting time:³ 2,233

Median time to start treatment⁴ 7 minutes

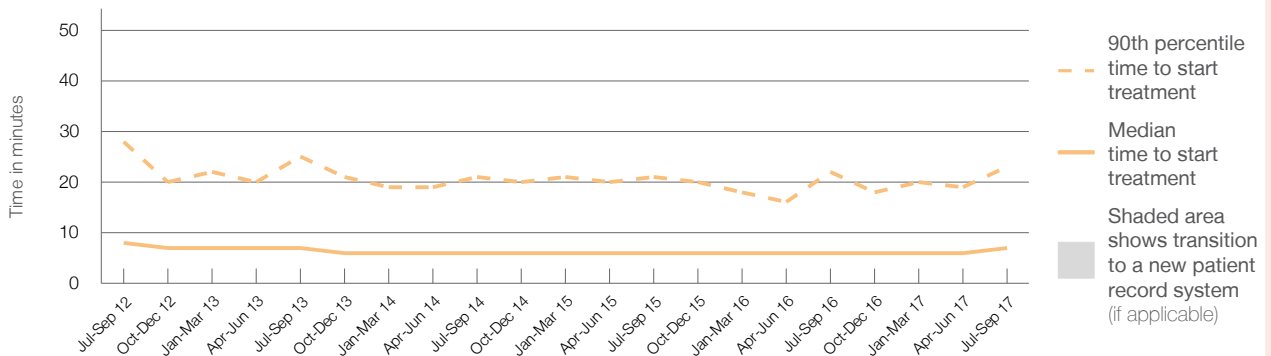
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
2,230	
2,224	
6 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	28	25	21	21	22	23

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Gosford Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,986

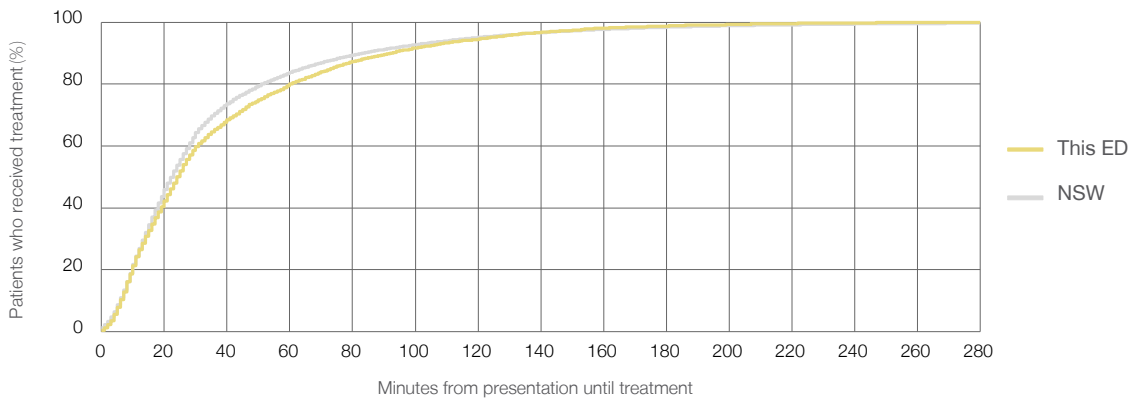
Number of triage 3 patients used to calculate waiting time:³ 6,866

Median time to start treatment⁴ 24 minutes

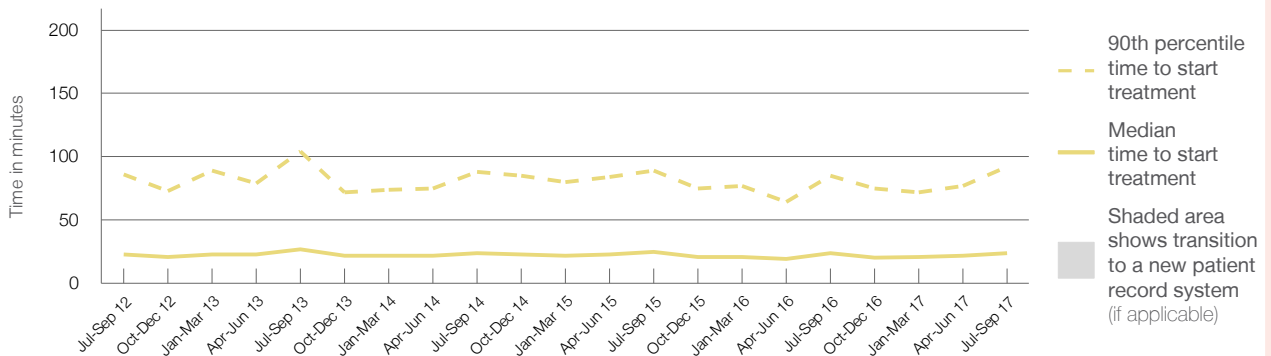
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
6,799	
6,678	
24 minutes	23 minutes
85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	27	24	25	24	24
90th percentile time to start treatment ⁵ (minutes)	86	104	88	89	85	92

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Gosford Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 7,700

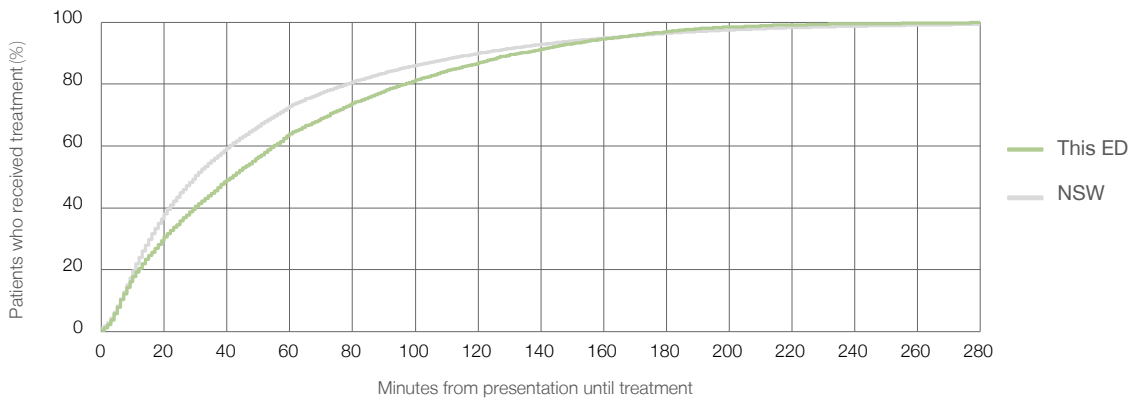
Number of triage 4 patients used to calculate waiting time:³ 7,208

Median time to start treatment⁴ 42 minutes

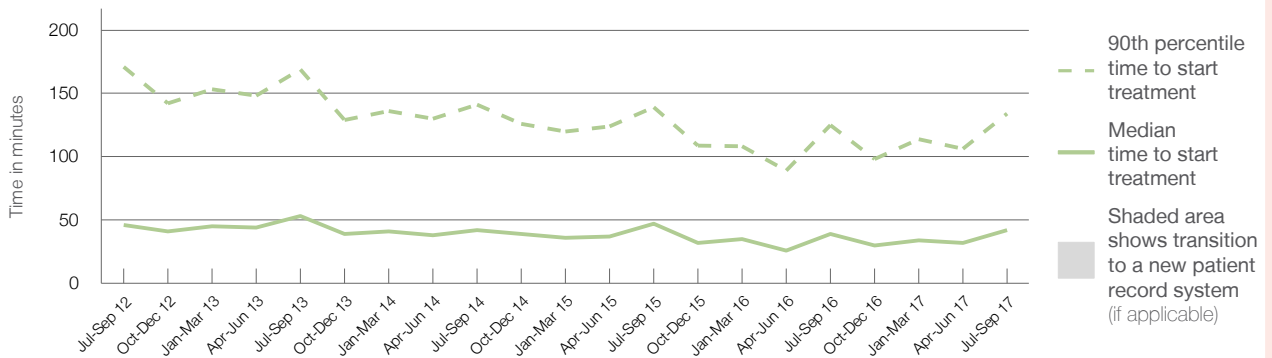
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
6,614	
6,265	
39 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	53	42	47	39	42
90th percentile time to start treatment ⁵ (minutes)	171	169	141	139	125	134

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Gosford Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 496

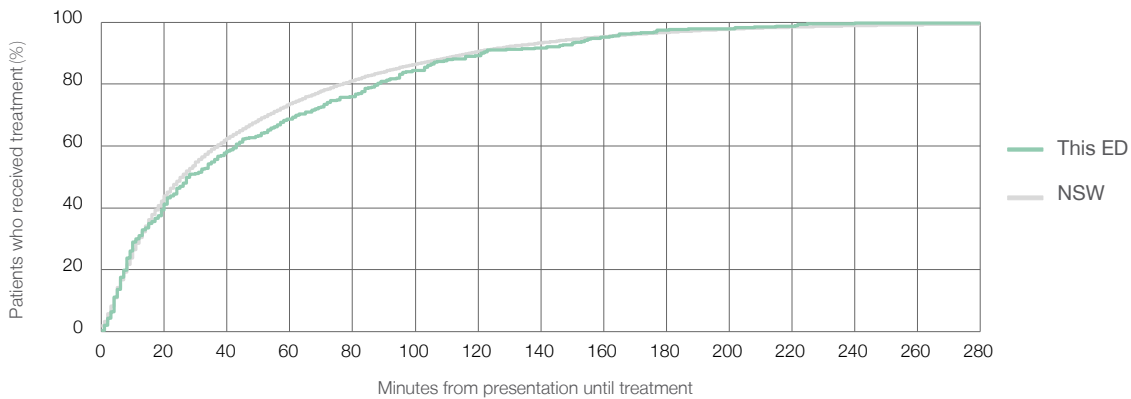
Number of triage 5 patients used to calculate waiting time:³ 387

Median time to start treatment⁴ 28 minutes

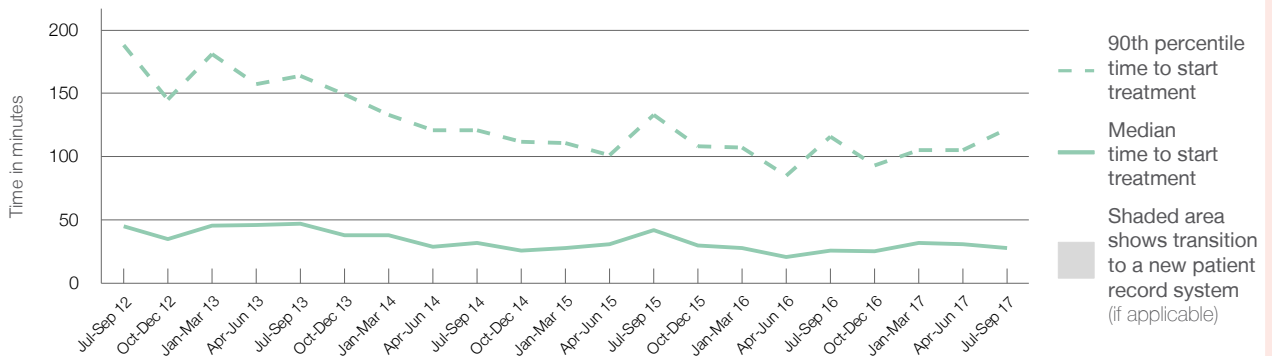
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
447	
366	
26 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	45	47	32	42	26	28
90th percentile time to start treatment ⁵ (minutes)	188	164	121	133	116	122

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Gosford Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,749 patients

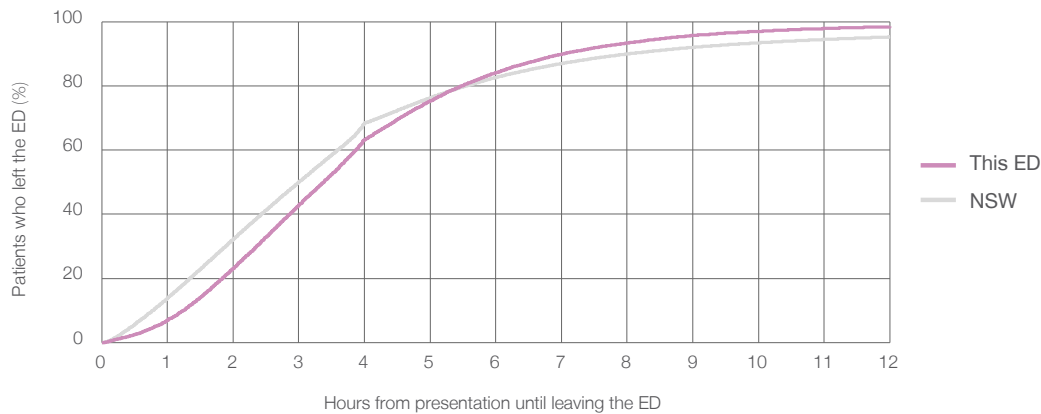
Presentations used to calculate time to leaving the ED:⁶ 17,735 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

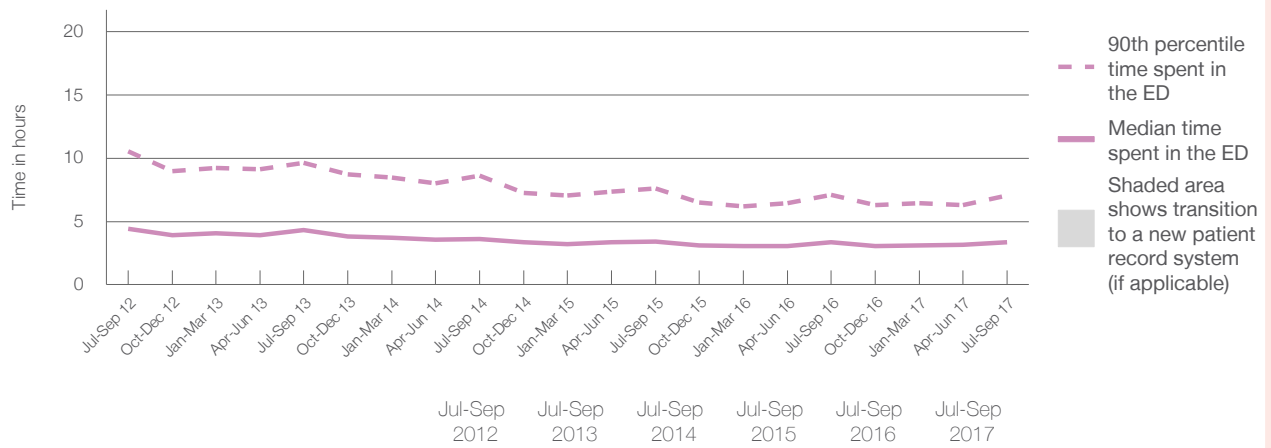
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
16,429	16,429
3 hours and 21 minutes	3 hours and 0 minutes
7 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m	3h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 33m	9h 39m	8h 36m	7h 37m	7h 5m	7h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Gosford Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

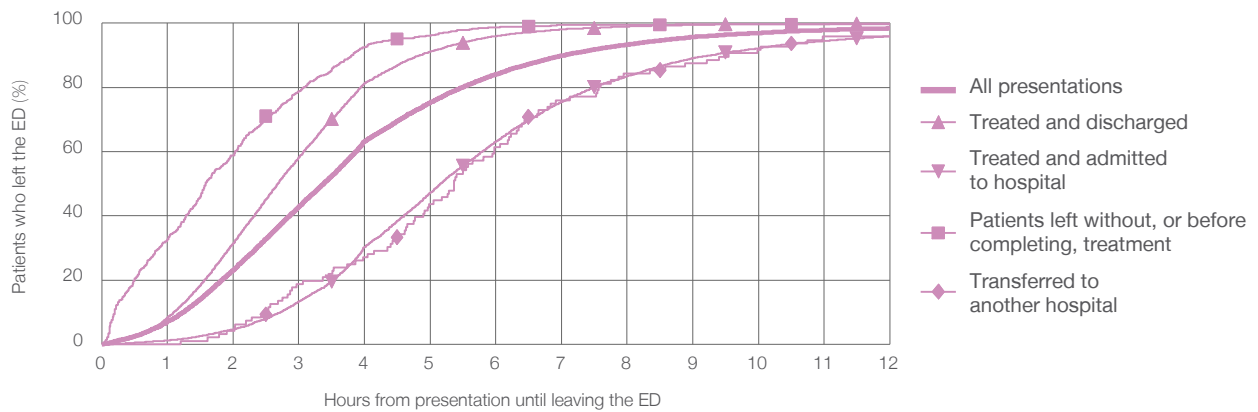
All presentations:¹ 17,749 patients

Presentations used to calculate time to leaving the ED:⁶ 17,735 patients

Treated and discharged	10,412 (58.7%)
Treated and admitted to hospital	6,386 (36.0%)
Patient left without, or before completing, treatment	784 (4.4%)
Transferred to another hospital	96 (0.5%)
Other	71 (0.4%)

Same period last year	Change since one year ago
16,429	7.9%
9,327	11.6%
6,322	1.0%
616	27.3%
110	-12.7%
54	31.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	8.4%	31.6%	58.2%	81.3%	96.0%	99.0%	99.7%	99.8%
Treated and admitted to hospital	1.2%	4.6%	13.3%	30.3%	63.2%	83.5%	92.2%	96.0%
Patient left without, or before completing, treatment	32.7%	58.8%	78.8%	92.6%	98.7%	99.5%	99.6%	99.7%
Transferred to another hospital	0%	4.2%	18.8%	27.1%	61.5%	84.4%	91.7%	95.8%
All presentations	7.1%	23.1%	42.9%	63.2%	84.1%	93.4%	97.0%	98.4%

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Gosford Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 17,749 patients

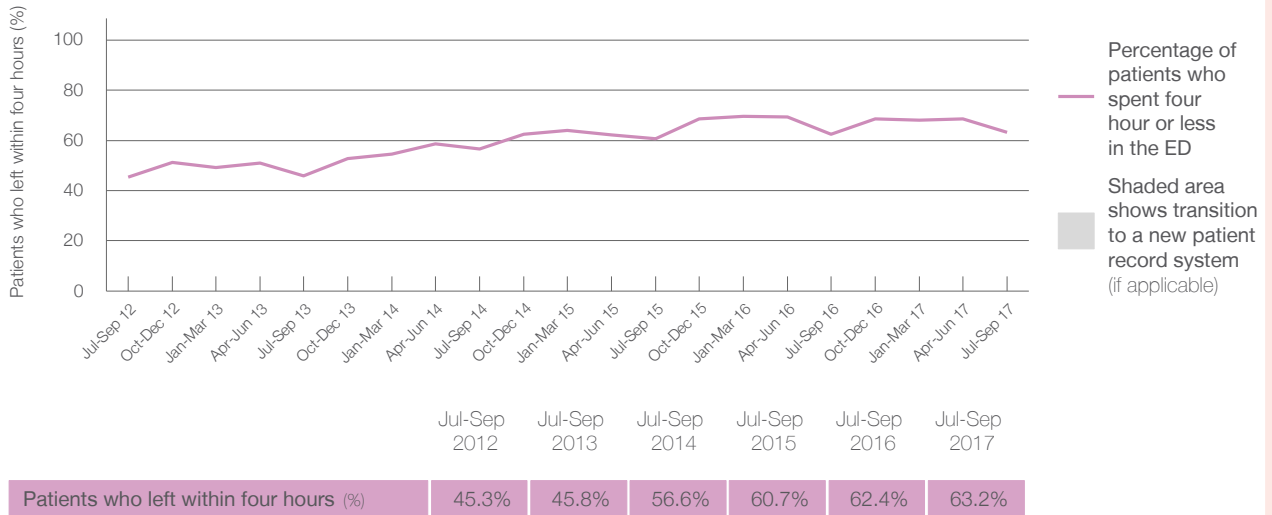
Presentations used to calculate time to leaving the ED:⁶ 17,735 patients

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	16,429	8.0%
Presentations used to calculate time to leaving the ED	16,429	7.9%
Percentage of patients who spent four hours or less in the ED	62.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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, 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).